



The **Wolverhampton** Story:

One year on



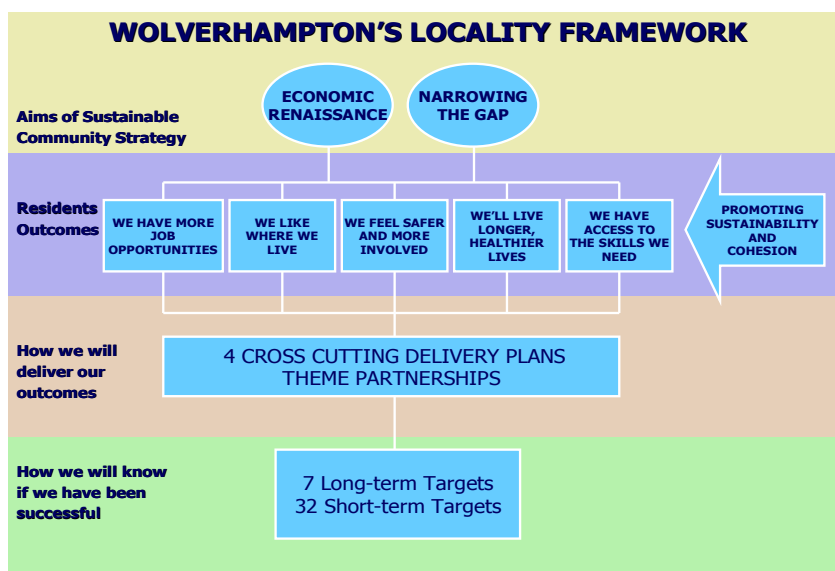
Engaging residents in setting our priorities at the One City Show

LAYING THE FOUNDATIONS FOR THE FUTURE

1. Wolverhampton continues to improve. Despite the recession, we are on course to meet thirteen of the fifteen 2008-11 Local Area Agreement targets and seven of our ten stretch targets in the 2006-09 LAA for which information is available. However, important though they are, the city is not just focused on meeting short-term targets; partners are putting in place the foundations for the transformation of the city.
2. The *Sustainable Community Strategy* sets clear priorities for the city. These are firmly based on the needs and aspirations of residents. As one of eighteen [Empowering Authorities](#), our strong reputation for engagement of our diverse communities remains “a key strength.” (Annual Audit letter 2007-08). Building on previous consultations in which over 8,000 people told us their needs and aspirations for the city, the process focused on:
 - ❖ Neighbourhoods through the 15 Neighbourhood Action Plans
 - ❖ Communities of interest and identity facilitated through the Third Sector Partnership
 - ❖ Residents through the ‘One City Marquee’ and perception surveys
3. By combining residents’ views with an analysis of the city’s data, partners from the public, voluntary, community and private sectors have worked through the Local Strategic Partnership to produce a new vision for the city, which is both ambitious and challenging containing as it does seven long-term targets (see pages 5-6). Partners have agreed a set of shorter-term targets designed to address the most immediate challenges we face and which will lay the foundations for achieving our longer term ambitions.
4. We have shaped these long-term priorities and short-term targets into five Resident Outcomes:
 - ❖ We have more job opportunities
 - ❖ We like where we live
 - ❖ We feel safer and more involved
 - ❖ We’ll live longer and healthier lives
 - ❖ We have the skills and knowledge we need
5. The Resident Outcomes provide both a reporting framework and a means of focusing partners’ contributions around our priorities, which when taken together will contribute to the long-term aims of transforming the city’s economy and ensure all communities benefit.
6. The Partnership has put in place plans to address the more intractable of the issues and challenges facing the city in the successful delivery of the LAA. These have been developed out of the *Flight of the Flamingos Programme* ([IdeA Good Practice](#)). Recognising the inter-dependencies of the core issues facing the city (for example, the impact of job creation on criminality), and wanting to address the causes rather than the consequences of these issues, the Board commissioned four cross-cutting Delivery Plans:
 - ❖ Employment, Skills and Enterprise, initially focusing on working with those most vulnerable to the impact of the recession
 - ❖ Neighbourhoods That Work, focusing on delivering what matters most to residents at a neighbourhood level and “narrowing the gap”
 - ❖ Building Young People’s Capacity, focusing on early intervention and prevention
 - ❖ Supporting Inclusion, building services for vulnerable adults and families around their needs and aspirations
7. The four Delivery Plans have an explicit focus on supporting vulnerable individuals and communities. Each Plan adds value to the work of the Theme Partnerships and partners in

addressing our priorities by focusing on the most difficult issues. The plans are underpinned by a new commissioning framework and have taken a proportionate approach to risk and performance management designed to keep each on track and ultimately to measure their impact on the key indicators. Each of the plans has governance arrangements designed to reflect their cross-cutting nature and to ensure momentum is maintained.

8. The plans are designed to be sufficiently flexible to respond to underperformance in any of the key LAA targets.
9. The Plans have been developed to reflect and respond to both the 2006-09 and 2008-11 Local Area Agreements. Activities developed through the earlier LAA and funded by NRF were reviewed and, where appropriate, aligned to the new priorities and the Government's expectations regarding the use of Working Neighbourhoods Fund. The review process and the development of the plans placed the partners in a strong position to respond well and speedily to the recession.
10. Together, the Sustainable Community Strategy and the Local Area Agreement form Wolverhampton's Locality Framework.



11. Alongside, and flowing from, the development of the SCS and the LAA, in the last twelve months partners have developed underpinning strategies, which will shape the use of our resources and ensure that we deliver on the commitments contained within both:

- ❖ [Economic Strategy](#)
- ❖ [Climate Change Strategy](#)
- ❖ [Housing Strategy](#)
- ❖ [Alcohol Strategy](#)
- ❖ [Community Engagement Strategy](#)
- ❖ [Environment Strategy](#)

12. The development of plans and strategies is important but ultimately they need to be delivered. To this end, the Partnership has adopted a whole-systems approach with three key delivery mechanisms (in addition to the Delivery Plans referred to above) over the last twelve months:

- ❖ [An enhanced Local Strategic Partnership](#)
- ❖ [A new Commissioning Framework](#)
- ❖ [A strengthened Neighbourhood Approach](#)

13. In part, incorporating the recommendations from the Audit Commission review *Working Better Together*, the Board has re-structured itself to create a [Stakeholder Board](#) and an [Executive](#)

[Board](#). The Stakeholder Board will meet at least three times a year to develop and monitor progress of broader strategic and engagement issues. The Executive Board will meet at least bi-monthly and will manage the implementation of strategies and plans and the resources required to meet targets. There are eight [Theme Partnerships](#) with responsibility for meeting designated LAA targets.

14. Partners from the Third Sector, the Council’s services for children and young people and adult social care services and the PCT have worked together to develop a commissioning framework, which will underpin the allocation of partnership resources to meet its priorities and targets. The new partnership performance management framework will be launched this summer. It will provide the means to translate these strategies into action and ensure we manage our improvement path and secure greater efficiencies ([IDeA Good Practice](#)).
15. As the diagram below illustrates, the neighbourhood arrangements in the city have both informed and been driven by the development of the city’s priorities encapsulated in the SCS and LAA – helping to ensure that the focus for delivery remains clearly rooted in the needs and aspirations of residents. In order to continue to reflect fully the priorities of local residents and the priorities of the SCS neighbourhood arrangements have recently been re-focused. Robust performance management is in place, and agreed by the partners, for neighbourhood working in the future. This will provide a means of tracking the responsiveness of services to resident needs within neighbourhoods.



16. Wolverhampton has a national reputation for delivery through partnership. “Wolverhampton has a mature partnership and has made good progress in developing cross cutting delivery plans. Performance management and the principles of joint working are well embedded. The Partnership Board has taken an ambitious and challenging approach to the delivery arrangements for the LAA.” ([Government Office Review 2009](#)).
17. The remainder of the document demonstrates how we have:
 - ❖ A strong sense of direction through our seven key, measurable long-term priorities
 - ❖ Met our current targets
 - ❖ Put in place the plans to meet our future priorities and targets
 - ❖ How we are supporting vulnerable individuals and groups to achieve their potential

Wolverhampton – A Twenty First Century City

Our Key Long-term Targets¹

18. Wolverhampton has continued to improve as a city in which to work, live and visit. Nonetheless, we recognise there are key challenges to overcome in achieving our ambitions. These ambitions are set out in the city's Sustainable Community Strategy. Many of the issues are interdependent and we are taking a cross-cutting approach to addressing them, initially focusing on the Local Area Agreement. To measure our progress in achieving these priorities we have developed seven key long-term targets.

