

WALSALL SOUTH AREA PANEL

Area Manager's Report

Updated Friday 25th September 2015

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 25th September, 2015.

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 Anson, Cllr Arif, Cllr Ditta, Cllr Hussain, Cllr Nazir, Cllr Nawaz, Cllr Washbrook, Cllr Martin, Cllr Russell, Cllr Sarohi, Cllr Sohal, Cllr Whyte

1.5 Walsall South Partners: Community Safety, Walsall Youth Support Services, West Midlands Police, West Midlands Probation Service, Walsall Intelligence Network, 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, Aaiana Community Hub, Time4Real project, Walsall Healthcare NHS Trust, Clean & Green Services, 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, Addaction, Lantern House, Hi's N Lows, The Glebe Centre, Victim Support, Walsall South Schools, Walsall Adult Community College (WACC).

A list of groups that I have visited since the beginning of March can be found in **Appendix 1**. I have also set up an email distribution list which currently has around 180 contacts that I regularly send information relating to Walsall South, which so far has been well received.

Also attached in **Appendix 2** is the community engagement document that will be used with the consultation around Community Hubs/Networks. This document contains abridged information from the Walsall South Profile 2015 document, along with a number of questions to ask the community their views on what is needed in their locality.

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

- 2.1 CCTV for Walsall South - Area Manager working with Surveillance Unit, currently have a camera deployed in Spout Lane due to ASB concerns including street drinking and fly tipping. There is also a Domehawk camera deployed in Carless Street alleyway, again to address ASB concerns which include street drinking and fly tipping.
- 2.2 St Matthew's Church Hill – a community event was held on Saturday 20th June 12:00 to 4:00pm, despite the weather there was a fair turnout and a varied range of stalls and activities for all the family. Following a Church Hill working group meeting on the 18th September, a number of requests have been made to Clean & Green, to increase the frequency of

bin emptying, repair 2 broken bollards, remove the shrubs from the mound (footway at Peal Street) to remove the opportunities for ASB behaviour and drug activity, it is hoped that this will eventually become a grassed mound.

- 2.3 Friends of Palfrey Park – Palfrey Park has had a successful and busy summer with bandstand concerts, two fun days, Whg led activities and the Walsall Mela. They are also having a clean up on 3rd October. The next meeting is 6th October at 5.30pm and the AGM will be held in November. Currently there are several issues and the group are keen to liaise with the local community and agencies to solve.
- 2.4 Caldmore & Palfrey Community Clean-up Event - UKIM Youth group from Aisha Mosque and Islamic Centre, Caldmore Village Festival group and Bath Street Centre organised a Tidy Event Saturday 28th February, meeting at the Mosque. Nineteen volunteers turned up with a large number of black bags collected.
- 2.5 The Church at Junction 10, Pleck – will be knocked down to build a new church which will seat up to 500 people. The new building along with the auditorium will have a cafe area, food bank, crèche and seminar rooms. The new facility will hold a regular luncheon club, women's group and counselling services.
- 2.6 Walsall South Big Spring Clean – during the week commencing 18th May we held 9 litter picks, around Caldmore, Palfrey, Primley Avenue Park, Queen Street Cemetery, Chuckery, Old Birchills, Pleck, The Butts and St. Matthew's. 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.
- 2.7 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.
- 2.8 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 is 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.

- 2.9 Oxford Street car park – this location was cleaned and over 100 black bags of domestic accumulations were removed. Working as a multi-agency approach, officers from Clean & Green, Area Partnerships, Community Safety, Walsall Housing Group, local Ward Councillors and local shop workers have worked together to keep the area clean.
- 2.10 Innovate Walsall – have employed a Neighbourhood Community Worker, Helena Dunnett-Orridge. Helena is employed as part of the Near Neighbours and Nehemiah projects which aim to bring social cohesion and create interfaith social action events across the St. Matthew's and Paddock wards.
- 2.11 Walsall Town Festival – has been developed by members of the Creative Walsall Network, in partnership with Walsall Council's Town Centre Management and Creative Development teams, Creative Black Country and local volunteers. The ethos of the festival is to promote Walsall and give local people a platform. Some of the activities taking place during the event, which runs from 18th July – 26th July include workshops, classic vehicles, Walsall on Stage, Chuckery Festival, Theatre Caravan, No Fit State Circus, Amazing Goscote Red Barrows, Narrowboat Experience, Diversity Matters, Move Truck and a craft and community market.
- 2.12 Caldmore Action Plan – since the last Area Panel meeting we have been working collectively as a multi-agency approach to tackle the main issues that are affecting the Caldmore area, namely street drinking, sex workers, drug activity, fly tipping, overcrowding in privately rented accommodation, domestic accumulations and litter.
- 2.13 Community Liaison Officer – Yvonne Wager has been appointed by the council as the new Community Liaison Officer for the Walsall South area. Working in the Clean & Green area, Yvonne will be responsible for the green spaces within the area, and can be contacted on 07432 482758.
- 2.14 WHG Community Organiser – Walsall Housing Group has employed a Community Organiser, Anna Rogozinska, who will be working in Caldmore, as well as in Goscote and Ryecroft areas. Anna's post is part-funded by Walsall Council's Community Safety Services and DCLG. Her focus will be predominantly Eastern European (particularly Polish)

