

Corporate Scrutiny and Performance Panel

3rd March 2011

**Agenda
Item No.**

XX

Working Smarter Programme Update

Ward(s) All

Portfolios: Cllr Arif, Business Support Services

Executive Summary:

To update Corporate Scrutiny and Performance Panel on the progress of the Working Smarter Programme.

Reason for scrutiny:

The Panel received an update on the Working Smarter Programme at the 16th September 2010 meeting, and requested regular updates thereafter. As the council's single transformation programme it is important that the Panel receive regular progress updates and have the opportunity to input into the Working Smarter agenda and work plan.

Recommendations:

That:

- 1. Panel note the progress made to date in the Working Smarter Programme.*
- 2. Offer input and feedback on the work plan.*
- 3. Agree to receive further updates and reports as required*

Background papers:

The papers that form this update include:

- Presentation on Working Smarter progress*
- Corporate Scrutiny and Performance Panel WS Briefing paper*
- February 2011 Area Partnerships update*
- January 2011 Working Smarter Programme Highlight Report*

AREA PARTNERSHIP UPDATE – FEBRUARY 2011

BROWNHILLS/PELSALL/RUSHALL & SHELFIELD AREA PARTNERSHIP

Upcoming Events

Area Community Meeting

21st March – Brownhills Community Association, 6:00pm-8:00pm

Area Partner Meeting

28th February – Pelsall Education Development Centre, 2:00pm-4:00pm

Anti-Social Behaviour Consultation Events

26th February – Pelsall Methodist Church

5th March – Brownhills Methodist Church

19th March – Shelfield Methodist Church

Meeting times to be confirmed – contact Ranjit Kaur for details (01922 653312)

Young People and Parents Consultation Events

9th March – Manor Farm Community Association

13th March – Manor Farm Community Association

Meeting times to be confirmed – contact Ranjit Kaur for details (01922 653312)

Brownhills Shopping Centre

One of the issues raised in the Area Plan is the need for improved signage in Brownhills including a notice board to inform people of upcoming events and initiatives. The location for the notice board is important as it needed to be in prominent position so that it would be seen by local residents and traders. In partnership with the Brownhills Town Centre Partnership, the Area Partnership provided funding to purchase a new notice board which was erected on the High Street by Street Pride.



The new notice board on the High Street, Brownhills

Creating Green Spaces

A work group has been set up to improve and conserve sites that have been declared Sites of Special Scientific Interest (SSSI) in Brownhills. The group is working to ensure that these sites are protected in the long term and creating nature reserves to allow residents to actively enjoy them. Partners include Countryside Services, Natural England and Friends of the Parks groups, to ensure that the sites are well used and cared for.

An area in Pelsall has been identified as an eyesore with old fencing enclosing a disused pumping station. The Area Partnership is working closely with the local councillors to look at trying to visibly improve the area and at the same time deter anti-social behaviour that takes place at the site.

Youth Activities

As part of the positive activities for young people workstream, the Area Partnership is working closely with Integrated Young People's Support Services and Manor Farm Community Association to look at introducing new activities for young people. Funding has been secured to hold a consultation event, which is being planned for March, to meet with young children and parents at Manor Farm to see what facilities young children would like to see at the Community Association to encourage greater use.

The Area Partnership is working closely with Sheffield Academy to look at delivering activities over the summer holidays across the entire Area Partnership area.

Funding has been secured from the Local Neighbourhood Fund from Walsall Housing Group for Pelsall Youth Centre. The funding will be used to purchase some state of the art DJ equipment which will enable young people to learning DJ skills and use the equipment for youth events.

The lifestyle choices project has been awarded £5000 through the Youth Opportunity Fund. This project operates across two Children's Area Partnerships and is jointly delivered with the Aldridge and Beacon Area Partnership. It consists of an alcohol awareness project led by Integrated Young People's Support Services and basic first aid training for year 6 pupils.

Friends of High Heath Park are looking at ways to improve the park facilities and will be consulting local young people to find ways that young people can better enjoy the facilities and be recognised as important users of the park.

Reducing Crime

The Area Partnership has been heavily involved with the Police in Operation Intrusive. The operation targets areas that have been identified as crime hotspots and will support vulnerable victims within the community.

SmartWater will be used to mark valuables and properties to help recover stolen items. SmartWater has a successful track record in reducing crime while giving peace of mind, particularly to some of the more vulnerable sectors of the community and deter burglars.



SmartWater warning signs will be placed in the area on lampposts, in local newspapers and promoted at Neighbourhood Watch meetings to deter criminals from the area and provide valuable reassurance for residents and businesses.

To drive down the incidents of bogus and fraudster callers at residents' properties, a trickster awareness event will be held later in the spring using a drama group to get the message across to elderly and vulnerable groups in the community. Partners include Age UK, NHS Walsall and Trading Standards with funding being provided by Walsall Housing Group and the Area Partnership.

Funding was approved to promote Junior Neighbourhood Watch to schools in the area to raise awareness of crime issues among young children and increase membership of Junior Neighbourhood Watch.

Reducing Health Inequalities

The reducing health inequalities workstream has agreed its priorities for health issues and formed actions for the Area Plan.