19. **A growing population**

Since 1971, Wolverhampton's population has fallen. It is now estimated to be 236,600. The decline has been arrested but if we do nothing to make life better in the city, it could continue to fall in the future.

What would that mean? If our population falls further our strong and vibrant communities could break down, houses will become empty and neighbourhoods will lose their spirit and pride. It also means that public organisations such as the council or schools would receive less funding from Government which would mean delivering fewer services to the remaining residents. By acting now, we know we can increase the City's population. We will ensure that people who are born in Wolverhampton have everything they need to stay here. We will also attract people because of our educational and cultural assets and our strong and vibrant communities.

By 2026 our population will have grown to at least 252,000

20. **We Have the Skills and Knowledge We Need**

In order for our young people to succeed, we need to make sure they have the right attitude, skills and knowledge. We have made huge progress in recent years and some of the educational achievement of our young people now outperforms the national average.

But still too many young people leave school without the skills and experience they need to be the best that they can be. This means that as adults they don't have the skills for work. In 2007, 19.7% of the population of working age was qualified to Level 4, the equivalent of having been to University. The national average was 30.2%. We know that the workforce of the future is going to need ever higher levels of skills. We have ambitious plans to grow a knowledge economy, and we need to ensure our young people can play their part.

By 2026 we will match the Government's target of 40% of our population having a Level 4 qualification.

21. **We Like Where We Live - Providing the homes of the future**

Everyone deserves to live in a high quality affordable home, this is a basic need. To do this, we know we must provide more houses, especially as our population grows. In line with Government policy, the solution in Wolverhampton lies in building more houses. In fact, we know that if we are to supply decent and affordable homes for everyone, we will have to increase the housing stock from 97,122 today to over 110,000 in 2026.

By 2026 we will have built at least an additional 13,000 homes.

¹ From Wolverhampton's Sustainable Community Strategy

22. **We Will Live Long and Healthy Lives**

Health levels in Wolverhampton are not good. Residents of the city can expect to live between 1 to 2 years less than people in England and Wales. Also, they are more likely to die from cancer and from circulatory disease than the national average. This is not good enough. But to address the health inequalities in the City is going to take a long time: so many of our residents suffer from long term illness. We need to ensure that those who are in their forties and fifties now will not suffer the same long term illnesses in the future.

By 2026 we will match the national average life expectancy of age 82 for men and 85 for women.

23. **We Have the Job Opportunities We Need**

We know how important it is for people to be in work: for the wellbeing of the individual, their family and their community. But in Wolverhampton, 30% of children live in households dependant on workless benefits. Our current performance has been good but we entered the current recession earlier than most places. We are a long way behind the Government's target of 80% of working age people being in work. Our 2007 figure was just 65.4%. But we are driven to help people into work. We understand the barriers that people in Wolverhampton face and we have new and innovative approaches designed to address them. We know that through our partnership approach, through our exciting regeneration developments, and through our work on the Local Area Agreement we will get more people jobs.

By 2026 we will have an employment rate of at least 76%.

24. **We Feel Safer and More Involved**

Wolverhampton has a strong commitment to involving residents in shaping the future of the city and its neighbourhoods. Although it is widely acknowledged that crime rates have fallen in the city over the last eight years, people in the city do not still feel safe. In part this is due to the media attention given to crime and in part is the consequence of a growth in alcohol-related violence in the city centre, which is more visible. Over half of the residents of Wolverhampton feel that their lives are affected by crime. If the city is to attract people to live in it and businesses to grow in it, people need to feel they are safe. Consequently, we will continue to ensure crime levels are reduced in the city as well as making sure that people feel safe.

By 2026, the majority of the city's residents will feel safe

25. **We Like Where We Live – Sustainable Communities**

We all understand the challenge of climate change. It is real, it is happening and in Wolverhampton, we are doing our bit. But the impacts of climate change won't be clear for a number of years. We also know that some of our actions to manage climate change will take a long time to have any effect. Action must however start now. Our carbon footprint is 6.3 tonnes of carbon emissions per person. Wolverhampton is ranked 49 amongst 434 councils in the UK in terms of low carbon emissions. This is in part due to factors such as low car ownership. However, as our city changes, as our population grows and more people find work, we know that this will change. The Government is committed to an 80% reduction in carbon emissions by 2050. We will play our part.

By 2026 we will reduce our carbon emissions to 4.1 tonnes per person.

WE HAVE MORE JOB OPPORTUNITIES

LAA 2008-11 TARGETS				
NI Number	Indicator Title	2007-08	2008-09	
		Baseline	Target	Actual
151	Employment Rate	66.4%	63.9%	64.5%
153	Working age people on out of work benefits in the worst performing neighbourhoods (as compared with best performing neighbourhoods)	29.5%	30.5%	29.7%
116	Child Poverty	Baseline to be set 2009-10		
171	VAT Registration Rate	Baseline set 2008-09		

How we have met the Targets

26. Both the two 2008-11 LAA employment targets have been met. While unemployment in the Black Country as a whole has increased by 68.4% in the twelve months to March 2009, in Wolverhampton it has only increased by 44.2% - nearly half that in the rest of the sub-region. Whilst in part, this is no doubt due to the city's lower employment rate at the start of the recession; the determination of partners to support Job Centre Plus has paid dividends in minimising the impact of the downturn.
27. The targets were the subject of agreement with the Department for Work and Pensions on the basis of in-depth data analysis which revealed the projected employment trend in the city. The agreed targets represented a significant improvement over trend data.
28. Addressing the low skill levels within the working age population of the city is recognised as a key element of the wider economic development agenda. Whilst this may not produce short-term solutions to the current economic challenges, it is critical to the longer-term transformation of the local economy.
29. Close working relationships between the Economic and Learning Partnerships through joint planning and delivery have been established and are reflected in the Employment, Skills and Enterprise Delivery Plan, which provides the focus for this work. Elements of the Plan build on our local experience of successful delivery against challenging targets (we are on track to meet the stretch targets in the 2006-09 LAA) in relation to skills and access to employment, particularly in priority neighbourhoods.
30. Earlier NRF-supported activity has been independently evaluated. This has been used to commission new or re-shaped interventions, which complement and provide improved access to national and regional programmes contracted through DWP and the LSC, both of whom are key local partners in this work.

Working with Vulnerable Individuals

Access2Business

A2B provide free support to Training, Employment and Self Employment for residents with disabilities and health issues. The aim of the project is to provide a package of dedicated support with professional services to assist in their route into employment and self employment. In the last twelve months the project has achieved the following:

- 92 people assisted into Self Employment
- 19 business start-ups
- 64 people assisted into Employment
- 15 people into Employment

31. In responding rapidly to the recession, over £1.6million of activity has been commissioned by the Partnership in support of activities to enable local people to improve participation, skill levels and access work:
 - ❖ Pre-recruitment service to public services resulting in fifty people gaining employment
 - ❖ Business start-up support resulting in eight new businesses
 - ❖ Self-employment advice and support leading to twenty people with disabilities entering self-employment
 - ❖ Voluntary sector organisations funded to support 225 workless people into employment
 - ❖ Focused support to sixty young people vulnerable to becoming NEET
 - ❖ 238 people into jobs for 13 weeks+ through the College's employability team
 - ❖ 99 residents entering employment from Neighbourhood Learning in Deprived Communities Fund programme
 - ❖ Reduction of NEET cohort to 8.6% (below targeted levels).
32. Working at the neighbourhood level, particularly in the priority areas, has proved to be an effective way of engaging local people, promoting participation and addressing barriers to both skills development and employment. The Third sector is a key provider and is often best placed to deliver services such as IAG, ESOL and basic skills.
33. The priority neighbourhoods in the city have each developed a multi-agency Neighbourhood Employment and Skills Plan. These plans have been developed within the neighbourhood arrangements for the city to ensure that the needs of local residents and the targeting of initiatives reach areas of greatest need and are tailored to neighbourhood circumstances.
34. Three priority neighbourhoods (Blakenhall, Graiseley and to a lesser extent St Peter's) located within the ABCD New Deal for Communities area have seen significant and continuing reductions in their worklessness rates when compared with the best performing neighbourhoods since 2005.

