

You asked... we acted.
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YOU CAN SHAPE CITY'S FUTURE

DECISION makers in charge of services in the city are urging residents to help them shape the detail of the priorities for Wolverhampton.

The Wolverhampton City Show – which will take place on July 11 and 12 this year – gives people a unique opportunity to give their views on the development of their community in the One City Marquee – the big tent at the City Show. And to encourage people to come along and have their say, the Wolverhampton Partnership are reminding residents that the key issues they flag-up on the day will be acted on and reported back to them.

Consultation and Community Involvement Officer Sam Axtell said: “By simply coming along and talking to us you could be helping to set the agenda for the future improvement of your neighbourhood.

“If we work together, we could soon be telling you about real changes to things like policing,

healthcare and council services that you have directly influenced.”

The marquee, which forms part of the fun packed show in West Park, will this year include a host of activity areas, and an opportunity to chat about things that are most important to people so they can influence future work in the city.

The Primary Care Trust, police, city council, the Hospital Trust and voluntary organisations will all be helping to ensure that there is plenty going on for people to enjoy while they help devise changes for their community which will have an impact right up until 2026.

Sam continued: “There will be a fun packed programme of events going on for all the family.

“Pay us a visit near the main entrance of the City Show and you’ll find a huge range of free activities for everybody including, dance, yoga and martial arts.”

Last year, residents said they wanted to see more police officers based in their community.

That input has helped result in more neighbourhood police officers being deployed in some areas of Wolverhampton.



Everyone is being urged to have their say on the future of Wolverhampton.

Partnership contact

Wolverhampton Strategic Partnership – known as the Wolverhampton Partnership – is made up of public, voluntary and private sector organisations.



If you would like further information on the Partnership please contact: Wolverhampton Partnership, Red Lion Street, Wolverhampton, WV1 1UY.

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Wolverhampton City Council
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Wolverhampton City Primary Care Trust
www.wolverhamptonhealth.nhs.uk
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Wolverhampton Voluntary Sector Council
www.wolverhamptonvsc.org.uk
Tel. 01902 773761

Wolverhampton Network Consortium
www.networknow.org.uk
Tel. 01902 572020

Wolverhampton Partnership
www.wton-partnership.org.uk

City of Wolverhampton College
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Feedback on the Big Plan for the City

In 2008, the people of Wolverhampton identified a number of things that they thought had got better and worse in the city and one thing they would like to change.

This feedback responds to the issues that you told us about and demonstrates how agencies and organisations have worked to act on those issues. Here we report back on what YOU SAID, and what WE DID in response.

We have categorised them in five sections so you

can see at a glance the issues that matter to you. By working together we have tackled the problems you have raised.

Some sections are longer than others, reflecting the fact that we received more comments on issues such as crime, anti-social behaviour and facilities for young people, which are obviously your main concerns.

The sections are: Employment Opportunities, Where We Live, Skills and Knowledge, Safety and Health.

We have the employment opportunities we need

You said... We want to see more jobs available for local people.

We did... We are currently working to assist residents into employment and training through the Skills for Life project.

We are developing regeneration schemes which will include 106 employment opportunities for local people. The current schemes underway are Wolverhampton Homes and Bilston Urban Village.

New schemes that will be started by the end of the year are The Interchange and Building Schools for the Future. All the schemes will provide employment opportunities for local people.

In East Park we have worked closely with our partners to promote new job opportunities within our neighbourhood.

In the past six months, two employment events have been held in Bilston North, where people who are unemployed have received help with CV writing, presentation and interview skills.

They have also gained employability qualifications and had the opportunity to engage with local employers and training organisations.

We intend to hold more employment events, job clinics and training opportunities during the coming year in order to give local people

as much help as we possibly can to assist them on the road to gaining employment.

In Ettingshall we have held a number of pre-employment courses such as Food Hygiene and First Aid.

You said... We want to see more support for smaller stores and businesses, rather than large chain stores.

We did... Business Link and the Chamber are assisting smaller businesses.

We have held a number of events in the Black Country on how smaller companies can survive the recession.

We started a programme on 1 April that outlines the assistance that is available to small businesses.

The Blakenhall area has a learning broker who specifically offers advice to people thinking about setting up their own small business.

You said... We are concerned with the high number of shop closures.

