

# Scrutiny Board

## 5 December 2017

**Time** 6.00 pm **Public Meeting?** YES **Type of meeting** Scrutiny  
**Venue** Training Room, Ground Floor, Civic Centre, St Peter's Square, Wolverhampton WV1 1SH

### Membership

**Chair** Cllr Stephen Simkins (Lab)  
**Vice-chair** Cllr Barry Findlay (Con)

#### Labour

Cllr Ian Angus  
Cllr Paula Brookfield  
Cllr Jasbir Jaspal  
Cllr Rupinderjit Kaur  
Cllr Louise Miles  
Cllr Peter O'Neill  
Cllr Jacqueline Sweetman  
Cllr Lynne Moran  
Cllr Zee Russell  
Cllr Linda Leach

#### 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 Services team:

**Contact** Earl Piggott-Smith  
**Tel/Email** 01902 551251 or [earl.piggott-smith@wolverhampton.gov.uk](mailto:earl.piggott-smith@wolverhampton.gov.uk)  
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Copies of other agendas and reports are available from:

**Website** <http://wolverhampton.moderngov.co.uk/>  
**Email** [democratic.services@wolverhampton.gov.uk](mailto:democratic.services@wolverhampton.gov.uk)  
**Tel** 01902 555046

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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 (10 October 2017)** (Pages 3 - 10)  
[To approve the minutes of the previous meeting as a correct record.]
- 4            **Matters arising**

### DISCUSSION ITEMS

- 5            **Draft Budget and Medium Term Financial Strategy 2018-2019 - 2019-2020 (report to follow)**  
[To consider the draft budget and medium term financial strategy for 2018/19 to 2019/20 and to provide feedback for the Scrutiny Board to consider]
- 6            **Schedule of Petitions Annual Update 2016 to 2017** (Pages 11 - 16)  
[Jaswinder Kaur, Democratic Services Manager, to present update on petitions received and actions taken over the last municipal year.]
- 7            **Information Governance Quarter Two Performance and GDPR Update Report**  
(Pages 17 - 26)  
[Anna Zollino-Biscotti, Information Governance Manager, to present update report on Q2 performance of information governance]
- 8            **Scrutiny Board Work programme** (Pages 27 - 36)  
[Earl Piggott-Smith, Scrutiny Office, to present Scrutiny Board's work programme for future meetings.]

## Attendance

### Members of the Scrutiny Board

Cllr Stephen Simkins (Chair)  
Cllr Paula Brookfield  
Cllr Rupinderjit Kaur  
Cllr Louise Miles  
Cllr Peter O'Neill  
Cllr Arun Photay  
Cllr Lynne Moran  
Cllr Zee Russell  
Cllr Barry Findlay (Vice-Chair)  
Cllr Linda Leach  
Cllr Philip Bateman MBE  
Cllr Alan Bolshaw

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## Part 1 – items open to the press and public

*Item No.*      *Title*

- 1      **Apologies for absence**  
Apologies for absence were received from Cllr Angus with Cllr Bolshaw attending as his substitute and Cllr Sweetman with Cllr Philip Bateman attending as her substitute. Apologies were also received from Cllr Jaspal.
- 2      **Declarations of interest**  
There were no declarations of interest.
- 3      **Minutes of the previous meeting**  
Resolved:  
        That the minutes of the previous meeting be approved as a correct record and signed by the Chair.
- 4      **Matters arising**  
There were no matters arising.
- 5      **Digital Transformation Programme 2017-2020**  
A report was submitted requesting Scrutiny to review the contents of the report and provide feedback to Cabinet ahead of any decision to implement future phases of the Digital Transformation Programme.

The Cabinet Member for Resources introduced the report and highlighted the fact that Customer experience was the most important element and that in most

organisations when customers rang into a customer contact centre at busy times they got left on hold. During the next phases of the Digital Transformation Programme at the City Council, customers would now have the option to be rung back.

It was confirmed that the programme would be looking to save money as the Council now had less staff and needed to find better and smarter ways of providing services. One important area where improvements would be made was by enabling different software programmes to talk to each other.

The Cabinet Member confirmed that the Council was still focused on digital by design which meant that all channels are available still for the public to contact the Council. It was accepted that there would still be customers who wanted to visit or phone the Council but that there would also be an increase in digital functionality for members of the public who wanted to use self-service. The public needed to be brought along with the Council in a trusted way.

Some concerns in relation to staffing had been raised and it was confirmed that any member of staff in customer services who wanted to stay with the Council would be able to stay with the Council and that employees would be used more smartly and effectively.

The Digital Transformation Programme Director provided an overview of the programme which was not new but a continuation of the first phase which had now been delivered. The first phase had included the introduction of technology platforms and created a 'my account' to enable people to do self-service online. Services had been taken up over a full 24hour period with almost £2 million in payment transactions carried out outside of normal office hours.

The next phase of the programme would be looking to accelerate and deliver more digital services as there was a big requirement for more payment services to be available online. This will also help to bring revenue in quickly for the Council. Other services would also help to enhance the customer experience such as the ability to contact parents in real time when schools are closed in bad weather, or streets are being gritted etc.

Councillors considered the report and queried how many my account registrations would be needed to be advantageous to the Council. Councillors also sought reassurance from Officers that registration would not be compulsory.

It was agreed that the current number of 16000 registrations was relatively low but that the number of available transactions was still quite limited therefore when new services became available take-up would be expected to increase. Officers stated that they would like to see in the region of 50,000 registrations as a minimum. Officers recognised the need to involve the community in the process by getting feedback and involving them in the testing phases of future releases. Communication was key but it also had to be kept in mind that digital was not for everyone.

Councillors queried what translation services the Council used and it was confirmed that the Council currently used Google and that this would be carried forward to all online services.

Councillors appreciated that digital transactions were cheaper but queried whether hardware needed to be maintained and software licenced as well as whether there were any transactional charges.

Officers stated that the Council had recently changed its online payment provider and that previously the transactional fee was 1.46% of the total spend but with the new supplier there was a flat fee of 5p per transaction, officers were anticipating £200 000 worth of savings from this.

Software licensing costs – traditionally hardware and then software has been purchased and installed in the Council's data centre, with a refresh cycle of every 3 to 5 years in the past. Now services can be obtained over the internet avoiding any hardware or software costs. Licences are purchased to use the service which can be increased or decreased based on demand like a pay as you go service. This presents a greater strain on the revenue expenditure of the Council as the previous investment in hardware and software was capital funded. It was confirmed that financial modelling was being carefully looked at to account for this.

Some concern was expressed by Councillors regarding what would happen if the system went down then everything goes down and the question was raised as to whether people could come in and use the system with a member of staff?

The Digital Transformation Programme Director stated that there was already a bank of terminals in reception and floor walkers there to help members of the public and that this was already very well used. Officers were also looking as part of the libraries review into training library staff to help the public.

It was also confirmed that the Council was using companies such as Microsoft that had more than one data centre that could act as a backup. The Council would be able to utilise services that were not necessarily dependent on the Civic building.

Councillors considered that the following comments needed to be fed back to Cabinet for consideration:

- 1) That the Digital Transformation Programme needed to be carefully monitored and available resources prioritised in relation to the programme delivery.
- 2) That the transition to agile working needed to be carefully managed and regularly reviewed.

Councillors queried whether areas relating to digital transformation were ringfenced and it was confirmed that the capital budget was under constant review and that there was a high-level capital programme monitoring board chaired by the Deputy Managing Director. It was also confirmed that the recent LGA Peer review had been very complimentary about how the Council was managing the capital programme.