Meeting Local Needs

Last year, 241 local people secured employment through the recruitment and training services provided by City of Wolverhampton College with:

- Primark,
- Travel Lodge,
- New Look,
- Magna,
- Wolverhampton Homes and
- Whitbread.

How we will meet future targets

35. Last year, the Economic Partnership commissioned an Economic Assessment which demonstrated the economic structural change from a manufacturing city to one dependent on the public sector service sector. The Assessment identified the city as having limited and vulnerable economic competitiveness with its existing local companies.
36. The Assessment informed the Wolverhampton Economic Strategy. The Strategy was shaped in the context of the Sub National Review of Economic Development and Regeneration's (SNR) recognition of the need for local authorities to play a stronger role in local economic development and regeneration.
37. The Strategy focuses on seven key short term measures and four medium term measures. The immediate measures focus on employment-related activities and local business support measures. Having identified the measures, a mapping and gapping consultation was undertaken by the Economic Partnership which provided a clear indication of what activities were required in Wolverhampton.
38. The seven short term measures in the Strategy are:
 - ❖ Establishing a Small Business Forum and expanding the role of the private sector in economic development
 - ❖ Develop a 'One Stop Shop' for enterprise
 - ❖ Establish a 'Red Carpet' programme
 - ❖ Develop a sector specific approach to supporting local industry
 - ❖ Maintain the momentum of key Regeneration Projects
 - ❖ An economic vision to 2026
 - ❖ Create a 'Citywide Master plan'
39. The Economic Partnership has converted the LAA targets into performance criteria for all wards in Wolverhampton including the eight priority wards to measure impact at a local level.
40. Central to this cross-partner work has been the Employment, Skills and Enterprise Delivery Plan. The context for the plan is provided by the Economic Strategy It provides a substantial and significant investment (c£5m pa) in addressing the skills and employment needs and requirements of the city's residents. The Plan has been developed by a joint working group of the Economic and Learning Partnership, which has put in place cross-partner governance arrangements. The Plan connects the significant challenges facing the city in relation to skills levels to the development of future employment. It recognises improved skills levels as a driver for investment and growth as well as responding to the opportunities to address local employment levels through improved access to work. Clearly the Plan is influenced by the economic downturn and the need to respond locally in the short-term whilst also retaining a focus on medium to long term objectives.

41. The rate and level of private sector investment in the physical infrastructure of the city has been adversely affected by the economic downturn. Nevertheless, work has continued to ensure the development of the [Interchange](#) and Summer Row projects. However major investment in decent homes, BSF and LIFT will continue providing both employment and vitally important new facilities, which will promote and secure other partnership priorities. The city is also looking to exploit opportunities to bring forward other major public investment as well as maintaining and improving its “offer” to the private sector.

Working with Vulnerable Communities
Bilston Development Project

- Introduction to Construction Training for 16-18 year old NEET clients. 16 candidates, who have applied to Wolverhampton Homes for apprenticeship opportunities are being supported under the project. There is a demand for CSCS cards where regular monthly training is being offered. At present there are 20 people per month accessing this provision with a 96% pass rate.
- Partnership with Wolverhampton Homes and their supply chain to engage local residents with pre-employment support to access apprenticeship and training opportunities. There were 13 referrals to date. There is also a focus on Women in Construction to attract more women into the sector
- Bilston LNP is holding a 3 month Job Clinic Programme in Bilston East. All residents have access to IT resources for job search and applications, access to local training advice and ant specialist support that may be required. 12 residents have enrolled in the first month.

WE LIKE WHERE WE LIVE

LAA 2008-11 TARGETS				
NI Number	Indicator Title	2007-08	2008-09	
		Baseline	Target	Actual
195	Improved street and environmental cleanliness	10%	9%	5%
192	Household waste recycled and composted	27%	30%	32.97%
187	Tackling fuel poverty (in ABCD area)	23.15%	26%	25.26%
158	% non-decent council housing	50.95%	47.6%	On track *
154	Net Additional Homes	300	575	Achievable*
155	Affordable Homes	52	75	On track *
1	People from different backgrounds getting on well together	Baseline set 2008-09		
5	Residents satisfied with the local area as a place to live	Baseline set 2008-09		
7	Environment for Thriving Third Sector	Baseline set 2008-09		
167	Congestion – average journey time per mile during morning peak	3.3	3.8	Data available in 2010
185	CO2 reductions from Local Authority operations	Baseline set 2009		

* 2008-09 Housing Data available in June 2009

How we have met the Targets

42. The LAA targets in this Resident Outcome relate particularly to the environmental and housing. Of course, many of the issues which contribute to people liking where they live lie in other Resident Outcomes – low levels of crime and anti-social behaviour, good quality education – and some, like culture and sport, which are not prominent in the Local Area Agreement but which are key contributors to the “liveability” of the city.
43. The mid-year update (September 2008) indicated only 23 affordable homes completions, but 97 were under construction, so projections indicate that the LAA target will be reached for 2008-9. For 2008-2011 £10.3 million of Social Housing Grant (SHG) has been allocated for the delivery of affordable housing schemes by social housing providers, with the potential to deliver approximately 210 affordable dwellings. This is reflected in the increased level of affordable completions for 2007/8.
44. There are a growing number of larger SHG sites in the pipeline which are likely to deliver sufficient affordable homes in 2009-11 to meet the LAA targets for these years.
45. The housing market slump has had a significant dampening effect on housing delivery across the Region. A Wolverhampton example is the Barratts apartment scheme at Low Level Station, which is standing half complete due to low sales levels on the first phase. The mid-year estimate showed a continuation of this trend. However, there are currently 500 dwellings

under construction and few demolitions projected, so net completions for the full year 2008/9 are projected to almost reach the LAA target.

46. Partners have made significant progress with regard to meeting decent homes standards in Council-owned property and it is anticipated that the LAA target will be met. An estimated 27,720 private sector dwellings in Wolverhampton, which represents 32.6% of the stock, are classed as non-decent. 17.7% are due to disrepair. This is significantly higher than the national average of around 8.8%. Due to the distribution of household income levels in Wolverhampton, a large part of the demand for repairs is likely to come from households where income is below £10,000 pa and where vulnerable occupiers live.
47. A key objective has been to increase the number of vulnerable and disadvantaged private sector households being given the opportunity to live in a decent home. This is delivered through our Housing Assistance Policies, including the innovative and award-winning Kick Start Home Loans Scheme, and work with the private rented sector including where necessary enforcement by use of statutory powers. In 2008/9, 136 privately-owned homes were made decent as a result of action taken by the Housing Standards Team and the Home Improvement Agency.
48. There have been a number of notable achievements in our environmental work this year:
 - ❖ Gold medal in Britain in Bloom
 - ❖ Over 50% of residents are very satisfied or satisfied with street cleansing and grounds maintenance activities
 - ❖ National top quartile performance for NI 193 with only 17% of waste going to landfill
 - ❖ Recycling rates of 33% in 2008/09 against a target of 30%. Additional plastics and card recycling services to households have been introduced.
49. We have continued with our graffiti removal initiative, employing a specialised machine for graffiti removal, applying anti-graffiti treatment and enforcement. 95% of streets in Wolverhampton now meet or exceed the required standard of cleanliness with regards to both litter and graffiti. Differentiated work focused on issues raised by local residents has had a major impact. For example, in East Park litter and graffiti hotspots have been identified and dealt with the help of neighbourhood wardens. In Ettingshall there have been initiatives such as free white goods collections and 'skip days'.

Meeting Community Needs and Aspirations

We have responded to residents' concerns about dog fouling in Bilston. In partnership with the City Council's Environmental Services Education Team, the Local Neighbourhood Partnership has launched a 'Pick It Up' campaign to promote responsible dog ownership. The campaign was launched at Stowlawn Primary School when Environmental Education Officers went along to talk to pupils in years 4, 5 and 6 about environmental issues, including dog fouling. Bilston North Local Neighbourhood Partnership provided each pupil with an information pack that included leaflets about neutering, a free supply of dog foul bags, dog treats, etc. Feedback from local residents is that they are seeing an improvement in the Stowlawn area, particularly around the local shops. It is therefore intended that this campaign will be rolled out to other schools in Bilston during the coming months.