The Shelfield-Rushall & Pelsall Children's Area Partnership is delivering activities around obesity in young children and they are looking to hold an event in May to target parents and children.

The aqua aerobics at Pelsall Education Development Centre is under threat due to a change in funding. The group have received a reprieve until February half term to enable partners to examine the long-term financial situation and look at ways to continue the exercise sessions.

Dates are being finalised to have the First Stop Express bus in various locations throughout the area to provide advice about crime and anti-social behaviour, and distribute community safety items. Partners involved with the bus visits will include the Police and Anti-Social Behaviour Unit.

ALDRIDGE AND BEACON AREA PARTNERSHIP (ALDRIDGE/STREETLY/PHEASEY/WALSALL WOOD)

Upcoming Events

Area Community Meeting

28th March – Beacon Church, 6:00pm-8:00pm

Area Partner Meeting

3rd March – Collingwood Centre, 1:00pm-3:00pm

Aldridge

11th February – First Stop Express – White House Public House, 10:00am-12:00pm

18th February – First Stop Express – Aldridge Fire Station, 10:00am-12:00pm

22nd February – Drop-in Session – Aldridge Library, 10:00am-11:00am

Pheasey

3rd February – First Stop Express – St. Martin's Church, 10:00am-12:00pm

17th February – Neighbourhood Watch Meeting – Beacon Church, 7:30pm-9:00pm

23rd February – Drop-in Session – Collingwood Centre, 11:00am-12:00pm

24th February – First Stop Express – Collingwood Centre, 10:00am-12:00pm (TBC)

Streetly

9th February – Coffee Morning – St. Ann's Church Hall, 10:00am-12:00pm

16th February – First Stop Express – Hardwick Arms Public House, 10:00am-12:00pm

23rd February – Public Bus Meeting – Streetly Community Association, 5:00pm-6:00pm

25th February – Drop-in Session – Streetly Library, 2:00pm-3:00pm

Walsall Wood

16th February – Drop-in Session – Walsall Wood Library – 12:00-1:00pm

17th February – Young At Heart Club – St. John's Community Hall, 2:00pm-4:00pm

24th February – Trading Standards Talk – The Sunshine Club, 3:00pm-4:00pm

Junior Neighbourhood Watch

The Area Manager has been working with Tony Marshall, Walsall Borough Neighbourhood Watch, to fund the development of Junior Neighbourhood Watch. Four schools have selected to take part in the project:

- Castlefort JMI School in Walsall Wood
- Meadow View JMI School in Pheasey
- St. Mary of the Angels Catholic Primary School in Aldridge
- Manor Primary School in Streetly

A full programme has been established running through to the summer holidays including a discussion about a DVD entitled 'If only I had known' about the consequences of committing a crime. The project is working with Sergeant Andy Middleton and two local PCSOs from the Police.

Lifestyle Project

Training courses have been arranged for school pupils on lifestyle issues and the making of a DVD during half-term holidays. Jan Madeley from Integrated Young People's Support Services has worked with a group of young people to put in a successful £5,000 bid to allow the young people to be able to attend First Aid training. The money will also be used to fund a project during the February half term which will see budding actors and actresses creating a DVD to warn young people about the dangers of alcohol, drugs and anti-social behaviour.

Jan has worked closely with two Area Managers to attract funding to run training courses for Peer Mentoring and Alcohol Awareness, all part of the workstream in the Area Plans around positive activities for young people.

First Stop Express events

Last year the Council and partners ran some successful First Shop Express events by visiting local communities to answer any queries, feedback on the latest initiatives going on within the area and give out free community safety items. Following on from this, there is a full timetable of events for the next few months to coincide with a Police initiative called Operations Intrusive. The project will hold an event at a different part of the area every week to update residents on the crackdown on anti-social behaviour. As part of the operation, the partners will be giving away free personal safety items, such as personal attack alarms, door alarms and anti-crime stickers.



Councillor Bird and Councillor Towe at a First Stop Express Event

Bus issues

One of the big issues over the winter period has been the punctuality and lack of service of the 77 and 935 bus services for Streetly residents. A number of issues have been reported to the Area Manager regarding the frequent no-show of buses, which when they only run every 30 minutes means that elderly people often have to wait an hour before a bus turns up.

In response to these complaints, the Area Manager has worked closely with Centro and is organising transport to take anyone from Streetly who wants to attend the Walsall Transport User's Forum on Tuesday, 15th February at 6:00pm at Walsall Town Hall. Centro have also agreed for a Centro representative and the manager of National Express West Midlands to come to Streetly and talk to questions and concerns of bus users. The meeting is open to everyone and will take place at 5:00pm on Wednesday 23rd February at Streetly Community Association.

Welfare Entitlements for Elderly People

One of the actions within the support for elderly people workstream is to promote the welfare rights available for elderly people and increase the level of benefits that are not currently claimed. The Welfare Rights team have been door-knocking and delivering awareness events to increase knowledge of welfare rights and support people when making claims. Up to the end of January 2011, this had resulted in a weekly increase in welfare benefits claims by elderly people of over £17,000 and one-off payments of over £31,000. Over the year this has increased the eligible payments to elderly people by £927,609.

