

CITY OF  
WOLVERHAMPTON  
COUNCIL

# Adults and Safer City Scrutiny Panel

28 January 2020

**Time** 6.00 pm **Public Meeting?** YES **Type of meeting** Scrutiny

**Venue** Committee Room 3 - 3rd Floor - Civic Centre

## Membership

**Chair** Cllr Val Evans (Lab)  
**Vice-chair** Cllr Simon Bennett (Con)

### Labour

Cllr Olivia Birch  
Cllr Rupinderjit Kaur  
Cllr Asha Mattu  
Cllr Lynne Moran  
Cllr Anwen Muston  
Cllr John Rowley  
Cllr Zee Russell  
Cllr Jacqueline Sweetman

### Conservative

Cllr Sohail Khan

Quorum for this meeting is three Councillors.

## Information for the Public

If you have any queries about this meeting, please contact the Democratic Services team:

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# Agenda

## Part 1 – items open to the press and public

*Item No. Title*

### BUSINESS ITEMS

- 1 **Apologies**
- 2 **Declarations of Interest**
- 3 **Minutes of previous meeting (12 November 2019)** (Pages 5 - 12)  
[To approve the minutes of the previous meeting as a correct record]
- 4 **Matters arising**

### PRE-DECISION SCRUTINY

[To give pre-decision scrutiny to the report]

- 5 **Proposed changes to charges for non-residential services** (Pages 13 - 20)  
The Panel is asked to note the following:

This item is being considered as pre-decision scrutiny and will therefore not be available to call-in once a decision is made by the Executive.

[Helen Winfield, Head of Community Financial Support, to present report]

### DISCUSSION ITEMS

- 6 **Cllr Linda Leach Cabinet Member Adults /Cllr Jasbir Jaspal, Cabinet Member Health ( to follow)**  
[Cllr Linda Leach Cabinet Member Adults /Cllr Jasbir Jaspal, Cabinet Member Health, to present report on key priorities and questions from the panel.]
- 7 **Adult Education Service** (Pages 21 - 30)  
[Joanne Keatley, Head of Adult Education, to present report]
- 8 **Blue Badge Scheme - update report** (Pages 31 - 36)  
[Lisa Taylor, Head of Service Improvement (Customer Services), to present report]
- 9 **Community Safety and Harm Reduction Strategy 2020-2023** (Pages 37 - 78)  
[Lynsey Kelly, Head of Community Safety and Hannah Pawley, Community Safety Manager to present report]
- 10 **Adults and Safer City Scrutiny Panel 2019 20 - Draft Work Programme** (Pages 79 - 80)  
[Earl Piggott-Smith, Scrutiny Officer, to present report.]

## Attendance

### Members of the Adults and Safer City Scrutiny Panel

Cllr Simon Bennett (Vice-Chair)

Cllr Olivia Birch

Cllr Val Evans (Chair)

Cllr Sohail Khan

Cllr Lynne Moran

Cllr Anwen Muston

Cllr Jacqueline Sweetman

### Employees

James Barlow

Earl Piggott-Smith

David Watts

Becky Wilkinson

Dawn Williams

Senior Accounting Officer

Scrutiny Officer

Director of Adult Services

Head of Adults Improvement

Head of Service Safeguarding

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## Part 1 – items open to the press and public

*Item No.*    *Title*

1        **Apologies**

Apologies were received from the following members of the panel:

Cllr John Rowley

Cllr Rupinderjit Kaur

Cllr Linda Leach – Cabinet Member for Adult

2        **Declarations of Interest**

There were no declarations of interest recorded.

3        **Minutes of previous meeting (16 October 2019)**

That the minutes of the meeting held on 6 October 2019 were approved and signed by the Chair as a correct record.

4        **Matters arising**

**Minute 5 – Adult Social Care Annual Report: The Local Account 2018-19**

The panel queried the response to concerns about the lack of data about LGBT+ people in the report and the importance of including qualitative and quantitative data to show awareness and sensitivity to the issue. David Watts, Director of Adult

Services, responded that the service had considered the previous comments and referred to national guidance about what information should be included in the annual report. The Council is required nationally to try and collect data sexuality and gender of employees but there is no requirement to provide this information. The Director of Adult Services advised that the Council is following Government guidance which has set the 40 per cent response rate.

The panel commented that while a figure of 40 per cent survey return is considered to provide a statistically robust data, there was still value to be gained from analysing all survey responses and to include a reference to it in the annual report.

The Director of Adult Services advised the panel that following the previous discussion on the issue it has been agreed to make changes to the report and to proactively offer support to social workers to have a conversation about the issues. The work is being supported by Communications Team who are preparing promotional material.

The panel referred to a recent presentation by Dr Michael Brady (National Adviser for LGBT+ Health), who highlighted the importance of collecting and using data about the quality of services to LGBT+ community and the need to better understand the issues when commissioning services. The panel commented on the difficulties and challenges facing people wanting help or support and considered that more work was needed to encourage more people from the LGBT+ community to complete survey forms.

## 5 **Draft Budget and Medium Term Financial Strategy 2020-2021 to 2023-2024**

The Finance Business Partner (Corporate) presented the budget report and explained the changes made to the content in response to feedback during the consultation period. The Panel were invited to comment on the budget proposals relevant to its remit. The Panel were advised that comments on the proposals would be added to a report to be considered by Scrutiny Board before being presented to Cabinet.

The Finance Business Partner advised the Panel that an extra £6.2 million had been added to the adult social care budget to address budget pressures. The Director of Adult Services outlined the range of budget pressures and challenges that the service had faced, such as meeting the commitment to the National Living Wage, which had proven to be more difficult to achieve than originally expected.

The Director of Adult Services commented on the five core principles that supported the workstreams aimed at supporting the achievement of the priorities detailed in the Our Council Plan 2019-24, which related to adult social care. The Director of Adult Services added that he wanted to avoid following a 'salami slicing' approach to meeting savings targets and instead the focus had been on introducing different models for transforming the service. The changes were aimed at achieving a better balance between the quality of service offered and meeting budget savings targets. The following were given as examples, Transforming Adult Social Care Programme, the Better Care Programme and work done as part of Sustainable Transformation Programme (STP), which is a partnership of health and care services working across the Black Country.

The Panel were advised that the STP was looking at delivering more cost-effective joint commissioning of services, which sometimes were better done at a Black Country level rather than each authority providing their own local service, which could be difficult and also more costly due to the small numbers.

The Panel queried the lack of detail in the proposed restructure of the Commissioning Team and would have liked to have seen information about the current and proposed new structure to allow more informed comment. The Director of Adult Services advised that details about the changes to the structure were currently part of discussions with employees and trade unions, so he was not able to comment in a public meeting or provide more details in the report at the current stage. The Panel queried the expected impact on the service of meeting the savings target of £300,000 and whether this would involve the deletion of specific posts. The Director of Adult Services advised that no decision had been made yet and some of the savings could be achieved through the process of voluntary redundancies and the deletion of vacant posts to achieve the savings target.

The Panel queried the reference to the core principals and specifically the idea of unlocking capacity within communities to provide an effective and supportive environment. The Panel were concerned about the reduced capacity with the voluntary sector due to previous funding reductions and the extent to which this aim was achievable in the current circumstances. The Panel added that the number of community groups needed practical financial support ranging from getting help with venue and refreshments costs, to continue providing a service.

The Director of Adult Services advised that the majority of the adult services budget was spent on meeting statutory needs where people have been assessed under nationally set eligibility criteria. This presented a challenge to the Council in meeting those needs and demands for funding where there was no statutory responsibility. The Director of Adult Services accepted that the voluntary sector needed extra financial support and there was a commitment to work constructively, while continuing to manage budget pressures on the service.

The Panel discussed the proposals listed in the papers linked to aim of transforming adult social care. The Panel queried the options being considered as part of the review of Blakenhall dementia day service provision and expressed concern about reducing funding in this area. The Director of Adult Services advised the Panel that no detailed decisions had been made yet, but there were discussions ongoing to look at how current services were delivered.

The Panel were reassured that the savings proposals did not affect the provision of the day services at Blakenhall. A number of different models of best practice were being considered for the provision of meals. The Director of Adult Services advised that the final budget proposals would be presented to Cabinet on 19 February 2020. The Panel discussed the idea of considering the outline budget proposals presented at a future meeting when more detail would be available to assess them against Council's priorities and their likely impact on the service. The Director of Adult Services commented that the transformation programme was looking at different ways of supporting people, for example, supporting a person into employment as an alternative to visiting the local day centres. Many of the current adult care services

were based on ideas developed in the 1980s and as demand changed, the offer also needed to change.

The Panel queried current progress on completing a more detailed assessment of the equalities and health implications of the budget savings proposals. The Director of Adult Services advised that a full equalities impact assessment would need to be done. An initial assessment on the proposals had been done.

Resolved:

1. The Panel comments on the budget proposals to be included in the feedback to Scrutiny Board before it is presented to Cabinet.
2. The Panel agree that the Chair and Vice Chair approve the final response that is sent to Scrutiny Board.
3. The Panel agree to add to the work programme, reports on the budget proposals when further details became available to consider their impact and to make recommendations to Cabinet as appropriate.

6 **Wolverhampton Multi-Agency Safeguarding Arrangements ( presentation to follow)**

Dawn Williams, Head of Safeguarding, gave a PowerPoint presentation on plans to abolish Wolverhampton Safeguarding Board and replace it with a new organisation Wolverhampton Safeguarding Together. The Head of Safeguarding advised the panel that this would be final time that the annual safeguarding board report would be presented in the format detailed in Agenda item. The Head of Safeguarding outlined the original aims behind the setting up of Safeguarding Boards. The Head of Safeguarding outlined the reasons highlighted during a review about the limited effectiveness and impact of the current structure and working arrangements. The Head of Safeguarding advised the panel that Children Safeguarding Boards were established in 2006 and Adults Safeguarding Boards in 2014. A key issue highlighted from a local review was that the current arrangements were considered to be too bureaucratic and that there was a lack of ownership of the issues and the delivery of priorities. As a result of new national guidance, a number of changes were required to be made to local safeguarding arrangements to improve their effectiveness. The Head of Safeguarding outlined the new structure and the aims of the Wolverhampton Safeguarding Together.

The Head of Safeguarding outlined the benefits of the new working arrangements. The change is considered to be positive and will create an environment which offers the right level of challenge to partner agencies and support the move to adopting a whole family approach to the issue of safeguarding. The plan is to have the new working arrangements fully embedded by the end of March 2020.