Councillors queried whether work done by the capital budget monitoring groups was something that should be considered by scrutiny but it was stated that the group in question dealt with very technical information and that reports would still go back to Cabinet at the relevant level. The whole capital programme was already open to scrutiny. There needed to be a proactive management of the capital programme which is what the officer group did.

Councillors queried what just in time development was and it was stated that officers did try to forecast what would needed to be done but that there would always be things we could not predict and that was just in time development.

Councillors were impressed with how the local authority was moving towards digital but that it was the role of Cllrs to monitor that we were within budget and to keep an eye on the implications.

Some concerns were expressed in relation to possible future legal implementations linked with digital transformation considering that the process was now moving at speed. Councillors queried how much extra legal advise would be required and whether there was a plan in relation to the future legal implications for the authority which could be costly. Councillors were keen that the Council did not find itself looking at this area retrospectively. It was agreed that a response be requested from, Kevin O'keefe, Director of Governance in relation to this.

Councillors also queried the security of the digital data that the Council would hold. Officers stated that there was a new piece of legislation due in May 2018 but that this would still apply regardless of whether digital transformation was happening or not. Officers were therefore looking at how the Council could use digital technology to help the data protection process such as the requirement that consent would now need to be given proactively.

Officers stated that people could request their data now and that information would still be redacted accordingly regardless of digital transformation. There would be a portal for people to see what general information is held about them and this would only be accessible to them.

Councillors stated that they were pleased with the responses from officers and that there would need to be some more work with the lawyers. There was however still some concern regarding what guidance and training would be provided for the new legislation especially considering that the local authority was propelled by 60 Cllrs making decisions and acting on behalf of the electorate. All Cllrs had a degree of information that related to individuals/constituents. The concern was that the legal implications of this had perhaps not been fully recognised and that councillors were not protected as much as they could be.

Officers confirmed that a lot of work was being done prior to the introduction of the new GDPR legislation and that this would involve providing training to councillors and staff.

Recommendations to Cabinet.

- 1) That the Digital Transformation Programme will be carefully monitored and available resources prioritised in relation to the programme delivery.
- 2) That the transition to agile working needs to be carefully managed and regularly reviewed.

- 3) That Scrutiny Board to have a presentation from the Director of Governance in relation to the new data protection legislation.
- 4) That 6 monthly update reports be provided to scrutiny on the delivery progress of the Digital Transformation Programme.

## 6 **The Youth Council**

Make your mark was an organisation that collected data in relation to the issues that were important to young people. There had been an election in Wolverhampton and the turnout was the highest it had ever been and was the largest consultation of young people in Europe. The national results would be published on 18 October 2017

The vote showed that the main issue for the youth in Wolverhampton related to work experience hubs for 11-18 year olds and improving the ways in which young people could access work experience. On 10 November the top 5 national issues would be discussed during a youth parliament debate.

The Board agreed that it was important to consider how the Council could help the Youth Council to make even more progress on top of the considerable progress it had already made over the last year.

The Board noted that the Votes for 16 campaign had been a high priority for many years and had been backed by Full Council last year.

Only 2 schools had not taken part this year which was an excellent result and turnout had been high. It was noted that 13.76% of the participants thought that work experience hubs were top priority with mental health issues also being considered very important.

The Board thanked the Youth Council and stated that with 13.32% of the vote it was clear that mental health issues needed to be higher up on the agenda. It was noted that the Council was currently scrutinising services that were provided for people with mental health concerns and the Chair of the Review Group agreed to forward the survey to members of the Youth Council for completion.

The Board stated that the results were very insightful and that they were proud to see concerns regarding the protection of LGBT rights and mental health. The Board felt lifted by this report and the fact that 8000 young people had taken part to express their views. This was a brilliant and insightful piece of work and would greatly help Councillors in their roles.

Officers stated that one of the interesting things was that the Youth Parliament would vote off the back of the debate and take issues forward to Central Government; it empowered the young people to ensure that their voices were being heard. This was a landmark achievement for the Youth Council and an excellent turnout.

There had been a huge improvement in participation with schools that had not previously taken part now getting involved. Officers stated that they had done a lot of work with schools that were not previously involved and were now hopeful that all except the 2 listed would nominate.

Resolved:

That Officers work with the Youth Council to set up a mini mental health review and a mini transport review with the recommendations from the transport review being fed back to the Combined Authority Overview and Scrutiny Committee.

**7 Information Governance Performance Report - Quarter 1 2017**

A report was submitted requesting the Board to comment on the quarter one performance for Information Governance and to identify and feedback any further actions required.

Officers stated that this was a positive report and highlighted the fact that there was a 100% response rate for the quarter in relation to requests for data protection and a 99% response rate for Freedom of Information and Environmental Information.

Feedback on internal deadlines was included in the report for the first time and had a 60% response rate which officers did want to improve to at least 80%.

The number of information incidents reported for the quarter was 9 which had decreased and was 11 less than the numbers reported in the previous quarter and 10 less than the same quarter in the previous year.

Officers recognised that they also needed to improve training on data protection for new starters and that there would need to be more reporting and monitoring regarding this to make sure that there was accountability. The Finance Director stated that she would raise the issue with SEB.

Resolved: That the comments and feedback of the Board be noted and fed back to SEB and the Information Governance Board.

**8 Annual Corporate, Social Care and Public Health Complaints Report**

The Customer Engagement Manager introduced a report providing a summary of the complaints, compliments, Local Government Ombudsman and Housing Ombudsman enquiries received by the Council during the period 1 April 2016 to 31 March 2017.

There had been 3 Public Health complaints, 1 in relation to quality of services, 1 disagreeing with the policy regarding fluoride in water and 1 in relation to the non-availability of services. None of the complaints were upheld.

In relation to Adult Social Care there had been a rise of 9 complaints. With a total of 90 covering 33 service areas.

It was stated that the Service looked to provide a written response in 10 working days and that the figure was down to 11 from 19 so moving in the correct direction and painting a positive picture.

In relation to Children's Services there had been 96 complaints which was down from 128 and covered 26 separate service areas with an average response time of 14 days (one day up from previous year) but given the complexity of complaints this was



also seen to be quite positive. There had only been 2 requests for independent investigation and 1 final stage panel request.

Officers confirmed that the number of compliments was up and that there had been a good outcome from OFSTED with the complaint function forming part of this.

The Board noted Pg. 87 of the report that referred to Bradley Resource Centre and listed the compliments but with no detail and it was requested that detail be included in future reports. The Board needed to ensure that the complaints procedure was accessible and that people understood that it was anonymous.

The Board thanked the Officer for the report which was very detailed but queried the fact that officers responsible for services were missing from it.

The Board were pleased that that compliments were fed back to staff.

The Board referred to page 50 of the report regarding an older person not having transport from hospital and noted that this did not convey the distress caused by this problem.

The Board also referred to Page 57 and 'NRPF' and requested that officers put words in full.

The customer Engagement Manager stated that there was a huge amount of evidence regarding learning from complaints the Council did not currently do enough with and agreed that this needed to be fed back into the organisation and the responsible managers.

The Board queried how concerns were being addressed with managers as they could provide a valuable insight into how services could be planned and delivered with the right productivity and resources.

The Board stated that it was also important to have feedback about what has happened since a complaint, what learning has come out of it, what did we do and how did we follow through.

The customer Engagement Manager agreed and stated that outcomes would be added to future reports.

The Board thanked the Customer Engagement Manager for the report.

## 9 **Work programme**

Resolved: That the work programme be noted and agreed.