NORTH WALSALL AREA PARTNERSHIP (BIRCHILLS & LEAMORE, BLOXWICH EAST/BLOXWICH WEST/BLAKENALL)

Upcoming Events

Area Community Meeting

4th April – Council House, 6:00pm-8:00pm

Area Partner Meeting

3rd March – Blakenall Community Centre, 10:00am-12:00pm

Children's Holiday Provision

26th February – Hatherton School is running a consultation fun day around holiday provision. Jo Morgan is leading from Charlie Caterpillars. Contact Donovan Bailey for further details.

Working with Schools

The Area Partnership has been supporting the development of the new University Technical College (UTC) and presented at an event held at Sneyd School in January about the proposals. Parents, children, Head Teachers, elected members and partners with an interest attended the event. The Area Partnership, Walsall College and Wolverhampton University gave presentations and responded to questions. The room was filled with excitement and anticipation as the message was one of new opportunities for young people and a new way of learning that prepares young people for employment and links them directly with local businesses.



The UTC will be for children aged 14-19 years old and is sponsored by Walsall College and Wolverhampton University. It will be opening in September 2011 for year 10 and year 12 (lower sixth form) pupils. The curriculum will be a combination of GCSEs and vocational study with a special focus on engineering and science with extended hours of study.

The Area Manager has met with a very enthusiastic School Council at Elmore Green Primary and Mossley Primary. Under the guidance of the Head Teacher they are developing creative methods of engaging with fellow pupils to draw responses to questions about issues that impact on them, their families and their neighbourhood. This will be extended to parents where pupils will be asking their parents to respond to the same questions about food, exercise, alcohol, drugs, crime and disorder, activities outside of school, clean streets/parks, education, training and jobs. They will also be

asking the question “what can we all do to help?” To celebrate their work they will be hosting an event at the school to publicise their work.

Bloxwich East and Bloxwich West Children’s Area Partnerships, supported by the North Walsall Area Partnership, are organising a Careers Fayre for around 350 year 6 pupils. The event will be held on Wednesday 20th July at the Forest Arts Centre and will feature various scenarios, such as a wedding or road accident, that involve an assortment of skilled professionals. Pupils will participate in these scenarios to learn the various roles and skills involved with a view to introducing them to a wide variety of career choices. Sixth form students from the Walsall Academy will be assisting on the day and the Education Business Partnership will be providing professionals and experts from the various professions.

Crime and Anti-Social Behaviour

Centro and North Walsall Partnership are joining forces to fund the acquisition of an Apache CCTV camera to be deployed at bus shelter sites in the North Walsall area. The camera will initially be sited on the Mossley estate to combat vandalism to the bus shelter and support the dispersal order in place.

Supporting the Community

Social Care and Inclusion are leading on a project that will convert the Goscote Lane Adult Training Centre to a community resource centre delivering a broad spectrum of services and facilities that meet the needs of the local community. The project will include:

- The repatriation of service users currently accessing out-of-borough services
- New capacity to deliver training and employment opportunities
- Provision of an enterprise/training kitchen where Walsall Adult and Community College will deliver training
- A small enterprise kitchen where meals will be available to the local community, those who attend or receive services at the centre and potentially local employers
- A hair and beauty centre
- The creation of a community farm and allotment scheme

Funding Fayre

There will be a Funding Fayre event on Thursday 17th February at the Blakenall Community Centre, Blakenall Row, WS3 1LW from 4:00pm to 8:00pm. Community groups, charities and clubs seeking funding will be shown how to apply for all types of grants at the event.

The event will also provide a networking opportunity for groups across the area to meet each other over supper. They will also be able to take part in a local consultation about services being delivered and provided in the North Walsall area.

Funding organisations who have already confirmed their attendance include Heritage Lottery Fund, Children in Need, Walsall Voluntary Action, Integrated Young People’s Support Service and Community Chest.

To book a place or to find out more please contact Vanessa Stephens on 01922 652284. Booking is essential as spaces are limited.

Activities for Young People

Representatives from New Horizons, Walsall Housing Group, Integrated Young People's Support Service and the Area Partnership have drawn up a strategy to ensure provision at the Young Persons Information Centre (YPiC) in Blakenall is sustained beyond April 2011. As part of the plan there was an open day where potential service providers were given the opportunity to visit the unique facility and discuss opportunities to deliver activities from the YPiC.

There will also be an open day event in April (date to be confirmed) where local residents and stakeholders will be invited to come and see what is available and have a say in future provision of activities.

WALSALL SOUTH AREA PARTNERSHIP (PADDOCK/PALFREY/PLECK/ST MATTHEW'S)

Upcoming Events

Area Community Meeting

14th February – Council House, 6:00pm-8:00pm

Area Partner Meeting

16th March – Walsall Town Hall, 2:00pm-3:00pm

Caldmore Tidy-Up

12th February – Bath Street Centre, 10:30am-1:00pm, free lunch for all volunteers helping with the tidy-up.

Launch of the Be Healthy Initiative



Health issues for children and young people is a priority within the healthy lifestyles workstream in the Area Plan. Seventeen primary schools in the area have been contacted and the following schools will be taking part of the first phase of activities:

- Chuckery Primary School has launched a Nintendo Wii Fit pilot in conjunction with NHS Walsall Community Health team
- Alumwell Primary School is planning to launch a pedometer challenge
- Blue Coat Junior School will be getting involved with healthy initiatives with pupils
- Palfrey Children's Centre will be offering information on healthy eating

Cleaner Streets

The need to reduce flytipping and rubbish has been identified as an issue for local residents in the Walsall South Area Plan. While a lot of the response to this will involve organisations including Street Pride and Walsall Housing Group, it will also need residents to help improve the area.