residents and working towards greater community cohesion in the mentioned areas.

- 2.15 Caldmore Village Festival Group – has organised Walsall Mela in Palfrey work with more than 3,600 people attending the day of sports, music and activities for all communities of Caldmore and Palfrey. They are currently preparing for Caldmore Carnival on September 26th.
- 2.16 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.
- 2.17 Sustrans Pocket Places For People – Sustrans have been continuing to develop and refine designs for the Lincoln Road/Calder Avenue Junction. The aim of the designs being to improve road safety for pedestrians, reduce problem parking outside the school and create a more ‘people friendly’ school street. Over the summer Sustrans have conducted design surveys to see what people think of draft proposals and held drop-in sessions at Chuckery Primary School and the nearby Spring Cottage pub. As a result of these surveys and events with the local community the designs have been continually reviewed and modified.

The council put the scheme out to formal consultation on Friday 4th September and this is due to finish on Friday 25th September. At present the majority of responses are in favour of the proposed scheme. The next steps will be for Sustrans to review the comments gathered with the Council to decide how the scheme proceeds. Provided the consultation closes in favour of the scheme, work is anticipated to commence during the October half term break.

Sustrans are also currently busy with a project on Kinnerley Street creating a ‘Little Free Library’. This is a special bench designed and decorated through a series of art workshops with local people. The bench has built in boxes with doors to allow books to be stored inside the feature - a street based community book swap. The ‘Little Free Library’ will initially be trialled for a period of 8 weeks outside Karim’s pharmacy.

On Chuckery Corner Green Sustrans are working with local residents, looking at community growing and improved use of the space. Future activities being planned include the creation of a small community allotment bed and a seasonal lantern making event.

2.18 TellMAMA – Tell MAMA has appointed Nasar Iqbal, based in Walsall, to co-ordinate the work of Tell MAMA in the West Midlands region. Speaking on the appointment, Nasar Iqbal, Regional Organiser for the West Midlands region for Tell MAMA said “It is an honour to work on a project that empowers Muslim communities to report in anti-Muslim hate incidents. I have always stood against injustice in my work and we must always remain vigilant against those who seek to divide communities”.

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

3.1 Walsall South’s Youth Support Services - The South Area teams are currently working with a number of targeted groups alongside our Universal delivery. Young Carers has now been running since April and the numbers engaging are steadily increasing, a referral Pathway has been implemented and we are receiving regular referrals. In September we will be opening this group up to work with Siblings.

Short Breaks for young people with Complex health care needs will also be delivered at least 3 days every week over the summer.

There are two CSE awareness programmes being delivered each week with pupils from JLA.

We are also running sports sessions across the area in partnership with the Police , this initiative is Reducing Crime through Sport and is Funded by Sports England. The sessions are proving very popular, we are at the moment looking at delivering sessions in the Birchills area in September. Below is an overview of one detached session that takes place each week:

The south area detached team have been working in Palfrey park setting up the Hoppa youth Bus. We have managed to develop positive relationships with several different groups of young people who utilise Palfrey Park.

The area was made up of predominantly Asian community, however over the last few years there has been a steady influx of eastern European people, mainly Slovakian, and Polish descendants.

Initially there was some tension within the area but all seems to be fairly cohesive at the moment although there was a recent stabbing of a young person by another young person from outside of the area, not related to the area cohesion.

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 detach 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.

In the period between 17th July – 04 September 2015 , 626 attendees have taken part in a variety of sessions. Over 60% of the attendees where from WS1,2 and 5 postcodes.