50. Regulatory Services activities have been a combination of education and enforcement. In recent years effective campaigns have been run in respect of chewing gum, cigarette litter, litter from vehicles and a Christmas Litter Campaign. These campaigns have been run in partnership with the Keep Britain Tidy Group have brought in approximately £100k of

advertising. The gum campaign resulted in a 38% reduction in litter. Officers have also worked closely with schools to promote litter picks and a junior warden initiative. Regulatory Services also have a very active enforcement team. Each year about 400 Fixed Penalty Notices for litter are served. All reported fly tips are investigated with a view to removing the waste or prosecuting the offenders if there is sufficient evidence.

51. User satisfaction with parks and green spaces has been rising over the last few years, due, in part, to the investment which the city has made in some of its major parks and its nature reserve. In 2008 West Park and Bantock Park received Green Flag awards and more will be submitted as the programme of refurbishment continues. In 2008-09 major restorations and remodelling took place at Hickman Park, Wednesfield Park, Phoenix Park and Dixon Street, while work in partnership with British Waterways and Groundwork, improved the towpaths along the Wyrley and Essington Canal and the Staffordshire and Worcester Canal.
52. The provisional data from the Place Survey indicates that whilst the City has performed well in relation to the Black Country as a whole (of the seventeen national indicators, Wolverhampton comes top in seven and only one is worst performing), in common with elsewhere, overall resident satisfaction levels have fallen. Performance remains strong in relation to cohesion and engagement.
53. Given the marked improvement in the key resident concerns of housing, environment and crime outturn data, the drop in the overall satisfaction figures would seem to suggest that either these had not yet been perceived by residents or the survey results have been influenced significantly by people's current concerns about the recession and its impact on their lives.

How we will meet future targets

54. In December 2006 the Leaders of the three political parties signed the Wolverhampton Declaration on Climate Change. The Declaration was endorsed by the Partnership. Based upon the targets in the Climate Change Act (2008), a 35% reduction in CO2 emissions in the city (from 2005 levels) is included in the Sustainable Community Strategy, and a pro-rata figure of 12% CO2 reduction by 2012 has been adopted in the Plan.
55. The LAA target relates to the Council's own performance. The Carbon Management Programme targets a 25% reduction in CO2 emissions from Council buildings, fleet and street lighting by 2015. The Plan has been coordinated with the Sustainable Community Strategy, which it underpins, and the Wolverhampton Partnership's Environmental Plan.
56. The Neighbourhood That Works Delivery Plan focuses on many of the issues that residents have told us are important and covers the 'We Like Where We Live' and the 'We Feel Safer and More Involved' Resident Outcomes. The Plan has been developed by Neighbourhood Managers in discussion and consultation with key services and agencies in the city and will be implemented in 2009-10.

Listening to Service Users

After extensive consultations with tenants, Wolverhampton Homes have set up a new 'grounds maintenance' service that will be starting on 1st July 2009. The work will be carried out fortnightly and residents will be informed of changes in schedule. Maintenance will be carried out by Continental Landscapes, a company that commits itself to employing local workers and running training and apprenticeship schemes. A chargeable gardening service will also be available to vulnerable groups who are unable to maintain their gardens themselves.

The services aim to be both environmentally friendly and customer focussed

57. To reflect these priorities, the Neighbourhoods that Work Delivery Plan includes annual investment in 2009-10 of:

- ❖ £75k Local Action/Action Planning/engagement
- ❖ £270k neighbourhood wardens
- ❖ £150k tasking/commissioning for community safety
- ❖ £225k for environmental commissioned activity for cleaner/greener issues
- ❖ £150k youth commissioned activity (matched by £150,000 in the Building Young People's Capacity Delivery Plan)
- ❖ £20k interpretation and translation services

58. The Delivery Plan focuses on:

- ❖ Narrowing the gap between the worst performing neighbourhoods and the rest of the city particularly in terms of the employment and skills levels in the city. The plan will deliver increased adult skill levels and improved employment in the priority Local Neighbourhood Partnerships (as defined by the Employment, Skills and Enterprise Delivery Plan)
- ❖ Increased resident satisfaction through providing them with a clear voice in decision making about services. In particular this will focus on the consistent resident priorities regarding the safer/cleaner/greener and youth activity agenda.

WE FEEL SAFER AND MORE INVOLVED

LAA 2008-11 TARGETS				
NI Number	Indicator Title	2007-08	2008-09	
		Baseline	Target	Actual
16	Rate of serious acquisitive crime per '000 population	25.28	24.27	21.67
15	Rate of serious violent crime per '000 population	Definition changed 2009		
21	Perception of dealing with local concerns about anti-social behaviour and crime by the police and local council	Baseline set 2008-09		
32	Reduce repeat victims of domestic violence incidents	Baseline set 2008-09		

How we have met the Targets

59. Tackling crime, disorder and antisocial behaviour is of the greatest importance to residents, and increasing public confidence in the local agencies involved in dealing with them is a key area of work. In 2008-09, total recorded crime in Wolverhampton fell by 9.9% from 23,905 to 21,535.
60. In the last twelve months there has been a decrease in serious acquisitive crime from 5,742 to 5,137 offences. This has been a particularly credible performance in the context of the recession. Serious acquisitive crime includes the key resident concerns of robbery, burglary and theft from cars and is a key "signal" crime and a major determinant of how safe people feel. There have been a number of crime reduction campaigns aimed at young people with regard to robbery and keeping personal property safe, as well as additional security patrols in Wolverhampton bus station through 'Operation Safer Travel'. There have also been talks and presentations in local schools on knife crime, and the use of metal detection arches at various venues in the City and the target hardening of properties following a domestic burglary to prevent repeat offending, has been undertaken in priority areas.

Making our Roads Safer

We have recently implemented a number of road safety schemes in roads that have a history of high numbers of road casualties. Improvements have been made in Waterloo Road, Park Road East and West, Newhampton Road East and West, Merridale Road, Blackhalve Lane. We have also successfully trialled a new type of traffic calming measure in Copthorne Road. Further work is planned for 2009/10 in areas with high numbers of road casualties and also community concern sites.

In addition we have sited eight interactive speed-recording signs in various locations across the city, in roads where residents have expressed concerns over speeding vehicles. They record all vehicle speeds and the 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 currently working with the highways department to highlight areas of concern and discuss revisions to road layouts that would curb speeding.

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

61. The overall volumes of serious violent crime are low. The measuring rules for violent crime were changed by the Home Office in 2008, and the Partnership is expecting to be given a new baseline figure in June 2009 against which future progress will be measured. Using the old definition, in 2008-09 there was an increase from 115 to 166 offences.
62. There were three domestic violence (DV) targets in the 2006-09 LAA. These were to increase the reporting of domestic violence to West Midlands Police, to increase the number of perpetrators brought to justice, and to reduce the repeat victimisation rate. Performance in all three has continued to improve. In 2008-09 there were 4385 incidents reported to the police, a 37% increase on the 2006 baseline. This reflects the considerable work that has gone into creating safe and accessible reporting arrangements. Due to the large increase in reporting, the number of repeat incidents reported to the police also increased; (although the *percentage* of cases that were repeats decreased to 25%). In the same period 394 domestic violence perpetrators were brought to justice an increase of 105% on the 2004-05 baseline.
63. The Criminal Justice Support Services Coordinator and the Independent DV Advisers provided a critical element of this success by supporting DV victims before, during and after their criminal justice proceedings. While the increase in the number of perpetrators brought to justice is encouraging, the Partnership recognises there is still much to do to tackle domestic violence. Multi-Agency Risk Assessment Conferences (MARAC) has resulted in improved information sharing, joint-agency risk assessment and action planning for our highest risk victims and their families. In the year to March 2009, the cases of 213 individuals and their 413 children were reviewed through these conferences.
64. In 2008-09 1,056 women and children were referred to the Haven of whom 246 women and 245 children were admitted into the Haven's refuges, 280 women were supported by their floating support service and 310 women were supported by their advocacy services. 92 families who wished to remain in their own homes and were safe to do so were assisted through The Sanctuary Scheme.
65. Alcohol is a key contributor to all forms of violent crime. The 'Keep it Safe' campaign that took place in Wolverhampton between December 2008 and March 2009 was a multi-agency approach aimed at reducing alcohol related violent crime. The data from this campaign is currently being reviewed, but the police report a reduction of 30% in alcohol related violent crime in the December 2008 and February 2009 (See also paragraph 73).
66. Partners have worked successfully to meet the 2006-09 LAA target to increase the reporting of racially-motivated incidents. This was to reflect the high levels of under-reporting associated with this crime. Analysis of the data for 2006-08, identifies that 19% of racist incidents occur in the city centre, mostly on Friday and Saturday nights. Outside of those most incidents (74.4%) are reported to the Police in the G2 OCU (the eastern side of the city) mainly in neighbourhoods where there are small numbers of people from BME backgrounds. The Safer Wolverhampton Partnership has a caseworker who helps victims of racial harassment in gathering evidence, providing information, advice and support. Inter-agency work involving Wolverhampton Homes has been particularly successful in raising the number of incidents that are reported.
67. The Community Cohesion Forum was set up to monitor cohesion and to act as an intelligence and advisory network for the city. This has enabled community leaders and agencies to work together to support a shared approach to the maintenance of the city's historically good record as a multi-cultural community.
68. The Local Neighbourhood Partnerships have been utilised to embed the tasking arrangements in the city to ensure that community issues are dealt with quickly and effectively. The Partners