Caldmore residents are initiating a tidy-up campaign led by the Caldmore Village Festival group with support from local councillors, Walsall Council, Walsall Housing Group, Caldmore Housing and the Police. Walsall Council's Street Pride team is supporting the initiative by carrying out a cleaning initiative during February in the Caldmore and Palfrey areas. If this new approach is successful, the ideas will be rolled out across the whole of the Walsall South area.

Neighbourhood Watch

Walsall South's Neighbourhood Watch Chairs group has been established to bring together Neighbourhood Watch groups to share good practice, identify key issues of concern and see how partners can work together to solve problems. The last meeting in late January was well attended and discussions around scrap metal merchants and ways of working together for the benefit of the area were debated.

Caldmore Village Festival

The launch of Caldmore Village Festival has taken place with a taste of the event. Over 200 people attended including local residents, local councillors, the Area Manager, local businesses and partner agencies. It was a very successful night with entertainment from a variety of local talent.



Entertainers and audience at the launch of the Caldmore Village Festival

Chuckery Primary School Celebration

Chuckery Primary School is celebrating its 80th birthday along with 150 years of the name Chuckery. A number of partners are supporting this event which is being led by Councillor Sanders and Chuckery Primary school. The birthday celebration is taking place as a central part of the Chuckery Festival to be held on Saturday 16th July.

Multi-Agency Drop-in Service

As part of the Police's Operation Intrusive, a survey was undertaken around an area of Caldmore that had been identified as being a hot spot for anti-social behaviour and serious acquisitive crime. One of the initial outcomes of the survey was that residents did not feel comfortable about visiting the Police base at Hope Street or had little engagement with other agencies.

Walsall Housing Group has provided premises for a drop-in surgery where residents can access agencies, including NHS Walsall, Fire Service, Community Reassurance officers from the Council, the Police and Walsall Housing Group with any concerns or worries that can then be actioned.

This surgery happens every Tuesday between 11:00am and 3:00pm at Orlando House, 12 Sandwell Street, Caldmore. PC Watkins and PCSO Snape have been leading the initiative and are always in attendance.

Reducing Anti-Social Behaviour and Crime

Walsall Police have been undertaking operations in an effort to reassure revellers who visited the town centre's pubs and clubs on Saturday nights. As part of the operation, every vehicle coming into the town centre between 10pm until the early hours was stop checked by officers. This resulted in two arrests – one for taking and driving away, and one for driving without insurance.

The initiative ran alongside the ongoing Operation Be Safe, which takes place every weekend in Walsall town centre and involves high-visibility police patrols around the town centre and the bars and clubs.

Sergeant Simon Rowbotham from Walsall Town Centre Neighbourhood Team, said "We want to make sure that people who come to Walsall to enjoy an evening out do so safely. This operation made sure everyone entering the town centre in a vehicle did so without any criminal intent and did so safely."

DARLASTON/BENTLEY AREA PARTNERSHIP

Upcoming Events

Area Community Meeting

16th February – Old Hall Peoples Partnership, 6:00pm-8:00pm

Area Partner Meeting

3rd March – Bentley Youth Centre, 10:00am-12:00pm

Rough Hay Young Peoples Activities

The Area Partnership is working alongside Walsall Housing Group and Integrated Young People's Support Services (IYPSS) to provide activities for young people in the Rough Hay area of Darlaston. The area has recently been blighted with reports of anti-social behaviour and a recent project to run activities from the Walsall Housing Group-owned community centre in Rough Hay has resulted in a reduction in reports. Funding provided by the Area Partnership has also enabled young people in the area to attend go-karting sessions organised through IYPSS.



Community Safety Event at IKEA

The Area Partnership is organising and supporting two local initiatives in the area aimed at reducing crime and anti-social behaviour. As part of West Midlands Police Operation Intrusive, partners will be giving advice and information to local shoppers at IKEA in Darlaston on the 18th and 28th February. Crime prevention packs will be handed out and advice given to vehicle owners as the area has been highlighted as one that has historically suffered from repeated vehicle crime.

Community Clean-Up in Bentley

In response to local concerns, a programme of planned activities will get underway in the Bentley area specifically aimed at tackling environmental crime. The activities will focus on the Linear Walkway in Bentley that has previously been blighted with problems of flytipping and littering. Working with colleagues in Street Pride and Community Payback a co-ordinated clean-up of the area will also involve volunteers from Old Hall People's Partnership and local community members. The clean-up will be undertaken during half-term week in February commencing on Tuesday 22nd February. In addition, colleagues

from the Council's Reassurance Team and Walsall Housing Group will also be targeting local residents highlighting any potential enforcement action that will be taken if any perpetrators are identified.

