

Councillor Handbook

2023-2024

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CITY OF
WOLVERHAMPTON
COUNCIL

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Introduction and Welcome

Congratulations on being elected as councillor for the City of Wolverhampton Council. This councillors' handbook has been produced to give you information to help you in the first weeks after becoming a councillor and to set out all of the support you will be provided with during 2023/24 to help you in your new role. Please note that the Committee Chairs and other Councillor posts included in this handbook will be updated following the Annual general Meeting on 17 May 2023 where appointments will be decided by Council.

Serving as a democratically elected councillor is an honour and carries with it significant responsibilities. As well as representing the people of your ward, and Wolverhampton generally, you are responsible (with others) for running a large and complex public organisation with more than 4,000 (non-school) staff and a budget of £316m+.

Councillor Ian Brookfield
Leader of the Council



"As an elected member, you are in the privileged position of being able to make a real difference to the quality of life of the residents and communities that you represent. Of course, you will face some challenges, but overall, it remains a hugely rewarding role."

Tim Johnson
Chief Executive



"Officers are here to serve the Council. We ensure the policies you decide upon are implemented and it is our job to provide professional advice and support in an environment of mutual respect."

Councillor Wendy Thompson
Leader of the Opposition Party



"Congratulations on being elected as a councillor at City of Wolverhampton Council. You have chosen to dedicate yourself to public service and representing the people who have elected you into office is one of the greatest honours you can have. I hope your time as a councillor is fulfilling and that you find this handbook useful."

David Pattison
Chief Operating Officer



"This will be another busy and exciting year, where Council members will be engaged in discussions as we deliver on the strategic vision for our City set out in Our City Our Plan and closely monitor Council performance to achieve the outcomes set out in the plan."

Welcome from Local Government Association (LGA)

The national voice of local government

The LGA is the national membership body for local authorities and we work on behalf of our member councils to support, promote and improve local government. Twenty-one years ago, local government came together to create the LGA to support, promote and improve local government. LGA are politically led and cross-party, working with and on behalf of councils in England and Wales to give local government a strong, credible voice at national level.

Having one national voice gives local government the capacity to:

- Pick up emerging government thinking and ensure that local government's views are heard at the heart of government
- Think ahead to shape and develop the policies that councils need
- Work with public, private, community and voluntary organisations to secure their support for local authorities' priorities and their understanding of our perspectives
- Ensure that the right issues are raised with the right people at the right time, increasing their chance of resolution
- Speak with one voice to the public through the national media
- Take responsibility for driving innovation and improvement across local government.

As a councillor you will automatically have access to the full range of services that LGA provide.

You will be able to find more information and the range of services provided by LGA at <https://www.local.gov.uk/> and you will be able to create a new account by registering at <https://www.local.gov.uk/user/register>.

Section 1 – Being an Elected Councillor

Role of a Councillor and Officers

Councillors provide the democratic leadership of the council.

They:

- represent members of the public
- provide leadership and direction to the council
- scrutinise service delivery.

Officers are employees of the council.

They:

- implement the policies agreed by councillors
- organise and deliver services
- provide unbiased, professional advice and support to councillors.

Councillors and officers have a collective corporate responsibility. But aspects of their roles are distinctly different. Research has shown that the greater the degree of openness and understanding about this, the better the working relationship. Most councils attempt to provide this clarity through joint working protocols, anchored in the Constitution.

The most effective councillors gain a good appreciation of:

- the distinct contribution that councillors and officers make in the running of the council and the boundaries between them, e.g. officers must act with political impartiality, serving the whole council rather than particular groups or councillors
- the areas in which roles and responsibilities overlap and councillors and officers must act together to provide democratic governance.

Councillors and officers are indispensable to one another and mutual respect and communication between both is essential for good local government. Together, they bring the critical skills, experience and knowledge required to manage an effective council. Councillors provide a democratic mandate to the council, whereas officers contribute the professional and managerial expertise needed to deliver the policy framework agreed by councillors.

Membership of Political Groups

If you are a member of a political group, you will need to complete a political affiliation form (this is not required if you are an independent), which will be made available to each Political Advisor to the Political Groups. The form will need to be completed ahead of the Annual General Meeting.

Register of Interests

All members of a council are required by law to complete a register of interests form to provide details of any interests that might give rise to a conflict of interest, when undertaking their duties as a councillor.

Each councillor must register their interests as soon as they take up office, and they are obliged by law to keep their statutory register up to date and to inform the council's Monitoring Officer, David Pattison of any changes within 28 days of the change occurring via monitoring.officer@wolverhampton.gov.uk

The register of interests contains details of:

- any employment or business carried out by the councillor the name of their employer (Any Employment, office, trade, profession or vocation carried on for profit or gain)
- Sponsorship - any payment or other financial benefit (other than from the Council) within the relevant period (12 months) for any expenses incurred in carrying out duties as a Councillor/Co-opted Member, or towards your election expenses, including payment or financial benefit from a Trade Union:
- Contracts - any contract between you (or a body in which you have a beneficial interest) and the Council:
- Land - any beneficial interest in land within the area of the Council
- Licences
- Corporate Tenancies
- Securities
- Membership to any other public bodies (Membership of certain other bodies i.e. Political Groups, Trade Unions, School Governor, bodies appointed to by the Council)

The register of interests of all councillors are a public record and must be available online for members of the public to view. Please ensure that information is detailed in full and acronyms are not used as these can have multiple meanings.

Such disclosures must be made in any proceeding of the Council or its Committees even if the interest has already been included on the Register of Interests, or where there is a notification pending to the Monitoring Officer.

These interests extend to those of your spouse, partner, civil partner, family members or persons with whom you have a close association or personal relationship and you are aware that they have the interest.

A person with whom you have a close association means someone that you are in either regular contact with over a period of time or a significant contact who is more than an acquaintance or can be considered to be a friend, a colleague, a business associate or someone whom you know through general social contacts.

The Register of Interests form is available from the Councillor Support team [is that their correct name?] and the Council as also produced Guidance for members to assist them in completion of the statutory register. A Frequently Asked Questions guide is also available [here].

Legal responsibilities

- You have a legal responsibility to comply with the Code of Conduct for Councillors. You must comply with the requirements of the law and the Council in registering your interests in the Register of Councillor's Interests. Disclosable pecuniary interests are defined in the Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012 and as detailed in section 11.0 of the [Code of Conduct for Councillors of City of Wolverhampton Council \(Part 5 of the Constitution\)](#).
- The UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 sets out the requirements for how organisations should handle personal data. As a Councillor, you are a Data Controller (those who hold and process personal data). A [General Data Protection Councillor pack](#) is available to make you aware of the requirements of GDPR. The pack includes a Data Protection Ongoing Compliance Checklist for Councillors. Organisational Development will confirm details of training sessions for this in due course as part of the Councillor Induction Programme.
- Councillors must attend at least 1 formal meeting of the Council or a committee or certain other meetings in a six-month period. If that does not happen your seat is vacated under section 85 of the Local Government Act 1972 and by-election would generally take place.

Code of Conduct for Councillors

It is important that Councillors are aware that they can be held accountable and are required to adopt the behaviours and responsibilities associated with the role. Councillor Conduct can affect the reputation of all councillors. We want the role of councillor to be one that people aspire to. We also want individuals from a diverse range of backgrounds and circumstances to be putting themselves forward to become councillors.

Councillors represent local residents and work to develop better services and deliver local change. The public have high expectations of Councillors and entrust them to represent our local area; taking decisions fairly, openly, and transparently. Councillors have both an individual and collective responsibility to meet these expectations by maintaining high standards and demonstrating good conduct, and by challenging behaviour which falls below expectations.

Importantly, Councillors should be able to undertake their role without being intimidated, abused, bullied or threatened by anyone, including the general public. The [Code of Conduct for Councillors of City of Wolverhampton Council \(Part 5 of the Constitution\)](#) has been designed to protect Councillors democratic role, encourage

good conduct and safeguard the public's trust in Local Government. You must comply with the Code of Conduct at all times when acting as a Councillor, it is important that if in doubt, including where there may be a potential conflict of interest.

Complaints about breaches of the Code of Conduct are made to the Monitoring Officer and ultimately may be considered by the Standards Committee. The powers under the Localism Act 2011 for breaches of the Code of Conduct include power to require apologies, restriction of access to certain information, and the requirement to undergo training.

The Code of Conduct may amend accordingly with any constitutional changes going forward and the LGA will undertake an annual review of this Code to ensure it continues to be fit-for-purpose, incorporating advances in technology, social media and changes in legislation.

More information on the Code of Conduct is available from the Monitoring Officer or their Deputy either direct with that person or via monitoring.officer@wolverhampton.gov.uk.

Gifts and Hospitality

You must, within 28 days of receipt, notify the Monitoring Officer of any gift, benefit or hospitality with a value in excess of £50 which you have accepted as a Councillor from any person or body other than the Council.

Councillors should declare gifts, benefit or hospitality by updating their Register of Interests form which is located on the [Councillor's individual page on Modern.gov](#) or [here] Should you require any assistance please contact the Civic Support Team or Democratic Services should you require guidance.

Rules of Debate – Full Council

Councillors should make themselves aware of rules around conduct during Full Council meetings and note that 'No councillor shall impute unworthy motives to or use offensive or unbecoming words about another councillor or be guilty of tedious repetition.'

If this occurs the person presiding shall immediately stop the councillor and if repeated the councillor will not be heard any further. The Monitoring Officer as the person responsible for ensuring that the authority acts lawfully shall ensure that this rule is complied with.

The key powers for dealing with issues at full Council meetings the Constitution can be found [here](#) and specifically the rules of debate [here](#):

The key aspects are:

- Points of Order

- Point of Explanation (used to be called Point of information)
- Rules of Debate – when can Councillors speak
- Unacceptable behaviour
- Rules on failing to follow person presiding's directions

[Part 4A of the Constitution](#) sets out how meetings take place. Guidance on both Rules of Debate and Points of Order is located within [Full Council Rules Training document](#).

For more information on the Council Meetings Protocols contact the Monitoring Officer (or their Deputy) via monitoring.officer@wolverhampton.gov.uk

Freedom of Information Act

The Freedom of Information Act entitles any person to ask a public authority in England, Wales and Northern Ireland, including Government departments, for any recorded information they keep. A list of organisations covered by the Act is available at GOV.UK via [this link](#). The Act gives everyone greater access to information about how decisions are taken in government and how public services are developed and delivered.

For further information contact: Information Governance Manager Anna Zollino-Biscotti on 01902 555166 or email: Anna.Zollino-Biscotti@wolverhampton.gov.uk.

Confidentiality

There are three distinct areas where confidentiality might apply:

- In relation to Council/councillor decisions -as set out in the Local Government Act 1972
- Prior to a decision being reached
- In relation to a legal duty of confidentiality or other legal restriction (e.g Data Protection rules)

The starting point for this Council has always been one of transparency, the Council seeks, wherever possible, to avoid matters being restricted from publication or debate.

Councillors will at times have access to highly confidential information and as such there are certain limited situations when the Council needs to restrict sight of the papers and to restrict access to a meeting discussing the papers in relation to a formal decision or prior to reaching that decision, a good example would be where authority is being sought to purchase or sell a property at a specific price, if the other party (or others) were to become aware of this it would adversely impact on the Council's negotiating position. Another good example is when making a decision about the fitness of a potential taxi driver and any convictions that they may have (as shown by an enhanced criminal records disclosure search), that information clearly cannot be shared widely and must stay confidential.

A comprehensive overview of the rules on Confidentiality regarding Council matters as available to view within the briefing note [‘Rules on Confidentiality’](#).

