

Scrutiny Board

12 March 2019

Time 6.00 pm **Public Meeting?** YES **Type of meeting** Scrutiny

Venue Committee Room 3 - 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:

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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**

PRE-DECISION SCRUTINY ITEMS

- 5 **Scrutiny Review of Flood Risk Preparation and Response** (Pages 7 - 46)

DISCUSSION ITEMS

- 6 **Youth Council Annual Report**
[To receive a verbal update from members of the Youth Council]
- 7 **Quarter 2 Social Care, Public Health and Corporate Complaints Report** (Pages 47 - 72)
- 8 **Work programme and updates from scrutiny officers** (Pages 73 - 88)
[To consider the Board's work programme for future meetings.]
- 9 **Forward Plan(s)** (Pages 89 - 116)

Attendance

Members of the Scrutiny Board

Cllr Stephen Simkins (Chair)
Cllr Paula Brookfield
Cllr Jasbir Jaspal
Cllr Peter O'Neill
Cllr Jacqueline Sweetman
Cllr Philip Bateman MBE
Cllr Greg Brackenridge
Cllr Jasbinder Dehar
Cllr Sohail Khan
Cllr Martin Waite
Cllr Alan Bolshaw
Cllr Paul Singh

Part 1 – items open to the press and public

Item No. *Title*

- 1 **Apologies for absence**
Apologies for absence were received from Cllr Photay, Cllr Leach and Cllr Hardacre. Cllr Bolshaw and Cllr Singh were in attendance as substitutes.
- 2 **Declarations of interest**
There were no declarations of interest.
- 3 **Minutes of the previous meeting**
Resolved:
 That the minutes of the previous meeting be approved as a correct record and signed by the Chair.
- 4 **Matters arising**
There were no matters arising.
- 5 **The West Midlands Combined Authority Overview and Scrutiny Committee - Update**
The Board welcomed Councillor Ian Shires, Vice Chair of the West Midlands Combined Authority Overview and Scrutiny Committee (WMCAO&SC) and Lyndsey Roberts, Scrutiny Officer for the WMCAO&SC, to the meeting.

Cllr Shires provided a presentation to the Board outlining the set up and structure of the WMCAO&SC.

The Overview & Scrutiny Committee was a statutory requirement specified within the West Midlands Combined Authority Order 2016. The committee had a role in reviewing the work of the West Midlands Mayor and the WMCA and the power to call the Mayor, members and officers to account. The Overview & Scrutiny Committee could make recommendations to decision-making bodies and call-in decisions that had already been made.

The Committee had a big agenda covering all the delivery boards of the Combined Authority.

There had been two Mayoral question times, the first one being hosted at Wolverhampton. Cllr Shires stated that this had gone very well with the Committee being well prepared with both initial and follow up questions. The finance budget question time had been held just before Christmas.

Cllr Shires referred to the 'Leaders Like You' programme which sought to increase diversity across the regions; Cllr Shires suggested that the Scrutiny Board might consider undertaking some work around this.

The Committee were now looking at the West Midlands Police and Crime Commissioner function. The first phase of consultation had taken place and the second phase was now underway. Some concerns had been raised by the Committee when looking at the original documentation as it was thought to contain a number of leading questions.

It was stated that the Mayor was the only person directly elected to the position, members of the Committee were elected councillors but not directly elected to the committee.

Cllr Shires updated the Board on the WMCAO&SC's upcoming work plan. There was a desire to carry out more pre-decision scrutiny and to further promote public engagement in scrutiny. Cllr Shires stated that members of the public did not attend meetings but that there were some important issues that could come out of scrutiny and that the Committee needed to make more use of webcasting.

The Board considered the issues regarding members of the WMCA Board not being directly elected and did express some concern about this as it seemed to be moving further away from the Local Authority where councillors were directly elected and accountable and had an understanding of strategic direction.

The Board understood the high-volume workload the WMCAO&SC had and the good work that was being done. An argument was put forward that a role should be created within the council with a level of responsibility similar to that of a cabinet member. The suggested role would include a requirement for the appointed member to feed into and back from the WMCAO&SC and encourage councillor and public engagement.

The Board considered that there was a need to add value to issues being considered by the Combined Authority and that this needed to be driven from the bottom up.

Horizons needed to be widened by individual local councils and understanding needed to improve regarding how the Combined Authority operated. It was important that the Combined Authority did not dictate to the districts, it needed to look at what happened in a region or district as a starting point.

The Board questioned whether the WMCAO&SC held the Mayor to account and it was confirmed that it did.

The Board queried whether the WMCAO&S might consider a uniform way of feeding back to all the districts. Cllr Shires stated that each authority had a representative on the WMCAO&SC and that there was an annual report that went back to full council at his authority. Cllr Shires also stated that as chair of economy and environment he also took items to that committee. At the moment it was the prerogative of each district how as to how their representative fed back.

Some members of the Board considered that the call-in process needed to be scrutinised and that it needed to be more robust with more substance.

Cllr Shires stated that there was a governance working group chaired by Cllr John Cotton. Recommendations would be coming from this group before the end of the council year.

It was stated that the Combined Authority had to maintain a strategic view whilst maintaining accountability to the districts and ensuring that it continued to represent them. The Combined Authority needed to be a partnership of all the councils involved.

The Chair of the Scrutiny Board considered that the Council should have a permanent member at the level of a Cabinet Member to help shape the future of Wolverhampton and West Midlands in the future. This post would attend all meetings of the WMCAO&S Committee and report and liaise between it and the Council. The Chair stated that he would liaise directly with the Leader regarding this issue.

The Board queried the current situation regarding land and property in Wolverhampton. It was agreed that feedback would be provided regarding this and that there was a set agenda. The WMCAO&SC had been looking at modular homes and had meetings with the companies that manufactured them.

Cllr Shires stated that it was also very important that information be fed from the districts to the WMCAO&SC and questioned what board members would like to see the CA doing for Wolverhampton.

The Board queried what the CA was doing in relation to Brexit and it was confirmed that there was a briefing note that could be circulated.

The Managing Director confirmed that the Council were planning for Brexit including in terms of practicalities such as ensuring fuel supplies for emergency vehicles.

The Board thanked Cllr Shires and Lynsey.

Resolved: That the Chair of the Scrutiny Board liaise with the Council Leader in relation to the creation of a new member post with direct responsibility for liaising with the WMCAO&S Committee and representing the Council on all meetings and working groups associated with the WMCAO&S Committee.

6 **Work programme**

Resolved: That the workplan be noted and agreed.

7 **The Forward Plan - January 2019**

Resolved: That the following items be considered for pre-decision scrutiny:

- Youth Council Annual Report
- Housing Strategy
- Move to enable buying Council Houses

CITY OF WOLVERHAMPTON COUNCIL	Cabinet 27 March 2019	Agenda Item No: 5
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Report title	Scrutiny Review of Flood Risk Preparation and Response	
Decision designation	AMBER	
Cabinet member with lead responsibility	Councillor Hazel Malcolm, Public Health and Wellbeing Councillor Steve Evans, City Environment	
Corporate Plan priority	Confident Capable Council	
Key decision	No	
In forward plan	Yes	
Wards affected	All Wards	
Accountable Director	Kevin O'Keefe, Director of Governance	
Originating service	Scrutiny	
Review Chair	Councillor Philip Bateman MBE	
Review Members	Councillor Greg Brackenridge Councillor Alan Butt Councillor Keith Inston Councillor Linda Leach Councillor Asha Mattu	
Lead Scrutiny Review Officer	Earl Piggott-Smith, Scrutiny Officer E-mail: earl.piggott-smith@wolverhampton.gov.uk	
Link Officers	Alan Johnson, Highways Operations Manager Email: alan.johnson@wolverhampton.gov.uk John Denley, Director of Public Health Email: john.denley@wolverhampton.gov.uk	
Report to be/has been considered by	Corporate Leadership Team	30 October 2018
	Public Health Leadership Team	8 January 2019
	Strategic Executive Board	29 January 2019

Recommendation for decision:

The Cabinet is recommended to:

Approve the recommendations of the review group as detailed in Appendix 2.

1.0 Purpose

- 1.1 To bring to the attention of Cabinet the key findings and recommendations of the scrutiny review of the performance and response of City of Wolverhampton Council (CWC) and other relevant partners to the flash flooding incident that affected parts of Wolverhampton in May 2018.

2.0 Background

- 2.1 The City of Wolverhampton Council (CWC) is designated as Lead Local Flood Authority (LLFA), under the Flood and Water Management Act 2010, which gives it a duty to investigate flood incidents.
- 2.2 The issue of response to the flash flooding that affected Wolverhampton between Saturday 26 – Sunday 27 May 2018 was discussed at the Scrutiny Board meeting on 5 June 2018
- 2.3 The Board agreed to set up a review group chaired by Councillor Phillip Bateman MBE to consider the work done by those organisations with a responsibility for emergency resilience planning or flood risk management before, during and after the flash flooding in May 2018.

3.0 Discussion

- 3.1 There are strategic and operational boards that provide discussion forums in each LLFA to manage flood risk and monitor and review progress. The day to day management of flood risk is the responsibility of the Flood Risk Manager.
- 3.2 The review recommendations are intended to support CWC in meetings its strategic and operational duties, for example to undertake a preliminary flood risk assessment (PFRA) and publish the findings.
- 3.3 CWC also has specific responsibilities for resilience planning.
- 3.4 The findings and recommendations of review are detailed in the report.

4.0 Evaluation of alternative options

- 4.1 The review group were presented with evidence for consideration when agreeing their findings and recommendations. The minutes and other documents considered at the evidence sessions are available on request.
- 4.2 The Flood and Water Management Act 2010 requires each LLFA to “develop, maintain, apply and monitor a strategy for local flood risk management in its area”. In addition, there are specific strategic and operational responsibilities on LLFA to work with partners to mitigate the impact of flooding.
- 4.3 A key responsibility of a Lead Local Flood Authority under (S19) of the Act is to investigate flooding incidents.

5.0 Reasons for decision

- 5.1 CWC has specific legislative duties and responsibilities for emergency resilience planning and flood risk management.
- 5.2 CWC published a Multi-Agency Flood Plan in January 2018 which identifies areas in Wolverhampton considered to be at risk of flooding. The document also defines the roles and responsibilities of the Council and partner organisations in the event of a flooding incident within Wolverhampton.
- 5.3 CWC has obligations in relation to the Civil Contingencies Act 2004. The CWC Resilience Team supports the Council in response to and recovery from (major) incidents or Business Continuity incidents.

6.0 Financial implications

- 6.1 At this point no financial implications are anticipated to arise from the recommendations in the review report. Should any financial implications emerge in pursuit of those recommendations these will be identified in future reports to Councillors.
[GE/26102018/P]

7.0 Legal implications

- 7.1 There are no direct legal implications arising from the recommendations in the review report. [RB/26102018/O].

8.0 Equalities implications

- 8.1 Any evacuation plans would need to consider the differing needs of people who would have additional difficulties leaving their properties in the event of flooding for equalities related reasons. This consideration would need to include groups protected by the Equality Act. Elderly and or disabled people will be the principal groups. Children will also be vulnerable, but children are not protected by the Act in terms of their age as the Act believes it proper to treat children differently because of their age. They would however still need attention and support.

9.0 Environmental implications

- 9.1 The report is intended to support the CWC and partners to meet their statutory responsibilities for flood risk management. The issue of managing and mitigating the effects of flooding has been identified as a priority issue at national, regional and local levels. It is predicted that flooding events in the future will likely to become more frequent and more severe in response to changes in the climate.

10.0 Human resources implications

- 10.1 There are no human resources implications arising from the recommendations in the review report.

11.0 Corporate landlord implications

- 11.1 There are no corporate landlord implications for CWC's property portfolio arising from the findings and recommendations from the review.

12.0 Health and Wellbeing Implications

- 12.1 Proper flood prevention measures can help to reduce the impact of stress and health wellbeing due to property damage and disruption.
- 12.2 Flooding has very direct impacts on communities affected, particularly among vulnerable groups located in high risk areas. The report highlights the importance of raising public awareness of the risks of flooding and gives details of sources of information and help for residents and businesses, who may be affected.

13.0 Schedule of background papers

- 13.1 Scrutiny Board, 5 June 2018 – [Printed Minutes](#)

14.0 Appendices

Appendix 1 - Scrutiny Review of Flood Risk Preparation and Response Report

Appendix 2 – List of Recommendations

Appendix 3 – List of Witness Questions

Appendix 4 – Evidence Sessions

Appendix 5 – Terms of References

Appendix 6 – Roles and responsibilities for emergency resilience or flood prevention/mitigation

Appendix 7 – Advice to the public

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Scrutiny Review of Flood Risk Preparation and Response

Chair's Introduction

This report will inform Cabinet of the outcome of the scrutiny review into the flooding incidents that occurred in Wolverhampton on 26 and 27 May 2018.

The flash flooding which affected parts of Wolverhampton on 26 and 27 May 2018 provided a real-life test of the effectiveness of plans and procedures designed to manage flash flooding. The members of the review group welcome the decision of Scrutiny Board to look at what lessons can be learnt from the events in May and if there are any actions that can be taken to further reduce the risk to homes and businesses in the future.

No area can be completely exempt from the impact of flooding and as was seen in the events on 26 and 27 May 2018 in Wolverhampton, it can be extremely difficult to forecast the exact timing, location or impact of a flash flood.

This unpredictability can present a challenge to the Council and other partners and as such must be addressed in flood planning and business continuity planning along with a strong focus on coordinated local and national partnership working.

I would like to thank the members of the Review Group for their contributions and to all witnesses for sharing their experiences, which have informed the findings and recommendations in this report.

The work of the review group has also been supported by Dr Chris Bradley, Senior Lecturer in the School of Geography, Earth and Environmental Sciences, Birmingham University, who has provided specialist advice on the factors that contribute to the pattern of flooding in urban settings and the impact of climate changes on future weather patterns.

Members of the public were also invited to share their experiences of the flooding on my Facebook page a link to which can be found [here](#).

I commend the recommendations in this report to Cabinet and partner organisations.

Councillor Phillip Bateman MBE,
Chair of Scrutiny Review

2. Executive Summary

2.1 Having considered the events that took place over the bank holiday weekend in May 2018 it could be seen that there were some areas where immediate improvements were required and in deed these improvements such as changes to the out of hours telephone system and updating contact sheets for Duty Directors were made with immediate effect. The Group is therefore largely satisfied that the City of Wolverhampton Council in its role as Lead Local Flood Authority has a robust plan in place for dealing with flash flooding incidents in partnership with organizations such as Seven Trent Water, the Highways Agency and the Environment Agency. There is however, agreement of the need to fully test the logistics, communications and capabilities of the emergency resilience plans and systems and ensure clarity about the escalation policy.

2.2 The report includes recommendations to help ensure that changes to operating procedures following reviews of processes are implemented and are fit for purpose.

2.3 Recommendations have also been made to consider a review of operating procedure regarding public engagement, specifically around encouraging members of the public to register for flood alerts and severe weather warnings and to take precautions to protect their homes from flooding.

2.4 The review group welcomed the continued focus by the City of Wolverhampton Council and Seven Trent Water to invest in measures to improve land drainage and sewage systems to support progress towards achieving the vision for flood risk management.

2.5 The review group are reassured that there is a clear commitment from all the key organisations to meet their respective responsibilities for flood risk management.

3. Background

3.1 The City of Wolverhampton Council is responsible for leading efforts and preparing plans for local flood risk management across Wolverhampton. Following the flooding that occurred on 26 and 27 May 2018 the Scrutiny Board, at its meeting on 5 June 2018 resolved that:

A Scrutiny Review be carried out in regard to the Council and other partner organisations responses to the recent flooding in the City and that Cllr Bateman chair the Review Group.

3.2 The overall aims of the review were:

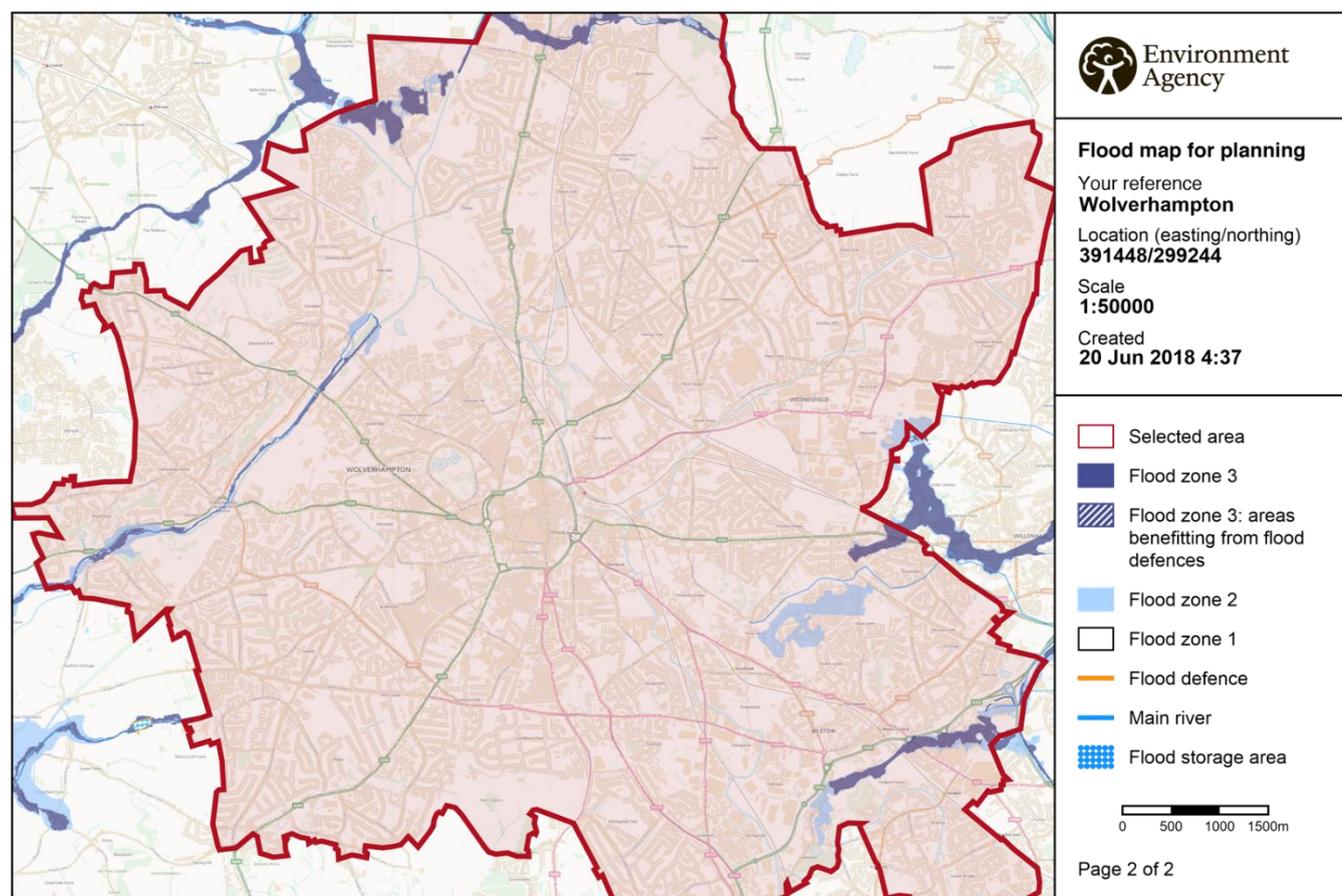
- To scrutinise the effectiveness of current policies and procedures in mitigating the effects of surface flooding.
- To review the effectiveness of emergency planning arrangements and the use of intelligence and data.
- To consider where lessons could be learned to help minimise the risk to homes and businesses in the future.