SmartWater Project

The three local Beat Sergeants for the Darlaston, Bentley and Moxley areas have been working closely with the Area Manager and Walsall Housing Group to secure funding to distribute SmartWater to local homes. SmartWater is a forensic liquid that assigns valuables with their own unique forensic code, allowing them to be traced back to the owner. Because the police regularly check for SmartWater and actively raise awareness of it, reductions in crime are consistently reported in SmartWater areas. Around 1,200 properties will be approached and offered SmartWater across the Area Partnership area.



Consultation with Young People in Darlaston

Supported by the Area Partnership, Integrated Young People's Support Services led a day of activity and engagement for young people in the Darlaston area. The event was held at the Darlaston Youth Centre and was supported by Walsall Housing Group, Walsall College, Sports and Development and the Council's MOVE Truck amongst others. The event gave an ideal opportunity to identify the sort of activities and facilities that young people would like to see available for them. The event was well attended and will now provide an opportunity for partners to formulate a local action plan to deliver more outcomes.



Area Community Meetings

The themed Area Community meetings within the Area Partnership continue this month on the 16th February where the meeting will focus on Education and Schools – The Way Forward. Colleagues from SERCO, Children's Services, Walsall College, Grace Academy and local primary schools will come together to discuss the national, regional and local priorities for schools and education in the area.

WILLENHALL/SHORT HEATH AREA PARTNERSHIP

Upcoming Events

Area Community Meeting

16th February – Willenhall CHART, 6:00pm-8:00pm

Area Partner Meeting

1st March – Willenhall Fire Station, 2:00pm-4:00pm

Supporting the Community

The Area Manager and local councillors have been working together to discuss the best ways forward to ensuring local residents are engaged in the work of the Area Partnership. Activity is due to begin on developing three local community fora to reflect the needs of each area. Representatives from each area will be able to attend Area Community and Partner meetings and advocate on behalf of their area to ensure effective and fair contributions are made.



Attendees at a recent Area Partnership meeting

The Area Manager is working closely with elected members and community groups to consult on key themes which will shape the Area Plan. Area Community meetings take place every six weeks and bring together local people, councillors and partners from relevant agencies. Each meeting is themed to ensure discussions are able to identify local issues and also local solutions to tackling these.

Tackling Anti-Social Behaviour

Work continues to take place across the area with a lot of effort and excellent partnership working to reduce anti-social behaviour in the hot spot areas. Meetings have taken place on a regular basis in New Invention to ensure services work together and communicate interventions.

To date, the Police have increased patrols around hot spot areas, arrests have been made and the Anti-Social Behaviour Unit have been in contact with parents and delivered presentations in local schools to educate young people about the effects of anti-social behaviour. Walsall Council's MOVE lorry now attends New Invention Square on a weekly basis and provides positive activities from the facility. Detached youth workers now work in and around the area to engage young people and work is ongoing to increase youth provision in the area including a pilot project to develop youth shelters. Midcounties Coop stores provide volunteers to support youth workers in the area and a summer event is now being planned to create a community mural for the Square.

In partnership with the Police to support Operation Intrusive, a schedule of events and interventions are in place until March including clear-up events in Willenhall Town centre along with Public Safety colleagues providing information about car and personal safety to combat theft from town centre car parks. In addition, diversionary youth activities are planned during half term to reduce anti-social behaviour and crime. The Area Partnership is supporting the Police by contributing £5,000 towards additional patrols around the areas at prime times.

Healthy Living

Willenhall and Short Heath now has its own health profile compiled by NHS Walsall. This identifies priorities including reducing child obesity, increasing the uptake of Chlamydia screening, improving health of elderly people and increasing the uptake of health checks. The Area Community Meeting in January focused on health and local councillors took part in a workshop with colleagues from NHS Walsall and Walsall Council's Social Care & Inclusion to discuss the profile and raise local issues and priorities from the community. Additional priorities were identified such as improving access to facilities across the area as well as the community care agenda and how local organisations can contribute towards supporting vulnerable people. In particular, the establishment of a GP practice in Short Heath was considered. A workgroup has been established with colleagues from partner agencies to discuss taking forward the profile and how to develop tangible actions.

The Area Manager and NHS Walsall will be facilitating a workshop at the Children's Area Partnership attended by all primary school representatives to map services currently provided to tackle child obesity as well as discuss new and innovative ways of working together.

Developing Outdoor Play Areas

In light of the recent announcement to cease Play Builder sites, the Area Manager is working with local third sector organisations to look at external funding opportunities as an alternative. Working in partnership with Greenspaces and other agencies, an action plan is being developed to improve outdoor areas.

An event being organised by Pool Hayes Community Association to consult local residents on childcare provision and activities for young people – information will feed into this piece of work to inform ways forward for outdoor play areas in Willenhall and Short Heath.

Local Community Projects

Friends of Rough Wood is a newly established organisation set up by residents who use the Rough Wood nature area. The Area Partnership has supported the group by funding start-up costs allowing them to purchase litter pickers and other small items of equipment. Events have been organised to involve more local people throughout the year and the group is being supported by local councillors and Greenspaces to develop a project plan for the wood.

Willenhall CHART has been supported by the Area Partnership by receiving small start-up costs for a toddlers group and an older people's project. Both groups will be run from the CHART centre providing activities on a regular basis. The centre is also working with Walsall Council's Sports and Development officers to deliver a netball project for local people. The Area Manager is in the process of developing a boxing and martial arts academy for young people with a focus on working with people who have committed anti-social behaviour as a way of providing a positive opportunity to learn new skills.