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# Scrutiny Board

5 December 2017

|  |  |
|--|--|
| <b>Report title</b>                            | Schedule of Petitions  |
| <b>Cabinet member with lead responsibility</b> | Councillor Milkinderpal Jaspal, Governance   |
| <b>Wards affected</b>                          | All  |
| <b>Accountable director</b>                    | Kevin O'Keefe, Governance  |
| <b>Originating service</b>                     | Democratic Services  |
| <b>Accountable employee(s)</b>                 | Jaswinder Kaur Democratic Services Manager<br>Tel 01902 550320<br>Email <a href="mailto:jaswinder.kaur@wolverhampton.gov.uk">jaswinder.kaur@wolverhampton.gov.uk</a> |
| <b>Report to be/has been considered by</b>     |  |

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## Recommendation(s) for action or decision:

The Scrutiny Board is recommended to note the actions taken in relation to all petitions received by the Council during the last six months.

## **1.0 Purpose**

- 1.1 To note the actions taken in relation to petitions received by the Council during the last six months attached in the Appendix.

## **2.0 Background**

- 2.1 At the Scrutiny Board meeting on 30 May 2017, it was agreed that the Board would receive a six-monthly update report detailing actions taken in relation to all petitions received by the Council.
- 2.2 It was also agreed that ward members be automatically notified of the outcome of petitions affecting them.

## **3.0 Implementation and Monitoring of the Petitions Scheme**

- 3.1 All petitions submitted to the Council are received and monitored by Democratic Services.
- 3.2 Following receipt, petitions will be forwarded to the relevant service which will confirm if the Council can do what the petition asks.
- 3.3 Petitions with fewer than 2499 signatures are considered and responded to by employees, within 28 days of receipt by the relevant service area. A summary of responses will be reported to the Scrutiny Board, the relevant Cabinet Member(s), Shadow Leader's office and, where appropriate, the relevant Ward Members.
- 3.4 Petitions with 2500-4999 signatures are considered by the relevant scrutiny panel with recommendations made for action by employees or review by the Executive as appropriate.
- 3.5 Petitions with more than 5000 signatures are considered by Full Council.
- 3.6 As well as ensuring implementation of the Scheme, Democratic Services also monitor actions taken in response to petitions. It is suggested that the Scrutiny Board receive an six monthly report presenting this information. This would ensure that the Board are informed of actions taken in relation to all petitions received by the Council, including those considered by other scrutiny bodies and Full Council.

## **4.0 Financial implications**

- 4.1 There are no financial implications associated with the report recommendation.  
[GE/16112017/R]

## **5.0 Legal implications**

- 5.1 The Petitions Scheme referred to in this report ensures that the Council meets its obligations under the Local Democracy, Economic Development and Construction Act

2009 to have a mechanism for consideration of petitions from the public.  
[TS/16112017/W]

## **6.0 Equalities implications**

6.1 The proposals outlined in this report do not require an equalities analysis. The recommendations will not affect the Council's practice of encouraging, considering and responding to petitions.

## **7.0 Environmental implications**

7.1 There are no environmental implications arising from this report.

## **8.0 Human resources implications**

8.1 There are no human resources implications arising from this report.

## **9.0 Corporate landlord implications**

9.1 There are no corporate landlord implications arising from this report.

## **10.0 Schedule of background papers**

N/A

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| Date Received | Issue Raised  | Number of Signatories | Responsible Officer   | Status and Action Taken   |
|---------------|---|-----------------------|---|---|
| 15 May 2017   | <b>Fly-tipping, Hygiene and Public Health in Blakenhall.</b><br>Request for the Council to do more to apprehend offenders | 137                   | Susan White,<br>Service Lead –<br>Consumer Services   | Status – Closed.<br>Response from officer outlining the procedure followed by Consumer Services to deal with fly-tipping and other environmental crimes. Officers suggested that a meeting could be arranged with the lead petitioner to discuss the matter further if they wished. |
| 30 May 2017   | <b>Parents of East Park Academy – Save Our Teachers/PE Teachers</b>   | 198                   | N/A   | Status – Closed.<br>The lead petitioner was notified that the issue did not fall within the responsibilities of the Council and they were advised to contact the East Park Academy and the Manor Multi Academy Trust.   |
| 26 June 2017  | <b>Mens Only Swimming Sessions</b>  | N/A                   | N/A   | Status – Closed.<br>The lead petitioner withdrew the petition.  |
| 19 July 2017  | <b>Parking on All Saints Road</b>   | 14                    | Gwyn James,<br>Head of Strategic Transportation and<br>Nick Broomhall,<br>Service Lead –<br>Traffic & Road Safety | Status – Closed<br>The lead petitioner was notified that a consultation on residential parking schemes had been undertaken. Under the criteria approved by Cabinet (Resources) Panel, this area did not meet the requirements.  |
| October 2017  | <b>Community Area Untidy – Moathouse Lane West</b>  | 300                   | Steve Woodward<br>– Head of<br>Environmental Services   | Status – Closed.<br>The lead petitioner has been contacted and advised that many signatories are invalid as they do not have a valid address. She confirmed that she would be happy to speak with an officer and arrange a visit to   |

| Date Received         | Issue Raised                | Number of Signatories | Responsible Officer   | Status and Action Taken   |
|-----------------------|-----------------------------|-----------------------|---|---|
|                       |                             |                       |   | look at the issues, rather than the petition being considered formally and that visit is now being arranged with the Head of Environmental Services.  |
| 27<br>October<br>2017 | <b>Speeding on Lea Road</b> | 543                   | Gwyn James,<br>Head of Strategic<br>Transportation and<br>Nick Broomhall,<br>Service Lead –<br>Traffic & Road<br>Safety | Status – On-going.<br>The petition was hand delivered but did not contain details of the lead petitioner to contact.<br>The person who brought in the petition has been contacted to ask if they are the lead petitioner. The responsible officers have been notified that a petition has been submitted. |



## Cabinet (Performance Management) Panel

4 December 2017

|  |  |  |
|--|--|--|
| <b>Report title</b>                            | Information Governance Quarter Two Performance and General Data Protection Regulations Update Report |  |
| <b>Cabinet member with lead responsibility</b> | Councillor Milkinderpal Jaspal<br>Cabinet Member for Governance                                      |  |
| <b>Corporate Plan outcome</b>                  | Future Performance   |  |
| <b>Wards affected</b>                          | (All Wards);   |  |
| <b>Accountable Director</b>                    | Kevin O'Keefe, Director of Governance  |  |
| <b>Originating service</b>                     | Democratic Services  |  |
| <b>Accountable employee</b>                    | Anna Zollino-Biscotti  | Information Governance Manager             |
|  | Tel  | 01902 555166                               |
|  | Email  | Anna.Zollino-Biscotti@wolverhampton.gov.uk |
| <b>Report to be/has been considered by</b>     | Strategic Executive Board  | 21 November 2017                           |
|  | Scrutiny Board   | 5 December 2017                            |
|  | Information Governance Board   | 14 December 2017                           |

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### Recommendation(s) for action or decision:

The Cabinet (Performance Management) Panel is recommended to:

1. Review and comment on the quarter two performance for Information Governance
2. Review and comment on the quarterly progress update on the General Data Protection Regulation (GDPR).

## **1.0 Purpose**

- 1.1 To provide an update on the Information Governance performance figures for quarter two.
- 1.2 To provide a quarterly update on the work currently being undertaken by the Information Governance (IG) team and directorates in preparation for the General Data Protection Regulations (GDPR).

