

CITY OF
WOLVERHAMPTON
COUNCIL

Scrutiny Board

11 September 2018

Time 6.00 pm **Public Meeting?** YES **Type of meeting** Scrutiny
Venue Committee Room 5 - Ground Floor, Civic Centre, St Peter's Square, Wolverhampton
WV1 1SH

Membership

Chair Cllr Stephen Simkins (Lab)
Vice-chair Cllr Arun Photay (Con)

Labour

Cllr Paula Brookfield
Cllr Jasbir Jaspal
Cllr Peter O'Neill
Cllr Jacqueline Sweetman
Cllr Linda Leach
Cllr Philip Bateman MBE
Cllr Greg Brackenridge
Cllr Jasbinder Dehar
Cllr Dr Michael Hardacre
Cllr Martin Waite

Conservative

Cllr Sohail Khan

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 Julia Cleary
Tel/Email 01902 555046 or julia.cleary@wolverhampton.gov.uk
Address Democratic Services, Civic Centre, 1st floor, St Peter's Square,
Wolverhampton WV1 1RL

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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** (Pages 3 - 6)
[To approve the minutes of the previous meeting as a correct record.]
- 4 **Matters arising**

DISCUSSION ITEMS

- 5 **Black Country LEP Brexit Group Outline and Update** (Pages 7 - 18)
[Sarah Middleton – Chief Executive, Black Country Consortium and Charlie Hopkirk -
Research Analyst – Productivity & Skills Black Country Consortium]
- 6 **Work programme and update on items from the Annual Scrutiny Planning
Event** (Pages 19 - 56)
[To consider the Board's work programme for future meetings.]
- 7 **Annual Corporate, Social Care and Public Health Complaints Report** (Pages 57 -
86)
- 8 **Annual Scrutiny Report**
[To consider the new scrutiny video]

Attendance

Members of the Scrutiny Board

Cllr Stephen Simkins (Chair)
Cllr Paula Brookfield
Cllr Jasbir Jaspal
Cllr Peter O'Neill
Cllr Philip Bateman MBE
Cllr Greg Brackenridge
Cllr Jasbinder Dehar
Cllr Sohail Khan
Cllr Martin Waite
Cllr Alan Bolshaw
Cllr Ian Brookfield
Cllr Alan Butt
Cllr Wendy Thompson

Part 1 – items open to the press and public

Item No. *Title*

1 **Apologies for absence**

Apologies for absence were received from Cllr Leach, Cllr Sweetman, Cllr Dr Hardacre and Cllr Photay.

Cllr Bolshaw, Cllr Ian Brookfield. Cllr Butt and Cllr Thompson were in attendance as substitutes.

2 **Declarations of interest**

There were no declarations of interest.

3 **Minutes of the previous meeting**

Resolved:

That the attendance information be updated to show that Cllr Photay was not in attendance.

That the minutes of the meeting be approved as a correct record and signed by the Chair.

4 **Matters arising**

There were no matters arising.

5 Work programme and feedback from the Annual Planning Event

The Board considered the updated work plan and the feedback from the Annual Scrutiny Planning Event. The Scrutiny Manager confirmed that her team would be in contact with councillors who has requested items at the Annual Event in order to facilitate meetings with appropriate officers and agree the best way to scrutinise the topic.

Resolved: (1) That the work plan be agreed.
(2) That meetings be arranged with officers and councillors who had suggested topics for scrutiny at the Annual Scrutiny Planning Event.

6 Update from the Member Champion for Councillor ICT and Development, Cllr Val Evans

Cllr Val Evans, Member Champion for ICT and Member Development presented an update to the Board on the work that had been undertaken by the Advisory Group.

Cllr Evans confirmed that to date the ICT side of the work plan was going well with many members now using electronic devices to access agendas and minutes.

However, Cllr Evans expressed concerns in relation to the poor attendance by councillors at training sessions and provided some statistics to highlight this. The average attendance at a training session was 8 councillors per session. Additional sessions had been arranged but unfortunately needed to be cancelled due to lack of take up.

In relation to the mandatory training the completion figures were also low as follows:

Basic safeguarding 33/60
CSE 13/60
Equality and Diversity 45/60
PREVENT 16/60
Corporate Parenting 12/60
Protecting information 60/60 councillors complete

Cllr Evans confirmed that all councillors had been sent letters the previous year informing them where to go and what courses they needed to do.

The Board considered that it might be necessary to have a look at the Constitution to ensure that it was clear what training all councillors were expected to undertake. Cllr Evans confirmed that there was some General Data Protection Regulation training coming up and that very few councillors were attending.

Cllr Evans stated that there had been a comprehensive induction programme for all new councillors of which there were 12 and there had been an average attendance of 10 per session which was acceptable.

Some members of the Board stated that they had already been trained on areas such as GDPR and equalities outside of the Council and that they did not feel a need to attend additional training provided by the Council. There was a suggestion that there be a survey to ascertain what training councillors had already received from outside providers. The Board agreed that if it could be evidenced that at councillors had already had similar training that this should be accepted.

The Chair agreed and recommended that a cross party working group be established to consider what action could be taken to improve turn out at training sessions and how often training needed to be undertaken.

The Board also noted that accurate records needed to be kept regarding when councillors had attended a training session.

The Board considered that all councillors could attend the Annual Induction events as one big session a year easier might be easier than many separate events. It was however also noted that new councillors required a different type of training, so this approach might not be suitable and that maybe a separate similar event could be held for existing councillors.

Resolved: That a working group be established to consider the ongoing issues related to member training and development.

7 **Fire Safety Scoping Group - Equality Sub Group**

The Board considered the make-up of the Group and it was agreed that there be cross party representation from councillors and representation from a wide range of disability groups.

Resolved: That officers approach a wide range of disability groups to invite representatives to join the Equality Sub Group.

8 **Annual Scrutiny Report**

The Board considered the format of the Annual Scrutiny Report to Council. The Board considered that it was importance to include information as to why councillors did the work they did and why certain areas were chosen for scrutiny. The Board agreed on the importance of evaluating previous scrutiny reviews and that actual examples could be used to show the work and achievements of scrutiny. It was thought that some issues could be captured by a short video that could then be put on the website.

Resolved: That the above areas be taken into consideration when producing the Annual Scrutiny Report for Council.

9 **West Midlands Combined Authority - Mayor's Question Time**

The Scrutiny Officer updated the Board in relation to the West Midlands Combined Authority Mayor's Question Time. The event would be held in the Council Chamber on Friday 28 September 2018 at 9am.

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City of Wolverhampton Council Scrutiny Board

Date (11th September 2018)

Black Country LEP Brexit Group Outline & Update

1. Purpose of Report

- 1.1. To summarise the work of the Black Country LEP Brexit Group so far and to outline future activity.

2. Recommendation (s)

- 2.1. For the Scrutiny Board to note & comment on the existing work of the LEP's Brexit Group.

3. Report Detail

- 3.1. A Black Country LEP Brexit Group was setup in August 2017 with the ambition to understand the threats and opportunities of Brexit from a Black Country business perspective. In the last 12 months, the group has held detailed consultation with local businesses and, in partnership with the Black Country Chamber of Commerce, submitted a document to the Secretary of State for Business, Energy and Industrial Strategy (BEIS) in January 2018, outlining our business-led policy priorities for the post-Brexit period. The group has had a fluid membership structure but has included discussions with up to 20 business individuals in total from strategically important firms. Two LEP Board members and two LEP officials led the consultation meetings.
- 3.2. Business insight from 2017 consultation was collated and built into a set of eight clear Brexit 'asks' of government from the Black Country business base:
 - 3.2.1. **1)** Clarify your expectations of future trading relationships and trading conditions, allowing businesses the ability to plan for a successful future.
 - 3.2.2. **2)** Give greater practical support from government resources (e.g. BEIS personnel) to the Black Country, supercharging business support for opportunities post-Brexit. Strong, powerful guidance is needed at sufficient scale to steer us to success, ensuring we produce a significant return on investment and can fulfil our ambitious targets locally.
 - 3.2.3. **3)** Minimise the impact of non-tariff barriers and logistical delays via a smooth customs arrangement with the EU, making resources available to clarify and demonstrate any enforced change to the current state.
 - 3.2.4. **4)** Revamp and expand the role of DIT within local economies to reverse a lack of confidence in exporting worldwide. Through modernisation, the bulking up of resources, and quality improvements, DIT should assist all efforts by businesses to export their goods and services.

- 3.2.5. **5)** Provide guarantees on the equal rights of EU labour in the UK, both assuring EU citizens of their valuable place in our society, and satisfying employers of continued access to workers.
- 3.2.6. **6)** For when the supply of a permanent vacancy clearly meets the demand of a non-UK worker, develop a more seamless system for employers to recruit from overseas. In particular: Improve the ease and efficiency of application processes; Improve the connection between UKVI and employers (e.g. through an online portal); Re-visit the need of the Shortage Occupation List, ensuring it reflects the needs of industry.
- 3.2.7. **7)** Announce further detail on the replacement of EU funds post-Brexit, taking this opportunity to create a more flexible and less bureaucratic system which is easy for firms to access.
- 3.2.8. **8)** Develop a strategic focus on building a stronger domestic workforce and on driving the growth of re-shoring, helping the Black Country combat against the threats, and embrace the opportunities, of Brexit.
- 3.3. These were sent within a written statement directly to Greg Clark MP, the Secretary of State for BEIS, alongside a letter from LEP Board Member & Brexit Group Chair Tom Westley on behalf of the group (January 2018). The aim of this was to ensure the voice of Black Country business was put across to government; the Black Country Chamber of Commerce endorsed the document and continue to be strategic partners within this work.
- 3.4. A response was received from Andrew Griffiths MP, the then Minister for Small Business, Consumers & Corporate Responsibility, welcoming the LEP's business engagement and reinforcing the government's commitment to boosting economic growth through their industrial strategy. A full copy of the letter, the 'asks' document and the government's response is available in the appendix.
- 3.5. In order to continue pushing our demands on Brexit with government, the LEP Brexit Group have been working with the Black Country Chamber of Commerce to set a date for a Westminster roundtable. Our aim is to take a small group of Black Country businesses to Westminster and to host a Brexit roundtable with a Member of Parliament, hopefully a Minister. Through their contacts the Chamber are currently working on a date through Black Country MP's, and in the meantime the Black Country Economic Intelligence Unit (EIU) continue to build the quantitative evidence base to strengthen our asks of government.
- 3.6. This has included analysing the extent of EU ownership in the Black Country. Recent HM Land Registry data shows that 667 land/property is owned by overseas companies in the Black Country; and through our strategic companies' data we know that of the 795 companies (from a total of 2,000) with global ownership details available, 13% are owned by EU country individuals. This represents 107 firms, though as ownership data is available for less than half of the Black Country's 2,000 strategic companies, we're currently unable to see the full picture.
- 3.7. Out of the 107, 19 are in Wolverhampton. Table 1 below displays these, their sector of operation and the country of ownership.

Table 1: EU-owned Black Country Strategic Companies based in Wolverhampton

Company Name	Sector	Ownership
ArcelorMittal Distribution Solutions UK Limited	Retail	Luxembourg
Tarmac Building Products Limited	Advanced Manufacturing	Ireland
Sharps Bilston Limited	Business Services	Luxembourg
Andrews Sykes Group PLC	Business Services	Luxembourg
Ansaldo Nuclear Limited	Transport Technologies	Italy
Gunnebo UK Limited	Public Sector	Sweden
JMP Wilcox & CO Limited	Retail	Netherlands
Ovivo UK Limited	Building Technologies	Denmark
Eurofins Food Testing UK Limited	Advanced Manufacturing	Belgium
Wolverhampton Waste Services Limited	Business Services	Luxembourg
Dudley Waste Services Limited	Business Services	Luxembourg
Evoca UK Limited	Retail	Italy
Weishaupt (U.K.) Limited	Retail	Germany
Lebronze Alloys UK Limited	Advanced Manufacturing	France
Arcelor SSC UK Barking Limited	Advanced Manufacturing	Luxembourg
Guardrail Engineering Limited	Advanced Manufacturing	Denmark
Gatc Biotech Limited	Advanced Manufacturing	Belgium
Fuhr UK Ltd	Retail	Germany
Angel Springs Holdings Limited	Visitor Economy	Luxembourg

3.8. Furthermore, we have begun to investigate the impact of Brexit on the Health & Social Care Sector through the LEP's new Health & Care Sector Task & Finish Group.

3.9. The broad findings of the Brexit group were presented as part of a Brexit regional stakeholders event ran by the University of Birmingham in May, and a LEP representative attended a small regional roundtable with Brexit minister Suella Braverman MP in July.

3.10. A copy of the data/intelligence gathered so far is available on request.

4. Next Steps

4.1. Meetings of the group are currently on hold as preparations for the Westminster trip are made (last meeting in February 2018); we will continue to work with the Chamber on this event.

4.2. The Black Country EIU will continue to build up a bank of intelligence on the impact of Brexit on the Black Country – this will inform future identification of priorities and lobbying activity. In particular, there will be a focus on emerging research areas such as the aforementioned health & social care sector and exploring the significance of European company ownership in the Black Country.

4.3. The group's objective remains to assist in ensuring a seamless as possible transition to a post-Brexit economy for Black Country businesses across sectors, using intelligence-led action and our position to influence government policy.

Sarah Middleton
Chief Executive
Black Country Consortium Ltd

Contact Officer

Charlie Hopkirk

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Source Documents: Attached:

- Copy of the Black Country LEP Brexit Group's 'Business-Led Brexit Asks of Government' written statement and supplementary letter.
- Copy of the Department for BEIS' response letter.



Department for
Business, Energy
& Industrial Strategy

Andrew Griffiths MP

Department for Business, Energy &
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Our ref: MCB2018/01705/AC

5 February 2018

Dear Mr Westley,

Thank you for your letter received 19 January 2018 on behalf of Black Country LEP, to the Rt Hon Greg Clark MP, providing feedback from Black Country businesses regarding Britain's withdrawal from the European Union. As Ministerial Local Growth Champion for the Black Country LEP, I am replying as this matter falls within my Ministerial portfolio.

I would like to acknowledge and welcome Black Country LEP's efforts to engage with businesses in the area, to address the issues facing businesses as a result of EU withdrawal, and to maximise the opportunities for business growth that will arise. In particular, I welcome the LEP's close working with Black Country Chamber of Commerce that provides a single voice for businesses in the Black Country. The Government shares the LEP's ambition to support economic growth in the Black Country, boost productivity and create better quality jobs. We are keen to support that growth through our Industrial Strategy, and in particular through developing a Local Industrial Strategy with the West Midlands Combined Authority.

The clear 'asks' of Government on EU exit set out in your report, based upon the comments and concerns of local businesses, are an invaluable part of the evidence base for our work on EU exit. I am happy to share those asks within Government and would welcome further feedback as the Black Country LEP and Chamber continue their engagement with businesses on this key issue.

Yours sincerely

ANDREW GRIFFITHS MP
Minister for Small Business, Consumers & Corporate Responsibility

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Black Country Local Enterprise Partnership (LEP) – Business-Led Brexit Asks of Government

This publication is endorsed by the Black Country Chamber of Commerce, who have worked in partnership with the LEP in this document's development.