The Head of Safeguarding listed the members of the Wolverhampton Safeguarding Together Integrated Executive Working Group. The Head of Safeguarding outlined the role and membership of the Wolverhampton Safeguarding Together Integrated Scrutiny and Assurance Group. A key part of the role was to embed learning and support improvement in the effectiveness of the service. The panel discussed the safeguarding role of schools in supporting safeguarding agenda.

The Head of Safeguarding explained the reasons for removing the role of Independent Chair. A new Independent Scrutineer would be appointed at no cost and role would be very different. The expectation is that the person would commit to

10 – 12 days year to check on progress and to offer challenge about the progress towards achieving the priorities. An independently facilitated stakeholding event is being planned to review progress against key priorities. The scrutiny role of the independent scrutineer would be supported by case file audits, peer reviews and external partnerships to provide an independent review.

The panel queried the line of authority for safeguarding matters in the new structure. The Head of Safeguarding advised that findings and recommendations of the work of sub-groups would be reported to the Executive Group who have lead responsibility for safeguarding.

An issue of concern can be escalated to the Executive Group which is part of the changes introduced to support partner organisations to be more dynamic, flexible and responsive. The effectiveness of the work of the Executive Group would be appraised by the Independent Scrutineer.

The panel queried what would happen if the current arrangements don't deliver the expected improvements. The Head of Safeguarding advised that the progress would be reviewed by the Independent Scrutineer.

The new approach safeguarding is based on national learning from some of the early adopters and has involved taking the best from these examples to make changes to current arrangements in Wolverhampton. The progress will be reviewed at the end of March 2020 to look what further immediate changes are needed.

The panel queried if the changes would help to reduce the risk of silo working between different agencies. The panel queried if the new working arrangements would identify and address any example of silo working among the key agencies leading on safeguarding matters. The Head of Safeguarding offered the panel reassurance and added that an important part of the new approach is to continue to integrate both children's and adults safeguarding practice, supported by a much more simplified management structure.

The Director of Adult Services added that there is a lot of duplication in current partnership arrangements and the changes represent an opportunity to improve the effectiveness of safeguarding provision. This would be supported by a reduction in the numbers of organisations involved at meetings and meetings themselves will also be reduced. The creation of dedicated working groups would add value.

The Head of Safeguarding commented on the impact of the new working arrangements on the financial contribution to the budget made by partner organisations as a result of a reduction of the number represented on the new executive board. The Council contributes the majority share to the budget, followed by the police and benefits from being co-terminus with the areas covered by partners such as the police and CCG. The situation is complicated in other areas who do not have this coterminous arrangement where changes in safeguarding structure could lead to requests for increased funding contributions from West Midlands Police in other areas without this arrangement, at a time when the police finances are under pressure.

The panel queried what the safeguarding situation would look like in 12 months' time from changes introduced. The Head of Safeguarding would expect to see more

challenge, better partnership working arrangements and improved relationships with the community.

The Head of Safeguarding advised that March 2021 would be a good time to report back to the panel progress against the key aims and priorities. The suggested that a briefing from the independent scrutineer would also be helpful. The panel agreed to add the item on Wolverhampton Safeguarding Together to the panel work programme.

Resolved:

1. The panel welcomed the report and supported the aims for Wolverhampton Safeguarding Together arrangements in Wolverhampton.
2. The panel to receive a progress report from a representative of the executive working group on the impact of the Wolverhampton Safeguarding Together in March 2021 in achieving its stated aims.
3. The panel to receive a briefing from the Independent Scrutineer on the effectiveness of the partnership in meeting its stated aims and priorities in March 2021.

7 **Wolverhampton Safeguarding Board Annual Report 2018/19 (for information)**  
The panel agreed to note the report.

8 **Briefing on panel visit to Action for Independence (verbal report)**  
Earl Piggott-Smith, Scrutiny Officer, briefed the panel about the visit to Action 4 Independence in Wolverhampton on 5.11.19. The aim of the visit was to meet members of the social work team to talk about their experiences of supporting people with a diagnosis of dementia and also to get their views of using the '3 Conversations' approach. Cllr Moran briefed the panel on findings from the visit and overall view of the support offered. Cllr Moran commented that dementia presents a number of challenges to the social work teams as it not a condition that a person will be improve and their health will decline. The important value of using telecare to support families and a person with a diagnosis was highlighted. Cllr Moran supported the introduction of '3 Conversations' as the approach reflects best practice in social work. In discussion with social worker team the issue of managing caseloads of 30-40 was highlighted as a concern and the impact of picking up more cases when on duty. Furthermore, the pressure on front line staff working on complex cases added to already high stress levels. There was recognition by the panel of the need to support staff and for them to have access to support, and specialist clinical support. The Director of Social Worker accepted that the new ways of working presented a challenge to social work teams at this stage of the process and referred to his own experiences of working in social work team. The Director of Social Worker offered reassurance about casework management and explained that in the past caseload of 60 -70 cases were the norm, but it was important to note not all the cases would be active.

Cllr Bennett commented on issue of number of calls to City Direct which were directed to social work teams and expressed concern about the impact of delays in callers getting their issues resolved. The Director of Adult Services commented that this is new role for managers who in the past would have allocated cases. In the new arrangements social workers on duty have to be able to self-allocate which presents a challenge to them, but this does require social work team managers to understand



the issues facing duty staff and have discussions about work allocation. The panel were advised that social work teams are encouraged to meet informally through 'huddles' to talk about difficult cases which are causing them stress and to get advice and support.

The panel expressed concern about lack of awareness about welfare support offered from the Council experiencing work stress. The Director of Adult Services advised that while specialist clinical support is not available other forms of support are available. The support service is actively promoted, and managers should be aware of the process for making a referral. The Director of Adult Services advised that calls to the Council are referred directly to the appropriate teams to respond and the work being to reduce caller waiting times. The panel commented about whether social work staff should be able to access a qualified counsellors. The Director of Adult Social Care added that levels of staff turnover in adult social work teams are low. The level of staff turnover is always traditionally been much higher in children social work teams.

The panel praised the professionalism of social work team and wanted to formally record their thanks for making time available and willingness to share their experiences.

The Director of Adult Services welcomed the willingness of social work teams to share their views and the issue of managing the call duty system is an area that further work will be done in response to the issue highlighted during the visit.

Resolved:

The panel agreed to note the report.

- 9 **Adults and Safer City Scrutiny Panel 2019 20 - Draft Work Programme**  
Earl Piggott-Smith, Scrutiny Officer, presented the draft programme for information and comment. The panel were advised the item on dementia scheduled for 28.1.2020 had been deleted from the work programme following a discussion. The work programme will be updated to reflect other possible topics that could be added as future items.

Resolved:

The panel accepted the change to the panel work programme.

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<b>CITY OF WOLVERHAMPTON COUNCIL</b>	<b>Cabinet (Resources) Panel</b> 3 March 2020
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<b>Report title</b>	Proposed changes to charges for non-residential adult services	
<b>Decision designation</b>	AMBER	
<b>Cabinet member with lead responsibility</b>	Councillor Linda Leach Adult Services	
<b>Key decision</b>	Yes	
<b>In forward plan</b>	Yes	
<b>Wards affected</b>	All	
<b>Accountable Director</b>	David Watts	
<b>Originating service</b>	Community Financial Support, Adult Social Care	
<b>Accountable employee</b>	Helen Winfield	Head of Community Financial Support
	Tel	01902 553353
	Email	<a href="mailto:helen.winfield@wolverhampton.gov.uk">helen.winfield@wolverhampton.gov.uk</a>
<b>Report to be/has been considered by</b>	Directorate Leadership Team	21 January 2020
	Strategic Executive Board	28 January 2020
	Adults & Safer City Scrutiny Panel (pre-scrutiny)	28 January 2020

**Recommendation for decision:**

The Cabinet (Resources) Panel is recommended to:

1. Approve a further period of transitional protection as set out in Option three (paragraph 4.1 and 5.1) which seeks to achieve the right balance by limiting the increases to peoples' contributions to adult social care services (where they were in receipt of services prior to April 2018) whilst ensuring that we work towards the individual financial assessment amount.

## **1.0 Purpose**

- 1.1 This report sets out proposals for a revised extended transitional protection scheme to limit the increases to peoples' contributions to adult social care services (where they were in receipt of services prior to April 2018) whilst ensuring that we work towards the individual financial assessment amount.

## **2.0 Background**

- 2.1 Under the Care Act 2014, the amount that an individual pays towards their non-residential care and support must be assessed by an individual financial assessment of both their capital and income.
- 2.2 The rules governing the financial assessment are detailed in the Care and Support statutory guidance. If an individual has capital above the upper threshold (currently £23,250) set by government, they are required to pay for all of their non-residential care. If their capital is below the upper threshold, means-tested support is available, depending on what they can afford to pay.
- 2.3 When the means-test is applied, their income will be assessed. Any capital that they have above the lower threshold (currently £14,250) set by government will be treated as if it gives rise to an income of £1 a week for every £250 of capital. Capital below the lower threshold will be disregarded.
- 2.4 The means-test works on the principle that non-residential contributions must not reduce that person's income to below a certain amount. This amount is known as the Minimum Income Guarantee (MIG) and is reviewed yearly in April. Income above the MIG is described as a person's 'disposable income' and is considered to be available to make a contribution towards the cost of their care and support.
- 2.5 This item was considered as pre-decision scrutiny on 28 January 2020 by Adults & Safer City Scrutiny Panel and will therefore not be available to call in once a decision is made by Cabinet Resources Panel.

## **3.0 Introduction**

- 3.1 In April 2018 a new approach to non-residential contributions for adult social care services based on individual financial assessment was implemented following a report to Cabinet (Resources) Panel on 16 January 2018.
- 3.2 Transitional protection was approved for existing (pre-April 2018) contribution payers over two years to 31 March 2020 to limit any significant increases.
- 3.3 The collectable income from the implementation of the new arrangement for the 2019/20 period was £111,868 per week (£5.7 million for the year).
- 3.4 Following a review on 10 January 2020, it is clear that out of 2,374 people currently in receipt of non-residential adult social care, there are 62% (1,483) of people who have been individually financially assessed to make contributions in accordance with the new

scheme without any transitional protection being applied (new people and pre-April 2018 people whose increases were below the transitional protection threshold), and 38% (891) of people who are currently in receipt of transitional protection which is due to cease who will be adversely impacted to varying extents.