## **2.0 General Data Protection Regulation (GDPR)**

### **Background and context**

- 2.1 On 14 April 2016, the EU Parliament approved the General Data Protection Regulation (GDPR). The regulation is due to come into effect on 25 May 2018 to provide an accountability based framework for data protection in Europe.
- 2.2 In October 2016, the Government confirmed that it will implement the GDPR in the UK and that the UK's decision to leave the EU will not affect the commencement of the GDPR. The new regulations will replace the current Data Protection Act 1998 and the Information Commissioner's Office (ICO) will continue to be the supervisory authority.
- 2.3 In April 2017, the Government issued a consultation document to consider the derogations (exemptions) within the GDPR where the UK can exercise discretion over how certain provisions are applied.
- 2.4 In September 2017, the Data Protection Bill was published and sets out the new standards for protecting general data in accordance with GDPR and preserving certain other exemptions of the current Data Protection Act 1998. The Bill will result in a new Data Protection Act replacing the current Data Protection Act (1998) and will add clarity on how the UK will apply statutory controls to areas of the GDPR where Member States have been given some flexibility i.e. the derogations. As and when the UK leaves the EU the new Data Protection Act would replace the GDPR.
- 2.5 In preparation for the new regulation, a GDPR work programme has been developed, drawing on regional collaborative work completed with other local authorities. This was approved in July 2017 and this report provides the first quarterly update to the Board on progress to date, since approval.

### **Programme of work overview**

- 2.6 A training Needs Analysis (TNA) and communication plan was completed at the start of the project to identify the level of engagement required by each service area. This ranges from those who only need to be aware of the changes, as little or no personal

data is processed by the service, to those who need to be actively engaged in the programme.

- 2.7 Using the information identified from the TNA, a matrix has been produced to identify those departments who are key stakeholders in GDPR work. A training priority has been assigned to each department. Appendix A shows the list of departments and the priority status given – 1 being high priority.
- 2.8 To ensure maximum engagement with minimum disruption, training and awareness briefings are taking place at regular team or departmental meetings. Where workshops are required, these are also being led by the IG team and comprise of a pre-booked two-hour session to review areas of impact and devise service specific action plans. Progress against the plan is then monitored throughout the duration of the project, and revisited where required.

### **Progress to date and next steps**

- 2.9 A Project Manager from the Council's Programme Office was assigned to the project in August 2017 and is currently working with the IG team to support the project and to monitor ongoing progress against milestones.
- 2.10 In line with the communication plan, a City People article headlining the new regulation was published in July 2017, along with a GDPR briefing document that staff could download for further information about the impending changes. Further communications have been scheduled before the year end and at key points in quarter four 2018. These include City People articles and updates in Core Brief, in addition to IG surgeries. Webinars are also being considered whereby staff can log into a presentation or Q & A session with the IG team on GDPR.
- 2.11 The IG team have presented an overview of the GDPR at all Senior Leadership meetings. This has enabled the IG team to plan future team specific, face to face, briefing sessions and matrix workshops. Progress to date on the latter is on track, despite resource issues experienced with the team during quarter two.
- 2.12 Appendix One shows the service areas across the Council who have received GDPR training and awareness to date, either through briefings or workshops. The majority of service areas who are key stakeholders and who have a high training priority have either received training and are progressing individual action plans or are scheduled to do so by the end of quarter three. Those service areas where the IG team have yet to engage with at operational level, are in the most part, teams who have a low training priority and who therefore can be trained at a later point in the year.
- 2.13 The IG team are currently reviewing a GDPR e-learning module provided by the Learning Hub. This can be configured to meet the Council's needs. Once available, this will provide a blended training delivery solution and will further support and enhance the current learning methods. Publication of the module is planned for quarter four.

- 2.14 Separate to the GDPR work programme, discussions are currently being held with DTP and VisionWare (external suppliers of the Master Data Management solution) to take advantage of development they are embarking on regarding Consent Management under GDPR. This is in its early stages and the Board will be updated on the viability of the development once more is known.

### **3.0 Quarter two Information Governance performance reporting**

#### **Background and context**

- 3.1 The ICO has been interacting with the Council on Information Governance matters for several years. Considerable improvements have been made since their consensual audits in 2011 and 2012, which focused on requests for personal data (Subject Access requests - SAR) and Freedom of Information (FOI).
- 3.2 Work has continued since the conclusion of the audit and a strategic approach to Information Governance has been adopted to ensure that the Council appropriately manages its information assets. Considerable improvements have been made in terms of processing information requests and the Council's overall statutory response rates have improved dramatically over the last five years.
- 3.3 In order to ensure ongoing improvements with information governance this report outlines current performance.

#### **Progress for quarter two**

- 3.4 The IG performance figures for quarter two are contained in appendix two.
- 3.5 FOI – 251 requests were received for Freedom of Information which is slightly less than last quarter. All but two valid requests were responded to within the statutory 20-day timeframe, which equates to a 99% response rate. This was the result of one late submission of information and one request where there was a query at authorisation, resulting in a delay in issuing the final response to the requester.
- 3.6 EIR- 26 requests were received for environmental information this quarter. 24 of these requests were valid requests and all (100%) were responded to within the statutory 20-day timeframe. Further clarification was requested for two of these requests, both of which have received a nil response and therefore will be closed after 90 days if no further information is received. 23 of the total 26 requests received were single directorate requests, whereby information was held by one directorate.
- 3.7 DP- 83 requests were received for Data Protection this quarter which is a slight decrease compared to those requests received last quarter, however volumes remain consistent to those received in previous quarters of the last reporting year. The response rate for this quarter is 99%, as one request was responded to outside of the statutory 40-day timeframe. This was due to information being received late by the business area.

3.8 The number of information incidents reported for the quarter has doubled as 18 incidents have been reported. This is also slightly higher than number of incidents reported for quarter 2 in the previous two years (13 in 15/16 and 13 in 16/17). The trend in incident type remains the same however, as 16 out of the 18 incidents reported (89%) were of the incident type “Disclosed in error”. All of the incidents reported were in the low risk category.

#### **4.0 Financial implications**

4.1 There are no financial implications associated with this report as the Board are requested to review the progress made on information governance and review progress on the GDPR programme of work.

4.2 It is worth noting, however, that a failure to effectively manage information governance carries a financial risk. Inaccurate and out of date information can lead to poor decision making and a potential waste of financial resources. In addition to this, poor information governance can currently result in a fine of up to £500,000 from the ICO.

4.3 In addition, the GDPR brings with it higher financial penalties and a two-tiered sanction regime will be adopted – where the lesser information incidents are subject to a maximum fine of either €10 million (£7.9 million) or 2 percent of an organisation's global turnover (whichever is greater). The most serious violations could result in fines of up to €20 million or 4 percent of turnover (whichever is greater).  
[SR/20112017/D]

#### **5.0 Legal implications**

5.1 The Council has a legal duty under the current Data Protection Act 1998, Freedom of Information Act 2000 and Environmental Information Regulations 2004 to appropriately manage and protect information assets.

5.2 The integration of Public Health into the Council in April 2012 required the Council to provide assurance to the NHS that it had in place suitable Information Governance policies, procedures and processes.

5.3 Failure to effectively manage information governance could increase risk of exposure to fraud and malicious acts, reputational damage, an inability to recover from major incidents and potential harm to individuals or groups due to inappropriate disclosure of information.

5.4 The Information Commissioner has the legal authority to:

- Fine organisations up to £500,000 per breach of the Data Protection Act or Privacy & Electronic Communication Regulations.
- Conduct assessments to check organisations are complying with the Act.

- Serve Enforcement Notices and 'stop now' orders where there has been a breach of the Act, requiring organisations to take (or refrain from taking) specified steps in order to ensure they comply with the law.
- Prosecute those who commit criminal offences under section 55 of the Act.
- Conduct audits to assess whether organisations processing of personal data follows good practice.
- Report issues of concern to Parliament.

5.5 Demonstration of the Council's compliance with the current Data Protection Act 1998 and with GDPR going forward protects it from legal challenges for alleged breaches of individuals' rights.