Aside from the polarisation the referendum produced, Britain's decision to exit the European Union is set to change the way businesses trade, recruit and are funded for years to come. It's imperative that regions like the Black Country have a voice in Britain's Brexit negotiations, particularly the voice of local business. Firms of all sizes and across industries need certainty and the right business environment to support sustainable success - driving growth in the local economy.

In recent months Black Country LEP has engaged with key local businesses to obtain intelligence on firms' thoughts, concerns and needs regarding Brexit and its potential impact on their operations. The result of this business engagement is the development of eight key Brexit asks of government from the Black Country's business voice. We feel these are realistic, necessary and really hone in on some specific actions which would ease the growing pressures of Brexit on local businesses.

The Black Country's Key Asks of Government on Brexit

1. Clarify your expectations of future trading relationships and trading conditions, allowing businesses the ability to plan for a successful future.
2. Give greater practical support from government resources (e.g. BEIS personnel) to the Black Country, supercharging business support for opportunities post-Brexit. Strong, powerful guidance is needed at sufficient scale to steer us to success, ensuring we produce a significant return on investment and can fulfil our ambitious targets locally.
3. Minimise the impact of non-tariff barriers and logistical delays via a smooth customs arrangement with the EU, making resources available to clarify and demonstrate any enforced change to the current state.
4. Revamp and expand the role of DIT within local economies to reverse a lack of confidence in exporting worldwide. Through modernisation, the bulking up of resources, and quality improvements, DIT should assist all efforts by businesses to export their goods and services.
5. Provide guarantees on the equal rights of EU labour in the UK, both assuring EU citizens of their valuable place in our society, and satisfying employers of continued access to workers.
6. For when the supply of a permanent vacancy clearly meets the demand of a non-UK worker, develop a more seamless system for employers to recruit from overseas. In particular:
 - Improve the ease and efficiency of application processes
 - Improve the connection between UKVI and employers (e.g. through an online portal)
 - Re-visit the need of the Shortage Occupation List, ensuring it reflects the needs of industry
7. Announce further detail on the replacement of EU funds post-Brexit, taking this opportunity to create a more flexible and less bureaucratic system which is easy for firms to access.
8. Develop a strategic focus on building a stronger domestic workforce and on driving the growth of re-shoring, helping the Black Country combat against the threats, and embrace the opportunities, of Brexit.

Government action on the above will allow the Black Country economy to flourish post-Brexit. Our businesses are ready to adapt and thrive within this uncertain future, but we feel that changes in the given areas will provide an extra boost to the local economy in the short, medium and long-term. The right action will be essential for the LEP to drive a successful 'local industrial strategy' with an agenda we can all wholeheartedly support.

Process

Our approach initially was to host a 'Black Country Brexit Roundtable' with a small number of local business leaders spanning key sectors (such as manufacturing and retail), and this has evolved into the LEP's Brexit group, which continues to meet quarterly. Having an honest, tight-knit conversation with businesses in a small group has allowed us to fully understand the real concerns firms have, and some specific issues that may be holding them back from maximising their potential.

Hearing directly about the specifics led to the development of the above asks, and we feel these reflect the needs of the Black Country's business base across a number of policy areas. This has been broadly validated from wider conversations with businesses and partners, notably by the Black Country Chamber of Commerce, who are endorsing this document and have played a key role in its development. We felt it was important to work closely with the Chamber on developing a set of genuine and unified asks, producing a single, strong Black Country business voice on the issue of Brexit. More broadly, this reflects ever growing partnership between the LEP and the Chamber locally, confirming our united ambition of maximising business growth and prosperity in our region.

The intelligence gathered falls naturally into three main categories: the impact of Brexit on trade; the impact of Brexit on labour; and the impact of Brexit on funding. Below we summarise the business intelligence we have received thus far, organised into these three categories. This displays where the evidence of the key asks has come from; further evidence of the gathered intelligence is available on request.

Summary of Intelligence

Trade - Intelligence

- The low pound is helping exporters, but not as much as it should be. A devalued currency cannot be relied upon either, and any increased value in the pound may reveal the real uncertainty in the economy.
- Current low domestic confidence is a central issue. Low confidence is thought to be caused by a lack of certainty from government; businesses need more certainty in order to be able to make decisions, and invest, with confidence
- Some businesses have reported hostility to themselves as UK suppliers from EU customers. Certainty is needed to ensure EU customers that business can remain the same/similar post-Brexit.
- Confirmation and details of a transition period would be helpful for business certainty.
- More generally, there's not enough civil servants on the ground in the Black Country helping businesses (e.g. only 5 international trade advisors in the locality).
- Re-shoring has been identified as a key opportunity post-Brexit and this must be supported.
- A smooth customs arrangement is vitally important for future trade, possibly more so than tariffs (of which businesses broadly know the level of cost).

Trade – Asks

1. Clarify your expectations of future trading relationships and trading conditions, allowing businesses the ability to plan for a successful future.
2. Give greater practical support from government resources (e.g. BEIS personnel) to the Black Country, supercharging business support for opportunities post-Brexit. Strong, powerful guidance is needed at sufficient scale to steer us to success, ensuring we produce a significant return on investment and can fulfil our ambitious targets locally.
3. Minimise the impact of non-tariff barriers and logistical delays via a smooth customs arrangement with the EU, ensuring resources are available to clarify and demonstrate any enforced change to the current state.
4. Revamp and expand the role of DIT within local economies to reverse a lack of confidence in exporting worldwide. Through modernisation, bulking up of resources, and quality improvements, DIT should assist all efforts by businesses to export their goods and services.

Labour – Intelligence

- There appears to be a reduction of EU workers coming to work in the UK already, and a “trickle” leaving the UK to return home. For the most part, this is probably due to Brexit; more assurances need to be made on EU workers’ status here.
- Huge concern within businesses over this loss of labour, with suggestions that growth within firms could be damaged.
- The UK skills system is not currently producing enough good quality candidates to fill jobs; actions need to be taken now on the skills system in order to deal with long-term skills shortages.
- Processes for immigration are seemingly getting harder over time, when it was agreed that they should get easier. This is particularly important when UK labour supply isn’t sufficiently filling a job, and a worker from abroad is proficient for the vacancy.
- Real issue of ensuring EU citizens feel welcome – the general agreement and experience is that as a country we are not doing enough; improvement on this should be led from the top by government/politicians.

Labour – Asks

5. Provide guarantees on the equal rights of EU labour in the UK, both assuring EU citizens of their valuable place in our society, and satisfying employers of continued access to workers.
6. For when the supply of a permanent vacancy clearly meets the demand of a non-UK worker, develop a more seamless system for employers to recruit from overseas. In particular:
 - Improve the ease and efficiency of application processes
 - Improve the connection between UKVI and employers (e.g. through an online portal)
 - Re-visit the need of the Shortage Occupation List, ensuring it reflects the needs of industry

Funding – Intelligence

- Many projects locally have been heavily reliant on EU funding in the past, particularly through structural funds.
- Whilst the UK Shared Prosperity Fund is proposed to replace EU funding, there are concerns over the detail of this and whether the impact of it will reach the whole of the UK.

- Criticism of the accessibility of EU funding to SMEs – Brexit gives an opportunity for the UK to create a more flexible, less bureaucratic post-Brexit funding system.

Funding – Asks

7. Announce further detail on the replacement of EU funds post-Brexit, taking this opportunity to create a more flexible and less bureaucratic system which is easy for firms to access.

Other – Asks

8. Develop a strategic focus on building a stronger domestic workforce and on driving the growth of re-shoring, helping the Black Country combat against the threats, and embrace the opportunities, of Brexit.

Setting out our gathered evidence confirms our propositions as very much intelligence-led. Our suggestions for government have not been decided by one person or one institution, but through formal discussions with local businesses; those on the ground driving the Black Country economy.

A wider issue we are increasingly investigating is the scale of overseas land and property ownership in the Black Country, and the potential impacts on this post-Brexit; recent HM Land Registry data shows that 667 land/property is owned by overseas companies in our region. One of our future activities will be to look deeper into how significant a number this is in the context of Brexit and how Britain's departure may impact the presence of foreign ownership in the Black Country.

The Black Country's Offer

As a LEP we are committed to our vital responsibility in driving growth in the Black Country, including the implementation of a 'local industrial strategy' in partnership with our neighbours through the West Midlands Combined Authority. The LEP is thankful of the government's support thus far, but would welcome action on the above to fully prepare our locality for the future – mitigating the risks and embracing the opportunities of a post-Brexit economy.

In return for action on the eight asks we have outlined, Black Country LEP will more successfully deliver faster growth in GVA, stronger productivity and more quality jobs in the Black Country. Underpinned by a robust local industrial strategy, and building on our existing strengths, this will produce a vastly improved region for the businesses, workers and residents of the Black Country to enjoy, and we're sure the case is similar for other parts of the country.

For further information, please contact:

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Dear Secretary of State,

Britain's departure from the EU will change the way Black Country businesses trade, recruit and are funded for years to come. Showing our commitment to create an environment for a successful Brexit locally, Black Country Local Enterprise Partnership (LEP) have engaged with key local businesses in recent months. This has allowed us to listen to the thoughts, concerns and needs of businesses in key sectors regarding Brexit.

Please find enclosed a document outlining a set of eight key asks of government on Brexit, developed from our direct engagement with local businesses, and endorsed by our partners at the Black Country Chamber of Commerce.

An initial 'Brexit Roundtable' with local business individuals has evolved into the Black Country LEP Brexit group, of whom have formed the content of our eight key asks. These evidence-led suggestions have not been decided by one person or one institution, but through formal discussions with local businesses; those on the ground driving the Black Country economy. Our local partners at the Black Country Chamber of Commerce have played a key role in developing the attached publication, contributing to the production of a single, strong Black Country business voice on Brexit.

The voice of regions like the Black Country, especially given the current era of manufacturing resurgence and our heritage in this sector, must not be forgotten in Britain's departure negotiations, particularly that of local business. A set of genuine business asks for the Black Country was the intention, and we feel this has been reached.

Black Country LEP is committed to driving business-led growth locally. Action on the enclosed asks will give us a stronger chance of achieving faster growth, higher productivity and more quality jobs in the Black Country, embracing the opportunities of industrial strategy - an agenda we wholeheartedly support. This will partly be through government ensuring a flexible and strong labour market, world-class international trade provision and accessible funding infrastructure.

We'd be very grateful if you could acknowledge and consider these important asks, ensuring the voice of Black Country business is fully heard on Brexit.

Yours Sincerely,



Tom Westley
Black Country LEP Board

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Scrutiny Work Programme

Scrutiny Board

The Board will have responsibility for scrutiny functions as they relate to:

Combined Authority, Future Customer, Future Performance and Communications

Date of Meeting	Item Description	Lead Report Author	Specific Questions for Scrutiny to consider
11.09.2018	Black Country LEP Update to include the Brexit Group Invite Equalities Champion to meeting – plans for the year. Social Care, Public Health and Corporate Complaints Report Annual Scrutiny Report to Council	Julia Cleary Cllr Gakhai Sarah Campbell Julia Cleary	
09.10.2018	School Improvement Strategy Annual Public Health Report Petitions Annual Report Update on recommendations form the Fire Safety Scrutiny	Amanda Newbold John Denley Jaswinder Kaur Julia Cleary and Martin Stevens	
11.12.2018	Budget		
08.01.2019	Update on the Combined Authority Overview and Scrutiny Committee and Task and Finish Groups	Overview and Scrutiny Officer – CA	Cllr Peter Hughes and Lyndsry Roberts Cllr Steve Simkins

		Julia Cleary	
12.03.2019	Portfolio Holder for Governance Questions and Answer Session		
	Leader Q & A Session		
09.04.2019			

Other potential items: -

1. Cyber Security

Scrutiny Reviews

1. Budget Task and Finish Group for the Combined Authority Scrutiny Committee
2. Transport- what could transport in the city look like in 20 years' time?
3. Possible Councillor engagement (See M. Sargeant Tettenhall Governance Review Report)
4. Flooding and Emergency Response – Cllr Bateman to chair.
5. Work Experience/Skills
6. Children and Adolescent Mental Health Services (response to Yough Council mini review).
7. Mini Scrutiny Reviews with Youth Council based on Make Your Mark
8. Autism
9. Review into CAMHS
10. Mini Review Transport Recommendations – invite Transport Police, Anti Social Behaviour Officers and Safer Travel Team.

Scrutiny Board – Terms of Reference

- a. To arrange for the consideration of forthcoming Executive Decisions published in accordance with the Access to Information Procedure Rules with a view to identifying issues for early discussion with the Cabinet and/or scrutiny prior to decisions being made.
- b. The Board will oversee the operation of the [call-in mechanisms](#) with the Panels being responsible for hearing those call-ins related to their terms of reference. When the call-in relates to an overarching policy framework / budget issue or a matter that falls within the remit of more than one scrutiny panel it will default to the Scrutiny Board. Further, if the issue is considered to be of particular significance, either the Chair or Vice Chair of the Scrutiny Board can ask for it to come to the Board.
- d. The Board will 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 named Panels.
- e. The Board will ensure coherence between the policy development work of the named Panels and their role in the consideration of reports received from external auditors and external regulatory Inspectors.
- f. The Board will make recommendations to the Cabinet on the allocation of budgetary and employee resources held centrally for the purpose of supporting scrutiny work.
- g. The Board will ensure that good practices and methods of working are shared between Panels and in particular will seek to optimise the inclusion of citizens, partners and stakeholders in the work of Scrutiny.
- h. The Board will review or scrutinise non-Cabinet business and may make reports or recommendations to the Council. The Board will consider policy and due process and will not scrutinise individual decisions made by Regulatory or other Committees particularly those

quasi-judicial decisions relating to development control, licensing etc. which have been delegated by the Council. The Board will not act as an appeal body in respect of non-Cabinet functions.

- i. The Board will oversee the work of any Councillors appointed to act as lead members or 'champions' in respect of any specific priority tasks or areas of policy development identified by the Council.
- j. The Board or another relevant scrutiny panel will consider any petition that contains 2,500-4,999 signatures with a view to making recommendations for action by employees or review by the Executive as appropriate.
- k. The Board will undertake the tracking and monitoring of scrutiny review recommendations.
- L. The Board will oversee the coordination of the budget scrutiny process.

