

Scrutiny Board

12 July 2016

Time 6.00 pm **Public Meeting?** YES **Type of meeting** Scrutiny
Venue Committee Room 3 - 3rd Floor - Civic Centre

Membership

Chair Cllr Stephen Simkins (Lab)
Vice-chair Cllr Pat Patten

Labour

Cllr Ian Angus
Cllr Philip Bateman
Cllr Paula Brookfield
Cllr Peter O'Neill
Cllr Rita Potter
Cllr Jacqueline Sweetman
Cllr Greg Brackenridge
Cllr Jasbir Jaspal
Cllr Rupinderjit Kaur
Cllr Louise Miles
Cllr Julie Hodgkiss

Conservative

Cllr Arun Photay

Quorum for this meeting is four Councillors.

Information for the Public

If you have any queries about this meeting, please contact the democratic support team:

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Tel/Email 01902 551250 or deborah.bredon@wolverhampton.gov.uk
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Some items are discussed in private because of their confidential or commercial nature. These reports are not available to the public.

Agenda

Part 1 – items open to the press and public

Item No. *Title*

MEETING BUSINESS ITEMS

- 1 **Apologies for absence**
- 2 **Declarations of interest**
- 3 **Minutes of the previous meeting (14 June 2016)** (Pages 5 - 10)
[To approve the minutes of the previous meeting as a correct record.]
- 4 **Matters arising**

DISCUSSION ITEMS

- 5 **Corporate Plan 2016 - 2019 Draft Measures** (Pages 11 - 34)
[Charlotte Johns, Head of Transformation, to present progress report on Corporate Plan 2016 – 2019 - Draft Measures]
- 6 **Revised petitions arrangements and schedule of petitions** (Pages 35 - 52)
[Deborah Breedon, Scrutiny Officer, to present report on future arrangements for dealing with petitions.]
- 7 **Scrutiny Board Work Programme and Cross Cutting Reviews 2016/17** (Pages 53 - 64)
[To consider the Board's work programme for future meetings.]

Attendance

Members of the Scrutiny Board

Cllr Ian Angus
Cllr Philip Bateman
Cllr Dr Michael Hardacre (substitute)
Cllr Peter O'Neill
Cllr Rita Potter
Cllr Stephen Simkins (Chair)
Cllr Jacqueline Sweetman
Cllr Greg Brackenridge
Cllr Jasbir Jaspal
Cllr Louise Miles

Employees

Keith Ireland	Managing Director
Sue Handy	Head of Customer Service
Charlotte Johns	Head of Transformation
Adrian McCormick	Head of Transformation
Colin Parr	Head of Governance
Steve Rice	Customer Engagement Manager
Stuart Evans	West Midlands Combined Authority

Part 1 – items open to the press and public

Item No. *Title*

- 1 Apologies for absence**
Apologies for absence were received from:

Cllr Rupinderjit Kaur – Cllr M Hardacre acted as substitute
Cllr Arun Photay
Cllr Patricia Patten
- 2 Declarations of interest**
There were no declarations of interest.
- 3 Minutes of the previous meeting (26 April 2016)**
Resolved:
That the minutes of the meeting held on 26 April 2016 be approved as a correct record and signed by the Chair.

4 **Matters arising**

Minute 5 – Joint Protocol to Manage Unauthorised Gypsy and Traveller Encampments

Scrutiny Officer advised that a draft of the protocol will be sent to members in September 2016 for information.

Scrutiny Review of Employability and Skills - Tracking and Monitoring.

Scrutiny Officer advised that a briefing paper Education Business Engagement will be sent to members of Scrutiny Board as requested.

Cllr Stephen Simkins welcomed Stuart Evans (West Midlands Combined Authority) to the meeting.

There were no other matters arising.

5 **Information Governance Performance Report Quarter Four 2015-16**

Anna Zollino-Biscotti, Information Governance Manager, reported the main findings from the performance report. The Information Governance Manager commented on the increase in the total number of information requests received during quarter four period (January – March 2016). Information Governance Manager reported that 100% of Freedom of Information (FOI) / Environment Regulations (EIR) and 99% of Subject Access Requests (SAR) were responded to within time.

The Managing Director congratulated the employees in the team on the progress made and improved performance in responding FOI/EIR requests. The Managing Director commented on the costs of responding to information requests and the policy of putting information in the public domain, to help reduce the level of demand on the service.

Councillors commented on the presentation of Subject Access Requests (SAR) and suggested that future reports should be changed to make it clearer the number of requests received as shown in Appendix C.

Resolved

The Board welcomed the progress made by the service and would like its comments on the displays considered when presenting future reports.

6 **Update on the West Midlands Combined Authority (WMCA)**

Cllr Roger Lawrence, Leader of the Council, briefed Councillors on current progress made in the establishment of the West Midlands Combined Authority (WMCA), details of the devolution deal and the election of a Mayor.

Keith Ireland, Managing Director, welcomed Stuart Evans to the meeting. The Managing Director explained the reason the delay in getting Parliamentary approval to establish the WMCA and the abolition of the West Midlands Integrated Transport Authority.

Cllr Lawrence advised that Warwickshire and Rugby were now non-constituent members of WMCA, and that discussions were on-going with other local authorities.

Councillors queried the reasons for the objection to the order to establish WMCA. Cllr Lawrence explained that the parliamentary process allows a single MP to object to a draft Order of the Secretary of State. The reason for the objection was related to the creation of the Mayor and the powers that would be conferred on them.

Stuart Evans explained that the order would be re-submitted and the expectation is it will be approved as it only requires a majority of MPs to approve the order.

Councillors queried the financial contribution of members of WMCA and if the amount was on one off payment.

The Managing Director explained that there is a flat rate contribution for 2016/17 of £250,000 for members. The payment for non-constituent members is £25,000. Districts will contribute at a rate of £100,000. The level of payment will be increased in future at the determination of the Combined Authority Board. The Managing Director explained that it was a costly process to set up the WMCA.

The Board discussed the role of WMCA in improving transport links across the region.

Councillors queried the governance arrangements for WMCA. The Leader explained the different members of the WMCA are leading on different work streams. For example, Sandwell MBC was leading on the Land Commission and City of Wolverhampton Council is leading on the governance work stream.

Councillors commented on the need to involve the public in the discussions about the development of the WMCA and in producing information showing the benefits for Wolverhampton and the wider region. Councillors expressed concern that they did not have enough information to answer queries from the public about the benefits of WMCA.

Cllr Lawrence outlined the benefits of WMCA will bring to Wolverhampton and the region, such as job creation and making the region more competitive. The WMCA has communications team working to raise awareness of the current and future plans. Cllr Lawrence commented on the need to consider the individual identities of the seven metropolitan councils and getting public support for the plans. The key issue was to stress that the WMCA plans were aimed at drawing down powers from central government rather than drawing powers from local authorities.

The Managing Director outlined the funded posts within the WMCA and the other senior officer supported provided, at no cost to the WMCA.

Councillors commented on the importance of robust accountability and strong governance arrangements. The Managing Director responded that skilled expertise is being brought to support the work. The Managing Director commented that he was happy to meet Councillors to offer briefings on progress or respond to information requests about governance arrangements.

Councillors queried the current thinking among members of the group about the level of remuneration for Mayor. The Managing Director responded that there had been some informal discussions with the leaders and indications suggest a salary in the range £40,000-£50,000. The decision would be considered by an independent person who would be asked to make a recommendation. The level of award once agreed would be reviewed by the WMCA Board at a future date.

The panel welcomed the offer of the Managing Director to attend future meetings to brief the Board on progress. The Scrutiny Chair welcomed the report and the progress made.

Resolved

The Managing Director to be invited to a future meeting of the Board to give an update on progress in the establishment of the WMCA.

7 Draft Annual Scrutiny Report 2015-16

Colin Parr, Head of Governance, presented the annual report and invited comments on the draft before it is considered by the Council.

Councillors suggested that a number of changes are needed before the report is presented to Council. The Head of Governance suggested the report should be added to the agenda for the next Chair/Vice Chair meeting to give Councillors the opportunity to make more detailed comments.

Resolved

The Scrutiny Board to consider the draft report at the next Chair/Vice Chair meeting.

8 Corporate and social care complaints - Fourth Quarter

Steve Rice, Customer Engagement Manager, outlined the main findings of the corporate, social care and public health complaints report for quarter four (1 January 2016 – 31 March 2016). The Customer Engagement Manager welcomed comments on the content and layout of the report.

The panel queried the definition of a complaint and whether the report fully captures issues raised by members of the public. Councillors were concerned that the number of complaints recorded does not reflect the actual number made. Sue Handy, Head of Customer Services, explained that not all enquiries received are considered as a complaint, it would depend on the situation.

In some situations, the an enquiry from the public may be treated as a service request and not a complaint, depending on the issue. The Customer Services explained the work being done to capture information from across the service. The Customer Engagement Manager explained that his service will deal with all formal complaints received.

Resolved

The Board welcomed the report.

9 **Equality Champion Annual Report 2015-16**

Cllr Mike Hardacre, Equalities Champion, presented the report. Equalities Champion thanked employees for the support received during his period and the highlighted the achievements detailed in the report. The Equalities Champion thanked the Managing Director for his support in supporting changes to the Agresso system to get real time data on the profile of the workforce.

The Equalities Champion commented on the equalities training available on HUB and the need to respond to challenge facing in the City where it is estimated that 100 different languages are spoken.

The Equalities Champion welcomed the work being done by the Equalities Team to set up employee groups based on protected characteristics.