We did... The retail sector has been hit hard by the recession as residents are cutting back on spending. However, Wolverhampton has not seen the same level of closures as the other Black Country boroughs.

The larger discount stores such as Poundland are maintaining sales despite the recession.

The Woolworths closure has had an impact in the city centre. However, there has been only one large chain store that has closed.

You said... We feel that the standard of our market is not as high as it used to be.

We did... The numbers of the market traders have reduced. This is because the larger food chains are discounting more food and product lines.

You said... We want more people to be attracted to the city centre. We think the Summer Row development will encourage this.

We did... We have 17 of the 24 national retail chains in Wolverhampton City Centre. Summer Row will bring Debenhams. It will also include a cinema and a few restaurants. This will help improve what's on offer in the evenings.

You said... We felt the city centre had improved and we liked the variety of stores available. We would like this to be maintained.

We did... The Summer Row development will further add to the variety of stores.

We like where we live

You said... We want to see less litter and graffiti on the streets.

We did... We have continued with our graffiti removal scheme. Independent inspections show that 95 per cent of streets in

Wolverhampton now meet or exceed the required standard of cleanliness with regards to both litter and graffiti.

You said... We would like to see more parking spaces, especially around the city centre. We would like to see cheaper car parking charges.

We did... We are currently undertaking a review of all of our car parks. We are finalising our plans to make more spaces available in the city centre, particularly at night, to encourage more visitors.

We will be refurbishing our car parks and we will be introducing traffic regulation orders which will enforce disabled parking bays.

You said... We are concerned about people parking inappropriately around schools.

We did... We have improved the parking layout around one local primary school in East Park. In Bilston North discussions have taken place about a 'Park and Walk' scheme which we anticipate will be piloted at one of the local schools during late summer/early autumn 2009.

You said... We want to see more traffic and congestion calming measures in place, and efforts made to reduce speeding.

We did... We have implemented road safety schemes on roads that have a history of high numbers of road casualties. We have also successfully trialled a new type of traffic calming measure in Copthorne Road.

In addition we have sited speed-recording signs cross the city. Information gathered is

passed to the police for them to decide if further action should be taken in an area.

In East Park we are working to highlight areas of concern and discuss revisions to road layouts that would curb speeding.

In Bilston North speed surveys have been carried out, improved signage and new road markings are being incorporated into the City Council's Traffic Management and Road Safety programme for 2008/09 and 2009/10.

You said... We want to see an improved public transport service.

We did... Work on the new bus station in the city centre is due to start before the end of this year, with work on the train station to begin mid-2011. Springvale Local Neighbourhood Partnership worked to reinstate a local bus service.

Negotiations are currently ongoing to continue a temporary bus service between Low Hill and the Wednesfield Leisure Centre and the GEM Children's Centre. In Northwood Park, Bushbury, we have completed a total overhaul of all the bus shelters and stops in the area. Bus stops at Penn Fields and Showell Circus will be improved.

You said... We would like to see better care taken of overgrown garden areas.

We did... Wolverhampton Homes have set up a new fortnightly service that will be starting on 1 July 2009. Maintenance will be carried out by a company that commits to employing local workers and running training and apprenticeship schemes.

A chargeable service will also be available to vulnerable groups unable to maintain gardens themselves.

You said... We would like improvements to be made to our local park.

We did... We have created a new Play space in Northwood Park.

We are now working with the parks department to help implement improvements to East Park. The open air theatre in Hickman Park has been refurbished.

There is a new natural play area on Dovecotes, along with new areas at Patshull Avenue Park and Northwood Park. In addition, improvements have been made to Belgrade Park on St Anne's.

You said... We felt that our streets had become cleaner and greener and our public spaces better developed. We would like this to be maintained.

We did... City centre cleansing staff are working seven days a week to keep Wolverhampton clean. This includes handcart staff and mechanical sweepers, as well as specialised sweeping vehicles.

You said... We are concerned about the amount of young people hanging around on the streets. One of our main priorities is more facilities for young people.

We did... We are working closely with the local neighbourhood partnerships to ensure that local ideas for activities for young people can be acted upon.

Funding has been identified to enable activities identified locally to be developed across the city.

You said... Leisure facilities, like the art gallery, across the city are a lot better. We want this to continue.

We did... Thank you – we are continually trying to improve these facilities. One new one is the Archives and Local Studies Service which has moved to the Molineux Hotel.