The Pre-election Period

The pre-election period describes the period of time immediately before elections or referendums when specific restrictions on communications activity are in place. The term 'heightened sensitivity' is also used.

This guidance provides advice on the publicity restrictions that should be observed during the pre-election period. It should be read in conjunction with more detailed guidance produced by the Council's returning officer or monitoring officer which provides specific advice depending on your local circumstances.

The Monitoring Officer's pre-election rules and guidance for Councillors during the pre-election period is available to view on the below link: [Guidance for Councillors during the pre-election period](#).

The LGA have also produced a guide to [‘Publicity during pre-election period’](#).

The period of heightened sensitivity

The run-up to an election is a very sensitive period, and care must be taken by the Council to avoid showing (or giving the impression of showing) any bias, favour or support to any candidate for election or any political party. Both positive or negative publicity associated with a politician or particular political party could impact on a person's perception and therefore influence their vote.

The pre-election rules restrict the Council's usual publicity arrangements, but also its other activities such as the use of council facilities and resources, developing new policies and holding of events (including some meetings) featuring elected officials. Such activities should be carefully considered during a period of heightened sensitivity.

It is important to note that during this period the Council should continue to discharge normal council business (including determining planning applications, even if they are controversial) but with particular care in terms of publicity and communications. Local government sometimes views this period as a time when communications have to shut down completely but this is not necessary,

Publicity

Publicity is defined as *‘any communication, in whatever form, addressed to the public at large or to a section of the public’*.

The pre-election restrictions applicable during Purdah are governed by [Section 2 of the Local Government Act 1986](#). Essentially, councils should *“not publish any material which, in whole or in part, appears to be designed to affect public support for a political party.”* Guidance has been issued by Government on this issue

and their key provisions are set out at appendix 1, are summarised below and can be accessed [here](#).

What this means in practice for councillors

Public resources must not be used for political purposes, including Council email and mobile telephones. This also includes use of any Council owned facilities, other than limited express provisions for certain public meetings.

However, Councillors can continue to carry out their role as the ward Councillors/any position of responsibility such as Cabinet member or Committee Chair and carry on case work/Council work, they should not however use Council resources for campaigning purposes.

What this means in practice for the council

The “is it reasonable?” test

The question the Council needs to consider is with regard to any publicity, is “*Would an average member of the public be likely to view a particular political party or candidate more or less favourably as a result of an event, communication or other publicity?*” If the answer is ‘yes’, the proposed activity is likely to be in breach of the pre-election rules.

Considerations and prohibited activities

During the pre-election period, officers will consider the following, to ensure compliance with the Code of Practice:

Publicity – All proactive publicity involving any candidates and other politicians should cease (including Council’s website and social media output). We should avoid proactively publicising any controversial issues or reporting views, proposals or recommendations in a way that identifies them with individual politicians or political parties. We should do not include photographs or quotes of candidates. Quotes used in press releases should be attributed to the relevant senior officer.

Campaigns – We should think very carefully about starting any campaigns during this period. If a campaign is already running and is non-controversial (and would be a waste of public money to cancel or postpone them, then continue. However, we should always think carefully if a campaign could be deemed likely to influence the outcome of the election. In such cases we should stop or defer them. An example might be a campaign on an issue which has been subject of local political debate and/or disagreement.

Consultations – Generally we should not launch any new consultations. Unless it is a statutory duty or considered normal council business, such as budget consultations. We should consider carefully before starting any new consultations or publish report findings from consultation exercises, which could be politically sensitive.

Press queries – All responses to events should be factual and non-political.

Cabinet members – Councillors holding key positions, such as Cabinet Members, continue to be accountable for relevant services and policy areas, and should be able to comment in an emergency or when there is a genuine need for a Councillor-level response to a situation beyond the Council's control.

Political Impartiality – No communications or publicity activity should occur that could call into question the political impartiality of the Council or any particular employee. We must not supply council photographs or other materials to councillors or political groups unless we have verified that they will not be used for campaigning purposes.

Requests for advice from parties/candidates – Requests for advice or information from candidates or political parties should be treated with even handedness and dealt with as soon as possible, with any response being purely factual.

If you require support on any aspect of the pre-election period, please contact:

David Pattison
Monitoring Officer, Chief Operating Officer
01902 554910
david.pattison@Wolverhampton.gov.uk

Michelle Rowe
Deputy Monitoring Officer, Solicitor
Michelle.rowe@wolverhampton.gov.uk

Laura Gittos
Head of Governance
01902 555242
laura.gittos@wolverhampton.gov.uk

Guidance on Councillors' use of Social Media and Mobile Devices

This guidance applies to Councillors, it is also general good practice for professional conduct. Social media is a fantastic tool to communicate and engage with your constituent and many Councillors are increasingly using it to do just that. This guide is therefore not designed to put you off using social media, but rather to help you avoid its pitfalls. The Council's Corporate Communications Team, who run the council's popular Wolverhampton Today [Facebook](#) and [Instagram](#) accounts and @WolvesCouncil on [Twitter](#), are available to help you with any questions you might have about social media.

What is the purpose of this guidance?

- The purpose of this guidance is to provide parameters for Councillors' appropriate use of social media and mobile devices.

- Improper use of social media and mobile devices could be used as grounds for challenging a contentious decision or result in complaints of breaching the Councillors Code of Conduct, for a failure to show respect for others or bringing the Council or the office of Councillor into disrepute.
- Good practice on the use of social media and mobile devices

Popular social media platforms include Facebook, Twitter, LinkedIn, YouTube, Instagram, TikTok and blogs (web logs). Types of mobile devices include smart-phones, tablets and laptops.

Councillors may use these and other platforms in their official capacity, but should remember that the public may still perceive them as acting in that capacity even when that is not their intention. A general rule of thumb is that if you wouldn't say something in a public meeting, do not say it on social media.

Councillors should:

- consider whether they need to set appropriate privacy settings for any blog or networking site – especially if it is a private, non-political blog;
- keep an eye out for potentially defamatory, untrue or obscene posts from others and remove them as soon as possible to avoid the perception that they condone such views;
- be careful about any connection with service users who are vulnerable adults or children, as this could be regarded as a safeguarding issue;
- ensure they use Council facilities appropriately
- be aware that by publishing information that they could not have accessed without their position as a Councillor, they will be seen as acting in their official capacity;
- be careful about being too specific or personal if referring to individuals; and
- be aware that the libel laws and other legislation cover blogs, social media and other forms of digital content publication.

Councillors should not:

- place images or text on their site from a copyrighted source (for example extracts from publications or photos) without permission
- post comments that they would not be prepared to make face to face;
- refer in a blog to any information identified by the Council as confidential or exempt;
- disclose information given to them in confidence by anyone or information acquired by them which they believe or are aware is of a confidential nature;
- publish personal data of individuals except with express written permission to do so;
- give the impression that they are expressing the views of the Council where it is not appropriate to do so; and
- if they are involved in determining planning or licensing applications or other quasi-judicial decisions, publish anything on their blog that might suggest they do not have an open mind about a matter they are involved in determining.

The Use of Social Media and Mobile Devices at Meetings

Use mobile devices sparingly, discreetly and with common sense at meetings, considering the impression they are giving to others. Councillors should remember that most meetings are now recorded. There may be occasions when texting or emailing between Councillors during meetings on matters relevant to the debate at hand may be valuable (on the same basis as circulating paper notes to other Councillors). Mobile devices also enable Councillors to manage their busy lives when time is at a premium. However, frequent use of these devices during meetings may give the public the impression that the Councillor is not paying full attention to an item that is being discussed in a debate on a decision that is to be made.

Examples of acceptable use:

- reading and annotating meeting papers and background information relevant to that meeting;
- communicating with others at the meeting on matters relevant to the debate at hand
- sending and receiving communications to/from home relating to domestic circumstances (e.g. childcare arrangements), within reason and with common sense.

Avoid the following:

- using social media during quasi-judicial meetings or during the consideration of confidential or exempt items of business at meetings; and
- frequently checking emails and messages that are not related to the meeting;
- taking and sending electronic images of proceedings; and
- extended periods of use that suggests that insufficient attention is being paid to the meeting.

The LGA (Local Government Association) has developed some background information on the use of social media for Councillors which is available to access [here](#). Further support and guidance such as do's and don'ts when using social media are also available from the LGA and available to access [here](#).

If you have any queries relating to communications or the use of social media, or for further advice please speak to:

Constitution

The City of Wolverhampton Council has agreed a Constitution which sets out how the Council operates, how decisions are made and the procedures which are to be followed to ensure that these are efficient, transparent and accountable to local people. Some of these processes are required by the law, while others are a matter for the Council to choose. For further information on the decision-making process, report writing or guidance to Modern.gov contact Democratic Services on: democratic.services@wolverhampton.gov.uk

[CWC Constitution](#)

Councillor Meeting Membership

The Council has six Scrutiny Panels and a Scrutiny Board, which co-ordinates the Scrutiny work programme and considers cross-cutting issues. In addition, sometimes Special Scrutiny Review Groups are set up. There are also certain regulatory bodies, such as the Planning and Licensing Committees. Following your election, you will be formally appointed to various bodies at the Annual Council Meeting. The Council's Rules of Procedure provide that each Councillor must serve on at least two bodies. Further information on the Constitution, the decision-making structure and scrutiny will be provided through the new Councillor's induction sessions.

Section 2: Information for Councillors

Allowances

As a Councillor you will be entitled to a basic allowance of £12,196, Councillors who undertake significant responsibilities i.e. chairing a committee will receive a Special Responsibility Allowance.

Councillor Portal

The [Councillors' Portal](#) is a digital self-serve portal which has been designed to enable councillors to access key information to assist in your role and help manage enquiries in order to represent your ward and the people who live it in.

It covers a large number of areas with links to your enquiry dashboard, handbooks, Modern.Gov along with planning, safeguarding, out of hours.

The Councillors' Portal is a live page designed for councillors which is evolving and Civic Support Team appreciate feedback and suggestions for future development.

Councillor Enquiries

The Councillor Enquiry Unit (CEU) is the new single point of contact for all councillors' enquiries.

The CEU has a dedicated phone number and email address for all enquiries to be logged.