Confident, Capable Council Scrutiny Panel Work Programme

The Panel has responsibility for Scrutiny functions as they relate to, Strategic Financial Services, Revenues and Benefits, Strategic Procurement, The HUB, Audit, Human Resources, Corporate Administration, Democracy, Corporate Landlord, Transformation and ICT

Date of Meeting	Item Description	Lead Report Author	Specific Questions for Scrutiny to consider
26.09.2018	<ul style="list-style-type: none"> • Future Spaces – the use of the mezzanine area and temporary Councillor Office Area - future plans – briefing paper • Visitor Access to Civic Centre – public access to committee rooms and the Council Chamber - briefing paper • Treasury Management – Annual Report 2017-2018 and Activity Monitoring Quarter One 2018-2019 	<p>Andy Moran, Director of Commercial Services</p> <p>Andy Moran, Director of Commercial Services</p> <p>Claire Nye, Director of Finance</p>	
Tbc	<ul style="list-style-type: none"> • Future Spaces – update - capital funding of future projects and the management and disposal of council owned buildings and assets. The findings of the lessons learnt report on the Civic Halls 	<p>Andy Moran, Director of Commercial Services/ Claire Nye, Director of FinanceSarah</p>	
Tbc	<ul style="list-style-type: none"> • Training session on treasury management 		

		Claire Nye, Director of Finance	
28.11.2018	<ul style="list-style-type: none"> • The promotion of public participation in local and national elections / • Polling Station provision • Legal Services Private Work • Strategic Procurement (<i>Provisional</i>) 	<p>Martyn Sargeant, Head of Public Service Reform</p> <p>Martyn Sargeant, Head of Public Service Reform</p> <p>Kevin O'Keefe, Director of Governance</p> <p>Andy Moran, Director of Commercial Services</p>	<p>Update on review Electoral registration scrutiny review report recommendations – 17.1.17 Scrutiny Board</p> <p>Briefing on the provision of polling places across Wolverhampton and comment on whether current provision is reasonable and practicable</p>
06.02.2019	<ul style="list-style-type: none"> • Welfare Reform Changes – Update (<i>Provisional</i>) 	Claire Nye, Director of Finance	To understand what benefits and support services are available to residents and the policies in place to help people come off, live better on, or avoid needing benefits and how effective they are.

	<ul style="list-style-type: none"> Portfolio Holder Session with Q & A 	Cllr Louise Miles	
10.04.2019	<ul style="list-style-type: none"> Assesment and evaluation of the Smart Working Policy Print and Design service – report on performance of the service following the installation of new machines 	Denise Pearce, Head of Human Resources	How well is the service being used by the Council and external customers?

Future Items

- Briefing on completing election expenses forms
- Customer Service Experience – 26.9.18 (tbc)

Stronger City Economy Scrutiny Panel Work Programme

The Panel will have responsibility for Scrutiny functions as they relate to: -

Enterprise and Skills, City Development, Visitor Economy, Adult and Cultural Learning, Economic Inclusion and Service Development.

Date of Meeting	Item Description	Lead Report Author	Specific Questions for Scrutiny to consider
18.09.2018	<ul style="list-style-type: none"> City Apprenticeships – include what employers want and education levels of those leaving school. Annual Review of previous Scrutiny Municipal year 	Angela McKeever Heather Clark	(Note - Ensure – Meredith Teasdale Invited + Youth Council reps)
20.11.2018	<ul style="list-style-type: none"> Portfolio Holder Session with Q & A Supporting businesses in the City to Innovate 	John Reynolds Isobel Woods / Charlotte Johns	
12.02.2019	TBC		
02.04.2019	TBC		

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

1. The potential effects of Brexit on the local economy (inviting Black Country LEP Brexit Group Chair and support Officer)
2. Policy implications from West Midlands Combined Authority/Regional/National or International Sources
3. How do we monitor our communications?
4. Skills and Employment

Vibrant and Sustainable City Scrutiny Panel Work Programme

The Panel will have responsibility for Scrutiny functions as they relate to: -

Operational Services, Public Realm, Commercial Services, Regulatory Services (policy), City Housing, Planning (policy), Strategic Transport, Keeping the city clean, Keeping the city moving, Improving the city housing offer and Strategic Asset Management.

Date of Meeting	Item Description	Lead Report Author	Specific Questions for Scrutiny to consider
04.10.2018	<ul style="list-style-type: none"> • Parking Outside Schools – Review Progress of Implementation of recommendations • Update Report from Kingdom on number of tickets issued to people with special needs or vulnerabilities and the amount of people who do not pay FPNs • Council's Tree Policy 	Ross Cook & Earl Piggott-Smith Shaun Walker Steve Woodward & Richard Johnson	
06.12.2018	<ul style="list-style-type: none"> • Active Travel • WV Active • Briefing Note – Christmas Waste Collections 	John Denley Sean McBurney Ross Cook	How well are WV Active doing at meeting their targets?

28.02.2019	<ul style="list-style-type: none">• Portfolio Holder Session with Q & A• Evaluation of Waste Management Delivery Plan• Full Review of Housing Allocations Policy	Steve Evans Ross Cook Mila Simpson	
11.04.2019	TBC		

Potential Future Item: -

1. The Condition of the Roads (Including Potholes) in Wolverhampton
2. Transport Scrutiny
3. Briefing note on the results of the Environmental Services Survey

Health Scrutiny Panel

The Panel will have responsibility for Scrutiny functions as they relate to:-

- All health-related issues, including liaison with NHS Trusts, Clinical Commissioning Groups, Health and Wellbeing Board and HealthWatch.
- All functions of the Council contained in the National Health Service Act 2006, to all regulations and directions made under the Health and Social Care Act 2001, the Local Authority (Overview and Scrutiny Committees Health Scrutiny Functions) Regulations 2002,
- The Health and Social Care Act 2012 and related regulations.
- Reports and recommendations to relevant NHS bodies, relevant health service providers, the Secretary of State or Regulators.
- Initiating the response to any formal consultation undertaken by relevant NHS Trusts and Clinical Commissioning Groups or other health providers or commissioners on any substantial development or variation in services.
- Participating with other relevant neighbouring local authorities in any joint scrutiny arrangements of NHS Trusts providing cross border services.
- Decisions made by or actions of the Health and Wellbeing Board.
- Public Health – Intelligence and Evidence
- Public Health – Health Protection and NHS Facing
- Public Health - Transformation
- Public Health – Commissioning
- Healthier City
- Mental Health
- Commissioning Mental Health and Disability
- HeadStart Programme

Date of Meeting	Item Description	Lead Report Author	Specific Questions for Scrutiny to consider
20.09.2018	<ul style="list-style-type: none"> • Urgent and Emergency Care 7-day Services • Black Country Sustainability and Transformation Plan - update • Wolverhampton Joint Health & Wellbeing Strategy 2018-2023 • Draft Joint Public Mental Health and Wellbeing Strategy 2018 – 2021 • Patient Advice and Liaison Service (PALS) 	<p>Dr Odum, The Royal Wolverhampton NHS Trust</p> <p>Dr Helen Hibbs, WCCG</p> <p>John Denley, Director of Public Health</p> <p>Lina Martino,CWC/Sarah Fellows, WCCG</p> <p>Alison Dowling Head of Patient Experience and Public Involvement The Royal Wolverhampton NHS Trust</p>	<p>Called – Spoke to Secretary report on target for deadline.</p> <p>Spoke to Helen’s PA and gave the deadline date.</p> <p>Report with covering note on target</p> <p>Presentation will be given.</p>
23.10.2018 (Special Meeting)	<ul style="list-style-type: none"> • Mortality Rates 	John Denley, Director of Public Health	
25.10.2018	<ul style="list-style-type: none"> • Death certification process 	Julia Goudman (Registration Service), The Royal	

(Special Review Meeting)		Wolverhampton NHS Trust (Dr Julian Parkes, Elaine Roberts)	
15.11.2018	<ul style="list-style-type: none"> • Refreshed CAMHS Local Transformation Plan • Winter planning/resilience plans - update • Integrated Care Alliance in Wolverhampton 	<p>Margaret Courts Children's Commissioning Manager, WCCG</p> <p>Dr Odum, The Royal Wolverhampton NHS Trust</p> <p>The Royal Wolverhampton NHS Trust</p>	<p>Primary Care Vertical Integration</p>
24.01.2019	<ul style="list-style-type: none"> • Black Country Partnership NHS Foundation Trust – Transforming Care Partnership – update and Quality Accounts 2018/19 – progress against priorities • Eye and hearing checks • Cancer treatment services – performance against national targets • RWHT – staff recruitment and retention 	<p>Lesley Writtle, Black Country Partnership</p> <p>Andrea Smith, Head of Integrated Commissioning, Wolverhampton CCG</p> <p>The Royal Wolverhampton NHS Trust</p> <p>The Royal Wolverhampton NHS Trust</p>	<p>performance against local and national targets</p> <p>maintaining staff levels to deliver safer care and better patient experience</p>

21.03.2019	<ul style="list-style-type: none"> • Hospital Mortality Statistics – update • Public Health Vision – Review of Progress against national performance targets • GP appointment waiting times – involve Wolverhampton Healthwatch 	<p>Dr Odum, The Royal Wolverhampton NHS Trust</p> <p>John Denley, Director of Public Health</p> <p>Wolverhampton CCG and Healthwatch</p>	<p>http://www.wolverhampton.gov.uk/health</p>
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List of potential topics - dates and method of scrutiny to be agreed by the panel

1. West Midlands Ambulance Service - Quality Accounts 2017/18 - May 2019 (tbc)
2. RWHT - Quality Accounts 2017/18 – 23 May 2019 (tbc)
3. Black Country Partnership NHS Foundation Trust – Quality Accounts – May 2019 (tbc)
4. Walsall CCG - [Reconfiguration of hyper acute and acute stroke services](#)
5. Ward sizes,age,transition arrangements for a young person moving to an adult ward

Adults and Safer City Scrutiny Panel

The Panel will have responsibility for scrutiny functions as they relate to: -

Older people assessment and care management, Financial support services, Libraries and community hubs, Independent living centre, Commissioning older people, Carers support and All age disabilities (disabilities).

Page 33

Date of Meeting	Item Description	Lead Report Author	Specific Questions for Scrutiny to consider
25.09.2018	<ul style="list-style-type: none"> • Wolverhampton Adult Education Service - briefing about the current education offer • Progress report on the implementation of the recommendations from the Scrutiny Review of the Adult Mental Health Commissioning • Update on adult case file audits:one year on • Adults Social Worker Health Check survey 	<p>Joanne Keatley, Head of Service</p> <p>Earl Piggott-Smith</p> <p>Jennifer Rogers</p> <p>Jennifer Rogers</p>	

	<ul style="list-style-type: none"> The West Midlands Police and Crime Plan 2016-20 	David Jamieson, West Midlands Police and Crime Commissioner	
27.11.2018	Transport – Safety, Bus Shelters (reponse to Youth Council mini review)		
	<ul style="list-style-type: none"> Wolverhampton Safeguarding Children and Adults Board Annual Report 	Dawn Williams (Head Of Safeguarding)	
29.01.2019	TBC		
26.03.2019	<ul style="list-style-type: none"> Principal Social Worker Annual Report Quality Assurance Compliance Update Transforming Care - Annual Report 2019 	Louise Houghton, Principal Social Worker	

Adults and Safer City Scrutiny Panel

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

1. Quality of Care – issues of quality assurance - Sarah Smith, Head of Commissioning
2. Draft People Directorate Commissioning Strategy – 13.6.17
3. 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. (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

The Panel will have responsibility for scrutiny functions as they relate to: -

Children in need/child protection, Looked after children, Early help 0-5, Early help 5-18, Youth offending, Children's commissioning, School planning and resources and Standards and vulnerable pupils.

Date of Meeting	Item Description	Lead Report Author	Specific Questions for Scrutiny to consider
5.9.18	<ul style="list-style-type: none"> • Elective Home Education - DfE consultation: Home Education 	Rachel King, Head of Service	
	<ul style="list-style-type: none"> • School Accesibility Strategy (Pre-Decision Scrutiny) 	Adrian Leach, Head of Special Educational Needs and Disability	Requested by SEB
	<ul style="list-style-type: none"> • Old Fallings adventure playground (briefing paper) 	Andrew Wolverson, Head of Service People	
14.11.2018	<ul style="list-style-type: none"> • The Vision for School Organisation 2018-2020: City of Wolverhampton Education Place Planning - Update 	Bill Hague, Head of School Planning	
	<ul style="list-style-type: none"> • Local Offer for Care Leavers 	Alison Hinds	

	<ul style="list-style-type: none"> Wolverhampton Safeguarding Children and Adults Board Annual Report 	Dawn Williams (Head of Safeguarding)	Invite Linda Sanders – Confirm format of reports etc
	<ul style="list-style-type: none"> The provision of SEN at post 16 and presentation self-assessment report on current provision 	Adrian Leach, Head of Special Educational Needs and Disability	
	<ul style="list-style-type: none"> Progress report on the implementation of the 2018-19 Children and Young People Service Improvement Plan on 16 January 2019 	Emma Bennett, Director for Children's Service	
	<ul style="list-style-type: none"> Troubled Families Report 	Kate Lees - Strengthening Families Partnership Manager	
16.01.2019	<ul style="list-style-type: none"> Children and Young People Service Improvement Plan 2018-19 – update The Vision for School Organisation and School Expansion 	Emma Bennett, Director for Children's Service Stephanie Knight School Organisation Officer	
27.03.2019	TBC		

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

1. Supporting Unaccompanied Asylum-Seeking Children
2. Mental Health Issues/CAMHS (Emma Bennett/CCG)
3. Unregistered independent schools and out of school settings
4. Youth Justice Plan 2018-2019 – action plan
5. Apprenticeship educational requirements
6. Progress report on school's expansion

7. Early Help Strategy 2018-2022
8. Children's Trust Board – briefing paper

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Forward Plan of Key Decisions

Date: 23 August 2018

OUT OF DARTMOUTH

The Forward Plan

This document sets out known 'key decisions' that will be taken by the Cabinet or one of the Cabinet Panels (the Executive) over the coming months.

Forthcoming decisions are published online to meet the statutory 28 day rule for each meeting of the Executive. Where it has not been possible to meet the 28 day rule for publication of notice of a key decision or an intention to meet in private, the relevant notices will be published as required by legislation as soon as possible.

What is a key decision?

A key decision is an Executive decision which is likely:

- to result in the local authority incurring expenditure which is, or the making of savings which are, significant having regard to the local authority's budget for the service or function to which the decision relates (in Wolverhampton, this is defined as expenditure or savings **in excess of £250,000**), and/or
- to be significant in terms of its effects on communities living or working in an area comprising **two or more wards** in the area of the local authority.

The report relating to a decision, together with any other documents being considered, will be available five clear days before the decision is to be taken (unless the documentation contains exempt information). Copies are available on the Council's website or can be requested from Democratic Services.

The forward plan also provides notice of when the Cabinet may decide to exclude the press and public during consideration of a particular matter due to the potential for disclosure of confidential or exempt information. The grounds upon which local authorities can exclude the press and public are specified by law, details of the exempt categories are available on request from Democratic Services.