Councillors commented on the progress made in raising the issue of equalities. The Managing Director commented that only 10% of staff had completed the section on personal characteristics. The Council is planning to ask employees to use diversity tab can be found in Agresso to capture more data on the protected characteristics such as sexuality and religion. The work is being done as part of the Councils commitment to equality and diversity

The Managing Director commented on the lack of representation of BME at senior management level and that more work is needed to improve the situation. The Board discussed the opportunities for current employees to secure senior posts within the Council.

The Equalities Champion thanked everyone for their efforts.

Resolved

The Board welcomed the report and progress made.

10 **Corporate Plan 2016 - 2019**

Charlotte Johns, Head of Organisational Development presented an updated Corporate Plan. The Head of Organisational Development briefed the Board on the main changes and how it links to other Council strategies.

Resolved

The Board welcomed the report and noted the progress.

11 **Scrutiny Work Programme 2016/17**

Colin Parr, Head of Governance, briefed the Board on progress in developing the work programme for 2016/17. The Head of Governance commented that feedback from the annual scrutiny planning event will be included in discussions about the future agenda items and review topics.

Councillors commented that the plan is to undertake two scrutiny reviews during the year. Chair of Scrutiny Board advised Councillors to consider the findings of the risk register and any red items when developing their individual panel work programmes. Chair of Scrutiny Board encouraged Councillors to have early discussion with their respective Cabinet Members about issues which they would like the panel to consider.

Councillors suggested that Combined Authority should be added to the agenda for a future meeting.

Resolved

The Board welcomed the report. A report on progress in establishing the WMCA to be presented to a future meeting.

The meeting closed at 20.15

Scrutiny Board

12 July 2016

Report title	Corporate Plan 2016 – 2019 Draft Measures	
Cabinet member with lead responsibility	Councillor Roger Lawrence Leader	
Wards affected	All	
Accountable director	Mark Taylor, Director of Finance	
Originating service	Organisational Development	
Accountable employee(s)	Charlotte Johns	Head of Organisational Development 01902 554240 Charlotte.johns@wolverhampton.gov.uk
	Helena Kucharczyk	Business Intelligence Manager Insight and Performance Team 01902 555440 Helena.Kucharczyk@wolverhampton.gov.uk
Report to be/has been considered by	Cabinet Full Council	14 September 2016 21 September 2016

Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. Review the draft measures that are currently under discussion to support and evidence progress against delivery of outcomes outlined in the Corporate Plan for 2016 – 2019.
2. Provide feedback on the measures for inclusion and targets prior to their finalisation by leadership teams and sign off by, Cabinet and Full Council.

Recommendations for noting:

The Scrutiny Board is asked to note:

1. The timelines for finalisation of the measures by leadership teams prior to sign off by Cabinet and Full Council.

1.0 Purpose

- 1.1 The purpose of this report is to set out the approach and progress against developing the measures to support and evidence progress against delivery of outcomes outlined in the Corporate Plan for 2016 – 2019.
- 1.2 The report seeks feedback and further input from the Board on the measures identified so far and to confirm the timelines for finalisation by leadership teams and sign off by Cabinet and Full Council.

2.0 Background

- 2.1 A new 3-year Corporate Plan builds upon the simplified priorities as ‘stronger communities’ (People) and ‘stronger economy’ (Place) supported by a ‘Confident Capable Council’ (Corporate). It has been developed around cross-cutting outcomes, which underpin our priorities for the city and steer the organisation to successful delivery of these. The plan has signed off by this Board and is due to final sign off by Cabinet and Full Council in the coming weeks.
- 2.2 We are achieving this by adopting an outcome based business planning approach and measures are being developed to support and evidence progress against outcome delivery.

3.0 Outcome Based Planning

- 3.1 Outcome based planning, through the identification of clear objectives outcomes, outputs and measures, enables us to understand how people and other resources are being utilised, identify potential areas for improvement and recognise and build on good practice and success. This allows leaders to make decisions based on a single version of the truth, understanding the cause and effect across the organisation. Outcomes supports and encourages informed challenge to enable service reform and transformation on an evidence led basis, rather than simple re-sizing or ceasing of services.
- 3.2 Services are aligning their delivery and investment outputs as part of their business plans to ensure the council is defining and challenging value based on the degree of their impact on the delivery of corporate outcomes and measuring them accordingly.
- 3.3 This will allow the Council to more clearly target priority services for investment and lesser priority areas for developing alternative operating models to increase efficiency and establish increasingly focussed cost benefit analysis, ensuring delivery of best value for each public pound being spent.
- 3.4 Outcome based planning is enabling the Council to form an integrated workforce plan that considers the supply, demand and the capability requirements of the workforce that will address the clear business priorities over the medium term. This will allow the Council to forward plan the shape and nature of the workforce it will need in the future and target development of skills and talent to be able to deliver better with less.

3.5 It is being supported by the development of more robust performance management reporting and processes and an increased capability across the organisation to understand and use data to make evidenced based decisions.

4.0 Progress and next steps in the development of measures for the Corporate Plan

- 4.1 The Insight and Performance Team are working closely with Strategic Directors and Service Directors to identify and refine appropriate and relevant measures that will evidence progress against and achievements of the outcomes outlined in the Corporate Plan or where no suitable quantitative measures exist, agree on a qualitative stance for reporting progress.
- 4.2 Support and challenge is also being provided to ensure that, where possible, measures are SMART (specific, measureable, achievable, realistic and time-bound), governed by an accountability framework for target setting and reporting, and supported by a defined (and documented) methodology.
- 4.3 The attached report: Draft Performance Measures – Corporate Plan 2016 – 2019 (Appendix 1), outlines the measures that are currently under discussion by leadership teams to support the new Corporate Plan. It should be noted that these measures have not yet been fully finalised and agreed by leadership teams or signed off by the Strategic Executive Board, so there are likely to be further changes.
- 4.4 Over the coming weeks, the measures will continue to be refined and targets identified, before being put before Cabinet and Full Council for final approval. This year, as part of this work, early feedback and input from Scrutiny Board is being sought both on the measures, targets and proposed reporting process.
- 4.5 The timetable for the development, finalisation, target setting and sign-off of the measures is:

Process	Date
Report to be circulated to Scrutiny Board updating on progress and inviting further input	To be issued week commencing 25 th July 2016 (Final comments to be sent to Insight and Performance no later than Friday 5 th August 2016)
Final measures and targets to be agreed by Leadership Teams	No later than Monday 15 th August 2016
Strategic Executive Board Sign off	No later than Tuesday 23 rd August 2016
Sign off by Scrutiny Board (no Board meeting is available so sign off will be by an emailed information report)	Report to be issued no later than Wednesday 24 th August 2016 (Final comments no later than Tuesday 30 th August 2016)
Sign off by Cabinet	14 th September 2016 (report to be completed by Friday 02 nd September 2016)
Sign off by Full Council	21 st September 2016 (report to be completed by Friday 9 th September 2016)

4.6 If you would like to provide discuss or feedback on any of the draft measures and targets or the proposed performance reporting approach at any point during the coming weeks, please contact Charlotte Johns or Helena Kucharczyk (contact details at the top of this report)

5.0 Performance Reporting against the Corporate Plan

5.1 In order to report the measures a 'Wolverhampton Scorecard' will be developed which will enable Councillors, management, employees and the public to drill down from the high level Corporate Plan in to more detail on the performance and progress against the outcomes for each of the objectives.

5.2 Performance measures relating to the People and Place outcomes will become the 'City Scorecard' and those measures developed as part of the C3 programme work streams will form part of the 'Council Scorecard'. Both scorecards will be reported on a quarterly basis to the Cabinet (Performance Management) Panel and Scrutiny Board.

5.3 New functionality has been developed in Verto, the Council's main project management tool, by the Portfolio Management Team, to track and monitor progress and achievement against the outcomes in the Corporate Plan. The Insight and Performance Team have been working closely with the Portfolio Management Team to further develop the use of Verto for capturing data at source, and ensuring that it is easily and readily accessible as part of the web based access to corporate planning and performance information. This will also link to the on-going work around a corporate dashboard/scorecard approach using Qlikview.

6.0 Financial implications

6.1 Review of the performance measures through the 'Wolverhampton Scorecard' will form an integral part of budget monitoring. Where there are areas of underperformance there is often a direct impact on the budget and medium term financial strategy. The impact is assessed and monitored on a case by case basis and fed in to the budget process.
[GE/01/072016/R]

7.0 Legal implications

7.1 There are no specific legal implications arising from this report. The Council's statutory responsibilities will be discharged through delivery of the Corporate Plan and the measures contained within the 'Wolverhampton Scorecard' will seek to assure and provide evidence that those responsibilities are being met.
[TS/29062016/B]

8.0 Equalities implications

8.1 The Council has a number of equality objectives, which underpin the Corporate Plan. Any policy change or budget decision is subject to an equality analysis screening, to understand the potential impact on the nine protected characteristics.

While none of the measures in the 'Wolverhampton Scorecard' are likely to directly relate to protected characteristics, monitoring and analysis of these will take place via information provided to the newly formed Equalities Groups in each of the Directorates, the Strategic Equalities Group and the council's Equalities and Diversity Committee.

9.0 Environmental implications

- 9.1 There are no direct environmental implications arising from this report. Environmental implications are covered in several of the objectives of the Corporate Plan and measured accordingly in the 'Wolverhampton Scorecard'.

10.0 Human resources implications

- 10.1 There are no human resources implications arising from this report. The Future People programme in the Corporate Plan most significantly addresses HR implications with appropriate measures to be identified.

11.0 Corporate landlord implications

- 11.1 There are no corporate landlord implications arising from this report. The Future Space programme in the Corporate Plan most significantly addresses corporate landlord implications with appropriate measures to be identified.

