

Scrutiny Board

26 April 2016

Time 6.00 pm **Public Meeting?** YES **Type of meeting** Scrutiny
Venue Committee Room 3 - Civic Centre, St Peter's Square, Wolverhampton WV1 1SH

Membership

Chair Cllr Stephen Simkins (Lab)
Vice-chair Cllr Barry Findlay (Con)

Labour

Cllr Ian Angus
Cllr Philip Bateman
Cllr Alan Bolshaw
Cllr Paula Brookfield
Cllr Craig Collingswood
Cllr Dr Michael Hardacre
Cllr Lorna McGregor
Cllr Peter O'Neill
Cllr Rita Potter
Cllr Jacqueline Sweetman

Conservative

Cllr Arun Photay

Quorum for this meeting is four Councillors.

Information for the Public

If you have any queries about this meeting, please contact the democratic support team:

Contact Paul Fantom
Tel/Email 01902 555040 or paul.fantom@wolverhampton.gov.uk
Address Democratic Support, Civic Centre, 2nd floor, St Peter's Square,
Wolverhampton WV1 1RL

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Some items are discussed in private because of their confidential or commercial nature. These reports are not available to the public.

Agenda

Part 1 – items open to the press and public

Item No. *Title*

MEETING BUSINESS ITEMS

- 1 **Apologies for absence**
- 2 **Declarations of interest**
- 3 **Minutes of the previous meeting** (Pages 3 - 6)
[To approve the minutes of the previous meeting as a correct record.]
- 4 **Matters arising**
[To consider any matters arising from the minutes.]

DISCUSSION ITEMS

- 5 **Joint Protocol to Manage Unauthorised Gypsy and Traveller Encampments**
(Pages 7 - 34)
[To approve the proposed joint protocol for the management of unauthorised Gypsy and Traveller encampments.]
- 6 **Feedback from the Scrutiny Inquiry Session Tackling Childhood Obesity** (Pages 35 - 70)
[To receive feedback from the Scrutiny inquiry session on tackling child obesity and to consider the main messages from the session.]
- 7 **Corporate Performance Report - Quarter Three 2015/16** (Pages 71 - 114)
[To review performance of the corporate performance indicators for quarter three 2015/16.]
- 8 **Scrutiny Work Programme 2015/16** (Pages 115 - 120)
[To consider the Board's work programme for future meetings.]
- 9 **Proposed consultation plan for 0-19 Healthy Child Programme commissioning and service redesign (Health Visiting, Family Nurse Partnership and School Nursing services).** (Pages 121 - 132)
[To receive an update on the consultation plan for the re-commissioning of the City's 0-19 Healthy Child Programme (HCP) by Public Health.]

Attendance

Members of the Scrutiny Board

Cllr Ian Angus
Cllr Philip Bateman
Cllr Alan Bolshaw
Cllr Paula Brookfield
Cllr Craig Collingswood
Cllr Barry Findlay (Vice-Chair)
Cllr Peter O'Neill
Cllr Arun Photay
Cllr Rita Potter
Cllr Stephen Simkins (Chair)

Members in attendance

Cllr Andrew Johnson

Employees

Keith Ireland	Managing Director
Penny Williams	Interim Democratic Services Manager
Abby Vella	Graduate Management Trainee
Anna Zollino-Biscotti	Information Governance Manager
Sue Handy	Head of Customer Service
Sarah Campbell	Complaints Manager
Paul O'Rourke	Performance Manager
Glenda Augustine	Consultant in Public Health, Community Directorate

Part 1 – items open to the press and public

Item No. *Title*

- 1 Apologies for absence**
Apologies for absence were received from Cllrs Sweetman and Hardacre.
- 2 Declarations of interest**
There were no declarations of interest.
- 3 Minutes of the previous meeting (19 January 2016)**
Resolved:
That the minutes of the meeting held on 19 January 2016 be approved as a correct record and signed by the Chair.
- 4 Matters arising**
Cllr Bolshaw reported that the equalities and complaints meeting with the Director of Governance, which took place as a result of minute item four of the previous meeting, was useful and resolved the issues raised.

- 5 **Quarter 3 Corporate, Social Care and Public Health Complaints Report**
Councillor Andrew Johnson, Cabinet Member for Resources, presented the Quarter Three Corporate, Social Care and Public Health Complaints Report. The Cabinet Member for Resources cited the 26.47% reduction in formal complaints (appendix one) and highlighted employee efforts to resolve complaints at service level, before formal escalation.

In response to a question from Cllr Potter about timescales for resolutions, the Complaints Manager advised that the timescales for the Council responding was 21 days for corporate complaints and ten days for social care complaints. The Complaints Manager reported that the complainant was consulted throughout the resolution process.

Cllr Collingsworth commented on the efficiency of the Customer Service team when dealing with customer and Councillor enquiries.

Resolved:

That complaints management and performance for the period of 1 October 2015 to 31 December 2015 was reviewed by the Board.

- 6 **Infant Mortality Scrutiny Review Update**
Glenda Augustine, Consultant in Public Health, presented the Infant Mortality Scrutiny Review report which updated Councillors on the implementation of the recommendations of the review undertaken from July 2014 to March 2015.

The Public Health Consultant outlined the purpose of the review which followed data published by the National Child Health Profiles in 2014. The data indicated that Wolverhampton had the highest rate of infant mortality in England. The Public Health Consultant commented on the infant mortality working group and partnership work that was undertaken to address the infant mortality rate in the City.

The Public Health Consultant reported that a 12 recommendation plan came out of the review which focused on co-ordinated local responses, issues of poverty and deprivation being addressed and existing practices and policies being changed.

A discussion took place between Councillors and the Public Health Consultant about the following:

- The recent downward trend in women smoking during pregnancy and the aim to achieve as many smoke free homes as possible.
- Role of CO monitors in monitoring smoking during pregnancy
- E-cigarettes and their use in pregnancy.
- Role of environmental and historical factors such as housing and diet on infant mortality rate.
- Expectant mothers who fail to receive ante-natal care.

The Chair requested that the Board be updated on the progress of the implementation of the recommendations annually.

Resolved:

1. That progress made to implement the recommendations of the Scrutiny Review was considered by the Board.

2. That the review be closed subject to receiving an annual update on the implementation of recommendations.

7 **Tracking and monitoring of scrutiny review - Channel Shift**

Councillor Andrew Johnson, Cabinet Member for Resources, presented the Channel Shift report to update the Board on progress on the implementation of recommendations resulting from the Channel Shift Scrutiny Review. The Cabinet Member for Resources reported that all recommendations had been or were being implemented, including:

- risk register
- channel shift e-learning programme
- 'my account' feature
- SMS technology.

The Cabinet Member for Resources reported that the success of the channel shift programme was partly attributable to the Council's 'digital by design' approach. This ensured that alternative methods of communication channels with the Council remained an option for residents.

In response to a question from Cllr Bolshaw regarding the equalities implications of the recommendations, the Head of Customer Services advised that there had been no significant equalities implications because channels had been kept open.

Paul O'Rourke, Performance Manager, advised that staff would be trained, as part of the transformation programme, to help transition customers later down the line.

The Head of Customer Services extended an invitation to Board Members to the contact centre and customer engagement platform once this was up and running. The Digital Transformation Team would be available to answer further questions.

The Chair suggested that the June Scrutiny Board meeting include a visit to the contact centre.

Resolved:

1. That the Board considered progress made to implement recommendations from the Channel Shift Scrutiny Review.
2. That the review be closed on the basis that the recommendations are being implemented.
3. That the Head of Customer Services arrange for the Board to visit the contact centre before the June meeting.

8 **Information Governance Performance Report - Quarter Three 2015/16**

Anna Zollino-Biscotti, Information Governance Manager, presented the Information Governance Performance Report for quarter three 2015/16. The Information Governance Manager drew the Board's attention to the infograph on pg. 83 which outlined the improved Freedom of Information and Subject Access Request response rates.

The Information Governance Manager reported that training figures had increased since the last quarter and were up to 69%.

In a response to a question from the Chair about improvement in figures, the Information Governance Manager advised that the team were well briefed, trained and enthusiastic to improve.

Resolved:

1. That the Board reviewed and commented on the quarter three performance for Information Governance.

9 **Work programme**

Scrutiny Board received a copy of the work programme and noted its content.

Resolved:

That the work programme be agreed.

10 **Vote of thanks**

The Chair thanked Abby Vella, Graduate Management Trainee, for her work with Scrutiny Board over the last six months.

Scrutiny Board

26 April 2016

Report title	Joint Protocol to manage unauthorised Gypsy and Traveller encampments	
Cabinet member with lead responsibility	Councillor Steve Evans City (Environment)	
Wards affected	All	
Accountable director	Ross Cook, City Environment	
Originating service	Regulatory Services	
Accountable employee(s)	Andy Jervis	HoS – Regulatory Services
	Tel	01902 551261
	Email	andy.jervis@wolverhampton.gov.uk
Report to be/has been considered by	Places Leadership Team	29 March 2016
	SEB	5 April 2016

Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. Approve the proposed draft joint protocol to manage unauthorised Gypsy and Traveller encampments subject to improvements recommended by SEB, namely an expansion of the sections pertaining to equalities and welfare assessment.
2. Authorise the Service Director for City (Environment) to approve and sign the final version on behalf of the City of Wolverhampton.

1.0 Purpose

- 1.1 The purpose of this report is to inform Scrutiny Board of a revised CoWC / Police protocol to manage unauthorised encampments within the City. The version presented has been jointly drafted with Inspector Stephen Perry from WM Police and it aims to assist our joint response to unauthorised encampments.

1.2 A protocol between the City of Wolverhampton Council and West Midlands Police to manage unauthorised encampments was last agreed in 2008 and since then there has been a number of structural changes within both organisations and also some important legislative changes. Other changes from the 2008 protocol include:

- It sets out more clearly than the 2008 version the occasions when the Police should consider using section 61 powers to direct the Travellers to leave the land.
- It introduces a Notice to be served on Travellers requiring them to leave by a stated time and date.
- It also introduces a Notice formally requesting West Midland Police to use their powers when the prevailing circumstances allow them to. It acknowledges that the final decision will rest with the Senior Police Officer present.
- It introduces a code of conduct on the behaviour to be expected during their stay.
- It provides supplementary information to private landowners on how they can help safeguard against incursions and what to do in the event of one happening.
- It retains important safeguards relating to observing the Human Rights Act 1988 and conducting welfare assessment of new arrivals

2.0 Background

2.1 Wolverhampton has experienced regular unauthorised encampments over the past decade and longer. These can cause disruption and conflict locally and can be expensive and time – consuming to clear. Unauthorised encampments cause a problem which requires a range of solutions including the provision of permanent pitches for the Gypsy and Traveller community. The table below shows that although incursions are currently lower than in neighbouring areas, Wolverhampton is not alone in the West Midlands in having high levels of unauthorised encampments in recent years:

	2014	2015
Wolverhampton City Council	10	19
Birmingham City Council	70	75
Dudley Metropolitan Borough Council	15	29
Sandwell Council	30	40
Staffordshire County Council	30	unknown
Coventry City Council	26	28
Cannock Chase Council	8	7

South Staffordshire Council	1	5
Walsall Council	15	69

3.0 Discussion

3.1 In dealing with unauthorised encampments the City of Wolverhampton has incurred significant legal and clean –up costs and additionally the Council has had to divert staff from providing other services to the settled community. They have also disrupted local business and caused local amenities to be unusable. Moreover, our experience in Wolverhampton is that criminality is often associated with unauthorised encampments and examples would include damage caused gaining access to sites and the dumping of waste on land. Antisocial behaviour is reported by local communities with people often feeling intimidated and in some cases subject to abuse. Defecating in the open is also frequently reported, as is excessive noise and dogs that are not under proper control. Whilst there is a close working relationship with West Midlands Police, the Police do require evidence to enable them to act against criminal damage. Gathering direct evidence of the offender is often very difficult and this state of affairs is compounded by a reticence of local people to provide witness statements due to a fear of possible reprisals.

4.0 Financial implications

4.1 No financial implications are thought to arise from adoption of the revised protocol [TT/12042016/C]

5.0 Legal implications

5.1 No legal implications arise from adoption of the revised protocol which is aimed at streamlining procedures to assist Officers from within the Council and West Midlands Police.
[TS/12042016/G]

6.0 Equalities implications

6.1 Romany Gypsies and Irish Travellers are protected against race discrimination because of their ethnic group under the Equality Act 2010. The protocol is not thought to be discriminatory and calls for an early welfare assessment when a new group arrives. The factors determining the permitted duration of the unauthorised encampment are covered in section 4 of the protocol.

6.2 To mitigate the unsettling impact of regular removal from unauthorised sites, a survey of Council owned land with possible potential as a transit site was conducted in the Autumn of 2015 but none were found to be suitable.

7.0 Environmental implications

7.1 Regulatory Services has collected firm evidence over a number of years that unauthorised encampments can cause damage to the local environment during the period of their stay. Clean- up costs following voluntary or forced eviction can be considerable. The new code of conduct will clarify the behaviour expected which is equal to that of the settled community. New arrivals now routinely receive information regarding the correct methods of waste disposal and information relating to public sanitary conveniences in the area.

8.0 Human resources implications

8.1 Dealing with unauthorised encampments is a significant drain on human resources during the busiest time of year for both CoWC and WM Police. Measures outlined in the protocol will assist staff from both organisations to discharge their duties in relation to this matter with greater efficiency and improve response resilience

9.0 Corporate landlord implications

9.1 No significant corporate landlord implications emerge from the revised protocol.

10.0 Schedule of background papers

- 10.1 Home Office 'Guide to effective use of enforcement powers – Unauthorised encampments, 2006
- DCLG 'Designing Gypsy and Traveller Sites,' 2008
- Association of Chief Police Officers (ACPO) Guidance on Unauthorised Encampments, 2011
- DCLG 'Planning Policy for Traveller Sites' August, 2015

Managing Unauthorised Encampments:

A Joint Protocol between West Midlands Police and City of Wolverhampton Council

.....
Ross Cook
Service Director for City Environment
On behalf of Wolverhampton City Council

.....
Simon Hyde
Chief Superintendent
Wolverhampton LPU

CITY OF
WOLVERHAMPTON
COUNCIL



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Appendices & Notices:

- Appendix 1: Code of Conduct
- Appendix 2: Welfare Assessment Form
- Appendix 3: Step by step guide to deal with unauthorised encampments on Council land and the highway
- Notice 1: Landowner direction to leave the site
- Notice 2: Request to West Midlands Police to remove unauthorised encampment from Council owned land
- Police Notice to vacate land - Section 61 of the Criminal Justice and Public Order Act 1994

1.0 Introduction and Background

- 1.1 This protocol provides a detailed step by step practical guide to the enforcement powers available to the police, local authorities and other landowners to deal with unauthorised encampments. The use of this revised joint protocol should prove effective in establishing how individual cases will be dealt with and making sure that all parties are clear about their responsibilities and how they will work together.
- 1.2 A protocol between the City of Wolverhampton Council and West Midlands Police (WMP) to manage unauthorised encampments was last agreed in 2008. Since then there has been a number of structural changes within both organisations and also some important legislative changes. The arrangements have therefore been reviewed to ensure the rights and responsibilities of the Traveller and Gypsy community are recognised alongside the concerns of local residents and businesses. The four primary documents that have been utilised during the preparation of this protocol are:
- Home Office 'Guide to effective use of enforcement powers – Unauthorised encampments, 2006
 - DCLG 'Designing Gypsy and Traveller Sites,' 2008
 - Association of Chief Police Officers (ACPO) Guidance on Unauthorised Encampments, 2011
 - DCLG 'Planning Policy for Traveller Sites' August, 2015
- 1.3 Wolverhampton has experienced regular unauthorised encampments over the past decade. These can cause disruption and conflict locally and can be expensive and time – consuming to clear. Unauthorised encampments cause a problem which requires a range of solutions including the provision of permanent pitches for the Gypsy and Traveller community. Currently there is a 40 pitch permanent site within Wolverhampton. Another area of land on Showell Road has planning permission for a further 17 permanent pitches. This land is currently for sale with a guide price of £395,000 (as of 23 September 2015). There is no Transit Site or recognised Temporary Stopping Place in Wolverhampton or elsewhere in the Black Country or Birmingham.
- 1.4 Notwithstanding the above, part of the solution also lies in swift and effective enforcement. Where problematic encampments are allowed to remain or repeatedly return, community hostility and conflict will be inflamed and a sustainable long term solution will become much harder to achieve.

- 1.5 Local authorities have an obligation to carry out welfare assessments on unauthorised Travellers to identify any welfare issues that need to be addressed before taking enforcement action against them. Where the Police are taking enforcement action it is good practice for them to liaise with the Council over any welfare issues. It is also good practice for Council staff to be present at any eviction from public land to ensure that any welfare issues that arise at that time can be dealt with appropriately.

2.0 Unauthorised Encampments – The Powers in Summary

2.1 Common law powers

- can only be used by the landowner;
- It is possible for a landowner to request a trespasser to leave private land and to use reasonable force to evict him from the land if he fails to leave of his own accord.
- does not require the involvement of the courts and is enforced by the landowner and / or private bailiffs where necessary;
- does not provide any sanction offence for the return of trespassers onto land.

2.2 Part 55 Civil Procedure Rules

- can only be used by the landowner;
- are used to regain possession of land;
- require civil court procedure;
- possession is enforced by county court bailiffs, where necessary;
- does not provide any sanctions for the return of trespassers onto land.

2.3 Sections 77-78 Criminal Justice and Public Order Act 1994

- can only be used by a local authority;
- can only be used on any land within the local authorities area, irrespective of ownership;
- are used to remove identified individuals from land;
- only require the involvement of the courts when unauthorised groups do not leave when directed to do so;
- possession is enforced by local authority officers or private bailiffs employed by the local authority;
- the return of unauthorised Travellers and / or their vehicles to the location within three months carries criminal sanctions.

2.4 Sections 61 Criminal Justice and Public Order Act 1994 (CJPOA)

- can only be used by the police on any land except the highway;
- are used to remove identified individuals and / or their vehicles from land;
- there must be two or more persons trespassing on the land before the power can be used;
- does not require the involvement of the courts;
- possession is enforced by the police;
- the return of unauthorised groups to the location within three months carries criminal sanctions.
- vehicles and caravans can be seized and removed under section 62 CJPOA with a fee payable for their

2.5 Section 62A-E Criminal Justice and Public Order Act 1994

- can only be used where an alternative site is available;
- **There are no approved alternative sites in Wolverhampton**
- can only be used by the Police;
- can be used on any land;
- is used to remove identified individuals and / or their vehicles from the land;
- does not require the involvement of the courts;
- possession is enforced by the police;
- the return of unauthorised groups to the local authority area within three months carries criminal sanction.

2.6 Anti-Social Behaviour and Police Act 2014

- can be used by the Police and Council
- creates new powers to deal with community protection and makes provision for a Community Protection Notice and Public Space Protection Order
- **Dispersal Powers:**
 - Can only be used by the Police
 - Used when a person is contributing or likely to contribute to members of the public in the locality being harassed, alarmed or distressed (or the occurrence of crime and disorder); and
 - Direction necessary to remove or reduce the likelihood of the anti-social behaviour, crime or disorder.
 - Use in a specified locality must be authorised by a Police Inspector and can last for up to 48 hours.
- **Civil Injunction:**
 - Purpose is to stop or prevent individuals engaging in anti-social behaviour
 - The test is: on the balance of probabilities is the behaviour likely to cause harassment, alarm or distress or not.
- Issued by the county court and High Court for over 18s and the youth court for under 18s
- Breach of the injunction is not a criminal offence, but breach must be proved to the criminal standard, that is, beyond reasonable doubt.
- Over 18s: civil contempt of court with unlimited fine or up to two years in prison
- Under 18s : supervision order or, as a very last resort, a civil detention order of up to three months for 14-17 year olds.

- Appeals for the over 18s are to the High Court and under 18s can appeal to the Crown Court.

2.7 **Highways Act 1980**

- Section 137 states that if a person, without lawful authority or excuse, in any way wilfully obstructs the free passage along a highway he is guilty of an offence.
- Section 149 allows the removal of anything so deposited on a highway as to be a nuisance or danger (the latter scenario does not require a Notice to be served followed by Court Order).

2.8 The powers set out above all have different characteristics and accordingly will be appropriate for different circumstances. The questions set out in sections 4.2 – 4.6 below will help the Council and the Police decide the most appropriate power to use in different circumstances.