Councillors or members of the public wishing to:

- make a representation about why a matter should be heard in public, or
- submit information to the decision-making body about an item in the forward plan, or
- request details of relevant documents, or
- seek advice about the Council's decision-making arrangements,

should contact the Democratic Services team:

Email: democratic.services@wolverhampton.gov.uk

Telephone: 01902 555061

Address: Civic Centre, St Peter's Square, Wolverhampton WV1 1SH

Forthcoming key decisions

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Corporate					
Travel and Subsidy Policy To approve changes to current travel and subsidy guidance.	All Wards	Cabinet (Resources) Panel 2 Oct 2018	Open	Councillor Val Gibson, Cabinet Member for Governance	Denise Pearce Head of Human Resources Tel: 01902 554515
Working Hours Policy To approve amendments to the working hours policy.	All Wards	Cabinet (Resources) Panel 2 Oct 2018	Open	Councillor Val Gibson, Cabinet Member for Governance	Denise Pearce Head of Human Resources Tel: 01902 554515
Smart Working Policy To approve the introduction of a new Smart Working Policy to support employees to work from other suitable locations where possible.	All Wards	Cabinet (Resources) Panel 2 Oct 2018	Open	Councillor Val Gibson, Cabinet Member for Governance	Denise Pearce Head of Human Resources Tel: 01902 554515
Council Tax Charges on Empty Properties and Second Homes Policy To approve amendments to the policy for council tax charges on long term empty properties and second homes.	All Wards	Cabinet (Resources) Panel 2 Oct 2018	Open	Councillor Louise Miles Cabinet Member for Resources	Karen Hampshire Revenues and Benefit Manager

[NOT PROTECTIVELY MARKED]

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p>Draft Budget and Medium Term Financial Strategy 2019-2020 - 2020-2021 To approve the Draft Budget and Medium Term Financial Strategy 2019-2020 – 2020-2021.</p>	All Wards	Cabinet 17 Oct 2018	Open	Councillor Louise Miles Cabinet Member for Resources	Michelle Howell, Finance Business Partner Tel: 01902 556913
<p>Scrutiny Review of Flood Risk Preparation and Response To endorse a report of the findings and recommendations of a review completed by the Scrutiny Board.</p>	All Wards	Cabinet 17 Oct 2018	Open	Councillor Steve Evans, Cabinet Member for City Environment, Councillor Val Gibson Cabinet Member for Governance	Earl Piggott-Smith Scrutiny Officer Tel: 01902 551251
<p>Fees and Charges Review 2019-2020 To review the fees and charges for the financial year 2019/20</p>	All Wards	Cabinet (Resources) Panel 6 Nov 2018	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon Chief Accountant Tel: 01902 556913
<p>Revenue Budget Monitoring Quarter Two 2018-2019 To approve the Revenue Budget Monitoring Quarter Two 2018-2019.</p>	All Wards	Cabinet 21 Nov 2018	Open	Councillor Louise Miles Cabinet Member for Resources	Claire Nye, Director of Finance Tel: 01902 556913
<p>Treasury Management Activity Monitoring Mid Year Review 2018-2019 To approve the Treasury Management Activity Monitoring -Mid Year Review 2018-2019.</p>	All Wards	Cabinet 21 Nov 2018	Open	Councillor Louise Miles Cabinet Member for Resources	Claire Nye, Director of Finance Tel: 01902 554451

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Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Capital Programme 2018-2019 to 2022-2023 Quarter Two Review To review the Capital Programme 2018-2019 to 2022-2023	All Wards	Cabinet 21 Nov 2018	Open	Councillor Louise Miles Cabinet Member for Resources	Claire Nye, Director of Finance Tel: 01902 554451
Local Council Tax Support Scheme To approve the proposals to amend the local scheme for 2019-2020 onwards following public consultation.	All Wards	Cabinet 23 Jan 2019	Open	Councillor Louise Miles Cabinet Member for Resources	Sue Martin Head of Revenue and Benefits Tel: 01902 554772
Education					
The Vision For School Organisation in Wolverhampton 2018-2020 To approve the Vision For School Organisation in Wolverhampton 2018-2020.	All Wards	Cabinet 12 Sep 2018	Fully Exempt	Councillor Lynne Moran Cabinet Member for Education and Skills	Stephanie Knight School Organisation Officer
School Accessibility Strategy To approve the City of Wolverhampton's School Accessibility Strategy.	All Wards	Cabinet 17 Oct 2018	Open	Councillor Lynne Moran Cabinet Member for Education and Skills	Adrian Leach, Head of SEND, Tel: 01902 555159
School Improvement Strategy To approve the School Improvement Strategy 2018 - 2020	All Wards	Cabinet 17 Oct 2018	Open	Councillor Lynne Moran Cabinet Member for Education and Skills	Amanda Newbold Senior School Improvement Advisor

Page 43

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Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
School Expansion Programmes To approve a review of the Secondary School Expansion Programme 2017-2019 and the Primary School Expansion Programme 2018-2020.	All Wards	Cabinet 21 Nov 2018	Fully Exempt	Councillor Lynne Moran Cabinet Member for Education and Skills	Lisa Johnson, School Organisation Officer
Prescribed Alterations to Specialist Educational Provision To approve the final decision on the change proposals following consultation.	All Wards	Cabinet 21 Nov 2018	Open	Councillor Lynne Moran Cabinet Member for Education and Skills	Adrian Leach Head of SEND Tel: 01902 551469
People					
Care Leavers Local Offer To approve the Care Leavers Local Offer.	All Wards	Cabinet 12 Sep 2018	Open	Councillor Paul Sweet Cabinet Member for Children and Young People	Alison Hinds Head of Looked After Children
Safer Wolverhampton Partnership Annual Report To endorse the Safer Wolverhampton Partnership Annual Report.	All Wards	Cabinet 12 Sep 2018	Open	Councillor Hazel Malcolm Cabinet Member for Public Health and Wellbeing	Karen Samuels Head of Community Safety
Better Care Fund Section 75 Agreement (Pooled Budget 2018-2019) To approve the Section 75 Agreement for 2018-2019.	All Wards	Cabinet 12 Sep 2018	Open	Councillor Sandra Samuels OBE Cabinet Member for Adults	Jessica Timmins Commissioning Officer

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Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p>Wolverhampton Safeguarding Children and Adults Board Annual Report To receive the Wolverhampton Safeguarding Children and Adults Board Annual Report</p>	All Wards	Cabinet 17 Oct 2018	Open	Councillor Sandra Samuels OBE, Cabinet Member for Adults, Councillor Paul Sweet Cabinet Member for Children and Young People	Dawn Williams, Head of Service Safeguarding, Tel: 553044
<p>Establishing the Regional Adoption Agency (Adoption@Heart) as a hosted model in the City of Wolverhampton Council) To approve the establishment of the Regional Adoption Agency (RAA) as a hosted model in the City of Wolverhampton Council.</p>	All Wards	Cabinet 17 Oct 2018	Open	Councillor Paul Sweet Cabinet Member for Children and Young People	Emma Bennett Director of Children's Services Tel: 01902 551449
<p>Reducing Reoffending Strategy To approve the Black Country Reducing Reoffending Strategy.</p>	All Wards	Cabinet 21 Nov 2018	Open	Councillor Hazel Malcolm Cabinet Member for Public Health and Wellbeing	Karen Samuels Head of Community Safety
<p>Mental Health Strategy To approve the final draft Joint Mental Health Strategy.</p>	All Wards	Cabinet 21 Nov 2018	Open	Councillor Hazel Malcolm Cabinet Member for Public Health and Wellbeing	Brendan Clifford Service Director - City Health

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Local Account To approve the Local Account.	All Wards	Cabinet 21 Nov 2018	Open	Councillor Sandra Samuels OBE Cabinet Member for Adults	Louise Haughton, Principal Social Worker, Tel: 01902 553130
Support Services Review To approve the review of Support Services.	All Wards	Cabinet (Resources) Panel 15 Jan 2019	Open	Councillor Sandra Samuels OBE Cabinet Member for Adults	Susan Eagle Commissioning Officer
Sufficiency of Extra Care Provision To approve the Sufficiency of the Extra Care Provision in the City.	All Wards	Cabinet (Resources) Panel 5 Mar 2019	Open	Councillor Sandra Samuels OBE Cabinet Member for Adults	Sarah Smith Head of Strategic Commissioning
Participation Strategy Review To approve the Participation Strategy	All Wards	Cabinet 20 Mar 2019	Open	Councillor Paul Sweet Cabinet Member for Children and Young People	Alice Vickers Corporate Parenting Officer Tel: 01902 556703

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Carers Strategy To approve the Carers Strategy.	All Wards	Cabinet 20 Mar 2019	Open	Councillor Sandra Samuels OBE, Cabinet Member for Adults, Councillor Paul Sweet, Cabinet Member for Children and Young People, Councillor Hazel Malcolm Cabinet Member for Public Health and Wellbeing	Sarah Smith Head of Strategic Commissioning
Joint Dementia Strategy To approve the joint Dementia Strategy.	All Wards	Cabinet 20 Mar 2019	Open	Councillor Sandra Samuels OBE Cabinet Member for Adults	Sarah Smith Head of Strategic Commissioning
Principal Social Worker Annual Report To receive the Principal Social Worker Annual Report.	All Wards	Cabinet 10 Apr 2019	Open	Councillor Sandra Samuels OBE Cabinet Member for Adults	Louise Haughton Principal Social Worker Tel: 01902 553130
Youth Council Annual Report To endorse the Youth Council Annual Report.	All Wards	Cabinet 10 Apr 2019	Open	Councillor Paul Sweet Cabinet Member for Children and Young People	Alice Vickers Corporate Parenting Officer Tel: 01902 556703

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Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
HeadStart Sustainability To approve the recommendations for sustaining part or all of HeadStart Phase 3 following an evaluation process and sustainability consultation with stakeholders.	All Wards	Cabinet 10 Apr 2019	Open	Councillor Paul Sweet, Cabinet Member for Children and Young People	Ann Beach
Youth Justice Plan 2019-2020 To approve the Youth Justice Plan for 2019-2020.	All Wards	Cabinet 10 Apr 2019	Open	Councillor Paul Sweet Cabinet Member for Children and Young People	Rachel King Head of Service Specialist Support
Page 48 Place					
Empty Residential Property Strategy – Incentive Pilot Update, Review and Further Options to Develop the Strategy To approve progress, outcomes, and the impact of the incentive pilot scheme in operation since April 2017.	All Wards	Cabinet (Resources) Panel 4 Sep 2018	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Richard Long Housing Improvement Officer
External Funding Update Quarter 2 2018/19 To approve external funding bids.	All Wards	Cabinet (Resources) Panel 4 Sep 2018	Open	Councillor John C Reynolds Cabinet Member for City Economy	Heather Clark Service Development Manager Tel: 01902 555614

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Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p>Procurement Update PP-18002 - Small sites newbuild Council Housing Phase 4 To approve additional units in Phase Four of the small site council housing newbuild programme.</p>	<p>Bilston East; Bilston North; Bushbury South and Low Hill; Fallings Park; Wednesfield North; Wednesfield South</p>	<p>Cabinet (Resources) Panel 4 Sep 2018</p>	<p>Open</p>	<p>Councillor Peter Bilson Cabinet Member for City Assets and Housing</p>	<p>Steve North Commercial and Development Manager Tel: 01902 555782</p>
<p>Corporate Landlord - Land and Property Transactions (CRP 007) To approve the disposal of land deemed surplus as detailed in the report.</p>	<p>Bilston East</p>	<p>Cabinet (Resources) Panel 4 Sep 2018</p>	<p>Fully Exempt</p>	<p>Councillor Peter Bilson Cabinet Member for City Assets and Housing</p>	<p>Mitchell Spencer Estates Officer</p>
<p>A454 Willenhall Road Phase 1 & 2 Consultation To approve identified options for improving the A454 corridor between Bilston Island and Hickman Avenue.</p>	<p>East Park; Heath Town</p>	<p>Cabinet (Resources) Panel 4 Sep 2018</p>	<p>Fully Exempt</p>	<p>Councillor Steve Evans Cabinet Member for City Environment</p>	<p>Steve Randall Principal Engineer - Scott Wilson</p>
<p>4 September 2018 - Procurement - Award of Contracts for Works, Goods and Services 4 September 2018 - Procurement - Award of Contracts for Works, Goods and Services</p>	<p>All Wards</p>	<p>Cabinet (Resources) Panel 4 Sep 2018</p>	<p>Fully Exempt</p>	<p>Councillor Louise Miles Cabinet Member for Resources</p>	<p>Andy Moran Director of Commercial Services</p>
<p>Private Sector Housing Assistance Policy To approve the policy for funding housing renewals, repairs and adaptations under the Regulatory Reform Order 2002.</p>	<p>All Wards</p>	<p>Cabinet 12 Sep 2018</p>	<p>Open</p>	<p>Councillor Peter Bilson Cabinet Member for City Assets and Housing</p>	<p>Ravi Phull, Service Manager Private Sector Housing</p>

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Houses in Multiple Occupancy (HMO) Licensing To approve the new licensing regulations for Houses in Multiple Occupancy.	All Wards	Cabinet 12 Sep 2018	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Ravi Phull Service Manager Private Sector Housing
Homelessness Prevention Strategy 2018-2022 To approve the new Homelessness Prevention Strategy for Wolverhampton in line with the Homelessness Reduction Act 2018.	All Wards	Cabinet 12 Sep 2018	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Anthony Walker Homelessness Strategy and External Relationships Manager
Wolverhampton Homes Management Agreement Update To approve amendments to the Wolverhampton Homes Management Agreement.	All Wards	Cabinet 12 Sep 2018	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Kate Martin Service Director - City Housing
Housing Managing Agents Performance Monitoring Report – Quarter One April 2018 to June 2018 To approve the Housing Managing Agents Performance Monitoring Report – Quarter One April 2018 to June 2018.	All Wards	Cabinet (Performance Management) Panel 17 Sep 2018	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Melissa Green Housing Strategy and Development Support Officer

[NOT PROTECTIVELY MARKED]

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p>Information Governance Quarter One Performance and General Data Protection Regulation (GDPR) Update Report To approve the Information Governance Quarter One 2018-19 Performance and GDPR Update.</p>	All Wards	Cabinet (Performance Management) Panel 17 Sep 2018	Open	Councillor Val Gibson Cabinet Member for Governance	Anna Zollino-Biscotti Information Governance Manager
<p>Black Country Core Strategy Review – Issues and Options Call for Sites To approve the submission of a number of Council owned sites to be considered for removal from the green belt for housing development through the Black Country Core Strategy review.</p>	Not applicable	Cabinet (Resources) Panel 2 Oct 2018	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Matthew Lazar Senior Valuation Officer
<p>Southside Regeneration strategy update To approve the update on the Southside Regeneration Strategy.</p>	St Peter's	Cabinet (Resources) Panel 2 Oct 2018	Fully Exempt	Councillor John C Reynolds Cabinet Member for City Economy	Anita Pearce Senior Regeneration Officer Tel: 01902 551262
<p>Former site of Parkfields School To consider the future of the Parkfields School site.</p>	Spring Vale	Cabinet (Resources) Panel 2 Oct 2018	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Karen James Housing Development Project Manager

[NOT PROTECTIVELY MARKED]

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
City Learning Quarter To approve the full business case for the City Learning Quarter.	St Peter's	Cabinet (Resources) Panel 2 Oct 2018	Fully Exempt	Councillor John C Reynolds Cabinet Member for City Economy	Keith Edwards Programme Director City Learning Quarter Tel: 01902 551262
2 October 2018 - Procurement - Award of Contracts for Works, Goods and Services 2 October 2018 - Procurement - Award of Contracts for Works, Goods and Services	All Wards	Cabinet (Resources) Panel 2 Oct 2018	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	Andy Moran Director of Commercial Services
Canalside South update To approve the Canalside South update.	Heath Town	Cabinet (Resources) Panel 2 Oct 2018	Fully Exempt	Councillor John C Reynolds Cabinet Member for City Economy	Anita Pearce, Senior Regeneration Officer, Tel: 01902 551262
Progress on Black Country Core Strategy Review To approve an update on the Black Country Core Strategy Review.	All Wards	Cabinet 17 Oct 2018	Open	Councillor John C Reynolds Cabinet Member for City Economy	Michele Ross Senior Planning Officer Tel: 01902 554038
Wolverhampton Strategic Economic Plan Consultation To approve the draft Wolverhampton Strategic Economic Plan for consultation.	All Wards	Cabinet 17 Oct 2018	Open	Councillor John C Reynolds Cabinet Member for City Economy	Charlotte Johns Head of Local Economy Tel: 01902 555614