- 3.5 There are **891** people who will be adversely impacted by the ceasing of transitional protection. The impact is considered both in terms of actual increase in cost and whether it is more or less than a 50% increase of their current contribution. This helps to determine more realistic and fair options for transitional protection.

Number of people	Amount of increase in contribution
305	Under £10
399	Over £10
92	Over £20
23	Over £30
16	Over £40
16	Over £50
15	Over £60
11	Over £70
3	Over £80
6	Over £90
5	Over £100
<b>891</b>	<b>Total</b>

Number of people	Extent of impact by increase in cost per week and %age increase
154	Under £10 increase with less than a 50% increase of current contribution
151	Under £10 increase with more than a 50% increase of current contribution
295	Increase of between £10 and £30 with less than a 50% increase of current contribution
196	Increase of between £10 and £30 with more than a 50% increase of current contribution
10	Over £30 increase with less than a 50% increase of current contribution
85	Over £30 increase with more than a 50% increase of current contribution
<b>891</b>	<b>Total</b>

## 4.0 Options

### 4.1 Three options have been considered:

- **Option one** would be to make no change to the existing arrangement where transitional protection for existing pre-April 2018 contribution payers would end on 31 March 2020. The impact for people would be as in paragraph 3.4 above which for 305 people would mean an increase of under £10 but for 586 people would mean an increase of more than £10, with 5 people having an increase of more than £100.
- **Option two** would be to extend the two-year transitional protection implemented in April 2018 as part of the new non-residential contributions policy. This arrangement would mean that transitional protection would limit any increase to between £1 and £6.00 per year depending on the individual's pre-April 2018 banded contribution rate:
  - Pre-April 2018 Band A – Not applicable as no charge
  - Pre-April 2018 Band B/C - £1.00
  - Pre-April 2018 Band D/E & Supported Living on Means-tested Benefits - £4.00
  - Pre-April 2018 Band F - £4.00
  - Pre-April 2018 Band G/H - & Supported Living not on Means-tested Benefits- £6.00

This option would mean that it would take a number of years for most people to move to their correct individually assessed contribution and may be viewed as inequitable by those in receipt of similar adult social care services making contributions at the correct rate according to their individual financial assessment.

- **Option three** would be to implement an alternative transitional protection arrangement over three years – 2020/21; 2021/22 and 2022/23 – based on a percentage increase according to the extent of the individual financial assessment impact on the amount and proportion of the increase (see paragraph 5.1 below). This would achieve the right balance by limiting the increases to peoples' contributions to adult social care services (where they were in receipt of services prior to April 2018) whilst ensuring that we work towards the individual financial assessment amount.

4.2 The calculations have been undertaken based on peoples' current (2019/20) resources. Social security benefit rates are due to be uprated for 2020/21 by 1.7% - means-tested and disability benefits - and 3.9% - state pensions.

4.3 Although social security benefits are set to rise from April 2020, which would see an increase in disposable income and therefore in individually assessed contributions to adult social care services, there could be an increase in the Minimum Income Guarantee (MIG) set by government for non-residential charging which may off-set any such increase or reduce contributions.

## 5.0 Proposal and reasons for decision

5.1 **Option three** is considered to achieve the right balance by limiting the increases to peoples' contributions to adult social care services (where they were in receipt of services prior to April 2018) whilst ensuring that we work towards the individual financial assessment amount.

<b>Number of people</b>	<b>Extent of impact by increase in cost per week and %age increase</b>	<b>Option 3</b>
154	Under £10 increase with less than a 50% increase of current contribution	Actual increase applied April 2020
151	Under £10 increase with more than a 50% increase of current contribution	50% of increase applied April 2020 50% of Increase applied April 2021
295	Increase of between £10 and £30 with less than a 50% increase of current contribution	50% of increase applied April 2020 50% of increase applied April 2021
196	Increase of between £10 and £30 with more than a 50% increase of current contribution	33% of increase applied April 2020 33% of increase applied April 2021 34% of increase applied April 2022
10	Over £30 increase with less than a 50% increase of current contribution	33% of increase applied April 2020 33% of increase applied April 2021 34% of increase applied April 2022
85	Over £30 increase with more than a 50% increase of current contribution	Banded increase according to actual amount of increase applied 2020, 2021 and 2022: <ul style="list-style-type: none"> <li>• Over £100 - actual increase divided by 10</li> <li>• Over £90 - actual increase divided by 9</li> <li>• Over £80 - actual increase divided by 8</li> <li>• Over £70 - actual increase divided by 7</li> <li>• Over £60 - actual increase divided by 6</li> <li>• Over £50 - actual increase divided by 5</li> <li>• Over £40 - actual increase divided by 4</li> <li>• Over £30 - actual increase divided by 3</li> </ul>
<b>891</b>	<b>Total</b>	

## **6.0 Financial implications**

- 6.1 In 2018-2019 the newly implemented non-residential contribution policy generated in the region of £4.1 million in contributions towards the cost of non-residential care and support.
- 6.2 Option one would generate additional collectable income of £16,002.99 per week (£832,155.48 for the year) from contributions to the Council.
- 6.3 Option two would generate additional collectable income of only £2,360.38 per week (£122,739.76 for the year) from contributions to the Council.
- 6.4 Option three would generate additional collectable income from contributions to the Council of: Year 1 – 2020/21 - £6,135.87 per week (£319,065.24 for the year); Year 2 – 2021/22 - £5,172.56 per week (£268,973.12 for the year); Year 3 - £2,192.41 per week (£114,005.32 for the year).

## **7.0 Legal implications**

- 7.1 The proposals are fully compliant with the Care Act 2014 and the Care and Support statutory guidance.

## **8.0 Equalities implications**

- 8.1 An Equality Analysis was undertaken for the introduction of the new non-residential contributions scheme in April 2018. It showed an adverse impact on disabled people which was to be expected as disabled people with eligible needs are the customer base for non-residential care and support under the Care Act 2014.
- 8.2 Some mitigation against significant increases in contributions for current people receiving adult social care and support was achieved with the two-year transitional protection arrangement and the current proposal to introduce an extended period of transitional protection maintains a reasonable and fair increase in contributions for those pre-April 2018 people still in receipt of adult care and support.
- 8.3 The means employed to achieve the aims of the proposed policy are proportionate, necessary and appropriate.

## **9.0 Climate Change and Environmental implications**

- 9.1 There are no climate change and environmental implications.

## **10.0 Health and Wellbeing Implications**

- 10.1 Pre-April 2018 people continuing to pay contributions towards their adult social care and support will receive transitional protection under options two and three which will help minimise the impact of increases in the contributions rates and thus maintain their financial wellbeing.



**11.0 Human resources implications**

11.1 There are no direct Human Resources implications.

**12.0 Corporate landlord implications**

12.1 There are no Corporate Landlord implications.

**13.0 Schedule of background papers**

13.1 Report to Cabinet (Resources) Panel 16 January 2018.

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# Adults and Safer City Scrutiny Panel

28 January 2020

<b>Report title</b>	Adult Education Service: Strategy, Offer and Outcomes 2019-20	
<b>Cabinet member with lead responsibility</b>	Councillor Michael Hardacre Education and Skills	
<b>Wards affected</b>	All	
<b>Accountable director</b>	Richard Lawrence, Strategic Director Regeneration	
<b>Originating service</b>	Adult Education	
<b>Accountable employee(s)</b>	Joanne Keatley	Head of Adult Education
	Tel	01902 558173
	Email	Joanne.keatley@wolverhampton.gov.uk
<b>Report to be/has been considered by</b>	Regeneration Leadership Team	14 January 2020

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## Recommendation(s) for action or decision:

The Scrutiny Panel is recommended to:

1. Provide feedback on the suitability of the strategy, learning offer and outcomes for residents
2. Comment and advise on current and future Adult Education Service challenges

## **1.0 Purpose**

- 1.1 The purpose of this report is to provide the scrutiny panel with an overview of the adult education strategy, offer and outcomes for residents, highlighting future opportunities and challenges.

## **2.0 Background**

- 2.1 The Further Education sector is divided into FE Colleges, Adult and Community Learning Providers and Training Providers. Adult Education Wolverhampton (AEW) is an Adult and Community Learning (ACL) provider. The ACL sector has a distinct focus and purpose enshrined in lifelong learning and the wider benefits of learning. Most ACL providers have a mixed portfolio of funding for skills and funding for community learning. This positions them to make a valuable contribution to agendas such as health and well-being, qualifications and skills, employment and community cohesion.
- 2.2 The City of Wolverhampton Council receives just over £3m annually from the Department for Education via the West Midlands Combined Authority (WMCA) to provide the Adult Education Service. The funding is split equally between funding for qualifications and skills and funding for Community Learning, which tends to be non-qualification based. The WMCA is conducting a piece of work, looking at the value for money of Community Learning and the funding methodology may change as a result. This is causing concern amongst Local Authority providers, as indications are that it will be reduced, and the stability of provision could be affected. There is a task and finish group established but a definitive timescale has not been established.
- 2.3 The service also has an Advanced Learner Loans facility for learners aged 24+ undertaking an eligible level 3 qualification. The service also receives a very small amount of funding from the Education Skills Funding Agency (ESFA) for learners aged 16 to 18 years.
- 2.4 AEW's funding is for adults aged 19 and over. AEW's unique position as an ACL provider affords it the opportunity to attract adults who are returning to learning and seeking a safe, discrete learning environment with other adult learners. AEW offer allows adults to be the primary focus and caters specifically for their needs rather than those of young people. Adults who register for the service are well supported, often overcoming health and specific learning barriers that they have had since school or developed in early adulthood.
- 2.4 The City Learning Quarter (CLQ) will be developed around the Old Hall Street area of the city centre. It will include a City of Wolverhampton College campus, the council's Adult Education Service, and the Central Library. The aim is to improve the offer to all users of the library, college and adult education provision. The City Learning Quarter will also see investment in the public realm as part of Wolverhampton's regeneration programme.
- 2.5 The College and Council recognise the potential benefits from working together to integrate the adult learning offer to maximise the opportunities for residents and will work together to create seamless pathways for students to progress into and between.

2.6 The Service received an Ofsted inspection, under the new Education Inspection Framework (EIF), in November 2019, it received an overall effectiveness grade of Good and graded good in all areas. The service was graded Outstanding for Personal Development. The Service will develop a robust Post Inspection Action Plan to address the areas for improvement highlighted by Ofsted.