[ TS/20112017/W]

## **6.0 Equalities implications**

6.1 Having considered the equalities issues presented under the current Data Protection Act 1998, we believe that no new implications have been identified from associated actions or recommendations of this report.

6.2 Any new equalities issues that become apparent as the programme of work progresses will undergo an initial screening and if appropriate will be followed by a full equalities analysis.

## **7.0 Environmental implications**

7.1 There are no environmental implications identified.

## **8.0 Human resources implications**

8.1 Working practices to support the adoption of GDPR controls and measures will be incorporated into existing Information Governance and HR policies.

## **9.0 Risk implications**

9.1 Risks identified from the GDPR project will be managed at project level, and will be reported through to the Information Governance Board.

## **10.0 Corporate landlord implications**

10.1 There no direct corporate landlord implications identified.

## **11.0 Schedule of background papers**

Strategic Executive Board – Briefing note on GDPR – July 2017

Strategic Executive Board Report – Approach to GDPR – January 2017.

| Key<br>K= Key Stakeholder<br>H= High Priority<br>L= Low Priority<br>X= Yes<br>- = No or N/A |  | Management Briefing Session Date | Team Workshop Date | Training Priority        |
|---|--|----------------------------------|--------------------|--------------------------|
| Directorate   | Department   |                                  |                    |                          |
| Governance  | Information Governance                             | 08/05/2017                       | 08/06/2017         | 1                        |
| Corporate Services  | ICT  | 31/08/2017                       | ^Dec 2017          | 2                        |
| Corporate Services  | DTP  | 31/08/2017                       | 25/09/2017         | 3                        |
| Corporate Services  | Procurement  | 11/09/2017                       | 09/11/2017         | 3                        |
| People  | Children and Young People - Child Protection       | 14/07/2017                       | 20/10/2017         | 4                        |
| People  | Children and Young People - LAC                    | 14/07/2017                       | 21/10/2017         | 4                        |
| People  | Children and Young People - Early Intervention     | 14/07/2017                       | 22/10/2017         | 4                        |
| People  | Children and Young People - Specialist Support     | 14/07/2017                       | 23/10/2017         | 4                        |
| People  | Children and Young People - Youth Offending        | 14/07/2017                       | 24/10/2017         | 4                        |
| People  | Children and Young People - Educational Psychology | 14/07/2017                       | 25/10/2017         | 4                        |
| People  | Children and Young People - Head Start Programme   | 14/07/2017                       | 26/10/2017         | 4                        |
| People  | Commissioning                                      | 18/09/2017                       |                    | 4                        |
| Education   | School Planning and Resources                      | 09/10/2017                       | ^Dec 2017          | 5                        |
| Education   | Headteachers                                       | 19/10/2017                       | 19/10/2017         | 6                        |
| Education   | School Standards                                   | 09/10/2017                       | ^Dec 2017          | 5                        |
| People  | Adult social Care - West                           | 18/09/2017                       | 01/12/2017         | 5                        |
| People  | Adult social Care - East                           | 18/09/2017                       | 01/12/2017         | 5                        |
| People  | Adult social Care - North                          | 18/09/2017                       | 01/12/2017         | 5                        |
| People  | Adult social Care - Principle Social worker        | 18/09/2017                       | 01/12/2017         | 5                        |
| People  | Adult social Care - Adult Provision                | 18/09/2017                       | 01/12/2017         | 5                        |
| People  | Adult social Care - Community Financial Support    | 18/09/2017                       | 01/12/2017         | 5                        |
| People  | Adult social Care - Mental Health                  | 18/09/2017                       | 01/12/2017         | 5                        |
| People  | Safeguarding                                       | 14/07/2017                       |                    | 6                        |
|   |  | 04/08/2017                       | 04/08/2017         |                          |
| Corporate Services  | Revenues and Benefits                              | 21/08/2017                       | 21/08/2017         | 7                        |
| Corporate Services  | Customer Services                                  | 27/09/2017                       | 24/10/2017         | 7                        |
| Corporate Services  | Communications                                     | 11/09/2017                       |                    | 7                        |
| Corporate Services  | The Hub  | 28/09/2017                       | NR                 | 7                        |
| Governance  | Human Resources                                    | 11/09/2017                       | 10/11/2017         | 7                        |
| People  | Public Health - Evidence                           | Schedule after NOV 17            |                    | 8                        |
| People  | Public Health - Protection                         | Schedule after NOV 17            |                    | 8                        |
| People  | Public Health - Commissioning                      | Schedule after NOV 17            |                    | 8                        |
| People  | Public Health - Healthier Place                    | Schedule after NOV 17            |                    | 8                        |
| People  | Public Health - Programmes                         | Schedule after NOV 17            |                    | 8                        |
| People  | Public Health - Community Safety                   | Schedule after NOV 17            |                    | 8                        |
| Corporate Services  | Organisational Development                         | 11/09/2017                       |                    | 9                        |
| Governance  | Legal Services                                     | 11/09/2017                       |                    | 9                        |
| Governance  | Democratic Services                                | 11/09/2017                       |                    | 10                       |
| Governance  | Licencing Services                                 | 11/09/2017                       |                    | 10                       |
| Governance  | Equalities   |                                  |                    | 10                       |
| Governance  | Scrutiny   |                                  |                    | 10                       |
| Governance  | Members (Councillors)                              | 24/01/2018                       | 24/01/2018         | 10                       |
| Corporate Services  | Audit  |                                  | ^Dec 2017          | 10                       |
| Corporate Services  | Insight & Performance                              | 11/09/2017                       |                    | 11                       |
| Corporate Services  | Finance/Accountant                                 | 11/09/2017                       |                    | 11                       |
| Place   | Housing  | 18/09/2017                       |                    | 12                       |
| Place   | Economy - Enterprise                               | 18/09/2017                       |                    | 12                       |
| Place   | Economy - Skills                                   | 18/09/2017                       |                    | 12                       |
| Place   | Economy - Visitor Economy                          | 18/09/2017                       |                    | 12                       |
| Place   | Environment - Highways Network                     | 18/09/2017                       |                    | 12                       |
| Place   | Environment - Public Protection                    | 18/09/2017                       |                    | 12                       |
| Place   | Environment - Environmental Services               | 18/09/2017                       |                    | 12                       |
| Place   | Landlord - Facilities                              | 18/09/2017                       |                    | 12                       |
| Place   | Economy - Strategic Programmes                     | 18/09/2017                       |                    | 12                       |
| Place   | Economy - City Development                         | 18/09/2017                       |                    | 12                       |
| Place   | Economy - Major Projects                           | 18/09/2017                       |                    | 12                       |
| Place   | Economy - City Planning                            | 18/09/2017                       |                    | 12                       |
| Place   | Economy - Black County Hub Growth                  | 18/09/2017                       |                    | 12                       |
| Place   | Environment - Strategic Transport                  | 18/09/2017                       |                    | 12                       |
| Place   | Landlord - Assets                                  | 18/09/2017                       |                    | 12                       |
| Place   | Landlord - Projects and Works                      | 18/09/2017                       |                    | 12                       |
| Corporate Services  | PMO Office   | 11/09/2017                       | 28/11/2017         | 12                       |
| Place   | Future Space                                       | 18/09/2017                       |                    | 12                       |
| West Midlands Pension Fund  | Pensions and Investments                           | 05/05/2017                       |                    | Separate training Plan   |
| West Midlands Pension Fund  | Pensions Governance                                | 05/05/2017                       |                    | Separate training Plan   |
| West Midlands Pension Fund  | Pensions Finance                                   | 05/05/2017                       |                    | Separate training Plan   |
| West Midlands Pension Fund  | Pensions Programme                                 | 05/05/2017                       |                    | Separate training Plan   |
| West Midlands Pension Fund  | Pensions Administration                            | 05/05/2017                       |                    | Separate training Plan   |
| Wholly Owned Companies  | YOO Recruit  |                                  |                    | Separate Data Controller |
| Wholly Owned Companies  | WV Active  | 10/10/2017                       | 21/11/2017         | Separate Data Controller |
| Wholly Owned Companies  | Building Houses                                    |                                  |                    | Separate Data Controller |
| Wholly Owned Companies  | Wolverhampton Homes                                | 01/07/2017                       | ^Dec 2017          | Separate Data Controller |