PARTNER NEWS IN AREA PARTNERSHIPS

Serco Ethnic Minority Achievement Summit

The EMA Summit is designed to raise the profile of ethnic minority achievement in Walsall and the need to improve attainment. Focusing on how to overcome the acknowledged barriers to success, the summit will provide an opportunity to share good practice and creative ideas about how school leaders can address their own priorities.

The summit will take place at the School of Education, University of Wolverhampton, Walsall from 9:00am to 3:00pm on Wednesday 9th March 2011 and Head Teachers and school representatives are warmly invited to attend. Further booking details will be available shortly. There will be a small charge to cover refreshments and expenses.

For further details, contact Lisa Hickman on lisa.hickman@walsallcs.serco.com or 01922 686212.

Action to Tackle Metal Thefts in Walsall

Police and partners have been out in force in a further crackdown on metal thefts in Walsall as part of Operation Steel. Officers have been visiting all scrap metal dealers, stopping vehicles with metal on board and issuing prohibition notices to unworthy vehicles.

The operation has stopped a number of vehicles resulting in drivers being issued with prohibition notices and taken off the road where appropriate. In one day of actions at the end of January, two vehicles were found being driven with provisional licences and one man was arrested on suspicion of being in possession of stolen cable and is currently helping police with enquiries.

A scrap metal watch scheme has also been set up with seven scrap metal dealers joining forces to help crackdown on metal thieves.

Chief Inspector Sally Holmes, from Walsall police station, said "It is extremely good to see all the partner agencies working together to crack down on metal thefts. Walsall police take metal thefts very seriously and we will continue to target individuals and premises where we believe stolen metal is purchased or disposed of. We want to send a message out to any would be thieves – we will target them and they will be caught. We take any information received very seriously and will act upon it."

A short film on Operation Steel can be found on the Walsall police website. To watch the film, visit: www.walsallpolice.org.uk.

Holiday Child Care Scheme

Over the past few months Walsave and Walsall Children Services Serco have been forging links with child care providers to enable parents and carers to save for holiday child care. The aim is to make the project sustainable so that it can be used for holiday and child care throughout all of Walsall to help effectively and reduce the risk of bad debt. The scheme already has many parents signing up and it is helping many child care providers.

This scheme is the first of its kind in the West Midlands and many other Children Services departments are copying this approach. Further information can be received by telephoning 01922 653310.



Integrated Young People's Support Services are running a seminar to promote participation amongst children and young people who have experienced violence. The seminar intends to:

- Find out from young people and researchers what works when promoting participation amongst vulnerable young people.
- Attendees will receive a FREE 125 page guide to good practice, which includes material for self-directed and group learning.

The seminar takes place on Monday 14th February at Walsall College, starting at 10:00am with a buffet lunch finish at 1:30pm. Contact Shain Akhtar on akhtars@walsall.gov.uk for further information.

Schools and Area Partnerships

Schools are using the Area Partnerships structure to create networks of effective 'middle leaders' – heads of department, subject leaders, Key Stage leaders – to work together gaining the knowledge and skills for senior leadership positions in our schools. The programme, called 'Learning in Networks', covers different senior leadership attributes and runs until the end of the school year. The aim is to have at least one network running in each Area Partnership. For further information about the programme, please contact Steve Smith, Workforce Development Manager, Walsall Children's Services – Serco, steve.smith@walsallcs.serco.com (01922) 686336.



Corporate Scrutiny and Performance Panel – Working Smarter Update

Thursday 3rd March 2011

Rory Borealis

Executive Director, Resources (Working Smarter Delivery Lead)

Paul Milmore

Head of Business Solutions (Working Smarter Programme Manager)



Walsall Council



Working Smarter Progress (1)

- Since September 2010 Working Smarter has delivered the following:
 - Working Smarter programme and principles directly contributed to £8million, almost half, of the draft 2011/12 revenue budget proposals approved by Cabinet on 9th February. This is a significant achievement for Working Smarter in the first 6 months of operation.
 - Phase 1 of Working Smarter has been successfully completed. Key outcomes were the establishment of the Service Redesign Programme across all 8 areas, approval of the initial programme business case, priorities and workstreams established across all 6 Area Partnership areas, and a clear business case for property rationalisation.
 - Area Plans are now out for consultation for all 6 Area Partnership Areas. They include over 600 initiatives and actions within 34 workstreams, with 212 actions having been completed already.



Walsall Council



Working Smarter Progress (2)

- Since September 2010 Working Smarter has delivered the following:
 - Phase 2 of Working Smarter has been launched with Rory Borealis identified as Delivery Lead to ensure the realisation of further cost reductions and customer service improvements across all streams of activity.
 - A new Council Operating System has been developed, based on the work from St Matthews pilot, and has been incorporated into the Corporate Plan. This will ensure that customer priorities are a clear focus for more flexible service delivery across the council.
 - Office rationalisation has become the Smarter Workplaces Programme, with the focus on delivering the Council's new operating system and introducing flexible working for our staff.