During the Summer period 588 young people attended a range of activities these included sports, canoeing, outdoor adventure activities, trips, BBQ's and many more.

Detached sessions are ongoing predominantly in areas we know young people congregate. Palfrey Park sessions have in excess of 40 young people attending .Staffing has been increased on this sessions so more focused work can be completed.

A joint piece of work ' Tackling Crime though Sport' is proving very popular with sessions taking place at West One Academy and Joseph Leckie Academy. We are looking at extending this into the Birchills area . It is hoped that we will have access to the Thomas Street Playing Fields to deliver this but in the meantime sessions are being delivered in Reighswood Park.

Holiday programmes should be out shortly for October ½ term in the meantime sessions continue to run each week.

- 3.2 Sure Start Palfrey Children's Centre – We are delighted to announce that Sure Start Palfrey Children's Centre has once again achieved an "Outstanding" rating in every category following its Ofsted inspection in July 2015. This adds to the "Outstanding" rating in every category the Centre achieved in its last inspection in 2010. In achieving this remarkable feat Sure Start Palfrey is currently the first Centre to achieve outstanding and the only Children's Centre to have two Outstanding judgements. This is due to the hard work and commitment of our staff and the enthusiasm of our families. Congratulations to everyone involved!!! For the latest groups, activities and events for parents of children 0-5 years please visit www.surestartpalfrey.co.uk or email the team at team@surestartpalfrey.co.uk
- 3.3 Sure Start Birchills and Alumwell/Pleck – both centres have a full packed programme including; Chatter Box Playgroup , Well Baby Clinic, Health Trainer sessions, Stop Smoking service, Sewing classes, antenatal classes, introduction to solids, Breast Feeding Support group. For more information please contact Birchills 01922 646574 and Alumwell/Pleck 01922 637794
- 3.4 Big Centre TV, Walsall Studio School – launched Saturday 28th February broadcasting to millions of viewers on Freeview channel 8. Over 30 students from the school will have the opportunity to gain work experience at the TV Centre. The Centre was official opened by the Mayor of Walsall and saw both students and professionals working alongside each other.
- 3.5 Joint patrols to tackle truancy – Walsall Council and West Midlands Police are providing joint patrols. They will be travelling around the area in a marked vehicle to speak to children who are seen out and about during school time. The project is part of a national programme and will also look at targeting anti-social behaviour. The project runs until July 2015 and will check children of all ages, but also provide support for families if there is an identified need.
- 3.6 YMCA Green Lane – YMCA is currently based in Hospital Street but will be relocating to Green Lane. It will offer supported housing for 16 to 25 year olds with 21 bedrooms all single occupancy; these will mainly be low risk young people who are being supported into independent living or on to training/college courses. The running procedures will remain the same

as present; there is 24 hour staff cover and also CCTV. Support workers are available during the daytime and security is available throughout the night.

- 3.7 Polar Explorers – St. Matthew’s Holiday Club – Running from Monday, 24th August until Friday, 28th August, St. Matthew’s Church is running a holiday club, each day between 10am until 1pm, primary aged children are welcome to attend, costing £10 per child (additional siblings £5 each) for the week. To book your place telephone 01922 626039 or email admin@stmatthewswalsall.co.uk. Limited places so book early, end date for registration is 17th July.
- 3.8 WHG Summer Fun in the Parks – WHG is working with local partners to deliver a week of free action packed activities for all the family in the Arboretum in the week commencing 3rd August for 5 days. Events and activities include Wide Horizon Outdoor Adventure, Family Walk, Family Woodland Wildlife and Nature Trail, World Cup Football and IM Basketball.
- 3.9 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 days in our area are Pleck Fun Day on the 17th August in Pleck Park and Palfrey Fun Day on the 24th August in Palfrey Park.
- 3.10 Lincoln Road – over recent months, transport charity Sustrans have been talking to local people about Lincoln Road, specifically the area around Chuckery Primary School. We have been finding out how this bit of street is used, any issues that people are concerned about and changes they would like to see. An event has been arranged on 8th July for anyone to pop along to Chuckery Primary School to find out more, see design ideas and have their say and vote for features that they would like to see implemented. For more information about this, contact Chloe Booth – chloe.booth@sustrans.org.uk.
- 3.11 Joseph Leckie Community Association – The CA recently ran 4 weeks of activities in the summer holiday with over 60 young people attending, and look forward to the activities being held in October half term. The Weekend workouts continue on Saturdays, with 40 children from Walsall having participated, including 13 looked after children. Public swimming sessions on Tuesdays, Wednesdays and Thursdays continue to get busier and Free Aero-mix for Ladies that work or live in Walsall continues

on Mondays. A Smartbox has been donated to the CA from Centro so we can hold cycling events.