### 3.0 Adult Education Strategy

3.1 **The mission of the service is ‘to make a positive difference to the lives of individuals and communities through high quality learning that inspires, challenges and leads to further learning and employment’.**

3.2 In realising this mission, the service aims to impact on three of the Councils’ strategic outcomes:

- well skilled people working in an inclusive economy;
- strong resilient and healthy communities and children
- young people get the best possible start in life.

The West Midlands Combined Authority’s Strategic Economic Plan and the Council’s Strategic Economic Plan both provide a backdrop to the service aims, particularly the need to contribute to inclusive growth and provide residents more opportunities to position themselves to take advantage of a more prosperous city.

3.3 To impact on the strategic outcomes of the Council and aims of the WMCA the Service uses key demographic data along with information on the labour market trends to inform the planning and delivery of the offer to residents. Wolverhampton is an area of extreme and multiple deprivations. Key facts for Wolverhampton from the Black Country Consortium, Economic Intelligence Unit, January 2019 include:

- 15.5% of residents have no qualifications compared to 7.6% in England. To bridge the gap a further 12,693 Wolverhampton residents would need to gain a recognised qualification.
- 26% of residents hold a qualification at level 4 or above compared with 38% of people in England. A further 19,312 Wolverhampton residents would need to achieve a level 4 qualification to reach the England level.
- The highest proportion of disadvantaged pupils in the Black Country live in Wolverhampton, which at 40% is 12% higher than the national average.
- 5.3% of the working age population claimed unemployment benefit in March 2019, which is 2% higher than the England average.
- 49% of residents coming from BAME backgrounds
- The Experian Literacy Score mapping project (2016), within the 533 Parliamentary constituencies in England, ranked Wolverhampton South East and Wolverhampton North East as being 9<sup>th</sup> and 14<sup>th</sup> respectively in having the greatest literacy need.
- Numeracy skill levels reported in 2011 showed 58.6% of Wolverhampton residents as being below level 1, as compared against 49.1% in England. Having numeracy skills

below level 1 means a person may not be able to understand price labels or pay household bills.

- 3.4 The curriculum strategy focuses on attracting residents from deprived communities, with low levels of skills and qualifications and high levels of unemployment. The curriculum is designed to widen participation in learning particularly for those furthest from the labour market; offer opportunities to improve health and well-being, putting people in a better position to move towards employment and provide people with the qualifications, skills and attitudes needed by employers today.
- 3.5 In 2019-20, the service has tried a new strategy to widen participation further in deprived communities by subcontracting some provision to third sector providers who are directly delivering to residents in their communities. The aim is for these learners to progress into AEW learning opportunities in the City centre.
- 3.6 The curriculum strategy ensures AEW works hard and purposefully to provide an inclusive learning environment to support its impact on individuals and their communities. Its endeavours to be inclusive are supported by well-developed, productive partnerships internally within the Council, and externally with a range of public, private and third sector organisations, including City of Wolverhampton College, the City of Wolverhampton University, Schools, Strengthening Families Hubs, Job Centre Plus, the Refugee and Migrant Centre and the Learning Platform.
- 3.7 The curriculum strategy includes managing efficiency and value for money through effective and integrated use of all funding streams, income from student fees, income from small projects and income from work with employers. Annual curriculum planning includes scrutinising efficiency indicators such as class size, teaching hours utilised, room and building usage.
- 3.8 The curriculum strategy aims to support those in low paid work who are aiming to improve their skills to access higher paid work. The service provides core qualifications such as English, maths and ESOL in the evening to enable those in daytime work to study in the evening. And in ESOL we have a project to test a more flexible offer for shift workers, who struggle to attend regularly and miss too much content to achieve their qualifications.
- 3.9 To support the lifelong learning agenda and the concept that learning throughout life is good for health and well-being, but to remain within funding priorities, the Service offers a suite of 'Club Classes'. These classes are not funded by Government; the tutors are self-employed and the students all pay. Adult Education's role is to support with aspects such as marketing and facilities.

#### **4.0 The Curriculum Offer**

- 4.1 In line with the need in the City, the service has developed strengths in areas such as English, maths and English for Speakers of Other Languages (ESOL) alongside vocational provision at level 2 and below and provision specifically designed for those

with mental health issues and learning disabilities. The service also provides opportunities for adults to enter higher education after following an Access to Higher Education programme or other Level 3 courses.

- 4.2 To ensure we attract residents with low and no skills the curriculum offer provides multiple entry points from community engagement activity, which is likely to be non-qualification based, through entry level and up to level 2, 3 and above.
- 4.3 Following engagement the curriculum is designed to offer linear and non-linear pathways to take adults through to meaningful outcomes including employment and further learning with AEW or other FE and HE providers. Examples of linear pathways would include progression from entry level, in a subject such as maths or English, up through the levels to GCSE in the same subject. Non-linear progression would be a student starting their journey studying, for example, a basic skill such as English or Maths but then moving sideways to a vocational subject such as Health and Social Care or Supporting Teaching and Learning in school.
- 4.4 Given the low levels of literacy and numeracy skills for adults in the City and the importance of these skills to function well in work, community and society, the AEW curriculum concentrates on improving these skills from many angles. It is designed to provide English and Maths development discretely, as part of a learning package, embedded in vocationally/employability packages and in targeted support workshops.
- 4.5 Typically, following Careers, Education, Information, Advice and Guidance (CEIAG), adult learners interested in re-entering the labour market, or looking to change/improve their earning power, follow multiple courses. These are packaged as a 'Programme of Study', taken concurrently or sequentially and inclusive of English, maths and ICT. The vocational areas of study would include health and social care, supporting teaching and learning in schools, business administration and customer service. The package would also aim to improve their employability with additional relevant qualifications in areas such as food hygiene, paediatric first aid and first aid at work.
- 4.6 AEW offers provision designed for adults with learning difficulties and disabilities. There are two key pathways one designed to maintain skills and gain independent living skills and the other designed to progress skills sufficiently to gain greater independence, maintain for gain voluntary work or move towards paid employment.
- 4.7 The AEW 'Like Minds' programme supports individuals with mental health difficulties. They are referred to the programme by their GP or other health professional. The programme concentrates on practical creative and craft-based activities, whilst building self-confidence, self-esteem, friendships and resilience.
- 4.8 In partnership with schools and children's centres, the service offers family learning opportunities targeted at those parents whose children are at risk of low attainment. The aim is to support adults to engage with their children's education but also to encourage adults to take-up further learning for themselves.

- 4.9 In partnership with the University AEW offers five Access to Higher Education pathways. These include Access to Health Studies, Access to Music Technology and Access to Social Science. A pre-access course has been designed to provide a pathway and support those not ready to take the full Access programme.

## **5.0 Outcomes for Students**

### **Participation**

- 5.1 As a result of the service's strategy and curriculum offer it is important to measure success by looking at whether the service has attracted the students it intended to and to evaluate if those students were successful in achieving a positive progression to further learning or a positive destination if appropriate.
- 5.2 In 2018-19, the service attracted 2933 students, which was an 8% increase on the previous academic year. The increase was primarily achieved through a planned focus on increasing enrolments and value for money in the Community Learning Funding stream. Of these 84% were residents in Wolverhampton and 92% resident in the West Midlands with the remainder living on the borders primarily of Shropshire where travel to learn in Wolverhampton is good.
- 5.3 In 2018-19, of the students it attracted 31% were unemployed and looking for work, which was a 5% decrease on the previous academic year. However, the service increased the number of employed students it attracted by 5% and most of these students were on a low income.
- 5.4 In 2018-19, 58% of students had no or low qualifications (below level 2), which was a 1% increase on the previous academic year.
- 5.5 In 2018-19, 55% of students lived in the 9 most deprived wards, which was consistent with the previous year and 30% lived in the top 10% of Lower Super Output Areas in the City, 1% higher than the previous academic year. The offer will be further refined to continue to increase the proportion of residents engaging in learning from Lower Super Output Areas.
- 5.6 In 2018-19, 23% of students declared a learning difficulty or disability and of these 115 declared a mental health issue. This is consistent with the previous academic year.
- 5.5 In 2018-19 the service delivered 205 qualification courses and 189 community learning courses. 49% of these were at entry level, 18% at level 1 (pre-GCSE), 13% at level 2 (GCSE A-C equivalent), 13% at level 3 and above and 7% on mixed levels.



5.6 In 2018-19, of the 4464 enrolments onto qualification courses, 24% were for students studying English as their second language, 22% were studying vocational qualifications including health and social care, supporting teaching and learning in schools, business administration and creative subjects, 19% were studying English, 17% were studying maths.

### **Achievements**

5.7 In 2018-19 overall achievement for students on qualification and skills courses was 90% against a benchmark for similar providers of 86%. For Community Learning the achievement was 98% against a benchmark of 85%. All broad subject sector areas achievement rates were above provider benchmark and the majority were between 5% and 10% above.

5.8 When analysing individual qualification types most were above the provider benchmark. However, basic skills maths was 9% below the benchmark and is a focus for targeted improvement in this academic year.

5.9 When scrutinising levels, entry and level one provision together are 4% above the benchmark, level 3 is 7% above and level 5 provision, which is small, is 18% above. However, level 2 provision is 2% below the benchmark, primarily because of the maths provision.

5.10 Achievement for those students from the 9 most deprived wards were 1% below the overall Service achievement rate of 90%. For those in the 10% most deprived wards there was a 2% gap. This will be investigated further to understand better action that may need to be taken.

5.11 There were no discernible gaps in achievement between gender, ethnic groups or those with learning difficulties and disabilities.

### **Destinations and benefits of learning**

5.12 In 2018-19, based on 892 responses to the Next Steps survey, 33% of students reported a positive employment outcome with 5% gaining full-time employment, 10% part-time, 5% became self-employed and 13% gained a promotion or better job. This shows a steady upward trend over the past three years, although the percentage going into full-time employment dropped by 4% this year.

5.13 In addition to the employment outcomes, the Next Steps survey also showed that because of engaging in learning: 79% of students increased their personal confidence, 44% improved their social life, 13% improved their physical health and 26% reported improved mental health.

5.14 Wider outcomes measured by the Next Steps survey include 31% of students saying they had become more involved in their child's education, 31% said they had improved their

confidence in parenting skills, 17% have become more involved in their local community and 11% entered or continued to volunteer.