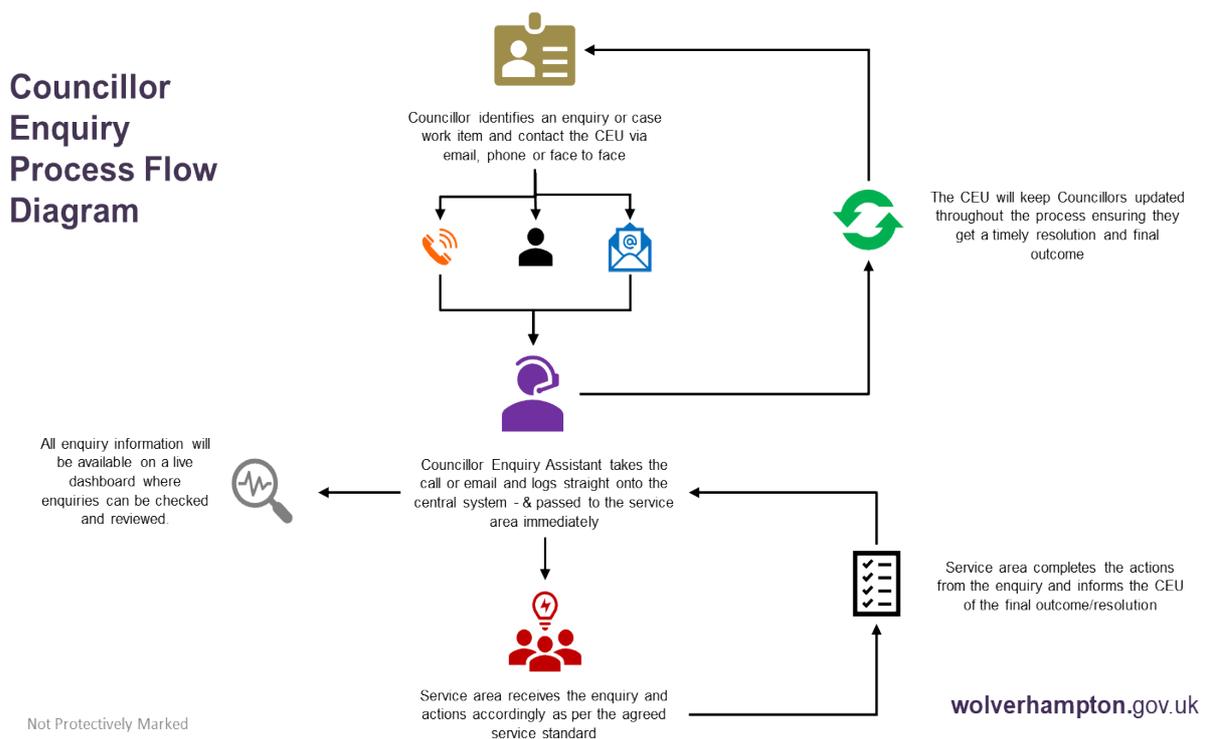
The CEU will manage enquiries, contact services to monitor the progress of your enquiry and provide you with regular updates.

The process:

- Councillor contacts CEU via phone or email to log enquiry.
- The Councillor will be given an enquiry reference number and receive an email with a summary of the enquiry'

- The CEU will monitor the enquiry and keep the Councillor updated with its progress.
- The CEU will chase enquiries with service areas if no update or closure notification has been received as it approaches the agreed service standard.
- Once the CEU has confirmation the enquiry has been resolved they will update the Councillor and close the enquiry.
- In the event of a change of councillor Cases are re-allocated to the new Councillor, councillors are updated on these cases and allocated to them – ensuring any sensitive cases are reviewed and shared in-line with GDPR guidelines.

A visual diagram of the process is detailed below:



When logging your enquiry, please:

- Include CEU to the subject line if logging your enquiry by email
- Include as much detail as possible relating to the enquiry
- Provide full details of the nature of the complaint and location (ie potholes / fly tipping).
- Provide the full name and address of any residents involved in the enquiry involves a resident
- Provide proof of consent from the resident if required (e.g. for social care enquiries).

The consent Forms for completion and [Multi-Agency Children Services Threshold Guidance: Continuum of Help & Support 2020](#) are available for use below:

[Consent Form – Adults](#)

[Consent Form – Childrens](#)

The Councillor Enquiry Unit (CEU) will create a more efficient process, ensuring consistent responses for councillors and help you better assist your constituents.

For Councillor Enquiries, please contact the CEU via: -

Email: councillors.support@wolverhampton.gov.uk

or

Tel: 01902 550200

CEU operating hours are as follows:

Monday to Thursday 08.00am to 5.30pm

Friday 08.00am to 5.00pm

For out of hours urgent enquiries telephone the Emergency Duty Team on 01902 552999 or in an emergency call 999.

For further information please refer to the out of hours information on our Council website: [Emergency Duty Team \(out of hours\)](#)

Car Insurance

All Councillors and employees who use their vehicles on Council business should have the necessary insurance cover and information on this is contained in the Councillor Information Pack.

For any loss or damage incurred by Councillors when using Council car parks or on Council business, the Council cannot accept any liability in the absence of negligence.

The Risk Management and Insurance Services can arrange for top-up cover for no claim's bonus protection and the cost of this is borne by the individual Councillor (see letter from the Risk Management and Insurance Services [Section and application form](#)).

For further information on Risk Management and Insurance Services contact: rmis@wolverhampton.gov.uk

Personal Insurance

The Council's personal accident insurance applies to Councillors whilst acting on behalf of, or with the approval of, the Council. This includes attendance at Councillors' surgeries and a copy of the Council's Liability Insurance letter can be found [here](#) Council's insurance cover does not apply where the actions of the Councillor are purely political or personal and cannot be deemed to be actions undertaken on behalf of City of Wolverhampton Council. The Council's public liability insurance cover has similar provisions.

Councillor Benefits

There are a range of benefits Councillors have access to which are listed below:

- Access free, confidential and independent support 24/7 through Care First, the Council's Employee Assistance Programme. Visit www.carefirst-lifestyle.co.uk Username: COWC Password: EAP2016 or Freephone 0808 1682143.
- Access a huge range of discounts to help you save money across hundreds of the UK's favourite high-street and online retailers via the Our Rewards portal. Simply visit www.ourrewards.co.uk and click on 'register'.
- Save up to 7% on the cost of commuting by bus, train and tram with a National Express travel card. Sign up to their dedicated portal <https://nxbusportal2.co.uk/wolvcc/portal> and, once registered, you will be able to log in and choose your ticket, register lost cards and amend your details. Travel cards are issued directly by National Express, and deductions will be via direct debit. Protect your no claims bonus while at work by signing up to the No Claims Bonus Protection Scheme. Contact RMIS@wolverhampton.gov.uk for an application form.
- Save yourself hundreds of pounds a year on everyday healthcare costs such as visiting the dentist, opticians or physiotherapist by joining Paycare's corporate health cash plan for less than you may think. Visit <http://paycare4work.wpengin.com/wolverhampton-city-council> for details and to apply.
- Take advantage of the free will writing service from Dunham McCarthy solicitors. Visit <https://dm-legal.co.uk/wolvcc/> for further details.
- Join WV Active and access the Council's leisure facilities at corporate rates. Visit www.wvactive.com for full terms and conditions.
- Get great rates on ethical savings and loans with deductions taken directly via payroll with Wolverhampton City Credit Union. Visit www.wccul.co.uk for further details.

Further information on all the above benefits is available on the HR intranet and on the Our Rewards portal. If you have any specific enquiries you can contact the HR Support desk on HR.SupportDesk@wolverhampton.gov.uk.

Access to the Register of Electors

Declaration of Acceptance of Office

Following the Election, successful Councillors may not act as a Councillor (this includes attending and voting at meetings) until the declaration of acceptance of office has been signed.

The Declaration of Office form shall be provided immediately after Election results by a member of the Civic Support Team. The declaration must be made within two months from the day of election.

If you do not submit your declaration by this deadline, the seat will be declared vacant, and a by-election will be held.

Submitting your election spending returns

Within 35 calendar days of the election result being declared your election agent will need to prepare and submit to the Returning Officer an election spending return. In addition, both you and your election agent will need to sign a declaration stating that the return is complete and correct to the best of your knowledge and belief. You must return election expenses even if it is a nil return.

The election expenses form and guidance on completing it can be found on the [Electoral Commission website](#).

Election expenses can be returned to:

Returning Officer, C/O Electoral Services

City of Wolverhampton Council, Civic Centre, St Peters Square, WV1 1SH

Alternatively, scanned copies of completed election expenses can be sent to: candidates@wolverhampton.gov.uk

Access to Electoral Register

As a Councillor you are entitled to request one copy of the electoral register for the ward you represent as per The Representation of the People (England and Wales) Regulations 2001. All Councillors will be sent a register request form ahead of the annual publication of the revised register every December. All newly elected Councillors will be sent a register request form in May. You will need to return the completed register request form to: Electoral.Services@wolverhampton.gov.uk

Information from the Electoral Register may only be used as specified in the Representation of the People Regulations 2001. It may be used for electoral purposes and to facilitate the democratic process; it must not be used for commercial purposes. Under the Regulations referred to above, anyone who fails to observe these conditions may be guilty of an offence. The penalty is a fine of up to level 5 on the standard scale (currently £5,000).

The full electoral register is available for public inspection under supervision in accordance with the Representation of the People (England and Wales) Regulations 2001. Information from this register may be recorded only by making handwritten notes. Photocopying or electronic recording are not permitted by law.

If you would like to view the full electoral register, please contact Electoral Services to make an appointment: Electoral.Services@wolverhampton.gov.uk / 01902 55 5050.

Induction Programme

The Induction Programme shall be provided as part of your Councillor Information Pack. This will detail the training programme to provide you with the relevant information to accompany you in your role as a Councillor.

Development Programme

Organisational Development deliver and this will provide information and training

courses which are available throughout the year. The Development plan shall be communicated each quarter (May, August, November, February) as well as weekly updates of available courses you can book on to.

If you see any training or development opportunities that you would like to attend or complete, please contact Councillor Support Team via email councillors.support@wolverhampton.gov.uk with details of the event, the reason you would like to attend and the benefits it will deliver.

The request will then be sent to the Organisational Development Team to approve and book. Confirmation details will be sent to the Councillor and Councillor Support Team.

Political Leadership

To view the current Political Leadership at the Council which is located on Modern.gov, [use this link to take you to the Modern.gov 'Your Councillors' page.](#) To view the details of the Officer Structure at the Council, [use this link to find the most up-to-date Structure Chart](#) which shall also detail Heads of Service and Lead Officers.

You will be able to access contact details of employees via Microsoft Teams where you can use the 'Search' function to find employee details. Alternatively, you can access an address book through Microsoft Outlook.

Keeping you informed

Currently all councillors receive a weekly update distributed via email which provides information on operational and strategic activity including:

- Relevant national or regional news
- Data regarding the City
- New policies
- Training and development opportunities
- Local financial implications and activity
- General information

Each Cabinet Member will also undertake weekly Cabinet Member briefings with their relevant Director. These meetings provide detailed briefings and decisions that need to be made regarding Council business. These are co-ordinated by the Director's Executive Assistant (or their designated 'buddy' when on leave) who will liaise with those which occupy a Cabinet Member post and all papers can be accessed through [Modern.gov](#) and via the modern.gov app.

Access to the building(s)

To access Council buildings – you will require an Access Card. Access cards are multifunction and are used for ID purposes, access to the Civic and scanning/photocopying.

The Civic Support Team will send your information along with a photograph showing head and shoulders against a white or cream background to Business Support to request a new card. The Civic Support Team will advise when your access card is ready for collection from the Civic Centre. If your access card is lost or stolen, please contact the Civic Support Team who will liaise with Business Support to ensure a new access card is issued.

Councillors and employees are required to wear their access cards at all times while in the Civic Centre.

Councillor's Space

Space for Councillors is provided on the third floor of the Civic Centre. The Councillors' Area is covered by the access card system. Councillors can access the area Monday - Friday between 8am and 8pm, Saturday 9am – 1pm (in the event of evening meetings extending over this time, this can be extended subject to facilities management approval).

The area consists of shared agile working space and 2 separate offices for the Leader of the Council and the Leader of the Opposition.

Facilities in the Councillors shared office space include:

- A bank of desks for agile working
- A printer/scanner
- Confidential waste disposal unit
- Drinks vending machine
- Drinking water
- Recycling facilities

There are meeting rooms made available for Councillors to use on the 3rd Floor of the Civic Centre. These can be booked by councillors provided that it is for use by Councillors in their role as a Councillor, which can of course include political meetings including group meetings and discussions with politicians from other authorities or other bodies – this process is applied equally and fairly to all Councillors. The bookings are not regulated but will be investigated where there are concerns and potentially, if the booking system is misused, we would restrict the use if required. The meeting room usage does however change under legislation of the pre-election period, please see the pre-election period section on page 11.