We have access to the skills and knowledge we need

You said... We would like to see an improvement in student support services.

We did... The new MASTs bring together a whole range of support services for children that need support. MAST is shorthand for Multi-Agency Support Team.

The MAST brings together all the people in one place who can support you and your family.

It's called 'integrated working', because it helps those professionals trying to help you to share ideas and information more easily.

That means you don't have to visit each one in turn before you get the support you need. Instead, you might have to tell your story only once – and then the experts can build their services around you and your child.

From July 2009, eight MASTs will be based across the city. The MASTs will ensure that Special Educational Needs services, the Youth Offender Team, and Child and Adolescent Mental Health Services, amongst others, will be accessible to the children and young people who need them.

The work of the MASTs will focus mostly on vulnerable children, young people and families. There is a strong emphasis on stopping problems before they arise.

The other councils in the area are taking a similar approach to services for children. So, if your child goes to a school outside the city, support from something like a MAST should be available if you need it.

However, you can also get help from the MAST in the part of Wolverhampton where you live.

You said... We want to see regular improvements in our schools.

We did... Results for pupils achieving five A*-C GCSE have continued to improve in Wolverhampton rising from 54.6 per cent in 2005 to 63.2 per cent in 2008.

Results for pupils achieving five A*-C GCSEs including English and Maths have also improved from 33.9 per cent in 2005 to 39.7 per cent in 2008.

In 2008 77.8 per cent of all schools in Wolverhampton were judged as good or

outstanding, compared to 72.2 per cent in 2006.

Fourteen of the 18 schools inspected by OFSTED (the organisation that inspects schools) by the end of December 2008 were judged 'good' or 'outstanding' for behaviour, with the remaining schools seen as 'satisfactory'.

You said... We need to know more about recycling schemes in our city. Schools should play a role in teaching our children about how to recycle.

We did... Wolverhampton Waste Services have been carrying out in-school talks on recycling for several years and will continue to do so.

Also, a pilot project to promote recycling in schools is currently in its initial stages. The trial recycling scheme will be taking place at Coppice High School and Wednesfield High School.

You said... We feel that our schools and adult education services had progressed. We want this to continue.

We did... The recent OFSTED inspection of the Adult Education Service was successful. OFSTED inspect education services.

A grade 2 (good) was awarded. OFSTED concluded that the overall effectiveness of the provision is good.

Achievement and standards, the quality of provision, leadership and management and equality of opportunity overall are also good.

They said that in particular we are good at teaching arts, media and publishing and in classical and modern foreign languages.

In addition we have...

The city is a national leader in the reform of 14-19 education. Young People can now study for the new 'Vocational Diplomas' and an increasing number are staying in education after the age of 16.

The city will have two new Academies in the north and south of the city which will offer children a 'state-of-the-art' educational facility and improve education standards.

We will live long and healthier lives

You said... We want greater access to hospital facilities.

We did... All our GP practices now offer patients a choice of which hospitals to attend as an outpatient clinic.

You said... We want to see a reduction in hospital waiting times.

We did... Most patients in the city are now being treated in less than 18 weeks after being referred to hospital by a GP.

This means that hospital appointments, tests, scans or other procedures needed before treatment are all carried out within this timescale.

You said... We felt that our local hospital and healthcare services had improved. We would like this to continue.

We did... We have extended walk in centre opening times. Four new GP practices are to open between April and July 2009.

Walk in centres offer on-the-spot treatment (without an appointment) and advice for minor health problems, illness, ailments and injuries. We will open a new walk in centre for North-East in summer 2009.

Staff from the walk in centre and the Tele-medicine Service celebrated being winners in the regional finals of Health and Social Care Awards.

Bilston North Local Neighbourhood Partnership is actively involved in the development of the two new health and social care projects in Bilston Urban Village and Portobello. Staff from Wolverhampton City Primary Care Trust have attended Local Neighbourhood Partnership public meetings so that local people shape these two new facilities.

In addition we have...

Held a 12 week smoking cessation drop-in at Ettingshall. We have promoted walking for health initiatives in Ettingshall and Spring Vale. Walking for health in Wolverhampton provides a range of short locally held walks that aim to encourage and support people who are trying to increase their activity levels and lead a healthier lifestyle.

We have set up bowel cancer screening sessions in Oxley and organised an event for older people to inform them of services available.