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# Information Governance Summary

Quarter Two

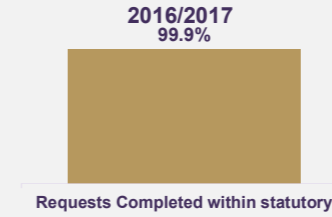
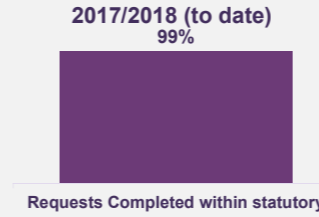
2017/2018

## Freedom of Information

Requests received and percentage complete within statutory timeframe

| Corporate                |     | People |      | Place |      | Education |      | WMPF |      | Housing |      |
|--------------------------|-----|--------|------|-------|------|-----------|------|------|------|---------|------|
| 107                      | 98% | 70     | 100% | 36    | 100% | 8         | 100% | 2    | 100% | 19      | 100% |
| Shared Requests Received |     | 9      |      |       |      |           |      |      |      |         |      |
| Complete in Statutory    |     | 100%   |      |       |      |           |      |      |      |         |      |

| Requests Received | Completed within Statutory Timeframe |
|-------------------|--------------------------------------|
| 251               | 99.2%                                |



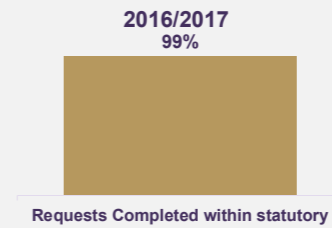
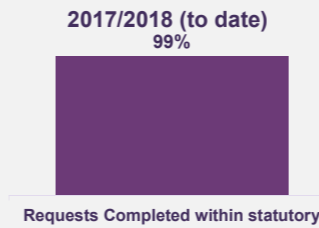
251 requests were received for Freedom of Information. All but two valid requests were responded to within the statutory 20-day timeframe, which equates to a 99% response rate. This was the result of one late submission of information and one request where there was a query at authorisation, resulting in a delay in issuing the final response to the requester

## Data Protection

Requests received and percentage complete within statutory timeframe

| Corporate                |     | People |      | Place |      | Education |      | WMPF |    | Housing |    |
|--------------------------|-----|--------|------|-------|------|-----------|------|------|----|---------|----|
| 40                       | 98% | 8      | 100% | 24    | 100% | 2         | 100% | 0    | 0% | 0       | 0% |
| Shared Requests Received |     | 9      |      |       |      |           |      |      |    |         |    |
| Complete in Statutory    |     | 100%   |      |       |      |           |      |      |    |         |    |

| Requests Received | Completed within Statutory Timeframe |
|-------------------|--------------------------------------|
| 83                | 98.8%                                |



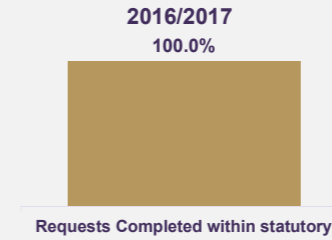
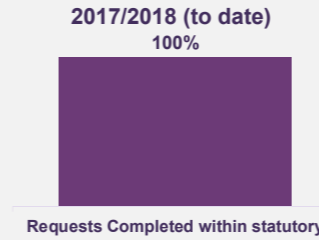
83 requests were received for Data Protection this quarter. All but one request was responded to within the 40-day statutory timeframe, which equates to a 99% response rate for the quarter. This was due to information being received late by the relevant business area

## Environment Information Regulation

Requests received and percentage complete within statutory timeframe

| Corporate                |      | People |    | Place |      | Education |    | WMPF |    | Housing |    |
|--------------------------|------|--------|----|-------|------|-----------|----|------|----|---------|----|
| 5                        | 100% | 0      | 0% | 18    | 100% | 0         | 0% | 0    | 0% | 0       | 0% |
| Shared Requests Received |      | 3      |    |       |      |           |    |      |    |         |    |
| Complete in Statutory    |      | 100%   |    |       |      |           |    |      |    |         |    |

| Requests Received | Completed within Statutory Timeframe |
|-------------------|--------------------------------------|
| 26                | 100.0%                               |

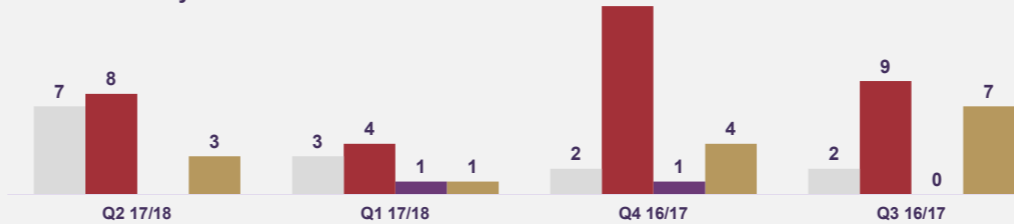


24 of the 26 EIR requests received were valid requests and all (100%) were responded to within the statutory 20-day timeframe.

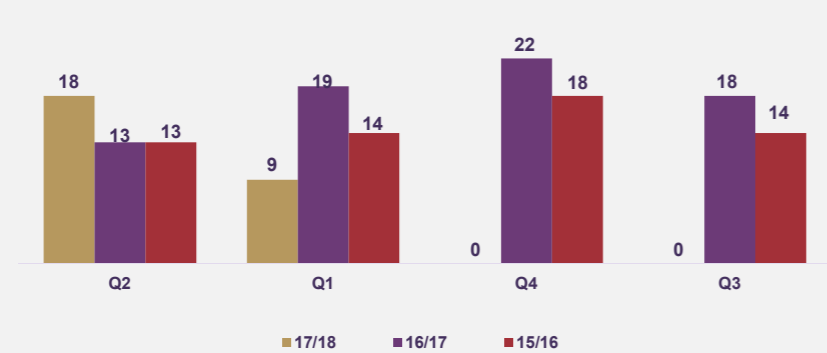
## Incident Recording

| Incidents in Quarter 2 | Reported to IG within 24 hours | Serious Breaches |
|------------------------|--------------------------------|------------------|
| 18                     |                                | 0                |