Two small interview/meeting rooms are located in the corridor leading to the Councillors' Area for Councillor's use. The rooms can be used for meetings with members of the public and Officers.

These rooms can be booked through self-serve in Outlook, if you need assistance please contact: councillors.support@wolverhampton.gov.uk

Committee Rooms 1 to 5 are available for larger meetings. Meeting rooms can be booked through self-serve in Outlook, if you need assistance, please contact: councillors.support@wolverhampton.gov.uk

Toilet facilities and a kitchen are also located in the corridor leading to the Councillors' Area.

Postage

All Councillor's post received at the Civic Centre Mail Room is delivered to the Councillor Support area on the 3rd Floor of the Civic Centre, on a daily basis.

Do not use the Civic Centre address for any personal postage items.

IT Support and Equipment

As part of your induction, you shall receive a laptop and mobile phone to carry out your Councillor role. At the point of receiving your new equipment you will have a 1-2-1 session with a Digital & IT Services engineer to ensure everything is setup and working to your satisfaction, including E-mail and Microsoft Teams.

Should you require further support with your IT equipment at any point you can contact the Digital & IT Services Support Desk via:
DigitalandIT@wolverhampton.gov.uk or Phone: 01902 558000. Your request will be dealt with as a matter of urgency by the Business Critical Support Team.

Microsoft Teams training sessions lead by the Digital & IT Business Critical Support Team are also available both on a 1-2-1 basis and as part of a wider Council group session.

If your equipment is lost, stolen or damaged, please contact:
councillors.support@wolverhampton.gov.uk

Agile Working

The City of Wolverhampton Council recognises the need to develop modern working practices to enable employees to maximise their performance and productivity whilst maintaining a good work life balance.

Following the covid-19 pandemic, employees were categorised into one of the following workstyles - fixed, flexible or field. The fixed workstyle denotes that the postholder will have fixed base location and is not expected to travel to other office locations on a regular basis. The flexible work style denotes that the postholders base location is flexible to meet the needs of the business. Employees in this workstyle can work from a mixture of home and any council office as required subject to business delivery requirements. The field workstyle includes employees that predominantly work out in the community with a base location that is a council office.

This flexibility ensures everyone is supported to undertake their role in the most

effective way possible while delivering service improvements for the customer. This sees us support employees through a range of policies, technology, management techniques and training to be flexible and responsive in the way they work.

All Councillors and employees are encouraged to work in an agile way which brings people, processes, connectivity, technology, time and place together to find the most appropriate and effective method of working.

Councillors Surgeries

Any appropriate Council building under the direct control of the Council in or adjacent to a Councillor's own ward which is available at the times required for Councillors' surgeries will be provided free of charge on request.

Bookings should be made directly with the Community Association, a detailed list of Community Centres and Hubs can be found [here](#).

There is no charge for Councillor surgeries at Community Centres and Hubs but any activities (coffee mornings, consultations etc) would be chargeable at the rate set by each Community Association. Each centre is managed by a Community Association and they are responsible for the day to day management of their centre (pricing, bookings etc) and therefore will need to be contacted directly for bookings. If a Councillor wishes to use any other Council property for surgery purposes this can only be provided at the appropriate hiring charge. The Council does not cover such costs. Councillors can make their own arrangements with other venues within their wards such as church halls etc at their own cost.

Printed "Councillors' Surgery Notices" / "Down Your Way" flyers in the corporate style can be provided. Please contact the Civic Support Team if you require flyers printed.

Health and Safety

Your health and safety as a Councillor is very important to us. It is essential that risks to health and safety are properly controlled through an effective health and safety management system and commitment at all levels within the organisation.

Please familiarise yourself with the [Health and Safety Policy](#) as well as completing mandatory e-learning training available via the Learning Zone on the Our People Portal.

You can seek advice / guidance from the [Health and Safety Portal](#) or by emailing: healthandsafety@wolverhampton.gov.uk

All newly elected Councillors will be offered to attend a health and safety induction as part of their role as a Councillor. At this time all existing or re-elected councillors will also be given the opportunity to re-attend to refresh themselves on the appropriate aspects of health and safety and being a Councillor.

How to stay safe as a Councillor

It is the policy of the Council to make sure that as far as is reasonably practicable no Councillor will be exposed to any uncontrolled risk to their health and safety. This could arise from a violent or aggressive act by a member of the public, or other person for which they have not been adequately prepared and trained.

The Council will not tolerate violence, aggression or abuse against any employee or Councillor under any circumstances.

Councillors are wherever possible required to withdraw from violent or potentially violent situations and follow the appropriate procedure for summoning assistance. However, the Council recognises that there may be situations where Councillors may have to intervene or where they are unable to withdraw.

Councillors must be aware of the potential risk of violence and avoid any action which places either themselves or colleagues at risk.

An updated Potentially Violent Persons Register (PVPR), which identifies people with a history of violent or threatening behaviour and pose a risk to council staff or Councillors, is now in place. The updated platform can be found [here](#) along with other related information.

[A Councillor Guide to Personal Safety](#) has been developed by the City of Wolverhampton Council Health and Safety Team to support keeping you safe as a Councillor.

If you have any concerns or queries relating to your safety as a Councillor, please contact:

Tim Munro
Head of Service – Health and Safety
01902 554058
tim.munro@wolverhampton.gov.uk

Health and Wellbeing

The Health and Wellbeing of Councillors is a priority within CWC, resources to support your wellbeing can be accessed on the [Our People Portal](#)

Employee Assistance Programme

The Council has an Employee Assistance Programme (EAP) to provide advice, help and support. It is available to any employee/Councillor who is finding the changes in everyday life difficult.

Care First deliver the EAP. They are an independent, leading provider of professional employee support services.

Care First use qualified Counsellors and Information Specialists. They have experience in helping people deal with practical and emotional issues such as:

- wellbeing
- family matters
- relationships
- debt management
- workplace issues

The service is free, impartial and confidential.

[Click here to visit this website](#) to access articles, factsheets and webinars. Log on using the details below.

Username: CofWC

Password: EAP2016

By phone:

Speak to a Care First Counsellor or Information Specialist by calling these freephone numbers

- 0800 174319
- 0808 1682143

The Council's wellbeing and occupational health services provide a wide range of support to employees. As well as assessing and supporting you when you are unwell or are ready to return to work following ill health, occupational health can provide access to counselling, physiotherapy services and eye test vouchers.

Councillors also have access the councils Employee Assistance Programme (EAP).

Care First deliver the EAP. They are an independent, leading provider of professional employee support services.

Care First use qualified Counsellors and Information Specialists. They have experience in helping people deal with practical and emotional issues such as:

- wellbeing
- family matters
- relationships
- debt management
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Username: CofWC

Password: EAP2016

By phone:

Speak to a Care First Counsellor or Information Specialist by calling these freephone numbers

- 0800 174319
- 0808 1682143

Councillor Profiles

You can find the full list of Councillors for City of Wolverhampton Council on Modern.gov under the [‘Your Councillors’](#) heading.

Car Parking

A car parking permit can be obtained via Councillor Support. The permit will facilitate parking on the Ceremonial car park or any other council owned car park, except for the Civic Centre underground car park. This permit is for use whilst on official Wolverhampton Councillor business only. An annual permit charge may apply.

Customer Feedback

The City of Wolverhampton Council is committed to delivering excellent Customer Service. For details on how to complain, share views and suggestions on the facilities and services City of Wolverhampton Council offer, please visit [Customer Feedback](#) on the City of Wolverhampton Website.

Local Government and Social Care Ombudsman (LGSCO)

The Local Government and Social Ombudsman look at individual complaints about councils, all adult social care providers (including care homes and home care agencies) and some other organisations providing local public services. They are a free service. They investigate complaints in a fair and independent way. Results are reported back to Councillors in a six monthly and annual report at Governance and Ethics Committee.

Please visit [Home - Local Government and Social Care Ombudsman](#) for more information.

Section 3: Important Information about the City of Wolverhampton

Local Government in Wolverhampton

Wolverhampton is a city which celebrates its super-diversity with a population of more than 263,000 residents, who speak many languages and are drawn from around the world. It has a growing population from Black and Minority Ethnic communities as highlighted in 2021 Census. Many faiths are followed in the city

and Wolverhampton has the second-highest proportion of Sikh residents in England.

- 45.3% of the population identify as being from Minority Ethnic communities
- 19.4% of the City population have some form of disability
- There are over 88 languages spoken in the City
- 4.7% of the population cannot speak English
- City of Wolverhampton has an average age of 38 years old
- 2.5% of the population define as Lesbian, Gay or Bisexual (LGB)
- 91.9% define as the same sex registered at birth
- 0.8% define as either trans man or woman or other gender identities

The Council uses the [WV Insight](#) Website to collect data about protected groups in Wolverhampton. It provides this data, research and information about topics like health, education and population. There is a specific [Equalities Dashboard](#) which gives this information and breaks it down in relevant ways.

Cabinet Members, Scrutiny and Committee Chairs and Vice Chairs

City of Wolverhampton Council
Cabinet Members, Scrutiny and Committee Chairs and Vice-Chairs 2022/2023

The Cabinet
The Cabinet comprises the following Councillors. Lead roles are indicated below although it should be noted that these may be shared with the Leader or other Cabinet Members.

Leader
Ian Brookfield
Our City, Our Plan - Our Wolverhampton
International, national, regional and local business, community, cultural and heritage
Education, children, public services and regeneration
Wolverhampton Future
Health, Education
Culture and Events

Deputy Leader: Inclusive City Economy
Stephen Simkins
Our City, Our Plan - Inclusive economy
Our City, Our Plan - Inclusive economy

Mayor
Sandra Samuels OBE
Our City, Our Plan - Inclusive economy
Our City, Our Plan - Inclusive economy

Deputy Mayor
Dr Michael Hardacre
Our City, Our Plan - Inclusive economy
Our City, Our Plan - Inclusive economy

Opposition Leader and Deputy Leader
Wendy Thompson
Simon Bennett
Our City, Our Plan - Inclusive economy
Our City, Our Plan - Inclusive economy

Scrutiny Board
Chair Paul Sweet
Vice Chair Ellis Tunwell

Scrutiny Panels
Chair Val Evans
Vice Chair Stephanie Haynes
Chair Rita Pritter
Vice Chair Adam Collings
Chair Zoe Russell
Vice Chair Libby Singh

Children and Young People
Beverley Momenabadi
Our City, Our Plan - Strong families
Our City, Our Plan - Strong families

City Assets and Housing
Bhupinder Gukhal
Our City, Our Plan - Strong families
Our City, Our Plan - Strong families

City Environment and Climate Change
Steve Evans
Our City, Our Plan - Strong families
Our City, Our Plan - Strong families

Resources and Digital City
Obaide Ahmed
Our City, Our Plan - Strong families
Our City, Our Plan - Strong families

Education, Skills and Work
Chris Burdon
Our City, Our Plan - Strong families
Our City, Our Plan - Strong families

Health and Wellbeing
Jasbir Jaispal
Our City, Our Plan - Strong families
Our City, Our Plan - Strong families

Governance and Equalities
Paula Brookfield
Our City, Our Plan - Strong families
Our City, Our Plan - Strong families

Committees
Health
Chair Craig Collingswood
Vice Chair Paul Appleby
Chair John Reynolds
Vice Chair Jonathan Crofts
Chair Phil Page
Vice Chair Raspal Kaur
Chair Mikinder Jaispal
Vice Chair Olivia Birch
Chair Arwen Muston
Vice Chair Jill Wildman

Councillors

Political control

Wolverhampton has 60 councillors. In order to take overall political control of the Council, a party must hold more than 30 seats. The Labour group currently holds 46 seats and therefore has political control of the Council. The leader of the Labour group, Cllr Ian Brookfield, is Leader of the Council.

