

WALSALL SOUTH AREA PANEL

Area Manager's Report

Updated Friday, 08 July, 2016

1. Purpose of the Report

- 1.1 This report seeks to inform Elected Members for the Walsall South Area Partnership of some of the work carried out within the local area. The information in this report was correct at the time of writing, Friday, 08 July, 2016.
- 1.2 Walsall Council strategic priorities are:
 - Safer Walsall: Creating safe, sustainable and inclusive communities
 - Children and Young People: Improving safeguarding, learning and life chances for children and young people
 - Business and Jobs: Supporting businesses to thrive and supporting local people in to work
 - Health and Well-Being: Improving health, including well-being and independence for older people
- 1.3 Walsall South Area Partnership has a number of key priorities which have been identified through work with Ward Councillors, partner agencies, Walsall Intelligence Network and the local community:
 - Tackling crime and anti-social behaviour
 - Creating cleaner and tidier neighbourhoods
 - Healthy Lifestyles
 - Remove the impact of sex workers and drug dealers
 - Improving educational achievement
 - Improving job prospects and employability
 - Improving roads maintenance and traffic flow
- 1.4 Walsall South Ward Councillors: Cllr S Ditta, Cllr A Nazir, Cllr Ditta, Cllr Hussain, Cllr Nazir, Cllr Nawaz, Cllr Washbrook, Cllr Martin, Cllr Russell, Cllr Sarohi, Cllr Sohal, Cllr Gultasib
- 1.5 Walsall South Partners: Community Safety, Walsall Youth Support Services, West Midlands Police, West Midlands Probation Service, Environmental Health, Reassurance Team, Walsall South Area Partnership, Public Health, NHS Walsall Clinical Commissioning Group (CCG), Walsall Town Centre Management Team, Engineering and Transport, Clean & Green Services, Caldmoreaccord Housing

Association, Walsall Housing Group (whg), Watmos Community Homes, Walsall Voluntary Action, West Midlands Fire Service, Social Care and Inclusion, Birchills Children's Centre, Chuckery & Paddock Children's Centre, Sure Start Palfrey Children's Centre, Sure Start Alumwell Pleck Children's Centre, Area Family Support Team, Trading Standards, Community Development, Park Hall Community Association, Palfrey Community Association, Joseph Leckie Community Association, Caldmore Traders Association, Caldmore Village Festival Group, Chuckery Festival Group, Caldmore Community Garden, Bath Street Centre – Befriending Service, Walsall Black Sisters Collective, Aaina Community Hub, Time4Real project, Walsall Healthcare NHS Trust, Sports & Leisure Services, Jobcentre Plus, Citizen Advice Bureau, Welfare Rights, Walsall College, Libraries, Walsall South Neighbourhood Watch Groups, Walsall South Friends of the Parks Groups, Walsall Community Chaplaincy Service, First Base, The Glebe Centre, Victim Support, Walsall South Schools, Walsall Adult Community College (WACC).

2. Safer Walsall: Creating safe, sustainable and inclusive communities

2.1 Crime Figures for Walsall South area partnership

AP4	Walsall South			
	2015 Apr-May	2016 Apr-May	Difference	%
Total Recorded Crime	910	989	79	8.68
ASB	250	278	28	11.20
Burglary Dwelling	38	64	26	68.42
Burglary Other	61	62	1	1.64
Criminal Damage	100	120	20	20.00
Robbery	13	21	8	61.54
Vehicle Crime	88	102	14	15.91

2.2 CCTV for Walsall South - Area Manager working with Surveillance Unit, currently have a camera deployed in South Street, Walsall. Unfortunately it was discovered that the camera which was deployed in Carless Street, was faulty and cannot be deployed.

2.3 Salon Saviours - Police in Walsall are teaming up with the town's hair and beauty professionals in a new scheme that will see staff trained to spot signs of domestic abuse among their customers.

Detective Chief Inspector Michaela Kerr, from the Public Protection Unit that leads on domestic abuse investigations, said: "There are hairdressers and beauty salons on every high street and each day staff are speaking to dozens of

customers. Their position as one of the most trusted trades makes them well-placed to offer information and sound advice to survivors.