5.15 For the first time the Service engaged an external company to telephone those students who had left the Service in 2018-19 and not returned to Adult Education in the next academic year. 809 students were successfully contacted, and this was 3-months after they had finished their studies. It showed that 48% were in paid employment of 16 hours or more and 7% in employment of 16 hours or less. A further 7% were in full-time further education and 7% were in Higher Education. Finally, 16% were not employed but looking for work, and 14% were not in paid employment and not looking for work.

## **6.0 Questions for Scrutiny to consider**

6.1 Does the panel have recommendations for the Service to consider developing to enhance its offer or outcomes for residents?

## **7.0 Financial implications**

7.1 There are no direct financial implications arising from this report (HM/20012020/L)

## **8.0 Legal implications**

8.1 There are no direct legal implications arising from this report (TS/16012020/S)

## **9.0 Equalities implications**

9.1 There are no known equalities implications arising from this report.

## **10.0 Climate change and environmental implications**

10.1 There are no known environmental implications arising from this report.

## **11.0 Health and Wellbeing Implications**

11.1 If Community Learning funding was significantly reduced it may impact on the Service's ability to provide health and well-being related programmes.

## **12.0 Human resources implications**

12.1 There are no known human resources implications arising from this report.

## **13.0 Corporate landlord implications**

13.1 There are no known corporate landlord implications arising from this report.

#### **14.0 Schedule of background papers**

14.1 There are no background papers to this report.

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# Briefing Note

**Title: Update for Adults and Safer City Scrutiny Panel  
on the Blue Badge scheme**

**Date: 28 January 2020**

**Prepared by: Lisa Powell**

**Job Title: Customer Services Team Leader**

**Intended Audience:** Internal  Partner organisation  Public  Confidential

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## **Purpose**

This briefing note is to provide an update to Adults and Safer City Scrutiny Panel on improvements and current performance within the Blue Badge service.

In March 2019, a report was presented to the Adults and Safer City Scrutiny Panel and focused on the performance of the service, pending national changes to the scheme, challenges, improvements, complaints and appeals.

This Briefing Note will provide an update and details of the improvements made by the service, performance statistics and long-term plans.

## **Overview**

In 2019 the contracts for delivering the National Blue Badge Scheme was changed by the Department for Transport (DfT), as a result, City of Wolverhampton Council, along with other local authorities faced challenges of migrating data, backlog of applications and retraining inhouse processes to accommodate the change.

City of Wolverhampton Council Customer Services used this change as an opportunity to review and improve the Blue Badge Service.

The main focus was on:

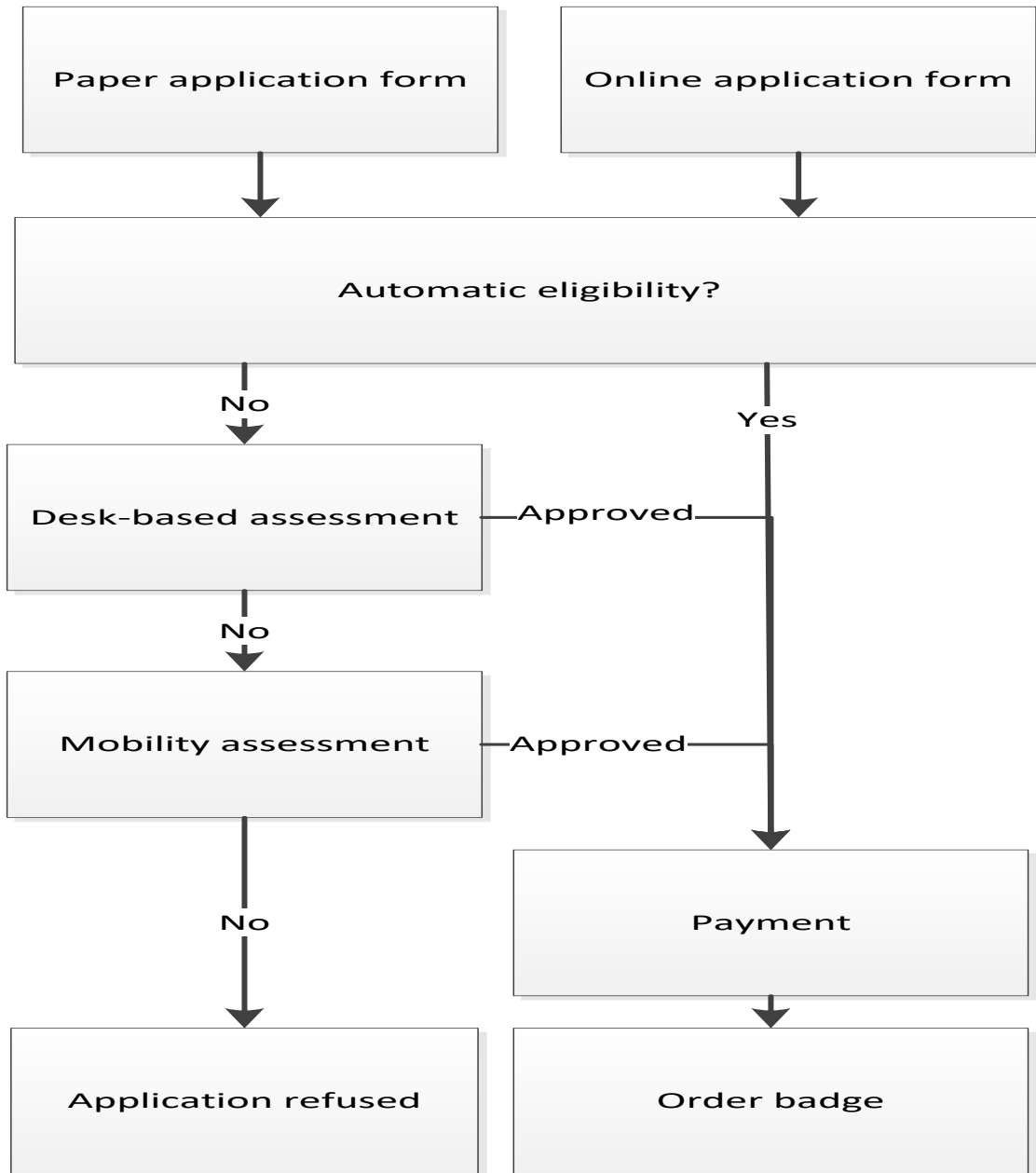
- Customer Journey for initial enquiry to application outcome.
- Operational efficiency to reduce the time taken to process an application.
- Support for customers to use the digital application form

## **Background and context**

The Blue Badge scheme is governed nationally by the Department for Transport (DfT) and administrated locally by local authorities. Within City of Wolverhampton Council, this entire process sits within Customer Services, supported by Independent Living Services (Occupational Therapists), who complete assessments of applicants to determine eligibility to receive a Blue Badge.

The application and assessment process are shown in fig 1

Fig 1



### Blue Badge Improvements - Time Line of Events

- **5 February 2019** 'Go Live' date for new Blue Badge Customer Management System (CSM)
- **February 2019** – Training commenced for new system and process changes
- **March 2019** – New processes implemented
- **April 2019** – Call routing for Blue Badge Calls changed

- **June 2019** – Additional Customer Service Officer joined the team
- **30 August 2019** – Launch of new criteria for ‘Hidden Disabilities’
- **4 December 2019** – Blue Badge Surgery Trial

**Performance**

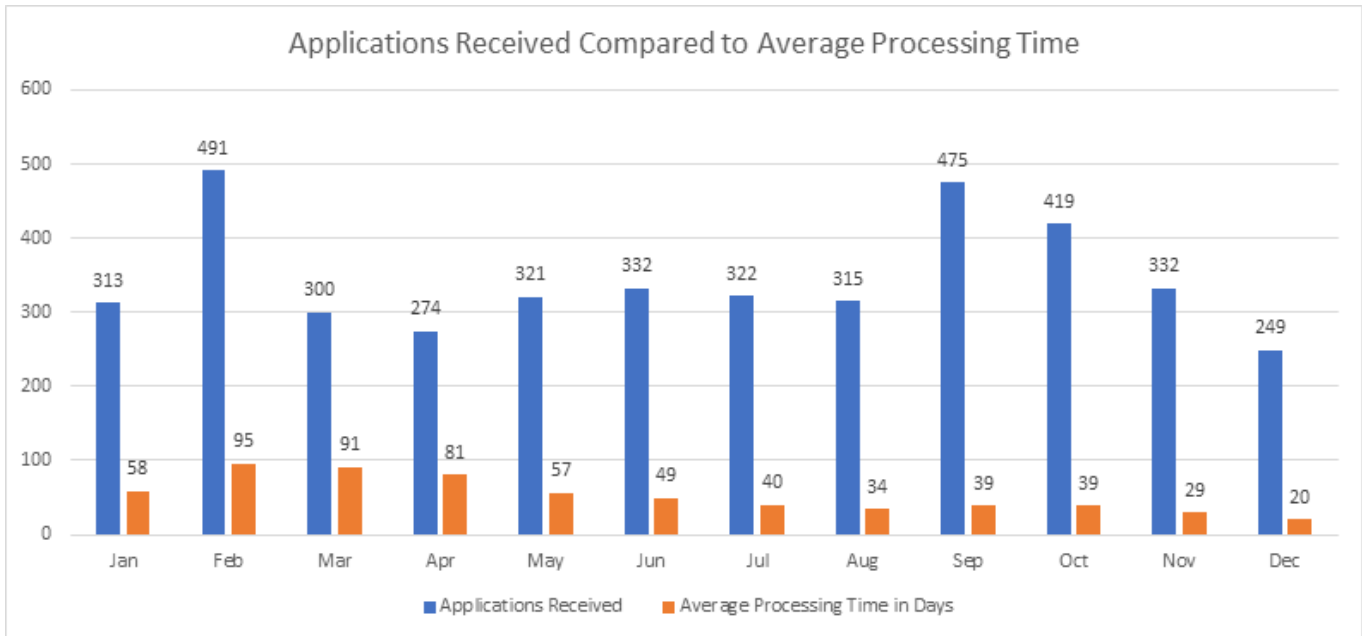
Please see details in fig 2 of the number of Blue Badge application for the last four years plus details of the average time taken to process an application.