3.0 Human Rights Act 1998

3.1 Travellers and Gypsies are a recognised minority group with the same protection under the Equality Act 2010 as the settled community. Consideration will be given to the provisions of the Human Rights Act 1998 when considering action in respect of unauthorised encampments. Particular attention will be given to:

- Article 8(1): Everyone has the right to respect for his / her private and family life, his / her home and correspondence
- Article 8(2): There shall be no interference by a public authority with the exercise of this right except where:
 - It is in accordance with the law, and
 - Is necessary in a democratic society in the interest of:
 - National safety
 - Public Safety
 - The economic wellbeing of the country
 - The prevention of crime and disorder
 - The protection of health and morals
 - The protection of the rights and freedoms of others.
- Article 14: The enjoyment of the rights and freedoms set forth in the European Convention for the Protection of Human Rights and Fundamental Freedoms shall be secured without discrimination on any ground such as sex, race, colour, language, religion, political or other opinion, national or social origin, association with a national minority, property, birth or status.

4.0 Choosing the appropriate power

4.1 It is unlawful for Gypsies and Travellers to occupy land they do not own without the landowner's permission. There are locations within Wolverhampton where immediate action to remove them should be taken because the presence of the encampment is seriously disrupting the ability of the settled community to make use of facilities or to conduct their business. Below are a few such examples:

4.2 Local amenities are deprived to communities or there is a significant impact on the environment. This could include forming an encampment on any part of a recreation ground, public park, school field, village green or depriving the public use of car parks.

4.3 The fact that other sections of the community are being deprived of the amenities must be evident before action is taken. Local disruption to the economy would include forming an encampment on a shopping centre car park or a retail park or when workers or customers are prevented from gaining normal access.

4.4 There is other significant disruption to the local community or environment. This might include where other behaviour, which is directly related to those present at an encampment, is so significant that a prompt eviction becomes necessary, rather than by other means.

4.5 There is a danger to life. An example of this might be an encampment adjacent to a motorway, where there could be a danger of children or animals straying onto the carriageway.

4.6 There is a need to take preventative action. This might include where a group of trespassers have persistently displayed anti-social behaviour at previous sites and it is reasonably believed that such behaviour will be displayed at this newly established site. Similarly, swift action should be taken where the encampment is located on contaminated land or where the encampment is very close to a busy highway, potentially endangering the health and safety of the group and others, or on land of a particular sensitive nature, a Site of Special Scientific Interest (SSSI) for example.

4.7 In the above circumstance, section 61 of the CJPOA is likely to be the most appropriate power, provided that the conditions for its use are met. The police can act immediately without reference to the courts and can direct travellers to leave the site within a matter of hours. Below in 4.8 are said conditions for use of section 61:

- 4.8 If the Senior Police Officer present at the scene reasonably believes that two or more persons are trespassing on land and are present there with the common purpose of residing there for any period, that reasonable steps have been taken by or on behalf of the occupier to ask them to leave and:
- (a) that any of those persons has caused damage to the land or to property on the land or used threatening, abusive or insulting words or behaviour towards the occupier, a member of his family or an employee or agent of his,
or
 - (b) that those persons have between them six or more vehicles on the land, he may direct those persons, or any of them, to leave the land and to remove any vehicles or other property they have with them on the land. Three caravans and three towing vehicles would constitute six vehicles.
- 4.9 When it is believed that the prevailing circumstances of the incursion are covered by 4.2 to 4.6 and immediate action to remove the incursion should be taken, a copy of the **Notice 1** (to the rear of this protocol) will be completed and served on the Travellers. Where possible this will be done in the presence of a Police Officer and a copy will be given to the local Police.
- 4.10 The Code of Conduct will also be distributed as soon as is reasonably practicable and at the same time **Notice 1** is issued.
- 4.11 If the period to evacuate the land stated in **Notice 1** has passed and circumstances 4.2 – 4.6 remain then an authorised officer from the Council will formally request the Police use their powers by completing **Notice 2**. This will be handed to the Senior Police Officer present.
- 4.12 If anti-social behaviour, for example, is focused amongst particular individuals in the group or if a member of the group is ill, it may be appropriate to take action to evict some people but not others. In this case it may be most effective to use powers under section 77-78 CJPOA which focuses on named individuals or vehicles, or to use police powers.

5.0 Welfare issues

- 5.1 Regulatory Services' staff should conduct thorough welfare enquires when a new encampment of Gypsies and Travellers arrives in the area. Where pressing needs for particular services are identified as part of Council enquiries, relevant departments or external agencies should be contacted in order to meet these needs as appropriate.
- 5.2 If necessary, removal of the encampment could be delayed while urgent welfare needs are addressed (unless, as above, the site which the group are using is particularly sensitive or hazardous, in which case they should be asked to relocate to a more appropriate location in the vicinity). Further, it may be possible

to negotiate a date for the encampment to cease, for instance, the Gypsies and Travellers may have stayed in the vicinity for a specific purpose; in order to attend an outpatient's appointment at the local hospital for example.

- 5.3 If the Gypsies and Travellers are cooperative, only wish to stay for a short time and the encampment is not in a sensitive location covered by 4. 2 – 4. 6 it may only be necessary to monitor the situation pending their departure. It may also be appropriate with prior agreement if the incursion is on Council land to provide them with some means of disposing of rubbish and waste in order to minimise clear-up costs when they have left. However, **Notice 1** should be served in every instance of an unauthorised encampment on Council owned land and the Highway which formally requires the trespassing to end. The Code of Conduct will also be circulated around the encampment.
- 5.4 Where any eviction is being carried out staff from Regulatory Services should always try to attend if reasonably practicable to do so as the Council may have obligations to offer assistance to those who have been evicted due to the Councils wider social responsibilities.
- 5.5 If an eviction is being carried out by the Council or its appointed bailiff, the Police should be advised at an early stage so that they can advise and assist in relation to the issue of personal safety and to ensure breaches of the peace do not occur. If the police recommend that the eviction should not proceed for any reason, action should be delayed until an agreed time. Wherever possible, the forthcoming eviction should be discussed with those on the encampment who should be notified of the date and time for the eviction.

6.0 Unauthorised encampments on Council owned land and the Highway

- 6.1 City of Wolverhampton Council will normally be the lead authority where the encampment is on land it owns and the highway. Where a decision has been made to execute eviction the Council will normally use its powers under Part 55 Civil Procedure Rules. However in cases where it is deemed appropriate for the Police to use their powers under Section 61 CJPOA the police will have primacy. The situations where it is deemed appropriate for the Police to lead are covered in section 4.2 – 4.6 of this protocol. This power is not available to remove incursions from the highway. However, powers contained within the Highways Act 1980 may be considered if the encampment is causing an obstruction of the highway. The Council may also consider using Common Law powers in emergency situations.
- 6.2 The authority to implement decisions in respect of unauthorised encampments has been delegated to the Head of Service. In his absence this role would be undertaken by the Licensing Service Manager or Service Lead. Close liaison between the Police and the Council is important and whichever party first becomes aware of an unauthorised encampment should notify the other as soon as is reasonably practicable.

7.0 Unauthorised encampments on private land

7.1 The information provided below in section 7.2 will be offered to anyone who suffers from a traveller incursion and seeks help. This information will also be posted on the Council website and supplied to Customer Services. The Code of Conduct will equally apply on private land and WM Police and Regulatory Services will try to assist in distributing this information if called upon.

7.2 Private land owners are responsible for the removal of unauthorised encampments on their land. Being the victim of unauthorised access onto private land can be both a major nuisance as well as a costly experience, particularly in having to clear up any waste that is usually left behind. The site protection measures below will not guarantee unauthorised access, but will make privately owned land less inviting:

- **Mounding:** Mounds and/or ditches make it difficult for a vehicle and trailer/caravan to gain access without risking damage to the vehicles. They can also help in limiting joy-riders vehicles' being abandoned on land. Mounds are generally formed using rubble/subsoil as a base, with a suitable topsoil finish for either grass seeding/planting.
- **Gates:** A strong, robust gate will help deter access. The gate will need to be able to be secured with a toughened padlock. Metal gates/barriers are more desirable than wooden gates.
- **Height Barrier:** Toughened steel padlocks and 'boxing' in the connection will make it more difficult for access to be gained. If this is coupled with a metal field gate it will also help to restrict access for joy-riders etc.
- **Fencing/Barriers:** There are many different types of fencing available. The most robust is steel palisade. Euroguard fencing is also a strong barrier. Wooden close-board fencing generally looks better but is more vulnerable to damage and vandalism. The local Planning Authority should be consulted on this type of fencing before going ahead with construction. A secured height barrier will restrict access to vehicles over 1.8m high and care should always be taken to ensure barriers are secured as intended. Using wooden / metal / concrete posts will deter informal access but will not be sufficient to deter those more intent on gaining access.

7.3 FAQ's to deal with incursions on private land

7.3.1 Travellers are coming onto my property, what can I do to stop them?

Unfortunately there is little you can do to stop them coming onto your land unless you can obstruct the entry point. Applying the counter measures outlined in 7.2 will help deter future incursions.

7.3.2 The travellers are aggressive and threatening, what can I do?

It is advisable to contact the Police who will be available to stop any breach of the peace and possibly consider using Section 61 Criminal Justice and Public Order Act 1994 (CJPOA) to evict in the right circumstances.

7.3.3 Who is responsible for getting the travellers removed from my land?

As the landowner, you are responsible.

7.3.4 What legislation can I use to remove the travellers from my property?

It is advisable to speak to your solicitor but Common Law/Part 55 Civil Procedures Rules can be utilised.

7.3.5 Where can I get some advice on how to deal with the Travellers?

Contact the council on 01902 551155.

7.3.6 My business is being affected by the Traveller encampment, what can I do?

Contact the council on 01902 551155 for advice.

7.3.7 How can the Police help?

If you would like further information or advice from the Police about Traveller incursions please call 101 - the Police non-emergency number. If you feel threatened or require immediate assistance ring 999.

7.3.8 Can I employ a company to assist in removing the Travellers?

Please speak to your solicitor about this. You may be able to employ bailiffs to assist you with removing the Travellers.

7.3.9 The travellers have vacated my land but left a lot of mess, whose responsibility is it to get it removed?

As the landowner you are responsible for the removal of any waste.

7.3.10 Who can remove the waste left by the Travellers?

Any licensed waste contractor can remove the waste

7.3.11 Are there any authorised gypsy transit sites or temporary stopping places locally?

There are currently no transit sites or temporary stopping places in Wolverhampton, nor are there any throughout the Black Country region including Birmingham. A shortlist of Council owned plots of land in Wolverhampton were assessed in 2015 but none were considered suitable.

8.0 Intelligence Sharing

- 8.1 By their very nature and choice of lifestyle, Travellers offer significant challenges when it comes to tracking incursions and movements around the region. Notwithstanding this, every effort will be made to share information with neighbouring Local Authorities with whom we already have well established networks and there already exists a regional forum that meets on an ad hoc basis to share information on the existence of unauthorised encampments. Also, the Council routinely shares information with the Police regarding action taken under the Anti – Social Behaviour Crime and Policing Act 2014. The region as a whole saw an increase in the number of incursions during 2015 compared to recent years although the precise reason for this increase is unknown.

9.0 KEY CONTACTS

9.1 WM Police:

- Chief Inspector Tracey Packham (Neighbourhood Manager) – t.packham@west-midlands.pnn.police.uk 101 x 871 3105
- Sgt 4349 Simon Bott (Neighbourhood Co-ordinator) – s.m.bott@west-midlands.pnn.police.uk 101 x 871 3287
- Sgt Stephanie Reynolds (Neighbourhood Co-ordinator) – s.a.reynolds@west-midlands.pnn.police.uk 101 x 871 3287
- Inspector Corrina Griffiths (Partnerships) Corrina.griffiths@west-midlands.pnn.police.uk 101 x 871 3299

9.2 Use telephone contact and only use email if you know the respective person is on duty. The neighbourhood Manager and co-ordinators manage the Traveller issues during the day across all the City neighbourhoods. The Partnerships Inspector will always have an interest as they line manage the Police ASB Officer. Out of hours and in the absence of neighbourhood officers who aren't always on duty – WV Duty Inspector – mobile 24/7 – 07824 837937. They will always be able to find an available resource dependant on threat and risk.

9.3 City of Wolverhampton Council:

- City Direct 01902 551155 to report new issues
- Customer.services@wolverhampton.gov.uk
- environmentalhealth@wolverhampton.gov.uk : generic email inbox monitored constantly during normal office hours Monday – Friday
- Shaun Walker - Regulatory Services Service lead for Travellers 01902 554548
shaun.walker@wolverhampton.gov.uk

There is no routine weekend cover or OOH service

Unauthorised Encampments - Appendix 1

Code of Conduct

To ensure those members of both the settled and travelling communities can live together in a peaceful and unprejudiced way we expect you to comply with this Code of Conduct. We expect you to treat the land you have occupied with respect, and that you respect the rights and freedoms of other people who also wish to use the area. **Behaviour that may result in your eviction from a site includes the following:**

- Staying upon any land designated as a public amenity, such as parks, recreation area, school fields and similar locations.
- Interfering with the rights and freedoms of other members of the public, including interrupting the operation of legitimate businesses.
- Forcing entry to land, by causing damage to any fixture, fittings or landscaping (including planted areas). This includes digging away of earthwork defences which have been placed at the landowner's expense to prevent trespass.
- Causing any other damage to the land itself, or property on it. Particular care should be taken not to cause damage to those features provided as public amenities.
- Driving vehicles along any footpath or other highway not specifically designed for road vehicles. This practice is not only unlawful but is highly dangerous.
- Parking vehicles or caravans on any road, footpath to other highway that causes an obstruction to other people wanting to pass by. This includes parking immediately next to footpaths.
- Dumping or tipping rubbish, waste materials or trade waste such as tree cuttings, rubble etc. It is your responsibility to keep the site clean and tidy. City Direct (01902 555511) can direct you to where you will be able to pay to get rid of trade waste.
- Use of the area as a toilet. You must not deposit or leave human waste openly in public areas.
- Abuse, intimidate or harassment of any person who is lawfully using the area.
- Excessive noise or other forms of anti-social behaviour.
- Animals that are not kept under control or that attack persons lawfully on the land, or nearby.
- Interference with electrical, water or gas supplies. Any person(s) found abstracting electricity, or wasting quantities of water may be subject to criminal proceedings.

These are the same standards of behaviour that are expected of the settled community. West Midlands Police and the City of Wolverhampton are committed to ensuring that all decisions and actions that affect you are balanced; however behaviour that is deemed unacceptable within society will not be tolerated.

Welfare Assessment Form – Appendix 2

Location of incursion:

Traveller Arrival Date:

Date of Officer Welfare Assessment:

Name of vehicle description						
State of Pregnancy						
New born and children under one year						
Medical Conditions or illness						
Any other urgent reason to prevent eviction from this location						

Appendix 3: Step by step guide to deal with unauthorised encampments on Council owned land

1. Receipt of information that an unauthorised encampment has been established in the City
2. Low - key non-confrontational site visit by an officer from Regulatory Services to gather information about the group. Information to include, date of arrival, planned date of departure, size of the group, any permissions given to occupy the land. Officer to provide information about correct waste disposal, provide a small supply of refuse sacks and dog fouling bags. Provide information about the public sanitary conveniences in the area. Carry out initial welfare assessment. There is no Council policy in place to provide porta- loos / showers or skips / wheelie bins.
3. Return to the office to determine who the landowner is. If the owner is CoWC or the incursion is on a public highway the relevant Head of Service needs to be informed. Corporate Landlord is Richard E Jones, Public Realm including highways is Steve Woodward. Also print maps of the site and surrounding area and define the area for a possession order.
4. If the land is in private ownership check Land Registry and ensure the owner is aware of the incursion. Penhamexcel (033 000 20705) offer a range of services to help private landowners deal with traveller incursions.
info@penhamexcel.co.uk
www.highcourtenforcementofficers.com
5. If the private land is an orphan site consider sections 77-78 Criminal Justice and Public Order Act 1994 which can be used on any land within the LA
6. Consult colleagues in Regulatory Services and prepare and modify Notice 1 directing the group to leave the site. Revisit and carry out a further welfare assessment **that is documented**. Distribute the code of conduct sheet and circulate Notice 1 as widely as possible. Display Notice 1 at the entrance to the site. This visit is more formal than the initial visit on day 1 and Police support may be advisable. Give a copy Of Notice 1 to the Senior Police Officer present or send a copy by email to the Police Neighbourhood Coordinators who are: Sgt 4349 Simon Bott (Neighbourhood Co-ordinator) – s.m.bott@west-midlands.pnn.police.uk 101 x 871 3287 and Sgt Stephanie Reynolds (Neighbourhood Co-ordinator) – s.a.reynolds@west-midlands.pnn.police.uk 101 x 871 3287
7. If the circumstances outlined in 4.1 – 4.6 are prevalent, consider using Notice 2 requesting the Police use section 61. If s 61 is not to be used discuss the case with Legal Services and request that they start the process to take possession.

8. Update the Ward Elected Member for the incursion site, Mandeep Kaur (Environmental Health Duty Manager in Customer Services) and Tim Clark / Baljit Hague if the encampment is likely to be controversial.
9. Officer to attend the County Court in person and obtain a hearing date for the application
10. Officer delivers notification of the Court hearing to each caravan and affix around the site. **Do not affix to any vehicle in a manner that could cause damage.** There must be three clear working days' notice of the Court hearing
11. Contact the bailiff to warn of possible involvement.
Penhamexcel 033 000 20705 / info@penhamexcel.co.uk / www.highcourtenforcementofficers.com Use budget code G10788 R4400 and inform Lisa Pardoe
12. Arrange for the police to attend to ensure there is no breach of the peace
13. Arrange with the land owning department for the site to be secured immediately after its repossession.
14. Contact Autobits to have them ready on stand-by to remove vehicles the following day.
15. At the earliest Court hearing date permissible, attend Court and obtain a Possession Order. Whilst at the County Court the Possession Order is converted into a High Court Order, the Order is copied and delivered by hand to the bailiff and each Traveller. The bailiff executes the Order and possession is returned to the CoWC and the site secured.
16. Ensure extensive photographic evidence is attached to the Idox record using the document management system (DMS) prior to any clean- up operation.
17. Land cleaned up and repairs undertaken by the land owning department
18. Inform the Ward Member and other stakeholders that the incursion has gone. Consider informing neighbouring Councils if we have information that the Travellers may be heading to a specific location.
19. Update IDB with relevant information. Speak to Suzanne Hill.

Notice 1: Landowner Direction to leave the site

I am, an Authorised Officer of City of Wolverhampton Council who are the legal owners of the land you occupy without permission and on which you trespass.

Wolverhampton City Council requires all occupiers to leave this land within Hours / Days.

To confirm we require no caravan or vehicle to remain on this land after (time) on (DATE)

During your occupation please abide by this Code of Conduct and specify any urgent welfare / medical reasons that may prevent certain individuals from leaving by the above deadline.

Delete one of the statements below:

- If you remain here after the above deadline I will formally request the Police consider using their powers under section 61 of the Criminal Justice & Public Order Act 1994 which permits eviction without the involvement of the Courts. (This will only apply under certain circumstances).
- If you remain here after the above deadline I will formally instruct the Council Solicitor to commence proceedings under Part 55 Civil Procedure Rules.

Date of Request:

Location of Unauthorised Encampment:

Time and Date of First and Last Arrivals:

Please note, if the conduct of anyone occupying this land contravenes the Code of Conduct you may be required to leave the area earlier than that specified on the Notice.

As a representative of the landowner, we asked the occupant's to vacate the land by:
(time) on (date)

This deadline has now past and the impact the unauthorised encampment is having is summarised below [delete as applicable] **Greater detail is given below.**

- Local amenities are deprived to communities or significant impact on the environment.
- There is local disruption to the economy.
- There is other significant disruption to the local community or environment.
- There is a danger to life.
- There is a need to take preventative action.

Detailed incursion impact assessment to ensure the proposed action to be taken under S61 is proportionate, reasonable, necessary and legal:

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To expedite the eviction process for the reasons given above I am therefore requesting WM Police to use powers available under Section 61 Criminal Justice and Public Order Act 1994 to execute eviction and direct everyone present to leave the land by before
(time) on (date).

Authorised Officer:

Date:

Notice to vacate land - Section 61 of the Criminal Justice and Public Order Act 1994

I (*full name*) a (*insert rank - also see note (i)*
below) of Police in (*specify force*) serving at police station and the
senior police officer present, am directing you in accordance with section 61 of the
Criminal Justice and Public Order Act 1994 to leave this land, which is situated at
..... (*specify the location*)

because -

I believe that two or more of you are trespassing on the land; and
you are present with the common purpose of residing on the land (for any period); and
reasonable steps have been taken by or on behalf of the occupier of the land to ask you to
leave.