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Building Even Stronger Communities	
Outcome	Measures
Promoting and enabling healthy lifestyles	
Tackling lifestyle issues will improve quality of life, reduce the time spent with illness and have a positive effect on life expectancy in the city. By 2019/2020:	
We will have fewer smokers in the city	<ul style="list-style-type: none"> • Percentage of mothers smoking at the time of delivery • No. of people that smoke through lifestyle survey and monitoring of contracts RE: quit rates – annual
We will have more families supported to reduce obesity	<ul style="list-style-type: none"> • Percentage of individuals achieving targeted goals through weight management and physical activity programmes • Activity in sport centres?
We will have fewer people with harmful drinking habits in the city through earlier identification and intervention	<ul style="list-style-type: none"> • Increase in the use of the alcohol screening tools
We will help more people to live healthier lives through access to preventative health advice	<i>There is no specific measure for this outcome. An update on progress against this outcome will be presented as a qualitative commentary each quarter</i>
Promoting independence for older people	
Older people in the city are able to live full and active lives, with support where necessary to promote independence and choice. By 2019/2020:	
We will be a welcoming place for older people with information and advice locally available	<ul style="list-style-type: none"> • ASCOF 3D: Proportion of people who use services who find it easy to find information about services - <i>Annual national indicator from the adult social care user survey. This relates to all ages, however, could be broken down to show results for older people separately</i>

Building Even Stronger Communities	
Outcome	Measures
<p>We will enable people to be supported at home through integrated health and social care</p>	<p>•ASCOF 2B(1) Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services (effectiveness of the service) - <i>Annual national indicator that only measures people who were discharged from hospital and received reablement between October and December. There is potential to measure this in year.</i></p>
	<p>•ASCOF 2D - Proportion of those that received a short term service during the year where the sequel to service was either no on-going support or support of a lower level - <i>national all age indicator which measures the immediate outcome following reablement services. Does not demonstrate medium or long term effectiveness of reablement.</i></p>
	<p>•Percentage of Older People who have received reablement services who remain in their own home six months after discharge from those services - <i>local indicator that was previously measured in the Corporate Plan for 15/16 - this can be updated 'in year' and demonstrates the medium term effectiveness of reablement. However, there is no comparator data.</i></p>
	<p>•ASCOF 2A(2) - Permanent admissions of older people (aged 65 and over) to residential and nursing care homes, per 100,000 population - <i>National indicator and key BCF measure which shows the number of people admitted to residential or nursing care during the year. Without corresponding community based services does not demonstrate that more people are living at home, just that fewer are being admitted to residential and nursing care.</i></p>
	<p>•Number of older people in permanent residential and nursing care per 100,000 population •Number of older people receiving long term community based services per 100,000 population •Balance of care: The proportion of older people in permanent care vs the proportion of people receiving long term community based services.</p> <p><i>Three part indicator based on national data which demonstrates the 'balance of care'. This will show that more people are being helped to live in the community rather than in permanent residential or nursing care.</i></p>

Building Even Stronger Communities	
Outcome	Measures
We will enable older people are able to live independently with more choice and control over their daily lives.	<ul style="list-style-type: none"> •ASCOF 1C(1a) - Proportion of people using social care who receive self-directed support •ASCOF 1C(2a) - Proportion of people using social care who receive direct payments <p><i>National indicator which looks at the proportion of people who in receipt of long term services who are receiving personal budgets / direct payments as at 31st March, but this can be measured in year.</i></p> <p><i>This currently measures all ages, but could be split from national data to show Older People only.</i></p>
Promoting independence for people with disabilities and mental ill-health	
Vulnerable people are able to live independently and have choice and control over their lives. By 2019/2020:	
We will increase access to early intervention and prevention services to improve resilience and mental wellbeing of children and young people	Headstart indicator to be identified. This will most likely be an indicator which is required to be reported as part of the successful lottery bid
We will maximise the independence of children and young people with a disability or a special educational need by ensuring they have a personalised Education, Health and Care Plan	<ul style="list-style-type: none"> •Number of children with an EHC Plan •Number of children with statement of educational need <p><i>These two indicators together will demonstrate that children with special educational needs and disabilities are having their needs assessed as part of a personalised education, health and care plan. It will also demonstrate that children who currently have a statement are being reviewed to check eligibility for an EHCP in line with government and local targets.</i></p>
We will maximise access to post-16 education and employment opportunities for young people with disabilities and mental ill health through a transition pathway	<i>The proportion of young people with disabilities and mental ill health who are in education, employment or training will be measured as part of a wider suite of EET indicators under the Forging a Stronger Economy outcomes</i>

Building Even Stronger Communities	
Outcome	Measures
We will support vulnerable adults to live more independently.	<p>•ASCOF 2A(1) - Permanent admissions of younger adults (aged 18-64) to residential and nursing care homes, per 100,000 population - <i>National indicator which shows the number of people admitted to residential or nursing care during the year. Without corresponding community based services does not demonstrate that more people are living at home, just that fewer are being admitted to residential and nursing care.</i></p>
	<p>•Number of younger adults in permanent residential and nursing care per 100,000 population •Number of younger adults receiving long term community based services per 100,000 population •Balance of care: The proportion of younger adults in permanent care vs the proportion of people receiving long term community based services.</p> <p><i>Three part indicator based on national data which demonstrates the 'balance of care'. This will show that more people are being helped to live in the community rather than in permanent residential or nursing care.</i></p>
Safeguarding people in vulnerable situations	
Vulnerable people in the city will have the support and protection they need to improve their life chances and ensure they feel safe in their By 2019/2020:	
We will continue to identify and protect children at risk of harm	<i>Work is being undertaken with staff in the MASH to identify suitable indicators</i>
We will prioritise early identification and protection of young people at risk of child sexual exploitation	• Proportion of children identified as been at risk of Child Exploitation (CSE) whose level of risk has reduced - <i>this indicator was reported in 15/16 and remains a good indicator.</i>
We will enable vulnerable adults to feel safe within their community.	<p>•ASCOF 4A - Proportion of people who use services who feel safe •ASCOF 4B - Proportion of people who use services who say that those services have made them feel safe and secure - <i>These are national annual indicators calculated from the adult user survey. The first indicator is a general measure of safety that vulnerable people feel within their communities. The second measures whether the services that they receive increase their sense of safety</i></p>

Building Even Stronger Communities	
Outcome	Measures
	<ul style="list-style-type: none"> •The proportion of adults at risk who have had their level of risk reduced following actions taken under safeguarding - <i>this is the adult version of the CSE indicator and is measured using outcomes recorded in the safeguarding forms</i>
<p>Strengthening families where children are at risk Targeting effective early help and support will strengthen families, keep children and young people safe and improve their life chances. By 2019/2020:</p>	
We will ensure that children and families have swift and co-ordinated access to the right services at the right time	<p><i>All of the measures below provide evidence for this outcome. There will be additional commentary and qualitative analysis included to describe the work that is being undertaken to transform children's services in the city and the outcomes that it is producing.</i></p>
We will achieve positive and sustained change by working with the whole family	<ul style="list-style-type: none"> •Number of families who have been 'turned around' as part of the Troubled Families Programme •Percentage of families with an improved score out the Outcome Star •The proportion care leavers who are in education, employment or training •The proportion YOT who are in education, employment or training <p><i>both of these indicators will be measured as part of a wider suite of EET indicators under the Forging a Stronger Economy outcomes</i></p>
We will safely prevent family breakdown by supporting children and families.	<ul style="list-style-type: none"> •Percentage of children subject of a child protection plan for a second or subsequent time - <i>this is a national, benchmarkable indicator which demonstrates that interventions are effective first time</i> •Rate of children becoming looked after - <i>this is a national, benchmarkable indicator which, if reducing, demonstrates that interventions are happening early enough</i>

Building Even Stronger Communities	
Outcome	Measures
	<ul style="list-style-type: none"> • Rate of children receiving social care services per 10,000 population <ul style="list-style-type: none"> • LAC • CP • CiN • Early Help <p><i>This indicator will show the number of children known to social care. If the outcome is being successfully achieved, there should be a move towards fewer children being known to services and a smaller proportion being Looked After or receiving statutory services</i></p>
Enabling Communities to Support Themselves	
Supporting communities to develop local support will build resilience in the city. By 2019/2020:	
We will maximise income and independence by ensuring people have access to information and advice	<ul style="list-style-type: none"> • The amount of benefits gains identified - <i>this indicator measures the amount of Benefit Gains that the Welfare Rights Service has helped people to identify that they are eligible for and claim.</i>
We will ensure people can easily find local support, preventative and universal services in their local communities	<ul style="list-style-type: none"> • ASCOF 3D: Proportion of people who use services and carers who find it easy to find information about services - <i>Annual national indicator from the adult social care user survey. The result for the older people part of this indicator will be reported to evidence the outcome: "We will be a welcoming place for older people with information and advice locally available"</i> • Number of hits on the Wolverhampton Information Network (WIN) - <i>this will demonstrate that the WIN is being used by people to find information about community and universal services that are available in their area.</i>
We will encourage people and communities to play an active part in delivering the best services possible for our city	<i>Work is on-going to identify whether there are any suitable volunteering measures that could be used to evidence this outcome.</i>