"Salon Saviours aims to break the silence that has historically surrounded domestic abuse. We want people to be talking about these abhorrent crimes as easily as we talk about car crime or burglary. We also want people to be holding us to account over our handling of domestic abuse cases with the same vigour as they do about other crimes."

Salon Saviours are all volunteers and will not be obliged to report cases to the police, Instead, they will have a direct hotline to detectives to share concerns about a customer or a customer's partner and provide a "listening ear and a source of information".

The Walsall launch of Salon Saviours took place on Wednesday 6 July at the Walsall Hub, Walsall College Wisemore Campus.

- 2.4 Walsall South Big Spring Clean – following on from the success of last year's event, when we held 9 litter picks around Caldmore, Palfrey, Primley Avenue Park, Queen Street Cemetery, Chuckery, Old Birchills, Pleck, The Butts and St. Matthew's, it is looking likely that there will be another event next year.

Throughout the week we removed many bags of rubbish, several lorry loads of fly tipping and had volunteers from a number of council departments and partners, including councillors, plus local residents and local businesses. Thanks to Clean & Green, Youth Support Services, Community Safety, Sustrans, Walsall Housing Group, Councillor Russell, Councillor Nawaz, St. Matthew's Church, St. Luke's Church, Friends of the Earth, Chamberlain & Hill, Caldmore Community Garden and Friends of Palfrey Park.

Keep Britain Tidy have announced that they will support a month of clean up action in March, 2017, with a particular focus on the weekend of the 3rd – 5th March.

- 2.5 Carless Street – there have been a number of initiatives at this location, such as new meshing put up by Community Safety to help prevent fly tipping, the deployment of a CCTV camera and a flashing LED sign warning that CCTV is in operation in the area. The school has also funded the erection of a wooden fence, costing in the region of £10,000, in an attempt to shield the pupils from the unsavoury activities taking place in the alley way. More recently the Caldmore Community House has installed security cameras and this seems to have led to a decrease in the issues in the alleyway, although we realise that there are still issues at the top end, by the Aaina Hub.

2.6 Spout Lane – there have been a number of clean ups at this location, on several occasions Clean & Green have removed large amounts of domestic accumulations, especially cans and bottles. Also settees and white goods have been removed. There was a CCTV camera in this location, but despite this and the work of a number of partners, none of these initiatives appear to be making a difference to the behaviour of people frequenting this location.

2.7 Task & Finish Group – through a multi-agency partnership, Cllr. Nawaz is chairing a group to look at the issues in Caldmore, with a remit to tackle the issues that are currently blighting the area, such as street drinking, litter, fly tipping, anti-social behaviour, houses of multiple occupation and highway issues.

2.8 Glebe Centre – is a multifunctional hub for over 18's from where a variety of services are delivered that serve vulnerable adults in Walsall. Staff and volunteers work with a variety of individuals with differing needs such as:

- Homelessness
- Mental Health
- Drugs
- Alcohol
- Unemployment
- Prostitution
- Associated issues

Support workers are available to provide advice and information on health issues, training, employment and substance misuse issues and offer general support and advice on a 1-1 basis. We also deliver a condom service and needle exchange facility for injecting drug users.

We provide free hot/cold drinks all day and a free breakfast between 10-10.30am. Service users can also access a 2 course lunch that costs just 50p. Unfortunately we cannot provide this for free as we have to recoup our costs on the ingredients. However, when we have meals donated (people sometimes purchase the ingredients and we will cook them) we provide this for free. This occurred last Thursday and I put it on our Facebook page: <https://www.facebook.com/glebecentrewalsall/>

We have free male and female shower facilities. We provide all the products, such as razors, shaving foam, shower gel, shampoo, conditioner etc., which all come from donations. We also provide the towels.

Service users have access to our clothing room where they can get a free change of clothing. We get through quite a lot of underwear (both male and female) as well as socks, all of which are donated so, on the occasions when we don't have any

underwear, unfortunately service users have to go without. At the moment we are experiencing this fairly regularly – especially with the ladies.