3.3 The approach to the review was to invite witnesses to submit evidence in advance and to make recommendations to the review group. All witnesses were sent a list of questions to complete (Appendix 3). In addition, witnesses were given the opportunity to meet with Cllr Bateman to discuss any issues about the purpose of the review.

3.4 The panel held two evidence sessions on 9 July 2018 and 13 July 2018 (Appendix 4).

3.5 The Full Terms of Reference for the Group are attached at Appendix 5.

3.6 The Flood Map for Planning shown below (Figure 1) highlights the areas at high risk of flooding in Wolverhampton in dark blue (Flood Zone 3):



(Figure 1)

3.7 The map at Figure 2 (below) shows the incidents of flooding reported to the Resilience Team by Highways, Education and Visitor Economy over the May bank holiday weekend 2018. It is important to note that there may have been other incidents of flooding that were not reported as members of the public will deal with a flooding incident in a variety of different ways.

3.8 The type of flooding that this review focused on is surface water flooding (also known as flash flooding). Flash flooding occurs as a result of intense rainfall and is unique in that it can happen before the water enters the river or the water course or even where none exists. This makes predicting flash flooding extremely difficult as it happens when the rainfall is more than the drains can handle and can occur very quickly. All of the highway drainage including gullies and channel drains are connected to a Severn Trent Water Sewer. This would normally be large enough to handle a regular storm event but on the weekend under review a months worth of rain fell in an hour which far exceeded the capacity of the drains.

(Figure 2)

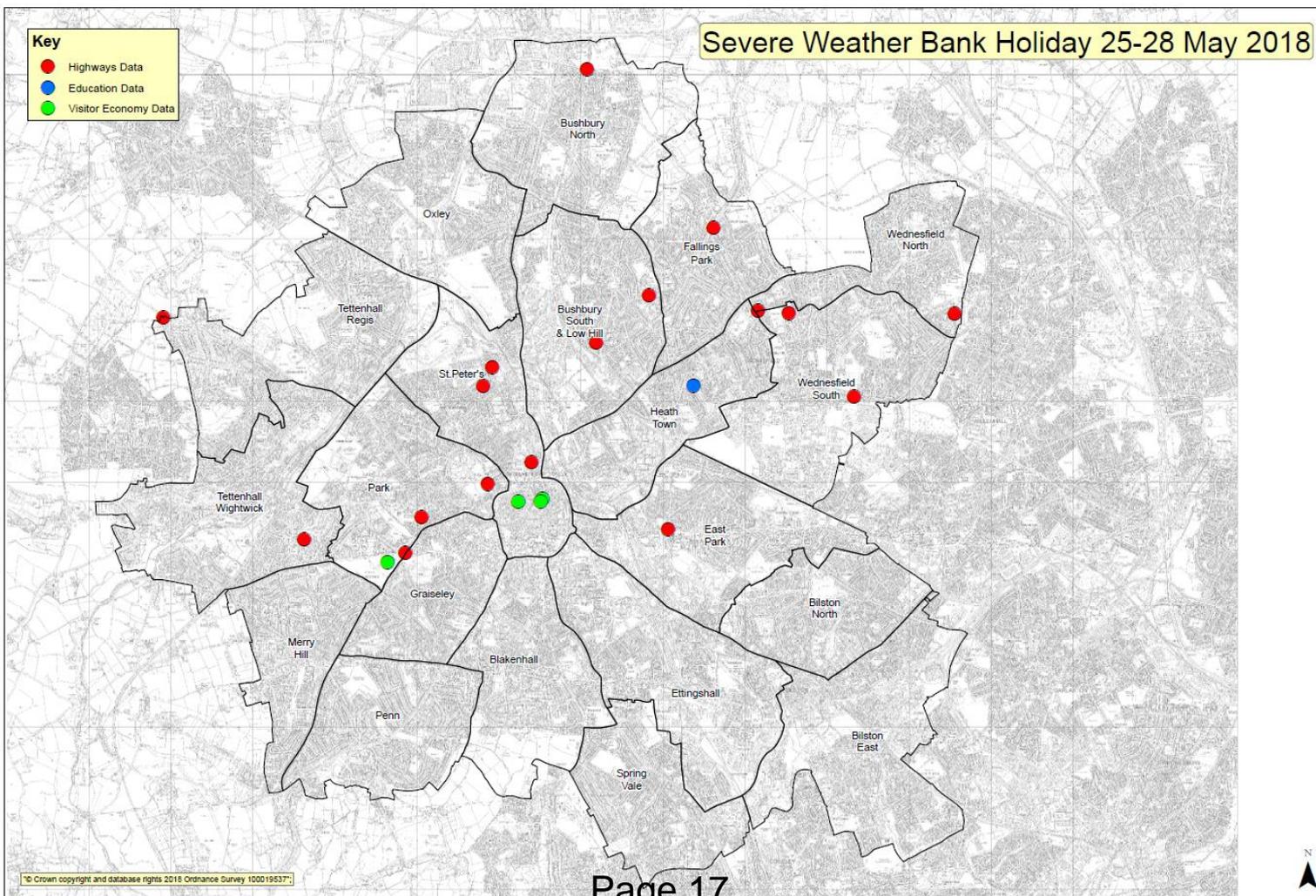


Figure 3 (below) shows the number of calls received by the Fire Service over the May bank holiday weekend (areas highlighted in red were attended by the Fire Service).

Date	Postcode	Number of Calls	Number of Attended Calls	Incident Type
27/05/2018	WV3	2	0	Flooding
27/05/2018	WV6	1	1	Special Service Call
27/05/2018	WV10	1	0	Water Rescue Incident
27/05/2018	WV10	7	1	Flooding
27/05/2018	WV10	1	1	Flooding affecting electrics
27/05/2018	WV11	7	1	Flooding
28/05/2018	WV1	3	0	Flooding
28/05/2018	WV3	3	0	Flooding
28/05/2018	WV6	1	0	Flooding
28/05/2018	WV10	3	0	Flooding
28/05/2018	WV10	1	0	Special Service Call
28/05/2018	WV11	5	0	Flooding
28/05/2018	WV12	2	0	Flooding
28/05/2018	WV14	1	0	Flooding

(Figure 3)

4 Time Line of Events

4.1 During the May bank holiday weekend, it was reported that the West Midlands region experienced the equivalent of a month's worth of rain in an hour, with over 10,000 recorded lightning strikes leading to several flash floods and power outages.

Friday 25 th May	
11:55	Met Office issue a yellow warning for rain.
15:30	Resilience Team issue email forwarding Met Office warning, this email failed to send and remained in the outbox due to connectivity problems as the Team were off site. Upon receipt of the weather warnings, Highways had doubled the number of gully tankers on stand-by, and cleaned debris from culverts.
Saturday 26 th May	
	Environment Agency sent an invite to the Resilience Team on 26 May. The email was sent to the emergency planning inbox inviting them to teleconference to discuss the weather warnings. However, the request was not actioned as the inbox is not monitored over the weekend.
Sunday 27 th May	

10:11	Update from the Met Office – yellow warning still in place with low likelihood of medium impact but states some thundery rain with torrential downpours and frequent lightening and increasing the likelihood of flooding impact affecting areas including the West Midlands Conurbation and areas of South Staffordshire - valid until 0600 on Monday (sent to Emergency Planning inbox so not picked up at the time).
18:51	Met Office issue an amber warning – area of organised thunderstorms across parts of the West Midlands. Scope for 30mm of rain in an hour and perhaps up to 70mm of rain during a 3 hour period. Scope for significant flooding impacts due to heavy rain overwhelming drainage channels - valid until 2100 that evening. (As above, this was sent to the Emergency Planning inbox so not picked up at the time).
	Bantock House outbuilding fire, struck by lightning on roof of café. Fire Service attended and put out fire.
	Art Gallery, severe flooding Sunday evening mostly in Lichfield entrance. Water damage to some paintings on the stairs.
	Makers Dozen Studios, severe flooding to several studios Sunday evening, ceiling collapsed in one studio.
Monday 28th May	
	No Flooding Related Events Recorded
Tuesday 29th May	
09:00	Resilience Team made aware of events and issues that had occurred over the bank holiday weekend.
09:40	Resilience Team contacted all on-duty officers to ascertain if any communications had gone through and been missed – none had been received over the weekend.
09:40	Resilience Team contact Wolverhampton Homes Duty Supervisor to ascertain if any issues. Limited information available but confirmed that there was an issue and that Openreach was on site to rectify. Confirmed that many of the antenna masts received storm damage, likely from a lightning strike.
12:38	Confirmation that floods are result of flash flooding and capacity of drains being reached so surface water couldn't be drained away.
13:31	Confirmation that Heath Park School had suffered extensive water damage throughout the school. As a precaution education contacted all secondary schools by phone to make sure they were thoroughly checking their sites. Blanket email sent to all schools to check their sites and contact their relevant FM service provider if necessary.
13:56	West Midlands Pensions at the Mander Centre down with power issues. Resilience plan in operation.
13:56	Confirmed that there was an increase in out of hours emergency repairs calls for Wolverhampton Homes properties. Emergency repairs team dealt with 57 calls on the 27 th May and 5 follow on calls. Mainly queries around overflowing guttering and some roof leaks. An extra emergency team was working to make sure every tenant was visited. Throughout these repair calls, no pumping out/fire service attendance was required and no tenants were displaced.

	No approaches for emergency housing due to the weather/flooding in terms of homelessness services.
14:07	Confirmed that all Jontek calls were ok over the weekend (The Jontek system, is an emergency telecare line run by the Wolverhampton Homes control room. This line is used by individuals in need of additional support to continue living at home. It will allow the user to make an emergency call for help 24/7, by pressing a button which then immediately calls the control room. Operators must prioritise this line over any other, due to the potential life or death nature of the situation).
14:53	Data produced to show that 2 out of 356 incoming calls were not answered on the emergency out of hours 2999 number.

5 Identified Concerns and Areas for Improvement

5.1 Met Office Weather Warnings

5.2 The Resilience Team has access to Met Office live weather tracking data, and it must make a risk-based judgement on the most appropriate response to an incident. The review group were advised that the emergency resilience plan includes details of action to be taken in specific circumstances in response to warnings from either the Met Office or Environment Agency. It was agreed following evidence submitted by the Flood Risk Manager that there was a need for a proportionate response to a weather warning based on published criteria and guidance.

5.3 Problems appear to have arisen in this case because the Met Officer weather warnings were sent to a generic email address that is not monitored out of hours and due to connectivity issues with an email remaining in the outbox due to the Team being offsite (the Team were not aware that the email had not been sent).

5.4 Duty Manager and Duty Director on-call process

5.5 A Duty Director and Duty Manager are on-call at all times over a Bank Holiday. Personal telephone numbers are used at times (pre-planned) in order to accommodate the volunteer system that is used on Bank Holidays. The full list of numbers to be used is distributed to officers on-call as well as to the 24-Hour Contact Centre. The response process is as follows:

Public/Responding Organisation > 24 Hour Contact Centre > Duty Manager > Duty Director > Managing Director > Council Leader

5.6 On the weekend in question the Duty Director and Duty Managers reported that they received no calls over the weekend to their personal numbers. The Group did however note that a councillor had confirmed that he had phoned the Duty Director but received no answer.

5.7 In response to the issues surrounding the bank holiday on-call procedure, a review was taking place in the Resilience Team to ensure that the issue does not happen again.

5.8 The Contact Centre

5.9 The Review Group had been made aware of issues regarding members of the public not getting through to the 24-hour contact centre provided by Wolverhampton Homes.

It was confirmed that the 2999 out of hours line was operating and taking calls as usual, but much higher volume of calls were received on the weekend under consideration than normal.

- Saturday 26 May – 193 calls
- Sunday 27 May – 957 calls
- Monday 28 May – 440 calls

This was a total of 1590 compared to an average weekend (Sat-Sun) call volume of 270.

There were 2 call operators on shift over the weekend and an average of 17 calls were answered every hour.

5.10 Further investigation identified that some members of the public were unable to reach an operator and that these callers received an automated message explaining their call could not be answered at the time. This was due to a capacity issue, with the maximum number of calls that could be queued set at 32 which would normally be sufficient for the out of hours service.

5.11 Seven Trent Water – Actions Taken before and during the flooding incident

In evidence from Tim Smith, Flooding Analyst, Strategy and Regulation, Severn Trent Water (STW), the review group were advised that their wet weather contingency plans were triggered on Sunday 27 May in response to the Met Office forecasts. STW contract partner AMEY made extra resources available on Sunday 27 May and on the following days to deal with the incidents.

5.12 Between Sunday 27 May and Tuesday 29 May there were 226 incidents reported to STW. On Sunday 27 May, STW experienced a 400% increase in the number of calls that would normally be received on a Sunday. All planned work was cancelled to focus resources on the incident response.

5.13 STW in evidence to the review advised that in total 31 crews responded to reports of flooding incidents and communications were sent to customers via their website and social media to warn them of the need to prepare for the risk of potential flooding.

6 Findings and Outcomes

6.1 Improvements and Mitigation already actioned.

6.2 City of Wolverhampton Council ICT have made changes to the 2999 emergency call system to ensure that calls are now held in a queue when there is a surge in demand; a high-volume test has been completed successfully.

6.3 Three extra phone lines were also installed on Tuesday 29 May during the night and 2 additional operators who do not normally take the emergency calls were on duty to take calls (although they are not specifically trained to handle emergency calls), plus an on-call supervisor (4 call handlers in total plus a supervisor).

6.4 All 17 rest centre volunteers were alerted to the upcoming forecast and the possibility of being requested overnight.

6.5 Councillor phone numbers were added to the Apprise logging system for the Duty Director and Duty Manager to contact in the event of a significant incident in their ward.

6.6 A new webpage is now live with information for residents about what to do if they have flash flooding in their street. Residents would immediately see this link from the home page if required - www.wolverhampton.gov.uk/severeweather.

6.7 Emails were sent to councillors throughout the week to keep them updated.

6.8 Social media updates were put out throughout the week to inform the public.

6.9 There is also a recognised need to help people develop the skills and confidence in managing emergency incidents; whilst recognising that an incident may be outside their area of expertise. There was a suggestion that training should be carried out in the dedicated emergency room to help support the duty manager and duty director. It has now been confirmed that weekly training sessions are offered to Duty Managers and Duty Directors and that additional training sessions for councillors were in the process of being arranged.

7 Partnership Working

7.1 The City of Wolverhampton Council (CWC) has a strategic role in managing the risk of flooding from local sources and must work with key partner organisations such as the Environment Agency, Severn Trent Water (STW) and representatives of neighbouring authorities to ensure that all legislative responsibilities are met and that the risk of flooding to homes and properties in Wolverhampton is mitigated.

7.2 The review group welcomed the speedy response from witnesses representing CWC and partner organisations with responsibility for flood risk management or resilience planning to look

critically at where changes are needed to improve their respective plans and policies in managing similar incidents in the future.

7.3 The appointment of Jamie Cooper, Flood Risk Manager, who works for Staffordshire County Council as part of a service level agreement with Wolverhampton, Walsall and Sandwell Council was also welcomed by the Review Group.

8 Ongoing and Future Improvements

8.1 The review group suggest that work is needed to map areas and buildings affected by flooding and the costs of repairing any reported damage and any necessary preventative work to reduce the risk in the future.

8.2 There is also an acceptance by the review group of the need to work with the local community to support efforts to mitigate the effects of flooding and manage the level of risk and provide information and advice. The idea of working with local people to develop community flood response teams was suggested and it is something that should be explored, which will hopefully raise awareness in those areas considered to be at high risk of flooding.

8.3 The Service Director Strategy & Change confirmed that to prevent a repeat of emails being sent to a generic inbox that is not monitored out of hours, that the Duty Manager and Duty Director could be added to the inbox to receive alerts. Further work will be done to decide the best way forward regarding this.

There were issues with the phone used by the on-call Duty Director not having a signal and the review group were advised that due to this calls were not able to be escalated to the appropriate level. There are ongoing discussions about replacing the emergency Duty Director phone with a duty pager.

8.4 In evidence to the review it was commented that promotional campaigns desired to raise awareness of flooding risk have not been as successful as expected. The review group supports efforts to look at alternative ways to encourage the public to use the resources available which could help those affected by flooding to recover to the new normality.

8.5 The review group support the view of Dr Chris Bradley of the need to look at more sustainable drainage systems and the use of targeted maintenance to clean gullies more frequently in high-risk flood areas.

8.6 There are concerns about plans for reducing the current gulley cleaning programme which will result in some locations not been included in the annual programme and it was suggested that a report be compiled in relation to the implications that this may have.

8.7 The Flood Risk Manager at the time of drafting was preparing a bid to fund a survey of watercourses and analysing the associated flood risk with a view to better informing and directing any future bids for capital works.

8.8 Appendix 6 details the roles and responsibilities for emergency resilience or flood prevention/mitigation within CWC.

9 Emergency Planning/Resilience

9.1 The City of Wolverhampton Council has obligations in relation to the Civil Contingencies Act 2004. The work of the Resilience Team meets the aims and objectives of the Resilience Board through a three-year work programme.

9.2 The CWC Resilience Team will support the Council in response to and recovery from (major) incidents or Business Continuity incidents. At the time of an incident the Resilience Team may be called on as subject matter experts to advise and represent the Council at multi-agency meetings during office hours.