Building Even Stronger Communities	
Outcome	Measures
Keeping the city safe A safe city creates a stable economic climate and a vibrant night-time economy which in turn improves the experience of residents, workers and visitors. By 2019/2020:	
We will improve outcomes for families affected by domestic violence by ensuring earlier access to information, advice and support services	<ul style="list-style-type: none"> • Number of families screened using the Barnardos screening tools and the proportion being referred to early help - <i>the feasibility and appropriateness of this indicator needs to be confirmed.</i> • Number of DV cases assessed as being at high risk of serious harm and homicide (through Multi-agency Risk Assessment Conference) - <i>the feasibility and appropriateness of this indicator needs to be confirmed.</i>
We will increase community cohesion through active citizenship	<i>There is a community tension measurement system in place within the City and work is being undertaken to identify a suitable measure arising from the system.</i>
We will give victims of youth crime a greater voice in the justice system.	• % of identified victims who had a voice in the type of restorative process
Challenging and Supporting Schools to Provide the Best Education Raising expectations, securing swift school improvement and ensuring there are sufficient school places and resources to support children's learning are essential to providing the best education for our young people. By 2019/2020:	
Encourage a strong local school-to-school support network that drives up standards and attainment	<ul style="list-style-type: none"> • Percentage of schools judged, by Ofsted, to be 'good' or 'outstanding' • Percentage of pupils at end of key stage 2 achieving Age Related Expectations in combined reading, writing and maths - <i>This is a new indicator for 2016/17 following changes made to the national curriculum</i> • Percentage of schools achieving the national levels for Attainment 8 and Progress 8 - <i>This is a new indicator for 2016/17 following changes made to the national curriculum</i>
Have a robust, targeted and proportionate programme to challenge and support schools across the city	<i>No specific qualitative measure has been identified for this outcome. An update on progress against this outcome will be presented as a qualitative commentary each quarter</i>

Building Even Stronger Communities	
Outcome	Measures
Ensure every resident who wants a school place in the City of Wolverhampton for their child is offered one and that the majority receive their preferred choice	<ul style="list-style-type: none"> • Percentage of families receiving one of their preferred schools • Number and percentage of late applications for school places
Ensure that pupils in need of support receive the maximum benefit from additional government funding in our maintained schools	<ul style="list-style-type: none"> • Percentage of maintained primary and special schools with uncommitted balances greater than 8% of budget share • Percentage of maintained secondary schools with uncommitted balances greater than 5% of budget share.
Be sustaining the delivery of excellent education, training and employment outcomes for our young people through strong professional relationships	<p><i>Indicators relating to the proportion of young people who are in education, employment or training will be measured as part of a wider suite of EET indicators under the Forging a Stronger Economy outcome.</i></p> <p><i>An update on progress against this outcome will be presented as a qualitative commentary each quarter</i></p>
Ensure that vulnerable children and young people receive suitable education in local schools or effective alternative provision.	<p><i>There are a number of indicators relating to this outcome which are currently reported locally. Work is on-going with managers to identify the most suitable ones for inclusion in the quarterly performance reports for the Corporate Plan.</i></p>

A Stronger Economy	
Outcome	Measures
Keeping the City Clean	
Improving our streets and green spaces will create pride in our city and improve the quality of our local environment. By 2019/2020:	
We will have welcoming neighbourhoods and an attractive city centre by making them cleaner and greener	<ul style="list-style-type: none"> • Percentage of customers satisfied with street cleaning - this is an annual measure • Number of calls or customer contact related to street cleaning
We will encourage community engagement and pride in neighbourhood cleanliness	<i>There is no robust data currently available to use to produce a quantitative measure for this outcome. The update against this outcome will therefore be a narrative update focussing on individual council-led projects and the number of people involved in those projects. It may be possible to develop measures in the future as the volunteering service develops.</i>
We will safeguard our environment and reduce waste by increasing residents' and businesses' recycling and reuse rates	<ul style="list-style-type: none"> • Percentage of household waste sent for reuse, recycling or composting (NI192) - This is a national/benchmarkable indicator
We will have good and improving air quality in the city	<i>There is no robust data currently available to produce an indicator that would be meaningful to the public. The update against this outcome will therefore be qualitative, focussing on specific individual council initiatives which are helping to improve the city's air quality. However, in future years quantitative measures may be possible.</i>
Keeping the City Moving	
Our transportation networks are major assets, which need to be properly maintained and developed to allow the safe and efficient movement of people and goods. By 2019/2020:	
We will drive economic growth across the city and the wider region by investing in an effective and integrated transport network	<ul style="list-style-type: none"> • £'s invested in projects to develop and enhance the highway network - this measure will be supported by qualitative commentary on how the money being spent is supporting the effective and integrated network

A Stronger Economy	
Outcome	Measures
We will have a well maintained highway network boosted by an integrated approach to traffic management across the city and wider Black Country region	<p>•Percentage of carriageway defects reported on classified roads - <i>Other measures will also support this indicator (e.g. Urgent defects to the network addressed within 24 hours, CAT1 A and CAT1B defects), but these will be monitored at a local level and not appropriate for inclusion in the Corporate Plan.</i></p> <p><i>Measures which look at the timeliness in which road defects are addressed are also being considered for inclusion</i></p>
We will reduce the city's dependency on cars by providing improved facilities for alternative modes of transport	<p>•Total length of cycle network - <i>In order to ensure that other modes of alternative transport are accounted for to provide evidence against this outcome, measures relating to public transport information (i.e. patronage, frequency of service etc.) to demonstrate improved facilities are being explored.</i></p>
Improving the City Housing Offer	
<p>Improving the quality and supply of housing is crucial to support current and future residents who will have a fundamental role to play in the city's future. By 2019/2020:</p>	
We will have better quality housing by delivering new homes, supported housing and increased private renting and sale through our council-owned company	<p>•Number of additional homes provided (net) (NI154)</p>
We will build affordable council housing and new starter homes for people on lower incomes in areas where people want to live	<p>•Proportion of additional homes provided that are considered 'affordable'</p>
We will ensure that prospective tenants can "rent with confidence" from private landlords who will be supported to improve the quality of homes	<p>•Number of properties registered on the 'Rent with Confidence' scheme</p>
	<p>•Proportion of private landlords in the city that are highly rated (e.g. rated 4 or 5 star) - this indicator will not be available for measurement until 2017/18</p>
	<p>•Proportion of landlords/properties that have improved on their star rating (annual) - this indicator will not be available for measurement until 2017/18</p>

A Stronger Economy	
Outcome	Measures
We will reduce the risk of becoming homeless by supporting vulnerable people with advice and guidance	•Number of homelessness applications
	•Number of interventions that lead to prevention and relief of homelessness
We will increase the availability of homes within the city by bringing empty properties back into use quickly	•Vacant dwellings returned to occupation or demolished (BV64)
Developing a Vibrant City	
The council and its partners are developing a distinctive offer to attract investment, developers, new occupiers and visitors into the city. By 2019/2020:	
We will transform gateways to the city to improve first impressions	•M squared of route way improved in the key gateway areas
	•£ of investment in gateway areas
We will have a leisure, retail, visitor and cultural experience to be proud of	•£ invested in leisure, retail and visitor offers in the City - <i>this measure will breakdown spend between the City Centre area and the rest of the City</i>
	•£ of investment in gateway areas
We will have well-designed, safe public spaces where people want to walk, meet and relax	<i>In order to evidence progress against this outcome, measures are being developed which evidence the success of the Connected Places Programme in particular around the amount of space developed and money invested.</i>
We will prepare key sites to attract major investment and development by leading companies to create new jobs	<i>The measures that are being developed to demonstrate this outcome will focus on the three priority areas (Northern Corridor, Southern Corridor and City Centre). The measures will provide evidence of:</i> •The amount of money invested •Number of businesses and jobs •% of business that are in priority sectors
We will deliver good quality, sustainable urban design based on 'smart city' principles	<i>Work is on-going to identify measures which demonstrate progress against this outcome</i>

A Stronger Economy	
Outcome	Measures
Supporting businesses, encouraging enterprise and new business Attracting new companies, supporting existing businesses to grow and encouraging new forms of entrepreneurship and support growth sectors to innovate. By 2019/2020:	
We will be well positioned within the UK and overseas as a “location of choice” for trade, conferencing and inward investment	<i>The measures that are being developed to demonstrate this outcome include:</i> <ul style="list-style-type: none"> •Number of participants in the City's Conference Programme •Number of businesses receiving support to relocate to the city and the percentage in priority areas •Number of unique visitors to the INVEST website
We will support local businesses and entrepreneurs to grow, prosper and innovate Page 26	<i>The measures that are being developed to demonstrate this outcome include:</i> <ul style="list-style-type: none"> •Number of start-ups supported •Number of SME supported •£value levered for business and enterprise support in the city •% of businesses surviving after the first 5 years
We will strengthen local supply chains and job opportunities	<i>The measures that are being developed to demonstrate this outcome include:</i> <ul style="list-style-type: none"> •Number of jobs created •Proportion of jobs that have gone to people who live in the city •No of WV postcode businesses awarded contracts (value and volume)

Delivering a Confident, Capable Council	
Outcome	Measures
Future Customer	
High quality customer services provide easily accessible services and information promptly, in a way that reflects customers' choices, needs and circumstances. By 2019/2020:	
We will deliver responsive, joined-up and inclusive services that put the user at the heart all that we do	•Percentage of completed website transactions
We will provide first-time resolution across more service areas and timely updates to customers when enquiries require further investigation	•Percentage of customers satisfied with the customer service they received from the council
We will have the right skills and abilities to deliver effective, customer-focused services	•Percentage of call to Customer Services resolved at first contact
	•Percentage of residents who think the City of Wolverhampton Council keeps them informed about the services it provides
We will use real-time, operational information to proactively improve service delivery	<i>No specific measures have yet been identified for this outcome. An update on progress against this outcome will be presented as a qualitative commentary each quarter</i>
Future Practice	
A confident, capable council needs policies and procedures that reflect industry best practice, meet statutory obligations and are efficient By 2019/2020:	
We will store and manage all records securely, in accordance with national legislation	• Reportable Data breaches - <i>work is being done to ensure that this is the most relevant measure for evidencing this outcome. A measure around the proportion of employees that have undertaken the relevant training may also be useful.</i>
We will have well-established and effectively managed standard operating procedures for corporate processes	•Percentage of Freedom of Information (FOI) requests responded to within the statutory timeframe
	•Percentage of Subject Access requests responded to within the statutory timeframe
We will be a strong and trusted brand through effective use of a vibrant visual identity and excellent key stakeholder engagement	<i>A quarterly survey is being developed which may provide suitable measures to evidence this outcome</i>