We have a laundry service whereby service users can wash and dry their clothes. We provide facilities so that service users have the opportunity to socialise and interact in a safe environment.

In the 2015/16 period, we had 10,421 contacts using our services. These are obviously not individual people but we currently have no system whereby we can look at the number of individuals who access our services annually as I don't have the HR capacity for this. We have approximately 490 people registered with us and these comprise of a 75-25 per cent split of men and women respectively. The youngest person to register with us is 18 and the oldest is 86. We see people from all nationalities and are a crucial service for many Eastern European people who have no recourse to public funds.

We usually request the following items if people ask us what they can donate:

- All kinds of personal hygiene products: shampoo, conditioner, shower gel, toothbrushes, toothpaste, shaving foam, razors, deodorants.
- All kinds of cleaning products: bleach, bleach spray, anti-bac spray, disinfectant, toilet cleaner, hand wash, washing up liquid, scourers and J cloths, dusters, large black bin bags, air fresheners, cream cleaner, disposable gloves, laundry detergent/softener, toilet roll, furniture polish, kitchen cleaner, etc., etc.
- Clothes: smaller sized men's and women's clothing, especially underwear.
- For cooking we are always short of tin foil, sauces/condiments e.g. mayonnaise, gravy, black pepper etc., and things to provide for dessert such as cakes, custard, etc., sauces in jars e.g. pasta sauces, curry sauces, casseroles mixes, etc. We hardly ever (due to transportation/storage issues and the cost of some of the items) get red meat, poultry, fish, cheese and eggs.
- We get through quite a lot of milk and cuppa soups – especially when the weather is not so nice.
- We also ask if people can donate smaller items that they have received as gifts but don't want so that we can use these as bingo prizes for our service users (we try and play bingo with them at least once a week). Additionally, we request arts and crafts items so that we can do activities, such as card making (especially at specific times of the year like valentine's day, Christmas, Easter etc.), which our service users really enjoy.

- We accept books, games and smaller household items such as mugs, plates, cutlery, towels, tea towels etc – some of which we use at the Centre as these things frequently get broken, lost or stolen or we provide them to service users who are in need of these things.

We rely on the help of local churches and other groups through their kind donations of food, cleaning products, toiletries, clothing, money, etc., in order to deliver our services and we wouldn't be able to continue to operate if it wasn't for the support that we receive.

2.9 Caldmore Community Garden – is continuing the works on Caldmore Community House intended to be a community hub linked to the garden and accessible to schools and community groups in the area. In the summer months they have organised or hosted several Community Fun Days, including The Big Lunch, Walsall Kobar Garden Party and Eid Open Day, cinema evenings and much, much more. The house is now in use and is already hosting multi-agency meetings for the community.

3. Children and Young People: Improving safeguarding, learning and life chances for children and young people

3.1 Walsall South's Youth Support Services - Over the past three months we have engaged and worked with four different groups of young people, Asian males 16 to 19, Asian males 12 to 15, mixed group white and dual heritage young people 12 to 15. And a large group of eastern European young people both male and female from 11 to 19 year olds.

The diversity working in such an environment is very interesting but also complex especially with the vulnerability of the eastern European young people, language barriers, and lack of understanding for example recent sessions we have discussed the holy period of Ramadan and how to be mindful of other cultures and religions, especially around drinking of alcohol as this issue in particular as raised tension on a previous occasion very near to this location.

There is also vulnerability with young Asian males been targeted by older youths to become involved in drug dealing?

And there is vulnerability issue's with the mixed group white and dual heritage young people 12 to 15 getting involved in motor cycle crimes and the usage of illegal substances.

The detached teams aims in Palfrey Park :-

- The detach team aims to maintain the current level of community cohesion in palfrey park and surrounding area.
- Work with young across a range of issue through discussions topic based, such as Drinking substance misuse, and what is Anti Social Behaviour.

- Promoting and sign posting other positive activities for young people to get involved in.
- Deter and prevent any youth Anti Social Behaviour.
- Provide Hoppa provision and access to it resources.

