

Corporate Scrutiny and Performance Panel Working Smarter Briefing:

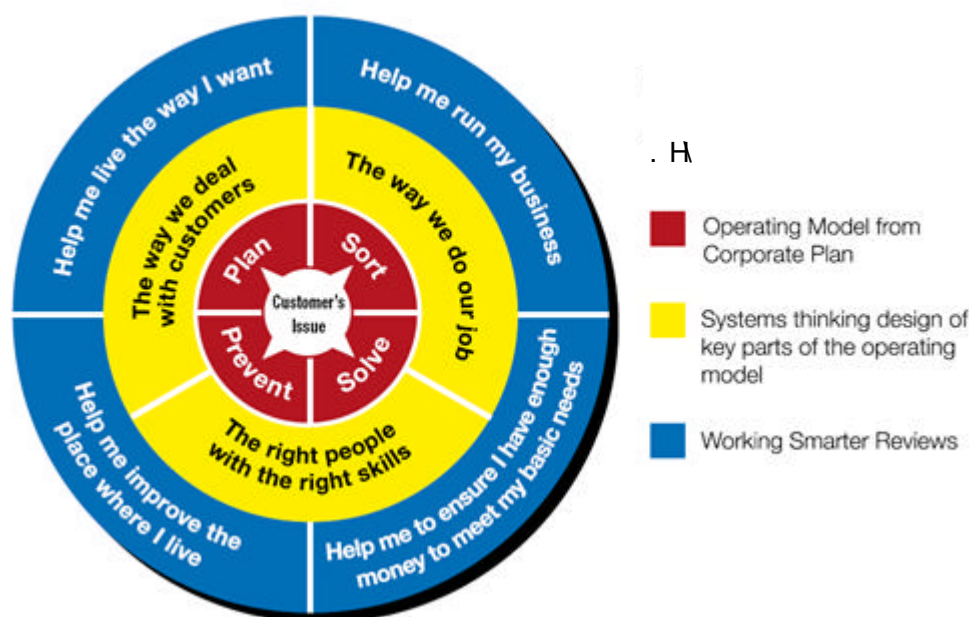
1 February 2012

1. **Purpose**

This paper updates and invites feedback from the Corporate Scrutiny and Performance Panel on the progress of the Working Smarter Programme.

2. **Scope**

The Working Smarter Programme now includes the following strands:



This update covers all of the strands of the Working Smarter Programme.

3. **Working Smarter Reviews**

First Stop Shop – Leads James Walsh and Michael Tichford

- Significant progress has been made with the revenues experiment and the group will shortly be taking action which is expected to reduce the number of reminders issued by a minimum of 25%. Almost 50,000 reminders and final notices are issued annually.
- 10% of demand placed on the Revenues front line service relates to reminders. By reducing the number of reminders issued we expect to reduce the associated enquiries.
- Work has been initiated to remove failure demand and waste from the live revenues system. A core team of volunteers has been established to progress intervention work. Greater focus is being placed on helping people out of debt.

Neighbourhoods Service – Lead Jamie Morris and Keith Stone

- Empty residential property work is progressing well with 3 specific landlords and understanding how their properties can be brought up to a decent standard and let to vulnerable tenants

- Understanding demand across the Library Service is ongoing with various workshops to identify common themes and how this should inform the shape and nature of a future service

Public Health – Lead Jamie Morris and Isabel Gillis

- Work is continuing with the Sports and Leisure senior management team to understand customer demand across the service
- A project board has been established to manage the transition of services from the PCT to Walsall Council

Children's Services New Operating Model – Lead Pauline Pilkington and Louise Hughes

- Children Services have commenced delivering a New Operating Model in Bentley and Darlaston. A new multi-agency Area Family Support Team, to be based at King Charles Primary School, have been working together using a whole systems approach last week to successfully support families with numerous issues and in need of support. It proved to be an extremely positive experience for the family and staff.
- A range of issues were resolved within 2 days which if left, would have resulted in the family requiring more intensive support in the near future. A number of Support Leaders have committed their time to support and work with the newly formed Area Family Support Team in this new approach.
- The new and exciting way of working will be rolled out in the Birchills area commencing in early February, followed by a further 4 areas by September 2012.

4. The way we do our job – Smarter Workplaces

- A 'Settling In' document has been shared with staff to help them adapt to their new workspace environment; a further document titled "Principles of Using Our Space Effectively" (part of the 'From Mine to Own to Ours to Share' Campaign) is being finalised and will be shared with staff in early February.
- The Benefits Processing team and Customer Service team have now relocated to the 3rd floor. The Benefits Investigations and Data Matching teams will at this time remain on the 1st floor.
- The "Principles of Using Our Space Effectively" (part of the 'From Mine to Own to Ours to Share' Campaign) continues to be finalised, and will be shared with staff w/c 27 February 2012.
- Refurbishment of the 1st Floor will start on 20 February 2012. Further phases of refurbishment activity will follow with overall refurbishment of the Civic Centre completing in November 2012.
- ICT solutions will be rolled out in the coming weeks with kit being smaller in most cases; more robust; providing better information and security management; more flexible; easier and more cost effective to maintain; "Follow Me" printing scanned to email and "Follow Me" telephony: all enabling more agile working/ desk sharing.

5. The way we deal with customers – Area Partnerships

- Around 40 people and local councillors took part in the Caldmore Dig it Day to start the creation of a community garden. The group made a start with the

pathways and one of the raised beds was almost completed. The project has been supported by the Walsall South Area Partnership and received sponsorship from Marks & Spencer. The garden has been selected as one of ten gardens around the country for the global food project led by the Black Environment Network.

- The Willenhall and Short Heath Area Partnership is tackling anti-social behaviour by bringing together the Police, Fire Service, the Council's Anti-Social Behaviour Unit, Community Safety team, Green Spaces and Integrated Young Peoples Support Services and many local community groups to ensure positive activities are available for young people at the busiest time of year for reported anti-social behaviour.
- The Brownhills, Pelsall, Rushall and Shelfield Area Partnership has teamed up with Walsall Housing Group to refurbish a community room in Rushall. The room was been well used in the past, but the state of the room and the furnishing had deterred some residents from attending activities. The room was repainted and new blinds, tables and chairs were purchased, allowing the group to introduce new activities as well as getting an Expert Patient to run some light physical activities.
- The older people of Streetly turned out for the recent Health and Well Being Event held at Sunnymead Way Community Room. Over 70 people attended to receive advice from organisations including the NHS, Smoking Cessation, Citizens Advice Bureau, Fuel Poverty, Social Care & Inclusion and Walsall Housing Group. Over 40 people took advantage of the free NHS health check.
- Following a number of complaints from local residents about litter, the Aldridge and Beacon Area Partnership along with Enforcement and Community Safety officers will be dropping in on Aldridge during February to inspect levels of litter at various times of the day. Litter enforcement will take place, with people being issued with a fixed penalty for dropping any litter.
- Area Managers attended Walsall College's Student Conference and facilitated discussions with students around local volunteering and reducing anti-social behaviour as a way of promoting the College's wider role in the local community.
- As part of the workstream to increase provision for young people in the Willenhall and Short Heath Area Partnership, new provision has been launched at the New Invention Methodist Church for teenagers on Friday evenings. The Area Partnership will be holding a Willenhall's Got Talent event on Friday 17 February 2012 to showcase local young artists.

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