In addition -

- (a) one or more of you has caused damage to the land or property on the land; and/or
- (b) one or more of you has used threatening, abusive or insulting words or behaviour
towards the occupier, a member of his family or an employee or agent of his; and/or
- (c) you have between you six or more vehicles on the land.

If you fail to leave the land as soon as reasonably practicable or re-enter the land as a
trespasser within **three months** of this direction, you commit an offence and render
yourself liable to arrest without warrant and to prosecution. The maximum penalty (on
conviction) for failing to comply with these directions is three months imprisonment and/or
a fine.

On leaving the land you are required to remove any vehicles or other property which you
have with you on the land. A charge will be levied for vehicles which have to be removed
by the Police.

Any additional information of relevance (*e.g. charge for removal of vehicles*)
.....

Signed Rank

Time hours

Date .. / .. / 20.

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Scrutiny Board

26 April 2016

Report title	Feedback from the Scrutiny Inquiry Session Tackling Childhood Obesity	
Cabinet member with lead responsibility	Councillor Sandra Samuels, Health and Well Being Councillor Claire Darke, Education	
Wards affected	All	
Accountable director	Ros Jervis, Public Health Well Being Julien Kramer, Education	
Originating service	Governance	
Accountable employee(s)	Deb Breedon Tel Email	Scrutiny Officer 01902 551250 Deborah.breedon@wolverhampton.gov.uk
Report to be/has been considered by	Joint meeting of Health and Children Young People and Families Scrutiny Panels.	9 March 2016

Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. Note the feedback from the joint meeting of Health and Children and Young People Scrutiny Panels relating to tackling Childhood Obesity.
2. Consider the comments and main messages in this report and agree the recommendations to Cabinet Members for action.

1.0 Purpose

- 1.1 The report provides feedback from the Scrutiny Inquiry Session Tackling Childhood Obesity and invites Scrutiny Board to consider the main messages from the session and agree its recommendations.

2.0 Background

- 2.1 Councillor Paul Singh moved the following motion at Council on 16 December 2015:

‘That this Council recommends to all schools in Wolverhampton that introduction of the daily mile of walking or running for all pupils as an element in the authority’s efforts to combat childhood obesity’. Councillor Paul Singh explained the rationale for the motion drawing Council’s attention to the rise in levels of obesity in children. This was seconded by Councillor Thompson.

- 2.2 Councillor Sandra Samuels moved an amendment to the motion after explaining to full Council that addressing childhood obesity requires a whole systems approach where a range of measures focuses on recommendations from the ‘Foresight Report 2011’. Councillor Samuels explained that there were several public health initiatives ongoing across the cities schools. Some 32 schools had established (Change4life) sports clubs which offered above and beyond curriculum requirements and a further 21 schools scheduled to develop clubs 2016. This is part of the obesity prevention plan in primary schools which had been endorsed by Cabinet.

Amendment:

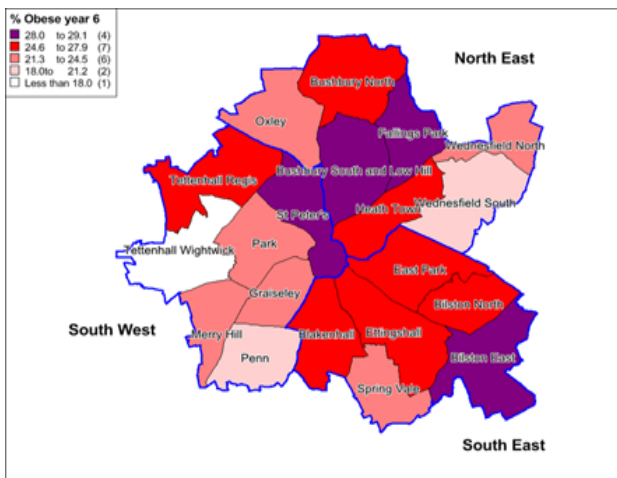
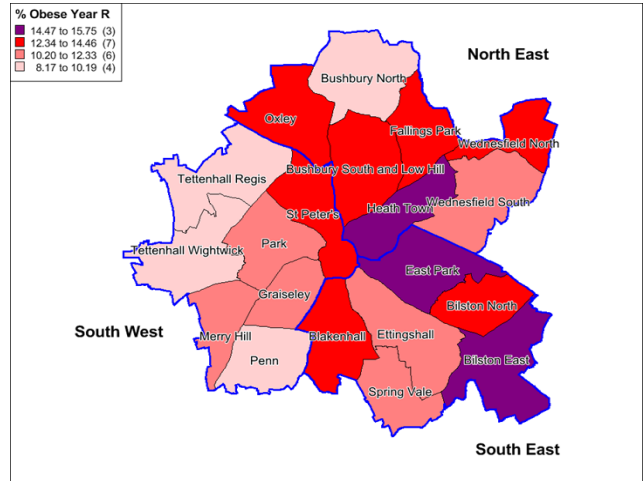
‘That this Council refers the motion for consideration by a specially convened joint meeting of the Health and Children and Young People Scrutiny Panels to which representatives from schools, the PASS Team and other interested stakeholders are invited.’ This was seconded by Councillor Darke.

- 2.3 Following the debate it was agreed that a joint meeting of the Health and Young People’s Scrutiny Panels be convened and the Scrutiny Inquiry to consider ‘Tackling Childhood Obesity met as agreed on 9 March 2016.
- 2.4 Background information was circulated in advance of the meeting and witnesses presented the key points of evidence relating to the scale of the obesity problem and what is already happening to tackle childhood obesity across the City.
- 2.5 During the debate several main messages and recommendations were captured to feedback to the Scrutiny Board.

3.0 Main messages

3.1 Between 8% - 16% of children are obese when they start reception class.

**Wolverhampton average 25.2%
4-5 year olds overweight or obese
(England average: 21.9%)
2014/15**



Between 16% - 29% of children are obese when they start year 6

**Wolverhampton average 40.6%
10-11 year olds overweight or obese
(England average: 33.2%)
2014/15**

67.5 % of adults are overweight or obese (England average: 64.6%) 2012-2014

3.2 Children in the most deprived areas are twice as likely to be overweight or obese but we still see high levels in the least deprived wards and this is consistent in both Reception (R) and Year 6 (Y6) in schools.

3.3 Members agreed and were encouraged to learn that there is a lot more going on in Wolverhampton than realised.



A new and innovative approach to ensure a smooth transition through lunchtime

S P A C E time

FREE OFFER from Partnerships & School Sport (PASS) in partnership with Public Health



3.4 The Inquiry group learned about the existing programmes already in operation in Wolverhampton and good practice from other parts of the UK as follows:

- Northwood Park Primary school - 15 minute exercise programme.
- Oak Meadow Primary - Change 4Life Sports and 32 plus schools that have also adopted Change 4 life clubs.
- 'Cool Kids' programme at Penn Fields and Eastfield Primary.
- 5-a-day where pupils participate in 5 minutes short activity bursts in between lessons (including St Marys Catholic School) which have driven positive changes to the physical activity culture in schools.
- The Daily Mile Programme, St Ninian's school, Scotland – A physical activity programme which takes place during the school day encouraging children to walk or run for up to 15 minutes (per day).

The Inquiry Group agreed that elements of the above (and any) programmes critical for changing culture and behaviour include:

- Regular physical activity opportunities – a daily offer
- Whole school involvement including pupils and staff
- Habitual and integrated in to the school day
- Valued by staff and not perceived as a bolt on

3.5 The Children & Young People's Health Improvement team and Intelligence and Evidence team shared that an obesity prevention framework for primary schools has been created, using the most current evidence base surrounding childhood obesity prevention. The framework is governed by the need for school senior leadership engagement, this being shown to be critical for improvements to be embedded and outcomes achieved. There are nine evidence based sections to the framework where schools need to consider their practice:

1. Pupil voice
2. Curriculum
3. Physical activity opportunities
4. Targeted support
5. Food provision
6. Food culture and environment
7. Training and CPD
8. Parental engagement
9. Community engagement

The Inquiry Group heard that a whole range of activities for obesity prevention have been considered in a co-ordinated approach during the development of a prevention framework for primary settings. There has been school senior leadership support to develop activities such as nutritional advice in Personal Health and Social Education (PHSE) lessons; working with parents; looking at lunch boxes and the CPD training offer for teachers as part of the framework.

3.6 In relation to the Obesity Prevention Framework the Inquiry Group heard that:

- a) For schools, the user-friendly framework will ask a series of prompting questions and supporting documents will be populated, (in partnership with key local stakeholders such as catering, school meals, partnerships and school sport, school nursing, wolves community trust, active travel,) to illustrate effective practice, to highlight the support available locally to assist schools in implementing this practice and to share local good practice from schools who may have exemplary work in these areas. It is anticipated that the framework will be launched as a pilot to schools in the summer term, initially with a target of 10-12 schools.
- b) To date, the framework has been used to map current provision available locally for children aged 4 to 11, to unite key local stakeholders and services into a coordinated approach, to identify gaps in current service provision and to inform future commissioning priorities.
- c) To address some of the gaps highlighted as part of the mapping exercise Feel Good Family have been commissioned to research, scope and design prevention programmes, with appropriate materials, for a range of healthy lifestyle initiatives to be delivered to primary aged school children (age 4-11). These include:
 - i. A programme to promote fruit and vegetable uptake in school and to increase the range of lunchtime foods children will try and eat.
 - ii. A programme to decrease sedentary behaviour with pupils utilising time within the curriculum.
 - iii. A year 6 healthy eating transition programmes with a key focus on nutritional labelling, food independence and making informed choices.
 - iv. A school council healthy lifestyles campaign pack.
- d) Feel Good Family will also develop a 'brand' that can link these programmes (and others that are provided as part of the obesity agenda) that resonates with children and young people and other target audiences as appropriate e.g. parents, school staff etc.

3.7 To support these universal programmes currently in development, Public Health are currently working with schools who will be reflecting on and reviewing their current practice in relation to the obesity prevention framework. The interventions to be delivered in the summer term onwards.

3.8 Catering Services provide meals to schools across Wolverhampton. To clarify responsibilities for both the school and catering services a Service Level Agreement (SLA) is signed by both parties, this SLA provides the school with all relevant nutritional and statutory information relating to the provision of school meals. Catering Services work to the "The School Food Plan" and our menus meet the obligations under the plan. Appendix 2 (a) – (c) SLAs are attached for your information.

- 3.9 Catering Services have also been awarded the Bronze “Food for Life” which is awarded to catering providers and signifies Catering Services commitment to ethical, sustainable and fresh food, as part of our on-going development work over the next 18 months we are working towards the “silver “award.”
- 3.10 Education assist our health colleagues each year in marketing their traded services. The current reported position for 2016/17 is as follows:
- Children & Young People’s Health - Advanced Package 9
Children & Young People’s Health - Standard Package 37
School Meals Development and Consultancy 13
(Free to schools taking a Catering SLA)
- You can find details of what the above entails in our Quality Services for Schools Brochure (extract pdf attached appendix 1)
- 3.11 The Inquiry group recognised the need for a range of offers to encourage healthy activity but also nutrition in schools. They highlighted the need to explore food quality and nutritional standards in schools. Some councillors felt that although food standards for schools are adhered to there may be a need to work with caterers and schools to set the bar higher in Wolverhampton.
- 3.12 The Inquiry Group agreed that the take up of school meals needs to be monitored, particularly at key transition points e.g. end of Universal Infant Free School Meals at year 2 and the transition from primary school to secondary school. There was also recognition that a large percentage of pupils consume food provided from home and therefore work needs to be done with schools and parents/carers to drive improvements. The Inquiry group highlighted a perceived lack of cooking skills within the City and a suggestion was made to consider how we could support the development of skills in young people and families across the City.
- 3.13 The Inquiry group identified a lack of awareness in relation to the current activities on offer to schools and a variable uptake of activities and interventions by schools. The group explored methods of raising awareness to schools and suggested that communication methods to Governing bodies are explored further to:
- Highlight the scale of the issue in the City.
 - Highlight the links between health and educational attainment, achievement and attendance.
 - Outline the role of the governing body in addressing pupil health and wellbeing.
 - Communicate the menu of support that is available to support local schools.
 - Challenge Head teachers on their schools contributions.
 - Share good practice from across the City.
- 3.14 The Inquiry Group were surprised to find that primary school teachers only have half day training in the degree curriculum relating to physical activity and felt that all teachers should have more physical activity and physical education training as part of their

teaching degree qualification. They heard that one school included a contractual requirement for teaching assistants to offer physical and healthier lifestyle activities and interests during lunchtimes and after school, in the employment contract and suggested that all teacher contracts should include a similar requirement.

3.15 The Inquiry Group considered the offer to schools from Partnerships and School Sport (PASS). PASS comprises three School Games Organisers hosted by the City's Sports Colleges – Westcroft, Our Lady and St Chad's Academy and Smestow:

- Intra and inter school competition - the offer is to every school, a calendar of competitions to create opportunity for young people to participate in healthy competition.
- Teachers have opportunity to take part in PASS professional development and go back to engage pupils and offer a wider range of activity in school. Schools are asked to target groups of children through programmes such as change4life. Provision should be broad to ensure there is something for everyone, which is local and suitable for all abilities such as dodge ball, frisbee and rugby league.
- The activity is dependent on the teacher leading the activity and their interest or expertise. Many young people show an interest in sports officiating which is also a good way to engage with sport and move around.
- PASS team give a full day CPD training for any teacher to up skill them. Only a third of Newly Qualified Teachers (NQT) were given permission or had capacity to take up the additional free training.
- The levels of competition showed a real drive to work with schools to progress competition between individuals, classes, schools and local authority areas.
- There is work on-going to get the house system in place.

3.16 They highlighted that successful programmes followed similar principles there being the need for activities to be a whole school effort, to take place every day and compulsory for all pupils and teachers alike. The inquiry group highlighted that there is a real need to raise the level of physical activity during teaching sessions in Wolverhampton schools.

3.17 The Inquiry Group recognised that School Governors and Councillors have a key role to play. Governors should discuss tackling obesity in their Governors meetings and they should be supported to own and drive the approach to obesity in their schools. One way of doing this would be to encourage a healthy lifestyle 'Governor Champion' at every school.

3.18 The motion to Council related to what extent schools can be doing more to introduce activities, but the inquiry group identified that parents, carers and whole families can be doing more to encourage activities outside of school. The 'Beat the Street' initiative was considered to be successful; it engages all age groups across the City and is zero cost to the individuals taking part.

4.0 Draft recommendations

- 1 The Inquiry group recommend that a discussion take place with local education providers and teaching alliance to consider the feasibility of increasing the physical activity knowledge and skills component of all teaching degrees, with a particular focus on primary qualifications.
- 2 The Inquiry Group recommends that motivating information and communications relating to child obesity and the menu of support and services available is circulated to all Governors and Leadership Teams in schools across Wolverhampton.
- 3 The Inquiry group recommend that food quality and nutritional standards in school lunches are reviewed and that priority is placed on two key areas:
 - a) Take up of school meals, particularly at key transition points e.g. end of Universal Infant Free School Meals at year 2 and the transition from primary school to secondary school.
 - b) The nutritional value of food provided from home (packed lunches and snacks).
- 4 The Inquiry group recommend further investigation of developing cooking skills in young people and families within the City.
- 5 The Inquiry Group recommend further development of the Intra-school and inter-school sports to progress competition between individuals, classes, schools and local authority areas.

5.0 Comments from Public Health and Education Services

- 5.1 The main messages and draft recommendations have been shared with service groups for comments and suggested ways forward.
- 5.2 A press release covered the Inquiry session 23 March 2016 'City obesity levels scrutinised as council considers options'. (See appendix 3)
- 5.3 Further questions relating to the draft recommendations should be forwarded to the Scrutiny Team in advance of the meeting. Employees from both Service areas have been invited to attend the scrutiny meeting.

6.0 Financial implications

- 6.1 Any activities and actions identified in the recommendations should be funded from within both existing corporate resources and the ring-fenced Public Health grant of £21.9 million for financial year 2016/17. [GS/13042016/U]

7.0 Legal implications

- 7.1 Individual schools are responsible for setting their own policy and practice. In relation to academy schools the Local Authority (LA) has no influence over any aspect of policy and practice. This would fall in the remit of the Regional School Commissioner and Secretary of State for Education. [RB/13042016/L]

8.0 Equalities implications

8.1 The recommendations identify actions to develop and strengthen mechanisms to tackle childhood obesity working with schools, parents and partners. All primary school aged children, regardless of school will be offered a National Child Measurement Programme (NCMP) health check and there is a need to ensure that all children from diverse backgrounds and with a disability have an opportunity to get active, learn about nutrition, and eat healthier foods. The accessibility of activities for children with disabilities will be taken into account.

9.0 Environmental implications

9.1 A closer working relationship with planning to reduce Wolverhampton's obesogenic environment.

10.0 Human resources implications

10.1 As above paragraph 7.1 legal implications.

11.0 Corporate landlord implications

11.1 The school premises must comply with health and safety regulations in the school environment regarding safe areas for physical activity and cooking.

12.0 Schedule of background papers

1. Motion to Council
2. Partnerships and School Sport (PASS)
3. A position statement detailing the known current range of physical activity interventions within schools across Wolverhampton
4. Primary Schools Obesity Prevention Framework
5. Commissioned obesity interventions to Support the Framework
6. Public Health Small Grant Scheme
7. Wolves Beat the Street Project
8. Space Time
9. Feedback from Stirling Council, Education Service in relation to the 15 minute physical activity programme
10. An evidence review of the 15 minute programme adopted by St Ninians Primary School in Stirling, Scotland:

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1. Quality Services for Schools Summary 2016 – 17
2. School meals SLA
 - a. Primary Catering Services
 - b. Secondary Catering Services
 - c. The School Meals Development and Consultancy Service
3. City People item 23.03.2016) 'City obesity levels scrutinised as council considers options'
4. Recommendations and initial comments from Service Groups

Appendix 1

Quality Services for Schools Summary 2016 – 17



Quality Services for Schools Summary

2016 – 2017

CITY OF
WOLVERHAMPTON
COUNCIL

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Introduction



The last year has been a challenging but rewarding one for schools in Wolverhampton. Over 76% of our schools are now rated as good or outstanding by Ofsted and we have many new and exciting developments and collaborative partnerships that are delivering improved outcomes for our children.

When planning the City of Wolverhampton Council's Traded Services offer for 2016/17 we have looked closely at what our schools and partners have told us they value and the things they believe will help them do their job better.

Wolverhampton City Council in partnership with The Leadership Academy at Edge Hill University and the Local Education Partnership (Inspire) have developed a range of fully subsidised, bespoke and accredited programmes.

The leadership challenge aims to meet the needs of school leaders from differing roles and schools in Wolverhampton.

Working in partnership and driving the vision of:

IMPROVING LEADERSHIP → IMPROVING SCHOOLS → IMPROVING LIVES

Edge Hill University CITY OF WOLVERHAMPTON COUNCIL inspire

Once again we have focused on school improvement and we are offering a wide range of up to date traded services that complement our new innovative, free leadership development WALC programmes that are being delivered throughout 2016 on our behalf by Edge Hill University, namely our;

- Headteachers Induction Programme
- Supported Headteachers Programme
- Ofsted Inspection Preparation Training Programme
- Governor Leadership and Development Programme
- Aspiring Headteachers Programme (starting January 2016)

We have once again expanded our traded offer in direct response to your feedback. Schools can now buy additional school improvement advisor time and expertise in a wide range of pedagogic areas such as citizenship, language and learning or key curriculum areas. We've strengthened our trusted core business support services such as HR consultancy, payroll and pensions, offering additional free services to those who take more than one of these core services.

Many of our products for 2016/17 are entirely new and have been developed to meet your specific needs. For example, schools now have the opportunity to purchase support on safeguarding, information governance and support on the administration of appeals.

We're once again offering discounts in some areas to schools that enter into longer term agreements with us for two or more years' duration. Inevitably a number of these offers are time limited so please consider these carefully if you don't want your school to miss out.

As usual if you'd like more information about any particular service, we've given you contact details for the people you need to talk to.

Looking to the future, we're committed to improving our own services and supporting every school to become outstanding. We welcome any feedback that you'd like to give on our current services and of course your suggestions for future developments.

We look forward to working with you once again and helping you improve outcomes for children throughout the city. Progress over the last year has shown that together we can make that difference.

Let's press on together.

Julien Kramer
Director of Education
 January 2016





Cllr Claire Darke and winners from Penn Hall School at the Digis annual awards ceremony

Foreword

Welcome to our 2016/2017 brochure which provides details of the services offered by the City of Wolverhampton Council to all of our schools and settings.