3.2 Sure Start Palfrey Children's Centre – We are having a barbecue at the Sure Start Palfrey Children's Centre on **Saturday 16th July 2016 (2.00-4.00pm)** to raise money for Aisha Mosque Food Bank and also the Black Country Food Bank scheme. This family event will feature a Children's Entertainer and there will be halal and vegetarian food options to savour.

Costs are as follows:

Adults / Children Aged 9 & Over.....£2.50 per person
 Children (aged 0-8).....£1.50 per child

CHILDCARE SUFFICIENCY ASSESSMENT 2016

Have your say about early learning, childcare, out of school clubs and holiday provision in Walsall. Your views are really important in helping to decide how to plan new services for you and your children. To complete survey please visit <https://www.surveymonkey.co.uk/r/H9ZJ8CW>

AUGUST BANK HOLIDAY CLOSURE DETAILS:

Please note that the Children's Centre will be closed **29th & 30th August 2016** during the Bank Holiday period.

If you would prefer to opt out of receiving Sure Start Palfrey Children's Centre email updates, please email me at rafiquel@surestartpalfrey.co.uk or call me direct on **01922 471863**.

3.3 Walsall Council Park Fun Days – Walsall Council is offering a number of fun days again this summer. All events run from 10.30am – 4pm and offer inflatables, charity stalls, music, children's rides, storytelling, refreshments and face painting. All events are free entry, however, charges do apply on attractions. The fun day in our area was in Palfrey Fun Day on the 30th May.

4 Business and Jobs: Supporting businesses to thrive and supporting local people in to work

4.1 Walsall Town Centre Regeneration (Andrea Jones) –

Under Construction

Jhoots Pharmacy Head Offices – 100 new people in town including 30 new jobs, due for occupation the end of 2016

Co-op Store – 20 new jobs – no timescale at the moment but just fitting out

New cinema at Waterfront – construction phase will be complete in October when the unit will be handed over to the operators to fit out – opening expected early Spring 2016

5 x new leisure outlets at The Waterfront – Chiquito, Pizza Express, Bella Italia, Hungry Horse are confirmed and TGI Friday has just applied for a premises licence

Advanced Planning Stage

Norton and Profitt / St Modwen's site, Digbeth / Market Square – Demolition is due to start early 2016 to make way for 11 new, modern retail units, B&M have currently signed to be one of the tenants – completion is expected in 2017. We are currently looking at either painting or installing artwork over the boards to make them look a little better.

Old Square Phases 2 – 4 – the existing walk-in centre is due to move to Bridgeman Street in December. This will make way for Old Square Shopping Centre to expand forwards into the area currently occupied by market stalls creating 2 – 3 new units plus a new glazed entrance. This work is also due to commence in 2016.

New Market – planning permission and funding is in place to relocate all market stalls to The Bridge, the market will benefit from new stalls, a food court area plus public realm improvements. Work was originally expected to start around now but due to upcoming works from Network Rail in Park Street it will now be carried out sometime in 2016.

I'm pleased to report that Saddlers Centre will very soon have 100% occupancy as does Jerome Retail Park and Crown Wharf – the Victorian Arcade have told me that they also have tenants lined up for all of their vacant units as have Park Place (all units on one side of the centre). I'm working with Old Square Shopping Centre to help improve their occupancy but unfortunately although the unit sizes are perfect for new small businesses the service charges and business rates often excludes them from opening up there. Within the past 6 weeks we have seen over 12 new businesses opening in the town which along with all the regeneration is a very promising sign.

As Town Centre Manager I am currently working with PFRA (the authority responsible for managing street collection companies) to implement a site management plan to control the number of chuggers who operate in the town which will dictate when and where they can work, I am also working with key retailers such as M&S to help try and improve the general town centre environment, including litter and general appearance, meetings for both these issues are taking place on 8th October. We are also going for becoming a dementia friendly town which will help support anyone with the condition to shop in the town, this has already made both local and national news.

Christmas event will take place on Thursday 3rd December between 4pm – 6pm in St Paul’s Square. It will be a Harry Potter / Christmas Tree Festival themed event and we will be switching on the lights on the main town’s tree.