Page 52

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Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Strategic Asset Plan To approve the implementation of the Strategic Asset Plan.	All Wards	Cabinet 17 Oct 2018	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Julia Nock Head of Assets, Tel: 01902 550316
Land and Property Investment Strategy To approve the Investment Strategy for the future management and investment of assets.	All Wards	Cabinet 17 Oct 2018	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Julia Nock Head of Assets, Tel: 01902 550316
Black Country Coroner To approve a review of the proposed collaborative agreement for the provision of coronial services within the Black Country jurisdiction.	All Wards	Cabinet 17 Oct 2018	Open	Councillor Steve Evans Cabinet Member for City Environment	Martyn Sargeant Head of Public Service Reform Tel: 01902 555043
Facilities Management Re-procurement & Transformation To approve Facilities Management Re-procurement & Transformation.	Not applicable	Cabinet (Resources) Panel 6 Nov 2018	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Julie Bell-Barker Head of Projects and Works
6 November 2018 - Procurement - Award of Contracts for Works, Goods and Services 6 November 2018 - Procurement - Award of Contracts for Works, Goods and Services	All Wards	Cabinet (Resources) Panel 6 Nov 2018	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	Andy Moran Director of Commercial Services

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Smoke and Carbon Monoxide Regulations To endorse the new Smoke and Carbon Monoxide Regulations for the private rented sector.	All Wards	Cabinet 21 Nov 2018	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Ravi Phull Service Manager Private Sector Housing
The Housing Strategy 2019 - 2022 To approve a new city, cross tenure housing strategy.	All Wards	Cabinet 21 Nov 2018	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Mila Simpson Section Leader - Housing Strategy and Development
Empty Property Policy Review To approve the review of the Empty Property Policy.	All Wards	Cabinet 12 Dec 2018	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Ravi Phull Service Manager Private Sector Housing
15 January 2019 - Procurement - Award of Contracts for Works, Goods and Services 15 January 2019 - Procurement - Award of Contracts for Works, Goods and Services	All Wards	Cabinet (Resources) Panel 15 Jan 2019	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	Andy Moran Director of Commercial Services

[NOT PROTECTIVELY MARKED]

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Community Asset Transfer: Policy and Strategy Review To approve an updated Community Asset Transfer Strategy.	All Wards	Cabinet 23 Jan 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Julia Nock Head of Assets Tel: 01902 550316
Wolverhampton Strategic Economic Plan To approve the final Wolverhampton Strategic Economic Plan.	All Wards	Cabinet 23 Jan 2019	Open	Councillor John C Reynolds Cabinet Member for City Economy	Charlotte Johns Head of Local Economy Tel: 01902 555614
Update on National Fire Safety Policy To approve the update to the policy following the findings of the Hackett report into Fire Safety.	All Wards	Cabinet (Resources) Panel 5 Feb 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Kate Martin Service Director - City Housing
5 February 2019 - Procurement - Award of Contracts for Works, Goods and Services 5 February 2019 - Procurement - Award of Contracts for Works, Goods and Services	All Wards	Cabinet (Resources) Panel 5 Feb 2019	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	Andy Moran Director of Commercial Services
5 March 2019 - Procurement - Award of Contracts for Works, Goods and Services 5 March 2019 - Procurement - Award of Contracts for Works, Goods and Services	All Wards	Cabinet (Resources) Panel 5 Mar 2019	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	Andy Moran Director of Commercial Services

[NOT PROTECTIVELY MARKED]

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p>2 April 2019 - Procurement - Award of Contracts for Works, Goods and Services 2 April 2019 - Procurement - Award of Contracts for Works, Goods and Services</p>	All Wards	Cabinet (Resources) Panel 2 Apr 2019	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	Andy Moran Director of Commercial Services
<p>21 May 2019 - Procurement - Award of Contracts for Works, Goods and Services 21 May 2019 - Procurement - Award of Contracts for Works, Goods and Services</p>	All Wards	Cabinet (Resources) Panel 21 May 2019	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	Andy Moran Director of Commercial Services

Report title	Annual Corporate, Social Care and Public Health Complaints Report		
Cabinet member with lead responsibility	Cllr Val Gibson, Governance		
Wards affected	All		
Accountable director	Andy Moran, Director		
Originating service	Customer Services		
Accountable employees	Sue Handy	Head of Customer Service	
	Tel	01902 553053	
	Email	sue.handy@wolverhampton.gov.uk	
Report to be/has been considered by	Corporate Leadership Team	13 August 2018	
	People Leadership Team	13 August 2018	
	Place Leadership Team	20 August 2018	
	Strategic Executive Board	28 August 2018	

Recommendations for action or decision:

The Scrutiny Board is recommended to

1. Review complaints management and performance for the period 1 April 2017 to 31 March 2018.

Recommendations for noting:

The Scrutiny Board is asked to note:

1. This is a combined annual complaint report to Scrutiny Board covering all complaints and compliments received by the Council in relation to Social Care services, Public Health services and Corporate services.
2. Section 1 of the reports relates to statutory complaints activity for Adult Social Care, Children and Young People Social Care and Public Health and Section 2 relates to all other complaints activity governed by the corporate complaints procedures.

1. SECTION ONE – Adult Social Care, Children and Young People Social Care and Public Health Activity 2017/18.

- 1.1 **Purpose:** The purpose of this report is to provide a summary of the complaints, compliments, Local Government Ombudsman and Housing Ombudsman enquiries received by the Council during the period 1 April 2017 to 31 March 2018.
- 1.2 **Introduction:** This report details a total of 432 Formal complaints received by the Council in 2017/18. In addition to this, there were 123 informal complaints received and resolved, preventing the issue from becoming a formal complaint. The resolutions are achieved by the complaints team working together with the person raising the concern and the services involved. Therefore, a total of 555 complaints were received and dealt with by the complaints team during 2017/18 compared to 504 in 2016/17 and 515 in 2015/16 and 718 complaints in 2014/15
- 1.3 **Complaints, Compliments and Ombudsman** enquiries are considered as a form of customer feedback. They are all registered and monitored by the Customer Feedback Team based within the Corporate Directorate. Monitoring customer feedback provides details about the types of complaints and compliments that are received by the authority and highlights any improvements or amendments made to service provision or delivery.
- 1.4 **Complaints Procedures** are a mechanism to identify problems and resolve issues. If things go wrong or fall below expectation, we try to sort things out quickly and fairly. We also want to learn from our mistakes or concerns that arise and will make changes to improve services.
- 1.5 **This Report** is divided into two parts. Part A encompasses complaints that come under statutory Adult Social Care and Public Health Regulated Procedures, followed by Children’s Social Care statutory complaints and Part B covers complaints relating to Corporate complaints received from 1 April 2017 to 31 March 2018.

2. Part A – Adult Social Care and Public Health Complaints Activity. Followed by Children and Young People Social Care Complaints Activity.

- 2.1 **Adult Social Care:** Adult Social Care complaints must be dealt with in accordance with The Local Authority Social Services and National Health Service Complaints England Regulations 2009. There is a one stage approach to handling adult social care complaints. This means the Council has one opportunity to respond to the complaint and conclude matters satisfactorily before the complainant can take matters to the Local Government Ombudsman should they remain dissatisfied. However, although there is only one complaint stage the degree of enquiries that are carried out to seek a resolution can be significant depending on the nature of the complaint.
- 2.2 **Public Health:** Complaints in relation to Public Health services are required to be dealt with in accordance with The NHS Bodies and Local Authorities Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch Regulations 2012.
- 2.3 Public Health is about improving and protecting the health of groups of people, rather than about treating individual patients. Public Health is about helping people to stay

healthy and avoid becoming ill. The Public Health team at the City of Wolverhampton Council commission services across a range of policy areas including:

- Sexual health
- Health checks
- Drugs and alcohol
- Smoking cessation
- Weight management

2.4 **Public Health Complaints received 2017/18:** A total of two complaints were received in relation to Public Health services during 1 April 2017 to 31 March 2018. This is compared to three complaints for the year 2016/17. We can report that very few complaints, regionally or nationally, are received by Councils in relation to Public Health Services.

2.5 The type of public Health complaints that would fall within the complaint procedures would for example refer to services commissioned by the Council, such as sexual health advice, fluoridation and other matters. Complaints in relation to GPs, Dentists, other similar health services do not fall under this complaint process but are instead dealt with separately by Health Services

2.6 The two Public Health complaints received in 2017/18 refer to:

1) Withdrawal of a commissioned enuresis service. This complaint was Partially Upheld.

2] The second complaint refers to water fluoridation, the complaint was not upheld.

2.7 **Adult Social Care Complaints received 2017/18:** As of the 31 March 2018 there were more than 4,574 people who received Adult Social Care Services in 2017/18. There are other people using services not included in this figure such as the 263 Carers who received a service in 2017/18. From those figures Adult Social Care Services received a total of 81 formal complaints from 1 April 2017 to 31 March 2018.

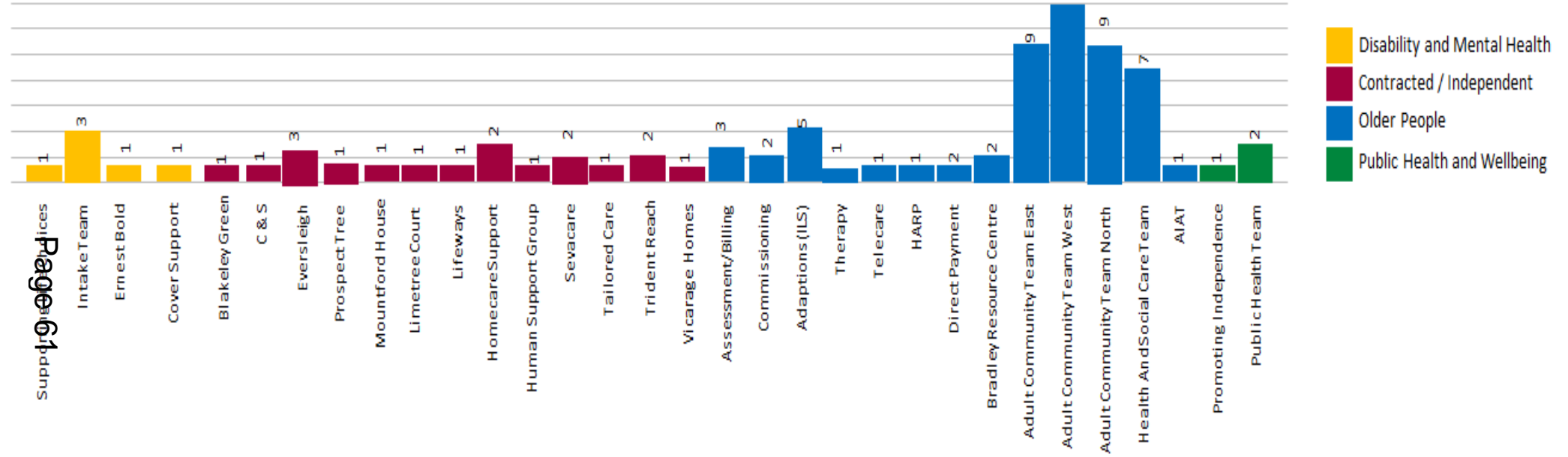
2.8 This year's figure of 81 complaints compares with 90 complaints in 2016/17, a decrease of nine. During 2015/16 81 complaints were also received.

**Formal Complaints
Received**



2.9 **Service Areas:** This refers to the service the person is complaining about. The 81 complaints are spread across 32 separate Adult Social Care service areas. No service area received a disproportionate amount of complaints. The highest volume of complaints was received by the Adult Community Team West with 11 complaints and Adult Community Team North receiving 9 complaints.

Stage 1 Complaints Received Breakdown by Service Area



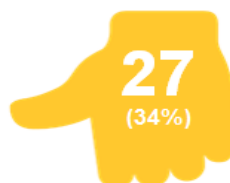
2.10 Complaint Outcomes: At the beginning and end of each year there will be a number of complaints ongoing, moving into the following year before being concluded. Overall, the number of complaints resolved during 2017/18 was 79. Each complaint is responded to individually with a 'finding' reached as to whether the complaint was justified, i.e. upheld, not upheld; or whether there are aspects of the complaint that should be partly upheld.

Complaints Where The Council Is At Fault (Upheld)



Issues have been identified from upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

Complaints Where The Council Is Partially At Fault



Issues have been identified from partially upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

Complaints Where The Council Is Not At Fault

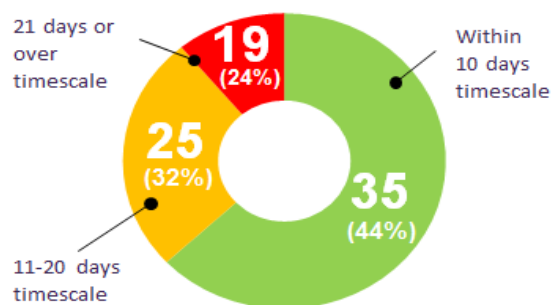


Customer advised of outcome; including rationale.

2.11 Timescale Compliance - Adult Social Care and Public Health Complaints: When responding to Adult Social Care and Public Health Services complaints, the People Directorate sets a target timescale of ten working days to provide a written response to the complaint. However, this can be extended where a complaint is complex or covers several service areas.

2.12 During 2017/18, 35 complaints out of the combined total of 81 Adult Social Care and Public Health complaints received in this period, were responded to within ten days. A further 25 complaints were responded to within 11 to 20 days with 19 complaints taking 21 days or over for a written response to be provided.

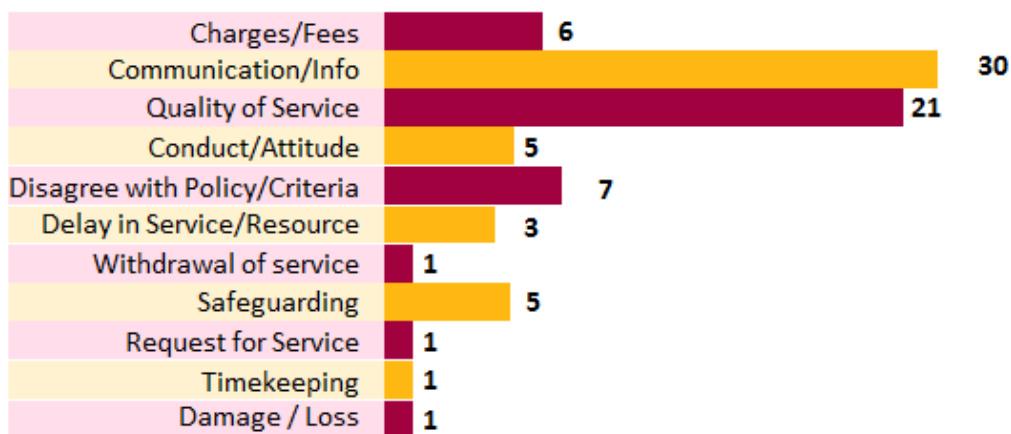
Response Timescales



2.13 It is increasingly difficult to meet the 10-day response time, this is due to a number of factors, including the increased complexity of complaints and the demands on the services. However, every effort will continue to be made to respond within the agreed timescales for 2018/19.