A big thank you to all those schools that used our services in 2015/16. As in previous years we have been mindful of the financial landscape that both schools and the council are operating in and believe that our prices offer excellent value for money for you and the city. We have also sought to provide you services that complement our new innovative, free leadership development WALC programmes that are being delivered throughout 2016 on our behalf by Edge Hill University.

As always we remain committed to offering local, high quality, competitively priced, value for money, flexible provision.

I hope that you find this brochure informative and easy to use as you select the services needed to support your school.

If you need any further information, the service leads listed on each service page will be happy to discuss any specific requirements and help you decide which aspects of their offers will be most helpful to you and your pupils.

We look forward to working with you again over the next year and in the future.

Councillor Claire Darke
Cabinet Member for Education

How to order your quality services

Included with the brochure you will find the pricing structure for each offer and a copy of the order form with details of options for its return.

Please note the deadline for return is:

Friday 12 February 2016

USING CLOUDW

More detailed information can be downloaded from the Service Level Agreement Area within the School and Pupil Services drop down menu on our new CloudW intranet site:

<https://cloudw.sharepoint.com/sla>



If you have any queries in the meantime or if you will not be able to meet the deadline please contact either:

Dr Trevor Pringle
Head of School Planning & Resources

t: 01902 555100

e: trevor.pringle@wolverhampton.gov.uk

Simon Carmichael
Senior Systems Analyst

t: 01902 550046

e: simon.carmichael@wolverhampton.gov.uk

Appendix 2 (a)

PRIMARY CATERING SERVICES

This SLA relates to the agreement between an individual school & the Catering Services for the provision of primary catering.

CONTEXT & BACKGROUND

Catering Services provides a catering for primary schools across the City.

Our commitment to each school is shown and the functions provided are detailed below:

The key elements provided are:

- A comprehensive catering service to your requirements – we provide the staff, staff cover, food, equipment and management systems.
- Compliance with relevant legislation regarding Food Hygiene, Food Safety, Health and Safety and staff training
- Commitment to a strong partnership between you, the customer and ourselves to ensure the optimum catering provision for now and in the future.
- Innovation in the development of marketing and promotional activities to increase customer awareness, satisfaction and ultimately meal uptake

Parties to the Agreement

The agreement is entered into between Catering Services (the service provider), and the School on behalf of the Governing Body (the client).

MONITORING

We undertake to review the provision of the catering service at your site on a regular basis, in discussion between both parties.

Catering Services are more than happy to provide copies of the Direct Safe Catering monitoring sheets used and to explain how each school is monitored.

The school kitchen is inspected every 2 years for Fire Risk Assessment and Health and Safety. A copy of the Fire Risk Assessment report is left on site in the school kitchen and an electronic copy is sent to the school office for information purposes.

Monitoring of your school meal numbers takes place according to the schedule to be agreed at your annual meeting with Catering Services.

Area Catering Managers regularly visit your school on a regular basis each manager will visit your office each half term to check the catering service is running to the schools satisfaction.

GOVERNMENT SCHOOL FOOD PLAN – January 2015

Your primary school menu meets the Government's School Food Plan from January 2015, further information available at: www.schoolfoodplan.com

As well as meeting the Government's Nutrient Based standards, the menus provided for your school will follow the Government Nutrient Based standards (2009), the average school lunch must provide:

- The amount of energy shown in the table below with 5% tolerance.
- No more than the maximum amount for fat, saturated fat, NME sugars and sodium.
- At least the minimum amount for carbohydrate, protein, fibre, vitamin A, vitamin C, folate, calcium, iron and zinc.

Nutrient	Max/Min	Amount
Energy – (kJ) (kcal)		2215± 5% 530± 5%
Carbohydrate – (g)	Min	70.6
Non milk extrinsic(NME)sugar (g)	Max	15.5
Fat - (g)	Max	20.6
Saturated fat - (g)	Max	6.5
Protein - (g)	Min	7.5
Fibre - (g)	Min	4.2
Sodium - (mg)	Max	499
Vitamin A - (µg)	Min	175
Vitamin C - (mg)	Min	10.5
Folate - (µg)	Min	53
Calcium - (mg)	Min	193
Iron – (mg)	Min	3.0
Zinc – (mg)	Min	2.5

It is important that school lunches contain sufficient energy and micronutrients to promote good nutritional health in all pupils and to protect those who are nutritionally vulnerable.

On your behalf your average lunch will work towards meeting these standards; this involves menu planning and nutrient analysis.

SERVICES TO BE PROVIDED

The following areas have been agreed between the school and Catering Services:

- The provision of a nutritionally balanced meal for school children during the agreed lunchtime service period, including free meals and paid meals based on the agreed Schedule of rates (SOR)
- A menu which will work towards meeting the Government's Nutrient Based standards for school lunches and The School Food Plan (January 2015).
- Such additional services, including breakfast, vending and break services at such times as may be specified.
- Additional catering as specified by joint agreement.
- Provision to the school of all relevant information to do with meal numbers, including free meal uptake, city wide and national figures.
- Provision of cook supervisors, general assistants and staff cover, including: job descriptions, staff recruitment and selection, training (both on/off job), payment of wages. **All staff receives training and refresher training in food hygiene and health and safety.**
- We will provide nutrition training to the staff to reflect the Governments nutrient based standards.
- We will provide allergen training and information to the catering staff.
- Independent monitoring of the catering service provided through as part of **Direct Safe Catering system (DSC)**, to assure you and your customers of food safety. DSC complements current good practice, prompts improvements to poor service and provides record systems to demonstrate due diligence should the need arise.
 - Repairing and maintaining all the catering equipment on site.
 - Maintaining kitchen facilities to an acceptable standard in conjunction with the school (please see list below).
 - Further investment in the site and in service improvements may be agreed in partnership between Catering Services and the school.
 - Monitoring of the catering operation and regular client reviews with the Area Catering Manager. Any issues that arise at your school can usually be resolved on site.
 - The benefits of economies of scale due to a broad purchasing policy,

which guarantees materials of the highest quality.

- Due diligence on all aspects of the catering service to comply with relevant legislation for hygiene, safe food handling and Health and Safety.
- Meals must be cancelled before 09.30hrs on the day of service otherwise a full charge will be made.
- All Catering staff starting since September 2002 had been subject to a standard Criminal Record Bureau (CRB) clearance. Since July 2009 all new entrants have received an enhanced CRB check. New entrants since 2013 have had a Disclosure and Barring Service check.
- As from September 2015 all general assistants in the school following risk assessments will not be subject to a Disclosure and Barring Service (DBS) check unless your school wishes to pay for this service. Cook Supervisors and managers will be subject to a DBS check

RESPONSIBILITIES

	School/LEA responsibilities	Catering Services responsibilities
Equipment	New build kitchen equipment. Joint contribution for service enhancement on agreed basis.	<ul style="list-style-type: none"> • Light equipment • Equipment repair, maintenance and replacement • Service enhancement in agreement with client
Buildings	Repair and replacement of building fabric, floors/walls, painting, air conditioning, maintenance of grease traps etc	<ul style="list-style-type: none"> • Cleaning of all internal surfaces, and equipment including canopies
Personnel issues	DBS checks for general assistants	<ul style="list-style-type: none"> • Compliance with City Council procedures and Personnel manual • Cover all sickness • Pensions, payroll, • Recruitment and selection • Training (Hygiene, Manual handling/ COSHH) • DBS checks for supervisors and managers
Utilities	Payment of utilities (gas, electricity, water), waste disposal.	<ul style="list-style-type: none"> • Fax and paper consumables • Telephone
Transport		<ul style="list-style-type: none"> • Providing suitable vehicles, and maintenance • Parking and fuel.

Provisions		<ul style="list-style-type: none"> • Purchase of food and associated provisions to meet quality and nutritional requirements • Stock control systems
Due Diligence system		<ul style="list-style-type: none"> • Comprehensive monitoring of food safety, hygiene and food handling • Direct Safe Catering inspections and reports • Health and Safety and Fire Risk Assessment inspections in the kitchen
Collection of Dinner Money	Collecting and banking dinner money and staff meals. Any unpaid meals or bad debts.	<ul style="list-style-type: none"> • Collection, counting and audit of milk money on site

VARIATIONS OF AGREEMENT

This agreement may be varied by mutual agreement between Catering Services and the School and may include some of the areas below:

- Provision of a bespoke Service Level Agreement (SLA) specific to your school in such circumstances schools may negotiate with Catering Services a share in any surplus/deficit generated from the catering operation, based on the extent of joint investment into service improvements and increasing meal uptake.
- Investment in joint funding projects.
- Additional or special services as and when required, mid morning break, catering for sports days, special events etc.
- Basic skills training in lifting and manual handling, Food Safety training to Basic or Intermediate standards for other school employees/volunteers.

DURATION & VARIATION OF THE SLA

The duration of this SLA is for 3 years and it will end on 31/03/2019

Further, if you sign up to this SLA there will be no charges for the services of the School Meals Development Officer.

This SLA may be terminated by either party giving 2 terms notice in writing to the other at the end of the previous term, or over a shorter period if both parties agree, in the event of a formal tender process being followed it is recommended that a minimum of 3 terms notice is required to meet all the necessary pension/TUPE arrangements.

In the event of termination it is expected that the principles involved in the Transfer of Undertaking and Protection of Employment (TUPE) will be followed for all employees affected.

Charges 2016/17

- The school pays for school meals through the agreed **Schedule of Rates** (SOR), which will include free and paid meals
- The schools' delegated budget share includes an element for school meals which has been calculated based on the estimated take-up of meals for the financial year.
- Schools will be invoiced by Catering Services for all meals
- SOR Charges are agreed by the signed DSO 9A between the school and Catering Services and charged accordingly
- The price for 2016/17 will be as follows
- Infant - £2.77
- Special - £2.94
- Junior - £2.82
- The Universal Infant Free School Meal price will remain unchanged at the September 2014 charge of £2.30p /meal unless advised by Government of an increase in funding.
- Schools that do not formally sign up may lose the benefits of the current SOR price and may be charged a higher rate
- VAT will be applied at those schools where required

METHOD OF PAYMENT

Your school will either be invoiced direct or by journal transfer.

Any queries shall be raised with the Finance Department of Catering Services on (55)5208

ARBITRATION

The Council's Managing Director will act as Arbitrator. Their decision will be binding upon the parties.

CONTACT DETAILS

Mrs Tina Lauchlan
Operations Manager – Catering
Telephone: 01902 551180
E mail: Tina.lauchlan@wolverhampton.gov.uk

Appendix 2(b)

SECONDARY CATERING SERVICES

This SLA relates to the agreement between an individual school & the Catering Services for the provision of Secondary Catering Services.

CONTEXT & BACKGROUND

Catering Services provides a catering for secondary schools across the City.

Our commitment to each school is shown and the functions provided are detailed below:

The key elements provided are:

- A comprehensive catering service to your requirements – we provide the staff, staff cover, food, equipment and management systems.
- Compliance with relevant legislation regarding Food Hygiene, Food Safety, Health and Safety and staff training
- Commitment to a strong partnership between you, the customer and ourselves to ensure the optimum catering provision for now and in the future.
- Innovation in the development of marketing and promotional activities to increase customer awareness, satisfaction and ultimately meal uptake

Parties to the Agreement

The agreement is entered into between Catering Services (the service provider), and the School on behalf of the Governing Body (the client).

MONITORING

We undertake to review the provision of the catering service at your site on a regular basis, in discussion between both parties.

Catering Services are more than happy to provide copies of the Direct Safe Catering monitoring sheets used and to explain how each school is monitored.

The school kitchen is inspected every 2 years for Fire Risk Assessment and Health and Safety. A copy of the Fire Risk Assessment report is left on site in the school kitchen and an electronic copy is sent to the school office for information purposes.

Monitoring of your school meal numbers takes place according to the schedule to be agreed at your annual meeting with Catering Services.

Area Catering Managers regularly visit your school on a regular basis each manager will visit your office each half term to check the catering service is running to the schools satisfaction.

GOVERNMENT SCHOOL FOOD PLAN – JANUARY 2015

Your secondary school menu meets the Government's School Food Plan from January 2015, further information available at:

www.schoolfoodplan.com

As well as meeting the Government's Nutrient Based standards, the menus provided for your school will follow the Government Nutrient Based standards (2009), the average school lunch must provide:

- The amount of energy shown in the table below with 5% tolerance.
- No more than the maximum amount for fat, saturated fat, NME sugars and sodium.
- At least the minimum amount for carbohydrate, protein, fibre, vitamin A, vitamin C, folate, calcium, iron and zinc.

Nutrient	Max or Min	Amount
Energy – (kJ) (kcal)		2700+ / - 5%
Carbohydrate	Min	86.1
Nonmilk extrinsic (NME) – sugars (g)	Max	18.9
Fat – (g)	Max	25.1
Saturated fat – (g)	Max	7.9
Protein – (g)	Min	13.3
Fibre – (g)	Min	5.2
Sodium – (mg)	Max	714
Vitamin A –(µg)	Min	245
Vitamin C – (mg)	Min	14.0
Folate – (µg)	Min	70
Calcium – (mg)	Min	350
Iron – (mg)	Min	5.2
Zinc – (mg)	Min	3.3

It is important that school lunches contain sufficient energy and micronutrients to promote good nutritional health in all pupils and to protect those who are nutritionally vulnerable.

On your behalf your average lunch will work towards meeting these standards; this involves menu planning and nutrient analysis.

SERVICES TO BE PROVIDED

The following areas have been agreed between the school and Catering Services:

- The provision of a nutritionally balanced meal for school children during the agreed lunchtime service period, including free meals and paid meals based on the agreed Schedule of rates (SOR).
- A menu which will work towards meeting the Government's Nutrient Based standards for school lunches and The School Food Plan from January 2015.
- Such additional services, including breakfast, vending and break services at such times as may be specified.
- Additional catering as specified by joint agreement.
- Provision to the school of all relevant information to do with meal numbers, including free meal uptake, city wide and national figures.
- Provision of cook supervisors, general assistants and staff cover, including: job descriptions, staff recruitment and selection, training (both on/off job), payment of wages. **All staff receives training and refresher training in food hygiene and health and safety.**
- We will provide nutrition training to the staff to reflect the Governments nutrient based standards – to be introduced from September 2009.
- Independent monitoring of the catering service provided through as part of **Direct Safe Catering system (DSC)**, to assure you and your customers of food safety. DSC complements current good practice, prompts improvements to poor service and provides record systems to demonstrate due diligence should the need arise.

- Repairing and maintaining all the catering equipment on site.
- Maintaining kitchen facilities to an acceptable standard in conjunction with the school (please see list below).
- Further investment in the site and in service improvements may be agreed in partnership between Catering services and the school.
- Monitoring of the catering operation and regular client reviews with the Area Catering Manager. Any issues that arise at your school can usually be resolved on site.
- The benefits of economies of scale due to a broad purchasing policy, which guarantees materials of the highest quality.
- Due diligence on all aspects of the catering service to comply with relevant legislation for hygiene, safe food handling and Health and Safety.
- Meals must be cancelled the day before 09.30 hrs on the day of service otherwise a charge will be made.
- All Catering staff starting since September 2002 had been subject to a standard Criminal Record Bureau (CRB) clearance. Since July 2009 all new entrants have received an enhanced CRB check. New entrants since 2013 have had a Disclosure and Barring Service check.

As from September 2015 all general assistants in the school following risk assessments will not be subject to a Disclosure and Barring Service (DBS) check unless your school wishes to pay for this service. Cook Supervisors and managers will be subject to a DBS check

RESPONSIBILITIES		
	School / LEA Responsibilities	Catering Services responsibilities
Equipment	<ul style="list-style-type: none"> New build kitchen equipment. Joint contribution for service enhancement on agreed basis 	<ul style="list-style-type: none"> Light equipment Equipment repair, maintenance & replacement Service enhancement in agreement with client
Buildings	<ul style="list-style-type: none"> Repair & replacement of building fabric, floors/walls, painting, air conditioning, maintenance of grease traps etc. 	<ul style="list-style-type: none"> Cleaning of all internal surfaces and equipment including canopies.
Personnel Issues	DBS checks for general assistants	<ul style="list-style-type: none"> Compliance with City Council procedures & personnel manual. Cover all sickness Pensions, payroll Recruitment & Selection Training (Hygiene, Manual Handling, COSHH) DBS checks for supervisors and managers
Utilities	<ul style="list-style-type: none"> Payment of utilities (gas, electricity, water, waste disposal) 	<ul style="list-style-type: none"> Fax & paper consumables Telephones
Transport		<ul style="list-style-type: none"> Providing suitable vehicles & maintenance. Parking & fuel
Provisions		<ul style="list-style-type: none"> Purchase of food & associated provisions to meet quality & nutritional requirements.
Due Diligence System		<ul style="list-style-type: none"> Comprehensive monitoring of food safety, hygiene & food handling. Direct Safe Catering inspections & reports Health & Safety and Fire Risk Assessment inspections in the kitchen.
Collection of cash		<ul style="list-style-type: none"> All cash collection & banking for school.
Cash less	<ul style="list-style-type: none"> Maintenance of system 	

VARIATIONS OF AGREEMENT

This agreement may be varied by mutual agreement between Catering Services and the School and may include some of the areas below:

- Provision of a bespoke Service Level Agreement (SLA) specific to your school in such circumstances schools may negotiate with Catering Services a share in any surplus/deficit generated from the catering operation, based on the extent of joint investment into service improvements and/or increasing meal uptake. It is anticipated that these SLAs will be for 2/3 years according to the investment in the site.
- Investment in joint funding projects.
- Additional or special services as and when required, mid morning break, catering for sports days, special events etc.
- Basic skills training in lifting and manual handling, Food Safety training to Basic or Intermediate standards for other school employees/volunteers.

DURATION & VARIATION OF THE SLA

Provision of services shall commence from 01/04/16
The duration of this SLA is for 1 year and it will end on 31/03/2017
Further, if you sign up to this SLA there will be no charges for the services of the School Meals Development Officer.

This SLA may be terminated by either party giving 2 terms notice in writing to the other at the end of the previous term, or over a shorter period if both parties agree, in the event of a formal tender process being followed it is recommended that a minimum of 3 terms notice is required to meet all the necessary pension/TUPE arrangements.

In the event of termination it is expected that the principles involved in the Transfer of Undertaking and Protection of Employment (TUPE) will be followed for all employees affected.

Charges 2016/17

- The school pays for school meals through the agreed Schedule of Rates (SOR), which may include free and paid meals, based on Whole Meal Equivalents (WME).
- The schools' delegated budget share includes an element for school meals which has been calculated based on the estimated take-up of meals for the financial year.
- Schools will be invoiced by Catering Services for the cost of meals
- The SOR price for secondary school meals from 01/04/16 will be £2.82
- Schools that do not formally sign up may lose the benefits of the current SOR price and may be charged a higher rate
- VAT will be charged where required

METHOD OF PAYMENT

The school will receive a monthly invoice from Catering Services in respect of the actual number of meals provided for the site, to be paid via the City Council Finance department within 30 days.

Any invoice queries shall be raised with the Finance Department of Catering Services on (55)5208.

ARBITRATION

The Council's Managing Director will act as Arbitrator. His decision will be binding upon the parties.

CONTACT DETAILS

Mrs Tina Lauchlan
Operations Manager – Catering
Telephone: 01902 551180
E mail: Tina.lauchlan@wolverhampton.gov.uk

Appendix 2 (c)

HEALTHY CHOICES

School Meals Development & Consultancy Service

CONTEXT & BACKGROUND

The School Meals Development and Consultancy Service provides independent support, advice and consultancy to support schools in meeting their statutory obligations and various duties of care in relation to food and drink provision, including free meals and milk, discounted meals and associated funding.

The Service aims to equip schools with the skills, resources and funding necessary to encourage healthy eating behaviour, enhance physical and financial wellbeing, promote achievement and build confidence in children and young people and those who support them throughout their learning journey from birth to 18 years of age.

The Service is committed to making every provision to enable children and young people to be healthy, to stay safe, to enjoy and achieve, to make a positive contribution and to have economic wellbeing. We are committed to “working as one to serve our city”, confidently and capably delivering an outstanding, unique and excellent value service.

SERVICE TO BE PROVIDED

Support is available throughout the year through regular email updates, attendance at meetings, personal visits and by telephone.