Delivering a Confident, Capable Council	
Outcome	Measures
We will manage key business risks effectively by being fully compliant with policy, governance and constitutional requirements	<i>Work is on-going to identify suitable measures in order to evidence this outcome</i>
We will make it simple for organisations to find and tender for opportunities by ensuring a co-ordinated approach with other public sector partners in the city and across the Black Country	<i>No measures have been suggested for this. However the development of measures based on www.finditinwolverhampton.co.uk – e.g. number of listings (or new listings) may be relevant.</i>
We will have a strong procurement function to effectively manage and maximise the impact of the council's third party spend.	<ul style="list-style-type: none"> • Percentage of spend with suppliers whose address includes a WV postcode
Future Performance	
Information, data and intelligence provide insight to make evidence-based decisions which drive service improvement. By 2019/2020:	
We will have a Corporate Plan that demonstrates how our strategic objectives will be delivered and monitors progress against delivery	<i>The publication of the Corporate plan, development and maintenance of the Corporate Performance Report will provide the evidence for the achievement of this outcome.</i>
We will drive service improvement through a consistent and robust approach to performance management	<i>There are no quantitative measures that will demonstrate these outcomes, however, a qualitative update will be provided on the roll-out and implementation of the Corporate Business Intelligence Strategy.</i>
We will provide accurate and good quality information in an appropriate, accessible and timely manner	
We will ensure that data is accurate and managed consistently across the council	
Future Works	
Becoming a national leader in digital services which better serve the customer and organisation By 2019/2020:	
We will provide innovative and robust ICT solutions to support performance and transformational improvement	<ul style="list-style-type: none"> • Percentage take-up of Digital Transactions

Delivering a Confident, Capable Council	
Outcome	Measures
We will have digital services that are accessible to everyone all of the time	<i>Work is on-going to identify suitable measures in order to evidence this outcome. A qualitative commentary based update will also be provided to demonstrate progress against the Council's Digital Transformation Strategy</i>
We will ensure workspaces are digitally enabled	
We will provide value for money through investment decisions in ICT and digital services	
We will have a responsive, agile and customer-centric ICT service to enable and support better outcomes	
Future Money	
Making the most efficient use of our financial resources, including delivery of the medium term financial strategy By 2019/2020:	
We will have an annual, balanced budget and outturn and have delivered a sustainable, medium-term financial strategy	• Percentage of Efficiency & Income targets achieved
We will have achieved a financial "clean bill of health"	• Auditors give a clean bill of health for statement of accounts and VFM - this is more of an output that a measure - further work will be done to explore additional or alternative indicators
We will maximise efficiency and income generation opportunities.	• Quarterly achievement of C3 projected savings, benefits and milestones Production of fit for purpose outcome based plans for all services. - this is more of an output that a measure - further work will be done to explore additional or alternative indicators
Future People	
Creating a skilled, flexible workforce, increasing employee engagement and developing a can-do culture By 2019/2020:	
We will have an even safer, legally compliant working environment for employees	<i>Work is on-going to identify suitable measures in order to evidence this outcome. A qualitative commentary based update will also be provided to demonstrate progress against the Council's Organisational Development Strategy</i>
We will enhance performance, productivity and efficiency by providing support to employees to ensure their health and wellbeing	• Number of working days lost per Full Time Equivalent (FTE) to sickness absence: a) Total b) Short Term c) Long Term

Delivering a Confident, Capable Council	
Outcome	Measures
We will have a leadership development plan and workforce strategy to help the organisation deliver the Corporate Plan.	<ul style="list-style-type: none"> •Percentage of employees who think the City of Wolverhampton Council keeps them informed about plans and developments
We will maximise the capability of the workforce to deliver the council's priority outcomes by ensuring that it is flexible, engaged and agile	<ul style="list-style-type: none"> •Percentage of eligible workforce who have a current appraisal - <i>this measure may need to be refined based on the new appraisal process and methodology</i>
We will develop and maintain a more diverse and inclusive workforce	<ul style="list-style-type: none"> •Top 5% of earners: Ethnic Minorities (BVPI 11b)
Future Space	
Repairing, rationalising and modernising our buildings to be more efficient and improve services to our customers. By 2019/2020:	
We will deliver a cost-effective asset management portfolio by rationalising property estate	<ul style="list-style-type: none"> •Area of Office Accommodation per Full Time Equivalent •Operational Cost per Square Metre of Office Accommodation
We will establish an income stream from property assets	<p><i>Work is ongoing to identify suitable measures in order to evidence these outcomes. A qualitative commentary based update will also be provided to demonstrate progress against the Council's Future Space programme</i></p>
We will operate within a modern, flexible and fit-for-purpose work-place	
We will have improved energy efficiency in our buildings	
We will reduce risk and maintenance costs through effective facilities management	
We will ensure maintenance and construction-related programmes are customer-focused and cost-effective	

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Scrutiny Board

12 July 2016

Report title	Revised petitions arrangements and schedule of petitions	
Cabinet member with lead responsibility	Councillor Milkinderpal Jaspal Governance	
Wards affected	All	
Accountable director	Kevin O'Keefe, Governance	
Originating service	Democracy	
Accountable employee(s)	Deb Breedon	Scrutiny Officer
	Tel	01902 551250
	Email	deborah.breedon @wolverhampton.gov.uk
Report to be/has been considered by		

Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. To consider the schedule of petitions and note the action taken by officers.

The Scrutiny Board is recommended to:

2. Note the revised arrangements for petitions.

1.0 Purpose

- 1.1 To consider the schedule of petitions and note the action taken by officers.

2.0 Background

- 2.1 At a meeting 21 April 2016 Special Advisory Group agreed the following:

1. That the proposed arrangements for considering petitions from the public from 19 May 2016 be approved, specifically:
 - a. Petitions with fewer than 50 signatures be considered and responded to by employees, with a summary reported to the next Scrutiny Board and the relevant Cabinet Member(s).
 - b. Petitions with 50-2,499 signatures be considered by the relevant scrutiny panel with recommendations made for action by employees or review by the Executive as appropriate.
 - c. Petitions with more than 2,499 signatures be considered by the Council as per the existing arrangements.
2. That the arrangements for considering petitions be reviewed in twelve months' time.
3. That the development of a protocol for the consideration of petitions by scrutiny panels, to ensure consistency in the way they are reviewed and responded to be supported.

3.0 Proposed future arrangements

- 3.1 All public petitions received by the Council will be reported to and co-ordinated by Democratic Services. A draft Petitions and E-Petitions Scheme is attached (Appendix 1)
- 3.2 Initial enquiry with the relevant service will confirm if the Council can do what the petition asks. The relevant Head of Service (HOS) will send acknowledgement to the lead and second petitioner to confirm that the Council has taken the action requested and the petition will be closed.
- 3.3 **Petitions with fewer than 50 signatures** will be assigned to the relevant Head of Service (HOS) to be considered and responded to by employees, with a summary reported to the next Scrutiny Board and the relevant Cabinet Member(s).
- 3.4 **Petitions with 50-2,499 signatures** will be considered by the relevant scrutiny panel with recommendations made for action by employees or review by the Executive as appropriate.
- 3.4.1 The Head of Governance will determine the scrutiny panel to consider the petition based on the subject of the petition and the scrutiny panel remit it most closely aligns to.

- 3.4.2 The relevant HOS or nominee will be requested to investigate the petition. The HOS will consider the content of the petition and determine the proportional response required. Any documentation should be forwarded to Democratic Services in advance of the meeting in accordance with access to information requirements.
- 3.4.3 The relevant HOS or nominee will advise the relevant Cabinet Member(s) and any affected ward councillors.
- 3.4.4 The HOS or nominee will attend the scrutiny panel with the relevant Cabinet Member(s) to respond to the petition.
- 3.4.5 The lead and second petitioner receive a copy of the Scrutiny Panel minutes and recommendation(s) within ten working days of the meeting.
- 3.5 **Petitions with more than 2,499 signatures** will be considered by the Council as per the existing protocol for dealing with petitions at full council meetings detailed in paragraph 39 of the Councils constitution.
- 3.6 It is proposed that Democratic Services will monitor execution of the petitions scheme and a performance indicator relating to response to petitions will be reported to Scrutiny Board.

Petitions with fewer than 50 signatures	Reviewed and responded to by employees within 20 working days. Summary reported to the next Scrutiny Board meeting, and also reported to the relevant Cabinet Member(s).
Petitions with 50-2,499 signatures	Reviewed and responded to by employees at the next meeting of the relevant scrutiny panel. Democratic Services will forward a copy of the minutes and recommendations to the lead and second petitioner within ten working days of the meeting.
Petitions with more than 2,499 signatures	Reviewed and responded to at the next meeting of the Council.

- 3.7 The proposals above should ensure that a prompt response and resolution can be provided for residents and Councillors to what are often minor, neighbourhood issues, whilst protecting the ability of members of the public to escalate any matter of concern for consideration by the Council.