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

- 4.1 As part of the Gigaport corridor – the derelict factories in Albert Street have been pulled down to enable the land to be used for regeneration purposes as part of the business corridor. It will be used as a car park in the short term, for up to 40 places, while discussions take place on its future use.
- 4.2 Commercial development at the Waterfront – as part of the government's pledge for an extra £24 million investment in the Black Country. The commercial premises will be created at this Town Centre site with the hope of generating 160 jobs.
- 4.3 Walsall Town Centre Regeneration (Andrea Jones) –

Recently Completed

WHG Offices – brought a few hundred employees to the town

Walsall College Business and Sports Hub – 240 new jobs plus additional students

Primark – 130 jobs and reported increase in footfall and trade from other retailers since it's opening, 13,000 people visited Primark on the day it opened

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 Sex Worker (SW) Project - this project's coordinated approach helps reduce some of the negative impacts on the individuals and the wider community. For example, one of the partners discovered that one of the SWs was pregnant and she hadn't yet engaged with services, historically SWs try to hide pregnancy and this puts mother and baby at great risk Through the group we were able to raise the child & adult safeguarding concerns and get Nurse intervention to help the expectant mother.
- 5.2 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
- 5.3 Joseph Leckie Community Association – are providing free swimming and multi-sports activities for women and young girls aged 14 to 25 years 5:30 – 7:00pm at Joseph Leckie Academy. For more information www.josephleckieca.wordpress.com
- 5.4 New Yoga Studio, Park Hall – Byoga has recently opened at Park Hall shopping centre. It was formally opened by the Mayor with Cllr Martin and Cllr Sohal in attendance. The centre provides yoga for all ages for additional information please contact Belinda 07719 777759.
- 5.5 Asthma Care, Manor Hospital – has been improved by the Paediatric Asthma Team who set up a care pathway after higher than average Asthma admissions. The multi-disciplinary pathway care team is lead by Dr Muhammad Tariq and will be piloting an emergency department discharge programme in March.
- 5.6 Aston University's Sports Campus, Birmingham Road – will be building a new £250,000 floodlit all weather pitch. The project has received funding from Sport England to improve their facilities. The University is hoping to increase regular participation in sport by 14 – 25 year olds in the area.
- 5.7 Living an independent life – WHG have launched a new Wellbeing service. The service is for anyone, you don't have to be a WHG customer to benefit from the service. They will tailor the wellbeing service to suit

you. An hourly rate is charged for the services. To find out more, call 0300 555 6666.

5.8 Integrated Drug and Alcohol Service – following a 6 month consultation process with stakeholders and service users an Integrated Service model for alcohol and drugs for adults and young people was put out for competitive tender in November 2014. The services within the scope of the tender include those delivered by Lantern House, Addaction, Walsall Healthcare Trust and T3 (CRI). The scope of the integrated service model includes:-

- training of the universal workforce to raise awareness of drug and alcohol issues and the application of basic screening tools and techniques
- open access drug and alcohol services
- harm reduction, blood borne virus and pharmacy needle exchange services
- court mandated drug and alcohol treatment services
- structured drug and alcohol services – adult and young people
- prescribing services
- primary care GP shared care services
- alcohol and drug hospital and family liaison services
- community based detoxification services
- residential detoxification and residential rehabilitation assessment and placement service

Services from the Glebe Centre were not included in the tender but are planned to be tendered with a new contract to start in 2016.

The tender was explicit in that a single agency or a lead agency of a consortium was the preferred option to deliver the integrated service.

4 bids were received and evaluated by a panel made up of partner agencies including West Midlands Police, Community Safety, Clinical Commissioning Group, Housing, Mental Health commissioners, service users and primary care representatives from pharmacists and GPs.

The evaluation panel concluded that the contract should be offered to CRI. The contract is a 3 year contract with the option to extend it by 2 years with 12 month options.

The tender required the provider agency to secure a service base from where the service would be coordinated and delivered. The Old Clinic on Bradford Street has been secured and is presently being refurbished intending to be ready for the contract to start on the 1st July, 2015.

Walsall Council's Public Health Dept launched the new Integrated drug and alcohol service, known as the Beacon Recovery Service on 1st July 2015.