The Service offer is proactive; anticipating and delivering support in accordance with legislation, best practice and schools' own requirements. The offer includes:

- Independent nutritional analysis of food and drink provision, including evaluation, support and monitoring of compliance with statutory nutritional standards and food labelling legislation with regard to food allergens
- Delivery of accredited and bespoke training to school and catering staff and key stakeholders (e.g. Governors, parents/carers, partner agencies) in aspects of food hygiene, nutrition, school food, allergy management, behaviour management and any other relevant subject areas
- Promotion and liaison with families to increase awareness of the criteria for free school meals eligibility and associated funding for schools attracted via Pupil Premium and other local or national schemes, including supporting schools to maximise registrations and uptake, while initiating and delivering system improvements and efficiencies
- Responding to enquiries raised by schools and parents with regard to nutritional requirements, especially the provision of appropriate information and support for pupils at school with medical conditions that require a special diet (e.g. food sensitivities, diabetes)
- Monitoring and supporting action where appropriate to maintain and/or increase uptake of school meals in line with Government targets
- Management of school milk budget and co-ordination of provision, including contract and price negotiation with suppliers and Catering Services on behalf

of schools with nursery- and primary school-aged pupils

- Liaison between key stakeholders (i.e. school staff, children, young people and their families), council departments and national agencies regarding developments in food hygiene, nutrition, school food, allergy management, behaviour management, free school meals and any other relevant subject areas
- Provision of support for key stakeholders in relation to the subject areas highlighted above, as appropriate and necessary in accordance with the changing landscape and/or legislation relating to school food and drink

SERVICE AVAILABILITY

The service and telephone will be available every working day throughout the year between 9.00 a.m and 5.00 p.m. Monday to Thursday and from 9.00 a.m to 4.30 p.m on Friday (except bank Holidays, Statutory and concessionary days for NJC staff). Voicemail facilities are available out of hours.

PERFORMANCE & MONITORING

Provision of accurate and timely advice and support:

- An initial response to telephone enquiries and emails will be made at the earliest opportunity; barring annual leave and other out-of-office commitments, this is typically within one working day
- Information provided will be as accurate as possible at the date on which it is provided

BENEFITS & LINKS TO SCHOOL IMPROVEMENT

There is a growing body of scientific research that supports a wealth of anecdotal evidence demonstrating benefits to health, wellbeing and attainment amongst well-nourished children and young people who enjoy a midday meal at school.

The School Meals Development & Consultancy Service supports school improvement by:

- having appropriately trained and competent staff able to provide information and advice and to support, interpret and analyse information which enables schools and others to demonstrate compliance with statutory nutritional standards across the whole school day
- being flexible, able to meet the needs of the service to schools, able to react to frequently changing national and local agenda
- having a culture of continuous improvement

The Service also works closely with other Council teams and colleagues (e.g. Catering Services, Pupil & Student Services, Environmental Health, SIMS and Data Support, Healthy Schools) and outside agencies as appropriate (e.g. dietetics department at Wolverhampton NHS Trust).

During the financial year 2015/16, the Service facilitated the generation of Pupil Premium funding; attracted investment and additional resources into schools and reinvested over 50% of income generated through SLA contributions back into schools signed up to the Service.

CUSTOMER RESPONSIBILITIES/OBLIGATIONS

The Service is able to provide evidence of compliance with statutory standards provided accurate information is supplied by schools.

The Service cannot be held responsible for any failure to comply with statutory standards or legislative requirements arising from incomplete or inaccurate information that has been received.

Schools are responsible for ensuring that information requested by the Service is supplied in the specified format in a timely manner.

METHOD STATEMENT

This service will be delivered by professional, trained and knowledgeable staff that:

- adhere to statutory guidelines
- are suitably qualified/experienced to provide services as detailed in this agreement
- display and maintain a level of professional competence and customer service in accordance with the Council's values and expected behaviours

DURATION & VARIATION OF THE SLA

Provision of services shall commence from **1 April 2016**.

The duration of this SLA is **one year** and it will end on **31 March 2017** unless terminated sooner by either party giving one term's notice in writing to the other, or over a shorter period if both parties agree.

The costs shown are for a full financial year. Charges for additional services will be fixed by negotiation in accordance with the level and nature of the service to be provided.

There will be **no** SLA contribution for this service if you sign the Primary or Secondary Catering SLA for 2016/17.

Charges 2016/17

Service Level Agreement (SLA) contribution	FREE to schools signed up to the Council's Primary / Secondary Catering SLA otherwise prices up to £1.90 per pupil on roll – reduced from 2015/16 rate of £1.98
Accredited training (e.g. Food Hygiene, Nutrition, Allergy Awareness, Lunchtime Management)	from £30 per person (minimum 10 persons for on-site delivery) – prices held at 2015/16 rates
Bespoke training	included in SLA contribution otherwise prices from £30 per hour (minimum development fee of £150 per course) – prices held at 2015/16 rates
Consultancy	included in SLA contribution otherwise prices from £45 per hour – prices held at 2015/16 rates

ARBITRATION

Should a dispute arise, which parties cannot resolve, the Director of Education or their nominated representative will act as arbitrator.

Their decision will be binding upon the parties.

CONTACT DETAILS

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School Meals Development Officer
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Appendix 3

City obesity levels scrutinised as council considers options

Published on 23/03/2016

Health chiefs in Wolverhampton are considering a package of measures aimed at helping to improve the health of children and young people in the city.

They are looking at expanding the range of activities which take place in schools and the local community as the city seeks to address high rates of obesity among residents, particularly children.

Members of the City of Wolverhampton Council's Health and Children, Young People and Families Scrutiny Panels held a joint inquiry earlier this month to review the activities currently taking place in Wolverhampton - and look at what more could be done.

They also heard about the extent of the problem, with latest data suggesting nearly 70% of adults in Wolverhampton are either overweight or obese. Equally worrying is that over a quarter of 4 to 5 year olds are overweight or obese, rising to around 40% of 10 to 11 year olds.

The inquiry found that a number of successful schemes were already in operation across the city, including 5* Families, a new healthy lifestyles programme offering advice about diet and lifestyle and exercise to parents and children, and various healthy eating and physical activity programmes such as Change4Life sports clubs within schools.

Members also heard about a series of sporting opportunities delivered by Partnerships and School Sport Wolverhampton (PASS) in the city's schools. Pass has also trained up more than 100 pupils from 30 local primaries as "ambassadors", who are leading fitness sessions for classmates.

Meanwhile, a number of schools hold their own regular fitness activities such as Northwood Park Primary's daily 15 minute workout and St Mary's Catholic Primary's 5 a day programme which encourages pupils to 5 lots of 5 minute activity bursts between lessons every day.

Local schools have also embraced Beat the Street, with nearly 80 schools across the city taking part in the unique walking, cycling and running game which is currently underway.

The inquiry also considered the impact of schemes which are in operation in other parts of the UK and which could be replicated here.

They include the Daily Mile pioneered by a school in Stirling, Scotland, which encourages pupils to complete 15 minutes of exercise every day, and SpaceTime, a programme through which teachers and other school staff are asked to share their hobbies and interests with pupils by providing lunchtime activities, including sport. Councillor Sandra Samuels, the City of Wolverhampton Council's Cabinet Member for Public Health and

Wellbeing, said: "We have fundamental concerns about childhood obesity in Wolverhampton, with more than a quarter of our 10 year olds classed as obese, compared to just under a fifth nationally.

"At the same time, it is clear that young people and their families want to take part in healthy activities - you only need to look at the success of activities which take place in our schools, or Beat the Street and our 5* Families programme, to see how engaged they are.

"As a council, and as a city, we all want the best for our children and young people. We have already launched a Call to Action, encouraging individuals and organisations to come together to tackle the problem.

"It's not just about addressing poor diet, it's about increasing levels of physical activity and tackling other issues, like the easy availability of food and drink which are high in sugar and the proliferation of fast food outlets.

"We need to provide solutions which address all of these issues, and this inquiry has highlighted a number of options we need to consider."

A report is being prepared outlining the findings of the Scrutiny Review which will be presented to the City of Wolverhampton Council's Scrutiny Board next month.

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Scrutiny Board

26 April 2016

Report title	Corporate Performance Report – Quarter Three 2015/16	
Cabinet member with lead responsibility	Councillor Roger Lawrence Leader	
Wards affected	All	
Accountable director	Keith Ireland, Managing Director	
Originating service	Transformation	
Accountable employee(s)	Gareth Payne	Policy Officer
	Tel	01902 554103
	Email	gareth.payne@wolverhampton.gov.uk
Report to be/has been considered by	Strategic Executive Board (SEB)	9 February 2016
	Cabinet (Performance Management) Panel	22 February 2016

Recommendation(s) for action or decision:

The Scrutiny Board is recommended to review performance of the corporate performance indicators for quarter three 2015/16 and suggest which indicators (if any) should be referred to the appropriate Scrutiny Panel for further investigation.

1.0 Purpose

- 1.1. The purpose of this report is to update the panel on the performance of those indicators, for quarter three, published in the Council's Corporate Plan for 2015/16.

2.0 Background

- 2.1. The council's planning and performance management approach for 2015/16 is focussed on the delivery of the Corporate Plan, which simplifies our priorities into 'Stronger Economy' (Place) and 'Stronger Communities' (People) and supported by a 'Confident Capable Council' (Corporate) in a 'plan on a page'.
- 2.2. The Corporate Plan is published with 70 performance indicators included and the target that the council aims to achieve by the end of March 2016. These indicators are broken down by the following corporate plan themes.
 - Place (Stronger Economy) – 24 Indicators
 - People (Stronger Communities) – 33 Indicators
 - Confidence, Capable Council – 13 Indicators

3.0 Changes to the report structure and content

- 3.1. The format of the corporate performance report has been revised for 2015/16, to make it easier for the report to be interpreted. These changes also address issues identified (or that caused confusion) previously.
- 3.2. The corporate performance report is attached as appendix 1.

4.0 Summary of performance

- 4.1. Data for **45 (63%)** indicators have been reported in quarter three and are included in this report. The remaining **25 (37%)** indicators are reported at more infrequent intervals and will be reported once data becomes available.
- 4.2. **Twenty-Eight (62%)** measures have been reported as green. These measures have met or exceeded the set target for this quarter.
- 4.3. **Eight (18%)** measures have been reported as amber. These measures have failed to meet or exceed to set target for this quarter, but have not exceeded the acceptable tolerance level. Until these meet or exceed their target (i.e. reported green), directorates should now employ more rigorous performance management arrangements on these measures.
- 4.4. **Nine (20%)** measures have been reported as red. These measures did not meet the set target for this quarter.

Indicator Reference and Description	Indicator Owner
<ul style="list-style-type: none"> • Number of financial health checks undertaken 	<ul style="list-style-type: none"> • Helen Winfield
<ul style="list-style-type: none"> • Number of carer assessments 	<ul style="list-style-type: none"> • Robert Johnson
<ul style="list-style-type: none"> • Rate of adults aged 18 – 64 in contact with Mental Health Services who are in permanent residential or nursing care (per 100,000 population) 	<ul style="list-style-type: none"> • June Pickersgill
<ul style="list-style-type: none"> • Number of adults aged 18 – 64 in contact with Mental Health Services who have been resettled from permanent residential care into community based services 	<ul style="list-style-type: none"> • June Pickersgill
<ul style="list-style-type: none"> • Number of new supporting living placements created for people with learning disabilities 	<ul style="list-style-type: none"> • Kathy Roper
<ul style="list-style-type: none"> • Percentage of referrals to Children’s Social Care where domestic violence is an identified factor 	<ul style="list-style-type: none"> • Dawn Williams
<ul style="list-style-type: none"> • Percentage of referrals to Adults Safeguarding where domestic violence is an identified factor 	<ul style="list-style-type: none"> • Dawn Williams
<ul style="list-style-type: none"> • Rate of young people involved in violent crime (with injury) (per population aged 10 – 17) : Victims 	<ul style="list-style-type: none"> • Karen Samuels
<ul style="list-style-type: none"> • Percentage of our eligible workforce who have a current appraisal (WCPI063) 	<ul style="list-style-type: none"> • Adrian McCormick, Head of Transformation (interim)

4.5. The Decent Homes measures in the Corporate Plan (WCPI012) has been removed from the Corporate Plan Report, following the end of decent homes funding and thus large scale decent homes programme of works. New performance measures to monitor decent/non-decent homes will be introduced as part of the 2016/17 Corporate Plan refresh.

4.6. Furthermore, seven indicators have had data reported this quarter, but have not yet had targets supplied. This may be due to being the first year of data collection (baseline year). Targets will need to be confirmed for these indicators in the future, to allow an assessment of performance to be made in the future.

5.0 Financial implications

- 5.1. Monitoring of the performance indicators highlighted in this report is integral to the monitoring of the budget. Where there are areas of underperformance, there is often a direct impact on the budget and medium term financial strategy. The impact is assessed and monitored on a case by case basis and fed in to the budget process.

[GE/12042016/S]

6.0 Legal implications

- 6.1. There are no direct legal implications arising from this report.

[TS/12042016/S]

7.0 Equalities implications

- 7.1. Most of the performance measures in this report have equalities implications, however there are no equality implications relating to this report.

8.0 Environmental implications

- 8.1. Some of the indicators in this report may have implications for the environment, however there are no implications arising directly from this report.

9.0 Human resources implications

- 9.1. Some of the indicators in this report may have implications for human resources, however there are no implications arising directly from this report.

10.0 Corporate landlord implications

- 10.1. Some of the indicators in this report may have implications for the Council's property portfolio, however there are no implications arising directly from this report.

11.0 Schedule of background papers

- 11.1. Wolverhampton City Council's Corporate Plan 2015/16
Corporate Performance Report – Quarter One
Corporate Performance Report – Quarter Two

Our priorities



A stronger economy



Stronger communities



A confident capable council

City of Wolverhampton Council's Corporate Plan 2015/16

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wolverhampton.gov.uk

CITY OF
WOLVERHAMPTON
COUNCIL



Understanding this Report

This shows the measure reference given to the performance measure.

This shows the target we have set ourselves by the end of 2015/16 (unless stated), as published in the Council's Corporate Plan 2015/16.

This shows the latest reporting performance figure (if applicable). The Red, Amber and Green (RAG) rating for the measure.

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Ref

Measure Description

2015/16
Target

Previously completed reporting
period

Outturn

Target

RAG

Latest completed reporting
period

Outturn

Target



RAG

The measure description is the short name of the performance measure, as published in the Council's Corporate Plan

This shows the previously reporting performance figure (if applicable). The Red, Amber and Green (RAG) rating and Direction of Travel for the measure.



Under Performance (Exception Report)

Corporate Plan Link	Measure Description	Baseline 	End of Year Target 	Q2 Actual	Q3 Actual	Q3 Target	RAG	Commentary
Promoting Independence for Older People	Number of financial health checks undertaken	New Measure	2000	587	942	1200	▲	See page 20
	Number of carer assessments	1124	1350	427	731	1012	▲	See page 21
Page 77 Promoting Independence for People with Disabilities	Rate of adults aged 18 – 64 in contact with Mental Health Services who are in permanent residential or nursing care (per 100,000 population)	34.0	14.4	31.4 (48)	28.1 (43)	19.6 (30)	▲	See page 23
	Number of adults aged 18 – 64 in contact with Mental Health Services who have been resettled from permanent residential care into community based services	New Measure	35	10	12	30	▲	See page 24
	Number of new supporting living placements created for people with learning disabilities	New Measure	50	10	14	25	▲	See page 25
Safeguarding People in Vulnerable Situations	Percentage of referrals to Children’s Social Care where domestic violence is an identified factor	38%	40%	35.4% (1,141)	33.6% (1,261)	40.0%	▲	See page 26
	Percentage of referrals to Adults Safeguarding where domestic violence is an identified factor	10.4%	12%	7.2%	8.9% (26)	12.0%	▲	See page 26



Under Performance (Exception Report)

Corporate Plan Link	Measure Description	Baseline	End of Year Target	Q2 Actual	Q3 Actual	Q3 Target	RAG	Commentary
Keeping the City Safe	Rate of young people involved in violent crime (with injury) (per population aged 10 – 17) : Victims	61	To reduce	60 (141)	96 (227)	77 (182)	▲	See page 32

Corporate Plan Link	Measure Description	Baseline	End of Year Target	Q2 Actual	Q3 Actual	Q3 Target	RAG	Commentary
Confident, Capable Council	Percentage of our eligible workforce who have a current appraisal	73.4%	100%	53%	57%	100%	▲	See page 36

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This section of the report provides an overview of the Corporate Performance Report, by Corporate Plan Theme and Aim. Data for 44 (63%) indicators have been reported in quarter three and are included in this report. The reminder 26 (37%) indicators are calculated at more infrequent intervals and will be reported once data becomes available.

	Total Number	Green Indicators	Amber Ambers	Red Indicators	Other
Place (Stronger Economy)	24	8	1	0	15
Delivering effective core services that people want	14	5	1	0	8
An environment where new and existing businesses thrive	7	2	0	0	5
People develop the skills to get and keep work	3	1	0	0	2
People (Stronger Communities)	33	14	6	8	5
People live longer, healthier lives	14	4	4	5	1
Adults and children are supported in times of need	8	3	1	2	2
People and communities achieve their full potential	11	7	1	1	2
Confident Capable Council (Stronger Organisation)	13	5	1	1	6



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI001	Amount of emissions from the council's vehicle fleet Performance Commentary: The measurement and baseline is based on how much fuel is used by the fleet across the year. Further work is underway to identify ways of capturing emissions from the grey fleet and transport provision hired in by the Council which will lead to amendment of the baseline. Current performance indicates a marginal decrease of 1.7% in emissions due to lower Qtr. 2 & Qtr. 3 levels which have now offset the higher levels of Qtr. 1. The trend is improving and on target.	2,947,511 kgs	Not reported until March 2016 Interim: 1,471,797	No quarterly target set	●	Not reported until March 2016 Interim: 2,200,978	No quarterly target set	●



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI002	<p>Percentage of customers satisfied with street cleaning</p> <p>Performance Commentary: Annual Public Realm satisfaction survey was undertaken June/July. Data is collected using Survey Monkey (free online survey software used to create and publish on line surveys). The survey link was promoted on the council Website, Wolverhampton Today, Twitter, City People and the link was also emailed to the Citizens Panel members. 180 people completed the survey. Satisfaction levels were expected to be between 50-60% based on previous year's results. The street cleaning satisfaction rate of 71.7% was a big increase on the previous year's satisfaction of 53%. The increase in satisfaction follows the successful implementation of the environmental maintenance restructure and the optimisation of the street cleaning & grounds maintenance routes, rounds and vehicles. The second successive Operation Spring Clean, Summer Challenge and this year's Cleaner, Greener, Better campaign raised the profile of cleaning activities via Wolverhampton Today/press releases and also engaged with community groups / businesses / sponsors to take part in clean up events across the city. The campaign is believed to have had a positive effect on people's perceptions of the council's priority to keep the city clean.</p>	55%	71.7% (129)	55%	●	This performance measure is reported annually in September. No updated information is available		



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI003	<p>Percentage of customer street cleaning enquiries responded to within set timeframe</p> <p>Performance Commentary: Public Realm receive a large number of street cleaning requests every month. Enquiries range from general litter picking to large fly tips. Syringes, dead animals, dog fouling and clean up requests following road traffic collisions are also included within this performance indicator. On average 431 enquiries are received each month with 55% of calls relating to fly tipping alone. All street cleaning requests are made via Customer Services by telephone, email or the Wolverhampton Report It app. All enquiries are logged on CRM by Customer Services. CRM interfaces CONFIRM (Public Realms operations system). Customer call volumes and response times are reported within CONFIRM. All enquiries are visited and evaluated and responded to depending on the nature of the cleaning required. Some enquiries are picked up as part of the cleansing programme other incidents that are a hazard to pedestrians/drivers (i.e. dead animals /syringes / overflowing litter bins/spillages) are responded to the same day. Fly tipping and general street cleaning enquiries are responded to within 5 working days. Public Realm aim to respond to 94% of enquiries within these time frames. During July & August there was a slight dip in the percentage of enquiries resolved on time. This was addressed at the Partnership Management Group and the percentage increased to 95.7% in September. Public Realm has achieved a 95.6% 'on-time' response rate for the first six months of 2015/16.</p>	94%	96% (1,276)	94%		94%	94%	