4.0 Schedule of Petitions

- 4.1 The schedule of petitions is attached (Appendix 2)

5.0 Financial implications

- 5.1 There are no financial implications associated with the report recommendations. The administration of the proposed petition processes will not require any additional resources. [Finance code: GE/29062016/M]

6.0 Legal implications

- 6.1 Under the Local Democracy, Economic Development and Construction Act 2009, the Council is required to have a petitions scheme and thereby a mechanism for consideration of petitions from the public. The proposals contained in this report will enable the Council to continue to meet this obligation.
[Legal Code: TS/30062016/P]

7.0 Equalities implications

- 7.1 The proposals outlined in this report do not require an equalities analysis, as the Council does not propose to change its current practice of encouraging, considering and responding to petitions. The change in respect of smaller petitions should enable a quicker turnaround and resolution of issues raised through petitions, providing an improved service to all members of the community.

8.0 Environmental implications

- 8.1 There are no environmental implications arising from this report.

9.0 Human resources implications

- 9.1 There are no human resource implications arising from this report.

10.0 Corporate landlord implications

- 10.1 There are no corporate landlord implications arising from this report.

11.0 Schedule of background papers

n/a

Appendix 1

CITY OF WOLVERHAMPTON COUNCIL



Petitions and E-Petitions Scheme

Introduction

The Council welcomes petitions and recognises that they are one way in which members of the public can let us know their concerns and have a direct influence on operational issues and/or a role in the policy development process. Petitioning provides direct access to elected Councillors and other key policy makers. It can raise the awareness of a particular campaign and put issues on the Council's agenda which might not otherwise be considered. The petitions process is a key part of the Council's commitment to participation, openness and accessibility.

Background

Under the Local Democracy, Economic Development and Construction Act 2009, the Council is required to have a petitions scheme and thereby a mechanism for consideration of petitions from the public. Statutory guidance has been provided from the Department for Communities and Local Government. The Council is required to treat something as a petition if it is identified as being a petition or it seems to the Council that it is intended to be a petition.

Main features

1. Anyone who lives, works or studies in the local authority area, including under 18's, can sign, or organise a petition and trigger a response. The government guidance recommends that councils be as flexible as possible in applying these provisions and that they may take account of signatures of people who do not supply such information or supply information which shows that they do not live, work or study in the City.
2. Petitions submitted to the Council must include the following information:
 - Details of the lead petitioner: include name, a contact address to where all correspondence will be sent and (if possible) an email address and a phone number. This is the person we will contact to explain how we will respond to the petition.
 - Text of petition: state clearly and concisely what action you want the Council to take.
 - Additional information: provide additional information relevant to your petition and the reasons why you consider the action requested to be necessary. This information will be made available to Councillors prior to its consideration of your petition and should be limited to no more than three sides of A4.
 - Action you have taken before submitting the petition: please provide a summary of the action you have taken to try and resolve the issue of concern including details of elected representatives, Council employees or other agencies (e.g. Police, etc.) you have approached.
3. Petitions should raise issues which fall within the responsibilities of the Council and have a public interest in what they propose.
4. Petitions submitted which relate to a matter on which a decision has already been made by the Council may still be considered by the relevant scrutiny panel. The Head of Governance will determine the scrutiny panel to receive the response to the petition.

5. Petitions should be submitted in good faith and be decent, honest and respectful. They should not seek to ask the Council to determine:
 - personal or commercial issues
 - specific or individual employee relations matters
 - disciplinary or grievance matters
 - matters which are subject to formal or statutory appeal processes or are sub judice (under consideration by a judge or court)
 - individual planning, licensing and housing issues or school admission appeals
 - decisions of the Standards, Audit, Planning or Licensing Committees of the Council
6. Petitions should not include:
 - offensive, intemperate, inflammatory, sarcastic or provocative language or language that might reasonably offend readers
 - false or defamatory statements
 - information which is protected by an interdict or court order
 - commercially sensitive or confidential material
 - in relation to criminal accusations, the names of individuals, or information that might easily identify them
7. The Council will not take action on any petition which it considers is covered by any of the above.
8. Petitioners may not ask the Scrutiny Panel to adjudicate on personal or commercial interests which should be determined by a court or other tribunal. Petitioners must also be able to demonstrate that there is a public interest in what they are calling for.
9. Petitions which are the same or substantially similar to other petitions and which are lodged by or on behalf of the same person or organisation will not be considered unless more than a two years have passed since the original petition was considered. In cases of dispute, the relevant scrutiny panel will decide whether a petition is admissible. For advice regarding these issues, please contact Democratic Support (details on page 6).
10. In the period immediately before an election or referendum we may need to deal with your petition differently – if this is the case, we will explain the reasons and discuss the revised timescale which will apply. If a petition does not follow the guidelines set out above, the Council may decide not to do anything further with it. In that case, we will normally write to you to explain the reasons.

How do I submit a petition?

11. Any petitions must be signed by ten or more persons from five or more identifiable households within Wolverhampton.
12. In order to process the petition, a name, address including postcode, and signature must be clear for each petitioner.

Paper Petitions

13. Paper petitions should be submitted to the Council using the official form which can be obtained from the City Council's website: [here](#), or by contacting Democratic Support. (details on page 6)

14. Please post petitions to:

Democratic Support, Wolverhampton City Council,
Civic Centre,
St Peter's Square,
Wolverhampton,
WV1 1SH

or deliver to the Civic Centre asking for Democratic Support at main reception.

15. If you do not submit your paper petition using the official form, you will be contacted by the Democratic Support Officer and asked to complete and submit the relevant form.

E-petitions

16. The Council welcomes e-petitions which are created and submitted through its website: <http://www.wolverhampton.gov.uk/article/2920/E-petitions>

E-petitions must follow the same guidelines as paper petitions.

17. When you sign an e-petition you will be asked to provide your name, address and a valid email address. This will trigger an email containing a link which you must click in order to confirm the email address is valid. Once this is completed your 'signature' will be added to the petition. People visiting the e-petition will be able to see your name in the list of those who have signed it but your contact details will not be visible.

18. You will also need to decide how long you would like your petition to be open for signatures. Petitions can be open for a maximum of 12 months. When you create an e-petition, it may take up to five working days before it is published online. This is because we have to check that the content of your petition is suitable before it is made available for signature.

19. If we feel we cannot publish your petition for some reason, we will contact you within this time to explain. You will be able to change and resubmit your e-petition if you wish.

20. When your e-petition has reached its end date, you will need to submit it to Democratic Services, via the website, for processing as this is not done automatically.

21. Your e-petition will be considered in the same way as a paper petition.

Next Steps

22. An acknowledgement will be sent to the lead petitioner with details of what the Council plan to do with the petition and when they can expect to hear from us again.
23. When you sign an e-petition you can elect to receive this information by email. We will not send you anything which is not relevant to the e-petition you have signed, unless you choose to receive other emails from us.
24. If we can do what your petition asks, the acknowledgement may confirm that we have taken the action requested and the petition will be closed.
25. The petition will be considered by the relevant service, the relevant scrutiny panel or by the Council meeting depending on the number of signatures accrued. The acknowledgement will confirm this and tell you what will happen next.

Petitions with fewer than 50 signatures	Reviewed and responded to by employees within 20 working days A performance report against this will be reported to each Scrutiny Board meeting.
Petitions with 50-2,499 signatures	Reviewed and responded to by employees at the next meeting of the relevant scrutiny panel.
Petitions with more than 2,499 signatures	Reviewed and responded to at the next meeting of the Council.

26. If the petition applies to a planning or licensing application, is a statutory petition (for example, requesting a referendum on having an elected mayor), or on a matter where there is already an existing right of appeal, such as council tax banding and non-domestic rates, other procedures apply. For advice regarding these issues, please contact Democratic Support (details on page 6).
27. All petitions are considered in public.
28. Once received, Democratic Support will refer the petition to the relevant Head of Service (HOS) or nominee to investigate the substance of the petition. The HOS will consider the content of the petition and determine the proportional response required. Any documentation should be forwarded to Democratic Services in advance of the meeting in accordance with access to information requirements.
29. The relevant HOS or nominee will advise the relevant Cabinet Member(s) and any affected ward councillors.
30. The HOS will attend the scrutiny panel with the relevant Cabinet Member(s) to respond to the petition.

Full Council Debates

31. If a petition contains more than 2,499 valid signatures or it is a petition asking for a senior Council employee to give evidence at a public meeting it will be debated by the Full Council. This means that the issue raised in the petition will be discussed at a meeting which all Councillors can attend. The Council will endeavour to consider the petition at its next appropriate meeting.
32. The lead petitioner will be given five minutes to present the petition at the meeting and the petition will then be discussed by Councillors for a maximum of 40 minutes. The Council will decide how to respond to the petition at this meeting. It may decide to take the action the petition requests, not to take the action requested for reasons put forward in the debate, or to commission further investigation into the matter, for example by a relevant committee or scrutiny panel. Where the issue is one on which the Cabinet is required to make the final decision, the Council will decide whether to make recommendations to inform that decision. The lead petitioner will receive written confirmation of this decision.

Scrutiny Board and Panels

33. All petitions submitted to the Council with fewer than 50 valid signatures will be reported to Scrutiny Board. Petitions with 50 – 2499 valid signatures will be considered by the relevant scrutiny panel.
34. Where the subject of the petition cuts across more than one panel remit it will be dealt with by the panel that is most closely aligned with subject of the petition. The Head of Governance will determine which scrutiny panel will consider the petition.
35. Scrutiny panel's membership and schedule of meetings can be viewed [here](#). Scrutiny meetings are held in public approximately every eight weeks. The political balance of the Scrutiny Board and panels reflects the balance of the Council. The role of scrutiny is to ensure that appropriate action is taken in respect of each considered petition.
36. The lead petitioner will be invited to appear before the scrutiny panel to speak in support of the petition and answer questions that Councillors may have or you can ask your ward Councillor to attend on your behalf. Alternatively, written evidence can be provided in support of the petition and the scrutiny panel can deal with your petition in your absence. The relevant HOS or nominee and Cabinet Member will attend the meeting.
37. A summary of the debate and any recommendations will be recorded in the minutes. A copy of the minutes will be forwarded to the lead and second petitioner with ten working days of the meeting.