10 Planning and Flood Risk

10.1 The review group expressed concern about the level of consideration and challenge given by CWC to the concerns of the Planning Committee regarding the issue of flood risk management when developments are proposed for sites on a flood plain.

10.2 The review group were assured by the Flood Risk Manager, that the issue of flood risk management is carefully consider for major developments (all major developments are reviewed in terms of flood risk by CWC as Lead Local Flood Authority) and detailed in the Black Country Core Strategy. Further, the stated aim is that the design of future major developments will reduce the level of surface water run-off significantly and the burden on the STW drainage network.

11 Seven Trent Water and Storm Water Drainage

11.1 In evidence to the review group it was reported that both CWC and Severn Trent Water Authority (STW) had made significant investment into improving land drainage and sewerage system to cope with flooding from water courses and surface flooding.

11.2 STW has a five-year business plan agreed with OFWAT which includes investment in new drainage infrastructure but there is an acknowledgement that some areas will remain at risk of flooding from sewers and surface water.

11.3 The review group were advised by Dr Bradley that the impact of summer flooding events depends on the effectiveness of the storm water drainage network and how quickly water can move through the system, the importance of reducing pressure on the drainage network was highlighted during the review as key part of the flood risk management strategy.

11.4 Dr Bradley also commented the extent of any flooding will depend on the effectiveness of Sustainable Drainage Systems (SUDS) for example, permeable drives, which are designed to either allow excessive rainfall to be absorbed before entering the drainage network or to slow the flow of surface water runoff with the aim of reducing the risk of flooding to properties.

11.5 Regarding, the road network, developments such as reduction in grassed areas in urban areas, the expansion of concreted areas and building on flood plains are all factors which contribute to the efficient transport of flood water during a storm; when the water hits a hard surface, it can quickly overwhelm the sewage and drainage system.

11.6 Dr Bradley explained that Severn Trent Water manage and charge for surface water drainage for individual properties while the Council manages the road drainage. In most cases drainage water passes into the treatment works through the combined sewer and storm water drainage system. During a period of heavy rainfall when the capacity of the system is exceeded, the sewer inspection covers can be lifted off by the high pressure and sewage or storm water can be discharged to the local water course.

11.7 The Council as Lead Local Flood Authority are also working with STW to look at individual factors that have contributed to the flooding in a specific area. The review group discussed the issue of blockages in STW pipes and there was concern about the current policy of removing obstructions in drainage pipes that they maintain.

12 City of Wolverhampton Council Communications.

12.1 The Head of Corporate Communications advised the review group that the communications team is a council-wide resource which is available to senior officers and councillors to help them deal with a specific emergency or incident.

12.2 It was stated that on the weekend of 27 May there was an on-call communications officer on duty and there was no information that there was a problem with the emergency duty system or the extent of flooding affecting areas of Wolverhampton. The media protocol and emergency

communications detail the roles and responsibilities of individuals across the Council to respond to an incident.

12.3 The Head of Corporate Communications further advised that existing command and control systems would have been able to respond to the flooding incident. However, as the Duty Communications Officer was not aware of the problems referred to earlier, the necessary resources were not deployed by the Duty Manager or Duty Director.

12.4 The Group noted that the issues that led to the review were not related to the command and control structure but linked to the telephony issues and if the right people were contacted at the time of the flooding then the response may have been different.

12.5 The Head of Corporate Communications commented on the need to have a single list of emergency numbers for Councillors with accurate information and alternative numbers provided to the 24-hour contact centre in case the Duty Officer or Duty Director could not be contacted.

13 Financial cost to the City of the flooding

13.1 The review group were keen to understand the financial costs to the City because of the flooding. The review group were advised that a number of council buildings were damaged either because of lightning strikes and or flooding.

13.2 The following CWC buildings were damaged during the storm:

- Bantock House
- Wolverhampton Art Gallery
- Makers Dozen Studios
- Central Baths

13.3 In evidence to the review the Corporate Assurance Manager (CWC) reported that the total cost of damage caused was an estimated £26,000. It was also reported that a number of exhibits were damaged in the Art Gallery requiring restoration or estimates for restoration. An investigation by the Loss Adjuster reported a deficiency/weakness in the current guttering system on the roof of the gallery as being the cause of the flooding. The Loss Adjuster recommended the installation of a pump on the roof to remove the water and prevent the troughs from overflowing – the area is also monitored by CCTV. The review group were advised that all the necessary work has been completed.

14 Prevention

14.1 The Flood Risk Manager advised the panel that there were various grant aided Government funded flood defence schemes that provided resources following a flooding incident.

14.2 Wolverhampton is in receipt of some grant funding for a scheme on the Waterhead Drive that is currently in development. The work is overseen by the Trent Regional Flood and Coastal Committee. The members of the board meet quarterly and CWC is represented by Cllr John Reynolds.

14.3 The panel were advised by the Flood Risk Manager that a funding bid had been submitted for the Black Country to meet the cost of undertaking a CCTV survey of key watercourses and a report on the size and condition of them together with an analysis of flooding.

14.4 The review group noted the challenge facing the region in trying to secure capital funding and revenue to update and improve drainage systems to better cope with periods of heavy rainfall leading to significant flood damage within a cost beneficial framework.

14.5 There was a strong view expressed by the review group of the need to ensure that CWC leads efforts to ensure that there is a recognition that different approaches to mitigating the effects of flooding will be needed in different locations.

15 Informing the public about the risk of flooding and providing advice

15.1 Seven Trent Water sent out communications to customers via their website and social media in preparation for potential flooding including how to deal with flooding and reporting an incident.

15.2 The Environment Agency (EA) have published a useful range of information to help homeowners find out if their property is in a flood risk area and also guides on how to protect their home from flooding, this [link](#) gives more details. Homeowners and businesses can enter their postcode to find out about the level of risk from flooding in a specific area and get advice about what to do in event of a flood.

15.3 In many flood risk areas, homeowners and businesses can sign up for flood warnings. These warn of the risk of flooding from rivers, the sea and groundwater. The public who register will get an alert by phone, email or text when flooding is expected.

15.4 However, the review group expressed concern about the level of public interest in finding out more information about the level of flood risk; particularly those properties which are known to be in high flood risk areas. The review group recognise the importance of giving property owners timely information and advice about what action they can take before, during and after a flood to mitigate the risk of flood damage.

15.5 However, evidence from other areas that have been flooded suggest more radical thinking is needed to encourage residents living in risk areas to plan how they can protect their property in the event of a flash flood.

15.6 The review group accept that giving timely flood advice is a challenge as the fast-moving nature of summer storms will only give short time for first responders to give advice. Therefore, there is a need for CWC representatives to have discussions with the local community groups in high risk flood areas to plan how to develop a strategy to manage the risk.

15.7 There is a recognition of the need to both identify and support vulnerable community members who may find it difficult to manage during a flooding incident and how to best to make them aware of rapidly changing weather conditions and to make necessary preparation.

Appendix 2 – Recommendations

Review Recommendations	Lead	UPDATED ACTIONS
1. Lead Local Flood Authority (LLFA) to share information with the Resilience Board on progress against actions detailed in the Local Strategy for Flood Risk Management Action Plan (published <i>October 2015</i>).	LLFA	City Transport Head of Service is a member of Resilience Board and is able to update all board members on actions.
2. The LLFA to publish their findings from an investigation into the flooding incident as detailed in their list of responsibilities. Confirmation required as to whether there is an Annual Report and where and to who does this go?	Flood Risk Manager	
3. Highway Operations Manager and Flood Risk Manager to present a joint report to Cabinet about the implications for Wolverhampton to respond to a future flooding incident on a similar scale, if the current gulley cleaning budget is reduced.	Highway Operations Manager and Flood Risk Manager	
4. The Flood Risk Manager to brief the relevant Portfolio Holder on the outcome of a funding bid aimed at providing better intelligence about flood risk areas which can be part of a map-based system.	Flood Risk Manager	
5. Highway Operations Manager to brief the relevant Portfolio Holder on progress of a business case for additional funding for future flood prevention work and any specific work to reduce risk of flooding in known high risk areas of Wolverhampton.	Highway Operations Manager	A bid has been submitted to survey culverts across the Black Country where flood risk is highest and will include culverts in Wolverhampton. This has been locally approved, and we are awaiting final approval from The Environment Agency/Defra. This will include a blockage analysis of trash screen (especially where they intersect highways) to understand what the risk would be should the culvert block. The plan is to then identify any problems and remedial action with those that are important, urgent

		and quickly fixable prioritised first (for example culvert re-lining, new trash screen, etc.) through government funding and for any longer-term potential projects to be put forward for government funding in the future.
6. Wolverhampton Homes report to the LLFA forum on the feasibility and risk of installing flood resistant doors at the front and rear in new housing developments and the timeline for introducing a trial scheme to test their effectiveness and impact on the level of flood risk.	Wolverhampton Homes	As above.
7. Director of Public Health to present an update to Scrutiny on the impact of changes introduced to CWC emergency resilience planning following an internal review.	Director of Public Health	At present the options are still under review as to which system will be implemented. An initial paper has been put forward to SEB regarding the options that can be investigated. Since this a further paper is being developed on the benefits and consequences of the introduction of a new duty system. Included within this will be the potential for the introduction of new technology, including the use of pagers as opposed to mobile phones.
8. Director of Public Health, to present a report to Cabinet of any proposed changes to the arrangements for voluntary bank holiday and weekend cover by duty director and managers.	Director of Public Health	Bank holiday and public holiday cover within the scope of the proposed options for the changes to the Duty Rota system.
9. Director of Public Health, to detail plans for regular desk top and live resilience training to test the robustness of emergency systems and identify areas of concern and or training support needed.	Director of Public Health	A mini desktop exercise and training takes place each week with the oncoming Duty Manager and Duty Director. The LRF has re-established their training and exercise in preparation for a large, live, exercise. Dates are yet to be confirmed.
10. The Councillor Development and IT Advisory Group to encourage all councillors to attend Resilience Sessions: Introduction to the Major Incident Control Room and the Councillors role in an emergency. The Resilience	Councillor Development and IT Advisory Group	Four sessions were run shortly after the review, with an attendance of 08 Councillors. Feedback received was that the session was interesting and engaging.

<p>Officer to report on feedback from Councillors and to make recommendations as appropriate to the Councillor Development and IT Advisory Group.</p>		<p>Please note the Control Room is currently in the process of moving, it will be temporarily housed in Culwell Street, before moving to its permanent location within Hickman Avenue.</p> <p>Once this is complete, these sessions can be offered back out to Councillors.</p>
<p>11. The Head of Communications in partnership with Wolverhampton Homes, Highways Service, Resilience and Severn Trent Water to consider further proposals of what further action (including enhanced use of social media) could be taken to encourage residents to register for flood alerts and severe weather warnings and how to protect their homes from flooding. http://www.wolverhampton.gov.uk/severeweather</p>	<p>Ian Fegan, Head of Communications, Wolverhampton Homes, Resilience Team, Seven Trent Water.</p>	
<p>12. CWC website to be updated to stress to the public that they should not walk or drive in severe flood water as there are risks to their safety and will also add to the pressure on the emergency services responding to calls. The website information to be updated to include the information detailed in Appendix 7.</p>	<p>Director of Public Health</p>	<p>In progress - http://www.wolverhampton.gov.uk/severeweather</p>
<p>13. Wolverhampton Homes to update Cabinet on plans for alerting tenants to plan and prepare for flooding, which are suitable for the needs of vulnerable people living in known high risk flood areas</p>	<p>Darren Baggs, Wolverhampton Homes</p>	
<p>14. That the Flood Risk Manager consider more sustainable drainage systems and the use of targeted maintenance to clean gullies more frequently in high-risk flood areas.</p>	<p>Flood Risk Manager</p>	

15. That the weekly report to councillors from the Managing Director continues to be utilised and that it continues to include up to date information regarding duty managers and directors.	Head of Corporate Communications	Continuing
16. That information be received regarding Highways and Transport cross boundary working in respect of emergency planning and flood risk.	Flood Risk Manager	

Appendix 3 – List of witness questions

- a. Briefly outline your role and responsibilities for either flood risk management or emergency planning in Wolverhampton?
- b. What action did your organisation take in preparation for the weather forecast of heavy rainfall on Sunday 27 May?
- c. What are your views of the effectiveness of current flood risk management and emergency response co-ordination before during and after the flooding event on 27.5.18?
- d. What were the challenges to your service in helping to prevent surface water and sewer flooding in known high-risk areas in Wolverhampton?
- e. What changes, if any, would like to see flood risk management or emergency response plans in the future?

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Appendix 4 – Evidence Sessions

9.7.18

- Dr Chris Bradley - Birmingham University
- Jennifer Brake - Service Director Strategy & Change, City of Wolverhampton Council
- Emma Smallman - Resilience Manager, City of Wolverhampton Council
- Darren Baggs (Assistant Director) Housing - Wolverhampton Homes
- Chelsea Sibley – Resilience Officer, City of Wolverhampton Council
- Jamie Cooper - Flood Risk Manager, Staffordshire County Council - providing a Flood Risk Management service for Staffordshire County, Sandwell, Walsall and Wolverhampton Councils.
- Alan Johnson - Highway Operations Manager - City of Wolverhampton Council

13.7.18

- Kevin O’Keefe - Director of Governance, City of Wolverhampton Council
- Jennifer Brake - Service Director Strategy & Change, City of Wolverhampton Council
- Emma Smallman - Resilience Manager, City of Wolverhampton Council
- Darren Baggs, Assistant Director – Housing (Wolverhampton Homes)
- Ian Fegan, Head of Communications, City of Wolverhampton Council

Written evidence was submitted by Tim Smith – Flooding Analyst, Strategy and Regulation, Severn Trent Water Authority - Sept 2018

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Appendix 5 - Scrutiny Review of flood preparation and response

Terms of Reference

1. Introduction

The issue of managing and reducing the impact of flooding is important because it directly affects homes and businesses – particularly in those areas at highest risk.

Definition

For this review the Government classification will be used when referring to the surface flooding events on 27 May 2018 in Wolverhampton – the incident is described as **a local flood – this is defined as - local flooding small scale evacuation; no risk to critical infrastructure.**

The role for scrutiny members

The City of Wolverhampton Council (CWC) is responsible for leading efforts and preparing plans for local flood risk management across Wolverhampton.

Scrutiny has a role in representing the voice and concerns of the public. The Council by scrutinising the effectiveness of flood risk management plans and policies can offer reassurance to communities that it is taking steps to reflect on and respond to any concerns about how the forecast local flooding incident on Sunday 27 May 2018 that recently affected Wolverhampton was managed.

The review group will seek to scrutinise the performance and response of CWC and other relevant partners to the surface flooding and will consider issues relating to:

- flood risk management – policy and practice,
- emergency planning,
- public communication and information,
- preparation for the floods forecast in areas where there is history of surface flooding,
- understanding the underlying causes of surface flooding to better protect homes and businesses in high risk areas in the future.
- engage positively with and listen to the views of residents who have been affected by flooding incident.

2. Working with and engaging external organisations involved in flood risk management

The review will positively engage with representatives of external organisations as there is a recognition that flooding does not conform to local authority boundaries and to deliver an effective flood risk management plan will require co-operation of a range of different organisations.

The Flood and Water Management Act 2010 requires partner organisations with responsibilities in flood risk management to comply with requests from overview and scrutiny committees for information and response to reports. These partner organisations must also have regard to scrutiny panel reports and recommendations.

To help partners understand what to expect from a review process, so they can be more prepared, it is proposed to arrange informal meet-and-greet sessions with Councillors before the meeting starts. The aim of the meeting will be to help dispel any fears from partners about the role of elected members and answer questions about the scrutiny review process.

3. Key roles and responsibilities

CWC is the designated Local Lead Flood Authority (LLFA) for Wolverhampton. The role and responsibility of being LLFA is detailed in the Preliminary Flood Risk Assessment (PFRA). The PFRA document gives a high-level overview of flood risk management in Wolverhampton from local sources and details of past and future flood risk from the following sources:

- Surface water
- Groundwater
- Ordinary watercourses
- Canals

The final [report](#) was published in June 2011 and updated in 2017.

4. Overall review aims

The review will scrutinise the effectiveness of current policies and procedures in mitigating the effects of surface flooding, emergency planning arrangements and the use of intelligence about the weather before, during and after a flood.

The review will also consider how the public were informed and updated about the flooding on 27 May 2018 and where lessons could be learned to help minimise the risk to homes and businesses in the future.

The review will be supported by [Dr Chris Bradley](#), Birmingham University, who will provide specialist advice on flooding and respond to technical questions.

5. The key lines of enquiry for this scrutiny review are to:

1. Scrutinise the role and responsibilities of CWC and others in preparing for and mitigating the effects of local surface flooding.
2. Review effectiveness of flood risk management policies and emergency planning procedures.
3. Assess how coordinated all relevant agencies were in their attempts to prevent surface water and sewer flooding in known high-risk areas of Wolverhampton.
4. Explore the quality of follow-up activity by CWC and other responsible agencies, in relation to supporting affected communities before, during and after the floods.
5. Consider areas where improvements could be made in Wolverhampton's flood prevention policies and procedures and emergency planning arrangements.

6. The review outcomes

1. To evaluate emergency response to manage serious flooding in Wolverhampton on 27 May 2018 and assess performance against agreed standards;
2. To get a better understanding of the roles of CWC and other partners responsible for both flood response and alleviation solutions in response to a forecast local flood;

3. To assess the effectiveness of emergency planning to deal with flooding incidents and communication of the level of risk to the public and advice on action to take to mitigate the effects;
4. To consider if current resource levels, the CWC deploys to prepare and support communities when a severe flood is forecast, are sufficient;
5. To identify how CWC and other agencies can share learning and strengthen joint working to improve response to flooding.
6. To highlight the key lessons that can be learned from the response to the severe flooding on 27 May 2018.

Background References

- Local Strategy for Flood Risk Management – The Black Country (October 2015)
- Wolverhampton City Council Preliminary Flood Risk Assessment (June 2011)
- Preliminary flood risk assessment: Wolverhampton Council (addendum) (2017)
- Wolverhampton City Council - Emergency Communications Plan
- Department of Transport – Highway Flooding: Roles and Responsibilities
- Scrutiny of Flooding Toolkit -LGIU (2010)
- Flood and Water Management Act 2010
- Flood Risk Regulations 2009

V6 - 26.6.18

Appendix 6 - Roles and Responsibilities for emergency resilience or flood prevention/mitigation

Emergency Planning Team

Council responsibilities – Emergency Planning Resilience and Flood Prevention Generic Duties

The main responsibility of both the Duty Manager and the Duty Director is to be contactable 24/7 so that they are available to assess the impact of an incident. If they decide a response is required, then they will co-ordinate the response at the appropriate level.