Working Smarter Progress (3)

- Some benefits from the systems thinking Service Redesign Programme include
 - **Homelessness Accommodation Services** – reduced the cost of the service and improved customer service / outcomes
 - **Adult Social Care** – 2 care assessments per week to over 10, found over £200,000 of unnecessary care placements, identified £1.477m of efficiencies in access and care management processes
 - **Highway Maintenance** – previously there was an 84% return rate to pothole repairs which is now 0%, £140,000 efficiency savings, over £200,000 of productivity improvements, and a reduction of £200,000 in the Tarmac contract
 - **Leisure and Library Services** – rigorous analysis of customer demand has led to the development of new service purpose and visions, redesigns will follow
 - **Childrens Specialist Services** – deep understanding of customer requirements and demands has led into prototype new ways of working
 - **Support Services** – roll out of a new operating has seen significant efficiencies in Finance (£250,000), Business Solutions, CPM, Programme Delivery (£385,000). ICT and HRD are now implementing new ways of working.



Working Smarter – The Future

- Clear focus on the delivery of cashable savings – for FY 11/12 and the next 3 years
- New Business Improvement Service – facilitate the implementation of new council operating system
- Roll out and further develop systems thinking to address higher level and more cross cutting areas, jointly with partners
- Value for Money strategy covering all services
- External Challenge and Support will be in place next month – whole programme

Any questions?

WORKING SMARTER AND SHARED SERVICES UPDATE

1. Purpose

To update Corporate Scrutiny and Performance Panel on progress with the Working Smarter Programme and Benefits Delivery as at March 2011.

2. Some Case Studies of Working Smarter Benefits Delivery

- **Area Partnerships** – Area Plans for all 6 partnership areas have now been produced. These reflect the priorities of local people and detail the activities that will be undertaken in order to improve outcomes for residents. In total there are 35 workstreams across all 6 areas and over 180 actions and initiatives. Details of successes to date can be found in the monthly newsletter from Area Partnerships which is attached to this update.
- **Highway Maintenance** – Building on the successes within the reactive maintenance service, the systems thinking service redesign work has now commenced within the Planned Maintenance Service to identify further cost reductions and service improvements. This is part of the wider service redesign activity within the 'Public Realm' area which is focussing activity in 5 areas of Neighbourhood Services and associated services.
- **Modernisation of the Homelessness Service** – A Cabinet report on 15th December outlined the future vision for the Homelessness Service. This marks a step change in the delivery of the service that will be significantly better for customers and cheaper to run in the future.

3. Working Smarter Programme overall progress

Key recent developments and highlights in the Programme include:

1. AM2010 has now become the Smarter Workplaces Programme. Work is progressing on developing a business case and delivery plan to reduce council office space, save money and introduce more modern and flexible working practices across the council. This will be reported to Cabinet for approval to proceed in April.
2. The Council System Design project has developed an initial new council operating model based on the work from St Matthews pilot and linked to the corporate and service planning framework. This will ensure that customer priorities are a clear focus for the Working Smarter Programme and service delivery across the council. It will be reported to the next meeting of Cabinet/CMT.

4. An Update on the Service Re-design Programme

Children's Specialist Services – starting to study flow from 17 January with the Contact team. This will be followed by similar studies in Looked After Children's Service, then the Initial Response Service, Vulnerable Children's Service and Safeguarding.

Corporate customer contact and demand management – A specific team representing high volume customer transactions such as revenues and benefits and general council enquiries will start to look at Corporate Customer Contact from early February.

Street-scene – Public Realm – 3-day programme ran in early December which was followed up with a workshop with heads of service, service managers and team leaders; 5 areas of interest identified:

- Street cleaning, fly tipping and enforcement
- Refuse collection (includes contact centre – complaints/enquiries)
- Green spaces and grounds maintenance
- Reactive and planned highway maintenance
- Design and maintenance in the public realm.

Adult Services – major changes in the operating model for social care have started with a significant shift to community based social work. Much of the visiting workforce will soon be based at the Allen's Centre and work remotely, spending much more time with clients.

Regeneration and Economic Development – The management team have discussed new ways of working to better deliver Purpose. The town centre is a priority and work has begun to understand the implications of the Tesco extra and closure of Tesco metro.

New operating model for support services *Delivering right, fast and simple* – ICT have completed their 3-day programme and are gathering further customer demand during January. The approach to ICT procurement has been modified already and is in 'test'. HRD have completed their 3-day programme and commenced capture of customer demand.

Library Services

- The service is undertaking a fundamental review to inform future changes to the way in which the service is delivered. In the current and ongoing climate of severely reduced resources, allied with rapid technological and social change, the Library Service must examine its traditional models of delivery and find new, innovative, efficient and effective ways to meet new and emerging needs of residents and communities for information, learning, leisure and regeneration. As part of this exercise the Service will also assess the feasibility of partnering with local organisations and community groups to deliver local library services using community buildings.
- Libraries are collecting customer demand, initially talking to customers attending 6 libraries (Approximately 200 visitors); further collection of demand is planned for January. This contact with customers has highlighted the need to provide services that meet the specific requirements of the community.

5. Shared Services

The Black Country working group is co-ordinating business cases for the 10 service areas agreed at the joint cabinet. All leads for the areas have now met and the programme is underway. The strands are; Procurement, Human Resources (Development), Payroll, ICT, Information management and research, Emergency Planning, Leisure services, Trading Standards, a joint Fostering Service and Library Services.