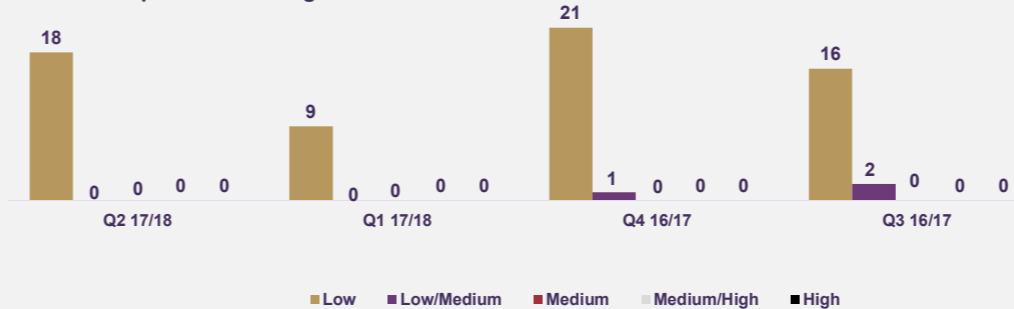
Incidents by Directorate



Quarterly Incident Occurances Comparison



Impact Risk Rating



| Incident Type                                      | Q2 17/18 | Q1 17/18 | Q4 16/17 | Q3 16/17 |
|--|----------|----------|----------|----------|
| Corruption or inability to recover electronic data | 0        | 0        | 0        | 0        |
| Disclosed in error                                 | 16       | 7        | 18       | 17       |
| Lost in transit                                    | 0        | 0        | 0        | 0        |
| Lost or stolen hardware                            | 1        | 2        | 0        | 0        |
| Lost or stolen paperwork                           | 0        | 0        | 3        | 0        |
| Non-secure Disposal - Hardware                     | 0        | 0        | 0        | 0        |
| Non-secure Disposal - Paperwork                    | 0        | 0        | 0        | 0        |
| Other DPA Principle 7 incident                     | 0        | 0        | 0        | 0        |
| Other Non-Principle 7 incident                     | 1        | 0        | 0        | 0        |
| Technical security failing (including hacking)     | 0        | 0        | 0        | 1        |
| Uploaded to website in error                       | 0        | 0        | 1        | 0        |

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|            |   |
|------------|---|
| 05.09.2017 | <ul style="list-style-type: none"> <li>• Early Years Strategy Action Plan (Andrew Wolverson - Head of Service Early Intervention)</li> <li>• Annual Review and Work Plan (Julia Cleary – Scrutiny and Systems Manager)</li> <li>• Recommendations from Apprenticeship Scrutiny Review</li> <li>• Feedback from the CA (Cllr Steve Simkins)</li> <li>• Quarterly Complaints Report (for information only)</li> </ul> |
| 10.10.2017 | <ul style="list-style-type: none"> <li>• Youth Council (Andrew Scragg – Participation Officer)</li> <li>• ICT and Digital Strategy (Andy Hoare – Head of ICT)</li> <li>• Digital Transformation Programme (Andy Hoare – Head of ICT)</li> <li>• Information Governance Performance Report (Anna Zollino-Biscotti)</li> <li>• Complaints Annual Report (Steve Rice – Customer Engagement Manager)</li> </ul>         |
| 05.12.2017 | <ul style="list-style-type: none"> <li>• GDPR Update (Anna Zollino Biscotti – Information Governance Manager)</li> <li>• Budget</li> <li>• Schedule of Petitions (Jasawinder Kaur - Democratic Services Manager)</li> </ul>   |
| 09.01.2017 | <ul style="list-style-type: none"> <li>• Post 16 Update (Alex Jones, Angela McKeever, Tony O'Callaghan)</li> </ul>  |
| 06.03.2017 | <ul style="list-style-type: none"> <li>• Feedback from the Fire Safety Scoping Group</li> </ul>   |
| 01.05.2017 | <ul style="list-style-type: none"> <li>• Tbc</li> </ul>   |

Other Potential items (when something significant needs a Panel recommendation):

1. Cyber Security
2. Recommendations from Adult Mental Health Commissioning Scrutiny Review
3. Recommendations from Succession Planning Scrutiny Review

### Scrutiny Reviews

Transport- what could transport in the city look like in 20 years time?

Budget Task and Finish Group for the Combined Authority Scrutiny Committee

Scoping Group to consider fire safety Chaired by Cllr Greg Brackenridge

Agreed Members:

Cllr Paul Singh

Cllr Phil Bateman

Cllr Louise Miles

Cllr Patricia Patten

Sue Roberts Representative form the Wolverhampton Tenants Association

Bob Deacon – Tenant at Health Town

Barry Appleby - Disability Advisory Group on Leisure Activities

Karen Ryder – One Voice

## Confident, Capable Council Scrutiny Panel Work Programme

|          |   |
|----------|---|
| 27.09.17 | <ul style="list-style-type: none"> <li>• Legal Services – should we extend our legal services to offer services to the third and public sector?</li> <li>• Digital Transformation Programme - Presentation</li> </ul>   |
| 22.11.17 | <ul style="list-style-type: none"> <li>• Draft Budget and Medium Term Financial Strategy 2018-2019 - 2019-2020 (Mohammed Hasan – Finance Manager)</li> <li>• Council Tax Base and Business Rates (NDR) Net Rate Yield 2018-2019 - Trends/context</li> <li>• Report from the Specific Reserves Working Group</li> <li>• List of budget consultation events - info</li> </ul> |
| 14.02.18 | <ul style="list-style-type: none"> <li>• Use of the Building (by external organisations and partners) and Corporate Landlord – inc Trade Unions.</li> <li>• Budget Consultation – how can we get better public engagement into the Council's budget consultation and decision making?</li> </ul>  |
| 18.04.18 | <ul style="list-style-type: none"> <li>• Agile working (including different levels of staffing and types of job)</li> <li>• Review of the Rules of Debate and the Constitution</li> </ul>   |

Other Potential items (when something significant needs a Panel recommendation):

- A meeting of specific reserves working group to be arranged

## Stronger City Economy Scrutiny Panel Work Programme

|          |   |
|----------|---|
| 26.09.17 | <ul style="list-style-type: none"> <li>• Bilston District Centre – How can the Council develop its regeneration activity to bring greater benefits to local businesses and residents?</li> <li>• Strategic Economic Plan’s Evidence Base – How do we develop the right strategies/priorities from what the evidence base is telling us?</li> </ul>  |
| 21.11.17 | <ul style="list-style-type: none"> <li>• Wednesfield District Centre – What should the Council’s role be in Wednesfield that would better benefit local businesses and residents?</li> <li>• Draft Budget and Medium Term Financial Strategy 2018-2019 - 2019-2020 (Mohammed Hasan – Finance Manager)</li> <li>• Strategic Economic Plan - Presentation</li> </ul>                        |
| 13.02.18 | <ul style="list-style-type: none"> <li>• Tettenhall District Centre – What should the Council’s role be in Tettenhall that would better benefit local businesses and residents</li> <li>• Strategic Economic Plan – look at final draft of the plan</li> <li>• Town Centre BID or equivalent</li> <li>• How do we now manage the way we sell the town centre of Wolverhampton.</li> </ul> |
| 17.04.18 | <ul style="list-style-type: none"> <li>• Innovation - how can we work with the University and other key players to encourage innovation across the city?</li> <li>• Evaluation of the outcomes from Inward Investment and Tourism activities commissioned through the West Midlands Growth Company</li> <li>• Footfall</li> </ul>   |

Other Potential items (when something significant needs a Panel recommendation):

1. The potential effects of Brexit on the local economy
2. Policy Implications from Combined Authority/Regional/National or International Sources
3. How do we monitor our communications
4. Marketing Policy

## Vibrant and Sustainable City Economy Scrutiny Panel Work Programme

|          |  |
|----------|--|
| 28.09.17 | <ul style="list-style-type: none"><li>• Car Parking and Road Safety<br/>Looking at how to reduce on street parking in residential areas particularly near to schools</li></ul>   |
| 23.11.17 | Draft Budget and Medium Term Financial Strategy 2018-2019 - 2019-2020 (Mohammed Hasan – Finance Manager)   |
| 01.03.18 | <ul style="list-style-type: none"><li>• Enforcement including Dog Control<br/>Looking at enforcement policy across a number of services to explore possible new models and the balance between enforcement and education</li></ul> |
| 17.04.18 | <ul style="list-style-type: none"><li>• Air Quality/Transport – Public Health to contribute<br/>Look at ways to improve air quality in hot spots around the city which could include work for the Transport Review Group</li></ul> |