An A5 booklet promoting the town is due to be printed in November – they will be distributed round doctors, dentists, garden centres etc. This publication is free to the council and public and is paid for by advertising – 7,500 copies will be produced per year for the next 2 years.

5 Health and Well-Being: Improving health, including well-being and independence for older people

5.1 Physical Activity – Lifestyle Services Team offer a variety of services across Walsall South including smoking cessation, exercise sessions and healthy diet advice. For more information please visit their website www.lifestyle.walsallhealthcare.nhs.uk/lifestyle-services.aspx or phone the team on 01922 444044

5.2 Aspire2Engage Project – working in partnership with Walsall Football Club Community Programme, we are developing a new project called Aspire2Engage. The idea of the project is to link in local community groups with the football club, who have a responsibility set down by the Football League Trust to help deliver activities that promote, engage and develop the local community in 4 strategic priority areas, which are 1) Participation 2) Education 3) Health 4) Inclusion. The Community Partnership team are working with us on this project, themselves a registered charity, and a separate entity to the commercial arm of the football club. From a speculative email back in December, to date we have held 2 events at the football club, engaging with over 50 people from the local community. The incentive we offer to local groups to engage with us is up to 30 free tickets for a Walsall FC home match, including press coverage and publicity on the day to raise awareness of the group and the work they do within the local community.

We had a borough-side Community Showcase event on Monday, 27th June. This showcase promoted over 100 local community groups and organisations that offer activities, events and volunteer opportunities to the residents in the borough. It is hoped that by showcasing the good work that the community & voluntary sector offer, local businesses will commit to helping these groups through their corporate social responsibility policy, with a community grant scheme the ultimate end goal. Thanks to the support of Barclays Bank, utilising their “Pound for Pound” community scheme, every pound we raised through raffle ticket sales will be matched by Barclays, meaning that we raised over £1,500 at the event.

5.3 Walsall Gala Baths - Work has finished at Walsall Gala Baths to improve facilities as part of a £1 million refurbishment project. Improvements include a state of the art family changing village, installation of a boom in the gala pool to create a 25m pool and a separate warmer learner pool, a remodelled reception and a new sauna. For

further details of our programmes see www.walsall.gov.uk/walsall_gala_baths or call 01922 653 150.

6 Other Important Information

6.1 Near Neighbours - The programme offers small grants of between £250 and £5,000, as seed funding for local groups and organisations working to bring together neighbours, and to develop relationships across diverse faiths and ethnicities to improve their communities.

Our grants *include* the following criteria. Projects should:

- **Bring together peoples of two or more different faiths and/or ethnicities**, to build friendships and develop relationships of trust.
- **Work locally**. We want to see people who are living very locally (i.e. in the same street, estate or neighbourhood) come together.
- **Work sustainably**. We want to see long term and natural relationships grow, that will last beyond the period of funding.
- **Work to improve the community**. We want to see people working to make their communities a better place to live.
- **Involve diverse people in planning and implementation**. People from more than one faith group and/or ethnicity are involved in planning and implementing the proposal.

If you have an idea for a Near Neighbours project in the Black Country please contact coordinator Ruth Burgess - Ruth.Burgess@tctogether.org.uk
07530741923

6.2 Aaina Hub

Tackling crime and anti-social behavior

Aaina Community Hub has received funding from the Office of the Police and Crime Commissioner West Midlands to support victims of Hate Crime and Domestic Abuse in the Borough. This is especially proving necessary in the current climate around hate crime, as we have recorded an increase in

incidences affecting local Muslim women in particular.

Creating cleaner and tidier neighborhoods

Aaina Community Hub received two years funding from Peoples Health Trust to deliver a community cohesion project that engages women from diverse sections of the community to work together to address local issues and concerns to improve neighborhoods by tackling anti social behavior, encouraging civic pride and promoting tolerance.

Iqra Supplementary School and Youth Provision is delivering a strand on civic responsibility and encouraging community cohesion with children and young people.