Each case will identify the opportunities there are to share and the degree to which the services could be shared and the financial and service improvement benefits that could result.

All the cases will be ready for review by the end of March 2011.

6. External Consultancy Support

10 responses were received to the recent request for external support, challenge and additional capability to the Working Smarter Programme. Following shortlisting interviews with The Hay Group and Atkins Global, the Programme Team are currently reshaping the requirements from this piece of external work. Once these new requirements have been agreed by the Programme Board we will re-engage with Atkins and Hay and commission the external challenge and support. The Vanguard Group have been commissioned to support the roll out of the Service Redesign Programme and will be providing additional training and challenge sessions to the systems thinking work already in progress.

Rory Borealis

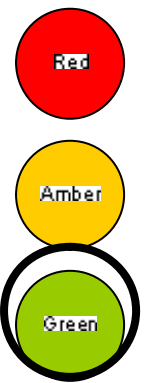
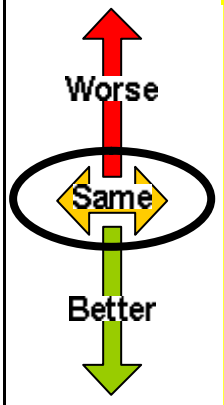
Rory Borealis
Executive Director (Resources)
Working Smarter Delivery Lead
☎ 01922 652910
2 February 2011

Working Smarter Programme Board

Programme Highlight Report – Paul Milmore Programme Manager

Completed by:	Paul Milmore	Reporting period	01/01/2011	to	31/01/2011
Date completed	03/02/2011	Date of next board		18 Feb 2011	

Programme Details	Working Smarter		
Start date	27 th May 2010	End date	On-going. Phase 2 to end 31 st March 2011
Outcomes for Phase 2 (by 1 st April 2011)	The key outcomes from Phase 2 of Working Smarter are:- <ul style="list-style-type: none">• Set a council budget for 2011/12 – on track• Delivered some service redesigns and benefits identified – on track• Area plans in place for all partnership areas – on track• Detailed Working Smarter business case – on track• Value for money strategy in place covering all services – on track• Detailed new council system design – on track• Property rationalisation options agreed and delivery underway – on track		
Objectives	1. Remove waste and spend less 2. Improve customer service 3. Change the way we do our business		
Benefits Realisation Tracking	Reduce the cost base of the council by £68million+ over the next 4 years Cashable savings identified to date: £16.63million Cashable savings realised to date: £0		

Current Status	Trend since last report	Headlines – if you only read one box on this page this is it!
		<ul style="list-style-type: none"> • Council System Design proposition on a new operating model for the council has been completed – will be shared with CMT on 10th February for approval and implementation guidance • Within Adult Social Care the single point of contact has been launched, community social work model is in pilot and flexible working around a base at the Allen Centre is underway • The business case and delivery plan for Smarter Workplace strand of AM2010 is being developed and will go to Cabinet in April • Area Partnership plans for all 6 areas have been drafted and contain 34 workstreams and over 180 actions to improve services across all areas of Walsall • External support and challenge to the programme was not successful in recruiting a partner. The approach and specification is being reconsidered ahead of securing this external input.

Working Smarter Programme Board

Programme Highlight Report – Paul Milmore Programme Manager

Main Achievements <ul style="list-style-type: none"> • Draft Area Plans agreed for all 6 Partnership Areas • New council system design and operating model proposition produced • HR service redesign launched • Progressed all service redesign strands 	Next Period <ul style="list-style-type: none"> • Gain approval for the Council System Design operating model report and agree an approach to implementation with CMT • New style Working Smarter Programme Board is scheduled for 18th February • Area Plan actions and progress to be formally shared with key delivery partners • Area Plan engagement and consultation strategy to be launched • Smarter Workplace senior stakeholder workshop
Slippage and Remedial Action <ul style="list-style-type: none"> • Appointment of external supplier to support and challenge the Working Smarter Programme – specification to be reshaped before supplier appointed • Smarter Workplace Cabinet report to go to April Cabinet for approval 	Risks <ul style="list-style-type: none"> • Pay and Grading Programme may adversely impact on staff morale and the ability of Working Smarter to deliver • Partner agencies must be fully engaged and supportive for Area Partnerships to deliver • Service redesign project requires staff and senior managers to commit significant time – CMT must endorse and ensure availability
	Issues <ul style="list-style-type: none"> • There is the need to understand how Working Smarter links to other strategic initiatives such as the Health agenda, Education and Localism Bills, the Local Economic Partnership etc
Financial Tracking Capital finance available to the programme is: (all spending currently within these limits) <ul style="list-style-type: none"> • £60,000 existing REIP grant • £550,000 allocation from Walsall Partnership • £300,000 REIP funding notionally allocated to Walsall (£225,000 earmarked for AM2010) Revenue resources are currently being met by staff time from Business Change, Walsall Partnership, Property Services and other council service areas as required	
Dependencies Success of the Working Smarter Programme is dependent upon the 2011/12 budget setting process protecting those services crucial to the delivery of activities within the programme.	