Duty Manager

The Duty Manager is on duty between the hours of 1700-0900 Monday to Thursday and between 1700 on Friday until 0900 the following Monday morning. Should a call requiring a Council response come into the Out of Hours Contact Centre, they will escalate it to the Duty Manager as the first response, beginning an incident log on the electronic system known as Apprise.

The Duty Manager is then responsible for either, activating the required individuals and plans as necessary, such as the Rest Centre Plan and Managers or the Emergency Control Room. If the Duty Manager requires further advice or support, then they will escalate the matter to the Duty Director.

Duty Director

The Duty Director is on duty between the hours of 1700-0900 Monday to Thursday and between 1700 on Friday until 0900 the following Monday morning. Duty Director may be activated in two ways. Either directly from out of hours contact centre, should they struggle to get the Duty Manager, or via the Duty Manager.

When activated, the Duty Director holds delegated responsibility from the Managing Director and are therefore authorised to make decisions on behalf of the Managing Director. These decisions can range from the activation of all Directors to manage the response, assistance with crisis purchasing or activation of further support and advise from specialists.

The review group were advised that the Duty Director would have access to all the documents needed to make decisions. In addition, the Duty Director would also be

able to get advice from a subject matter expert – however there would be no requirement for that person to attend the meeting in person in response to an incident. This would be done as a goodwill gesture on their part. In evidence to the review group witnesses have suggested ideas for improving the current working arrangements.

During office hours, the Resilience Team will assume the duty cover. If an incident occurs that requires an immediate duty handover, there are mechanisms in place to ensure this is possible. This also includes sickness, unforeseen absences etc.

Highways Maintenance

City Transport has responsibility for the maintenance of highway and land drainage, brook courses and brook grids. Jamie Cooper is employed by Staffordshire County Council as part of an SLA with Walsall and Sandwell Councils to provide a flood risk management service based around supporting each to meet their responsibilities as Lead Local Flood Authority.

In addition, the Highways Service has a responsibility for cleaning and maintaining the network of gullies across Wolverhampton.

Communications Team

The Head of Communications team supports and advises directors and cabinet members before, during and after major incidents and civil emergencies. This helps the council to meet its statutory responsibilities to warn and inform as set out under the Civil Contingencies Act (2004).

The service work closely with the resilience team who provide the council with an 'early warning' system based on their expertise and relationships with local, regional and national partners. The service also supports this by regularly monitoring social media and media monitoring.

The service work closely with emergency planning colleagues to develop the city council's emergency communications plan. Three years ago, the service implemented and have maintained an on-call communications officer rota for out-of-hours emergency support to duty directors/managers.

In the event of an incident/emergency, the service would work closely with partners to ensure a consistent and coordinated response.

Appendix 7 - Advice to the public

In an Emergency:

If you are in immediate danger, contact the emergency services by dialling 999.

Only call for emergency assistance if there is a risk to life or a risk of serious property/environmental damage. During a flood, the emergency services may be very busy.

The latest information on flooding will be available from the Environment Agency's Floodline service: **0345 988 1188** or [here](#)

Flooding from highway drainage, surface water, groundwater or watercourses that are not main rivers (see below)

Contact [Wolverhampton Council](#) on **01902 551155**.

Main rivers are usually larger rivers and streams. The Environment Agency carries out maintenance, improvement or construction work on main rivers to manage flood risk.

Wolverhampton City Council as Lead Local Flood Authority oversee flood risk management activities on ordinary watercourses. (More detail of our duties at the bottom of this email)

Main River Flooding

Call [Environment Agency](#) – **03708 506506**. This can also be used to report blocked watercourses before flooding has occurred.

Flooding from sewers or burst water mains

Contact the appropriate company for your area (note: South Staffs Water does not operate sewers; only water supply)

- [Severn Trent Water](#): **0800 783 4444**
- [South Staffs Water](#): **0800 389 1011**

In your home:

- Clear drains to allow surface water to escape and prevent it reaching your home
- Turn off the gas, water and electricity supply to your home before flooding. This should make the services easier to reinstate once floodwater has dropped.
- Put plugs into sinks and baths and weigh them down to prevent water coming up drains and into your property. If you have other flood protection equipment such as a seal for use in toilets, install this.
- If safe to do so move valuables upstairs. If you are sheltering in your property, ensure there is a means of escape.
- Do not let children play in flood water. The water can be unsafe, and it can also become contaminated with raw sewage and chemicals.

Outside

- Monitor weather reports on local television or radio news channels or via the [Met Office](#) to ensure you have the latest information.
- Do not use towpaths as you may be unable to see where the main channel and towpath meet.
- Do not attempt to walk through flooded areas. Even shallow water can sweep you off your feet.
- Floodwater may lead to be hidden dangers such as open drains, damaged road surfaces, submerged debris or deep channels - these can cause serious injuries or even death.
- Do not travel in heavy rain storms unless absolutely necessary.

Motorists

Eighty per cent of flood deaths occur in vehicles. Motorists should not attempt to drive through flooded roads or fords. The water is often deeper than it looks and may be moving quite fast. Your vehicle may be swept away, or you may become stranded.

With water utility companies around the country advising that flood water may contain sewage, there is also the chance that driving through it you will spread this sewage onto your car and further into flooded streets.

More advice On Flooding and Insurance

Further information for advice on what to do before, during or after can be found on the Environment Agency's [website](#)

[The National Flood Forum](#) are a Registered Charity to help, support and represent people at risk of flooding and can provide specific flood advice including insurance related enquiries. They can be contacted at 01299 403 055.

Role of the Lead Local Flood Authority

Under the [Flood and Water Management Act 2010](#), Wolverhampton City Council as a Unitary Authority is a Lead Local Flood Authority and the Strategic leader for flood risk matters in Wolverhampton to include:

- Developing and implementing a [Local Flood Risk Management Strategy](#) .
- Ensuring that all organisations involved in flood risk management are aware of their responsibilities.
- Monitoring progress and activity by all parties involved in flood risk management.
- Coordinating communication, both with the public and between organisations.
- Preparing reports and plans to meet the requirements of the [Flood Risk Regulations 2009](#).
- Carrying out flood investigations where appropriate and publishing reports.
- Keeping an asset register of structures and features which may have a significant effect on local flood risk.

- Designation of Third-Party Assets where appropriate.
- Regulation of Ordinary Watercourses, including permissive powers to require landowners to maintain ordinary watercourses on their land / property.
- Providing technical advice to Local Planning Authorities on surface water drainage strategies for major developments.

We also have permissive powers which allow us to carry out works to manage flood risk from surface water and groundwater.

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Scrutiny Board

Agenda Item No: 7
12 March 2019

Report title	Quarter 2 Social Care, Public Health and Corporate Complaints Report	
Cabinet member with lead responsibility	Councillor Val Gibson Governance	
Wards affected	All	
Accountable director	Mark Taylor, Deputy Managing Director	
Originating service	Customer Services	
Accountable employee(s)	Sarah Campbell	Customer Engagement Manager
	Tel No	01902 551901
	Email	sarah.campbell@wolverhampton.gov.uk
Report to be/has been considered by	All Leadership Teams - February 2019	

Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. Review complaints management and performance for the period 1 July 2018 to 30 September 2018.

Recommendations for noting:

The Scrutiny Board is asked to note:

1. The Statutory Complaints Activity for Children's Services, Adult Services and Public Health, as listed in section 1 of the report.
2. All the other complaints activity governed by the Corporate Complaints Procedures as listed in section 2 of the report.

SECTION 1: Children's Services, Adult Services and Public Health Complaints Activity 1 July 2018 to 30 Sept 2018

1.0 Background

- 1.1 Complaints activity concerning Children's Services, Adult Services and Public Health are governed by legislative framework and have to be dealt with in accordance with statutory guidance.
- 1.2 For Children's and Family Services, Regulation 14 (1) of The Children Act 1989 Representations Procedure (England) Regulations 2006 places a 10 working day time limit for resolution, most stage one complaints should ideally be concluded within this time limit.
- 1.3 Where the service cannot provide a complete response, it can implement a further ten days' extension (regulation 14(5)). If necessary, the Customer Engagement Manager may also suspend stage one until an advocate has been appointed (regulation 14 (3)). The maximum amount of time that stage one should take is 20 working days. After this deadline, the complainant can request consideration at stage two if they so wish.
- 1.4 Where the complainant feels that they have not received a satisfactory outcome they will be informed that he/she has the right to move on to stage two if they wish.
- 1.5 In Early Help, which is not governed by the legislation of the Children Act 1989, the authority has adopted the legislative guidelines for timescales for response to and closure of complaints across all service areas in order to provide a continuity of service.
- 1.6 Adult Social Care and Health complaints have to be dealt with in accordance with the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. The Local Authority currently has a joint protocol for the handling of cross boundary complaints.
- 1.7 Public Health Complaints have to be dealt with in accordance with The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012.
- 1.8 Whilst the regulations do not stipulate timescales for resolution to complaints, the People Directorate operate a ten day organisational timescale. This can be extended to 20 working days for more complex cases.
- 1.9 Non statutory People Directorate complaints are dealt with in accordance with the Corporate Complaints Procedure.
- 1.10 Details of the appropriate complaints procedures can be found on the Council internet site.

2.0 Complaints Intervention

2.1 The following actions are in operation to monitor satisfactory resolution of complaints in a timely manner:

- proactive chasing of managers responding to complaints, in accordance with escalation plan in operation
- mediation between complainants and investigating officers
- quality assurance checks undertaken of complaint response letters
- weekly reporting to Service Directors and Heads of Services on the status of complaints, detailing any areas for concern where managers will need to prioritise outstanding complaints and resolution in order to receive a satisfactory prompt outcome for the complainant.

Customer Feedback Activity: 1 July 2018 to 30 September 2018

3.0 Children's Services – Complaint Activity

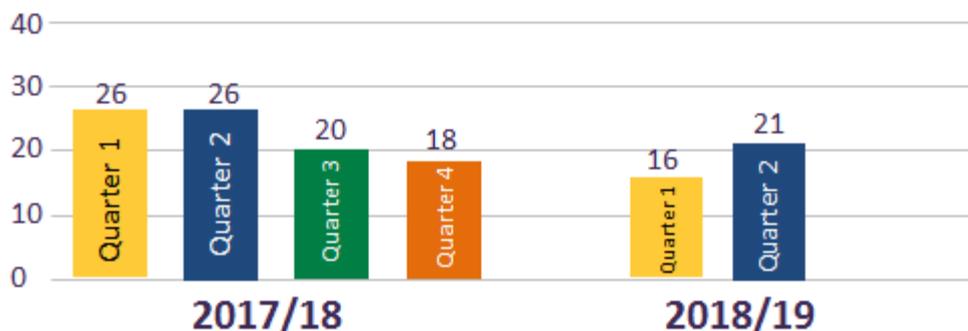
3.1 Formal Complaints

During quarter two (1 July 2018 to 30 September 2018) the Council received 21 formal Children's Services social care complaints compared to 16 in the previous quarter; an increase of five.

Formal Complaints Received

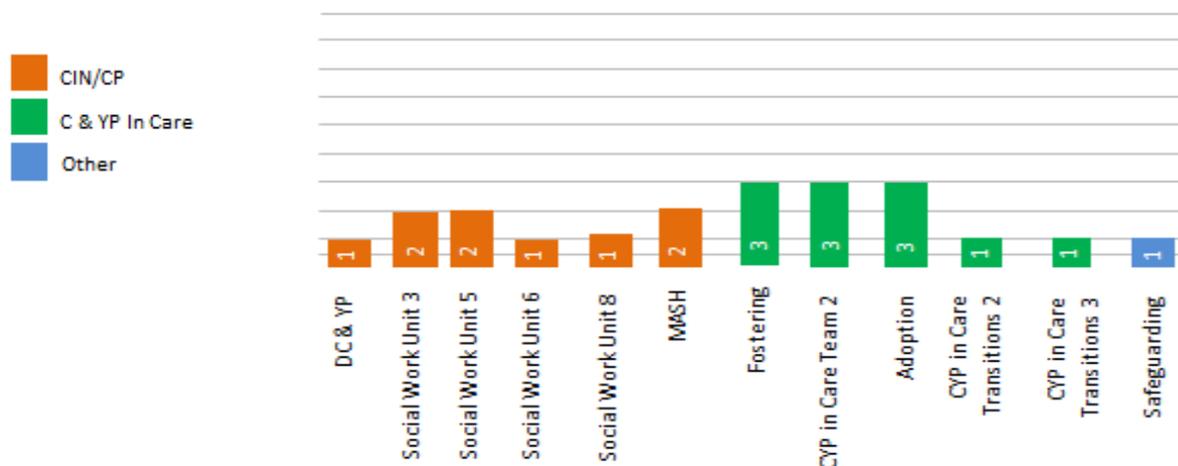


Stage 1 Complaints Comparison Breakdown by Quarter



3.2 The 21 complaints we received during this first quarter refers to 12 separate service areas. No service area received a disproportionate amount of complaints, the highest figure of three referring to Fostering; Children and Young People in Care (CYP in Care) Team 2 and Adoption teams.

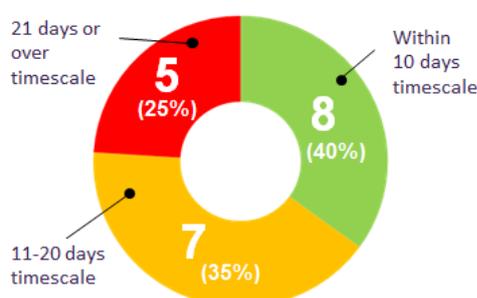
Stage 1 Complaints Received Breakdown by Quarter



3.3 Timescales

Overall, 20 complaints were responded to and concluded during this second quarter. Eight complaints were responded to within 10 working days, seven within 20 working days, and the remaining five in just over 21 working days. Cases responded to 21 days or over timescale are due to various reasons for example, complex cases, availability of resources. In these circumstances, complainants are regularly updated on the progress of their complaint.

Response Timescales



3.4 However, it should be noted that of the 20 complaints resolved during this period 13 were dealt with in accordance with the Children’s Act; the average timescale is 15 days. Seven complaints were dealt with in accordance with the Corporate Complaints Procedure (Non Children’s Act) which states complaints should be responded to within 21 calendar days; the average timescale is a pleasing 18 days.

Average Complaint Response Time



Statutory complaints

Average Complaint Response Time



Corporate complaints

3.5 Complaint Nature

These are the headings under which we register the complaint against, based on the complaint details received.

Stage 1 Complaints Received Breakdown by Category



3.6 Complaint Outcomes

At the conclusion of each complaint we ask that the manager/senior manager who has enquired into it reaches a finding. This is to decide if the complaint is upheld, not upheld or partially upheld. This in turn assists in setting out the actions required to resolve the complaint, such as an apology, explanation, review of service, etc.

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.

3.7 Informal Complaints

The complaint regulations provides an opportunity for children/young people, parents and carers 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; 12 informal complaints were received during quarter two (1 July 2018 to 30 September 2018) compared to 15 in the previous quarter; a decrease of three.

Informal Complaints

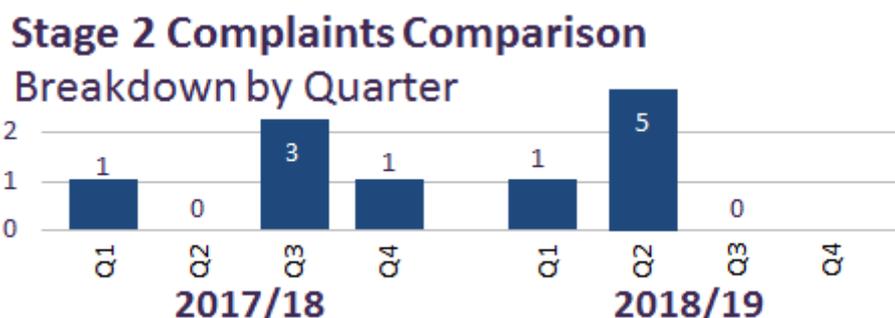


Informal complaints resolved through mediation.

3.8 Stage Two Complaints

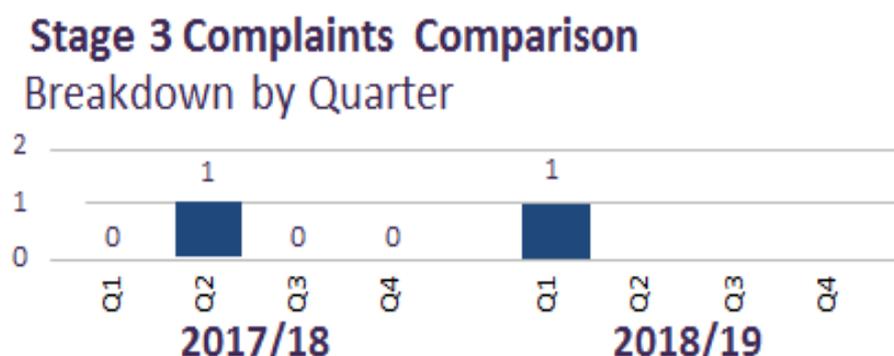
More than 90% of all complaints are resolved at an early stage due to the exceptional efforts that are made to resolve them. Where the complainant is dissatisfied with the written response at stage one regarding statutory complaints (dealt with in accordance with the Children’s Act) they have the right to request that matters should proceed to stage two (a formal independent complaint investigation). However, complaints which do not fall under the Children’s Act are dealt with in accordance with the Corporate Complaints Procedure and, therefore, where the complainant is dissatisfied with the response at stage one it is investigated and responded to by the Customer Feedback Team at stage two.

- 3.9 For Children’s Services statutory complaints, a stage two investigation requires the appointment of two independent people to carry out a detailed, thorough complaint investigation, the average cost of which is between £3,500 to £4,500 and takes on average three months to conclude.
- 3.10 During this period we have had a total five stage two complaint investigations; all of which were dealt with in accordance with the Corporate Complaints Procedure and, therefore, there were no financial implications for Children’s Services. Several other complaints that could have proceeded down this route were resolved after significant intervention and problem solving.



3.11 Stage Three Complaints

Independent Complaint Review Panel. Where a stage two complaint investigation has been carried out and the complainant remains dissatisfied they have the right to request matters proceed to the final stage of the complaints procedures, a Stage Three Complaint Review Panel.