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Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI004	<p>Number of people killed or seriously injured (KSI) in road traffic accidents</p> <p>Performance Commentary: Accident data are collected by the police and made available to the Council via the Spectrum system. Annual results are generally not available until several months after the end of the year. The system can be interrogated at any time to enable interim figures to be provided but delays in loading accident data onto the system may mean that any such interim figures are not reliable and potentially misleading.</p>	73.00	Not reported until March 2016	Not reported until March 2016	■	Not reported until March 2016	Not reported until March 2016	■
WCPI005	<p>Number of uses of cycle routes</p> <p>Performance Commentary: Data are collected by automatic cycle counters in two locations on the west side of the city. The limited number of sites means that figures may not be representative of the city as a whole and any errors, for example due to equipment failure, will have a significant impact on the results. A full cordon survey of the city is carried out every 2 years using manual counting techniques and gives a much more accurate picture of cycle use. However due to the infrequency of the cordon survey it is not suitable as an annual performance indicator. Increasing the cordon survey to annually would be expensive and difficult to justify.</p>	70,857	Not reported until March 2016	Not reported until March 2016	■	Not reported until March 2016	Not reported until March 2016	■



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI006	<p>Percentage of traffic light faults responded to within 2 hours</p> <p>Performance Commentary: Data is collected from the Council's Traffic Signal Fault Management System, contractors carrying out the repairs input fault clearances directly in to the system. The aim of the indicator is to achieve 100% of repairs within the 2 hour urgent fault response time. The performance achieved is very close to the 100% target. Out of a total of 105 traffic signal junctions and 138 pedestrian crossings in Wolverhampton there were a total of 69 urgent faults attended to during the months of October/November/December 2015, with repairs completed within the contracted repair time in 68 cases.</p>	100%	100% (70)	100%	●	98% (68)	100%	◆
WCPI007	<p>Total length of cycle network</p> <p>Performance Commentary: Cycle routes are added to the network by the Council through capital schemes or by private developers through the highway adoption process. The additional routes are recorded as construction work is completed and they become available for use, but the relatively small number of schemes each year means the increase during the course of the year is very uneven and does not lend itself to regular progress monitoring.</p>	26km	Not reported until March 2016	Not reported until March 2016	■	Not reported until March 2016	Not reported until March 2016	■



		Outturn	Target	RAG	Outturn	Target	RAG	
WCPI008	<p>Number of additional homes provided (net) (as part of the New Build programme)</p> <p>Performance Commentary: The number of new homes completed covers new build of all types (market housing, affordable housing and council Housing) as well as building conversions. The numbers are verified through the Planning system on an annual basis. Development of housing is encouraging with new Planning permissions and delivery of new homes on site. Whilst this is an annually reported indicator completions for the first two thirds of 2015/16 (Apr-Nov) are circa. 436 new homes. If this level of completions continues the annual target of 650 new homes is likely to be met.</p>	650	Not reported until March 2016 Interim 310	No quarterly target set	●	Not reported until March 2016 Interim 436	No quarterly target set	●
WCPI009	<p>Number of affordable homes completed</p> <p>Performance Commentary: This includes new Council Housing and development by Registered Providers (RP) including building conversions and conversions from private to affordable tenure. The numbers are provided by the Homes and Communities Agency on an annual basis. The Council has a number of new build programmes either on site or about to start this year, including 40 homes at Thompson Avenue. RPs are taking developer-funded affordable housing in larger schemes including 54 at the former Jennie Lee Centre. Changes to the social rent charging (1% reduction for 4 years) has cast uncertainty regarding the viability of social housing development programmes and may lead to a reduction in forecast outcomes.</p>	115	Not reported until March 2016	Not reported until March 2016	■	Not reported until March 2016	Not reported until March 2016	■
WCPI010	Number of homes improved to meet the statutory housing standard	300	291	80	●	438	300	●

**Performance Commentary:**

This is a combination of the Council's statutory housing interventions within the private sector including action taken to address housing standards, empty homes brought back into use, and housing assistance grants awarded to vulnerable households. 438 households have received intervention to improve standards, which has exceeded the annual target.

WCPI011	Number of vacant dwellings returned to occupation or demolished Performance Commentary: Quarter 3 commentary not provided by Service Area	200	56	No quarterly target set	■	78	No quarterly target set	■
WCPI012	Total number of homes improved to meet the decent home standard	Due to the end of decent homes funding and thus large scale decent homes programme of works, this measure is being discontinued and alternative measures to monitor decency/non-decency will be developed for 2016/17						
WCPI013	Number of households accessing housing options services Performance Commentary: This includes households accessing a range of services provided by the local authority's Housing Options service in terms of accommodation, advice and support for homeless people or those at risk of homelessness. The number of households accessing the service took a slight increase on the previous quarter with 249 households being registered as homeless (an increase on the previous quarter of 24 households) bringing the cumulative total to 2,023.	3110	Not reported until March 2016 Interim 1,428	No quarterly target set	■	Not reported until March 2016 Interim 2,023	No quarterly target set	■

Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI014	<p>Number of landlords accredited through the Midland Landlord Accreditation Scheme (MLAS)</p> <p>Performance Commentary: There are currently 203 landlords registered with the MLAS scheme which is within the annual target. Work is on-going to ensure landlords achieve the required number of CPD points through learning and development to remain accredited. Work is also being undertaken to develop the Rent with Confidence scheme which will incorporate the requirement for accreditation to achieve a high rating within the system.</p>	200	203	200	●	203	200	●
WCPI015	<p>Total amount of investment in the city</p> <p>Performance Commentary: Investment in the City is mainly focused in the three regeneration priority areas. These run as a 'spine' for regeneration north to south through the City and are called Northern Growth Corridor, City Centre and Southern Growth Corridor, with each areas managed by a Board. The Boards capture investment in commercial, employment and residential development sites but clearly do not capture all of the investment that takes place in the city. Investment committed in the City over the last year can be summarised as:</p> <ul style="list-style-type: none"> Northern Growth Corridor (including i54 site) - £464m City Centre - £86.3m Southern Growth Corridor - £7.5m 	£519.7 million	Not reported until March 2016 Interim: £150.4 Million	No quarterly target set	■	Not reported until March 2016 Interim: £557.8 Million	No quarterly target set	●



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI016	<p>Number of businesses located in the city's main economic growth areas</p> <p>Performance Commentary: Annual data, via the Office for National Statistics, has been released this quarter which helps us identify how many businesses are located in the three key growth areas for Wolverhampton.</p>	3,964	Not reported until March 2016	Not reported until March 2016	■	Not reported until March 2016	Not reported until March 2016	■
	Junction 2 - 380 City Centre - 1560 Bilston – 550							
Page 88	In addition, we have now completed a survey of businesses within the Junction 2 business area, and now have 58 positive contacts with companies which we will build upon, to enable growth and support in the future.							



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI017	<p>Number of jobs created in the city's main economic growth areas</p> <p>Performance Commentary: The number of jobs located in the main economic growth areas is directly linked to the survey activity identified above, which outlines the work being undertaken to identify businesses in the growth area and increase business engagement. In addition, activities now being coordinated via the Growth Hub help to assist businesses looking to expand and grow in the city. During this quarter, we have seen Wiggle move into Citadel Junction in Bilston, creating 300 new jobs. Monthly data obtained from DWP helps us to identify the number of unemployed residents who have been able to find work. Since April, 3,380 people have moved into employment, with 1660 of those during the last quarter. A jobs fair as part of Wolverhampton business week in early October had over 50 employers present with over 1000 jobs on offer. Performance monitoring targets have identified the number of jobs created rather than the total number of jobs within the growth areas which could be captured in survey work.</p>	54,075	Not reported until March 2016	Not reported until March 2016	■	Not reported until March 2016	Not reported until March 2016	■

WCPI017
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W01018

Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
	<p>Number of visitors to the city’s main cultural venues</p> <p>Performance Commentary: Currently establishing an agreed, service wide method of recording attendance. The Civic & Wulfrun Halls had a popular winter season, with the key markets being comedy, popular music and of course the Grand Slam of Darts. The Slade Rooms hosted a broad range of music and spoken word events, and continues to be a teaching site for City of Wolverhampton College. Wolverhampton Art Gallery hosted a range of exhibitions including a Japanese touring show from the Ashmolean, was the film set for the next series of BBCs Flog It and boasts a popular education programme. Bantock café continues to increase in popularity, and has an increasing number of popular events on site. Bilston Craft Gallery has recently launched a craft café, which has been well received. City Archives has a lower attendance due to annual shut downs within the archives sector. Visits for research remain stable. The Events team worked with Wolverhampton Racecourse to deliver Bonfire night, other events across the city were well attended, in particular, city centre lights switch on and Diwali.</p>	Baseline to be established	80,714	Baseline to be established	■	201,755	Baseline to be established	■



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI019	<p>Number of business start-ups supported</p> <p>Performance Commentary: During this quarter we have supported 31 business start-ups. WCC have written to 60 start-up companies have registered at companies house this financial year. A business start-up seminar and mentoring programme has been arranged for January 2016. Quality Formations, London-based company formation experts have placed Wolverhampton as the 4th best place in the UK to start business.</p>	Baseline to be established	166	Baseline to be established	■	31	Baseline to be established	■
Page 91 WCPI020	<p>Percentage of businesses surviving after the first five years</p> <p>Performance Commentary: Annual business demography data has been released this quarter. 5 year survival rates have risen from 34.6% to 39.5% when compared to the previous data release. This data shows 735 businesses that set up in 2009, are still trading in 2014. The gap between the City and national and regional comparators has also closed.</p>	36.9%	Not reported until December 2015 Interim 39.5%	No quarterly target set	■	39.5%	36.9%	●

Ref	Measure Description	2015/16 Target	Previously completed reporting period	Latest completed reporting period
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			Outturn	Target	RAG	Outturn	Target	RAG
WCPI021	<p>Number of small and medium (SME) businesses supported</p> <p>Performance Commentary: The Growth Hub is now collecting information on the number of businesses supported, showing 129 during the last quarter. The data does not allow to show a breakdown between small and medium enterprises, but we have represented all business being supported as being small enterprises. Again, the data provided from surveys of the three growth areas, will enable us to capture data regularly for those areas, with the Growth Hub collecting data for the City as a whole. We would like to review this information within the next twelve months to review the baseline for Wolverhampton activity, and then consider future revised targets.</p>	1765	Not reported until March 2016 Interim: 129	Not reported until March 2016	■	Not reported until March 2016 Interim: 77	Not reported until March 2016	■
WCPI022	<p>Number of people accessing the creative economy, learning, training or volunteering opportunities</p> <p>Performance Commentary: A further 5,619 people accessed the creative economy, learning, training or volunteering opportunities in Qtr. 3, bringing the cumulative total to date to 19,090 to date which is 87% of the target for the year. Overall performance on this indicator target is very strong - the numbers for young people and adults participating in cultural learning is particularly strong against targets set, as have numbers of college students participating in work experience at Slade rooms.</p>	22,000	13,948	No quarterly target set	●	19,090	No quarterly target set	●

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Ref

Measure Description

2015/16 Target

Previously completed reporting period

Latest completed reporting period



			Outturn	Target	RAG	Outturn	Target	RAG
WCPI023	<p>Number of residents supported through education, training, employment or enterprise</p> <p>Performance Commentary: This figure includes employment, training and enterprise. Qtr. 3 included the returns from Adult Education for the full academic year. The additions this quarter reflect the activity by Economic Inclusion in terms of sector based programmes and enterprise programmes within target communities</p>	Baseline to be established	Not reported until December 2015 Interim 4,207	No quarterly target set	■	4,353	Baseline to be established	■

Ref	Measure Description	2015/16 Target	Previously completed reporting period	Latest completed reporting period
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WCPI024

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Number of residents in key deprived areas supported through education, training, employment or enterprise

Performance Commentary:

Quarter 3 reflects the activity within the deprived area by the City Council across a range of services. The continuing high proportion within deprived areas reflects the fact that all Council services are working jointly to develop a range of programmes to move individuals towards employment. We have now developed a number of sector based programmes providing work experience as well as qualifications and training. The programmes are delivered in partnership with grass roots organisations to ensure reach within the community alongside training providers such as the college and AES to provide bespoke training and qualifications. Recent work has included sector based initiatives for health and social care, cleaning and catering, warehousing and construction. This combined resource is effectively moving local people closer to employment and training whilst also responding to the needs of employers and investors.

Baseline to be established

Outturn	Target	RAG	Outturn	Target	RAG
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Not reported until March 2016
Interim: 1191

No quarterly target set



Not reported until March 2016
Interim: 1337





No quarterly target set







Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI025	<p>Percentage of mothers smoking at the time of delivery</p> <p>Performance Commentary: The outcome shows an encouraging reduction in the proportion of women who smoke during pregnancy. It is anticipated that the increased visibility of smoking cessation services within the Healthy Lifestyles Team in antenatal clinics and community settings and the use of CO monitors at all contacts with midwives will continue to have a positive impact.</p>	To reduce	Not reported until December 2015	<18.8%	■	16.6	<18.8%	●
	The England average for 14/15 was 11.4% and for Qtr. 2 15/16 was 10.5%.							
WCPI026	<p>Percentage of individuals achieving targeted weight loss through a weight management programme</p> <p>Performance Commentary: There continues to be a greater proportion of individuals completing a weight management programme and meeting their weight loss goals. This remains a key part of Wolverhampton's whole systems approach to tackling obesity and is demonstrating a positive impact</p>	To increase	Not reported until December 2015	<39.9%	■	44.5	<39.9%	●
WCPI027	<p>Rate of alcohol related emergency admissions (under 75 years per 100,000 population)</p> <p>Performance Commentary: This annual figure shows a continued increase in alcohol admissions for 2013/14. Unfortunately because of the time lag in reporting this data it will not reflect the impact of initiatives that have been implemented since 2013/14. It should be noted that there has also been a national increase in alcohol admissions.</p>	To stabilise	851 (2013/14)	<782	▲	This performance measure is reported annually in September. No updated information is available		





Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
	In order to give an indication of the direction of travel, there is a local indicator relating to emergency admissions to hospital that are due to alcohol misuse. This indicator shows that in 14/15 there were 956 emergency admissions (actual number, not rate per 100,000) and that this had reduced in quarter 1 (the latest data available) to 909.							
WCPI028	<p>Number of new users of Telecare services</p> <p>Performance Commentary: Realising the opportunities of better care technology is central to the redesign of older people's services. Following a report that was considered at 11th November cabinet, staffing changes are being made, in partnership with Wolverhampton Homes including integrating Care Link and Telecare services and retraining to increase installation capability and to accelerate progress.</p>	500	166	175	◆	260	300	◆
WCPI029	<p>Number of financial health checks undertaken</p> <p>Performance Commentary: The health checks being carried out by the Welfare Rights Service are having a positive impact on maximising the income of vulnerable people in the city with over £4.6 million worth of benefits gains being identified so far this year. Work is also on-going with partners to develop capacity for an increased number of financial health checks in the City. The target that was set for this year was incredibly challenging and quarter 3 performance is lower than expected. However, the number of cases closed is usually (based on evidence from previous years) proportionately higher in Qtr. 4.</p>	2000	587	500	●	942	1200	▲

Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI030	<p>Number of carer assessments</p> <p>Performance Commentary: The national estimates of the increase in carers assessments as a consequence of the implementation of the Care Act have proved over optimistic. Take up has been much lower than anticipated nationally and locally. New Care Act compliant processes and documentation have also contributed to fewer joint carers assessments being undertaken immediately following implementation. An assessment of carers services by a regional expert has been commissioned and an improvement action plan is in place.</p>	1350	427	675	▲	731	1012	▲
WCPI031	<p>Rate of permanent admissions to care homes for older people (per 100,000 population) (ASCOF 2A(2))</p> <p>Performance Commentary: This is a key target of the Better Care Fund (BCF) integrated work with health. Although there has been a slight increase in the number of admissions, performance against this indicator remains within expected parameters. Comparator data shows that Wolverhampton is rated in the top quartile amongst comparator authority's and the upper mid quartile within the region, demonstrating that older people within the City are being helped to remain independent.</p>	638	630 (269)	643 (275)	●	643 (275)	640 (274)	◆

Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting Period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI032	<p>Percentage of older people who have received reablement services who remain in their own home six months after discharge from those services</p> <p>Performance Commentary: Offering older people reablement to recover from a fall or illness or to improve mobility and confidence is key in enabling them to remain independent. In the 12 months up to the end of June, 383 people had received reablement. At the end of December 315 were either receiving no services or services at home and fewer people were in residential or nursing care following reablement. Despite the Amber rating, performance remains within expected parameters.</p>	84.0%	81.8% (337)	84.0%		82.2% (315)	84.0%	
WCPI033	<p>Percentage of Education, Health and Care Plans (EHCP) converted</p> <p>Performance Commentary: At the end of December there were 1104 children and young people with statements and 161 with EHCPs being maintained by Wolverhampton. The target for transfer reviews from statements to EHCPs for this academic year is 548. At the end of December there were 162 EHC needs assessments in progress - this is 14.7% of current statements and 29.6% of the full year target. Capacity is being increased in order to ensure that more reviews can be conducted within expected timescales (20 weeks).</p>	46% (548)	28% (339)	28%		14.7% (162)	12%	

Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting Period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI034	<p>Percentage of disabled children in year 9 that have a Transition Plan</p> <p>Performance Commentary: The total number of reviews that will need to be done in order to develop appropriate transition plans in the 2015/16 academic year is 119. There are 52 (44%) year 9 reviews scheduled to take place between September 2015 and March 2016 with the remainder due to take place between April and August 2016 so this indicator is on target to achieve 100% by the end of the academic year.</p>	100%	Not reported until December 2015	80%	■	44% (52)	44%	●
Page 99 WCPI035	<p>Rate of adults aged 18-64 in contact with Mental Health Services who are in permanent residential or nursing care (per 100,000 population)</p> <p>Performance Commentary: All of the individuals that are currently in residential care have been profiled to assess their suitability for resettlement in the community and plans are being made to move those for whom it is appropriate with a large cohort due to be resettled in January. The ambitious target for this indicator is unlikely to be met due to delays in the resettlement programme.</p>	14.4	31.4 (48)	24.8 (38)	◆	28.1 (43)	19.6 (30)	▲

Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting Period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI036	<p>Number of adults aged 18-64 in contact with Mental Health Services who have been resettled from permanent residential care into community based services</p> <p>Performance Commentary: 12 people have already been successfully resettled from residential care into the community. Intensive work is being carried out with the remaining 23 people in order to progress their resettlement. However, due to ?? It is unlikely that the target for this indicator will be met which will also have a direct impact on the rate of adults aged 18-64 in contact with Mental Health services who are in permanent residential care (per 100,000 population)</p>	35	10	10		12	20	
WCPI037	<p>Rate of adults aged 18-64 in contact with Learning Disability Services who are in permanent residential or nursing care (per 100,000 population)</p> <p>Performance Commentary: The successful achievement of this indicator is based on two factors; the first is the number of new admissions to residential and nursing care and the second is the resettlement of existing clients into community based placements. While there has been a reduction in admissions, the number of people who have been resettled has been lower than expected due to delays in the completion of new supported living schemes meaning that performance is slightly above anticipated levels, but remains within expected parameters.</p>	96.8	109.2 (167)	103.3 (158)		102.0 (156)	100.0	

Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting Period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI038	<p>Number of new supporting living placements created for people with learning disabilities</p> <p>Performance Commentary: The profiling for this indicator was contingent upon the completion of two major new supported living schemes at Carlton Road and Sunbeam. In one of these developments there has been a delay in the completion of building works, although tenants will begin to move into these schemes in the coming months. Additional people continue to be identified and worked with in order to ensure that they are in the correct settings for their needs, however, this can be a lengthy process because Mental Capacity Act assessments and Court of Protection processes are often required. There is also a review and stocktake being undertaken around this work in order to progress the programme and embed the required culture shift.</p>	50	10	10		14	25	
WCPI039	<p>Proportion of children identified as been at risk of Child Sexual Exploitation (CSE) whose level of risk has reduced</p> <p>Performance Commentary: Not provided by Service Area</p>	60%	54% (13)	60%		Not provided by Service Area	60%	

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Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting Period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI040	<p>Percentage of referrals to Children’s Social Care where domestic violence is an identified factor</p> <p>Performance Commentary: Identifying children who are at risk of or impacted by Domestic Violence is an important part of safeguarding vulnerable children. It is expected that the introduction of the Multi-Agency Safeguarding Hub (MASH) will increase the identification of children who are affected by domestic violence. In parallel, on-going actions will be taken by the Domestic Violence Forum to increase awareness. However, it is felt that this is not the best indicator for measuring the effectiveness of response to domestic violence issues and a more suitable indicator will be identified for the next reporting cycle (2016/17)</p>	40%	35.4% (1,141)	40.0%	◆	33.6% (1261)	40.0%	▲
WCPI041	<p>Percentage of referrals to Adults Safeguarding where domestic violence is an identified factor</p> <p>Performance Commentary: Whilst identifying domestic violence within adult safeguarding work is important, it is difficult to ascertain the extent to which the prevalence of dv is impacting on this result as distinct from an awareness of issues leading to the identification of domestic violence. In cases where DV has been identified as a factor of why an adult may be vulnerable, appropriate investigations and safeguarding actions have been undertaken. However, it is felt that this is not the best indicator for measuring the effectiveness of response to domestic violence issues and a more suitable indicator will be identified for the next reporting cycle (2016/17).</p>	12%	7.2%	12.0%	▲	8.9% (26)	12.0%	▲

Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting Period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI042	<p>Proportion of people who use social services who feel safe</p> <p>Performance Commentary: The 2014/15 was 74.8% compared with the 2013/14 performance out-turn of 73.2% with the continuing improvement in performance demonstrating that some of the most vulnerable people in Wolverhampton feel that the City is a safe place to live. The target to improve further in 2015/16 showing ambition and a dedication to ensuring that people feel safe. 2014/15 comparator results show that for statistical neighbours the average result was 69.2%, across the West Midlands was 69.5% and nationally was 68.5%. Wolverhampton is in the top quartile nationally and among comparators and the upper mid quartile regionally.</p>	75.5%	Not reported until March 2016	75.5%	■	Not reported until March 2016	75.5%	■
WCPI043	<p>Number of families who have been identified and with whom work has commenced as part of the second phase of the Troubled Families programme</p> <p>Performance Commentary: The identification of families is on track with on-going work across the partnership to continue the good progress. In addition to the families identified and with whom work has begun there are currently a further 70 cases that are awaiting checks to confirm the eligibility of the family on the expanded programme.</p>	483	273	231	●	412	352	●

Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting Period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI044a	<p>Percentage of young people engaged in education, training, employment or enterprise : Young offenders</p> <p>Performance Commentary: At the end of the quarter 3 there were 35 young people included in the cohort, 21 of which were in education, training, employment or enterprise (ETEE), at the end of their order. This is a positive increase on the 17 of 35 in ETEE (49%) at the start of their order. 16 of these young people are school-aged. At the end of their orders 56% (9/16) were engaged in 25 hours at the end of their order. Of the post-school cases, 63% (12/19) were in ETEE at the end of their order. One young person was NALM (Not available for the Labour Market) and was discounted from the cohort.</p>	55%	60% (21)	55%	●	60% (21)	55%	●
WCPI044b	<p>Percentage of young people engaged in education, training, employment or enterprise : Care leavers</p> <p>Performance Commentary: There are 159 care leavers in the cohort, 85 of which are in Education, Employment or Training. Of the 74 who are not, 32 are not available for the labour market due to illness, disability, pregnancy, motherhood or being in custody. An improvement plan is in place to ensure young people receive targeted support to raise aspirations and engagement. The definition of this indicator has been clarified and mirrors the national indicator which looks at the EET status of care leavers who are aged between 17 and 21 during the year.</p>	70%	58% (170)	55%	●	53% (85)	60%	◆



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting Period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI045	<p>Rate of Looked After Children (LAC) (per 10,000 population)</p> <p>Performance Commentary: The children’s services transformation work continues to have a direct impact on the reduction in Looked After Children. Plans with regard to reducing the number of current LAC through alternative permanency plans remain on track whilst the creation of one ‘Edge of Care’ Service and the improved management oversight of those coming in to the system continues to result in reductions in the number of children entering the system. As at 27/01/2016 there are 668 LAC.</p>	109	123 (711)	124 (714)	●	117 (675)	117 (674)	●
WCPI046	<p>Percentage of schools judged by OFSTED to be 'good' or 'outstanding'</p> <p>Performance Commentary: The Local Authority has been implementing its School Improvement and Governance Strategy since September 2014 and this is having a positive impact on the quality of education in some of the most at risk maintained primary and secondary schools in the City. This is reflected in the increased number of schools now being judged good or outstanding.</p> <p>Feedback from the regional the school commissioner and regional Her Majesty’s Inspectorate (HMI) were extremely positive, we expect our percentage of good or better schools to be at least 85% by the end of this academic year (depending on the pace of inspections).</p>	78.0%	Not reported until December 2015	78.0%	■	78% (82)	78%	●

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Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting Period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI047	<p>Percentage of pupils achieving level 4 in combined Reading, Writing and Maths at Key Stage 2</p> <p>Performance Commentary: The % of pupils at level 4+ in reading writing and maths has improved by 1% since 2014. This matches the national average and ranks Wolverhampton primary schools performance at 79 out of 152 LAs</p>	80.0%	Not reported until December 2015	80.0%	■	80% (2252)	80%	●
WCPI048	<p>Percentage of pupils achieving 5 A* - C Grades including English and Maths</p> <p>Performance Commentary: Our figures have been artificially distorted by technical difficulties with two schools examination submissions (Kings and Morton). The reconciled figure would have been 54.0% hence the green rating this for measure.</p>	54.0%	Not reported until December 2015	54.0%	■	52.0%	54.0%	●
WCPI049	<p>Percentage of maintained primary and special schools with uncommitted balances greater than 8% of budget share</p> <p>Performance Commentary: Local Authority officers met with the schools that had maintained significant balances above the 8% threshold during 2014/15 to discuss plans for the use of balances. Schools were also alerted to the possibility of claw back of unspent resources</p>	20%	60% (46)	20%	▲	This performance measure is reported annually in September. No updated information is available		
WCPI050	<p>Percentage of maintained secondary schools with uncommitted balances greater than 5% of budget share</p> <p>Performance Commentary: Local Authority officers met with the schools that had maintained significant balances above the 8% threshold during 2014/15 to discuss plans for the use of balances. Schools were also alerted to the possibility of claw back of unspent resources</p>	0%	33% (2)	0%	▲	This performance measure is reported annually in September. No updated information is available		



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting Period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI051	<p>Number of unique hits on the Wolverhampton Information Network (WIN)</p> <p>Performance Commentary: Further community events are being held to promote WIN and increase it's use across the City, the success of which continues to be demonstrated by the amount of additional new hits that the service has received.</p>	215,000	109,099	100,000	●	201,978	155,000	●
WCPI052	<p>Number of listings on the Wolverhampton Information Network (WIN)</p> <p>Performance Commentary: Over the last few months, a number of demonstrations of WIN have been undertaken which has resulted in various organisations contacting us directly to include their information on the portal. In addition, the establishment of a cross sector Information and Advice working group has helped to further promote the service.</p>	688	667	619	●	680	653	●
WCPI053	<p>Rate of recorded crime (per 100,000 population)</p> <p>Performance Commentary: Performance is currently on target to maintain 2014/15 levels with the number of crimes up to the end of December just 16 higher than the same period last year. This is encouraging as we are sustaining significant improvements made during the five years between 2009/10 and 2014/15.</p>	To reduce	3307 (8365)	3403 (8608)	●	5066 (12,816)	5060 (12,800)	◆

Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting Period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI054a	<p>Rate of young people involved in violent crime (with injury) (per 10,000 population aged 10-17) : Victims</p> <p>Performance Commentary: Whilst the number of young victims of violent crime remain higher in comparison to 2014/15, this is consistent with the picture across the West Midlands. Although the number of young victims of violent crime is higher than expected, the number of young people who are the perpetrators of crime is reducing suggesting that the increase is due to adults perpetrating crimes against young people rather than youth on youth crime.</p>	To reduce	60 (141)	49 (116)	▲	96 (227)	77 (182)	▲
WCPI054b	<p>Rate of young people involved in violent crime (with injury) (per 10,000 population aged 10-17) : Offenders</p> <p>Performance Commentary: Earlier targeted work has started to engage young offenders with specialist services before entry to the criminal justice system. In addition the work of the Youth Offending Team (YOT) provides bespoke interventions in relation to Youth Violence to those statutorily sentenced, with an increasing emphasis on an 'early help' approach targeting young people made the subject of 'Out of Court Disposals' for youth violence. This work is undertaken in partnership with the voluntary sector. This has had a positive effect on the number of children and young people who were the offenders in a violent crime which continues to decrease compared with the same period last year with indications being that an overall reduction is anticipated by the end of the year.</p>	To reduce	26 (61)	28 (65)	●	40 (94)	44 (105)	●



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting Period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI055	Number of referrals made to Channel Panel (Prevent Agenda) Performance Commentary: The number of referrals to Channel Panel has increased following delivery of training and awareness raising. The indications are that referrals are of high quality demonstrating that the training provided is effective with 9% of referrals converted to assessment which is the highest in the West Midlands.	To increase	13	3	●	40	14	●



Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI056	Percentage of council tax collected Performance Commentary: Enforcement activity is taking place each month with 99,000 reminders and 15,000 summonses for non-payment having been issued to date. Further reminders and court summonses will be issued for the remainder of the year. Collection is more challenging this year due to the additional amounts which fall to be collected from working age recipients of council tax reduction. We meet regularly with our CIPFA nearest neighbour benchmarking group to share best practice.	95%	51.3% (£49.6 million)	51.3%	●	76.2% (£72.5 million)	76.2%	●
WCPI057	Percentage of business rates collected Performance Commentary: Collection is currently on target. Enforcement activity is continuing with reminders and summonses being issued for any non-payment. We meet regularly with our CIPFA nearest neighbour benchmarking group to share best practice.	96.7%	57.5% (£45.5 million)	52.6%	●	80.3% (£63.5 million)	80.3%	●
WCPI058	Percentage of spend with suppliers whose address includes a WV postcode Performance Commentary: The quarter three percentage is currently ahead of the year-end target. Following the Meet the Buyer event in 2015, we will be holding a Meet the Commissioner event in March 2016. This event will give Social Care suppliers (including local) an opportunity to meet Wolverhampton City Council Commissioners	31.08%	Not reported until March 2016 Interim: 36%	31.08%	●	Not reported until March 2016 Interim: 35%	31.08%	●

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Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI059	<p>Cost per square metre of our operational property portfolio</p> <p>Performance Commentary: The baseline data for 2014/15 is complete (£53 per square metre) for the operational property portfolio (including schools). The full outturn will not be available until the end of the financial year after the accounts have been closed down as this is an annual indicator of performance.</p>	Baseline to be established	Not reported until March 2016	Baseline to be established	■	Not reported until March 2016	Baseline to be established	■
WCPI060	<p>Percentage of customers satisfied with the customer service they received from the council</p> <p>Performance Commentary: At the end of this reporting year it is expected that Customer Service will have achieved the annual target. This data is used to make evidence based changes to service delivery across all Customer Service access channels – telephony, face to face or online. Although this is an annual target, data is collected on a monthly basis to allow evidence based improvements to be made as issues are identified rather than leaving data collection and improvements until an end of year outturn.</p>	70%	Not reported until March 2016 Interim: 87.76%	70%	●	Not reported until March 2016 Interim: 76.82%	70%	●

WCPI060
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Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	RAG
WCPI061	<p>Percentage of calls to Customer Services resolved at 1st contact</p> <p>Performance Commentary: As new services are transferring into Customer Service full training packages around being produced and end to end resolution clearly defined within these. Simultaneously best practice from the National One Stop Shop Benchmarking Group has allowed us to look internally at improving resolution for existing services fronted. It is likely that the end of year target will be surpassed as a result.</p>	70%	84% (56,476)	70%	●	86% (58,497)	70%	●
WCPI062	<p>Percentage of completed website transactions</p> <p>Performance Commentary: Tip permits and viewing your council tax bill are the only transaction currently available on the 'My Account' function. However, through a Conversion Rate Optimisation (CRO) model being adopted by the Channel Shift team, we are incrementally adding in online forms to this reporting figure as we continue to baseline the City of Wolverhampton Council's performance.</p>	Baseline to be established	52.1% (451)	Baseline to be established	■	43.0% (360)	Baseline to be established	■
WCPI063	<p>Percentage of our eligible workforce who have a current appraisal</p> <p>Performance Commentary: Following a review of the appraisal process, we are considering the viability to record scheduled appraisals in Agresso, rather than simply completed appraisals in order to set realistic expectations for this measure. Future reports will also include the number of scheduled appraisals.</p>	100%	53%	100%	▲	57%	100%	▲

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Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	
WCPI064	<p>Number of workings days lost per Full Time Equivalent (FTE) to sickness absence</p> <p>Performance Commentary: Whilst we do not have a 2015/16 target for this measure, performance between April – December could be considered quite high for this point in time. Our short term absence currently accounts for 24.6% (1.91 Days), whilst our long-term absence accounts for 75.4% (5.85 Days). Although performance for this measure is difficult predict, our end of year outturn could place us in the bottom quartile when comparing against All English Authorities, All English Metropolitan Boroughs and when compared to our Black Country neighbours.</p>	Baseline to be established	4.99 Days	Baseline to be established	■	7.76 Days	Baseline to be established	■
WCPI065	<p>Percentage of Freedom of Information (FOI) requests responded to within the statutory timeframe</p> <p>Performance Commentary: During the third quarter, one request went over in November (Corporate) due to a technical error with the spreadsheet and issues with IT at the time. This will be addressed with the new interim database that IT are developing for us. Notwithstanding this, performance is still above target.</p>	100%	99.9%	97.0%	●	99.6%	100%	◆
WCPI066	<p>Percentage of Subject Access requests responded to within the statutory timeframe</p> <p>Performance Commentary: Not available until 10 February 2016</p>	95%	97.4%	85.0%	●	Not available until 10 February 2016	95.0%	■
WCPI067	<p>Percentage of customers who feel informed about council performance</p>	Baseline to be established	Not reported until March 2016	Baseline to be established	■	Not reported until March 2016	Baseline to be established	■

Ref	Measure Description	2015/16 Target	Previously completed reporting period			Latest completed reporting period		
			Outturn	Target	RAG	Outturn	Target	
	<p>Performance Commentary: A survey (in conjunction with Public Health) will be used to collect data for this and other information from our customers. The survey is currently being developed and will be publicised in due course.</p>							
WCPI064	<p>Percentage of employees who are aware of the council's corporate priorities and understand how they contribute to them</p> <p>Performance Commentary: An internal survey will be used to ascertain the data for this indicator, which will be conducted in March 2016.</p>	80%	Not reported until March 2016	80%	■	Not reported until March 2016	80%	■

Scrutiny Board

26 April 2016

Report title	Scrutiny Work Programme 2015/16	
Cabinet member with lead responsibility	Councillor Paul Sweet Governance	
Wards affected	All	
Accountable director	Kevin O'Keefe, Governance	
Originating service	Democracy	
Accountable employee(s)	Deb Breedon	Scrutiny Officer
	Tel	01902 551250
	Email	Deborah.breedon @wolverhampton.gov.uk
Report to be/has been considered by	Scrutiny Board	8 September 2015 3 November 2015 15 December 2015 19 January 2016 1 March 2016

Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. Review progress of the Scrutiny Board Work Programme 2015-16 to take account of emerging issues and councillor suggestions.

1.0 Purpose

- 1.1 To update and agree the Scrutiny work programme for 2015-16.

2.0 Background

- 2.1 The remit of the Scrutiny Board was agreed by Annual Council 15 May 2013. This remit included the specific responsibility to oversee the operation of the call-in mechanisms and to oversee the work programmes of Scrutiny Panels to avoid duplication of work and to ensure coherence of approach to cross-cutting policy themes. The Board may determine that one named Panel shall take lead responsibility for a cross-cutting policy theme or may determine that the work be shared between one or more panels.

3.0 Work programme planning

- 3.1 The work programme (Appendix 1) is a working document which is reviewed at each agenda planning meeting to determine the timeliness and relevance of items for scrutiny. Any member can also ask for an item to be considered by Scrutiny. At each Scrutiny Board an updated work programme will be presented for discussion and agreement.

4.0 Annual scrutiny planning event 2016-17

- 4.1 Councillors, Directors and Service Directors have been invited to attend the Annual Scrutiny Planning Event. The event will be held on Thursday 2 June 2016. Further details about the event will be sent in due course.

5.0 The scrutiny annual report 2015-16

- 5.1 The annual report highlights the key achievements of the scrutiny function for the 2015-16 municipal year. The report provides an overarching view of the progress and outcomes from the Scrutiny Board, panels and the reviews process 2015-16.
- 5.2 The draft annual report 2016-17 is programmed for the 14 June 2016 Scrutiny Board meeting and will be presented to Council 20 July 2016.

6.0 Financial implications

- 6.1 There are no direct financial implications arising from the recommendations in this report. Within Governance, there is a scrutiny budget to support the investigation of issues highlighted by councillors through the work programmes of the panels and the reviews and inquiries.
[GE/13042016/X]

7.0 Legal implications

- 7.1 There are no direct legal implications arising from this report.
[TS/13042016/S]

8.0 Equalities implications

8.1 There are no direct equalities implications arising from this report.

9.0 Environmental implications

9.1 There are no direct environmental implications arising from this report.

10.0 Human resources implications

10.1 There are no direct HR implications arising from this report.

11.0 Corporate landlord implications

11.1 There are no direct corporate landlord implications arising from this report.

12.0 Schedule of background papers

12.1 Report to Scrutiny Board agreeing the new method of agreeing the scrutiny work programme – 15 April 2014.

Scrutiny work programme

Scrutiny Reviews 2015-16

- **Child Sexual Exploitation (CSE)**

The review report will be presented to Cabinet on 20 April 2016.

- **Electoral Registration and Participation**

The review report will be presented to Cabinet on 8 June 2016.

- **City of Wolverhampton Council Volunteering Offer**

Cabinet agreed the recommendations and executive response from the report on 16 May 2016. An update report will be submitted to Scrutiny Board in 2016- 2017 municipal year.

Work programme

	Date	Work items
Scrutiny Board	26 April 2016	<ul style="list-style-type: none"> • Task and finish report from Regulatory Services (Travellers and Gypsies) • Corporate Performance Report - Quarter 3 2015/16 • Scrutiny inquiry into tackling child obesity in Wolverhampton – feedback • Proposed consultation plan for 0-19 Healthy Child Programme commissioning and service redesign • Work programme
Adults and safer City		Work programme complete
Children, young people and families	13 April 2016	<ul style="list-style-type: none"> • Academy Partnership Protocol • School Improvement Annual Report (Including validated results) • Secondary school Ofsted outcomes and current Local Authority categorisation • Secondary School 10 year strategic plan – draft
Confident Capable Council	20 April 2016	<ul style="list-style-type: none"> • Future Money - making the most efficient use of financial resources • Future People - Employee Volunteering Scheme – progress report
Health Scrutiny Panel		Work programme complete
Stronger City economy		Work programme complete
Vibrant and sustainable City	14 April 2016	<ul style="list-style-type: none"> • Keeping the City clean

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Scrutiny Board

26 April 2016

Report title	Proposed consultation plan for 0-19 Healthy Child Programme commissioning and service redesign (Health Visiting, Family Nurse Partnership and School Nursing services).	
Cabinet member with lead responsibility	Councillor Sandra Samuels Public Health and Wellbeing (Paper also submitted to Children, Young peoples and Families Scrutiny Panel at Councillor Val Gibson (Children and Young People) request.)	
Wards affected	All	
Accountable director	Ros Jervis , Public Health and Wellbeing	
Originating service	People – Public Health and Wellbeing	
Accountable employee(s)	Neeraj Malhotra Consultant Public Health Tel 01902 558667 Neeraj.Malhotra@wolverhampton.gov.uk	Sarah New Healthy Child Programme Manager Tel 01902 558667 sarah.new@wolverhampton.gov.uk
Report to be/has been considered by	0-19 Healthy Child Programme Commissioning & Governance Steering Group Public Health Senior Management Team Youth Council PLT Health Scrutiny Panel	24/02/16 25/02/16 14/03/16 14/03/16 07/04/16

The Panel is recommended to:

1. To consider the proposed Engagement and Consultation process and provide comments and suggestions that will contribute to the development of an effective engagement and consultation process.
2. To endorse the proposed Engagement and Consultation process.
3. To consider the two proposed future commissioning options and provide comments and their views on the potential pros and cons of each of these options.

The Panel is asked to note:

1. Background information, proposed future commissioning options and proposed consultation plan for 0-19 Healthy Child Programme services re-design.

2. This paper has been amended following discussion at Health Scrutiny Panel on 7 April 2016. Specifically, reference is made to the pre-consultation engagement process that has commenced but needs to be strengthened.

1.0 Purpose

This report was drafted to update the Health Scrutiny and the Children, Young Peoples and Families Scrutiny Panel and now the Scrutiny Board on the consultation plan for the re-commissioning of the city's 0-19 Healthy Child Programme (HCP) by Public Health. The report will provide members with an opportunity to inform the consultation process prior to commencing the Engagement and Consultation Period in late spring. The paper describes the engagement and consultation plan and provides background information about the 0-19 years Healthy Child Programme which includes Health Visiting, Family Nurse Partnership and School Nursing Services. The paper also details the two proposed future commissioning options for these services that will be consulted upon. The paper provides Members with an early opportunity to be engaged and to consider their views on the two options in advance of the commencement of the formal Consultation process.