Healthy Lifestyles

Aaina Community Hub delivers and in house Health living initiatives, which include weekly Mental wellbeing group, Elderly support group to reduce isolation and promote social inclusion, Yoga and healthy living sessions every Wednesday morning at the Palfrey Park Pavilion, sessions are delivered by working in partnership with health practitioners. We are currently working on an obesity and diabetes project in partnership with the NHS CCG.

Iqra Supplementary School and Youth Provision has been funded to deliver a five year project for children and young people to deliver health living activities that focus on raising awareness around healthy eating, team games, grow and eat and so on to tackle increasing obesity levels amongst young people aged 5 years to 14 years.

Improving educational achievement

Aaina Community Hub delivers a host of educational opportunities for local women to improve basic skills, functional skills, ESOL, Sewing, Work skills, NVQ level 1, 2,3, Mandatory courses related to employment and so on. We deliver in house and in partnership with local adult community colleges and Steps to Work. Aaina has a long history of delivering courses that aid progression and improve confidence and educational attainment and achievement.

Iqra Supplementary School and Youth Provision delivers initiatives that assist with improved educational attainment and achievement for children and young people through positive pastime activities that raise aspirations, Homework club, English and Math's sessions to improve achievement.

Improving job prospects and employability

Aaina Community Hub has received Lottery Funding to deliver the Aspire and Achieve project for women over 25 years who are the furthest from the Job market to access employment by Volunteering, up skilling and recognizing transferable skills that lead to work based opportunities.

Iqra Supplementary School and Youth Provision provides Volunteering opportunities for young people aged 14 years to 20 years so that they can develop work related skills and career aspirations in order reduce NEETS in the long term amongst local young people.

6.3 Community Food Connection with FareShare FoodCloud

I wanted to let you know about an exciting programme called Community Food Connection that we are introducing at Tesco Walsall, along with several other Tesco stores across the Central Region.

We want to make sure any surplus edible food we have is donated to local charities and community groups working to feed those in need. To help us with this, we have partnered with FareShare FoodCloud.

FareShare will find and match charities to our store and then help oversee the relationship once it is up and running. FoodCloud is a simple app that supports the day-to-day donations by letting charities know how much food a store has on any given day.

We hope to donate a wide range of products – bakery, fruit and veg, eggs and even chilled products like meat, ready meals and dairy products. Of course, we can give no guarantee as to what will be available on any given day.

This follows a successful pilot in other stores where we donated food to a broad range of causes such as homeless shelters, after-school clubs, food banks and women's hostels. Knowing of your organisation and the great work that you do, we thought this might be of interest to you too. Please feel free to share this with others who might be interested.

More information is available at www.tesco.com/communityfoodconnection. If you feel this can be of benefit to a local organisation please forward my details

6.4 Walsall Council Provisional Highway Maintenance Programme 2016-17

Pleck

Ida Road – carriageway resurfacing

Scarborough Road – carriageway resurfacing

Brineton Street – footway and carriageway resurfacing

Rollingmill Street – carriageway resurfacing

Palfrey

Hawthorne Road – footway resurfacing

Rowan Road – footway resurfacing
Weston Street / West Bromwich Street – carriageway resurfacing
Wednesbury Road / Bradford Street – carriageway resurfacing

St. Matthew's

Whittimere Street – footway and carriageway resurfacing
Newport Street – footway and carriageway resurfacing
Little Newport Street – footway and carriageway resurfacing

6.5 One Palfrey Big Local covers approximately half of the Palfrey ward is one of a number of Big Local resident lead programmes.

After extensive consultation residents have chosen the outcomes below to work on over the next 2 years:

- Our neighbourhood will be cleaner and safer.
- Residents will be healthier and will have a sense of community and wellbeing.
- Residents will have better access to jobs and lifelong learning.
- Community activities and services will be improved for all

The residents plan will be delivered in partnership with residents and local community and voluntary groups as well as making partnerships with statutory agencies. The direction and delivery of the plan will be steered by the Partnership group which is made up of residents.

The community chest grants of £500 will be opening soon.

To get involved, contact Arfan Zaman newly appointed Big Local Coordinator, mobile 07752 471090, office 01922 642382 email arfanzaman@surestartpalfrey.co.uk

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