Council seats are currently distributed as follows:

Labour: 44

Conservative: 16

Local Councillors are elected by the community to decide how the council should carry out its various activities. They represent public interest as well as individuals living within the ward in which he or she has been elected to serve a term of office.

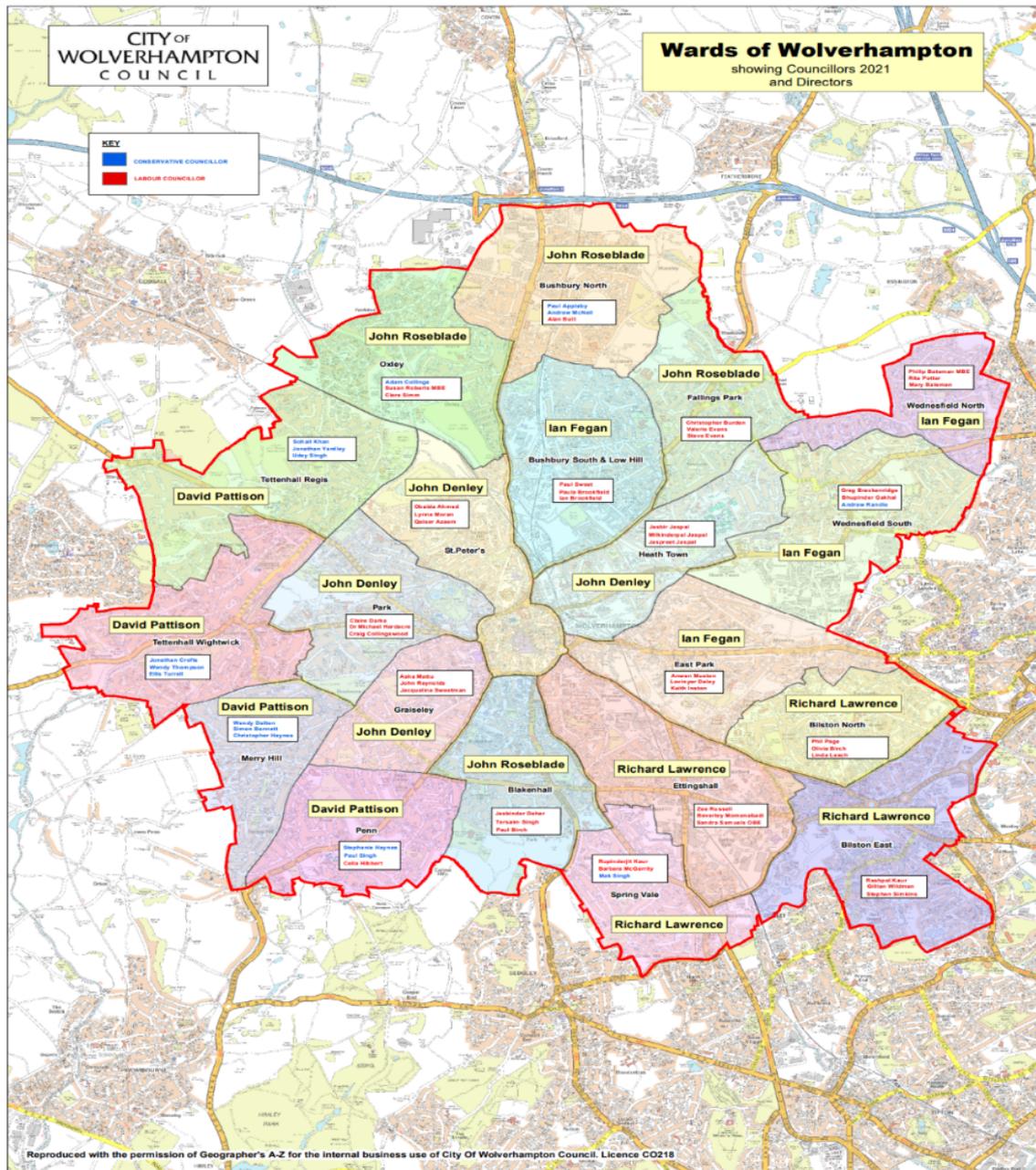
They have regular contact with the general public through council meetings, telephone calls or surgeries. Surgeries provide an opportunity for any ward resident to go and talk their councillor face to face and these take place on a regular basis.

Councillors are not paid a salary for their work, but they do receive allowances. By law, all members of the Council are required to complete a declaration of interest form, the details of which are published annually.

To find your Councillor please use the links below:

- [Find your councillor](#)
- [Your councillors alphabetically](#)
- [Your councillors by political party](#)
- [Your councillors by ward](#)
- [Full list of contact details](#)
- [Councillor attendance summary](#)
- [View councillors as a list](#)

Wards



Director Ward Champion Role

There are five Director Ward Champions who work with four wards each across the city. The role has a number of functions including; Supporting and enhancing the representation of communities in discussions, providing a regular and direct link between Councillors and Director Ward Champions, and informing place-based activity in communities by using data and evidence to help inform conversations and co-produce activity in communities and maximise allocation of ward funds, building community capacity and resilience. Current Director Ward Champions and their four wards are detailed in the below table:

Director Ward Champion	Wards
Ian Fegan Director of Communications and External Relations	<ul style="list-style-type: none"> • Bushbury South and Low Hill • East Park • Wednesfield South • Wednesfield North
David Pattison Chief Operating Officer	<ul style="list-style-type: none"> • Tettenhall Wightwick • Tettenhall Regis • Merry Hill • Penn
John Roseblade Director of Resident Services	<ul style="list-style-type: none"> • Bushbury North • Oxley • Fallings Park • Blakenhall
Richard Lawrence Director of Regeneration	<ul style="list-style-type: none"> • Bilston North • Bilston East • Ettingshall • Springvale
John Denley Director of Public Health	<ul style="list-style-type: none"> • Heath Town • Park • St Peter's • Graiseley

WV Insight Portal

The open-access WV Insight Portal provides service, ward and city level data in one place. It aims to consolidate key data to build up a holistic picture of the city and its residents to facilitate decision making and help Councillors actively support their communities by providing thematic dashboards. To complement WV Insight, a [Ward Profile](#) has been setup on the Councillors' [Portal](#) which has key information by ward, localised for each Councillor, on demographics, housing, health, skills, employment, unemployment, deprivation, and Council Tax bands; Census 2021 data is disseminated on this Ward Profile.

Corporate Parenting

The City of Wolverhampton Council has a unique responsibility to children who are cared for by the authority and care leavers as their 'corporate parents'. In simple terms, a corporate parent is intended to carry out many of the roles a parent would. The Council may not be able to provide everything a loving parent can, but they should still be able to provide the children and young people they're responsible for with the best possible support and care.

The City of Wolverhampton Council encourages people and organisations to do as much as they can to make sure children and young people feel in control of their lives and able to overcome the barriers they face using a Restorative Practice Approach. This is a high support/high challenge methodology embedded in the council and has an emphasis of working with people, rather than doing things for them or to them. The city council has a strong commitment to corporate parenting

making it a priority for everyone in the City from the Chief Executive down to front line staff, as well as elected council members and the wider city community, as if they were our own children and young people.

The concept of Corporate Parenting was introduced by the Government in 1998 as part of a drive to improve the lives of children who are looked after by the local authority. The Corporate Parenting responsibility was reiterated and reinforced in 2007 with the release of the White Paper Care Matters-Time for Change and the underpinning legislation, Children and Young People Act 2008. The Children and Social Work Act 2017 compels local authorities to evidence how they meet the seven principles as they are statutory in relation to looked after children and care leavers.

The corporate parenting principles set out seven fundamental requirements for looked after children and care leavers, as follows:

1. To act in the best interests, and promote the physical and mental health and well-being, of those children and young people
2. To encourage those children and young people to express their views, wishes and feelings
3. To take into account of the views, wishes and feelings of those children and young people
4. To help those children and young people gain access to, and make the best use of, services provided by the local authority and its relevant partners
5. To promote high aspirations, and seek to secure the best outcomes, for those children and young people
6. For those children and young people to be safe, and for stability in their home lives, relationships and education or work
7. To prepare those children and young people for adulthood and independent living.

The Corporate Parenting Board is made up of cabinet member for children and young people and 10 elected members. The board meets six times per year to consider and provide clear strategic and political direction in relation to corporate parenting.

This includes satisfying themselves that:

- All Councillors and the City of Wolverhampton Council Service Groups are all fulfilling their roles and responsibilities as corporate parents proactively and make a demonstrable commitment to prioritising the needs of looked after children and young people.
- The City has high ambitions and aspirations for all looked after children and care leavers.
- Undertake regular monitoring of the outcomes associated with the seven principles.
- Set objectives for monitoring the work of and evaluating the progress of the Corporate Parenting Partnership Board, made up of internal and external agencies.

Safeguarding

Safeguarding vulnerable children and adults is everyone's responsibility and a crucial aspect of council work, linking to many local agendas, including police and criminal justice, care quality, disability hate crime, community safety and cohesion, domestic violence, forced marriage, exploitation and support for carers.

As a councillor you are likely to encounter some of the most vulnerable people in our city and therefore it is important to understand the key principles of safeguarding including:

- knowing how to recognise and report it
- knowing who is responsible for intervening
- knowing what people's rights are to protection, support, choice and advocacy

Online training is available to all Councillors in relation to this as well as face to face induction in addition to this further information about safeguarding in Wolverhampton can be found at the Wolverhampton Safeguarding Together Website:

<https://www.wolverhamptonsafeguarding.org.uk/>

The Multi-Agency Safeguarding Hub (MASH) is the single point of contact for all safeguarding and early intervention concerns/requests for support regarding children and young people and the single point of contact for triaging and assessing all safeguarding concerns regarding adults in Wolverhampton. It brings together expert safeguarding professionals from services that have contact with children, young people, adults and families, making the best possible use of their combined knowledge and information to keep people safe from harm.

All concerns that a child or adult is at risk of abuse or neglect, should be referred to the MASH. If you wish to discuss your concerns and seek advice on what you should do next, then please contact the numbers below. Concerns about abuse or neglect should not be sent to individual officer's emails as this may cause a delay in response.

MASH24 deal with all out of hours safeguarding concerns. For out of hours call 01902 552999, your call will be answered by a 24-hour control call handler. Please have the name, date of birth and address of the person you are calling about as well as your phone number. The information will be passed to a social worker who will call you back as soon as they are able.

Children Safeguarding concerns - tel: **01902 555392** (Mon-Thurs 8:30am - 5pm {4:30pm on Fridays}) or **01902 552999** (out of hours)

Adult Safeguarding concerns - tel: **01902 551199** (Mon-Thurs 8:30am - 5pm {4:30pm on Fridays}) or **01902 552999** (out of hours)

If you wish to make your referral about children's concerns in writing then you can complete the online Multi-Agency Referral Form (MARF)

<https://marf.wolverhampton.gov.uk/>

If your concern is about an adult you can complete the form available at the following link <https://www.wolverhamptonsafeguarding.org.uk/report-a-concern>

If you are intending to contact the MASH, consent from your constituent should be sought before doing so. Consent should not be sought where you feel doing so will place the individual at immediate risk of harm. Further guidance on consent can be found in appendix 1 of the thresholds guidance [Multi-Agency Children Services Threshold Guidance: Continuum of Help & Support 2020](#).