3.12 Compliments

All compliments are recorded by the Customer Feedback Team and reported as part of the team's quarterly monitoring process. During this second quarter, 19 compliments were received for Children's Services, compared to 17 in the previous quarter. Children and Young People in Care (CYP in Care) Team 3 and Wolverhampton Children's Contact Centre each received four.



Compliments

EXAMPLES

"Social Worker received a thank you from birth relative for all the help and support given".

"Compliment received from family who have received adoption support from Social Workers; stating that they were brilliant."

"Compliment received from a manager who wished to commend xx on officer's support as officer is always supportive and passionate about getting school provisions for our Looked After Children. Officer goes above and beyond to support her colleagues and is a real asset to the team."

"Family member appreciated the Social Worker's support and professionalism throughout; think it is important to recognise when a job is done well."

"Staff are great and welcoming. There is nothing we would change about our session here."

"Very welcoming Centre."

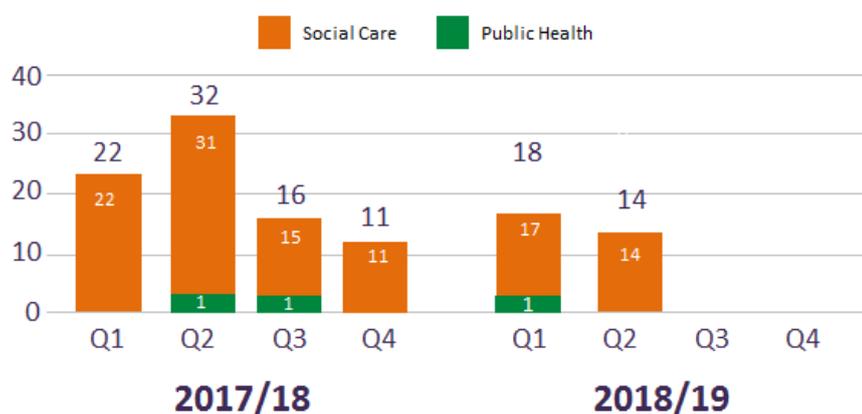
4.0 Public Health Complaints

Regionally and Nationally, Councils receive very few complaints in relation to Public Health Services. A typical complaint would be where a Council has commissioned a service for local people through a Clinic or GP practice. Complaints in relation to GP's and Hospitals are dealt with through an entirely separate complaint process managed by Health Services.

4.1 In relation to Public Health services there were no complaints received in quarter two (1 July 2018 to 30 September 2018).

5.0 Adult Social Care Complaints

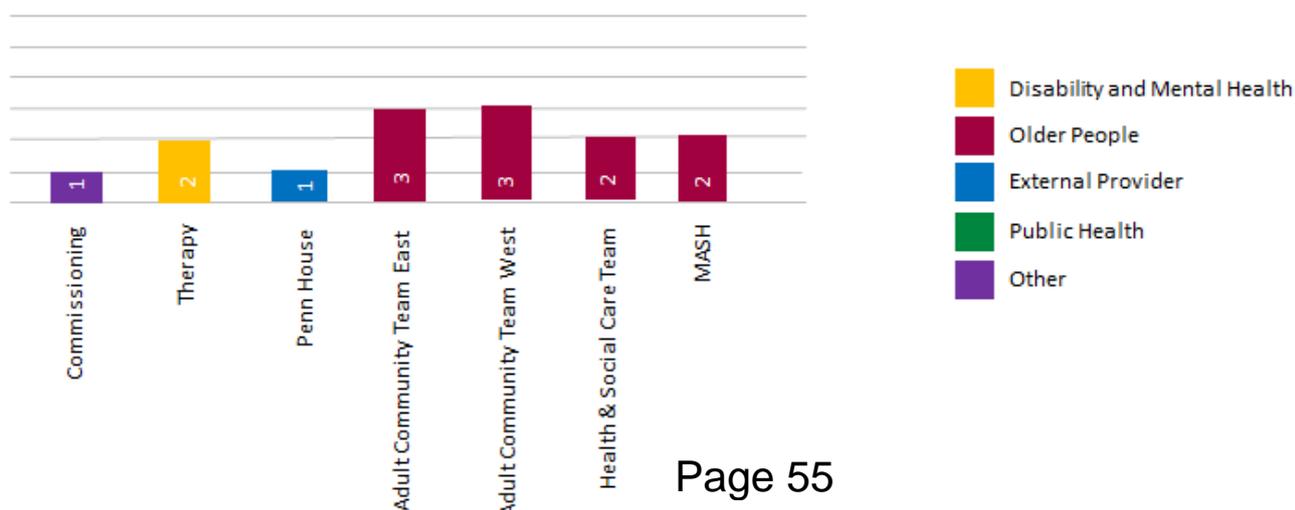
During quarter two the Council received 14 formal complaints compared with 18 in the previous quarter; representing a decrease of four complaints this quarter.



5.1 Of the 14 formal complaints received, there was only one complaint received in relation to the Independent Providers. This is where Adult Social Care commission an independent agency to deliver a service on its behalf, such as a domiciliary care service.

5.2 Service Areas

This refers to the service the person is complaining about. No service area received a disproportionate amount of complaints. 14 complaints received covered seven separate service areas; the highest figure of three complaints referred to the Adult Community Team West and the Adult Community Team East.



5.3 Complaints Outcome

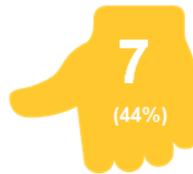
At the conclusion of each complaint we ask that the manager who has enquired into it reaches a finding. This is to decide if the complaint is upheld, partially upheld or not upheld.

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.

5.4 Complaint Nature

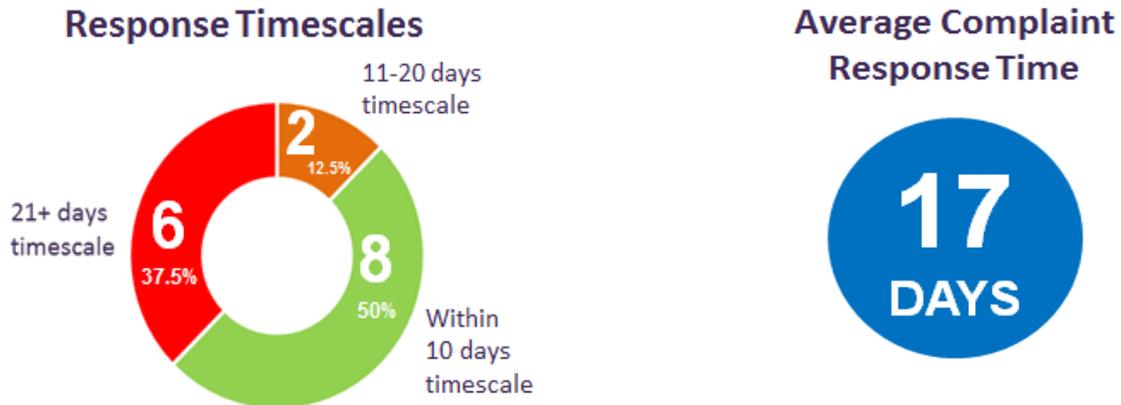
These are the headings under which we register the complaint against, based on the complaint details received.

Stage 1 Complaints Received Breakdown by Category



5.5 Timescales

Overall, 16 complaints were responded to and concluded during this second quarter. Eight complaints were responded to within 10 working days, two within 20 working days and six complaints were responded to over 21 working days. The average number of days to respond and close all complaints over the term significantly was seventeen days. Cases responded to 21 days or over timescale are due to various reasons for example, complex cases, availability of resources. In these circumstances, complainants are regularly updated on the progress of their complaint.



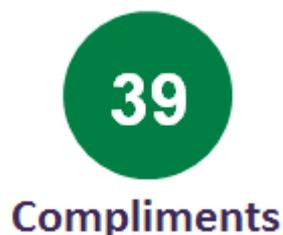
5.6 Informal Complaints

It should be noted that 24 complaints were resolved at service level without going through the formal route.



5.7 Compliments

All compliments are recorded by the Customer Feedback Team and reported as part of the team's quarterly monitoring process. 39 compliments were received during this second quarter relating to Adult Services. Bradley Resource Centre received 10, followed by HARP who received seven.



EXAMPLES

“Many thanks received from relative to the duty social worker for the way he discussed care options with aunt. Social Worker was polite, respectful and professional.”

“I would like to say thank you to the team; especially the Social Worker for the smooth transition of one of our service users into new service provision. The Social Worker was very efficient and went out of her way to ensure that the handover went without a hitch and without causing too much stress to the people involved.”

“Thank you to everyone for the care, professionalism, dedication that has been demonstrated during my mother’s stay.”

“We thank all the staff at the resource centre for all the help and care they gave to my mom during her stay with them.”

“A massive thank you to the OT as she was extremely helpful and sensitive to her needs and requirements. She was very empathetic and understanding and delivered her suggestions in a very encouraging way.”

6.0 Areas of Learning from Complaints

Before a complaint is closed the complaints 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 specific feedback from each section to demonstrate the learning that has taken place, and the actions followed up, across all service areas and covering all complaint activity.

EXAMPLES

Children’s Services – *Why did we not have a response to our expression of interest to adopt.*

Learning - *Policy re foster carers expressing an interest has been devised and is in the approval stage. Once approved, this will be shared with social workers and managers in Children’s Services. Expressions of interest to adopt made by foster carers will be dealt with by the Adoption Service and a response to foster carers will be formulated within five working days. Fostering Service Social Work Unit Manager will allocate a*

Supervising Social Worker if the allocated worker is off sick and monitor cases to ensure monthly visits are undertaken. Permancy Planning meetings minutes will be completed and saved to the record of the child.

Children's Services - *Complaint regarding the difficulty in getting respite for foster child, despite Fostering Team advertising respite available.*

Learning - *Complainant can contact manager of her Supervising Social Worker if she is concerned about any aspect of her care of the young man in placement. Manager of Supervising Social Worker will be aware of the need for respite carers arranged to be kept available after they have been booked to avoid this situation arising again.*

Children's Services – *Complaint about the Social Worker – she has hurt our feelings by going searching through our drawers and wardrobe.*

Learning - *Given that the plan is for both children to be adopted, and will be finalised soon, it has been agreed that in future the Social Worker will ask both children about their room and clothes and will not go into their room without their permission.*

Adult Services - *Complaint in relation to the Social Worker assessing mother for Very Sheltered Housing (VSH), but the family disagreeing with this decision. However, mother was placed in VSH and used savings to purchase carpet , kitchen equipment and a bed; only for the VSH scheme a few weeks later to advise they could not accommodate mother's needs. Mother has now been placed in residential care.*

Learning - *Manager has reiterated to the clinical lead for therapy services the relevance of a kitchen assessment for hospital inpatients where the proposed discharge plan entails a move to VSH and to the Social Worker of the importance of ensuring representative from therapy is present at family meetings; particularly when it appears that family may dispute proposed discharge plans.*

Adult Services – *Complaint in relation to care hours being reduced.*

Learning - *Manager has discussed with the Social Worker about making sure the appropriate referrals are made to the appropriate professionals to assist in making a decision about the care and support needs of adults with learning disability. Also, to make sure the whole team are aware of this. It will be discussed in team meeting that anyone who is working with a person with a learning disability they will need to establish if there are any learning disability health professionals involved in providing support, and if not to make the necessary referral.*

Adult Services – *Complaint in relation to providing support.*

Learning - *Feedback to the team to ensure all Social Workers are aware to minimize unnecessary delay. Also to ensure assessments and support plans are completed in a timely manner.*

Commissioning – *I do not understand why it has taken so long for XXXX services to be invoiced.*

Learning: *Introduce a monthly checklist which prompts officers to set the invoice batches ready for payment.*

SECTION 2:

CORPORATE COMPLAINTS ACTIVITY

7.0 Corporate Complaints Activity, Local Government and Social Care Ombudsman and Housing Ombudsman

- 7.1 This section provides a summary of the corporate complaints, compliments, Local Government and Social Care Ombudsman and Housing Ombudsman enquiries received by the Council during quarter two (1 July 2018 to 30 September 2018).
- 7.2 The Customer Feedback team monitors and completes a written record of all enquiries. The team analyses and monitors customer feedback which provides details about the types of complaints that are received by the authority, and highlights suggested customer driven improvements to service provision. All corporate complaints, compliments, Housing Ombudsman and Local Government and Social Care Ombudsman enquiries are considered a form of customer feedback.

7.3 Informal service requests/enquiries

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 231 service request enquiries were logged with the customer feedback team, compared to 278 received during quarter one; all enquiries were logged and resolved informally without going through the corporate complaints procedure, therefore providing a better outcome for the customer.

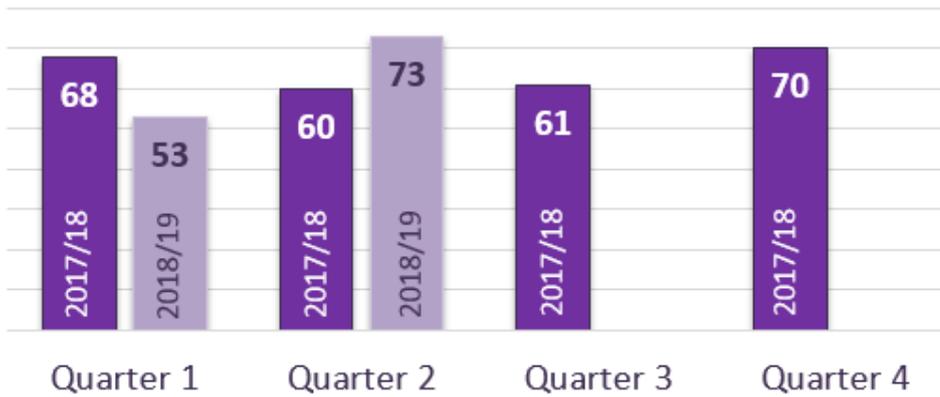
8.0 Corporate stage 1 complaints received

Complaints Received



8.1 During this second quarter (1 July 2018 to 30 September 2018) the Council received 73 stage one complaints compared with 53 in the previous quarter (1 April 2018 – 30 June 2018) an increase of 20 cases.

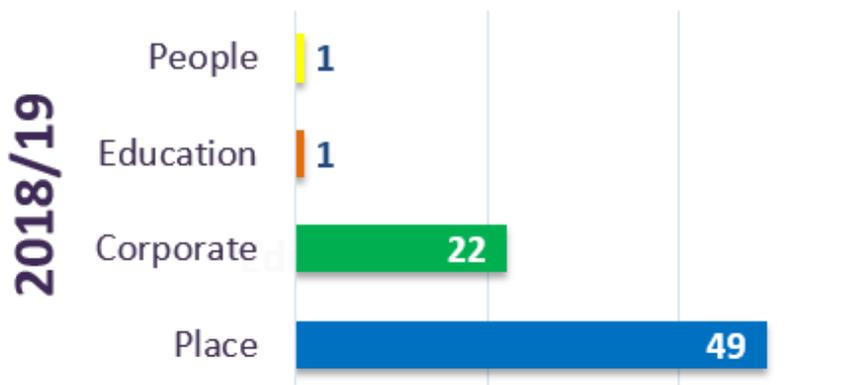
Stage 1 Complaints Comparison Breakdown by Quarter



8.2 Number of Complaints for each Directorate

The 73 complaints received in this first quarter are broken down as follows:

Stage 1 Complaints Breakdown by Directorate



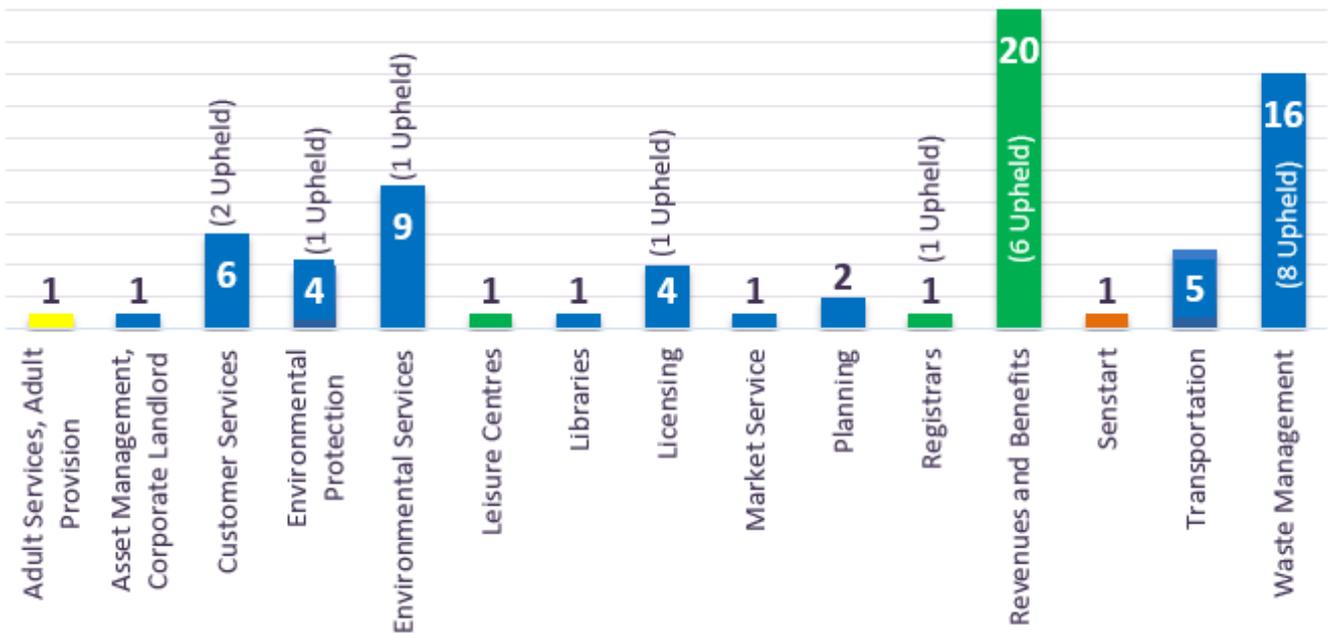
8.3 Complaints in relation to Service Areas

This refers to the service the person is complaining about. No service area received a disproportionate amount of complaints. The 73 complaints covering 15 separate service areas, the highest figure of 20 complaints referring to Revenues and Benefit, Waste Management received 16 complaints and Environmental Services received 9. In some cases, this has followed extensive but unsuccessful attempts to resolve some of those matters at service level.