2.14 **Complaint Issues:** This is the stated complaint issue raised by the complainant. The most frequently complained about issue, in relation to Adult Services was Communication and Information with 30 in 2017/18, this is compared to 13 in the previous year. Quality of Service was the second largest issue with 21 complaints in 2017/18 compared to 27 in the previous year.

Stage 1 Complaints Received Breakdown by Category



2.15 **Informal Complaints:** This is where the complaints team works alongside the person complaining and the service involved, to resolve the complaint informally, preventing it becoming a formal complaint. It should be noted that 59 complaints were resolved informally without going through the formal route. Mediation by Customer Feedback Team did save the Council financial resources.



Informal complaints resolved through mediation.

2.16 **Compliments:** A pleasing 223 compliments were received from 1 April 2017 to 31 March 2018 relating to Adult Social Care and Public Health Services, compared to 185 compliments during 2016 to 2017 – an increase of 38 – and 202 received for 2015 to 2016. Just a few examples of compliments received are noted below:



Compliments

EXAMPLES

“Thank you so much for all the support and help you gave us when we needed it. You were a bright shining light at the end of what had been a very long and dark tunnel. Mum was so happy in Langley Court....”

“Social Worker has been supporting one of our patients who requires care in a nursing home. She has shown patience, compassion and kindness in her approach to the case. She has been very helpful and responsive and both myself and the patient are grateful for her support.”

“Telephone call received thanking staff for their help and support in relation to her daughter. Her daughter has now received her full benefits she is entitled to and they are so grateful for everything you both have done.”

“We would like to thank you all for looking after our special son. We have had some fantastic weekends and even a week's holiday knowing he is in very safe hands.”

“Thank you for your patience and care provided to mom. The family appreciate everything the social worker did for them and will think of her fondly - fantastic social worker.”

“I would like to thank all of your team for all of the help that you gave me to get my stair lift. I feel like I have got back my independence and for that I am thankful.”

2.17 **Areas of Learning from Complaints:** Before a complaint is closed the Customer Feedback Team, together with the service areas involved, look at each complaint to assess any learning that can take place and specific actions to follow up. The

intention in future performance reports is to have a specific Learning from Section to demonstrate the learning that has taken place, and the actions followed up, across all service areas and covering all complaint activity.

EXAMPLES OF LEARNING

“Provide public information concerning Social Care policy or procedures relating to Discharge planning, the assessments processes, and residential care and funding.”

“An appropriate room is identified for all meetings with families to respect their confidentiality and dignity. Families are clearly advised who will be attending any formal meetings and what the agenda will be.”

“The worker concerned has been asked to complete a reflective piece of work relating to this case and the complaint, and to share and discuss with her own Line Manager.”

“Action to be taken with staff to ensure that customer information is always followed as in accordance with their individual support plans. Upon admission, customers and their family will have the opportunity to meet with an appropriate member of Staff/Duty Team Leader to ensure that information is transferred and recorded on the persons support plan. Subsequent information is updated. Customers and family members will be issued with worker names and contact number to improve communication. Further training regarding communication will be pursued with the team and monitored in their day to day practice.”

3. Children Social Care Complaints and Compliment Activity 2017/18:

3.1 The Children’s Act 1989, Representations Procedure England Regulations 2006 requires Children and Young People’s Services to have a complaints and representations procedure in place. The Local Authority functions covered include services provided under Parts III, IV and V of the Children’s Act 1989, for example:

- an unwelcome or disputed decision;
- concern about the quality or appropriateness of a service;
- delay in decision making or provision of services;
- delivery or non-delivery of services;
- quantity, frequency, change or cost of a service;
- attitude or behaviour of staff;
- application of eligibility and assessment criteria;
- the impact on a child or young person of the application of a Local Authority policy; and assessment, care management and review.

- 3.2 All Children Act complaints must be made known to the Customer Engagement Team who are responsible for registering all complaints. The Team will then monitor the progress of the complaint, ensuring that a written response is provided to the child/young person or the person representing them and that the response is of good quality and addresses all areas of complaints.
- 3.3 **Access to the Complaint Process:** Children and young people are made aware of their right to complain, comment or compliment about the service they receive. This can be by written information such as a complaint leaflet and/or verbally by their allocated worker or the Independent Reviewing Officers and Child Protection Conference Chairs.
- 3.4 **Advocacy:** Young people who complain on their own behalf must be offered the services of an advocate. The Black Country Advocacy Service provide this support. The Children Services Managers and the Complaint Engagement Manager meets with the manager of the advocacy service on a quarterly basis to ensure that performance is monitored in areas such as good access to the complaint process; a focus on early resolution, speedy responses, and that effective advocacy is available and taking place.
- 3.5 **The Complaints Procedure for Children's Social Care Services has three stages:**
- Stage One - Problem solving and informal resolution.
 - Stage Two - Formal Complaint investigation.
 - Stage Three - Independently Chaired Review Panel.

Stage One: This stage offers managers responsible for the relevant service being complained about the first opportunity of considering the complaint and responding on behalf of the Directorate as appropriate. A written response is provided by the relevant Manager to the young person or their representative. This could involve apologising for any mistakes made and correcting any resulting disadvantage, upholding the complaint or finding that the work that was undertaken was appropriate and therefore not upholding the complaint.

Stage Two: Where a complaint cannot be resolved satisfactorily at the first stage it may progress to stage two of the procedures, this is the formal complaint investigation stage. A considerable amount of work takes place to try to resolve matters – seeking to prevent the need for matters to escalate to Stage 2 unnecessarily. This can be evidenced by the relatively few complaints progressing to Stage 2. Stage two complaints are investigated by a person independent of the service. This can be another manager within the Directorate or an externally appointed person. Additionally, an independent person, not employed within the Local Authority, must be appointed in each case to oversee the investigation from the perspectives of thoroughness, fairness and objectivity. 25 working days up to a maximum of 65 working days are allowed for the formal investigation of the matter by the complaint investigator leading to a formal complaints report and the separate written response by the Service Director for Children's Services. If the complainant remains dissatisfied after the stage two process, then they can request that matters move to the final stage in the procedure.

Stage Three: If the complainant remains dissatisfied following the stage two investigation, they can request that matters proceed to an independent review panel. This process requires the Local Authority to convene a stage three review panel to hear the complaints within 30 working days of the request. The Review Panel involves three independent people, one of whom is appointed to chair the panel. The review panel considers the management and investigation of the complaint and the responses made at stages one and two.

If the complainant remains dissatisfied following the stage three response they can; within twelve months of the panel hearing, approach the Local Government Ombudsman seeking further enquiries or investigation to be carried out into the complaints by that office. If the Ombudsman determines that the complaint has not been looked into fairly and correctly by the Directorate, or that the service user has suffered an injustice in the services he/she has received then the Ombudsman could reach a finding of maladministration against the Authority.

- 3.6 **Children's Services Complaint Activity 2017/18:** The overall number of children social care complaints received from 1 April 2017 to 31 March 2018 was 90, compared to 96 in 2016/17; this is a decrease of 6 complaints. The overall number of complaints has decreased; however, the picture regionally and nationally is that the complaints being received by Councils in relation to Children's Services are increasingly complex.

**Formal Complaints
Received**



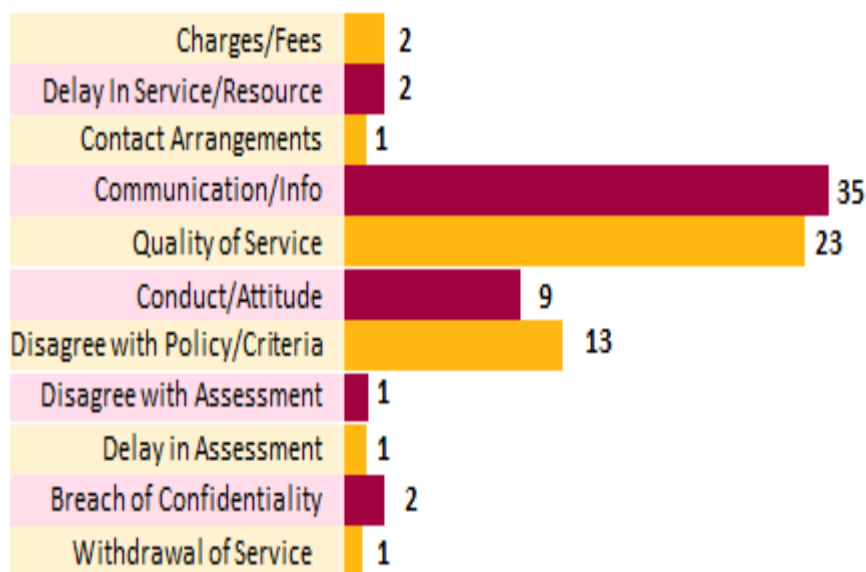
- 3.7 **Informal Complaints:** The complaint regulations provide an opportunity for children / young people to raise issues of concern without those matters being treated as formal complaints, as long as they are speedily and effectively addressed. These are referred to as Informal Complaints. 64 were received and resolved during 2017/18, compared to 32 in the previous year 2016/17 – an increase of 32.



**Informal
Complaints**

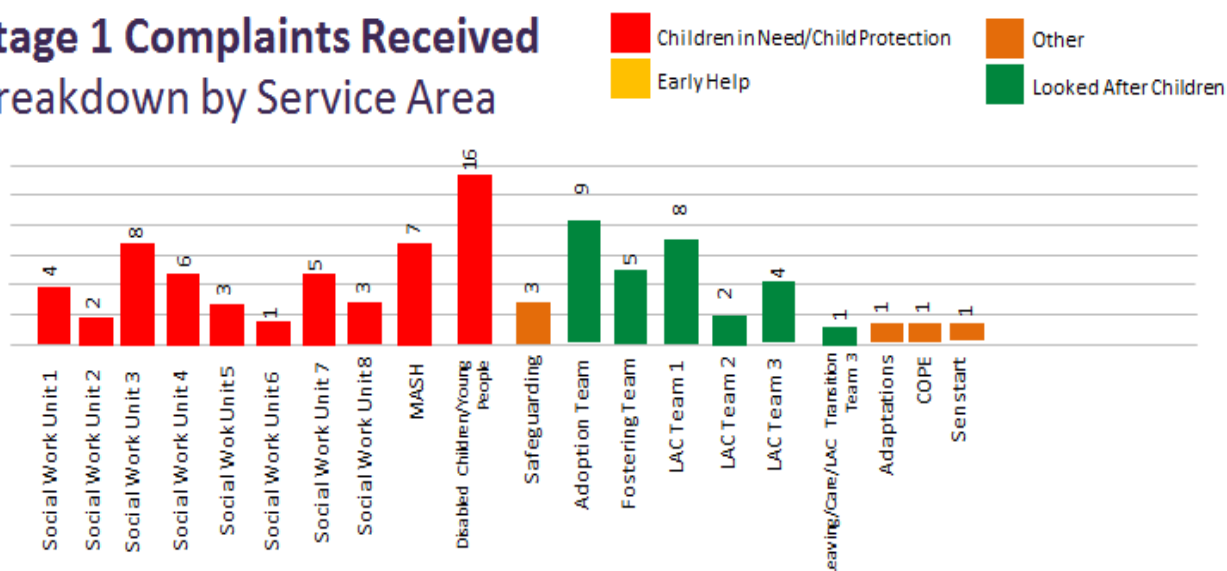
- 3.8 This gives a total of 154 formal and informal complaints logged and concluded during 2017/18 in comparison to 2016/17 of 128 – an increase of 26.
- 3.9 **Complaint Issues:** This is the stated complaint issue raised by the complainant. The most frequently complained about issue, in relation to Children’s Services was Communication and Information with 35 in 2017/18, this is compared to 37 in the previous year. Quality of Service was the second largest issue with 23 complaints in 2017/18 compared to 34 in the previous year.

Stage 1 Complaints Received Breakdown by Category

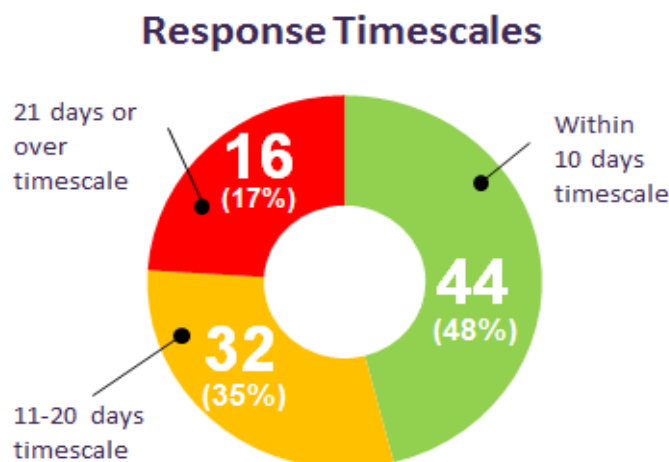


- 3.10 **Service Areas:** The 90 complaints received in 2017/18 involved 20 separate service areas across Children’s Services. The highest figure of 16 referred to Disabled Children and Young People.

Stage 1 Complaints Received Breakdown by Service Area



3.11 **Timescale Compliance.** Regulation 14.1 of The Children Act 1989 Representations Procedure England Regulations 2006 places a 10 working day time limit for a response to the complaint, most stage one complaints should ideally be concluded within this time limit. The maximum amount of time that stage one should take is 20 working days. After this deadline, the complainant can request consideration at Stage 2 if they so wish.

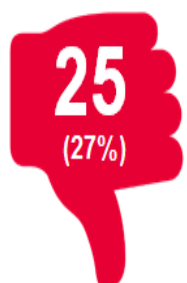


3.12 Including 2 complaints from the previous year - 92 complaints were closed during 1 April 2017 to 31 March 2018, 44 were responded to and concluded satisfactorily within the initial 10 day statutory timescale. A further 32 complaints were responded to within 20 days with 16 taking over 20 days. The average number of days to respond and close all complaints over the year 2017/18 was 14 days, which is the same as in the previous year 2016/17.

3.13 Given the growing complexity of complaints this response time remains positive, however, we will need to reduce the average response time where possible to ensure continued excellent performance against KPI, whilst ensuring that a full and effective response is provided to all individual complainants.

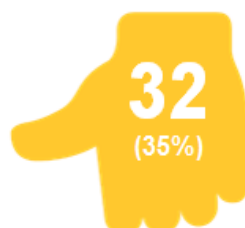
3.14 **Complaint Outcomes:** Of the 92 Stage 1 complaints responded to and closed from 1 April 2017 to 31 March 2018; 25 were upheld, 32 were partially upheld and 35 were not upheld.