We feel safer and more involved

You said... We want to see less anti-social behaviour in the community.

We did... We have introduced a neighbourhood forum where a variety of agencies come together each month to tackle issues of local concern including problems around anti-social behaviour. In addition, in response to concerns raised by local people Wolverhampton Homes has set up a confidential telephone hotline where people living on St Chad's Estate can report any problems they are having with nuisance neighbours.

In East Park we have distributed an anti social behaviour information and contact card and increased youth work in areas particularly affected. In Low Hill and the Scotlands we launched a Crime Stoppers campaign in October 2008 to encourage local residents to report crime anonymously in their area.

You said... We are concerned about gun and knife crimes, and gang culture. We want these crimes to be reduced.

We did... Whilst gun and knife crimes account for only a small amount of overall crime in the city, we are aware of the fear it causes for local residents and the image it creates of the city when it does happen. Therefore, the city council has appointed an officer to co-ordinate work to tackle gun, knife and gang activity in the city.

You said... We want to see a greater police presence in our community.

We did... Neighbourhood Policing is now in place in all parts of the city. Each neighbourhood has its own policing team where we ensure that there are the right number of police in the right areas in the right numbers.

For information on your local neighbourhood police team visit www.west-midlands.police.uk and follow the link to

neighbourhood policing. A new high profile proactive police team known as the Additionality Team was launched in Low Hill and the Scotlands in October 2008 to tackle crime and anti-social behaviour. The team is made up of two sergeants, ten police officers and six police community support officers.

Residents of Bilston North told us that they wanted more face-to-face contact with the police. In response, the Neighbourhood Policing Team has been holding a series of police surgeries at community venues across Bilston North.

In addition, all residents of Bilston North have now been provided with a mobile telephone number for their Neighbourhood Policing Team to enable easier contact with the police regarding routine matters.

You said... We want to see a reduction in incidents of robbery and theft throughout the city.

We did... We have been running campaigns to raise awareness of personal safety with regard to robbery, including the 'Keep it Safe... Keep it Hidden' campaign aimed at young people. We have run campaigns to encourage property marking of items such as MP3 players and iPods. We have also launched a campaign advising that valuables are not kept in cars to reduce theft from vehicles. We have established neighbourhood safety projects working in local communities and helping make properties safer through the allocation of locks and other preventative measures.

You said... We have welcomed the arrival of police officers and wardens in our community and have benefited from their presence. We would like this to continue and improve.

We did... Neighbourhood policing will continue to make police officers visible across Wolverhampton. Each neighbourhood has a sergeant and two police constables



We have supported the Oxley Village Residents Association to secure funding for an Over 50's Healthy Living event.

In addition, Oxley and Bushbury Local Neighbourhood Partnership has supported the Inspirational Ladies Group grant application for a Walking for Health scheme.

committed to their area in response to concerns expressed by local residents.

You said... We felt that events, such as the City Show, were better. We want to see more of this happening.

We did... A number of outdoor events are organised in Wolverhampton throughout the year including the Steam Vintage Rally, St Georges Day celebrations, Wolvestock and bonfire events.

June 2008 marked the third annual community festival for Bilston North which provided a wonderful opportunity to show off some of the positive things happening in the area. The festival linked into the Indian Summer activities that were happening around the city to celebrate the contribution of people of Indian descent to Wolverhampton.

You said... We feel that we have a strong community that gets on well together in Tettenhall and we would like to see this continue.

We did... We have increased the support for Tettenhall Local Neighbourhood Partnership. We have brought the Local Neighbourhood Partnership and local network together under one umbrella to enable closer joint working.

In addition we have...

- We have set up a special phone line for victims of race hate to report this crime.
- 'Keep it Safe' campaign that ran over the Christmas period aimed at keeping people safe and reduce alcohol related crime across the city.
- We have established a community speed watch scheme in Springvale.
- We have started up new residents group in the Parkfields area.
- We have organised engagement events and activities with young people in the Ettingshall and Spring Vale areas.



Wolverhampton hospitals have met the 18-week waiting list target set by the Department of Health.

Our hospitals among best performing in the country

WAITING times were one of the major concerns raised by residents during discussions at last year's *One City* Marquee.

However, latest figures show Wolverhampton has been one of the best performing city's in the UK during the last year.

The Department of Health set a national maximum 18-week waiting target – from referral to treatment for each city to achieve by December 2008.