## Health Scrutiny Panel 2017/18

|          |  |
|----------|--|
| 5.10.17  | <ul style="list-style-type: none"> <li>• End of Life Care (Karen Evans, Commissioning Development Manager, WCCG)</li> <li>• Drug and Alcohol Services in Wolverhampton Consultation (Michelle Smith Commissioning Officer Public Health, Early Intervention &amp; Prevention, City of Wolverhampton Council – joint report with Public Health)</li> <li>• New Psychoactive Substances (NPSs) (Neeraj Malhotra Consultant in Public Health, City of Wolverhampton Council)</li> <li>• Black Country STP briefing– Andy Williams</li> </ul>                              |
| 16.11.17 | <ul style="list-style-type: none"> <li>• The Royal Wolverhampton NHS Trust – Quality Accounts 2017/18 (Jeremy Vanes, Chairman The Royal Wolverhampton NHS Trust)</li> <li>• Draft Budget and Medium Term Financial Strategy 2018-2019 - 2019-2020 (Mohammed Hasan – Finance Manager)</li> </ul>  |
| 25.1.18  | <ul style="list-style-type: none"> <li>• Oral Health - Adult and Children (Katie Spence - Consultant in Public Health, City of Wolverhampton Council )</li> <li>• Patient mortality rates (Jeremy Vanes, Chairman ,The Royal Wolverhampton NHS Trust</li> <li>• Smoke Free Wolverhampton (Katie Spence - Consultant in Public Health, City of Wolverhampton Council)</li> <li>• Ageing Well - Dementia – briefing paper (Susan Eagle, Commissioner- Long Term Support)</li> </ul>  |
| 29.3.18  | <ul style="list-style-type: none"> <li>• Suicide prevention - Neeraj Malhotra ,Consultant in Public Health,Director of Public Health,City of Wolverhampton Council</li> <li>• Urgent and emergency care and 7 day hospital services – (Jeremy Vanes, Chairman,The Royal Wolverhampton NHS Trust and David Watts to be involved in contributing.)</li> <li>• The Royal Wolverhampton NHS Trust - Quality Accounts 2017/18 – (Jeremy Vanes, Chairman The Royal Wolverhampton NHS Trust)</li> <li>• West Midlands Ambulance Service - Quality Accounts 2017/18</li> </ul> |

### Long list of topics 2017/18 - dates for presentation and method of scrutiny to be agreed

1. The Royal Wolverhampton NHS Trust – [Primary Care Vertical Integration](#)
2. CAMHS – Emma Bennett to lead and Stephen Marshall (CCG)
3. [Healthwatch Wolverhampton Annual Report 2017/18](#)
4. Walsall CCG - [Reconfiguration of hyper acute and acute stroke services](#)
5. Healthwatch Work Programme Planning Document 1 April 2017- 31 March 2018
  - URGENT & EMERGENCY CARE
  - DEMENTIA

- ACCESS TO HEALTHCARE FOR THE DEAF COMMUNITY
- TRANSFER OF SERVICES
- CAMHS
- YOUTH HEALTHWATCH
- ORAL HEALTH

6. A briefing note for the panel on how The Royal Wolverhampton NHS Trust reviews 'never events' to be presented



## Adults and Safer City Scrutiny Panel 2017/18

|            |  |
|------------|--|
| 19.09.2017 | <ul style="list-style-type: none"> <li>• Modern Slavery - To provide an outline of partnership proposals to tackle modern slavery and outline the council's contributory plans. (Karen Samuels – CWC Community Safety/Chief Inspector Beth Bridges)</li> </ul>   |
| 07.11.2017 | <ul style="list-style-type: none"> <li>• Wolverhampton Safeguarding Adult Board Annual Report 2016 – 2017 (date to be moved forward – awaiting confirmation. Interim Board Manager Safeguarding and Quality)</li> <li>• Update on Mental Capacity Act – Deprivation of Liberty</li> <li>• Social Work Health Check (staff wellbeing survey)</li> <li>• Draft Budget and Medium Term Financial Strategy 2018-2019 - 2019-2020 (Mohammed Hasan – Finance Manager)</li> </ul> |
| 06.02.2018 | <ul style="list-style-type: none"> <li>• Reducing Reoffending Strategy- To comment on the draft Reducing Reoffending Strategy for the city developed in response to significant national policy and organisational change. (Karen Samuels – CWC Community Safety/Jas Pejatta – Community Rehabilitation Company (Probation)/Chief Inspector Karen Geddes – West Midlands Police/Sally Nash – CWC Youth Offending)</li> </ul>   |
| 10.04.2018 | TBC  |

Long list of topics 2017/18 - dates for presentation and method of scrutiny to be agreed

1. Quality of Care – issues of quality assurance - Sarah Smith, Head of Commissioning
2. Adult Education
3. With reference to the resolution to Minute No. 5 (Update on the Dementia City) – 13.6.17
4. Draft People Directorate Commissioning Strategy – 13.6.17
5. Responding to Serious and Organised Crime - To provide an outline of partnership proposals to address serious and organised crime in the city and the Council's contribution in particular. (Karen Samuels – CWC Community Safety/Chief Inspector Karen Geddes – West Midlands Police/Andy Moran – CWC Procurement)

Briefing notes for distribution via the Document Library:

1. Fatal Contraband and Alcohol - Update requested from meeting in July 2016 – Sue Smith agreed to lead
2. Crime Reduction and Community Safety and Drugs Strategy Update – request from meeting held in July 2017 – Karen Samuels and David Watts

3. Supporting a Safe and Seamless Transfer From Specialist Care or Hospital Setting – Update to be provided following meeting on 31 January 2017 (David Watts).
4. Better Care Fund – Update requested at meeting held on 31 January 2017.
5. Dementia City – Update on how GP services could be improved, any identified strengths and weaknesses and if possible data on which GPs were reporting incidents – lead Kathy Roper

## Children, Young People and Families Scrutiny Panel 2017/18

|            |  |
|------------|--|
| 06.09.2017 | <ul style="list-style-type: none"> <li>• End of Key Stage Un-Validated results 2016-2017 (Alex Jones)</li> <li>• Draft SEND Self Assessment – Alex Jones</li> </ul>  |
| 01.11.2017 | <ul style="list-style-type: none"> <li>• Draft Budget and Medium Term Financial Strategy 2018-2019 - 2019-2020 (Mohammed Hasan – Finance Manager)Increasing the number of foster carers for looked after children (Alison Hinds)</li> <li>• School Place Planning (Bill Hague)</li> <li>• Annual Children Safeguarding Board Report</li> </ul> |
| 07.02.2018 | <ul style="list-style-type: none"> <li>• Improving Standards at Key Stage 4 (Alex Jones)</li> <li>• Update on Early Intervention and Prevention model (Andrew Wolverson)</li> <li>• Review of Children and Young People Improvement Plan(Emma Bennett)</li> <li>• The Way – review of progress (Carla Priddon, CEO the Way )</li> </ul>        |
| 11.04.2018 | <ul style="list-style-type: none"> <li>• The impact of the HEADSTART programme (Kevin Pace)</li> <li>• Update on implementation of the Early Years Strategy/including the standard of childcare provision (Andrew Wolverson)</li> <li>• SEND and Inclusion Review ( Alex Jones)</li> </ul>   |

Long list of topics 2017/18 - dates for presentation and method of scrutiny to be agreed

1. Supporting Unaccompanied Asylum Seeking Children – pre-suggested item
2. Mental Health Issues/CAMHS (Emma Bennett/CCG) – pre-suggested item
3. Youth homelessness– pre-suggested item

Updated 12.09.2017

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