Complaints Where The Council Is At Fault (Upheld)



Issues have been identified from upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

Complaints Where The Council Is Partially At Fault



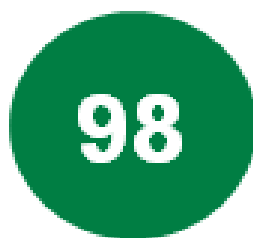
Issues have been identified from partially upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

Complaints Where The Council Is Not At Fault



Customer advised of
outcome; including rationale.

- 3.15 **Formal Complaint Investigations:** Where the complainant feels that they have not received a satisfactory outcome to their complaint at Stage 1, they will be informed of their right to move on to Stage 2 which involves a formal independent complaint investigation.
- 3.16 During 2017/18 Children's Services saw four complaints out of the 90 complaints received progress to Stage 2 formal complaint investigation. This compares to two in 2016/17.
- 3.17 Although an increase of two stage 2 investigations during 2016/17, four still remains a relatively low figure of Stage 2 complaint investigations given the growing complexity of the complaints involved. The numbers are relatively low due to the reasonable response times and quality of replies to each complaint which has prevented the necessity for other complaints to proceed to Stage 2. A considerable amount of time and effort goes into resolving complaints that would otherwise proceed to Stage 2. This approach concludes matters speedily for the complainant, but it is also highly cost effective as the average cost of a stage two complaint investigation is between £2,500 to £4,500 and growing.
- 3.18 It is anticipated that the demand for complaints to progress to a Stage 2 complaint investigation will grow in 2018/19. This is due to the increased complexity of complaints and the difficulties involved in providing resolutions to those complaints. This will have implications for Children's Services such as increased demand on time and budgets to facilitate in responding to the complaints.
- 3.19 **Stage Three Review Panels:** Should a complaint not be resolved to the satisfaction of the complainant, following a formal investigation at Stage 2 the complainant can request that it progresses to Stage 3 (Independent Complaint Review Panel). One request was made for a Stage 3 Panel during 2017/18. This referred to a Child Protection case.
- 3.20 **Compliments:** During 2017/18 Children/Young People, or their representative, took the opportunity to present 98 compliments for Children and Young People Services, compared to 151 in the previous year, a decrease of 53.



Compliments

EXAMPLES

“I don't usually look at social workers or people that work with social services. I don't normally agree with them or have a bond with them and get on with them the way I have with you. I just wanted to say thank you for guiding me through my independence and to be honest I'm actually coping quite good; but like I said, thank you for helping me. This week has made me realise quite a lot. You're one of the best workers I've had. Thank you a lot.”

“Thank you for providing the documents to lodge an application to discharge the care order on I will be lodging the application today and I must say the statement prepared by is as close to a perfect statement that I have read for a discharge.”

“I wanted to thank you for doing the programme with R as I know it was felt he may not benefit from it. However, this was not the case. I feel that it has built his confidence and for the first time he is pleased to be achieving which is a big step for him. It was noted by school and also at parents evening that his writing is getting much more legible. R has much better concentration and in some instances is able to work independently as he is comprehending information given to him. I just wanted to say to you we really appreciate what you do and have done for both boys.”

“Compliment received in relation to how case was managed in relation to the birth mother meeting with the prospective adopter.”

EXAMPLES OF LEARNING

“Children's Services ensure they consider whether potential carers meet the criteria for a connected person's assessment.”

“Assessment should commence from the date of placement for temporary approval not exceeding 16 weeks, if appropriate commence full assessment of the carers as a local authority foster parent before the end of the 16 week period comes to an end.”

“Ensure that a timely visit to the family is undertaken after reallocation of a case.”

“Better consultation with birth parents around assessment plans. Written assessment plan to be provided to birth parents.”

“Consideration to be given to how assessments are quality checked prior to signing off. Reasonable steps to be taken to ensure that all data collected is accurate and that the source of the data is clear and individuals have the right to have incorrect information rectified. The assessment training is now mandatory for all social workers and managers, all staff within Wolverhampton should now have received this training.”

“Case closure letters: Review Closure letters – ensure greater timeliness in providing closure letters with sufficient details of dates/reason for closure.”

“Social Workers should ensure that all information is effectively communicated to all relevant parties. Support for foster carers to understand their role in information sharing and when this is appropriate in order to minimise stress and anxiety to birth parents.”

“As part of our learning and improving our services, we will ensure that families are provided with copies of the Reports in a timely manner. This will enable families to raise their concerns sooner and will hopefully reduce families feeling upset. Social workers will be reminded of the importance of sharing documents with families.”

SECTION 2 – CORPORATE COMPLAINTS ACTIVITY

4. SECTION TWO – Corporate Complaints Activity 2017/18

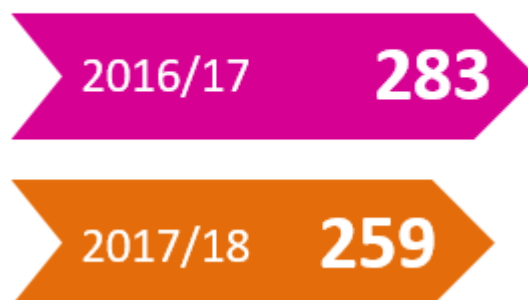
- 4.1 **Service requests.** It is important to distinguish between a complaint and a service request. When a citizen of Wolverhampton makes a first contact with the Council to raise a difficulty with a service that it has responsibility for; then it is likely in the first instance that it will be recorded as a service request. If the issue being raised is new to the Council, and the service involved has not had the opportunity of looking into the issue before or of resolving it, then it is likely to be received as a service request. However, if the issue has been raised previously and it has not been properly looked into or satisfactorily resolved, then the person may then wish to pursue matters through the formal complaint procedures.
- 4.2 **Corporate Complaints Activity 2017/18:** The Customer Feedback Team records and tracks all complaints, working closely with the services being complained about, until the complaint is concluded.
- 4.3 **Stage One Corporate Complaints:** During 1 April 2017 to 31 March 2018, the Council received 259 stage one complaints; compared to 283 in the previous year 2016/17.

Stage 1 Complaints 2017/18

Complaints Received

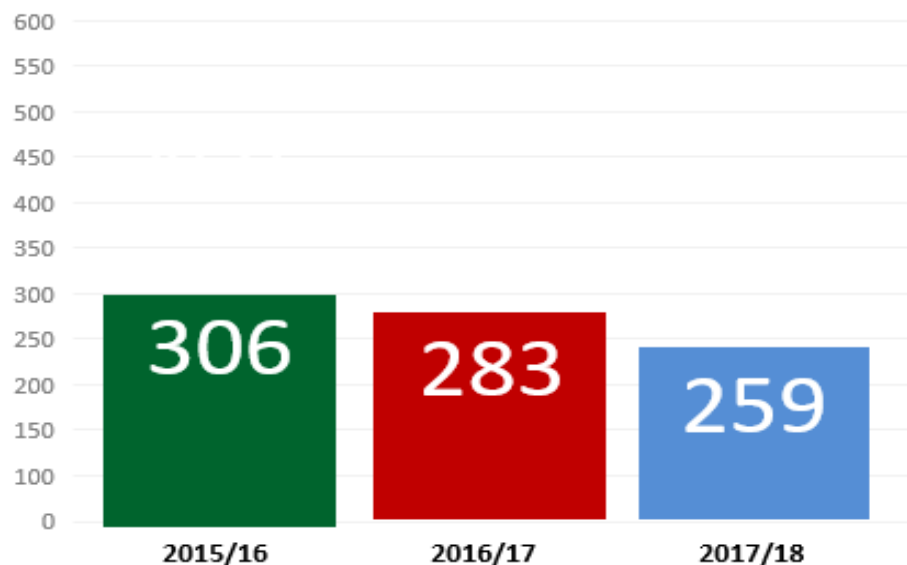


Stage 1 Complaints Comparison for 2017/18



4.4 Analysis of complaint activity during 2017/18 suggests that there are two principal reasons for the reduced number of complaints received in 2017/18 [259] compared to those received in 2016/17 [283]

Stage 1 Complaints Comparison



- The emphasis has remained on getting the issue of concern resolved at the first point of contact with the complainant. The focus on resolving the matter at the first opportunity to the customer's satisfaction prevents the need for matters to escalate and proceed through to the more resource intensive complaint procedures.
- Second, members of staff being clearer about when the presenting issue should correctly be followed up as a 'service request' as against a complaint. Therefore, providing an opportunity for the Council to put matters right first time to the customer's satisfaction.

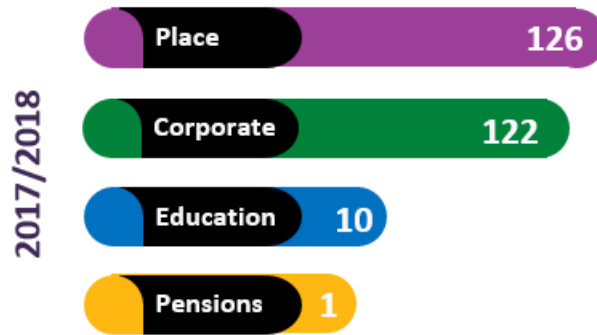
4.5 The 259 stage one complaints received in 2017/18 are broken down by Directorates as follows:

- Place with 126 this year, compared to 178 in the previous year 2016/17.
- Corporate with 122 this year, compared to 96 in 2016/17.
- People with 0 complaints this year, compared to 2 for 2016/17,
- Education with 10 this year, compared to 7 in 2016/17 and
- West Midlands Pension Fund 1.

4.6 From the 259 stage one complaints received during 1 April 2017 to 31 March 2018 59 were upheld and 200 were not upheld.

Stage 1 Complaints

Breakdown by Directorate

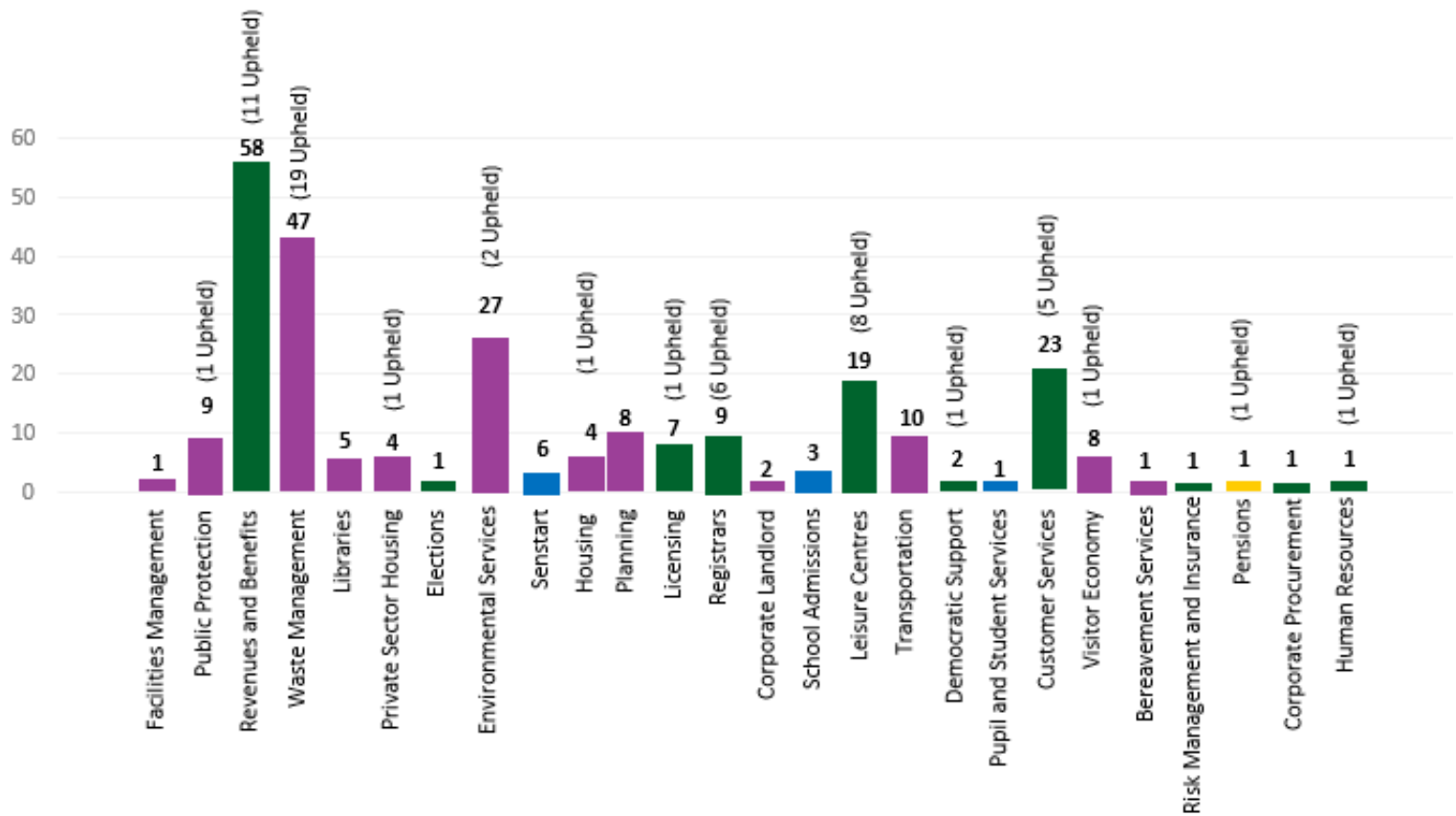


Stage 1 Complaints Received

Breakdown by Service Area

Complaints were not upheld unless otherwise indicated.





Complaints where the Council is at fault (*upheld*)



Issues have been identified from 59 upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

4.7 As result of continuous monitoring with service managers the complaint issues that are identified from the upheld complaints have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

4.8 **Timescale Compliance:** All stage one complainants should receive a written response to their complaint within 21 calendar days. The complaint data for 2017/18

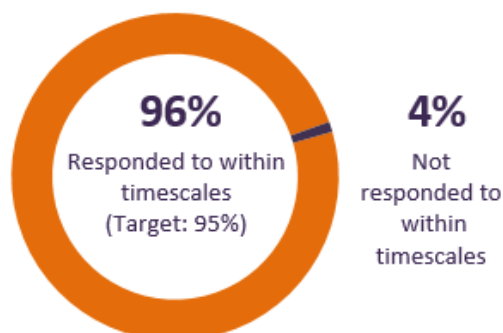
evidences that the City of Wolverhampton Council has achieved an excellent average response timescale in looking into and responding to complaints.

- 4.9 In 2017/18 the average response time for a complainant to receive a reply to their complaint was 11 days, this response time of 11 days was also achieved in 2016/17, 96% of all complainants received had a response in the required timescale.