The PCT reached the target in April last year with the Royal Wolverhampton Hospitals NHS Trust accomplishing it in March 2008.

Since then waiting times for appointments with hospital consultants have continued to stay well ahead of Government targets.

The PCT's performance will be good news for people who flagged-up waiting times as one of their top priorities in the *One City* marquee.

A decade ago 2,400 local people waited more than 13 weeks for their first outpatient appointment with a hospital consultant, 597 waited six to eight months and some over 18 months for non-urgent inpatient treatment.

However, now patients are regularly reporting being seen by a consultant in good time.

Harry Ward, director of commissioning for the PCT, said: "The latest figures published by the Department of Health show a real success story for Wolverhampton patients."

The Department of Health have praised Wolverhampton: "Congratulations to both Wolverhampton's Primary Care Trust and acute hospital trust in meeting the 18-week target five months early."

"This is a fantastic achievement by local NHS staff and managers and is great news for local people who are now benefitting from faster care."

Streets safer for all communities

COMMUNITIES in Wolverhampton are safer and cleaner thanks to the introduction of more police and neighbourhood wardens in locations across the city.

Local people told us in the *One City* Marquee last year that anti-social behaviour and crime was one of the top concerns for local people.

And, since that consultation, it has been announced there will be more wardens – making a total of 30 across the city – who will join a police "additional team" based at Low Hill consisting of two sergeants, 10 constables and six police community support officers.

This team will provide extra staffing and is already having an effect – with police executing search warrants and arresting burglars and drug-dealers.

Wardens have also been boosting levels of community safety, dealing with anti-social behaviour, promoting environmental improvements, contributing to improving communities and engaging with local residents and schools.

Sergeant Lisa Cooper, from Low Hill, said: "The team want to send out a positive robust message to drug dealers and criminals: we're coming to get you."

"To law abiding members of the community we pledge to help your neighbourhood feel safer."

Jan Hickman, local neighbourhood partnership co-ordinator, said: "There will be two wardens in each of the 15 local neighbourhoods by the end of the summer and they will tackle the problems specific to their area."



Safer streets... Sergeant Lisa Cooper, centre, and PCSOs David Arthur and Cassie Roden on patrol near to the Low Hill police station.



Hollie Hinton, eight, and Brandon McPherson, five, enjoy a Swim for Free session at Central Baths.

Leisure opportunities on the increase

THE single biggest issue raised by local people in the *One City* Marquee last year was the amount of leisure opportunities for young people in Wolverhampton.

And there have been plenty of new schemes kick-started across the city during the last 12 months to prevent youngsters from being stuck with nothing to do in the evenings, weekends and school holidays.

During the last year, youngsters have been helped to keep active thanks to two teams of Play Rangers providing more than 500 play sessions for 7000 individual children at sixty different venues.

And the play opportunities are only set to get better with 28 natural play areas set to open

across Wolverhampton by the end of March 2010 as part of the £2.7million being invested.

In April, Swim for Free got underway at Central Baths in Wolverhampton (pictured), Bilston Leisure Centre and Wolverhampton Swimming and Fitness Centre, Wednesfield.

The £140m Government scheme is aimed at under 16's and was launched by Olympic gold medallist Anita Lonsbrough.

Dr Adrian Phillips, director of public health for Wolverhampton, said: "Regular activity is essential for improving health and wellbeing and this initiative will enable many local people to take advantage of the great facilities on offer in the city."

"Who knows, it may also lead to our next Olympic medallist, our next Anita Lonsbrough."

Schools across the city have also been expanding their after school sessions.

Sports and arts sessions are being offered as well as activities like circus skills, amateur dramatics and rock climbing.

In addition, disabled children and their families are accessing activities like Adventure Playgrounds, Play Days, fishing trips, Snowdome visits and horse riding.

Families are set to access further activities with a Government funded scheme to provide more free opportunities set to go city-wide in March 2010.

These views were collected by Wolverhampton Partnership. For more information, call 01902 554918 or 551885.

Or write to: Samantha Axtell, Consultation and Community Involvement Officer, Wolverhampton Partnership, Red Lion Street, Wolverhampton, WV1 1UY.

Any information you give us will be stored. Under the terms of the Data Protection Act 1998 you can apply to see this information. To find out more, call 01902 554498 or email dataprotection@wolverhampton.gov.uk