Stage 1 Complaints Received

Breakdown by Service Area

Complaints were not upheld unless otherwise indicated.



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



20
(27%)

Issues have been identified from 20 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



53
(73%)

8.4 Corporate Complaint Nature

During quarter two (1 July 2018 to 30 September 2018) the main issue of complaint involved failure to provide a service (51), followed by dissatisfaction of council policies (10), conduct of employees (5), delays in responding or administration (5), failure to consider relevant matters (1), and failure to fulfil statutory responsibilities (1).

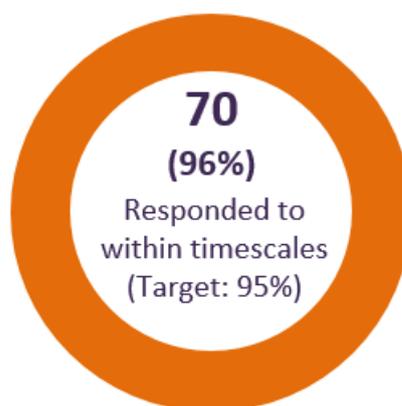
8.5 Corporate Timescales

The average response time for responding to each complaint is 13 days for quarter two. This figure is consistent from the previous quarter of 13 days. The response timescale for stage 1 complaints responding within 21 calendar days is 96% for quarter two; in the previous quarter the response timescale was 92% showing an improved response time of 4%.

Average Complaint Response Time



Response Timescales

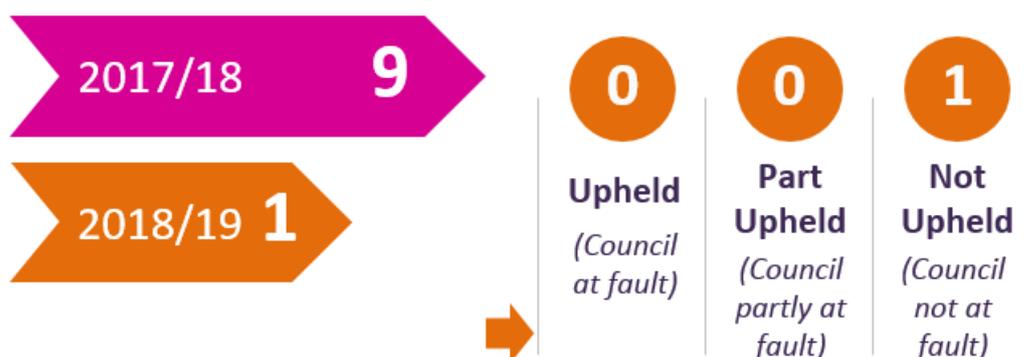


9.0 Stage two corporate complaints in quarter two (1 July 2018 to 30 September 2018)

9.1 During quarter two (1 July 2018 to 30 September 2018) the Council received one stage two corporate complaint.

9.2 The Place Directorate received one complaint

Stage 2 Complaints Comparison for Quarter 2



9.3 Place Directorate

- one complaint received for Licensing in relation to delays in issuing a taxi licence; outcome not upheld

10.0 Corporate Compliments

10.1 All compliments are recorded by the Customer Feedback Team and reported as part of the team's quarterly monitoring process. During quarter two (1 July 2018 to 30 September 2018) the Council has received 121 compliments, a decrease from the previous quarter. Bereavement Services received 65, Planning received 22, followed by Environmental Services who received 11.

Compliments Received



Examples

Planning – *We would like to take this opportunity to thank you in handling the planning application in a timely and professional manner with all the sensitivity it required.*

Education - *I would just like to make you aware of how pleased we are with the support we received from your officer regarding admissions to XX Primary. I know the admissions process is very difficult, not only for the school, but also the LA, especially with the amount of children needing school places. The officer was very reassuring and helpful it was very much appreciated.*

Customer Services – *At 9.45 I received a call from an Officer in the Blue Badge team who had received my email. The officer was an utter delight to deal with and sorted my enquiry. The officer resolved all enquiries in relation to the Blue Badge and I cannot praise the officer or yourself highly enough.*

11.0 Area of Learning for Corporate Complaints

Corporate, Place, People and Education Directorate services are committed to learning from customer feedback and require the completion of a tracking form from each complaint investigated. Where complaints highlight that things have gone wrong, heads of service

and managers are required to identify these areas and implement remedies and review processes/procedures with the Customer Feedback Team where necessary.

Examples of Stage One Learning

Complaint – *Complaint in relation to refuse officer conduct and location of bin*

Learning - *Operations Manager spoke to customer and apologised for the collection crew not putting bin back correctly; Manager has spoken to the crew and made them aware of their conduct and outlined that this will be monitored; manager provided contact details to the customer if they have any further concerns*

Complaint – *Complaint in relation to incorrect correspondence issued to customer*

Learning – *Duty Manager liaised with the relevant team to review our processes, so we can prevent errors such as these occurring in the future*

Complaint - *Complaint in relation to incorrectly charging for council tax as customer not legal owner of property*

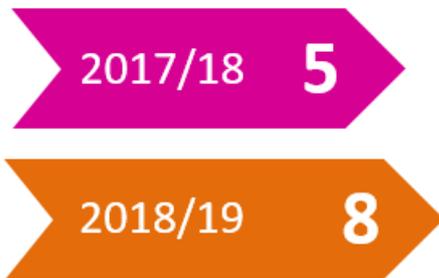
Learning - *Exemption not awarded; service to ensure that officers are aware of qualifying criteria via training/one to one*

Complaint – *Complaint regarding recycling bin taken away with no notification and no arrival of new bin*

Learning – *Refuse Manager visited customer and apologised for the inconvenience of not having the new bin delivered promptly or that the excess recycling was not collected when it was correctly put out for collection. Manager arranged for a new bin to be delivered and has also spoken to the collection crew reinstating procedure for ordering new bins and process for excess recycling when it is correctly presented for collection.*

12.0 Local Government and Social Care Ombudsman Enquiries

LGSCO/Housing Ombudsman Enquiries for Quarter 2



Figures increased for 2018/19 Q2 compared to 2017/18 Q2. Customer Feedback team has also received 20 initial LGSCO/HO assessment enquiries for Q2.

- 12.1 During quarter two (1 July 2018 to 30 September 2018) the council received six Local Government and Social Care Ombudsman enquiries. The Corporate Directorate received one, Place Directorate received two and People Directorate three.
- 12.2 The Corporate Directorate received one enquiry.
- one complaint for Democratic Support in relation to an educational appeal panel failing to properly consider a case, including the fact an application should not have been treated as late; outcome awaiting decision.
- 12.3 The Place Directorate received two enquiries.
- one complaint for Transportation Department in relation to council introducing a traffic regulation order to restrict parking in an area; outcome closed after initial enquiries, out of jurisdiction.
 - one complaint for Parking Services in relation to the council's refusal to compensate residents for a failure to enforce parking restrictions; outcome closed after initial enquiries, no further action.
- 12.4 The People Directorate received three enquiries.
- one complaint for Adult Services in relation to the council moving complainant from care home placements to sheltered accommodation and put in place a care plan at the sheltered accommodation which did not meet complainant's needs; outcome not upheld, no maladministration.
 - one complaint for Adult Services in relation to care assessment/review that the council carried out does not reflect the complainant's needs; because of this the outcome/recommendation made by the council is wrong; outcome not upheld, no further action.
 - one complaint for Children's Services in relation to the council failing to properly consider evidence in deciding concerns about a child's nursery that did not meet the LADO threshold for an allegations management meeting; outcome not upheld, no maladministration.

13.0 Housing Ombudsman enquiries

13.1 During quarter two (1 July 2018 to 30 September 2018) the council received two enquiries from the Housing Ombudsman

- one complaint for Wolverhampton Homes in relation to Anti-Social Behaviour (ASB) reports; outcome no maladministration
- one complaint for Wolverhampton Homes in relation to flood damage from flat above property; outcome no maladministration

14.0 Local Government and Social Care Ombudsman assessment enquiries

14.1 During quarter two (1 July 2018 to 30 September 2018) the council received 18 Local Government and Social Care Ombudsman assessment enquiries. Corporate Directorate received six enquiries, Place Directorate received two enquiries, People Directorate received seven enquiries, Education Directorate received one enquiry and Wolverhampton Homes received two.

14.2 The Corporate Directorate received six enquiries.

- one enquiry for Revenues and Benefits in relation adult social care charges element of council tax and is in dispute over this sum; outcome closed after initial enquiries, no further action.
- one enquiry for Revenues and Benefits in relation to council not following tenants wishes and forcing tenant into arrears; outcome closed after initial enquiries, no further action.
- one enquiry for Revenues and Benefits in relation to conflicting information provided regarding council tax and disputed third party living with complainant; outcome premature complaint.
- one enquiry for Revenues and Benefit in relation to Council's advice that complainant would be eligible for a Council tax discount on a refurbished house; outcome closed after initial enquiries, no further action.
- one enquiry for Democratic Support in relation to an educational school appeal against the refusal of a school place; outcome draft decision received, awaiting final decision.
- one enquiry for Democratic Support in relation to an educational school appeal against the refusal of a school place; outcome closed after initial enquiries, no further action.

14.3 The Place Directorate received two enquiries:

- one enquiry for Environmental Services in relation to council's failure to maintain land next to complainant's property; outcome closed after initial enquiries, no further action.
- one enquiry for Environmental Services in relation to refuse collection; outcome premature complaint.

14.4 The People Directorate received seven enquiries:

- one enquiry for Adult Services in relation to the adaptations team for delays in responding to complainant and request for adaptations to property; outcome closed after initial enquiries, no further action.
- one enquiry for Adult Services in relation to whether funding position remains the same; outcome case closed, out of council's jurisdiction.

- one enquiry for Adult Services in relation to council's assessment of his relative's care and support needs; outcome closed after initial enquiries, out of jurisdiction
- one enquiry for Adult Services in relation to investigation about service user's respite care; outcome premature complaint
- one enquiry for Children's Services in relation to restriction of contact with the Council; outcome closed after initial enquiries, no further action
- one enquiry for Children's Services in relation to no communication with social worker, complainant constantly chasing and no update in relation to child; outcome premature complaint
- one enquiry for Children's Services in relation to service received from Fostering Team and Children and Young People in Care (CYP in Care); outcome premature complaint

14.5 The Education Directorate received one enquiry.

- one enquiry for SEND team in relation to EHCP plan; outcome closed after initial enquiries, out of jurisdiction.

14.6 Wolverhampton Homes received two enquiries

- one enquiry for Wolverhampton Homes in relation to housing application; outcome closed after initial enquiries, no further action.
- one enquiry for Wolverhampton Homes in relation to concerns of the council's failure to inform complainant that the property moved into was subject to cost floor, which has affected ability to purchase the property under Right to Buy, despite having over 20 year discount; outcome progressed to a full investigation.

15.0 Housing Ombudsman assessment enquiries

15.1 Wolverhampton Homes received two assessment enquiries as follows

- one enquiry for Wolverhampton Homes in relation to landlord's response to concerns about anti-social behaviour; outcome progressed to stage 2 of complaints procedure.
- one enquiry for Wolverhampton Homes in relation to how the council has dealt with reports of anti-social behaviour from a neighbour, reports of noise nuisance and how complaint has been handled; outcome Wolverhampton Homes to meet with complainant and agree a resolution.

16.0 Action Plans/Learning

16.1 When a complaint is upheld (Council at fault) and the findings of a subsequent investigation is for a change to policy or service delivery, the Customer Feedback Team produce an action plan report. Recommendations within these reports are agreed with appropriate Heads of Service and shared with the relevant Service Director.

17.0 Monitoring Information

- 17.1 All complainants are requested to supply equalities monitoring information but response rates are low. In terms of the returns that have been received and analysed there are no concerns with the data analysis; there is no evidence of any groups being disproportionately affected.
- 17.2 The Council, being under the Public-Sector Equality Duty must, on an on- going basis, consider how its policies are working for the diverse communities a Council serves.

18.0 Financial Implications

- 18.1 There are no financial implications associated with the recommendation in this report.
[TT/14012019/V]

19.0 Legal Implications

- 19.1 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 1 April 2009.
- Public Health - The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012.

[TS09012018/W]

20.0 Equalities Implications

- 20.1 There are no equalities implications associated with this report.

21.0 Environmental Implications

- 21.1 There are no environmental implications associated with this report.

22.0 Human Resources Implications

- 22.1 There are no human resource implications associated with this report.

23.0 Corporate Landlord Implications

- 23.1 There are no corporate landlord implications associated with this report.

24.0 Health and Wellbeing Implications

24.1 The complaints element of the social care and corporate procedure is part of a wider assurance process supporting quality in service delivery standards. This can then be a positive experience for customers and contribute to their health and well-being. For those occasions where the experience which has led to a complaint is a less positive one, then there is an opportunity for appropriate action or redress so that the health and well-being of the complainant and/or relevant others is secured. The compliments process allows customers to note great practice by the Council; positive experience of officers working in many different settings will support improved experience of health and well-being for individuals as well as for staff who can be satisfied that their work is appreciated.

25.0 Schedule of Background Papers

25.1 None for consideration.

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	Notes
12.03.2019	Youth Council Annual Report Scrutiny Review of Flood Risk and Response Quarter 2 Social Care, Public Health and Corporate Complaints Report	Alice Vickers and Andrew Scragg Cllr Bateman Sarah Campbell	
09.04.2019	Cyber Security Centre for Public Scrutiny Accreditation Conference/Training Event Update on Scrutiny Reviews	Gail Ryder Julia Cleary Julia Cleary Cllr Ahmed, Cllr Bateman, Cllr Brackenridge	

Other potential items: -

1. Constitutional Review – Call in and Council processes
2. Portfolio Holder for Governance Questions and Answer Session

3. Leader Q & A Session

Scrutiny Reviews

1. Fire Safety - Ongoing
2. Flooding and Emergency Response – Cllr Bateman in chair.
3. Reducing Violent Crime – Cllr Ahmed in Chair.
4. Mini Scrutiny Reviews with Youth Council based on Make Your Mark
5. Autism
6. Review into CAMHS
7. 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.

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	Notes
4.04.2019	<ul style="list-style-type: none"> Print and Design Service and use of external printing service 	Gail Rider, Head of ICT	The Head of ICT to lead work to undertake detailed market research about the competitiveness of the current Print and Design Service and use of external printing service across the Council
	<ul style="list-style-type: none"> Legal Services Private Work 	Kevin O’Keefe, Director of Governance	
	<ul style="list-style-type: none"> Customer Services Journey – report by exception 	Lisa Taylor, Head of Customer Services	An update on the implementation of the Future Customer Service Operating Model
	<ul style="list-style-type: none"> Draft Work Programme 	Earl Piggott-Smith, Scrutiny Officer	

Future Items – dates tbc

1. Training session on treasury management. This training is being organised by Organisation Development Welfare Reform Impact – Briefing Paper Shaun Aldis (Wolverhampton Homes).
2. Cabinet Member for Resources - Portfolio Holder Session with Q & A and outline of key priorities – 12.6.19
3. Chair of Audit and Risk Committee to be invited to brief panel on current and future work priorities - 12.6.19 and to present progress report to the panel on 4.9.19.

The purposes of the Audit Committee are to provide independent assurance of the adequacy of the risk management framework and the associated control environment, independent scrutiny of the authority's financial and non-financial performance to the extent that it affects the authority's exposure to risk and weakens the control environment, and to oversee the financial reporting process.

4. Universal Credit – suggestion that this is a topic for the city-wide briefing session on 3.7.19
5. Demonstration of the Proposed Future Customer Service Operating Model - April 2019
6. Assessment and evaluation of the Smart Working Policy Denise Pearce, Head of Human Resource. That the Scrutiny Panel undertake an assessment and evaluation of the Smart Working Policy. Information on performance management and data on appraisals should also be included as part of the report – date 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	Notes
02.04.2019	<ul style="list-style-type: none"> • Improving the Public Realm, linking the City and Transport - to invite the Vibrant and Sustainable City Scrutiny Panel • Branding and Marketing Strategy for the City of Wolverhampton • Brexit 	John Roseblade / Richard Lawrence Isobel Woods As appropriate	Include outcome of Westside Link Phases 1 and 2 - outcome of consultation Presentation Briefing Note Verbal Update

Other Potential items: -

1. Policy implications from West Midlands Combined Authority/Regional/National or International Sources
2. How do we monitor our communications?
3. Skills and Employment
4. Meeting in June 2019 – Annual Review of the work of the Stronger City Economy Scrutiny Panel
5. Budget Consultation as per resolution – Meeting in June 2019
6. Volunteering in the City – Possible Scrutiny Board

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	Notes
11.04.2019	<ul style="list-style-type: none"> • Environmental Services Customer Satisfaction - Survey Results • City Housing Strategy 	Steve Woodward Kate Martin	

Potential Future Items: -

1. The Condition of the Roads (Including Potholes) in Wolverhampton
2. Street Scene Team – Resourcing and Remuneration for being on-Call
3. Full review of Housing Allocations Policy (Mila Simpson) – Possible September 2019 meeting
4. Private Sector Housing (June 2019 Meeting)
5. Burial Places in Wolverhampton (As requested by Health Scrutiny Panel) (Provisional - September 2019)
6. Crematorium booking system, waiting times and delays particularly during the winter season (As requested by Health Scrutiny Panel) (Provisional – September 2019)
7. Portfolio Holder Session with Q & A (June 2019 Meeting)

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	Notes
21.03.2019	<ul style="list-style-type: none"> • Mortality and Learning from deaths in Wolverhampton – update • Cancer Treatment Services • Eye and Hearing Checks • Black Country Partnership NHS Foundation Trust – Transforming Care Partnership – update and Quality Accounts 2018/19 – progress against priorities • Brexit Update 	<p>Dr Odum, The Royal Wolverhampton NHS Trust</p> <p>The Royal Wolverhampton NHS Trust – David Loughton</p> <p>Molly Dillon (CCG)</p> <p>Neeraj Malhotra (City of Wolverhampton Council)</p> <p>Sandra Smith (CCG)</p> <p>Tony Smiley – Compliance Lead</p> <p>Lesley Writtle, Black Country Partnership</p>	<p>http://www.wolverhampton.gov.uk/health</p>

<p>6 June 2019</p>	<ul style="list-style-type: none"> • Suicide Prevention • Child Deaths Overview Panel • Ward sizes, age, transition arrangements for a young person moving to an adult ward • Public Health Vision – Review of Progress against national performance targets 	<p>Parpinder Singh Public Health</p> <p>The Royal Wolverhampton NHS Trust</p> <p>Public 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 - (tbc)
2. The Royal Wolverhampton NHS Trust - Quality Accounts– September 2019 (Provisional)
3. Black Country Partnership NHS Foundation Trust – Quality Accounts – (tbc)
4. Reconfiguration of hyper acute and acute stroke services – CCG / RWT
5. Pharmaceutical Ordering
6. Item on the review of the impact of the new Medical Examiner Role and the Registrar’s Office at Newcross Hospital
7. Maternity Services – Quality Assurance
8. GP appointment waiting times – involve Wolverhampton Healthwatch (November 2019)

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, Community Safety, Libraries and community hubs, Independent living centre, Commissioning older people, Carers support and All age disabilities.