and Communities Together (PACT) arrangements in the city are being developed using the neighbourhood structures to ensure that resident issues are effectively fed into the tasking process. The warden service for the city and the advice and support service for community safety issues have also recently been amalgamated with the neighbourhood teams to ensure that they are driven by community needs.

69. "Neighbourhood management arrangements are making a difference in local areas, particularly working with neighbourhood policing where there have been major reductions in anti-social behaviour and fear of crime." (Annual Audit Letter 2008-09)

Guns, Knives and Gangs in Wolverhampton – Key Facts

The great majority of young people want to, and do, make a positive contribution to the life of the city. The key contributor to the development of gangs and associated crime is social exclusion and a lack of hope. Although relatively few in number, gangs have a disproportionate impact on how people view the city and on the lives of many more young people.

Figures from West Midlands Police suggest that the level of firearm related crime and incidents is relatively low within overall recorded crime within the City, with a decreasing trend in the volume of firearms incidents.

Intelligence suggests the trade in Class A drugs as the main driver for the illegal possession of firearms. Wolverhampton has been identified as a major wholesale hub for Crack and Heroin, with some of the cheapest prices for drugs in the country. The main uses of firearms appear to be:

- To enable criminal offences to be carried out, such as robbery, kidnap, extortion or violent acts against others;
- To facilitate criminal business interests, including trafficking of people or drugs;
- Protection of assets, including drugs, money, personal belongings and other commodities;
- To gain or maintain 'respect' or to react to 'disrespect'.

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. . The fact that firearms are involved ensures a high local and national political profile which through intense media coverage can fuel community unease. In order to tackle not only the problem of armed criminality as it currently exists but also the underlying issues that were felt to create the conditions for young people becoming involved with guns and gangs the Safer Wolverhampton Partnership developed an action plan in consultation with community representatives. It set out the following priorities:

1. School Exclusions/Modified Timetable
2. Youth Empowerment
3. Community Engagement
4. Access to Work and Employment

70. Drawing up the city's priorities as expressed in the SCS and LAA involved considerable consultation and engagement with residents through both neighbourhood structures and with particular groups of residents: children and young people, BME communities and a range of community networks, including for example, YPAC, Fusion 16, Youth Council, PEG, Black Workers Development Group, Black and Mixed Heritage Multi Agency Network, Pakistani Multi Agency Network. Women Organising Wolverhampton (WOW); Wolverhampton Pensioners Convention; Disabled Advisory Group on Leisure Activities (DAGLA); Lesbian, Gay, Bisexual,

Transgender and Transsexual Network (LGBT) and the Faith Network all participated in facilitated sessions.

71. The well-established Citywide Involvement Network (CWIN) oversees the implementation of the consultation strategy and co-ordinates a shared programme of work. Partners involved in CWIN include the PCT, RWHT, the City Council, West Midlands Police, West Midlands Fire Service, Voluntary Sector Council, Network Consortium, ABCD, Wolverhampton University and the City of Wolverhampton College.
72. CWIN's work programme includes:
 - ❖ A consultation database - to co-ordinate community involvement activities, reduce duplication, and maximise resources and expertise
 - ❖ E-consultation tools - this includes an e-panel (discussion forum) that has involved 500 new people in community involvement activities.
 - ❖ One City Marquee at Wolverhampton City Show - this gives the opportunity for local people to be informed, consulted and involved. It has resulted in eight to ten thousand people every year getting involved or being informed about local services, many of whom would not have had a chance previously.
 - ❖ Annual monitoring – this includes feedback to the public on progress in achieving outcomes and targets. This feedback is delivered, via One City News, to every household in the city. The Annual Public Perceptions' Survey provides a snapshot of local people's views on progress, particularly targeting those who are not usually engaged with public agencies. Over the past two years over 2000 people have responded. Their views have informed the development of priorities in the new Local Area Agreement and Sustainable Community Strategy.
 - ❖ A comprehensive community and public involvement training programme - this training is part of Wolverhampton Partnership's The Working Together in partnership training attracted 133 attendances last year and the Participatory Appraisal and Training the Pool of Consultants courses are both over-subscribed in 2008, with a number of requests for the training to be repeated

How we will meet future targets

73. There is a strong correlation between serious violent crime and alcohol misuse. The Alcohol Strategy for Wolverhampton has been published this year. It was steered by a multi-agency subgroup of the Safer Wolverhampton Partnership and Health & Well Being Partnership, called the Alcohol Oversight Group. Through consultation, three strategic priorities have emerged and these will be our priorities for the next two years. These are:
 - ❖ Crime reduction and Community safety – linked to PSA 23 to reduce violent crime and disorder, especially assault with injury; reduce the most serious violence, including tackling serious sexual offences and domestic violence; tackle the crime, disorder and anti-social behaviour issues of greatest importance in each locality, increasing public confidence in the local agencies involved in dealing with these issues; and the number of alcohol-related hospital admissions.
 - ❖ Licensing and Regulation – linked to PSA 14 to reduce the proportion of young people frequently using illicit drugs, alcohol or volatile substances (measured through the Tellus survey) reduce the proportion of young people frequently using illicit drugs, alcohol or volatile substances;
 - ❖ Access to treatment services – linked to PSA 25 to reduce the harm caused by Alcohol and Drugs including the rate of hospital admissions per 100,000 for alcohol related harm; the percentage of the public who perceive drunk or rowdy behaviour to be a problem in their area; reduce the proportion of young people frequently using illicit drugs, alcohol or volatile substances; reduce the most serious violence,

including tackling serious sexual offences and domestic violence; and participation in positive activities.

74. The Community Engagement Strategy has been refreshed and a three year action plan drawn up. Arrangements are in place to feedback to residents through neighbourhood structures and through *One City News*, which is delivered to every household in the city. Performance management arrangements have been put in place to enable neighbourhoods to monitor progress on the delivery of the Resident Outcomes.
75. Neighbourhood working will provide the foundations for locality working in the future providing a strong mechanism for residents to have a voice in service delivery and in shaping the future of their neighbourhoods. The incorporation of resident outcomes within the SCS and the LAA reflect the key role of residents in shaping priorities. The Neighbourhood Action Plans within each neighbourhood, and the Local Neighbourhood Partnerships which oversee them, then provide a vehicle both for the delivery of these outcomes and for scrutiny by residents of impact.
76. As the Government Office Review 2009 said, "although it has a well established mechanism for consulting residents, the duty to involve requirements were perceived as an opportunity to both review existing arrangements and to develop the principle further."

**Meeting Community Needs and Aspirations –
Neighbourhood Tasking**

We were alerted via one of our elected members that Mr & Mrs C were experiencing serious anti-social behaviour towards them and their property by a group of youths. Through the Neighbourhood Tasking process the neighbourhood wardens visited Mr & Mrs C and it was quickly established who the perpetrators were. A partnership approach led to increased police patrols of the area, the parent(s) of the 'ring leaders' were interviewed by Wolverhampton Homes and warned that their children's behaviour was not acceptable. Officers from the Anti-social Behaviour Unit have visited the parent(s) of other youths involved and the police crime prevention officer has advised on various measures to address the problem. This multi-agency approach has resulted in the anti-social behaviour ceasing and Mr & Mrs C telling us how happy they are with the way this problem has been dealt with.