[Wolverhampton Safeguarding Together](#) Partnership is the statutory body that convenes safeguarding partners across the City including West Midlands Police, Clinical Commissioning Group and Local Authority, alongside Education and the Voluntary sector to work in close collaboration to safeguard and promote the welfare of all children, young people and adults with care and support needs in Wolverhampton.

If you would like to highlight broader safeguarding issues within your constituency these can be sent to wst@wolverhampton.gov.uk

Disclosure and Barring Service (DBS) Checks

The Council takes its safeguarding responsibilities seriously and all councillors require a basic DBS check as a minimum requirement. A more detailed enhanced DBS check is required for those Councillors who may, by virtue of their responsibilities, have unsupervised contact with children.

The Constitution sets out that the following Councillors require an enhanced DBS check: Mayor, Council Leader, Deputy Council Leader, Cabinet Member for Children and Young People, Cabinet Member for Education, Cabinet Member for Adult Services, Cabinet Member for Public Health, Chair of the Children Young People and Families Scrutiny Panel and all members of the Corporate Parenting Board.

DBS checks are required every four years (normally to coincide with election or re-election). The Civic Support Team will make the necessary arrangements with Councillors when a DBS check is due. It is vital that you cooperate when you are asked to apply for a DBS and provide your identification documents when requested. Failure to cooperate within a reasonable timeframe to complete your DBS check will be reported to the Monitoring Officer as it is essential that these checks are completed for all councillors.

Please note that even though you may already have a DBS check in place by virtue of another role (e.g. if you are a school governor), you will still require a new DBS check to be carried out and processed by the council.

The Council recognises that information released in DBS certificates can be extremely sensitive and personal. Receipt, handling and consideration of the certificates will therefore be carried out in accordance with the Disclosure and Barring Service's code of practice.

Appointments, as indicated above which are made at Annual Council will be subject to the completion of a satisfactory enhanced DBS check where that is required by the role. In the event the checks reveal that a candidate is 'barred' the council reserves the right to withdraw the appointment. Additionally, Councillors should report any change in personal circumstances that may impact on their suitability or appropriateness to undertake roles. All declarations should be made without delay.

Many Councillors regularly work with local party members and volunteers in your role as an elected member. It is vital that you are mindful of who is helping you, especially if they are in contact with children and/or vulnerable adults. Safeguarding must always be at the forefront of everyone's mind.

Welfare, Universal Credit and Benefits

The Information and Advice Directory referred to in the Councillor Induction for signposting people with benefits, debt, housing and employment queries:

<https://www.wolverhampton.gov.uk/benefits/benefits-universal-credit-welfare-reform/wolverhampton-information-and-advice-directory>

Voluntary Organisations within the City of Wolverhampton

You are able to find information on Wolverhampton Voluntary Organisations by using the [Wolverhampton Information Network](#) (WIN). This will provide an oversight of the Voluntary groups within the City with ability to filter the groups by; services offered, people supported, postcode, health service type and health organisation type.

Funding for Groups within Wards

If you have a project or a group/trust within your ward that require funding, the External Funding Team may be able to provide support such as doing a funding search using GRANTfinder (a funding database which has access to the latest local, national and international sources of funding) or act as a critical friend reading through and offering suggestions for funding bids.. Please contact Catherine Perry for more information and advice: catherine.perry@wolverhampton.gov.uk

To get the latest funding information aimed at voluntary sector and community groups, you can subscribe to a roundup of funding opportunities collated in the Wolverhampton Voluntary & Community Action newsletter. You can also follow WVCA – Wolverhampton Voluntary & Community Action on Facebook and Twitter to get the latest information on grants open to voluntary and community organisations. Wolverhampton Voluntary & Community Action can also offer advice and support with identifying and applying for funding opportunities. Please visit <https://www.wvca.org.uk/> for more details.

Section 4: How does the Council work?

Council Priorities

Our City: Our Plan

Our City: Our Plan sets out how the Council will continue to work alongside its local, regional, and national partners to improve outcomes for local people.

The plan sets out an ambition that ‘Wulfrunians will live longer, healthier lives.’ Delivery of this ambition will be supported by six overarching priorities.

- Strong families where children grow up well and achieve their full potential
- Fulfilled lives for all with quality care for those that need it
- Healthy, inclusive communities
- Good homes in well-connected neighbourhoods
- More local people into good jobs and training
- Thriving economy in all parts of the city

These priorities together with the associated key outcomes, objectives and activity form a framework to deliver our levelling up ambitions. While they are presented as six separate priorities they interlink and support one another. Supporting the six priorities are three cross cutting principles.

- **Climate Conscious:** The plan is aligned to the Council’s climate change strategy ‘Future Generations’ and our target to make the Council net carbon zero by 2028. Reducing carbon emissions will continue to be a local and national priority.
- **Driven by Digital:** Wolverhampton is at the forefront of digital infrastructure and innovation, and now more than ever we have seen the importance of digital skills and connectivity to social and economic participation for the City’s residents.
- **Fair and Equal:** The Council will continue to tackle the inequalities in our city which impact on the opportunities of local people. The plan is aligned to our Equality, Diversity and Inclusion strategy which is underpinned by directorate level action plans.

All that we do as an organisation will support these strategic priorities. We cannot do this in isolation, we will continue to work as one council and one city to ensure that these priorities are delivered.



Our People Strategy

Every employee of the City of Wolverhampton Council can be proud of the contribution they have made to the journey of transformation we've been on over the last few years. When I first started work here in 2013, we faced significant challenges, both from outside the council and in the way, we worked together. Yet, within four years, we achieved the accolade of being Local Authority of the Year, recognised by our peers for realising over £150m of budget reductions, transforming our culture, and securing real improvements for the lives of the people who live in Wolverhampton.

We couldn't have done any of that without the skills and commitments of the people who make this council the organisation that it is today, our 4,500 employees.

Together we are making a real difference to the city we serve.

[Our People Strategy](#)

Our Council

The City of Wolverhampton is a multi-cultural, diverse city of over a quarter of a million people. The City is divided into 20 wards, with three Councillors in each ward to represent its residents. In total, there are 60 Councillors in the City. Local elections take place three out of every four years, with a fallow year on the fourth year.

Wolverhampton Pound

On the 20 January 2021 Cabinet approved the Wolverhampton Pound initiative, which brings together major public sector organisations in Wolverhampton with a pledge to keep more of their £834 million collective spending power in the city.

The initiative will see the Council, City of Wolverhampton College, Royal Wolverhampton NHS Trust, University of Wolverhampton and Wolverhampton Homes commit to spending more money within the city and working with businesses, communities and the voluntary community sector to retain local wealth, create new jobs and opportunities for residents.

The Wolverhampton Pound focusses on 5 key objectives;

- retaining and growing local wealth by prioritising local spending through procurement and commissioning approaches to strengthen and support local supply chains, encouraging the growth of new sectors and creating new local jobs
- embedding social value in the city – leveraging maximum value from investments through social value to strengthen local supply chains, supporting local small and medium sized enterprises (SMEs) and building skills for the future
- leading the green transition – The city is at the forefront of the green transition with the development of the National Brownfield Institute and the National Centre for Sustainable Construction and the circular economy. There are growing green energy, retrofit and green construction clusters in Wolverhampton with more than 2,000 SMEs engaged in these industries
- supporting and growing the health and wellbeing economy – health and residential care provide thousands of local jobs. There is a need to develop a robust skills pipeline for the city’s health and wellbeing sectors, strengthen health and care business models and grow local SMEs
- growing and promoting Wolverhampton as a cultural and creative city – Generating a vibrant city which is built on the city’s cultural strengths, the partners will explore the use of cultural and creative improvement districts to support the growth of the arts, cultural and creative industries

Out of darkness cometh light...our city motto has never been so relevant. We've been hit hard by the pandemic, but we will reset, recover and relight.

The City of Wolverhampton Council, the NHS in Wolverhampton and Public Health England have worked together to stop the spread of the coronavirus and to keep residents up to date with key national guidance and local information. The below link is a live site for Coronavirus information and updates.

[Coronavirus Advice and Information](#)

The UK left the European Union on January 31, 2020, and the transition period ended on December 31, with changes coming into effect from January 1, 2021.

It is important that citizens and businesses prepare for change and national advice and guidance is available at: www.gov.uk/transition

Council Functions

The City of Wolverhampton Council offer the following services:

- [Council Tax](#)
- [Health and Social Care](#)
- [Education and Schools](#)
- [Recycling and Waste](#)
- [Licences](#)
- [Planning](#)
- [Benefits](#)
- [Your Council](#)
- [Births, Marriages and Deaths](#)
- [Visiting](#)
- [Environment and Climate](#)
- [Parking and Roads](#)
- [Housing](#)
- [Business](#)
- [Jobs and Careers](#)
- [Libraries](#)
- [Food Businesses and Safety](#)
- [Sports and Leisure](#)
- [Trading Standards](#)
- [Community](#)

Visit the City Council website [‘Our Services’](#) page for more details about each of the abovementioned services.

Key Dates and Events

We have summarised some key dates for your diary. This is to assist you with forward planning your diary should you wish to attend any of the events listed below. The list includes some important local and national dates, as well dates of events which are due to take place in the City throughout the coming year. Further details about events are usually communicated via City People, Council Website and email updates. Other unforeseen events may be added to the list as and when they arise.

Key Dates and Events	Dates
International Day Against Homophobia Biphobia and Transphobia (IDAHOBIT)	Wednesday 17 May 2022
Annual Council Meeting and Mayoral Inauguration	Wednesday 17 May 2023
Agender Pride Day	Friday 19 May 2023
Pansexual and Panromantic Awareness	Wednesday 24 May 2023