Date of Meeting	Item Description	Lead Report Author	Notes
26.3.19	<ul style="list-style-type: none"> Quality Assurance Compliance Update 	Louise Haughton, Principal Social Worker	An update on the Council's arrangements for monitoring the quality of registered care services.
	<ul style="list-style-type: none"> Sufficiency of the Extra Care Provision in the City – pre-decision scrutiny 	Ann Riley, Lead Commissioner People	
	<ul style="list-style-type: none"> Blue Badge Scheme 	Lisa Powell, Duty Manager	A report on the administration and performance of the blue badge application. The report to include details of the number of applications, how many processed during the previous six months, the process for dealing with the applications.
	<ul style="list-style-type: none"> Draft work programme 	Earl Piggott-Smith, Scrutiny Officer	

Future topics 2019/20

1. Youth Justice Plan to be presented to CYPF panel on 19.6.19 – Adults and Safer City Panel to be invited to the meeting
2. Principal Social Worker Annual Report 11.6.19 – Louise Haughton
3. Transforming Care - Annual Report 2019 – 11.6.19 – Ann Riley, Lead Commissioner People
4. Quality Assurance Homes – 11.6.19 – Veronica Grantham
5. Joint Dementia Strategy – 11.6.19
6. Adult Education Service - the annual review and revision to Adult Education's Fees Policy for courses enrolled on by residents 24.9.19 - – Joanne Keatley, Head of Adult Education
7. Adult Education Service – progress on preparation for the transfer of adult education budget from Skills Funding Agency to WMCA in April 2020 – Joanne Keatley, Head of Adult Education – 24.9.19
8. Keeping people well in their community: Physical and Mental Health and Wellbeing - Dr. Ankush Mittal - Consultant in Public Health
 - Lead on population approaches to maximise the coverage of NHS Health Checks and Cancer Screening
 - Support local arrangements to optimise pathways for chronic disease diagnosis and management
 - Support key partners with population approaches to falls prevention
 - Lead on population approaches to healthy diets and active lifestyles in older age
 - Support local systems to identify and meet mental health needs in older age, and promote a dementia friendly city
9. Keeping people well in their community: Socio-Economic Health and Wellbeing - Dr. Ankush Mittal - Consultant in Public Health
 - Support population approaches to address social isolation
 - Support safeguarding and community safety teams to keep older adults safe in their homes and communities
 - Support key partners with population approaches to improved housing and home economies for older adults
 - Support safeguarding teams protecting older adults from financial exploitation
10. Keeping people well in their community: Community Offer - Dr. Ankush Mittal - Consultant in Public Health
 - Lead on community engagement as part of the Council's Community Offer development
11. Keeping people well in their community: Carer Health and Wellbeing - Dr. Ankush Mittal - Consultant in Public Health
 - Work with carer support services and wider partners to meet the health and wellbeing needs of carers
12. Mandated Function: Health Protection

- Lead on population approaches to maximise the coverage of key immunisations, especially flu vaccine
- Support and assure local emergency preparedness, resilience and response systems with DPH
- Lead on community arrangements for reducing the transmission of infectious disease, especially influenza, TB and HIV
- Support local air quality planning, protecting the population from the ill health effects of pollutants

13. Loneliness - Parmdip Dhillon Public Health

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	Notes
27.03.2019	• Autism Strategy Progress Report	Rob Hart, Head of Inclusion Support	The panel to review progress in the delivery of Wolverhampton's Joint Autism Strategy
	• Children's Social Care Self Evaluation	Louise Haughton	
	• Youth Council Annual Report – pre-decision scrutiny	Alice Vickers, Corporate Parenting Officer	
	• Participation Strategy – pre-decision scrutiny	Alice Vickers, Corporate Parenting Officer	

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 – proposed joint meeting with Adults and Safer City Scrutiny Panel on 19.6.18
5. Apprenticeship educational requirements
6. Early Help Strategy 2018-2022

7. HeadStart Sustainability Planning Update - 19.6.19 Mai Gibbons HeadStart Contracts Manager/Andrew Wolverson. The panel to review progress the delivery of the objectives and priorities detailed in the plan and also work done to develop a strategy for April 2019

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Forward Plan of Key Decisions

Agenda Item No: 9

Date: 20 February 2019

OUT OF DARIEN

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					
Treasury Management Strategy 2019-2020 To approve the Treasury Management Strategy 2019-2020.	All Wards	Cabinet 20 Feb 2019	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon, Chief Accountant Tel: 01902 554451
Capital Programme 2018-2019 to 2022-2023 quarter three review and 2019-2020 to 2023-2024 Budget Strategy To approve the Capital Programme 2018-2019 to 2022-2023 quarter three review and 2019-2020 to 2023-2024 Budget Strategy.	All Wards	Cabinet 20 Feb 2019	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon, Chief Accountant Tel: 01902 554451
Final Budget and Medium-Term Financial Strategy 2019-2020 - 2020-2021 To approve the Final Budget and Medium-Term Financial Strategy 2019-2020 – 2020-2021.	All Wards	Cabinet 20 Feb 2019	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon, Chief Accountant Tel: 01902 556913

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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:
Treasury Management Activity Monitoring Quarter Three 2018-2019 To approve the Treasury Management Activity Monitoring Quarter Three 2018-2019.	All Wards	Cabinet (Resources) Panel 5 Mar 2019	Open	Councillor Louise Miles Cabinet Member for Resources	Karen Eaton Business Support Manager
Revenue Budget Monitoring Quarter Three 2018-2019 To approve the revenue budget monitoring report for quarter three for 2018-2019.	All Wards	Cabinet (Resources) Panel 5 Mar 2019	Open	Councillor Louise Miles Cabinet Member for Resources	Alison Shannon, Chief Accountant Tel: 01902 556913
Sale of shares To consider a possible sale of shareholding.	All Wards	Cabinet (Resources) Panel 5 Mar 2019	Fully Exempt	Councillor Lynne Moran Cabinet Member for Education and Skills Councillor Louise Miles Cabinet Member for Resources	Jane Dixon Commercial Manager
Scrutiny Review of Flood Risk Preparation and Response To endorse a report of the findings and recommendations of a review.	All Wards	Cabinet 20 Mar 2019	Open	Councillor Val Gibson Cabinet Member for Governance Councillor Steve Evans Cabinet Member for City Environment	Julia Cleary Systems and Scrutiny Manager Tel: 01902 555046

[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 of Wolverhampton Council Plan 2019-2024 To approve the Council Plan 2019-2024.	All Wards	Cabinet 20 Mar 2019	Open	Councillor Roger Lawrence Leader of the Council	Mark Taylor, Deputy Managing Director
Our People Strategy To approve the Our People Strategy, the Organisational Development Strategy.	All Wards	Cabinet 20 Mar 2019	Open	Councillor Val Gibson Cabinet Member for Governance	Martyn Sargeant, Head of Public Service Reform
Wolverhampton Strategic Economic Plan To approve the Wolverhampton Strategic Economic Plan.		Cabinet 20 Mar 2019	Open	Councillor John C Reynolds Cabinet Member for City Economy	Charlotte Johns Head of Local Economy
Senior Management Restructure To approve the Senior Management Restructure of the Council.	All Wards	Cabinet 20 Mar 2019	Open	Councillor Roger Lawrence Leader of the Council	Laura Phillips Head of Business Management Tel: 01902 558892
Employee Offer To approve the Employee Offer.	Not applicable	Cabinet 20 Mar 2019	Open	Councillor Val Gibson Cabinet Member for Governance	Gurpaven Hayer Project Manager - Corporate
Gender Pay Report To consider the Gender Pay Report.	All Wards	Cabinet 20 Mar 2019	Open	Councillor Val Gibson Cabinet Member for Governance	Gurpaven Hayer Project Manager - Corporate
Senior Pay Policy To approve the Senior Pay Policy.	All Wards	Cabinet 20 Mar 2019	Open	Councillor Val Gibson Cabinet Member for Governance	Gurpaven Hayer Project Manager - Corporate

[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 Three Performance and General Data Protection (GDPR) Update Report To note the Quarter Three 2018-2019 Information Governance Performance and GDPR update.</p>	All Wards	Cabinet (Performance Management) Panel 25 Mar 2019	Open	Councillor Val Gibson Cabinet Member for Governance	Anna Zollino-Biscotti Information Governance Manager
<p>Corporate Complaints Procedure To approve the amendments to the corporate complaints procedures.</p>	All Wards	Cabinet (Resources) Panel 2 Apr 2019	Open	Councillor Val Gibson Cabinet Member for Governance	Sarah Campbell Complaints Manager
<p>Wolverhampton for Everyone - Ward Funds To approve a proposed initiative to support Wolverhampton for Everyone, to introduce a Ward Fund available for each ward as part of a one year initial pilot.</p>	All Wards	Cabinet 10 Apr 2019	Open	Councillor Roger Lawrence Leader of the Council	Ellie Griffiths, Business Development Manager
<p>Smart Working Policy To approve the introduction of a new Smart Working Policy to support employees to work from other suitable locations where possible.</p>	All Wards	Cabinet (Resources) Panel 21 May 2019	Open	Councillor Val Gibson Cabinet Member for Governance	Denise Pearce Head of Human Resources Tel: 01902 554515
<p>Working Hours Policy To approve amendments to the working hours policy.</p>	All Wards	Cabinet (Resources) Panel 21 May 2019	Open	Councillor Val Gibson Cabinet Member for Governance	Denise Pearce Head of Human Resources Tel: 01902 554515

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Travel and Subsidy Policy To approve changes to current travel and subsidy guidance.	All Wards	Cabinet (Resources) Panel 21 May 2019	Open	Councillor Val Gibson Cabinet Member for Governance	Denise Pearce Head of Human Resources Tel: 01902 554515
Education					
School Admission Arrangements 2020-2021 To approve the schemes for co-ordinated school admission arrangements for secondary and primary schools and the admission arrangements for community and voluntary controlled schools for 2020-2021.	All Wards	Cabinet 20 Feb 2019	Open	Councillor Lynne Moran Cabinet Member for Education and Skills	Justine Millard, Sessional Appeals Officer
Green Park School - Significant Change Proposal To approve the consultation on a proposed significant change to provision at Green Park School.	All Wards	Cabinet 20 Feb 2019	Open	Councillor Lynne Moran Cabinet Member for Education and Skills	Tom Knott School Organisation Manager Tel: 01902 551469
Secondary School Expansion Programme 2019-2020 Update and Future Primary and Secondary Provision To receive an update to the Secondary School Expansion Programme 2019-2020 and future provision.	All Wards	Cabinet 20 Feb 2019	Fully Exempt	Councillor Lynne Moran Cabinet Member for Education and Skills	Laura King School Organisation Officer

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Post 16 Implementation plan update To provide an update of progress of the Post 16 Implementation Plan	All Wards	Cabinet 20 Mar 2019	Open	Councillor Lynne Moran Cabinet Member for Education and Skills	Joanna Grocott, Systems Development Manager
Adult Services					
Sufficiency of Extra Care Provision To approve the Sufficiency of the Extra Care Provision in the City.	All Wards	Cabinet (Resources) Panel 2 Apr 2019	Fully Exempt	Councillor Sandra Samuels OBE Cabinet Member for Adults	Sarah Smith, Head of Strategic Commissioning
Midland Heart Extra Care Retender To receive the Midland Heart Extra Care Retender Report.	All Wards	Cabinet (Resources) Panel 2 Apr 2019	Fully Exempt	Councillor Sandra Samuels OBE Cabinet Member for Adults	Sarah Smith, Head of Strategic Commissioning
Joint Dementia Strategy To approve the joint Dementia Strategy.	All Wards	Cabinet 10 Apr 2019	Open	Councillor Sandra Samuels OBE Cabinet Member for Adults	Sarah Smith, Head of Strategic Commissioning

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Children's Services					
City of Wolverhampton Safeguarding Statement To approve the Safeguarding Statement for both Adults and Children	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	Emma Bennett Director of Children's Services Tel: 01902 551449
Young Men's Christian Association Approval to Tender To review the options and approve tender for Young Men's Christian Association.	All Wards	Cabinet (Resources) Panel 2 Apr 2019	Open	Councillor Paul Sweet Cabinet Member for Children and Young People	Jacqui McLaughlin, Lead Commissioner, Tel: 09102 551915
Participation Strategy To approve the Participation Strategy	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
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

[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:
Youth Justice Plan 2019-2020 To approve the Youth Justice Plan for 2019-2020.	All Wards	Cabinet 10 Jul 2019	Open	Councillor Paul Sweet Cabinet Member for Children and Young People	Rachel King Head of Service Specialist Support
Public Health					
Wolverhampton Joint Health and Wellbeing Strategy 2018-2023 To approve the Wolverhampton Joint Health and Wellbeing Strategy.	All Wards	Cabinet 20 Feb 2019	Open	Councillor Hazel Malcolm Cabinet Member for Public Health and Wellbeing	Jamie Annakin, Kate Warren Consultant in Public Health
Police and Crime Commissioner Grant Allocation 2019-2020 To approve delegation of the annual PCC grant to Safer Wolverhampton Partnership.	All Wards	Cabinet (Resources) Panel 5 Mar 2019	Open	Councillor Hazel Malcolm Cabinet Member for Public Health and Wellbeing	Karen Samuels Head of Community Safety
Reducing Reoffending Strategy To approve the Black Country Reducing Reoffending Strategy.	All Wards	Cabinet 20 Mar 2019	Open	Councillor Hazel Malcolm Cabinet Member for Public Health and Wellbeing	Karen Samuels Head of Community Safety
Serious Violence and Exploitation Strategy 2019 - 2022 To approve the new city-wide strategy tackling serious violence and exploitation.	All Wards	Cabinet 10 Apr 2019	Open	Councillor Hazel Malcolm Cabinet Member for Public Health and Wellbeing	Karen Samuels Head of Community Safety

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
Violence Against Women and Girls Strategy 2019 - 2022 To approve the refreshed Violence Against Women and Girls Strategy 2019-2022.	All Wards	Cabinet 10 Apr 2019	Open	Councillor Hazel Malcolm Cabinet Member for Public Health and Wellbeing	Karen Samuels Head of Community Safety
Joint Cabinet Member Reports					
Westside Link Phases 1 and 2 - outcome of consultation To consider the outcome of the public and stakeholder consultation on the Westside Link Project Phases 1 and 2.	St Peter's	Cabinet 20 Mar 2019	Open	Councillor Steve Evans Cabinet Member for City Environment Councillor John C Reynolds Cabinet Member for City Economy	Ruth Taylor Development and Regeneration Surveyor/Officer
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
Commercial					
Civic Halls Improvement and Restoration Programme Update To provide an update on the Civic Halls Improvement and Restoration Programme.	All Wards	Cabinet (Resources) Panel 5 Mar 2019	Fully Exempt	Councillor John C Reynolds Cabinet Member for City Economy	Ellie Griffiths, Denise Sanders Project Officer

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
5 March 2019 - Procurement - Award of Contracts for Works, Goods and Services 5 March 2019 - Procurement - Award of Contracts for Works, Goods and Services		Cabinet (Resources) Panel 5 Mar 2019	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	Allison Robertson Head of Procurement
The Future of the Council School's Catering Service To confirm the future of school catering.	All Wards	Cabinet (Resources) Panel 5 Mar 2019	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Chris East Head of Service - Facilities
2 April 2019 - Procurement - Award of Contracts for Works, Goods and Services 2 April 2019 - Procurement - Award of Contracts for Works, Goods and Services	All Wards	Cabinet (Resources) Panel 2 Apr 2019	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	Chanpreet Dhesi, Assistant Category Manager
21 May 2019 - Procurement - Award of Contracts for Works, Goods and Services 21 May 2019 - Procurement - Award of Contracts for Works, Goods and Services	All Wards	Cabinet (Resources) Panel 21 May 2019	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	Chanpreet Dhesi Assistant Category Manager
Community Asset Transfer: Policy and Strategy Review To approve an updated Community Asset Transfer Strategy.	All Wards	Cabinet 5 Jun 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Julia Nock Head of Assets Tel: 01902 550316

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
18 June 2019 - Procurement - Award of Contracts for Works, Goods and Services To approve the award of contracts.	All Wards	Cabinet (Resources) Panel 18 Jun 2019	Fully Exempt	Councillor Louise Miles Cabinet Member for Resources	Allison Robertson, Head of Procurement
City Environment					
City East Gateway Willenhall Road Ph 1 & 2 Preferred Option To approve the review of actions to take scheme forward following the public consultation.	East Park; Heath Town	Cabinet (Resources) Panel 2 Apr 2019	Fully Exempt	Councillor Steve Evans Cabinet Member for City Environment	Marianne Page, Service Lead - Transportation Strategy
Transport Capital Programme 2019 - 2020 and future years To approve the Transport Capital Programme 2019 - 2020 and future years.	All Wards	Cabinet 10 Apr 2019	Open	Councillor Steve Evans Cabinet Member for City Environment	John Roseblade Head of City Transport
Housing					
Tenant Management Organisations Management Agreements To approve revised Tenant Management Organisation Management Agreements.	All Wards	Cabinet 20 Feb 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Mark Lowthian Service Support Manager