WE'LL LIVE LONGER HEALTHIER LIVES

LAA 2008-11 TARGETS				
NI Number	Indicator Title	2007-08	2008-09	
		Baseline	Target	Actual
126	Early access for women to maternity services		75%	82.7%
112	No. of conceptions per thousand females aged 15-17	Baseline set 1998	-31.1%	-2.1%
120	All-age all cause mortality rate*	M 829 F 580	M 734 F 523	M 815.7 F 566.7
56	Obesity among primary schools children – year 6	25.5%	26%	22.1%
142	No. of vulnerable people who are supported to maintain independent living	97%	97.5%	98%
115	Substance misuse by young people	Baseline set 2008-09	None Set	
57	% of 5-16 year olds in schools who spend a minimum of 2 hours on high quality PE and school sport.	Baseline set 2008-09	None Set	

* Based on three-year rolling average

How we have met the Targets

77. Health is a key issue in the city. Life expectancy remains low and local people have also told us that they want us to focus on key health inequalities, including childhood obesity, teenage conception and infant mortality.
78. In relation to reducing infant mortality to the West Midlands average: 2005/07 data shows we have achieved this target. 2008 data indicates a similar position but is yet to be ratified. We have achieved 600 referrals for mothers who smoke to the opt-out service. Smoking in pregnancy dropped from 22% to 21% in 2008. Breast feeding initiation is stable, but below target, but breast feeding continuation is rising at 6-8 weeks and we are on track to achieve WHO Baby Friendly status.
79. Early access to maternity services was identified in the *'Implementation Plan for Reducing Health Inequalities in Infant Mortality: A good practice guide'* as an immediate action that could contribute to reducing infant mortality.
80. The Vital Signs target from the NHS Operating Framework 2008/09 - 2010/11 is for 80% of women to have had a health and social needs assessment by a maternity professional by 12 completed weeks of pregnancy. In quarter 4 of 2008/09 Royal Wolverhampton Hospitals Trust had achieved over 82% of women assessed by 12 completed weeks
81. Further analysis identified that women booking after 16 weeks miss the majority of antenatal screening. These women are more likely to be from vulnerable groups. The objective is therefore to reduce late booking (post 16 weeks) as well as increasing early booking.

82. The strategy to increase early and reduce late booking is to develop a free pregnancy testing service based in community pharmacies. This is modelled on an existing service in Birmingham that has delivered a large increase in early booking. The free pregnancy testing service will link to the PCT single point of access service. This will be able to provide women with appointments for early bird antenatal sessions run across the city including out of hours provision. Implementation of a pilot project in 20 pharmacies is planned for late July. Phase 2 of the project will be to widen the venues for testing including primary care walk in centres. Phase 3 will provide a direct line for women to refer themselves and book into an early bird session.
83. Key achievements in relation to tackling childhood obesity include:
- ❖ Wolverhampton identified as lead for the Food Dude programme
 - ❖ Pilot site for the MEND programme (Mind, Exercise, Nutrition, Do It) and 95 children have already registered for the programme
 - ❖ The Fit Club is a locally developed programme run by the Hospital Youth Work Team aimed at 13 – 18 year olds
 - ❖ Wolverhampton has been awarded a Department of Health and DCSF contract to extend free school meals provision for a 2 year period – this is a national pilot, developed in partnership, with the City Council as lead and the PCT contributing funding
 - ❖ The PCT are commissioning a weight management programme for overweight children
 - ❖ The development of young people’s gyms across at least 10 sites in school, youth community and leisure facilities
84. Our work to reduce the rate of teenage conceptions continues to be challenging. We have seen an overall decrease from 10 years ago, but the latest annual rate represents an increase on the previous year at local, regional and national levels. However, the PCT has developed a proxy indicator for the target which allows us to predict trends. Early prediction from this indicator shows that we will have significant reduction for 2008, of 70 conceptions. If this proxy indicator proves to be accurate, we will be back on track to achieve the 2010 target.
85. The Teenage Pregnancy Partnership Board has worked with all stakeholders, with the advice of the National Support Team to produce a new strategy for the city which integrates work on teen conceptions and sexual health into mainstream work with young people. Key elements include:
- ❖ Formal education in relationships through school-based SRE. Development and implementation of a Wolverhampton Spiral Curriculum co-ordinated and driven through the Healthy Schools Team
 - ❖ All schools to have an SRE policy with a target to achieve 90% by the end of 2009
 - ❖ Improved sexual health services – teen conceptions embedded into sexual health agenda and locality based sexual health services to be established with the ten Local Neighbourhood Partnerships which have identified teenage conceptions as a priority
 - ❖ Sexual health services developed in the City of Wolverhampton College
 - ❖ Mobile contraception service – clinic in a box – operational in Bilston and Wolverhampton College and due to expand in 2009 with NHS West Midlands funding
 - ❖ Support for teenage parents to reduce secondary pregnancies
 - ❖ Access to antenatal and post natal services tailored to meet needs with a dedicated teenage pregnancy midwife appointed

86. The health of people with a learning disability has been targeted in 2008/09 with the appointment to a dedicated health facilitator post. The emphasis has been on ensuring that Health Action Plans are in place and that annual GP checks take place. This makes sure that people with learning disabilities have had a holistic assessment of medical/physical and mental health needs by embedding health checks into mainstream health care to reduce health inequalities. This year 306 health checks have been carried out and 31 GP's have signed up to carry these out.
87. 19 out of 23 adult social care activity indicators have been maintained or improved including the delivery of equipment and major and minor adaptations, drug users in effective treatment, the percentage of vulnerable people achieving independent living, the completion of reviews and the numbers of clients receiving self directed support. We are particularly pleased about the progress made in relation to older people in this area

**Meeting Community Needs and Aspirations –
Improving access to Health**

Walk-in centre opening hours have been extended to 12 hours a day, and the service is now open on Saturdays and Sundays. We have commissioned four new GP practices in the city, and a new walk in facility in the north east. The new practices are located in priority neighbourhoods, but will accept patients from across the city. The first of the new practices opened in April, and the remaining will open during June and July 2009. Four new GP practices are to open between April and July 2009. A new walk-in centre in the North-East is opening 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.

How we will meet future targets

88. The improvement of health and reduction of inequalities are key targets for the Partnership. Data analysis shows that excess mortality compared to the national average is in 6 key areas: infant mortality, Coronary Heart Disease (CHD), Stroke, Suicide, Alcohol-related disease and Cancer (mainly lung cancer).
89. Current data suggests that we will see a fall in all age all cause mortality and thus a rise in life expectancy in 2006-8 and 2007-9. However, the figures are volatile and affected by a range of factors. The city is mindful of the possible impact of the economic downturn on both mental health and alcohol misuse. Work within the LSP to develop enhanced support for local people, for example with the Citizen's Advice Bureau is well developed.
90. Key improvements designed to impact on future mortality rates in the city include:
- ❖ New developments in the prevention and management of heart disease are being implemented across the city
 - ❖ Weight management programmes will be targeted at those at risk of vascular disease
 - ❖ Significant investments in talking therapies in primary care are expected to impact on suicide rates in the city
 - ❖ Increased resources have been identified to support work with women who are smoking whilst pregnant – we expect to see a sustained 1% drop each year over the next four years

- ❖ Key initiatives using social marketing programmes will target those communities most at risk – by 2013 we expect to see 40 fewer deaths from CVD in people under 75 each year
- ❖ Childhood vaccinations will be increased to WHO standards over the next three years

91. Primary prevention strategies are being developed, with reporting systems supporting the identification of patients at 20% or greater risk of a Coronary Vascular Disease event in the next 10 years, with enhanced services and medicines management programmes being commissioned or enhanced.
92. Work is underway to further develop a specialist smoking cessation service; focussing on young people and workplace, 'stop before the op' programmes, and the development of a social marketing strategy for hard to reach communities including manual workers

Meeting Community Needs and Aspirations

The PCT and Council are planning the development of three more joint primary and community care centres, as part of a PFI /LIFT project. These centres, which will be built over the next two to three years, will house all the services currently provided in the joint resource centres plus GP surgeries, outpatients, diagnostics and a range of other PCT services. The number of intermediate care beds will be increased to 54 and will include nursing support, provided by the PCT. The lack of nursing care in the existing resource centres has limited the range of service users who can be offered rehabilitation. A pilot scheme of nursing support is being established in one of the resource centres in 2009 as a trial, prior to moving into the new centres.