Fig 2

Year	No. applications received	Average time taken to process
2016	3474	6 weeks
2017	3325	11 weeks
2018	4289	10 weeks
2019	4143	8 Weeks

In 2019, there was a peak in the application processing time from February to April this was mainly due to the transition period as the service migrated to the new Blue Badge Management System. Over the last six months the processing time continues to reduce, even though the number of applications has increased. (see fig 3).

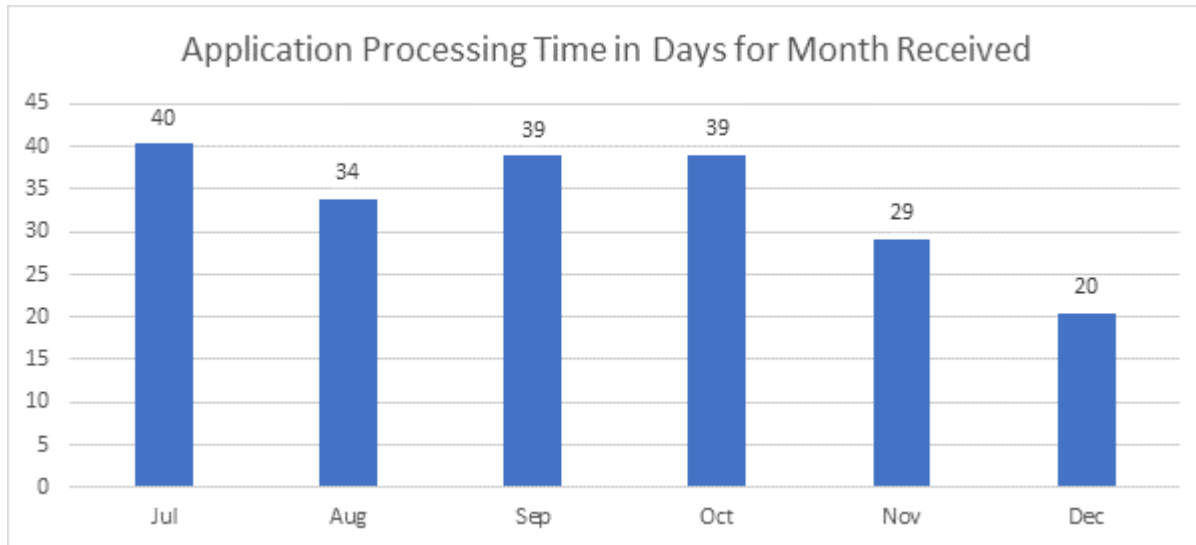
Fig 3



Reviewing the last six months data demonstrates the improvements to the service that have been made since June 2019 and have had a significant impact on reducing the application processing times.

In 2018 the average processing time was 10 weeks; the team are currently working on an average of 5 weeks. (see fig 4)

Fig 4



From the changes to the Blue badge criteria to include ‘Hidden disabilities’, at the end of December 2019 an additional 193 applications were received for the ‘Hidden’ criteria, the average processing time for these criteria is currently 7 weeks. ‘Hidden’ applications naturally have a longer processing time due to the complexity of the application, the new processes and improvements implemented by the team have ensured the processing time are still that of a satisfactory time scale.

### Complaints

Since January 2019, the Customer Feedback team have received one corporate complaint relating to the Blue Badge service which was upheld. The complaint related to the customer being unhappy about the application process. This is a reduction from 2018 when five Corporate Complaints were received.

Since January 2019, the Customer Feedback team have received 19 complaints which were ‘resolved at service level’ (did not proceed to a corporate complaint).

2019	Complaints Received	Reason
January	0	<ul style="list-style-type: none"> <li>• Eleven chasing application status</li> <li>• One related to a deceased badge holder</li> <li>• Two related to badge misuse</li> <li>• Two related to call wait times in Customer Services</li> <li>• Three related to the application process</li> </ul>
February	6	
March	2	
April	2	
May	6	
June	1	
July	0	
August	0	
September	0	
October	0	
November	1	
December	0	



This equates to 0.46% (11) of applications (4143) received within this period.

## **Appeals**

In 2018, 6 appeals had been received against refused Blue Badges, due to recent changes in the in-eligibility criteria there has been a spike in Appeals with 11 appeals received since August 2019.

Appeal hearings are scheduled every four weeks, subject to receiving all information / evidence required to consider the appeal. Appeals are considered by Customer Services and Independent Living Services.

As part of the continuous learning, improvements have been made to communicate with applicants to provide them with more detail relating to the reasons their application was refused, this has reduced the amount of appeals received.

## **Further Improvements**

### **GovPay**

Customer Services are currently in the process of implementing a new payment option for Blue Badge Applications. GovPay enables the applicants to pay online as part of the application process, the upfront payment could reduce the processing time of an application by up to 7 days. The implementation of this payment option is expected to be completed later this year.

### **Blue Badge Surgery**

The Community Support team have previously held surgeries to assist applicants in completing a Blue Badge application. Also, the Library service also offer a 'check and send' service to assist Blue Badge applicants. However, the amount of support offered by the Community Support team has reduced since December 2019. To ensure ongoing support is provided, Customer Services are currently trialling Blue Badge Surgeries from the Civic Centre, these are provided during two, 2-hour sessions that are held every fortnight and began on 4 December 2019. So far, these surgeries have been very successful with up to 8 applications completed at each session and customer feedback has been very positive for these sessions.

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<b>CITY OF WOLVERHAMPTON COUNCIL</b>	<b>Adults and Safer City Scrutiny Panel</b> <b>28.01.2020</b>
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<b>Report title</b>	Safer Wolverhampton Partnership – Community Safety and Harm Reduction Strategy 2020-2023	
<b>Decision designation</b>	AMBER	
<b>Cabinet member with lead responsibility</b>	Councillor Jasbir Jaspal Public Health and Wellbeing	
<b>Key decision</b>	No	
<b>In forward plan</b>	Yes	
<b>Wards affected</b>	All	
<b>Accountable Director</b>	John Denley, Director of Public Health	
<b>Originating service</b>	Community Safety, Public Health	
<b>Accountable employee</b>	Lynsey Kelly Tel Email	Head of Community Safety 01902 550042 Lynsey.kelly@wolverhampton.gov.uk
<b>Report to be/has been considered by</b>	Public Health Leadership Team Scrutiny Board	5th November 2019 28th January 2020

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**Recommendation for decision:**

The Board is recommended to:

1. Comment on the draft Safer Wolverhampton Strategy (2020-2023) and provide feedback on identified priority areas.

## **1.0 Purpose**

- 1.1 This report will outline the draft SWP Strategy (2020-2023) as well as timelines for consultation and approvals.

## **2.0 Background**

- 2.1 Safer Wolverhampton Partnership (SWP), acts at the local Police and Crime Board for Wolverhampton. The strategic board develops and delivers (in partnership with the voluntary and community sector) strategic plans for the Wolverhampton; working to reduce crime and disorder across city and to ensure the robust implementation of section 17 of the Crime and Disorder Act 1998. The Act places a duty on all statutory partners to consider issues of community safety at the centre of their delivery.
- 2.2 SWP Board is a partnership board, membership make up includes statutory members from regulatory authorities; West Midlands Police, West Midlands Fire and Rescue Service, National Probation Service, Community Rehabilitation Company, Clinical Commissioning Group and the Local Authority. To ensure balance on the board, five voluntary sector organisations are invited to sit on the board and three resident representatives.
- 2.3 The Board refresh the Community Safety Strategy every three years to ensure that it remains relevant and fit for purpose. The current strategy ends on 31 March 2020.
- 2.4 The draft Community Safety and Harm Reduction Strategy 2020-2023 (Appendix One) outlines successes of the current strategy (2017-2020) and outlines the agreed priorities for the next three years of delivery.

## **3.0 Agreeing Priorities**

- 3.1 Priorities for 2020-2023 were determined during an independently facilitated workshop held June 2019. The workshop was attended by board members, statutory partners and a number of third sector representatives who delivery specialist interventions to reduce crime and disorder.
- 3.2 A number of priorities were discussed at the workshop; partners were asked to consider their importance against a number of indicators and were informed by qualitative and quantitative data from a range of sources including Wolverhampton's annual strategic assessment, local crime data, thematic trends, public health data and local community concerns.
- 3.3 The following overarching priorities were agreed:
  - Reducing offending
  - Preventing violence
  - Reducing harm
  - Building community capacity

- 3.4 Following the success of the current strategy; broad overarching priorities were selected to allow flexibility to respond to any emerging crime trends or risks and focus delivery according to demand and need. Delivery will be monitored by an annually refreshed action plan which will outline specific actions sitting underneath each outcome, action owners and timescales.
- 3.5 An overarching performance framework is monitored by SWP Board and partners are held to account if areas are identified as under performing.

#### **4.0 Overarching Priorities - Reducing Offending**

- 4.1 The priority of reducing offending is slightly broader than the previous priority which was reducing reoffending. This allows an increased focus on earlier intervention and prevention; agencies can support people from the earliest possible point to stop them from offending at all, as well as working with those who have already entered the criminal justice system to reduce the risk of them reoffending.
- 4.2 Over the duration of the current SWP strategy, Wolverhampton's Community Safety Partnership (CSP) led on the delivery of the Black Country Reducing Reoffending Strategy in collaboration with Community Safety Partnerships (CSPs) from Dudley, Sandwell and Walsall. This will attract additional resources and strengthen collective capacity and partnership working.
- 4.3 The draft Community Safety and Harm Reduction Strategy outlines what we hope to achieve in Wolverhampton:
- Reduce adult and youth offending
  - Earlier identification of those in need of support
  - Work effectively with the partnership to utilise appropriate enforcement and implement interventions to change the behaviour of offenders and prevent reoffending
  - Effective management of high volume/risk offenders
  - Improved use of pathways to change offender attitudes and behaviours

#### **5.0 Overarching Priorities - Preventing Violence**

- 5.1 Identifying those in need of support at an early stage to prevent escalation of violence and reduce crime continues to be a focus for SWP Board. There is a commitment to continue to deliver robust preventative work using a multi-agency approach to ensure that those in need of specialist services receive them at a much earlier point to reduce risk to themselves and the wider community.
- 5.2 The Tackling Violence and Exploitation Strategy outlines SWP's commitment to tackling all forms of exploitation and violence in a holistic manner with a particular focus on contextual safeguarding, whilst the Interpersonal Violence Strategy continues to deliver against the priority to tackle domestic abuse, sexual violence, female genital mutilation, honour-based violence, forced marriage and stalking and harassment across all genders.