2.0 Background

- 2.1 The '0-19 The Healthy Child Programme' (HCP) sets out a recommended framework for services for children and young people to promote health and wellbeing, prevent ill health and provide early intervention when required. The HCP delivers universal services to all children and families including routine screening and development checks. Through the programme, families in need of additional support and children who are at risk of poor outcomes can be identified and the appropriate support provided; a key aim of the HCP is to reduce inequalities.

Health visitors and school nurses work collaboratively with partners to help promote the welfare and safety of children. Staff work collaboratively to support children where there are identified health needs, or where they are in the child protection system, providing public health interventions for the child and family and referring for specialist medical support where appropriate. Health visitors and school nurses have a valuable contribution to make to reducing the number of children who enter the safeguarding system through preventative and early help work as part of their Community, Universal and Universal Plus role. They support safeguarding and contribute to targeted family support, provision of dedicated services for young offenders and young people excluded from school. Staff also work closely with designated school safeguarding leads and local authority and CCG safeguarding teams ensuring provision of assessments and reports as required and should be aware of those children with an early help assessment, child in need, child protection or Looked After Care Plan.

Further background information is attached as Appendix 1.

2.2 Current commissioning arrangements

On 1 October 2015 the responsibility for commissioning 0-5 public health (Health Visiting and Family Nurse Partnership) services transferred from NHS England to local Authorities completing the final transfer of statutory responsibilities under the Health and Social Care Act 2012 for public health functions.

As a consequence, NHS England's contract with the Royal Wolverhampton NHS Trust for Health Visiting and Family Nurse Partnership services transferred to the Council on 1st October 2015 under a deed of novation. The Council already has a contract with the Royal Wolverhampton NHS Trust for School Nursing (5-19) services. These contracts will cease on 31 July 2017 and it is not possible for the Council to extend these contracts beyond this date. This provides an ideal opportunity to take a fresh look at ensuring coherent and effective services for children and young people aged 0-19. Public Health is working with colleagues and commissioners in Children's Services and the Clinical Commissioning Group to consider future commissioning options and ensure that a new service is in place for 1 August 2017 so that a gap in service provision does not occur.

2.3 Progress

A Healthy Child Programme (HCP) steering group has been established and will be responsible for overseeing the development of commissioning options and any subsequent tender process. Children's services and the Clinical Commissioning Group are represented on the group along with key council officers including representatives from legal and finance. The Steering Group Members will oversee the implementation of the Project. Engagement with young people and parents has informed our proposed consultation plan. The HCP Steering Group is a multi-agency group and membership consists of:

- Public Health Consultant
- Head of Service – Early Help
- Locality Manager – 0-5s
- Clinical Commissioning Group representative
- Public health - Healthy Child Programme Manager
- Public health - Commissioning Manager
- Public health – Intelligence lead
- Corporate Communications Lead
- Public health – NHS facing Health Improvement Specialist
- Public health – Governance lead nurse
- Head of Service - Safeguarding & Quality , Adults & Children
- Procurement Manager
- Human Resources representative
- Legal representative
- Corporate lead strategic resources
- Finance lead for public health
- Corporate landlord representative
- Public Health Healthy Schools Team Leader
- Seconded Head teacher – when available

2.4 Development of commissioning options

There are national models and service specifications for Health Visiting, School Nursing and the Family Nurse Partnership. The local service model and specification will be developed to largely reflect these and will be informed by:

- Analysis of local needs.
- Review of the evidence base and examples of good practice to deliver the best outcomes for children and young people.
- The transformed Children's Services landscape.
- The priorities of the Health and Wellbeing Strategy, Children and Young People's Plan and the Early Help strategy.
- The views of our key stakeholders including current Healthy Child Programme staff, a wide range of other professional partners, parents, carers and young people through extensive engagement.
- The level of market interest and the views of the market i.e. potential bidders and service providers.

2.5 Future commissioning options

There are two options that we intend to engage and consult stakeholders about. These options have been developed in discussion with key stakeholders and with members of the Healthy Child Programme Steering Group.

A number of options have been considered and ruled out by members of the Healthy Child Programme steering group due to level of risk attached or sustainability issues. The two main possible options are detailed below. A preferred option will be informed by the engagement process detailed below and this will be formally consulted upon.

Option 1.

Proposal to go out to tender for a single service specification for a new 0-19 integrated Healthy Child Programme that incorporates all the mandatory elements of health visiting with family nurse partnership and school nursing services. The service will closely dovetail with Children's Services, allowing for stronger integration with the Council's 0-19 services.

Option 2.

Propose a combination of commissioned services and in-house provision. For example, this could mean bringing 0-5 services in-house to the Council and aligned to children centres and commission school nursing services separately or vice versa.

Our engagement will seek the views of key stakeholders including health, social care and voluntary sector services as regards the options outlined above and their views on the current services and future priorities. This includes the views of the current service providers. Our intention is to also engage with current service users i.e. parents, carers and young people to identify their views on the current services, identify any gaps in service provision or areas for improvement and views on future priorities. This will

inform the preferred model and then there will be a formal period of consultation on the preferred model.

2.6 Market Engagement

Given that commissioning responsibility for the 0-19 Healthy Child Programme is a relatively new duty to local authorities, the market has not been fully tested in relation to these services. Hence a market engagement survey is currently being undertaken to understand the level of interest and inform the options appraisal. The findings will be analysed and reported back to the Healthy Child Programme Steering Group.

We have liaised with other Local Authorities to obtain their recent experience of commissioning in this area and specifically to understand the market for tendering for individual services or an integrated 0-19 service. We have found that a range of commissioning approaches are underway, from tendering for individual services, to integrated 0-5 services with children centres to fully integrated 0-19 services. Given that authorities only became responsible commissioners for 0-5 services since October 2015, it would appear that many local authorities are in a similar position to Wolverhampton and are preparing tenders with similar timescales. The additional tender opportunities that may be available to providers has the potential to impact on the interest bidders give to Wolverhampton's potential tender.

3.0 Consultation & Engagement Plan

The consultation and engagement plan is formed of two phases:

Phase 1: 8 weeks engagement with professional stakeholders and service users which determines a clear preferred model.

We intend to gather the views of local families and young people regarding their experiences of health visiting and school nursing services. We will seek views of key stakeholders including Health and Primary Care, Children's services, Education and the Voluntary sector as regards our potential commissioning options. These views will enable Commissioners to determine the best model for future delivery of the 0-19 Healthy Child Programme.

Phase 2: 8 weeks consultation with all key stakeholders on the preferred model.

This phased approach has been supported by the Council's legal and equalities team.

We have established a task and finish group to oversee the engagement and consultation process with representation from public health and Health Watch. A Health Watch representative has been very involved in the discussion with young people regarding the process to be adopted for meaningful consultation. In addition commissioners are working closely with Children Services Participation staff who have worked alongside public health staff to support engagement with young people from the Youth Council, Looked After Children's Board and Care Leavers Forum. This has included co-facilitating a small group of volunteers who are acting as advisors to the commissioners and as school nurse champions.

Public Health will collate and analyse all responses received to identify a preferred option and this will be formally consulted on. This will inform the development the service specification/s.

3.1 Young People's Participation

Preparatory steps have been taken to ensure the participation of young people in this consultation and engagement exercise. We have held a number of meetings with eight volunteers from the Looked After Children's Board, Youth Council & Care Leavers forum. The Young Advisors/School Nurse Champions have shared their views regarding school nursing and advised on how best to involve young people in the engagement and consultation. We intend to develop an online survey to obtain young people's views. Our Young Advisors/School Nurse Champions have agreed to continue to work with us to publicise the survey. In addition they will promote the survey in their own schools and are planning to directly engage with young people in Wolverhampton City Centre one Saturday to encourage young people to complete the survey. We intend taking the findings from the survey back to our young advisors for their consideration and for them to make recommendation for the service model and options.

In addition we have engaged with some of our key stakeholders who have agreed to support us to access more targeted young people. We will conduct a number of focus discussion groups with more targeted groups of young people to obtain deeper feedback and views.

3.2 Parents' Participation

Preparatory steps have been taken to ensure the participation of parents in this consultation and engagement exercise. We are engaging with Voice4parents and seeking parents' advice on how best to consult other parents in Wolverhampton. We met with parents from the Voice4Parents Steering Group. Three parents have expressed interest in volunteering as expert advisors to inform the engagement and consultation process. We may conduct an online survey and hold some discussion groups with parents/carers dependent on the views of our Parent advisors.

3.3 Wider stakeholder Participation

The HCP steering group has agreed that the best method for engaging our wider stakeholders will be via one online survey. Dependent on the findings of the survey we may hold sector specific focus groups to tease out more detailed information for e.g. with children centre staff and schools. We also intend to engage with GPs and primary care staff by attending their locality meetings. We may also attend key Children's services meetings i.e. with Nursery, Children Centre and 'Early Help' staff.

Stakeholders- existing & potential service users	Activity	Timescale
Young People - General	On-line survey	Commence Spring 2016
Young people – General	Young Champions with Commissioner support will engage with young people and encourage survey completion at publicity event to be held in City Centre.	Propose May /June 2016
Young people -schools	Encourage to complete on-line survey. Young champions offer to promote within their own school.	Commence Spring 2016
Young people attending The Way	Discussion taking place with The Way Volunteers as regards holding a Consultation event at The Way.	Proposed Spring/early Summer 2016
Targeted Young People (Vulnerable/additional needs i.e. attending PRUs, LAC, LGBT, Young offenders.)	Focus discussion Groups.	Commence Spring 2016
Targeted Young People	Attend Junior Board meeting.	Commence Spring 2016
Parents & Carers	Discussion underway with Voice4Parents as regards other engagement with Parents.	Commence Spring 2016
Parents & Carers - General	On-line survey.	Commence Spring 2016
Targeted Parents & Carers (Vulnerable/additional needs including Foster Carers.)	Focus discussion Groups.	Commence Spring 2016
Foster Carers	Attend Foster Carer Forum Meeting.	Commence Spring 2016

Stakeholders	Activity	Timescale
Potential bidders/service providers	Conduct Market engagement on line survey.	Commenced 19 th February & concludes 31 st March 2016
Youth Council	Commissioners will brief the Youth Council prior to commencement of the Consultation and share the findings of the consultation once complete to ensure Youth Council endorse recommendations.	Spring and Summer 2016
Ward Councillors	Email communication with Councillors via Member services to ensure Councillors are aware of the consultation process and can contribute to the consultation and where appropriate inform their communities.	
All stakeholders – professionals	On-line survey.	Commence Spring 2016
Current workforce – Health Visitors, School Nurses and Family Nurses.	Early workshop facilitated in 2015. Follow up workshop may be required.	To be agreed
GPs	Presentations to GP locality Meetings and Team W and promotion of on-line stakeholder survey.	Commence Spring 2016 NE Locality 17/03/16 Team W 25/5/16
Head teachers, Governors and teachers	Attend Head teachers Forum Extend deadline for current on-line head teachers survey.	May 2016
Voluntary Sector	Send communication via Wolverhampton Voluntary Sector Council fortnightly bulletin to inform re on line survey. Send communication via Health Watch.	Spring 2016
Dependent on emerging findings of stakeholder survey may conduct workshops to explore issues in more detail.		

4.0 Next steps

Next steps are to:

- Consider the views and comments of the Health, Children, Young People and Families scrutiny panels and of the Scrutiny Board before finalising the formal engagement and consultation processes.
- Report back to the Healthy Child Programme Steering Group.
- Commence the engagement process.
- Consider the findings of the engagement and agree preferred commissioning option for formal consultation.

5.0 Financial implications

The funding for Health Visiting, Family Nurse Partnership and School Nursing services is allocated from the Public Health ring fenced grant. The allocation for Wolverhampton in 2016/17 is £21.9 million. [GS/13042016/T]

6.0 Legal implications

The Council has a statutory responsibility for improving the health and well-being of its population. This includes responsibility for elements of the 0-19 Healthy Child Programme. There is a legal requirement to conduct a formal consultation. The steering group will receive legal advice as required. [RB/18042016/B]

7.0 Equalities implications - Initial Equality Impact Screen

An initial equality analysis has been undertaken and findings shared with the 0-19 Healthy Child Programme Steering Group and local authority Equalities Officer. There is no evidence that the proposed consultation and engagement process is discriminatory across the equality strands and therefore it is not proposed to conduct a full equality impact assessment on the Consultation process. We intend to collect equality data from respondents to the online survey and from participants taking part in focus discussion groups. We intend to proactively promote the on-line surveys to organisations working across the equality strands for e.g. disability forums, Lesbian, Gay, Bisexual, Transgender and Black and minority ethnic communities. We intend to conduct focus discussion groups with targeted/vulnerable groups which will include parents of children with special education needs, young Lesbian, Gay, Bisexual and Transgender people and in deprived areas.

We intend to conduct a further initial equality impact screen once the consultation is closed on the preferred option and future service model.

8.0 Environmental implications

No environmental implications have been identified relating to the consultation and engagement process.

9.0 Human resources implications

No human resource implications have been identified relating to the consultation and engagement process.

10.0 Corporate landlord implications

No corporate landlord implications have been identified relating to the consultation and engagement process. There is representation from asset management on the HCP steering group. It has been highlighted that Health Visitors currently are based in Children Centres. The tender and service specification needs to consider this. Plus the 0-19 discussion needs to take into account the implications for health visiting of reducing children centres to 8 centres.

11.0 Schedule of background papers

Department of Health Commissioning guidance for 0-19 Healthy Child Programme
<https://www.gov.uk/government/publications/transfer-of-0-5-childrens-public-health-commissioning-to-local-authorities>

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/493617/Service_specification_0_to_19_CG1_19Jan2016.pdf

Rapid Review to Update Evidence for the Healthy Child Programme 0–5 (Public Health England, 2015)

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/429740/150520RapidReviewHealthyChildProg_UPDATE_poisons_final.pdf

Healthy Child Programme – Pregnancy and the first five years of life (DH, 2009 – amended August 2010)

<https://www.gov.uk/government/publications/healthy-child-Programme-pregnancy-and-the-first-5-years-of-life>

Department of Health (2009) Healthy Child Programme – 5-19 years (amended August 2010)

http://webarchive.nationalarchives.gov.uk/20130107105354/http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/documents/digitalasset/dh_108866.pdf

Public Health Outcomes Framework 2013 to 2016 (DH, 2014)

<https://www.gov.uk/government/publications/healthy-lives-healthy-people-improving-outcomes-and-supporting-transparency>

APPENDIX ONE

Background to the Healthy Child Programme and Local Authority Commissioning responsibilities.

The Health and Social Care Act 2012 set out a local authority's statutory responsibility for delivering and commissioning public health services for children and young people. Local Authorities acquired new statutory responsibilities on 1st April 2013 under the Health and Social Care Act 2012 to carry out public health functions and with it transferred the responsibility for commissioning school nursing (5-19) services. On 1 October 2015 the responsibility for commissioning 0-5 public health services (Health Visiting and Family Nurse Partnership) transferred from NHS England to local authorities. This transfer of commissioning responsibility provides an opportunity to take a fresh look at ensuring coherent, effective, life course services for children and young people aged 0-19.

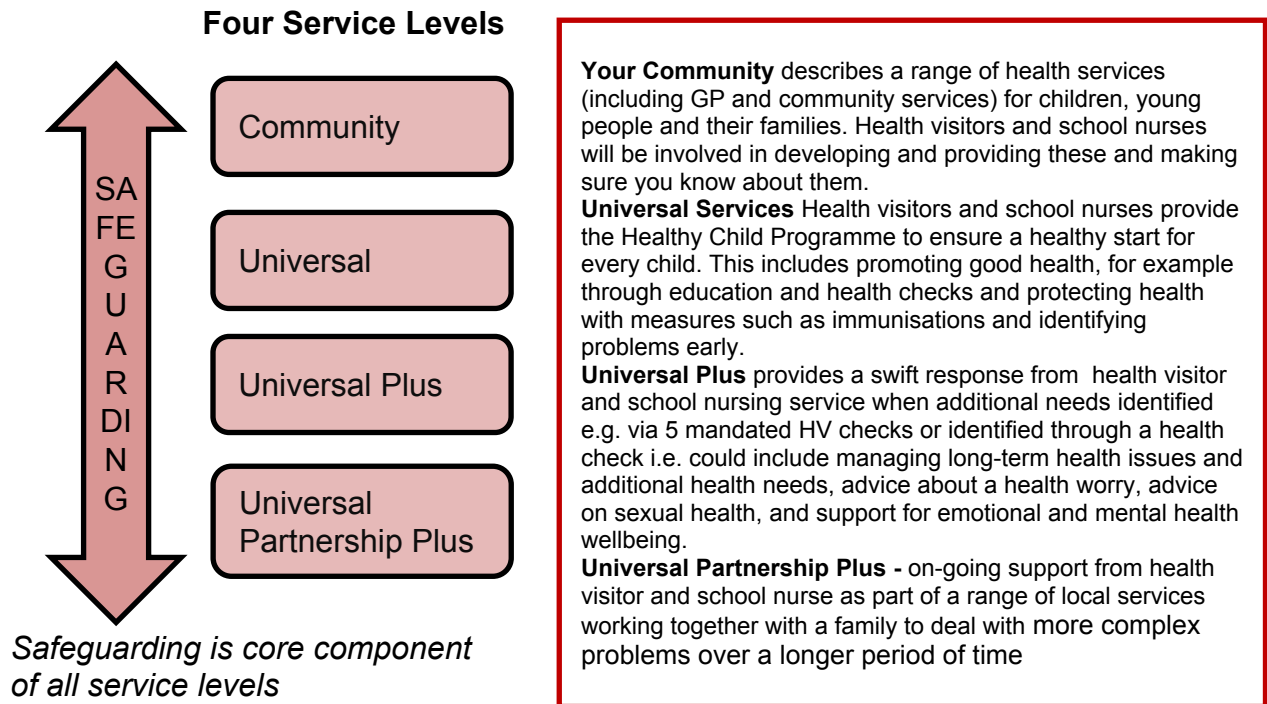
These services are all components of 'The Healthy Child Programme' (HCP). The Healthy Child Programme was published in 2009 and sets out the recommended framework for services for children and young people agenda 0-19 (including during pregnancy) to promote optimal health and wellbeing, prevent ill health and provide early intervention when required. The HCP delivers universal services to all children and families including routine screening and development checks. Through the programme, families in need of additional support and children who are at risk of poor outcomes can be identified and the appropriate support provided; a key aim of the HCP is to reduce inequalities.

Whilst recognising the contribution of other partners, there will be some elements which require clinical expertise and knowledge that can only be provided through services led and provided by the public health nursing workforce, i.e. health visiting and school nursing teams. Public health nurses are registered nurses and/or midwives with specialist additional training to develop knowledge and skills that bring together individual, family and community interventions to improve health in populations by assessing and responding to local need. Public health nursing services provide universal support, and due to their close relationships with families and community settings, including early years and education settings, health visitors and school nurses are key in supporting the local authority area's Early Help system.

The service model for Health Visiting and School Nursing

Health visiting and school nursing services are based on four levels of intervention as detailed below. There is a prescribed national model for Health Visiting and School Nursing services that include for Health Visiting five mandated health reviews. These include:

- Antenatal health promoting review
- New baby review
- 6 – 8 week health visitor assessment
- 1 year assessment
- 2 to 2.5 year review (*this is intended to be a joint review carried out by the health visiting service and the early years provider where a child is accessing early years provision*)



The Family Nurse Partnership

The Family Nurse Partnership (FNP) is a targeted, evidence-based, preventive programme for vulnerable first time young parents. Structured home visits, delivered by specially trained family nurses are offered from early pregnancy until the child is two. FNP aims to improve pregnancy outcomes, child health and development and parents' economic self-sufficiency. FNP participation is voluntary. When a mother joins the FNP programme the HCP is delivered by a family nurse. The family nurse plays an important role in any necessary safeguarding arrangements alongside statutory and other partners to ensure children are protected. In those areas where FNP is available, then for those mothers who have joined the programme, a family nurse will administer the 5 reviews. FNP is a licenced programme based on a strong and rigorous US evidence base, developed over 30 years, has shown FNP benefits the most needy young families in the short, medium and long term across a wide range of outcomes helping improve social mobility and break the cycle of inter-generational disadvantage and poverty. New criteria guidance has been issued that will enable Local Authorities to have greater flexibility and enable targeting services at those at highest risk.