93. The Supporting Inclusion Delivery Plan focuses on support for people who are vulnerable and at risk, improve prevention and promote inclusion. In order to achieve this, the Plan concentrates on four areas of work:
- ❖ One city approach to information and advice – co-ordinated information and advice services providing consistent information in various formats and at different venues across the city; development of 'alert' system in relation to people at risk/vulnerable
 - ❖ Financial inclusion – co-ordinated approach to financial inclusion across agencies
 - ❖ Outreach support – improved community-based support to individuals and families most at risk/vulnerable
 - ❖ Service change to prevent vulnerability – more effective and efficient services through integrated commissioning and new approaches
94. The Delivery Plan brings an additional £500,000 per annum to mainstream resources utilising Working Neighbourhoods Fund to support those most at risk of exclusion, particularly in the context of the current economic downturn.
95. The Delivery Plan has been drawn up by a working group containing representatives of the Council (Supporting People, Library Service, and Tenancy Sustainability), the PCT, Director of Public Health, Wolverhampton Homes, Citizen's Advice Bureau, Voluntary Sector Council, Housing Partnership, West Midlands Police and Neighbourhood Management. In addition, a consultation event engaged widely from the voluntary and public sectors and the Health and Well-Being Partnership have met to shape its development.
96. A Supporting Inclusion Delivery Management Group (SIDMG) will be formed with responsibility for the Delivery Plan as a sub-group of the Health and Well-Being Partnership. The role and responsibilities of the group are project management (performance and review) and

implementation (planning and commissioning). Ensuring responsiveness will be the responsibility of the Health and Well-Being Partnership.

97. The Delivery Plan has been developed to start in 2009-10, yet as a response to the rapidly growing demand for debt counselling amongst some of the most vulnerable individuals in the city, an additional £8,000 per month for the CAB was given early approval. This has enabled the CAB to reduce waiting times from six weeks to two weeks, which in turn has resulted in reducing “no-shows” by employing additional specialist staff time.
98. Utilising regional support, the Partnership have appointed a Families Manager to develop two pilot “think family” pilot projects – in Low Hill and Blakenhall. Supported by a management group drawn from the Council, PCT, police, Wolverhampton Homes, the voluntary and community sectors, the project will develop new approaches to family working in the city drawing on national best practice and local delivery.

Supporting Vulnerable Individuals

Two new very sheltered housing schemes will come on stream in 2009/10. These include a joint scheme with Dudley Council and the Beacon Centre for the Blind for a specialist sensory impairment scheme and a scheme in Low Hill for older people. This continues with our programme to reduce residential care home admissions and support independent living schemes.

99. In addition to the three joint primary and community care centres outlined above approval in principle has been given to build a second OMI resource centre at West Park using PFI credits. The preparation of the Outline Business Case for the scheme is a high priority in 2009 - 2010. The OMI resource centre is a key element of the refreshed Dementia Care Strategy that will be jointly completed with the PCT in 2009 - 2010 and will include the key outcomes contained in the new National Dementia Care Strategy.

WE HAVE THE SKILLS AND KNOWLEDGE WE NEED

LAA 2008-11 TARGETS				
NI Number	Indicator Title	2007-08	2008-09	
		Baseline	Target	Actual
163	Level 2 Qualifications	54.2%	+1.0%	No data*
164	Level 3 Qualifications	32.9%	+1.0%	No data*
165	Level 4 Qualifications	19.1%	No change	No data*
45	Young offenders in ETE	45.5%	60%	53.6%
117	16-18 year olds who are NEET	9.3%	8.8%	8.6%
110	Young people's participation in positive activities	Baseline set 2008-09	None set	

*Data available in July

How we have met the Targets

100. Present day Wolverhampton has inherited a skills profile from the industrial past of predominantly low and semi-skilled work and limited aspirations. To address the requirements of the twenty first century economy, attract business into the city and enable existing businesses to grow we need a higher skilled, better qualified workforce. To do so, we are working both with children and young people and adults.
101. In 2008, 77.8% of all schools in Wolverhampton were judged as good or outstanding, compared to 72.2% in 2006. Results for pupils achieving five A* - C GCSE have continued to improve in Wolverhampton rising from 54.6% in 2005 to 63.2% in 2008. Results for pupils achieving five A* - C GCSEs including English and Maths have also improved from 33.9% in 2005 to 39.7% in 2008.
102. 34 schools were inspected by OFSTED in 2007/08. Of these 19 (55%) were judged 'good or better', with five of these judged as 'outstanding'. Fourteen of the eighteen schools inspected by OFSTED by the end of December 2008 were judged 'good' or 'outstanding' for behaviour, with the remaining schools seen as "satisfactory".
103. The gap between Wolverhampton and the national average has been reduced in all Foundation areas (NI 92), following increases in provisional outcome results. Personal, Social and Emotional Development from 56% to 66%; Communication, Language and Literacy from 32% to 43%; combined PSED & CLL from 29% to 40% and 78+ points from 54% to 63%. The city's national ranking across each of these areas rose by an average of 18 places. Actions undertaken in this area include: an extensive 12-month training programme for all curriculum areas for providers with particular emphasis on Communication, Language and Literacy and Personal, Social and Emotional Development; implementation of Early Years Quality Support Programme (EYQISP), which was rolled out to all settings in spring 2009, and a termly programme to disseminate good practice and quality provision for EYFS Co-ordinators currently is in place. Whilst further work is required to reach the national target for closing the gap between the lowest 20% achieving children and the Local Authority average, the gap reduced by 4 percentage points to 41%.
104. With Key Stage 2 results (English and Maths = 70%, compared to 67% the previous year), Wolverhampton has improved faster than the national rate, pushing us up from 118th to 105th, thus closing the gap to 3%. No school achieved less than 50% in English or Maths.

105. Our aim is to ensure that at least 70% of looked after children remain in the same placement for over 2.5 years (NI 63) and interim data shows that we are on course to achieve this. Similarly, we aim to ensure that 90% of care leavers are placed in suitable accommodation (NI 147) and we are currently exceeding this.
106. All library branches now operate Chatterbooks and Baby+ groups to help children and their carers enjoy reading and socialising from an early age. Use of libraries by children and young people increased by 13%, with issues from the Education Library Service increasing by 18%. The council was one of only two 'Play Pathfinders' in the region and is now introducing more than 20 new 'natural' play spaces across the city in areas which have been identified as being deficient in play space through the Needs Assessment Study completed in 2007. The new [Play Strategy](#), proposes more adventurous play where children can develop a range of skills and experience. The Council, supported by the PCT, are actively participating in the government's free swimming programme. In the first month of operation over 10,000 people have registered to participate in the scheme. Cultural opportunities for children and young people have also been further developed, with more than 10,600 visiting the Arts and Museums venues in organised school groups, and a growing number achieving Arts Award.
107. Young people's responses in the 2008 Tellus3 Survey place Wolverhampton as better than the national average across a wide range of behavioural issues. 94% of schools' responses to the Audit Commission School Survey placed above satisfactory and in the top quartile twenty six times.
108. The city faces real challenges with regards to the skills gap. A significant percentage of the working age population have no qualifications and the numbers at the Level Two threshold are static. The proportion of the working age population with higher skills (Levels 3 and 4), a critical element in the city's Economic Strategy, is significantly below regional and national percentages. However, the direction of travel with regards to the achievement of young people is strong. For example, qualifications at nineteen are improving faster than elsewhere in the Black Country :

	% of 19 year olds with Level Two	% of 19 year olds with Level Three
2003/04	58%	35%
2004/05	61%	38%
2005/06	63%	38%
2006/07	67%	39%

109. Progress in Advanced Apprenticeships supports this analysis: 108 achievements in 2005-06 to 157 in 2007-08. At City of Wolverhampton College in 2007-08, 203 16–18 year olds achieved NVQ Level Two compared with 134 in 2005-06. The 19-plus achievement rate for NVQ Level Two progressed from 491 in 2005-06 to 669 in 2007-08.
110. All the deprived wards in the city, as identified through the *City Region Strategy*, have Neighbourhood Employment and Skills Boards (NESBs). NESBs are responsible for identifying local need with regards to provision for skills and employment training and developing local plans (NESP) which target priorities. The Learning Partnership has established a team of Neighbourhood Learning Brokers (NLBs) which support the development of learning and skills provision at a local level. NLBs support the NESBs in the deployment of Neighbourhood Learning in Deprived Communities Fund (NLDCF).
111. In 2007–08 the NLDCF programme targeted 600 residents of the priority wards. 1408 adults were engaged of whom 482 progressed onto programmes at Level One and above, 241 moved onto vocational programmes and 99 entered employment. A further example of the impact of the NLB programme has been in organisation of local employment and skills events, in all the priority areas, which specifically target adults who are furthest away from

employment. In November 2008, ninety one residents from Low Hill and Scotlands of whom twenty two were long-term unemployed met a multi-agency team able to respond to a range of work, training and financial issues. All the long-term unemployed were referred to the Deprived Area Fund programme.