How will the Council respond to petitions?

38. Our response to a petition will depend on what a petition asks for and how many people have signed it, but may include one or more of the following:
- taking the action requested in the petition
 - considering the petition at a Council meeting
 - holding an inquiry into the matter
 - undertaking research into the matter
 - holding a public meeting
 - holding a consultation
 - holding a meeting with petitioners
 - referring the petition for consideration by the Council's Petitions Committee
 - referring the petition for consideration by the Full Council meeting where the petition contains more than 2,499 signatures
 - calling a referendum
 - writing to the petition organiser setting out our views about the request in the petition
39. If your petition is about something over which the Council has no direct control (for example the local railway or hospital) we will consider making representations on behalf of the community to the relevant body. The Council works with a large number of local partners (see appendix) and where possible will work with these partners to respond to your petition. If we are not able to do this for any reason (for example, if what the petition calls for conflicts with Council policy), then we will inform you of this. You can find more information on the services for which the Council is responsible here <http://www.wolverhampton.gov.uk/>
40. If your petition is about something for which a different Council is responsible the petition will be referred to the relevant Cabinet Member(s) to consider what the best method is for responding to it. This might consist of simply forwarding the petition to the other Council, but could involve other steps. In any event, we will always notify you of the action we have taken.

What can I do if I feel my petition has not been dealt with properly?

41. If the main petition contact is not satisfied with the process followed during consideration of his/her petition, he/she may appeal in writing to the Scrutiny Board by notifying the Scrutiny and Systems Manager of his/her intention to appeal within 20 working days of being notified of the Council's decision on the petition.
42. Scrutiny Board may request the relevant HOS to report on the steps taken in response to a petition and may make recommendations to the appropriate Cabinet Member.

Petitions Scheme

43. These arrangements for considering petitions came into operation on 19 May 2016.
44. Review date Spring 2017

Contact

For further information and advice on the petitions process, please contact Democratic Support:

Email: democratic.support@wolverhampton.gov.uk

Telephone: 01902 550181

Write to: Democratic Support, Wolverhampton City Council, Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH

Partner Organisations

The following are listed by the Local Government and Public Involvement in Health Act 2007 as partner authorities.

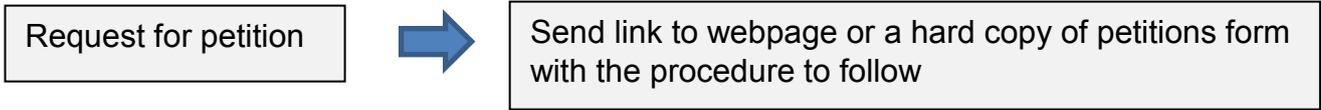
- The Fire and Rescue Authority
- Police and Crime Commissioner
- The Chief Constable of West Midlands Police
- Clinical Commissioning Group
- Black Country Partnership Foundation Trust
- Royal Wolverhampton NHS Hospital Trust
- West Midlands Ambulance Trust
- The Local Probation Board
- The Youth Offending Team
- The Arts Council for England
- The English Sports Council
- The Environment Agency
- The Health and Safety Executive
- The Historic Buildings and Monuments Commission (English Heritage)
- The Learning and Skills Council for England
- The Museums, Libraries and Archives Council
- Natural England

Other Partners

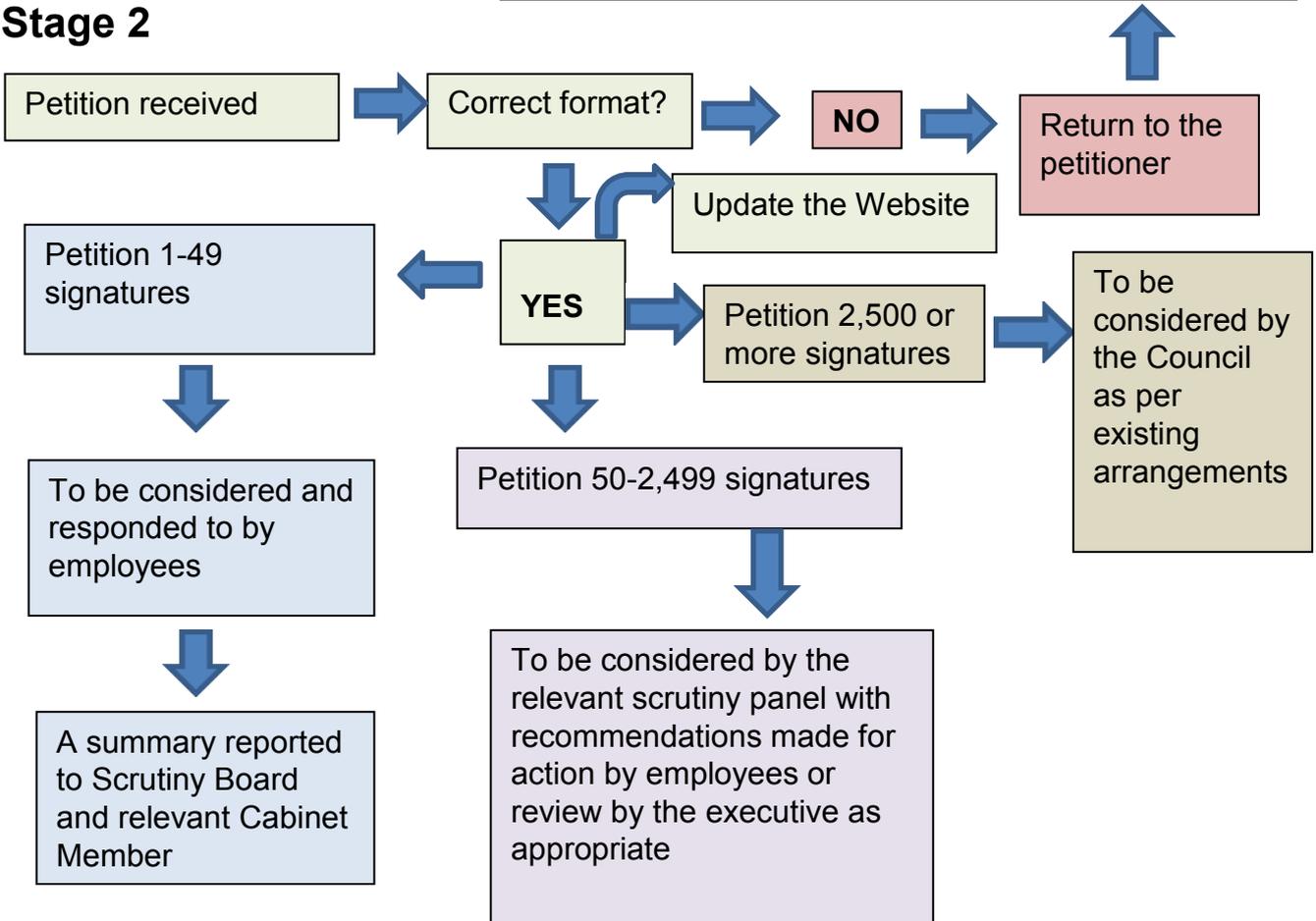
Wolverhampton Homes hold its own Petitions Committee. For more details telephone 01902 554704 or email complimentsandcomplaints@wolverhamptonhomes.org.uk.

Petitions process

Stage 1



Stage 2



Operational Procedure

Stage 1

1. Petitions received will be reported to and co-ordinated in Democratic Services
2. If the petition is not in the correct format or relate to matters that should not be included in a petition (detailed in paragraph 6 of the Petitions scheme) it will be returned to the petitioner with an explanation why it has been returned.
3. If in the correct format the petition will be acknowledged and referred to the relevant work stream
4. Democratic Services act as main point of contact for organiser and service head.
5. The website will be updated.
6. The lead petitioner is advised of the progress and what happens next.

Note Initial enquiry with the relevant service will confirm if the Council can do what the petition asks. The relevant Head of Service (HOS) will send acknowledgement to the lead and second petitioner to confirm that the Council has taken the action requested and the petition will be closed.

Stage 2

Petition 1-49 signatures

7. Petitions with fewer than 50 signatures will be assigned to the relevant Head of Service (HOS) to be considered and responded to by employees.
8. Officers respond to the petitioner and send a summary to Democratic Services for inclusion in the Scrutiny Board report to be reported to the next Scrutiny Board and to the relevant Cabinet Member(s).

Petition 50-2,499 signatures

9. Petitions with 50-2,499 signatures – relevant Heads of Service (HOS) will be requested to investigate the petition. The HOS will consider the content of the petition and determine the proportional response required.
10. The Cabinet Member and HOS will be to respond to the petition at the next meeting of the relevant scrutiny panel and advised of timelines.
11. Scrutiny officers co-ordinate the arrangements for the report writer, petitioner and public to attend and speak at the meeting.
12. Scrutiny officers include the item on the agenda for the relevant scrutiny panel.
13. The Head of Governance will determine the scrutiny panel to consider the petition based on the subject of the petition and the scrutiny panel remit it most closely aligns to.

14. Any documentation to support the petition or to evidence the response should be forwarded to Democratic Services in advance of the meeting to be distributed in accordance with access to information requirements.
15. The relevant HOS or nominee will advise the relevant Cabinet Member(s) and any affected ward councillors.
16. The HOS or nominee will attend the scrutiny panel with the relevant Cabinet Member(s) to respond to the petition.
17. The Scrutiny Chair will ask the Scrutiny Panel to agree the recommendations on the Petition and explains the outcome of the debate to the petitioners including the recommendations made for action by employees or review by the Executive as appropriate.
18. The lead and second petitioner receive a copy of the Scrutiny Panel minutes and recommendation(s) within ten working days of the meeting.