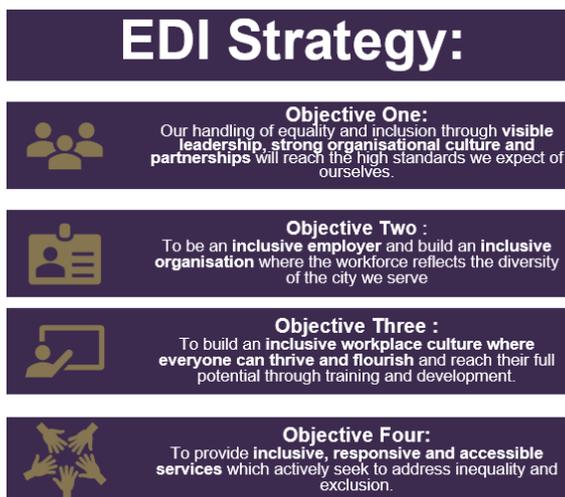
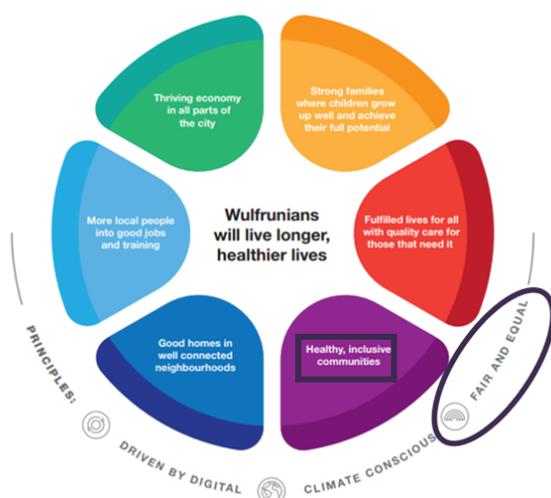
Day	
Wolverhampton African Day	Saturday 27 May 2023
Civic Sunday	Sunday 4 June 2023
Pride Month	Throughout June 2023 (including Wolves Pride on Saturday 10 June)
Gypsy and Roma Travellers' Month	Throughout June 2023
International Refugee Week	Monday 20 to Sunday 26 June 2022
Armed Forces Day Flag Raising Ceremony	Monday 19 June 2023
Learning Disabilities Week	Monday 19 June to Sunday 25 June
National Windrush Day – 75 th Anniversary	Thursday 22 June 2023
Armed Forces Day Celebration Event	Saturday 24 June 2023
Remembering Srebrenica	Tuesday 11 July 2023
Black Country Day	Friday 14 July 2023
Non-Binary People's Day	Friday 14 July 2023
South Asian Heritage Month	Tuesday 18 July to 17 August 2023
VJ Day	Tuesday 15 August 2023
Bi Visibility Day	Saturday 23 September 2023
Yom Kippur	Monday 25 September 2023
Black History Month	Throughout October 2023
Dyslexia Week	Monday 2 October to 8 October 2023
World Mental Health Day	Tuesday 10 October 2023
National Coming Out Day	Wednesday 11 October 2023
World Sight Day	Thursday 12 October 2023
Pronouns Day	Wednesday 18 October 2023
Diwali Celebration Event – Phoenix Park	Saturday 21 October 2023
Wear it Pink – Breast Cancer Awareness	Saturday 21 October 2023
Asexual Visibility Day	Wednesday 25 October 2023
Intersex Awareness Day	Thursday 26 October 2023
Islamophobia Awareness Month	Throughout November 2023
Fireworks Spectacular	Saturday 4 November 2023
Intersex Day of Remembrance	Wednesday 8 November 2023
Armistice Day/Dutch War Graves	Saturday 11 November 2023
Remembrance Sunday	Sunday 12 November 2023
Diwali	Sunday 12 November 2023
Bandi Chhor Divas	Sunday 12 November 2023
Disability History Month	Thursday 16 November to 16 December 2023
Christmas Light Switch On – City Centre	Saturday 18 November 2023
Trans Day of Remembrance	Monday 20 November 2023
Christmas Light Switch On - Wednesfield	Thursday 23 November 2023
Christmas Light Switch On - Bilston	Friday 24 November 2023
Christmas Light Switch On - Tettenhall	Saturday 25 November 2023

Christmas Light Switch On – Bantock	Sunday 26 November 2023
International Day for the Elimination of Violence against Women (Start of Orange Wolves)	Saturday 25 November 2023
Guru Nanak's Birthday	Monday 27 November 2023
AIDS Awareness Week	Monday 27 November to 1 December 2023
St Andrews Day	Thursday 30 November 2023

Equality, Diversity and Inclusion (EDI)

As a City, we are committed to equality, diversity and social inclusion. Promoting equality and tackling inequalities is at the heart of our goals at City of Wolverhampton Council. We are a confident council committed to fairness & equality to ensure that everyone has a chance to benefit; working as one to serve our city alongside customers, colleagues and partners.

The Council's Equality Diversity and Inclusion Strategy was approved in January 2022 by Cabinet. This has four main objectives:



To deliver this each directorate as develop a Directorate Equality Plan which details how as part of their service that are developing to ensure their services are inclusive, responsive and accessible. Each Directorate as a Lead Ally that works closely with

an EDI Advisor to support on the delivery of this. These are reported on regularly to SEB and to Equality Advisory Group.

As a Councillor you have a responsibility for Equality, Diversity and Inclusion:



If you would like more information on Equality, Diversity and Inclusion please contact:

Jin Takhar – Head of Equality, Diversity and Inclusion

Email – Jin.Takhar@wolverhampton.gov.uk

EDI Email – EDI@wolverhampton.gov.uk

Section 5: How Do Meetings Work

Notice of Meetings and Publicity

In this section you can access information and documents relating to the Council's decision-making processes, find out about forthcoming Cabinet, Council and other Councillor meetings, search for forthcoming or recent decisions and obtain details for your local Councillors.

Meeting information

Information regarding [Council, Cabinet and other Councillor meetings](#).

In this section you can find the agendas, minutes and reports for previous meetings, as well as the dates of future meetings and the documents for them (once available). Historical Council, Cabinet and other Councillors meetings can be viewed [here](#). Councillors are required to access paperwork for Committee/Council Meetings electronically as this reduces the costs for the Council and reduces our Carbon footprint. Should you have an accessibility issue please contact Democratic.Services@Wolverhampton.gov.uk Chairs and Vice Chairs could will receive paper copies and a script to assist with chairing the meeting.

Decisions

Information regarding the [decisions taken by Cabinet, committees, etc](#), as well as individual executive decisions taken by Cabinet Members. To view documents in pdf format you will require the free [Adobe Acrobat Reader software](#). Which shall be pre-loaded onto laptops. For note, PDF's will open in the Chromium (Edge) Internet Browser.

Councillors and MPs

Details of Wolverhampton's [Councillors](#), as well as the MPs for the area.

How to get involved

It is possible to [subscribe to updates](#) in order to receive information via e-mail regarding particular issues and committee meetings.

You can also access and sign current [ePetitions](#) submitted to this Council, as well as accessing information on ePetitions that have already been completed.

Outside Bodies

Contact details for the Council representatives on [outside bodies](#) and forums that are independent from the Council.

Scrutiny Panel Meetings

The scrutiny process aims to make sure that services and policies delivered by the Council and others best meet the needs of the people of Wolverhampton.

The agreed remits and Chairs of the Panels are below:

Topic	Chair for 2022-23 Municipal Year
Scrutiny Board	Cllr Paul Sweet
Resources and Equality Scrutiny Panel	Cllr Zee Russell
Economy and Growth Scrutiny Panel	Cllr Jacqueline Sweetman
Residents, Housing and Communities Scrutiny Panel	Cllr Barbara McGarrity QN
Health Scrutiny Panel	Cllr Susan Roberts MBE
Fulfilled Adult Lives Scrutiny Panel	Cllr Val Evans

If you would like further information about a review or to submit a potential topic for review, then please contact the [Scrutiny team](#):

E-mail: scrutiny@wolverhampton.gov.uk

Section 6: Fire Alarms

The City of Wolverhampton Civic Centre building operates a fire alarm test at 11:00am every Thursday .

Action on discovering a fire or symptoms of fire:

- Operate the nearest Fire Alarm or use any telephone and dial **4444**, stating your location
- Attack the fire if possible, with the appropriate extinguisher **BUT NOT AT RISK OF PERSONAL INJURY**

Action on hearing the alarm intermittent tone:

- The alarm system has been activated and the building is being checked
- Stay alert but take no further action at this stage
- If you require additional time to exit, or are unable to evacuate yourself from the building, please contact Councillor Support who will arrange for a Personal Emergency Evacuation Plan to be completed with you.
- If the intermittent tone stops the alert is over and normal duties can be resumed

Fire assembly point is adjacent to the Cenotaph in the Piazza Do not congregate close the building. Keep behind the steps leading to Lady Wulfruna's statue.

Action on hearing the continuous tone:

- Leave the building immediately using the nearest safe exit and make your way to the Assembly Point - **DO NOT USE LIFTS**
- Do not stop to collect personal belongings
- All doors, wherever possible, should be closed whilst evacuating the building to prevent the rapid spread of fire
- Switch off any equipment that may be dangerous to leave on
- On reaching Assembly Point remain in an orderly manner, do not obstruct the traffic flow. A Sub-Controller will check that all persons are accounted for in conjunction with the site investigation team.
- No person should re-enter the building under any circumstances until instructed to do so

For more information regarding fire evacuation procedures contact Workplace Strategy Manager - Kulwinder Kudhail - Kulwinder.Kudhail@Wolverhampton.gov.uk

Section 7: Emergency Planning

The Civil Contingencies Act 2004

Following the Fuel Protests and severe Flooding during the year 2000, an outbreak of Foot and Mouth Disease in 2001 and the Fire Service Strikes in 2002, a review of emergency planning arrangements for the UK was announced. The review included a public consultation that reinforced the conclusion that the existing legislation was no longer fit for purpose and that a new framework was required for modern civil protection.

The Act, its accompanying regulations and guidance, aims to deliver a single framework for civil protection in the United Kingdom, capable of meeting modern challenges. The Act is separated into three parts:

- Part 1 focuses on the local arrangements for civil protection, establishing a statutory framework of roles and responsibilities for local responders;
- Part 2 focuses on emergency powers, establishing a modern framework for the use of special legislative measures that might be necessary to deal with the effects of serious emergencies; and
- Part 3 focuses on supplementary legislation in support of the first two parts.

In modernising the legislation, it was necessary to introduce a new updated definition of an emergency that focuses on the consequences of an emergency rather than causation. It defines an emergency as:

“An event, situation or incident which threatens serious damage to human welfare in a place in the UK, the environment of a place in the UK, or the security of the UK or of a place in the UK.”

The Act also recognised that scale of some emergencies required the implementation of special resources and processes. This is known as a Major incident, which is defined as:

“An event or situation with a range of serious consequences which requires special arrangements to be implemented by one or more emergency responder agency.”

Part 1: Local Arrangements for Civil Protection

Part 1 of the Act is to establish a statutory framework for Civil Protection at the local level. Local responders are the building block of resilience in the UK. The Act enhances existing arrangements by:

- Establishing a clear set of roles and responsibilities for local responders;
- Giving greater structure and consistency to local civil protection activity and
- Establishing a sound basis for performance management at the local level.

The Act also divides local responders into two categories depending on their extent

on involvement in civil protection work, placing a proportionate set of duties on each. Responders are placed into two categories as follows:

Category 1 responders are those organisations that are at the heart of an emergency response and are subjected to the full set of civil protection duties, for example Local Authorities and Emergency Services. They are required to:

1. Asses the risk of emergencies occurring and use this to inform contingency planning;
2. Put in place emergency plans;
3. Put in place business continuity arrangements;
4. Put in place arrangements to make information available to the public and maintain arrangements to warn, inform and advise the public in the event of an emergency;
5. Share information with other local responders to enhance co-ordination;
6. Co-operate with other local responders to enhance co-ordination and efficiency; and
7. Provide business continuity advice and guidance (Local Authorities only).

Category 2 responders are co-operating bodies and are less likely to be involved in the heart of planning work but will be heavily involved in incidents that affect their sector, for example utility companies. Category 2 responders have a lesser set of duties – co-operating and sharing information with other responders.

Part 2: Emergency Powers

In the UK emergency powers allow the making of special temporary legislation to deal with the most serious of emergencies. An essential point to note is that emergency powers is a mechanism for dealing with only the most serious of emergencies that require an urgent response and is a last resort.

The Act includes a number a features that have been designed to ensure that emergency powers cannot be misused. The centre of this is the “triple-lock” which ensures that emergency powers will only be available if:

1. An emergency that threatens serious damage to human welfare, the environment or security has occurred, is occurring or is about to occur;
2. It is necessary to make provision urgently in order to resolve the emergency as existing powers are insufficient and it is not possible to forward a Bill in the usual way; and
3. Emergency regulation must be proportionate to the aspect or effect of the emergency they are directed at.

Who are the Resilience Team?

The team consists of professional emergency planners, who have a wealth of experience of responding to numerous types of incidents and are able to complete, or support others to complete, the responsibilities and activities listed below.

The team provide a 24/7 means of escalation for managing emergency incidents. This means that there is a guaranteed response to an incident 24hours a day, 365 days a year. Out of hours, this is provided by an on-call Emergency Response Officer, supported by a SEB Director On-call. Out of hours emergency response provision is available between 1700 to 0900 the next working day. In hours, this is via the Resilience Team.

What is Emergency Planning?