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p>Walsall to Wolverhampton Growth Corridor To approve the establishment of a Growth Corridor to guide devolved investment into the City and approve its governance structure and programme of activity.</p>	All Wards	Cabinet 20 Feb 2019	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Kate Martin, Director of City Housing Tel: 01902 555583
<p>Acquisition of Privately Owned Empty Property by Agreement or Compulsory Purchase: 46 Mount Pleasant, Bilston, WV14 7NE To approve action under the Empty Property Strategy of a long-term empty premises.</p>	Bilston North	Cabinet (Resources) Panel 5 Mar 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Natalie Healy Housing Improvement Officer
<p>Acquisition of Privately Owned Empty Property by Agreement or Compulsory Purchase: 100 Kitchen Lane, Wolverhampton WV11 2JA To approve the acquisition of Privately Owned Empty Property by Agreement or Compulsory Purchase: 100 Kitchen Lane, Wolverhampton WV11 2JA.</p>	Wednesfield North	Cabinet (Resources) Panel 5 Mar 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Richard Long Housing Improvement Officer
<p>MiFriendly City implementation To receive an update on the delivery of the MiFriendly City Project and the role of City of Wolverhampton Council.</p>	All Wards	Cabinet 20 Mar 2019	Open	Councillor Paul Sweet Cabinet Member for Children and Young People	Anthony Walker Homelessness Strategy and External Relationships Manager

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p>Service Model for Homelessness and Review of Impact of Homelessness Reduction Act 2018 To approve the update on the impact of the 2018 HRA and the transfer of operational homeless services to Wolverhampton Homes.</p>	All Wards	Cabinet 20 Mar 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Anthony Walker Homelessness Strategy and External Relationships Manager
<p>Wolverhampton Homes Business Plan 2019-2023 To approve the Wolverhampton Homes Business Plan 2019-2023</p>	All Wards	Cabinet 20 Mar 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Jenny Lewington Service Lead Housing Strategy
<p>Housing Managing Agents Performance Monitoring Report, Quarter Three - October 2018 to December 2018 To note the Housing Managing Agents Performance Monitoring Report, Quarter Three - October 2018 to December 2018.</p>	All Wards	Cabinet (Performance Management) Panel 25 Mar 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Melissa Green Housing Strategy and Development Support Officer
<p>Sale of sites to WV Living - former site of Parkfields School To consider the future of the Parkfields School site.</p>	Spring Vale	Cabinet (Resources) Panel 2 Apr 2019	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Karen James Housing Development Project Manager

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p>Valuations for property purchases from WV Living To approve the process by which the valuations for the sale of properties from WV Living to the Council (Housing Revenue Account) are negotiated.</p>	Bilston North; Etingshall	Cabinet (Resources) Panel 2 Apr 2019	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Lesley Eagle Housing Development Project Manager Tel: 01902 555446
<p>Implementation of The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 in the private rented sector. To approve the implementation of The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 in the private rented sector.</p>	All Wards	Cabinet 10 Apr 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Ravi Phull Service Manager Private Sector Housing
<p>Empty Homes Policy and Strategy Action Plan 2019-2024 To approve the Empty Homes Policy and Strategy Action Plan 2019-2024.</p>	All Wards	Cabinet (Resources) Panel 18 Jun 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Helen Scullard Service Support Manager
<p>Sale of site to WV Living - Daisy Bank, Ash Street, Wolverhampton To approve the sale of a parcel of land to WV Living for redevelopment.</p>	Bilston East	Cabinet (Resources) Panel 21 May 2019	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Karen James Housing Development Project Manager

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
<p>Housing Managing Agents Performance Monitoring Report – Quarter Four January 2019 to March 2019 To note the Housing Managing Agents Performance Monitoring Report – Quarter Four January 2019 to March 2019.</p>	All Wards	Cabinet (Performance Management) Panel 24 Jun 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Mila Simpson, Section Leader - Housing Strategy and Development
<p>Private Homes Strategy 2019-2023 To approve the Private Homes Strategy 2019-2023.</p>	All Wards	Cabinet 10 Jul 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Ravi Phull Service Manager Private Sector Housing
<p>Sale of sites to WV Living- former site of St Luke's Primary School, Goldthorn Road, Wolverhampton To approve the sale of land at former site of St Luke's Primary School, Goldthorn Road, Wolverhampton.</p>	Blakenhall	Cabinet (Resources) Panel 23 Jul 2019	Fully Exempt	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Karen James Housing Development Project Manager
<p>Consultation on Draft Affordable Housing Supplementary Planning Document To approve the draft Affordable Housing Supplementary Planning Document (SPD) for public consultation</p>	All Wards	Cabinet 11 Sep 2019	Open	Councillor John C Reynolds Cabinet Member for City Economy	Michele Ross Senior Planning Officer Tel: 01902 554038

Title of key decision:	Wards affected:	Decision to be taken by and date:	Public or private:	Lead Cabinet Member:	Employee to contact:
The City Housing Strategy 2019 - 2023 To approve a new city, cross tenure housing strategy.	All Wards	Cabinet 11 Sep 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Mila Simpson Section Leader - Housing Strategy and Development
Allocations Policy Review To approve amendments to the Allocations Policy for Council housing to ensure it remains fit for purpose, making best use of stock and addressing housing need within the City.	All Wards	Cabinet 11 Sep 2019	Open	Councillor Peter Bilson Cabinet Member for City Assets and Housing	Mila Simpson Section Leader - Housing Strategy and Development
Regeneration					
Westside Delivery Strategy update To approve a proposal for an updated delivery strategy to reflect the challenges of securing leisure operators in the current climate.	All Wards	Cabinet 20 Feb 2019	Fully Exempt	Councillor John C Reynolds Cabinet Member for City Economy	Paul Lakin, Head of City Development, Tel: 01902 557978
City Learning Quarter To approve the full business case for the City Learning Quarter.	St Peter's	Cabinet (Resources) Panel 5 Mar 2019	Fully Exempt	Councillor John C Reynolds Cabinet Member for City Economy	Richard Lawrence, Director of Regeneration Tel: 01902 551262

[NOT PROTECTIVELY MARKED]

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<p>Former Sainsbury's St George's site To approve the strategy for the future of the site including the lease with Sainsbury's, the Church Commissioners' Covenants and the disposal of land.</p>	St Peter's	Cabinet (Resources) Panel 2 Apr 2019	Fully Exempt	Councillor John C Reynolds Cabinet Member for City Economy	Peter Taylor, Development and Regeneration Surveyor/Officer, Tel: 01902 551262
<p>Southside Regeneration strategy update To approve the update on the Southside Regeneration Strategy.</p>	St Peter's	Cabinet (Resources) Panel 21 May 2019	Fully Exempt	Councillor John C Reynolds Cabinet Member for City Economy	Peter Taylor Development and Regeneration Surveyor/Officer Tel: 01902 551262
<p>External Funding Update Quarter 1 2019-2020 To approve the external funding bid update.</p>	All Wards	Cabinet (Resources) Panel 21 May 2019	Open	Councillor John C Reynolds Cabinet Member for City Economy	Heather Clark Service Development Manager Tel: 01902 555614
<p>Black Country Plan Draft for Consultation To approve public consultation on the Draft Plan version of the Black Country Plan.</p>	All Wards	Cabinet 16 Oct 2019	Open	Councillor John C Reynolds Cabinet Member for City Economy	Michele Ross Senior Planning Officer Tel: 01902 554038

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Date first entered into the plan	Project Name	Key Decision to be considered (to provide adequate details for those both in and outside of the Council)	Background papers (if any) and Contact Officer	Main consultees	Date Item to be considered
01/10/2018	Birchley Island (Main Scheme)	Approval for the Accountable Body for the Growth Deal (Walsall Council) to proceed to a Grant Agreement with Sandwell Council to deliver the Local Growth Fund (LGF) funded elements of the Birchley Island Project with delivery to commence in the 2018/19 financial year.	Papers TBC – Alison Knight Alison_Knight@Sandwell.gov.uk Stuart Everton Stuart.Everton@wolverhampton.gov.uk	Sandwell Council	13/03/2019
03/09/2018	154 Western Extension – Access package	Approval for the Accountable Body for the Growth Deal (Walsall Council) to proceed to a Grant Agreement with Wolverhampton City Council to deliver the Local Growth Fund (LGF) funded elements of the 154 Western Extension – Access package Project with delivery to commence in the 2019/20 financial year.	Papers TBC – Richard Lawrence Richard.Lawrence@wolverhampton.gov.uk Stuart Everton Stuart.Everton@wolverhampton.gov.uk	Wolverhampton City Council	13/03/2019
07/01/2019	Halesowen College – Business and Construction Management Centre	Approval for the Accountable Body for the Growth Deal (Walsall Council) to proceed to a Grant Agreement with Halesowen College to deliver the Local Growth Fund (LGF) funded elements of the Halesowen College – Business and Construction Management Centre Project with delivery to commence in the 2018/19 financial year.	Papers TBC – Alan Lunt alan.lunt@dudley.gov.uk	Dudley Council	13/03/2019
03/09/2018	Woods Lane Phase 2	Approval for the Accountable Body for the Growth Deal (Walsall Council) to proceed to a Grant Agreement with Galliford Try to deliver the Local Growth Fund (LGF) funded elements of the Woods Land Phase 2 Project with delivery to commence in the 2018/19 financial year.	Papers TBC – Alison Knight Alison_Knight@Sandwell.gov.uk	Sandwell Council	13/03/2019

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11/06/2018	Hatherton Street Phase 2	Approval for the Accountable Body for the Growth Deal (Walsall Council) to proceed to a Grant Agreement with Jessup Brothers Ltd to deliver the Local Growth Fund (LGF) funded elements of the Hatherton Street Phase 2 Project with delivery to commence in the 2019/20 financial year.	Papers TBC – Simon Neilson simon.neilson@walsall.gov.uk	Walsall Council	13/03/2019
13/12/2018	Wharf Approach Site Investigation – Additional Funding Request	Approval for the Accountable Body for the Growth Deal (Walsall Council) to proceed to amending the Grant Agreement with Hortons Estate Ltd to deliver the Local Growth Fund (LGF) funded elements of Wharf Approach Site Investigation Project with delivery to commence in the 2018/19 financial year.	Papers TBC – Simon Neilson simon.neilson@walsall.gov.uk	Walsall Council	13/03/2019
07/01/2019	The Leather Industry Expansion project	Approval for the Accountable Body for the Growth Deal (Walsall Council) to proceed to a Grant Agreement with Abbey England Ltd to deliver the Local Growth Fund (LGF) funded elements of the Leather Industry Expansion Project with delivery to commence in the 2018/19 financial year.	Papers TBC – Simon Neilson simon.neilson@walsall.gov.uk	Walsall Council	13/03/2019
07/01/2019	Shidas Lagoon Site Investigation – Additional Funding Request	Approval for the Accountable Body for the Growth Deal (Walsall Council) to proceed to amending the Grant Agreement with Stoford Properties Ltd to deliver the Local Growth Fund (LGF) funded elements of Shidas Lagoon Site Investigation Project with delivery to commence in the 2018/19 financial year.	Papers TBC – Alison Knight Alison_Knight@Sandwell.gov.uk	Sandwell Council	13/03/2019
07/01/2019	Phoenix 10 Phase 1	Approval for the Accountable Body for the Growth Deal (Walsall Council) to proceed to an Internal Agreement with Walsall Council to deliver the Local Growth Fund	Papers TBC – Simon Neilson simon.neilson@walsall.gov.uk	Walsall Council	13/03/2019

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		<p>(LGF) funded elements of the Phoenix 10 Phase 1 Project with delivery to commence in the 2018/19 financial year.</p> <p>This is for the first financial year of the Phoenix 10 Phase 1 project.</p>			
07/01/2019	City North Gateway Phase 1 – Additional Funding Request	Approval for the Accountable Body for the Growth Deal (Walsall Council) to proceed to amending the Grant Agreement with Wolverhampton City Council to deliver the Local Growth Fund (LGF) funded elements of City North Gateway Phase 1 Project with delivery to commence in the 2018/19 financial year.	<p>Papers TBC – Richard Lawrence Richard.Lawrence@wolverhampton.gov.uk</p> <p>Stuart Everton Stuart.Everton@wolverhampton.gov.uk</p>	Wolverhampton City Council	13/03/2019
07/01/2019	Dudley Town Centre Highway Infrastructure Improvements – Development Funding	Approval for the Accountable Body for the Growth Deal (Walsall Council) to proceed to a Grant Agreement with Dudley Council to deliver the Local Growth Fund (LGF) funded elements of Dudley Town Centre Highway Infrastructure Improvements – Development Funding with delivery to commence in the 2018/19 financial year.	<p>Papers TBC – Alan Lunt alan.lunt@dudley.gov.uk</p> <p>Stuart Everton Stuart.Everton@wolverhampton.gov.uk</p>	Dudley Council	13/03/2019
04/02/2019	Growing Priority Sectors – Thomas Dudley Foundry	Approval for Sandwell Council to move to contracting with Thomas Dudley Foundry for a funding allocation from the Growing Priority Sectors programme of works totalling £8.627m, to deliver the Local Growth Fund (LGF) funded elements of the Growing Priority Sectors Thomas Dudley Foundry project - with delivery to commence in the 2018/19 financial year.	<p>Papers TBC – Alison Knight Alison_Knight@Sandwell.gov.uk</p>	Sandwell Council	13/03/2019

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04/02/2019	Church Square Apartments	Approval for the Accountable Body for the Growth Deal (Walsall Council) to proceed to a Grant Agreement with Baron Fama Ltd to deliver the Local Growth Fund (LGF) funded elements of the Church Square Apartments Project with delivery to commence in the 2018/19 financial year.	Papers TBC – Alison Knight Alison_Knight@Sandwell.gov.uk	Sandwell Council	13/03/2019
04/02/2019	Growing Priority Sectors – UK Rubber & Plastics	Approval for Sandwell Council to move to contracting with UK Rubber & Plastics for a funding allocation from the Growing Priority Sectors programme of works totalling £8.627m, to deliver the Local Growth Fund (LGF) funded elements of the Growing Priority Sectors UK Rubber & Plastics project - with delivery to commence in the 2018/19 financial year.	Papers TBC – Alison Knight Alison_Knight@Sandwell.gov.uk	Sandwell Council	13/03/2019
04/02/2019	Very Light Rail – Main Scheme Change Request	Approval for the Accountable Body for the Growth Deal (Walsall Council) to proceed to amending the Grant Agreement with Dudley Council to deliver the Local Growth Fund (LGF) funded elements of the Very Light Rail – Main Scheme Project (development phase) with delivery to commence in the 2018/19 financial year.	Papers TBC – Alan Lunt alan.lunt@dudley.gov.uk	Dudley Council	17/04/2019
04/03/2019	Mill Lane Bridge & Aldridge Line Aqueduct GRIP 2 – 3 project - Additional Funding Request	Approval for the Accountable Body for the Growth Deal (Walsall Council) to proceed to amending the existing Internal Agreement with Walsall Council to deliver the Local Growth Fund (LGF), funded elements of the Mill Lane Bridge & Aldridge Line Aqueduct GRIP 2 – 3 project – with delivery to commence in the 2019/20 financial year.	Papers TBC – Simon Neilson simon.neilson@walsall.gov.uk Stuart Everton Stuart.Everton@wolverhampton.gov.uk	Walsall Council	17/04/2019

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09/07/2018	I54 Western Extension – Main Scheme	Approval for the Accountable Body for the Black Country Land and Property Investment Fund (Wolverhampton City Council) to proceed to an Internal Agreement with the Wolverhampton City Council to deliver the Land and Property Investment Fund (LPIF) funded elements of the i54 Western Extension Main Scheme project - with delivery to commence in the 2019/20 financial year.	Papers TBC – Richard Lawrence Richard.Lawrence@wolverhampton.gov.uk	Wolverhampton City Council	17/04/2019
07/01/2019	I9 (Block 9) Wolverhampton – Additional Funding Request	Approval for the Accountable Body for the Growth Deal (Walsall Council) to proceed to amending the Grant Agreement with ION Property Developments Ltd (IPDL) to deliver the Local Growth Fund (LGF) funded elements of i9 (Block 9) Wolverhampton Project with delivery to commence in the 2019/20 financial year.	Papers TBC – Richard Lawrence Richard.Lawrence@wolverhampton.gov.uk	Wolverhampton City Council	17/04/2019
06/08/2018	Sandwell Aquatic Centre	Approval for the Accountable Body for the Black Country Land and Property Investment Fund (Wolverhampton City Council) to proceed to a Grant Agreement with Sandwell Council to deliver the Land and Property Investment Fund (LPIF) funded elements of the Sandwell Aquatic Centre Project - with delivery to commence in the 2019/20 financial year.	Papers TBC – Alison Knight Alison_Knight@Sandwell.gov.uk	Sandwell Council	17/04/2019
04/03/2019	Growth Hub - Additional Funding Grant Agreement Approval	Approval for the Accountable Body for the Growth Deal (Walsall Council) to proceed to a Grant Agreement with the Black Country Consortium Ltd to deliver the Black Country Growth Hub Funding for 2019/20.	Papers TBC – Simon Neilson simon.neilson@walsall.gov.uk	Walsall Council	17/04/2019

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04/03/2019	Changes to the Local Growth Fund Programme	Approval of the current position of the Growth Deal Projects, reflecting all changes to the Programme (Funding and Outputs) throughout the year and to maximise the 2018/19 Growth Deal allocation expenditure for various changes, as detailed in attachment 1 of the report.	Papers TBC – Simon Neilson simon.neilson@walsall.gov.uk	Walsall Council	26/06/2019
04/03/2019	Dudley Brownfield Land Phase 2 – Change Request	Approval for the Accountable Body for the Black Country Land and Property Investment Fund (Wolverhampton Council) to proceed to amending the existing Grant Agreement with Dudley Council to deliver the Land and Property Investment Fund (LPIF) funded elements of the Dudley Brownfield Land Phase 2 – with delivery to commence in the 2018/19 financial year. This change request relates to a change in scope.	Papers TBC – Alan Lunt alan.lunt@dudley.gov.uk	Dudley Council	26/06/2019
11/06/2018	Iron Park	Approval for the Accountable Body for the Black Country Land and Property Investment Fund (Wolverhampton City Council) to proceed to a Grant Agreement with Parkhill Estates Ltd to deliver the Land and Property Investment Fund (LPIF) funded elements of the Iron Park Project - with delivery to commence in the 2019/20 financial year.	Papers TBC – Simon Neilson simon.neilson@walsall.gov.uk	Walsall Council	26/06/2019
07/11/2016	Heath Town Estate Regeneration	Approval for the Accountable Body for the Black Country Land and Property Investment Fund (Wolverhampton City Council) to proceed to an Internal Agreement with the Wolverhampton City Council to deliver the Land and Property Investment Fund (LPIF)	Papers TBC – Richard Lawrence Richard.Lawrence@wolverhampton.gov.uk	Wolverhampton City Council	26/06/2019

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		funded elements of the Heath Town Estate Regeneration project - with delivery to commence in the 2019/20 financial year.			

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