Petition 2,500 or more signatures

19. To be considered by the Council as per the existing protocol for dealing with petitions at full council meetings detailed in paragraph 39 of the Councils constitution.

Timescale	Activity	Notes
5 Minutes	The lead petitioner presents the Petition	The petitioner may nominate someone (including a Councillor) to speak on their behalf
5 minutes	Cabinet Member and Head of Service (HOS) respond to the petition	The Cabinet Member and HOS will offer a response to the Petition and may ask questions of clarification of the Petitioners.
10 minutes	Scrutiny Councillors participate in debate or ask questions of the Cabinet Member	
3 minutes	Petitioner able to ask up to three questions of the Cabinet Member	All questions to be raised at the same time.
5 minutes	Cabinet Member to respond to any questions	
2 minutes	The Chair asks Scrutiny Panel to agree the recommendations on the Petition and explains the outcome of the debate to the petitioners	
This will normally be sent within 10 working days of the meeting	The lead and second Petitioner receive a copy of the minutes and decision of the Scrutiny Panel.	

Appendix 2 Schedule of Petitions

Written petitions

Q1 April – June 2016 One new petition received

Date Petition received	Issue Raised			Petition No.
29/ 06 /2016	Parking Issues – Richmond Road/Horsehill Drive Wednesfield			01 – 29/06/2016
Service Group	Area of City (Ward)	Councillors notified	Contact Officer	
Place	Wednesfield		Gwyn James	
Action Taken/Outcomes				
Requested the petition to be completed on the appropriate template. Once received the petition will be registered and sent to ward councillors and the relevant				
Action completed				

E-Petitions

Q1 April – June 2016 One new petition received

E-petition	Date	Topic	Published	End Date
E01- 14/06/2016	14.6.2016	Positive Participation commissioned Asian Mental Health Issues	22.6.2016	15.07.2016

Scrutiny Board

12 July 2016

Report title	Scrutiny Board Work Programme 2016-17	
Cabinet member with lead responsibility	Councillor Milkinderpal Jaspal Governance	
Wards affected	All	
Accountable director	Kevin O'Keefe, Governance	
Originating service	Democracy	
Accountable employee(s)	Earl Piggott-Smith	Scrutiny Officer
	Tel	01902 551251
	Email	earl.piggott-smith@wolverhampton.gov.uk
Report to be/has been considered by	Scrutiny Board	8 September 2015 3 November 2015 15 December 2015 19 January 2016 1 March 2016 26 April 2016 14 June 2016

Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. Review progress of the Scrutiny Board work programme 2016-17 to take account of emerging issues and councillor suggestions.

1.0 Purpose

- 1.1 To update and agree the Scrutiny Board work programme for 2016-17.

2.0 Background

- 2.1 The remit of the Scrutiny Board was agreed by Annual Council 15 May 2013. This remit included the specific responsibility to oversee the operation of the call-in mechanisms and to oversee the work programmes of Scrutiny Panels to avoid duplication of work and to ensure coherence of approach to cross-cutting policy themes. The Board may determine that one named Panel shall take lead responsibility for a cross-cutting policy theme or may determine that the work be shared between one or more panels.

3.0 Work programme planning

- 3.1 The work programme is a working document which is reviewed at each agenda planning meeting to determine the timeliness and relevance of items for scrutiny. Any member can also ask for an item to be considered by scrutiny. At each Scrutiny Board an updated work programme will be presented for discussion and agreement.

4.0 Annual scrutiny planning event 2016-17

- 4.1 Councillors, Directors and Service Directors attended the Annual Scrutiny Planning Event on Thursday 2 June 2016. The findings and recommendations will be presented to this meeting in a separate report to the Board to consider and approve.

5.0 The scrutiny annual report 2015-16

- 5.1 The draft annual report highlights the activities and key achievements of the scrutiny function for the 2015-16 municipal year.
- 5.2 The draft annual report 2015-16 will be presented to Council on 20 July 2016.

6.0 Financial implications

- 6.1 There are no direct financial implications arising from the recommendations in this report. Within Governance, there is a scrutiny budget to support the investigation of issues highlighted by councillors through the work programmes of the panels and the reviews and inquiries. [GE/29062016/E]

7.0 Legal implications

- 7.1 There are no direct legal implications arising from this report.
[Legal Code: TS/29062016/K]

8.0 Equalities implications

8.1 There are no direct equalities implications arising from this report.

9.0 Environmental implications

9.1 There are no direct environmental implications arising from this report.

10.0 Human resources implications

10.1 There are no direct human resource implications arising from this report.

11.0 Corporate landlord implications

11.1 There are no direct corporate landlord implications arising from this report.

12.0 Schedule of background papers

12.1 Report to Scrutiny Board agreeing the new method of agreeing the scrutiny work programme – 15 April 2014.

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Appendix 1 : Scrutiny Panels Work Programme and Cross Cutting Reviews 2016/17

Information and monitoring reports to be presented to panels as requested.

Panel	Meeting Date	Work items
Adults and safer City	11.7.16	<ul style="list-style-type: none"> • Trading Standards <ul style="list-style-type: none"> • Fatal contraband and alcohol • Safeguarding from Rogue Traders • Crime Reduction and Community Safety strategy • Post Peer Review implementation plan – older people
	10.10.16	<ul style="list-style-type: none"> • Supporting people in their own homes using assistive technology • Aids and adaptations and compliance – social worker
	5.12.16	<ul style="list-style-type: none"> • Budget consultation
	30.1.17	<ul style="list-style-type: none"> • Annual safeguarding adults report
	27.3.17	

Panel	Meeting Date	Work items
Children, young people and families	6.7.16	<ul style="list-style-type: none"> • School Improvement Strategy - updated • Local Authority School Improvement Inspection Self-Evaluation Document
	5.10.16	<ul style="list-style-type: none"> • Financial support to carers offering legal permanency to children • Self-Assessment and Improvement Plan for Children's Services • Youth Offending Team Inspection Action Plan Progress update • SEND • Children Safeguarding Board Annual Report
	7.12.16	<ul style="list-style-type: none"> • Budget consultation
	8.2.17	<ul style="list-style-type: none"> • Pupil Referral Unit • Pupil Premium
	29.3.17	<ul style="list-style-type: none"> • Emotional resilience and preventing self-harm

Panel	Meeting Date	Work items
Confident Capable Council	28.6.16	<ul style="list-style-type: none"> • Future Works - ensuring that we have the right IT infrastructure and business processes • Future Customer - improving customer service • Corporate Plan and Capability Development
	14.9.16	<ul style="list-style-type: none"> • LGA Finance Peer Review • Future works update
	16.11.16	<ul style="list-style-type: none"> • Budget consultation
	11.1.17	<ul style="list-style-type: none"> • The role of the youth council • Succession planning • Future Works IT infrastructure
	15.3.17	<ul style="list-style-type: none"> • Maximising opportunities through social media

*The Specific Reserves Working Group will also be formed from this panel

Panel	Meeting Date	Work items
Health Scrutiny Panel	23.6.16	<ul style="list-style-type: none"> • RWT NHS Trust Quality Account 2015-16 • RWT CQC Inspection Update • RWT Update on the Outpatients Department • Training costs for nursing staff and doctors at New Cross Hospital • CCG Primary Care Strategy update
	July 2016 (date tbc)	<ul style="list-style-type: none"> • Substantial variations training (in partnership with Black Country Health Scrutiny Panels and partners) • Health partners issues horizon scanning
	15.9.16	<ul style="list-style-type: none"> • Joint Mental Health Strategy update (Invite ASC Panel)
	24.11.16	<ul style="list-style-type: none"> • Budget consultation
	12.1.17	<ul style="list-style-type: none"> • Understanding issues arising from the use and control of New Psychoactive Substances (NPSs)
	2.3.17	

Panel	Meeting Date	Work items
Stronger City economy	5.7.16	Investment and funding <ul style="list-style-type: none"> • Inward investment progress • European Funded programmes
	20.9.16	The visitor offer <ul style="list-style-type: none"> • Footfall figures and business plans at venues progress • The cultural offer progress • Campaigns to raise the profile
	22.11.16	<ul style="list-style-type: none"> • Budget consultation
	24.1.17	Skills and Training <ul style="list-style-type: none"> • Wolverhampton skills and employment action plan - update • High level skills and retaining skills - monitoring and progress • Area review for Further Education skills • Engaging businesses to take up training and skills opportunities
	21.3.17	Enterprise and Business <ul style="list-style-type: none"> • Sprint technology and the SMART City agenda • Regeneration programmes • Enterprise and Business – growth and creative zones

Panel	Meeting Date	Work items
Vibrant and sustainable City	30.6.16	<ul style="list-style-type: none"> • New Cross Residents Parking Scheme (Health Scrutiny to be invited) • Housing Company Business Case
	29.9.16	<ul style="list-style-type: none"> • Housing Services Review • Waste Management Strategy
	1.12.16	<ul style="list-style-type: none"> • Budget consultation
	2.2.17	<ul style="list-style-type: none"> • Managing derelict sites • Localised environmental improvements strategy (Vibrant Panel)
	23.3.17	

Suggested Cross Cutting Reviews:

(October 16 – March 17, initially four meetings per review)

- 1. The city's apprenticeship offer**
- 2. Rationalising school admission appeal**
- 3. Adult mental Health commissioning (Scope of the review to be agreed)**

DRAFT

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