The Resilience Team prepare plans to cover a variety of potential emergencies, maintain important links with numerous agencies and develop and deliver training programmes and exercises; all intended to prepare City of Wolverhampton Council to effectively deal with an incident when it occurs. Day-to-day our responsibilities include:

- Writing and implementing emergency plans and reports;
- Complete a local risk assessment for the City;
- Complete risk assessments for any required resilience activity;
- Analyse and plan for potential risks such as the technical failure of the GB National electricity network;
- Conduct debriefs to identify lessons in a response, implementing these as necessary;
- Raise awareness of public safety issues by developing information, presenting at events and conferences and delivering special projects;
- Deliver training and awareness sessions to all required;
- Liaise, co-ordinate and share information with other organisations such as the emergency services;
- Give presentations on a range of topics at conferences and other events; and
- Develop new policies and procedures in response to Government legislation.

What is Business Continuity?

The team co-ordinates the Business Continuity programme to assist services in responding to a number of disruptions that may occur and prevent activities from taking place, developing exercises that services can deploy to train and test plans and supporting local businesses to develop business continuity programmes. As part of this work, our responsibilities include:

- Providing advice and guidance on Business Continuity to service leads;
- Analyse and plan for potential risks in the development of processes to allow services to continue during a disruption;
- Conduct debriefs to identify lessons in a response, implementing these as necessary;
- Raise awareness of public safety issues by developing information, presenting at events and conferences and delivering special projects;
- Deliver training to colleagues, local businesses and voluntary organisations;
- Assist with the co-ordination of a business continuity response; and
- Support with the activation of any recovery strategies as required.

Incident Roles and Responsibilities

City of Wolverhampton Council Resilience Team

The team provide a 24-hour point of contact for when incidents occur. The emergency response number - 01902 55 2999 is an Out of Hours emergency contact number which directs to Wolverhampton Homes Contact Centre. The Contact Centre will escalate any issues as appropriate to the Emergency Response Officer. Should further escalation be required they will contact the SEB Director On-Call. The Emergency Planners also have crucial roles in a response, along with additional Emergency Response Officers (outside of normal office hours).

Their main duties are to:

- Receive incident reports and alerts;
- Determine an appropriate level of response;
- Consider an appropriate method of escalation, should the incident increase in scale and severity;
- Liaise with the emergency services, central government and other support organisations as required;
- Receive requests for Local Authority assistance from the emergency services;
- Consider the needs of affected citizens in the community;
- Liaise with all affected Service Areas within the council;
- Arrange for the Incident Control Room to be opened and staffed accordingly, if required;
- Arrange for the opening of, transportation to, and staffing of one or more Rest Centres;
- Resolve emergency response issues that may arise;
- Ensure any support of local residents continues throughout the response until residents are able to return home;
- Alert and advise Directors as required; and
- Support the recovery of local communities following an incident.

The team will be notified of incidents including, but not limited to:

- Declaration of a Major Incident;
- Severe fires;
- Severe weather;
- Incidents requiring evacuation;
- Terror attack;
- Explosion; and
- Major transport accident.

City of Wolverhampton Council

The principal concerns for all Local Authorities are to support and care for the wider community, support the emergency services in the response and the co-ordination of

the response by additional responders. As the incident progresses, the emphasis will switch from response to recovery, which CWC leads focusing on rehabilitating the community and restoring the environment.

In addition to the above, we are responsible for:

- Alerting other local agencies as requested;
- Assessing the level of our involvement and co-ordinating the response;
- Mobilising and co-ordinating relevant internal local authority services;
- Establishing liaison with appropriate command levels;
- Setting up Council wide command and control arrangements as appropriate;
- Alerting voluntary agencies as necessary and co-ordinating their response;
- Providing services, as they are required such as:
 - Humanitarian Assistance Centres (HAC);
 - Temporary accommodation;
 - Rest centres;
 - Emergency feeding;
 - Temporary mortuary facilities;
 - Assistance with travel; and
 - Other welfare arrangements as they are required.
- Co-ordinating aftercare in conjunction with the NHS and voluntary organisations;
- Requesting military assistance, if warranted, to support the authority;
- Establishing liaison with Government departments, public utilities and other organisations;
- Co-ordination of the response in adjacent areas and other authorities;
- Co-ordination of information, advice and guidance to the public;
- Co-ordination of media messaging.
- Assessment of any threats to public health in conjunction with the relevant responder.

West Midlands Police

- Save all saveable life in conjunction with other emergency services;
- Co-ordination and liaison with emergency services and other organisations;
- Warning the public of any hazards and implementing any required evacuations;
- Control of traffic and the general public, including the implementation of cordons;
- Collation and dissemination of casualty/survivor information;
- Notification to casualty/survivor relatives;
- Identification of victim and duties on behalf of the Black Country Coroner;
- Investigation of the incident in conjunction with other investigative bodies;
- Presentation of any evidence gathered from investigations; and
- Handover to recovery at the earliest opportunity.

West Midlands Fire Service

- Fire fighting and the prevention of fire;
- Rescue operations and the release of trapped persons;
- Controlling leaks and spillages and the identification of hazardous substances;
- Dealing with the decontamination arising from hazardous substances;
- Seek to maintain the safety of rescue personnel and casualties;
- Damage control and salvage operations, including flood water pumping;
- Mitigating the environmental impacts of an incident in conjunction with others; and
- Investigation of the incident in conjunction with others as applicable.

West Midlands Ambulance Service

- To save life, in conjunction with other emergency services;
- To supply sufficient ambulances and staff to the incident;
- To identify and activity appropriate receiving hospital(s);
- To manage medical resources deployed to the scene for the treatment of casualties; and
- To forward all information acquired at the scene relating to hazardous substances.

NHS

The Royal Wolverhampton Hospital trust will be the receiving hospital and first point of contact for most incidents in the City. They must plan for a major incident response, mass casualty response in conjunction with WMAS, surge and escalation plans and decontamination.

In the early stages following an incident, the focus would be on the follow-up to injuries incurred at the incident, i.e. the continuing recovery, physiotherapy, drug regimes, and the post-traumatic stress support caused by the event. Depending on the nature of the emergency, there may then be a requirement for more long-term health monitoring/surveillance.

Utility Companies

The involvement of utility companies is expected in most incidents. Additional organisations such as Network Rail, Train Operating Companies and National Highways may be drawn into the response. Each organisation has its own procedures for managing both its own response and for integrating with the Emergency Services and Local Authorities.

Voluntary Organisations

The Local Authorities will make the decision to call out one or more voluntary organisations to support the response to an incident. There will be some exceptions to this rule when an emergency service needs direct and immediate support, e.g. West Midlands Ambulance Service needing the assistance of St John Ambulance.

In this instance it will be the responsibility of the emergency service concerned to initiate the call out.

Role of the Elected Member

Elected Members provide an invaluable role during incidents, varying upon the individual's skill set and knowledge, interest and if the incident affected there are. The importance of taking advice and guidance from City of Wolverhampton Council Officers, prior to becoming involved cannot be underestimated. Generally, the following guidance should be followed:

- Incidents are usually followed by a period of confusion; it may take some time whilst officers clarify the information and are in a position to share accurate information with you;
- Cabinet Members need to be aware of the emergency planning and business continuity arrangements;
- You must be briefed before involvement ; Generally briefings will be provided by a member of Strategic Executive Board
- You should keep a record of your involvement and the rationale of why you did it;
- Enable Council Officers to concentrate on their tasks by shielding them from unnecessary distractions;
- Support the business continuity arrangements that may be activated;
- Maintain an advocacy role at the local level; and
- Attend any public meetings within your ward.

During an incident, your local knowledge will be invaluable if an incident was to occur in your ward. You will be able to assist us in identifying vulnerable people and acting as a channel of communications to and from the public, however, at all times following advice and guidance from Corporate Communications.

Acting as the pillar of the community you can help to disseminate information on how people can help themselves whilst they wait for further resources and assistance from responders. As the incident begins to enter the recovery phase, you will be asked to attend meetings to promote recovery. Members of the public may feel more comfortable talking to you, raising issues, placing you in an ideal position to share appropriate information with residents or helping to arrange appeal funds or memorial services.

The following should be avoided:

- Passing comment or advice without taking advice or guidance from officers;
- Taking on tasks that you are not trained for;
- Putting yourself in danger at the scene of an incident;
- Issuing individual or press statements;
- Making statements or implying failure or blame.

City of Wolverhampton Council have on-call Corporate Communications Officers that should always be contacted in the event of an incident, with all media inquiries dealt

with through them.

Section 8: Useful Contacts

Contact	Telephone Number	Email
David Pattison, Chief Operating Officer	01902 553840	david.pattison@wolverhampton.gov.uk
Laura Gittos, Head of Governance	01902 555242	laura.gittos@wolverhampton.gov.uk
Communications Team	01902 555439 (9am-5pm)	communications@wolverhampton.gov.uk
Insurance Services	01902 554567	rmis@wolverhampton.gov.uk
Democratic Services	01902 550320 01902 555046	democratic.services@wolverhampton.gov.uk
Electoral Services	01902 555050	Electoral.services@wolverhampton.gov.uk
Councillor Enquiry Unit	01902 550200	councillors.support@wolverhampton.gov.uk
Customer Services	01902 551155	customer.services@wolverhampton.gov.uk
Emergency Out of Hours	01902 552999 (This will direct to the Wolverhampton Homes Contact Centre)	
Health and Safety Team	01902 551212	healthandsafety@wolverhampton.gov.uk
Information Governance	01902 555166	InformationGovernanceSecure@secure.wolverhampton.gov.uk
HR Support Desk	01902 552345	HR.SupportDesk@Wolverhampton.gov.uk
Adult Safeguarding	01902 551199 If you are concerned for an adult telephone the Emergency Duty Team on 01902 552999 or in an Emergency call 999.	AdultMASH@wolverhampton.gov.uk
Children Safeguarding	01902 555392 If you are concerned for an child out of hours, telephone the Emergency Duty Team on 01902 552999 or in	MASHsecure@secure.wolverhampton.gov.uk

	an Emergency call 999.	
Facilities Management	01902 555075/555076	fm.enquiries@wolverhampton.gov.uk .
Digital & IT Service Desk	01902 558000	digitalandit@wolverhampton.gov.uk
Car Parks Team	01902 550303	CarParks@wolverhampton.gov.uk

Contacting the Council

Customer Services

General enquiries can be made by residents through our Customer Services on **01902 551155, Monday to Thursday 9am to 5pm, Friday 9am to 4.30pm.**

If your call is in regard to an emergency, please contact **01902 552999**

Human Resources

For any HR related queries please contact the HR Support Desk.

HR.SupportDesk@Wolverhampton.gov.uk

Payroll

For any Payroll related queries or information.

Payroll services provides an [Information Hub](#) which contains information on Pay Dates, Payslip Guidance and Pension information.

Civic Support Team

Name	Title	Telephone Number	Email Address
Tim Clark	Civic Support Manager	01902 554090	tim.clark@wolverhampton.gov.uk
Mark Watterson	Mayoral Support Officer	01902 554089/ 07557 848125	mark.watterson@wolverhampton.gov.uk
Zac Wells	Civic Support Officer	01902 558875/ 07971 719349	zac.wells2@wolverhampton.gov.uk
Larissa Carless	Civic Support Officer	01902 551217/ 07800 919895	Larissa.carless@wolverhampton.gov.uk

You can get this information in large print, braille,
audio or in another language by calling 01902 551155

wolverhampton.gov.uk 01902 551155

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City of Wolverhampton Council, Civic Centre, St. Peter's Square, Wolverhampton WV1 1SH