112. For the past two years the city has operated a strategy for reducing NEETs led by a consortium of providers from the statutory, private and voluntary sectors. This consortium, co-ordinated by the Learning Partnership, has worked to a detailed action plan which has enabled targeted work aimed at NEETs "hotspot" areas. The result of this joint effort has been a reduction in NEETs which has over-achieved the target percentage for 2008-09.
113. Young offenders' participation in Education, Training and Employment is monitored on a monthly basis by the CYP Partnership. Locally, this is a stubborn area of performance, and an action plan is in place monitored by the YOT Management Board: this is felt to be having some positive impact. For school age children engagement issues remain a challenge. Within the post 16 group, the small cohort involved means that changes in the circumstances of just a couple of individuals in the cohort can have a volatile impact on the outturn data.
114. The overall success rate for learners from the nine most deprived wards in the city attending adult learning has increased each year for the last three years from 68% to 88% in 2007-08. The range of learning opportunities available in deprived areas has been extended through The *Learning and Skills Platform*, a collaboration between the public and the Third Sectors. The platform will be expanded throughout 2009–11 using LSC and WNF support. "Learners speak highly of the opportunities they now have to attend learning centres in their locality." ([Ofsted Inspection Report 2009](#))
115. A consortium of nine partners drawn from the public and Third Sectors utilised Deprived Area Fund (DAF) to deliver an employment service to the eight priority wards working with the Local Employment Partnerships (LEPs). The service aimed at assisting and supporting those with long- term health problems, older unemployed people (30+), lone parents, BME groups and young people (19+) who are not in education, training or employment. To date over 537 clients have been engaged in the project, with over sixty entering employment.

Meeting Community Needs and Aspirations

In response to the concerns of local businesses and shoppers, and in consultation with the young people who gather to meet in the city centre, plans have been developed to establish a 'youth café' as a meeting place and information centre. Central government grant funding has been approved, and work to convert and refurbish the building, on Lichfield Street, is now underway. The café will be run by the Youth Service on behalf of a board that will involve young people themselves. A wide range of organisations have worked together to make this possible – these include the City Centre Company, the Police, Base 25 and Connexions

How we will meet future targets

116. The development of a skilled, well qualified workforce is critical to the future success of the City. Consequently, two Delivery Plans have been developed: one to support the current adult workforce and the other to work with the workforce of tomorrow and in particular those at risk of social and economic exclusion.
117. Building Young People's Capacity: Establishing 'First Principle' Prevention Delivery Plan will result in the reconfiguration of services for young people in the City to a value of over £7million and includes £750,000 per annum of Working Neighbourhoods Fund. Under the auspices of the Children's Partnership, the Plan has been developed by a working group involving Council's Children and Young People's Services, the PCT, Connexions, Youth Service, YOT,

the voluntary sector and neighbourhood managers. The Plan will underpin the delivery of integrated youth support.

118. The Plan seeks to address the causes of a range of negative outcomes that young people may experience (e.g. poor mental health, drug misuse, conception, not being in education, employment or training, anti-social behaviour and criminal activity) through the integration of services in line with of "Youth Matters – Next Steps (2006)". A key strand of this strategy is the accelerated development of the workforce to ensure that all those working with young people have a common understanding of the issues that affect their lives, and the skills to initiate early intervention and prevention where required. Commissioning officers working to the Partnership and employed by the Council's Services for Children and Young People have undertaken an audit of what is available currently for 13 – 19 year olds in the City mapped against neighbourhoods under the headings of Somewhere to Go; Something to Do; Someone to Talk To; Targeted Youth Support
119. Activity supported by 25 funding streams is included in the audit, and includes both statutory and voluntary sector provision. Previous activity has been reviewed and has either been decommissioned or re-commissioned against new outcomes.

**Meeting Community Needs and Aspirations –
Joining up around vulnerable families**

The newly established Multi Agency Support Teams (MASTs) will ensure that a whole range of support services are co-ordinated in a manner which will bring the maximum benefit to children and young people who need support at times of particular vulnerability.

In 2009, MASTs will be developed in neighbourhoods across the city in order to make joined-up support services more accessible to vulnerable children and young people and their families.

120. The Economic and Learning Partnerships have been jointly responsible for the development of a cross-cutting Delivery Plan for Employment, Skills and Enterprise (see paragraphs 40-41). This plan incorporates a range of programmes which address skills and employment issues in the city and which incorporates lessons learned from previous initiatives. For example, the Deprived Area Fund programme established a network of providers – statutory and third sector – which moved previously workless adults into employment. This model will be continued under the auspices of the cross-cutting plan and will deploy Working Neighbourhoods Fund.
121. The City of Wolverhampton College is collaborating with the University of Wolverhampton to develop a new campus – *i-Central* - on the Stafford Road gateway to the City, close to Wolverhampton Science Park. The Science and Technology Centre will be strategically placed to support the high technology, high value added industries emerging across the region, not least in the corridor between Wolverhampton and Telford. It will thus provide a skills and knowledge thread connecting the new industries of i54 with the enterprise and innovation associated with the University's presence on the Science Park. It will also aim to fuse the creative arts and media production technologies with engineering and science.
122. BSF is a key part of the transformation of the city into a genuinely cosmopolitan, inclusive city for the 21st century. The city is a Wave 5 Building Schools for the Future Authority and had its Outline Business Case approved in February 2009. The Council has now moved into the procurement phase of the programme which will see a preferred bidder establish a Local Education Partnership (LEP) to deliver its £370 million programme of rebuild and refurbishment of its secondary education provision. We want to be known as a City of Learning, as a city of creativity and a place in which all young people can explore, develop and achieve. We see the BSF programme as fundamental to achieving that. We're ensuring we deliver BSF on time and in a way that achieves the desired outcomes.

Our Priorities for 2009-10

123. The Local Area Agreement has established explicit priorities and targets until 2011. These are closely aligned with the clear long-term targets set out in the Sustainable Community Strategy. Nevertheless, these are challenging times and we need to ensure that we stay on track to achieve as many of our targets as we can and maintain the support of our residents.
124. We are clear there are still major challenges to be faced – rising worklessness, low skill levels, high rates of teenage conception, low life expectancy, and poor quality housing all require significant improvement. In doing so, we want to maintain the city’s traditionally high levels of residents’ satisfaction and confidence. Consequently, we have identified our top priorities for the coming year as:
- ❖ Managing the impact of the recession in relation to jobs, investment, business survival, house building, crime, health and skills and including maintaining the impetus on the delivery of major public sector capital projects – BSF, LIFT, Interchange, Decent Homes, Library Services
 - ❖ Public reassurance regarding crime and anti-social behaviour by reducing acquisitive crime levels
 - ❖ Work to reduce teenage conception rates
 - ❖ Raising skill levels, initially at NVQ Level 2
 - ❖ Reducing infant mortality rates particularly in poorly performing areas and thereby impact on overall mortality rates
125. The Partnership will focus on the implementation of the four Delivery Plans. It has reconfigured its core team to strengthen its project management and performance management skills in support of the Plans and the overall operation of the Partnership. With public finances coming under increasing pressure, it will be important for the Partnership to be able to put in place mechanisms which enable the efficiencies which undoubtedly accrue from partnership working to be mapped.
126. This year the Partnership has put in place a coherent and joined-up vision rooted in the needs and aspirations of residents and their neighbourhoods and a focused delivery chain designed to encourage and sustain a cross-cutting approach to resolving the often inter-related challenges faced by the city and its residents. Despite the shadow of the recession, we can look forward to continuing to make substantial progress in achieving our priorities.