5.3 This strand will also complement the work and aims of #YES – Youth Engagement Strategy, (currently in development at time of writing) recognising that targeted specialist services for those young people most at risk will be complemented with generic outreach support and activities which will be commissioned in consultation with young people so that they are engaging and relevant for young people across the City.

5.4 The SWP Strategy (2020-2023) aims to:

- Promote a shared understanding that all forms of violence are unacceptable, therefore increasing confidence in reporting and help seeking
- Reduce the prevalence of violent crime across all age groups
- Ensure Wolverhampton is a safe place to live, work and visit
- Work effectively with the partnership to support offenders and utilise appropriate enforcement when necessary
- Influence implementation and delivery of the West Midlands Violence Reduction Unit to ensure that it meets local need.

## **6.0 Overarching Priorities – Harm Reduction**

6.1 Reducing the harm caused by victimisation and repeat victimisation will ensure those who are most vulnerable are more effectively safeguarded and supported to reduce the risk that they continue to suffer harm.

6.2 The Community Safety and Harm Reduction Strategy (2017-2020) named reducing victimisation as a priority and progressed many workstreams relating to harm reduction. This included the development of a modern slavery pathway, hate crime microsite and the progression of the Wolverhampton and Walsall Anti-Slavery Partnership.

6.3 The SWP Strategy (2020-2023) aims to:

- Increase reporting of under-reported crimes
- Earlier identification of those at risk of harm
- Recognition that reducing harm is everyone's business
- Empower residents to build a community response

## **7.0 Building Community Capacity**

7.1 Whilst community empowerment and engagement have been strong themes in previous strategies, building community capacity has been identified as a priority in the 2020-2023 strategy to reflect the vital role which communities can play in helping to reduce crime and disorder, supporting victims of crime and reducing harm and victimisation.

7.2 The Community Safety and Harm Reduction Strategy 2020-2023 sets out a commitment from the partnership to work with communities and partners to support people to become active within their local communities and to co-produce proactive solutions to the problems they may face.

- 7.3 Using a place based approach, the ambition is to understand specific area issues and to empower communities to identify how they can work together to make small improvements in their local area.
- 7.4 This strand will also link with the ambition of Public Health and Wellbeing, to reduce deprivation and health inequalities by empowering communities and vulnerable residents to seek support, assistance and build resilience through support networks.
- 7.3. The partnership aims to:
- Encourage and enable residents to become more involved in their local area and take pride in it
  - Build on trust and confidence within communities to increase reporting of crime
  - Enable residents to take responsibility for appropriate issues within their communities and support each other
  - Strengthen community cohesion

## **8.0 Consultation**

- 8.1 The strategy has been drafted following analysis of current data trends and intelligence and gathering views from organisations across the partnership and sectors through ongoing consultation. The Safer Wolverhampton Partnership is now seeking wider views of stakeholders, residents and the communities of Wolverhampton.
- 8.2 Consultation for the draft strategy will run for a 12-week period to comply with Wolverhampton's compact agreement. You can see the full draft strategy in Appendix One and a copy of the consultation questions in Appendix Two.
- 8.3 Consultation responses have been received from;
- Survey Monkey responses
  - Community PACT meetings across all Wards
  - Health and Wellbeing Board
  - YOT Board
  - Safer Wolverhampton Delivery Group
  - St Georges Hub
  - Youth Council
  - Wolverhampton Domestic Violence Forum Executive Board
  - Resilience Board
  - Interfaith Wolverhampton
  - The Haven Wolverhampton

The Consultation has also been distributed to:

- All Councillor in-boxes and available in members lounge
- City People
- Wolverhampton Anti-slavery Network

- Wolverhampton Voluntary Sector
- Wolverhampton Safeguarding Together
- Third Sector Providers

## 9.0 Evaluation of alternative options

- 9.1 Option one – not to refresh the strategy; There is a statutory requirement to have a current and up to date Community Safety Strategy as per the Crime and Disorder Act 1998. Not renewing the strategy would result in the board failing to meet statutory obligations.
- 9.2 Option two – continue with the current strategy; Although this would allow the statutory obligation to be met, the strategy would not be addressing current and emerging issues which the city is experiencing and therefore would not be fit for purpose.

## 10.0 Reasons for decision

- 10.1 Renewing and updating the strategy will allow the strategy requirement to be met and allows partners to understand current and emerging trends and plan to respond accordingly.

## 11.0 Financial Implications

- 11.1 The Community Safety Strategy will be largely delivered through partners of the responsible organisations, partners will continue to meet their statutory responsibilities which contribute towards the overall strategy.
- 11.2 Wolverhampton's grant allocation from the Police and Crime Commissioner (PCC) for 2020-2021 is £150,000. The PCC allocation, when received, is ringfenced for Community Safety use by Safer Wolverhampton Partnership (SWP) in line with conditions of grant.

[NM/15012020/J]

## 12.0 Legal Implications

- 12.1 Sections 5 and 6 of the Crime and Disorder Act 1998 require the Council and other responsible authorities to formulate and implement strategies to reduce crime and disorder in the area. Subsequent revisions to the Act (Police and Justice Act 2006) places a duty on Community Safety Partnerships to prepare strategic assessments with the purpose of informing the partnership plan revisions.
- 12.2 Section 17 of the Crime and Disorder Act 1998 (amended) requires the Council along with the other Responsible Authorities to exercise their functions with due regard to do all that they reasonably can by way of preventing crime and disorder, anti-social behaviour, substance misuse and re-offending in the locality. All aspects of this requirement are featured within the strategy.

[TS/06012020/Q]

## 13.0 Equalities implications



- 13.1 Once any amendments are made to the strategy (following the consultation period) a full equalities analysis will be undertaken to inform the strategy and its delivery.
- 13.2 Central to the consultation methodology was the targeting of Wolverhampton's diverse residents and communities; to ensure that the strategy reflects the views of residents and partners across the city. The addition of the priority to build community capacity will also result in empowering as many residents as possible to be more active in their area. Taking a place based approach will mean that traditionally hidden communities will be empowered to play a leading role in delivery within their areas.
- 13.3 Data suggests that some groups are particularly vulnerable to crime and harm. For example, young men are particularly vulnerable to youth violence associated with Urban Street Gangs and females are more likely to suffer domestic Abuse. Anecdotal evidence suggests that those who are expelled from school, attend a PRU or are care leavers may be more vulnerable to becoming victims or perpetrators of particular crimes.
- 13.4 When considering hidden crimes; an incident based on hatred can take many different forms. The five strands of hate crime are an offence committed on the grounds of; race, perceived religion, sexual orientation, transgender identity or disability. Whilst hidden crimes in relation to domestic abuse, such as female genital mutilation (FMG), so called honour-based violence (HBV) and forced marriage (FM) are most prevalent within communities where these practices are wide spread in the victim or perpetrators country of origin.
- 13.5 The strategy recognises this and uses a data-informed approach to target interventions and support to those most at risk (whilst also providing universal provision), thus achieving the greatest impact.

#### **14.0 Climate Change and Environmental implications**

- 14.1 There are no environmental implications

#### **15.0 Health and Wellbeing Implications**

- 15.1 All of the overarching priorities identified will have an impact on wider Public Health. When dealing with those at risk of or involved in exploitation in any form SWP Board and the wider Community Safety Team take a Public Health approach; using preventative measures to safeguard individuals from becoming either a victim or a perpetrator of crime. Taking a harm reduction approach whilst empowering communities, will help to reduce inequalities whilst also working to reduce deprivation across the city.

#### **16.0 Human resources implications**

- 16.1 There are no Human Resources Implications.

#### **17.0 Corporate landlord implications**

- 4.1 There are no Corporate landlord implications.

#### **18.0 Schedule of background papers**

4.1 There are no background papers

**19.0 Appendices**

19.1 Appendix 1 – Community Safety and Harm Reduction Strategy 2020-2023 (Draft)

19.2 Appendix 2 – *Community* Safety and Harm Reduction Strategy 2020-2023 (Draft)  
Consultation Questions

# Safer Wolverhampton Partnership

## Community Safety and Harm Reduction Strategy 2020-2023



## Glossary of Terms

CSP – Community safety partnership

DA – Domestic abuse

FGM – Female genital mutilation

FM – Forced marriage

HBV – Honour based violence

IPV – Interpersonal violence

MASH – Multi-Agency Safeguarding Hub

PACT – Partners and communities together

SV – Sexual violence

SWP – Safer Wolverhampton Partnership

VAWG – Violence against women and girls

WASP – Wolverhampton and Walsall anti-slavery partnership

## Contents

Glossary of terms

Foreword

Executive summary

The partnership

Wolverhampton on a page

Reflections on 2017-2020

Determining priorities 2020-2023

Reducing offending

Preventing violence

Reducing harm

Building community capacity

Delivery

Equalities

DRAFT

## Foreword

Issues of crime, community safety and harm reduction are very complex and require an integrated partnership response. There have already been huge improvements in steps taken to join up the city's safeguarding practices; Wolverhampton prides itself on having a well-established adults and children's Multi-Agency Safeguarding Hub (MASH) and an innovative strategy which encompasses all forms of violence and exploitation holistically.<sup>1</sup>

Broad strategic themes have been identified as priorities within this strategy. This enables flexibility in responding to changing crime trends and any emerging issues. Delivery will be reviewed annually in line with Wolverhampton's annual Strategic Assessment and local trends to ensure that delivery reflects need whilst also maximising opportunities for joint working across the region. The partnership recognises that crime practices often extend beyond geographic boundaries and can impact on several geographical locations.

The ambition is for swifter information flow, earlier identification and support for those at risk, a raised awareness and involvement with communities and a reduction in the risk of residents being victimised. This commitment to early intervention and prevention threads through this strategy and will require the partnership to extend work with schools, enhance the role of communities and deliver sustained training for frontline practitioners. The strategy will also work to strengthen the collective city response to crime using the tools and powers available across the partnership.

The strategy places a stronger focus on the need to engage residents and build community capacity. It is Recognised that Wolverhampton's communities are instrumental in ensuring that the city is a safe, secure and a positive place to live and work. This not only aligns itself with the partnership's commitments to a place-based approach but is also reflective of the City of Wolverhampton Council Plan.<sup>2</sup> This will involve focused partnership delivery in specific locations across the city which have been identified using police data, public engagement and demand.