Average Complaint Response Time

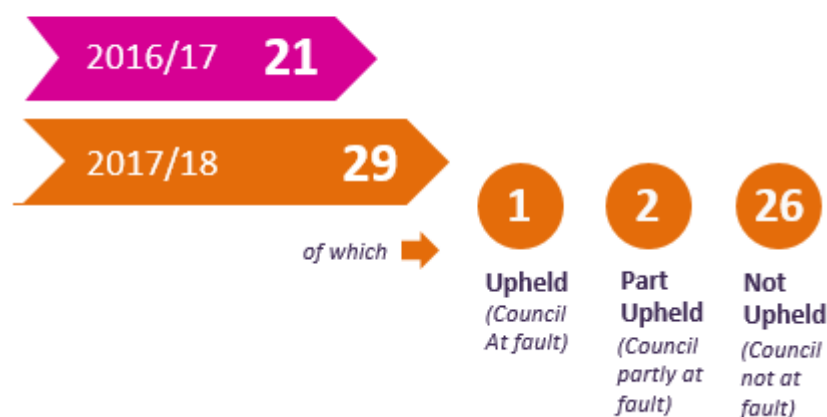


Response Timescales



- 4.10 The customer feedback team provides support to the managers investigating the complaints to ensure that they meet response deadlines and provide quality written responses. The team also ensures that direct contact takes place with the complainant as needed. Response reminders are sent to investigating officers by the complaints team on a weekly basis.
- 4.11 **Informal Service Requests/Enquiries:** This is where the customer feedback team works alongside the person complaining and the service involved, to resolve the complaint informally, preventing it becoming a formal complaint. It should be noted that **955** enquiries were logged with the customer feedback team and resolved informally without going through the resource intensive formal route, therefore providing a better outcome for the customer.
- 4.12 **Corporate Complaint Nature:** During 1 April 2017 to 31 March 2018 the main issue of complaint involved failure to provide a service (102), followed by failure to achieve standards/quality (43), dissatisfaction of council policies (41), conduct of employees (33), failure to fulfil statutory responsibilities (19), delays in responding or administration (10), failure to consider relevant matters (7) and bias/unfair discrimination (4).
- 5.0 **Stage Two Complaints:** During 1 April 2017 to 31 March 2018 the Council received 259 stage one complaints; from that figure 29 complaints were un-resolved at the first stage and progressed to stage two of the corporate complaints procedures.

Stage 2 Complaints Comparison for 2017/2018



- 5.1 During 1 April 2017 to 31 March 2018 the Council received 29 stage two complaints. Out of those 29 complaints investigated, one was upheld, two partially upheld and twenty-six not upheld.
- 5.2 Out of the 29 stage two complaints received, nine were for Corporate Directorate, 18 for Place Directorate and two cases for Education.

Corporate Directorate received nine; eight cases were in relation to Revenues and Benefits and one case for Customer Services as follows:

- **Revenues and Benefits** (8) - One complaint received was in relation to council tax accounts and council tax liability; advised to escalate by the Ombudsman; outcome partially upheld and appropriate remedies put in place. One complaint was in relation to officer conduct; outcome not upheld. One complaint was in relation to incorrect advice provided in relation to revenues and benefits; outcome not upheld. One complaint in relation to debt relief order; outcome not upheld. One complaint in relation to delays with council tax enquiry; outcome not upheld. One complaint in relation to delays in adjustments to be made to benefits; outcome not upheld. One complaint in relation to council tax payments, housing/customer services service received (joint response by services); outcome not upheld. One complaint in relation to empty property premium; outcome not upheld.
- **Customer Services** (1) – One complaint received in relation to name appearing on a list; outcome not upheld.
- **Place Directorate** received 18; Environmental Services received four, Transportation three, Public Protection one, Waste Management two, Parking Services one, Libraries one, Planning five and Corporate Landlord one.
- **Environmental Services** (4) – One complaint received in relation to trees, shrubs damaging fencing; outcome no upheld. One complaint received in relation to trees at the side of a property and falling tree debris; outcome not upheld. One complaint in relation to playground equipment; outcome not upheld. One complaint in relation to arbor treatment; outcome not upheld.

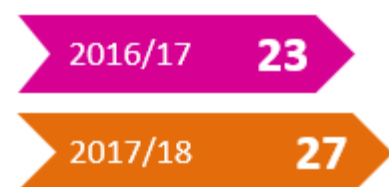
- **Transportation** (3) – One complaint in relation to decision to grant painted white box in the corner of residential street; outcome not upheld. One complaint in relation to parking restrictions and consultation; outcome not upheld. One complaint in relation to damage to car due to debris on the highway; outcome not upheld.
- **Public Protection** (1) – One complaint in relation to environmental health – license review, positioning/noise of smoking shelter and pub license; outcome not upheld.
- **Waste Management** (2) – One complaint in relation to suspension of kerbside collections; outcome not upheld. One complaint in relation to removal of new bins and replacement bins/emptying of bins; outcome not upheld.
- **Parking Services** (1) – One complaint in relation to new parking scheme permit/pay and display scheme; outcome not upheld.
- **Libraries** (1) – One complaint in relation to Community Centre Hub; outcome partially upheld and appropriate remedies put in place.
- **Planning** (5) – One complaint in relation to planning permission (extension to neighbour's property) affecting property; outcome not upheld. One complaint in relation to planning process; outcome not upheld. Two complaints in relation to process and procedure with planning application; outcome for both cases not upheld. One complaint in relation to building at rear of neighbour's garden; outcome not upheld.
- **Corporate Landlord** (1) – One complaint in relation to sale of school land and impact on local area; outcome not upheld.

Education Directorate received two; **SEN** received two.

- **SEN** (2) – One complaint in relation to SEN team not meeting education need of a student and not assisting in finding a new school; outcome not upheld. One complaint in relation to SEN delays in assessment in relation to relocation from neighbouring authority; outcome upheld, appropriate resolution and remedies put in place.

6.0 Local Government Ombudsman (LGO)/ Housing Ombudsman enquiries

LGO/Housing Ombudsman Enquiries for 2017/2018



Annual Figures increased for 2017/18 by 4 cases compared to 2016/17. Customer Feedback team has also received 37 initial LGO/HO assessment enquiries for 2017/18.

- 6.1 During 1 April 2017 to 31 March 2018 the Council received 27 LGO/Housing Ombudsman enquiries. Out of the 21 LGO enquiries received the Corporate Directorate received three, Place Directorate received six, People Directorate received 11 and Education Directorate received one. Out of the 21 LGO enquiries

received, four enquiries were upheld. Out of the 6 Housing Ombudsman enquiries received, Wolverhampton Homes received five enquiries and Pendeford Tenant Management Organisation (TMO) received one. Out of the six enquiries received, one enquiry for Wolverhampton Homes was maladministration.

6.2 **Corporate Directorate** received three enquiries. Out of the three enquiries received, two enquiries were in relation to Revenues and Benefits; one enquiry in relation to Council's removal of complainant's single person council tax discount; outcome closed after initial enquiries – no further action; one enquiry in relation to Council unreasonably sought to recover overpaid housing benefit; outcome closed after initial enquiries, out of jurisdiction. One enquiry received in relation to Democratic Services regarding appeal against refusal of a school place; outcome closed after initial enquiries, no further action.

6.3 **Place Directorate** received six enquiries. Out of the six enquiries received, one enquiry received for Environmental Services, one enquiry for Libraries and four enquiries for Planning. One enquiry for Environmental Services was in relation to Council's failure to properly maintain trees and shrubs and collect leaves near to a property; outcome, not upheld, no maladministration. One enquiry for Libraries was in relation to Council's failure to investigate service failings at a local centre; outcome closed after initial enquiries, no further action. Four enquiries were received for Planning – one enquiry in relation to Council's failing to take proper account of amenity when dealing with a planning application for a development next to a property; outcome; not upheld, no further action. One enquiry in relation to Council's decision to grant planning permission for a development close to a property; outcome closed after initial enquiries, out of jurisdiction. One enquiry in relation to neighbour encroaching on land and building over a pipe on land; outcome closed after initial enquiries, no further action. One enquiry in relation to a decision to grant planning permission and its enforcement investigations in relation to an outbuilding; outcome closed after initial enquiries, no further action.

6.4 **People Directorate** received 11 enquiries. Out of the 11 enquiries received, Children's Services received five enquiries and Adult Social Care received six enquiries.

Children's Services received five enquires; One enquiry in relation to actions of social worker at the time son was born; outcome upheld, maladministration and injustice; appropriate remedies implemented and financial sums agreed. One enquiry in relation to decision of where child should live; outcome closed after initial enquiries, out of jurisdiction. One enquiry in relation to safeguarding investigation; outcome upheld, maladministration and injustice - appropriate remedies implemented and financial sums agreed. One enquiry in relation to how children were being looked after in a foster placement; outcome closed after initial enquiries, no further action. One enquiry in relation to the council failing to inform the LADO of safeguarding concerns; outcome – we are currently awaiting the draft decision on this case.

Adult Social Care received six enquiries. One enquiry in relation to officer conduct; outcome closed after initial enquiries, no further action. One enquiry in relation to difficulties bringing complaint to the council, no advice or sign posting; outcome not upheld, no maladministration. One enquiry in relation to failings by social services in relation to death of a parent; outcome no maladministration. One enquiry in relation

to health deterioration since care assessment; outcome not upheld, no maladministration. One enquiry in relation to advice and poor care received, led to general deterioration; outcome upheld, maladministration and injustice – appropriate remedies implemented and financial sums agreed. One enquiry in relation to Council failing to provide service user with a care agency and failed to meet care needs; outcome upheld, maladministration and injustice – appropriate remedies and financial sums agreed.

6.5 **Education Directorate**; SEN team received one enquiry in relation to the Council not providing appropriate adequate education for a child; outcome upheld, maladministration and injustice – appropriate remedies implemented and financial sums agreed.

6.6 **Housing Ombudsman enquiries**

During 1 April 2017 to 31 March 2018 the Council received six enquiries. Out of the six enquiries Wolverhampton Homes received five enquiries and Pendeford Tenant Management Organisation (TMO) received one.

6.7 **Wolverhampton Homes** - One enquiry in relation to level of service from an Estate Manager; outcome no maladministration by the landlord. One enquiry in relation to handling of requests for information regarding building work, service charge for work and not receiving a copy of buildings insurance policy; outcome maladministration; appropriate remedies implemented and financial sums agreed. One enquiry in relation to dissatisfaction with repair work carried out to boiler; outcome, closed no further action. One enquiry in relation to handling of ASB case and concerns in relation to shared pathway; we are currently awaiting the outcome of this case from the Housing Ombudsman.

6.8 **Pendeford TMO** – One enquiry in relation to how ASB reports have been dealt with and its decision to serve a notice seeking possession; outcome no maladministration.

7.0 **LGO/Housing Ombudsman assessment enquiries:**

During 1 April 2017 to 31 March 2018 the Council received 37 LGO and Housing Ombudsman enquiries.

- People Directorate received nine assessment enquiries which comprised of Adult Social Care seven and Children's Services two.
- Place Directorate received 13 assessment enquiries which comprised of Housing one, Parking Services one, Environmental Services three, Planning five, Transportation two and Public Protection/Transportation one.
- Corporate Directorate received six assessment enquiries; Governance one, Democratic Support two, Human Resources one and Revenues and Benefits two.
- Wolverhampton Homes received eight assessment enquiries

- Springfield Horseshoe TMO received one assessment enquiry

Out of the 36 LGO/Housing assessment enquiries received eight cases have progressed to a full investigation.

- 8.0 **Compliments:** All compliments are recorded, acknowledged and each service areas are updated on the compliments they receive. During 1 April 2016 to 31 March 2017, the Council received 372 compliments, down from the previous year 2015. A decrease of 76 compliments for the year.

**Annual
Compliments
Received**

372

- 8.1 Environmental Services accounted for the highest number of compliments 98 followed by Planning 80 and Customer Services 48

Environmental Services - Just wanted to say how lovely Woodlands Walk in Penn is looking. I regularly walk my dog around there and it looks so neat and tidy. The bushes have been cut back from the pathway and it now looks really good. Compliments to the council staff for such a job well done.

Planning Department - I want to commend the efficiency and the most positive and proactive manner in which the Wolverhampton Planning Department has expedited our application. I have worked with many departments and agencies throughout my whole career, I would struggle to find any better or comparable level of service as observed by Wolverhampton Planning.

Customer Services - Compliment for blue badge officer about the exemplary work that the blue badge officer has done in handling my case for a Blue Badge. The officer has been very helpful, knowledgeable and understanding throughout the process and I would like to say the officer is a total credit to your department and the council as a whole.

The Customer Feedback team encourage officers to promote compliments and forward to the team as they are part of our quarterly and annual monitoring for service groups and are a valuable source of feedback. The Customer Feedback Team are currently working with the Communications Team to promote compliments via City People.

EXAMPLES OF LEARNING

Refuse Manager spoke to the customer and apologised that the waste collection crews are leaving bins blocking his driveway. Refuse Manager explained that this is not acceptable and that he would be speaking to the relevant crews to remind them that bins must be returned correctly and safely. Refuse Manager requested that the customer contact him directly if this were to happen again

Member of staff spoken with; further training undertaken on Registrars area

Letter of apology/explanation issued and advised that a review of the content of the original financial demand will be undertaken to avoid the same issue reoccurring

9.0 **Monitoring Information:** There are no concerns with the data analysis or evidence of any groups being disproportionately affected. The equalities data is based upon what complainants have provided.

10.0 **Action Plans/Learning:** The Customer Feedback Team produce Action Plans reports for all upheld complaints where the recommendations are for a change to policy or service delivery. The recommendations are agreed with Heads of Service and shared with the relevant Service Director, Strategic Director, and the Managing Director. Recommendations are delivered by the service group as appropriate.

11.0 Corporate complaint handling improvements

- Improved Response timescales. The average response time of 11 days is highly positive and would compare very favourably with other Councils regionally and nationally. Timescale compliance nevertheless remains under constant review.
- Training – During 2017/18 the Customer Feedback Team has developed and delivered complaint handling training to over 120 Managers and team members across all service areas. We are currently compiling mandatory online complaint training to provide an overview of the corporate complaints function.

12.0 Financial Implications

There are no financial implications associated with the recommendation in this report. [GE/05072018/Q]

13.0 Legal Implications

The statutory complaints procedure must comply with various statutes. These include:

- Children and Family Services - The Children Act 1989, Representations Procedure England Regulations 2006. The Local Authority functions covered include services provided under Parts III, IV and V of the Children Act 1989.
- Adult Social Care - The Local Authority Social Services and National Health Service Complaints England Regulations 2009; which came into force on 1st April
- Public Health - The NHS Bodies and Local Authorities Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch Regulations 2012. [RB/05072018/J]

14.0 Equalities Implications

14.1 There are no equalities implications associated with this report where in relation to its recommendation for noting. There are important equalities implications in terms of the complaints procedure itself and these were analysed for equalities implications when the corporate complaints procedure was reviewed in 2015.

14.2 The Customer Feedback Team looks to capture specific equality data from each complaint received and this is contained in all quarterly performance reports presented for scrutiny. The person raising the complaint, concern or compliment is invited to provide their personal information in a number of areas including, Sex / Gender Identity. Ethnic Origin. Sexual Orientation. Religion. Age. Disability. However, the experience in many cases is that the customer does not provide this information with some customers querying the reasons for requesting the data and how it might be used.

15.0 Environmental Implications

There are no environmental implications associated with this report.

16.0 Human Resources Implications

There are no human resource implications associated with this report.

17.0 Corporate Landlord Implications

There are no corporate landlord implications associated with this report.

18.0 Schedule of Background Papers

None for consideration.

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