The new service base is 67 Bradford St Walsall WS1 3QD. The service provider CRi is a national charity with significant experience in delivering drug, alcohol and social care services.

As we approach the 3rd month in the implementation of the new service I can report that all the service users, their clinical records and their treatment plans have been successfully transferred from the previous provider agencies.

The service has held a number of stakeholder publicity events to promote the range of services on offer and how to contact them through the 24 hour single point of contact (Tel. 01922 669840).

The service is taking a more targeted approach to the next phase of implementation by establishing robust relationship and referral routes to the main partner agencies of; Education services, Criminal Justice Services, GPs, Pharmacists and the Manor Hospital.

The Public Health commissioners of the service would welcome any partner agency feedback on any aspect of the new service. Don't hesitate to contact Adrian Roche on Tel. 01922 653746 with your comments.

5.9 Purple Hub – The Purple HUB, which is in the Outpatients Day Care Centre Corridor opposite Route 003, at the Manor hospital is where members of the public, patients and staff can find information on all the areas listed above. The Patient Relations Team also has a room here for patients and relatives to air their concerns or suggest improvements on a drop in basis. The Purple HUB was officially opened on Thursday 27th August 2015 by Ben Reid, Chairman and Kathryn Halford, Director of Nursing.

5.10 Walsall Gala Baths - As part of Walsall Council's commitment to get 'More People, More Active More Often', Walsall Council are investing £1 million to refurbish the facilities at Walsall Gala Baths.

The work will include a new family changing village, re-modelled reception, a new sauna, and a boom splitting the Gala Pool into a 25m main pool and a warmer 7m learner pool.

Despite initial hopes to get work completed before Christmas we have now had confirmation from our contractor that no work will begin until January 2016.

We are currently working with the contractor to produce a detailed schedule of works with as little disruption to our normal operation as

possible. Further details of this schedule, and its impact on service delivery will be released over the next couple of months.

In addition to our normal programmed activities we are hosting a series of matches from the British Water Polo League over the Autumn, as well as an Independent Schools swimming gala, and a large regional synchronised swimming event.

- 5.11 Older People's Day - With information on living independently at home, the support available for carers and details of volunteering opportunities, Walsall Healthcare NHS Trust's Older People's Day event promises to give visitors plenty of food for thought.

Organised by the Trust, the information event will feature more than 20 stands from a host of services and organisations including Link Line, the Alzheimer's Society, Healthwatch Walsall, Kissing It Better and West Midlands Fire Service.

It is being held in the main atrium at Walsall's Manor Hospital on Thursday 1 October from 10am-3pm.

Georgie Westley, Trust membership and engagement manager, said: "We wanted to give older people and their families and carers the chance to find out about all the services that Walsall offers and what better way to do that than on national Older People's Day.

"The event will show the range that is available – from the mobile library service to mental health support – all in one place.

"The Trust will also have staff from its newly opened Purple Hub there to talk about volunteering, Membership and our Well Wishers charity and we look forward to welcoming visitors."

For more information about the Older People's Day information event contact Georgie on 01922 656643, or call into the Purple Hub which is in the Outpatients Day Care Centre Corridor opposite 003.

- 5.12 Walsall Council Park Fun Days – Palfrey Park fun day was extremely well attended this year and a good day was had by all. Unfortunately Pleck Park fun day was not due to the major roadworks that are happening up there this year. All of the fun days in Walsall went really well and we've had a good year, this includes Palfrey Mela as well.

- 5.13 Walsall Council Clean & Green –

Palfrey Park

Has retained its green Flag for 2015 and there is a comprehensive winter works programme planned for the conservation area.

The newly installed outdoor gym has proved to be very popular. There is a strong Friends of the Park group which meet monthly. There was a good programme of events including the Mela which attracted approx 2,000 people.

Chuckery Green

The local residents are working in partnership with Walsall Council to improve the area and a small allotment will be ready for the winter planting at the end of October.

The Arboretum

There has been a very successful programme of events this year which have included a full bandstand concert programme, our annual Environment Day and a numerous externally run events including Race For Life. New attractions were introduced to the park for the summer season – the pedalo boats, children’s rides and land train which have proved popular. The Restoration Programme has been completed with the building and opening of the Visitor Centre and the landscaping of the Centre Green. Further improvement works will be delivered to the park utilising an underspend on the Restoration Programme budget, including horticulture, tree planting, new signage and interpretation and art in the park.

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