**Executive Summary** – To be added following the consultation once strategy content is finalised.

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<sup>1</sup> <http://www.saferwolverhampton.org.uk/documents/TVE%20Wolverhampton%20Strategy.pdf>

<sup>2</sup> <https://www.wolverhampton.gov.uk/sites/default/files/2019-04/Our%20Council%20Plan%202019-2024.pdf>

# Keeping our Communities Safe

## The Partnership

Safer Wolverhampton Partnership (SWP) is the statutory Community Safety Partnership (CSP) and the Local Police and Crime Board for Wolverhampton. CSPs became a statutory function under the Crime and Disorder Act 1998; whereby a duty was placed on a number of partner agencies to form a CSP.

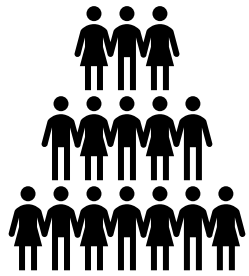
Statutory Partners	Non-Statutory Partners
City of Wolverhampton Council (including Youth Offending Team)	Resident Representatives for each constituency area
West Midlands Police	Business sector
West Midlands Fire and Rescue Authority	Third sector representation (5 seats)
National Probation Service and Community Rehabilitation Company	Cabinet Lead Councillor – Public Health and Wellbeing
Wolverhampton Clinical Commissioning Group	Wolverhampton Homes

SWP not only develops and delivers strategic plans for the city; it works **to implement section 17 of the Crime and Disorder Act, which places a duty on all statutory partners to consider issues of community safety at the center of their delivery.** As such the Board works;

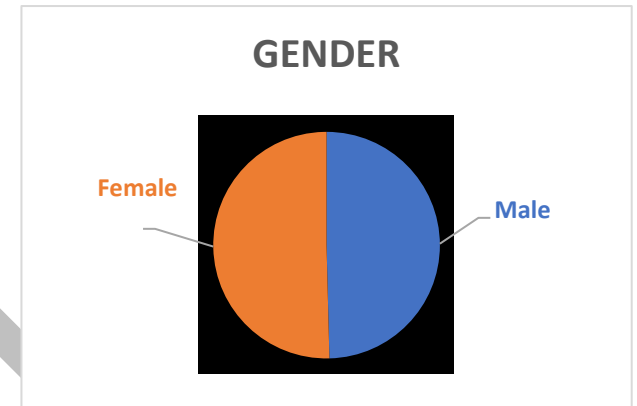
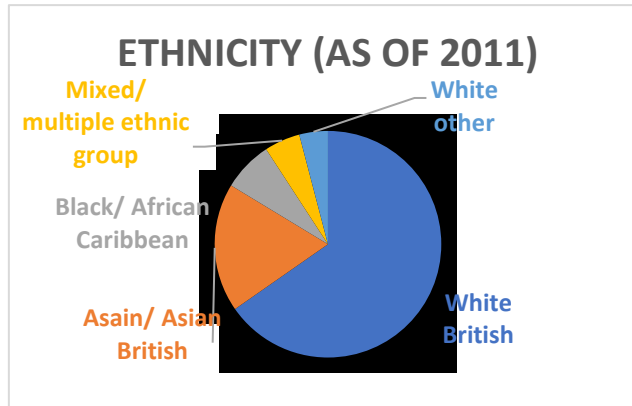
- To influence partner delivery
- With local communities to increase engagement and co-design solutions to address neighbourhood concerns
- To commission valued third sector partners to provide specialist provision in targeted locations
- To embed best practice into mainstream services

SWP is a strong and robust CSP, having excellent relationships with both the voluntary and third sector, many of the board partners input into commissioning and sit on delivery groups across a variety of sectors to help shape services and delivery across Wolverhampton.

# Wolverhampton on a page



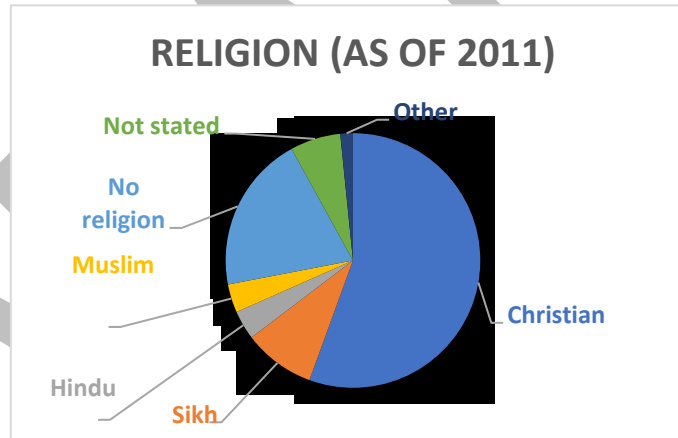
262,000 people live in Wolverhampton (as of 2018)



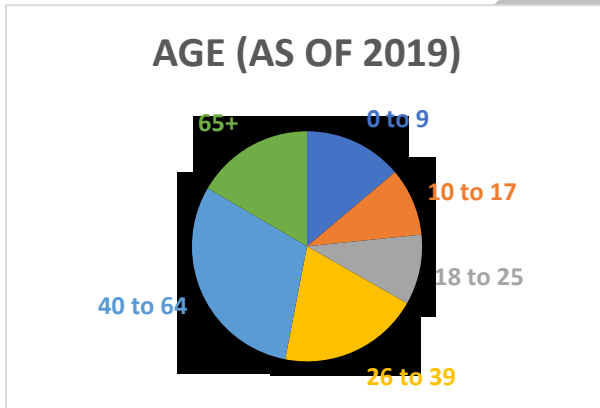
Page 48



As of 2011, 20.5% of residents had a disability



10.9% of residents do not have English as a first language and 3.4% do not speak English very well or at all





## Reflections on 2017-2020 – Reducing Reoffending

In 2016-2017 the **reoffending rate** in Wolverhampton was **30.8%**



*(below the national baseline of 40%)*

Development of a **Black Country wide reducing reoffending strategy**

Black Country Reducing Reoffending Strategy 2019 – 2022



Employment, training and education providers have completed **287** training and education courses in the Black Country since 2017



**145** people engaged in Youth Offending Team interventions during 2017-18



**Alternative giving campaign**



supported **16** long term rough sleepers into accommodation since April 2018

Employment, training and education support has supported **191** people out of the criminal justice system and into jobs across the Black Country since 2017



**175**

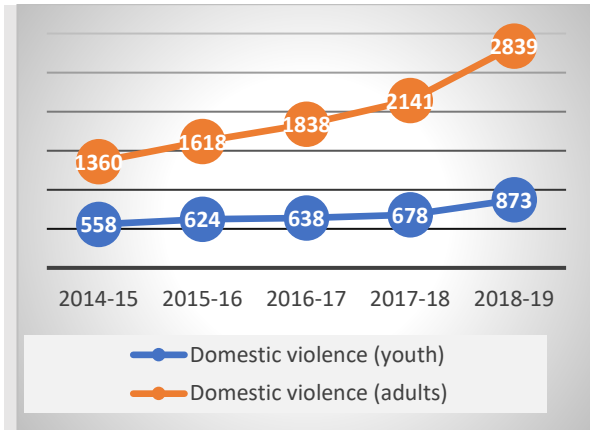
young people took part in **community resolution workshops**

**273**

interventions initiated by **Wolverhampton Youth Offending Team** during 2018-2019



## Reflections on 2017-2020 – Violence Prevention



**Increased** reports of domestic violence suggest an increase in public confidence to report this traditionally hidden crime

**120 women & 60 men** from newly emerging communities received training & resources to **increase confidence in reporting VAWG<sup>3</sup> and signpost to support<sup>4</sup>**

**37** professional champions raising awareness of VAWG within their organisations

In 2018 more than **100** organisations were involved in annual **Orange Wolverhampton** awareness campaign

During 2018-2019, more than **700 high risk cases** heard at a multi-agency panel, all received crisis intervention & safety planning

**2,244** Wolverhampton professionals trained in VAWG strands from April 2017

VAWG training has taken place in **45 GP practices** across the city

(out of a total of 51)

Third Sector partners commissioned to deliver **specialist interventions** in specifically identified locations for those vulnerable to violence and exploitation

**Tackling Violence and Exploitation**  
Wolverhampton's Strategy

In line with the regional and national picture Wolverhampton has seen an increase in youth violence. In response the **Tackling Violence and Exploitation Strategy** was launched in April 2018, setting out a holistic public health approach to reduce violence and its effects at a population level.

**Girls Allowed** Project aimed at young females associated with or vulnerable to gang violence

**Primary school mentoring programme** trains young people to become mentors

**Four knife bins** in Wolverhampton where weapons can be disposed of without fear of repercussion

<sup>3</sup> VAWG - Violence against women and girls

<sup>4</sup> This was a highly successful project funded by NHS England and coordinated by Wolverhampton Clinical Commissioning Group, Wolverhampton Domestic Violence Forum and Wolverhampton Refugee and Migrant Centre

## Reflections on 2017-2020 – Reducing Victimisation



**Wolverhampton and Walsall Anti-Slavery Partnership (WASP)** providing coordination for tackling Modern Slavery

Improved **promotion of PACT<sup>5</sup> meetings** via a number of social media networks, has yielded higher attendances and a wider demographic range of active residents in communities



**Dedicated Community Cohesion Forum** formed of statutory agencies, community groups, councillors and the faith sector



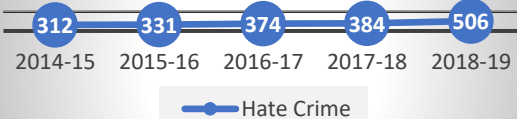
City-wide roll-out of **modern slavery training packages**, targeted communication and intelligence gathering



**17** third party reporting centres to report hate crime



Reported modern slavery offences increased by **300%** during 2017-2018 suggesting increased confidence to report



Increase in **hate crime reports** suggests an increase confidence to report

Development of a **Modern Slavery Pathway** allowing timely referrals from practitioners and support for victims

Work in ward areas to improve and enhance **community cohesion** and perception



Arranging and supporting **community events** including a Women's Conference and LGBT health conference



Development of a **hate crime microsite** for the city which provides resources, information and where to access them



<sup>5</sup> Partners and communities together

## Determining Priorities for 2020-2023

Priorities for this strategy have been determined by using qualitative and quantitative data from a range of sources including; Wolverhampton's annual strategic assessment, local crime data, thematic trends and local community concerns. Collective findings have been used by SWP Board to agree the refreshed priorities.

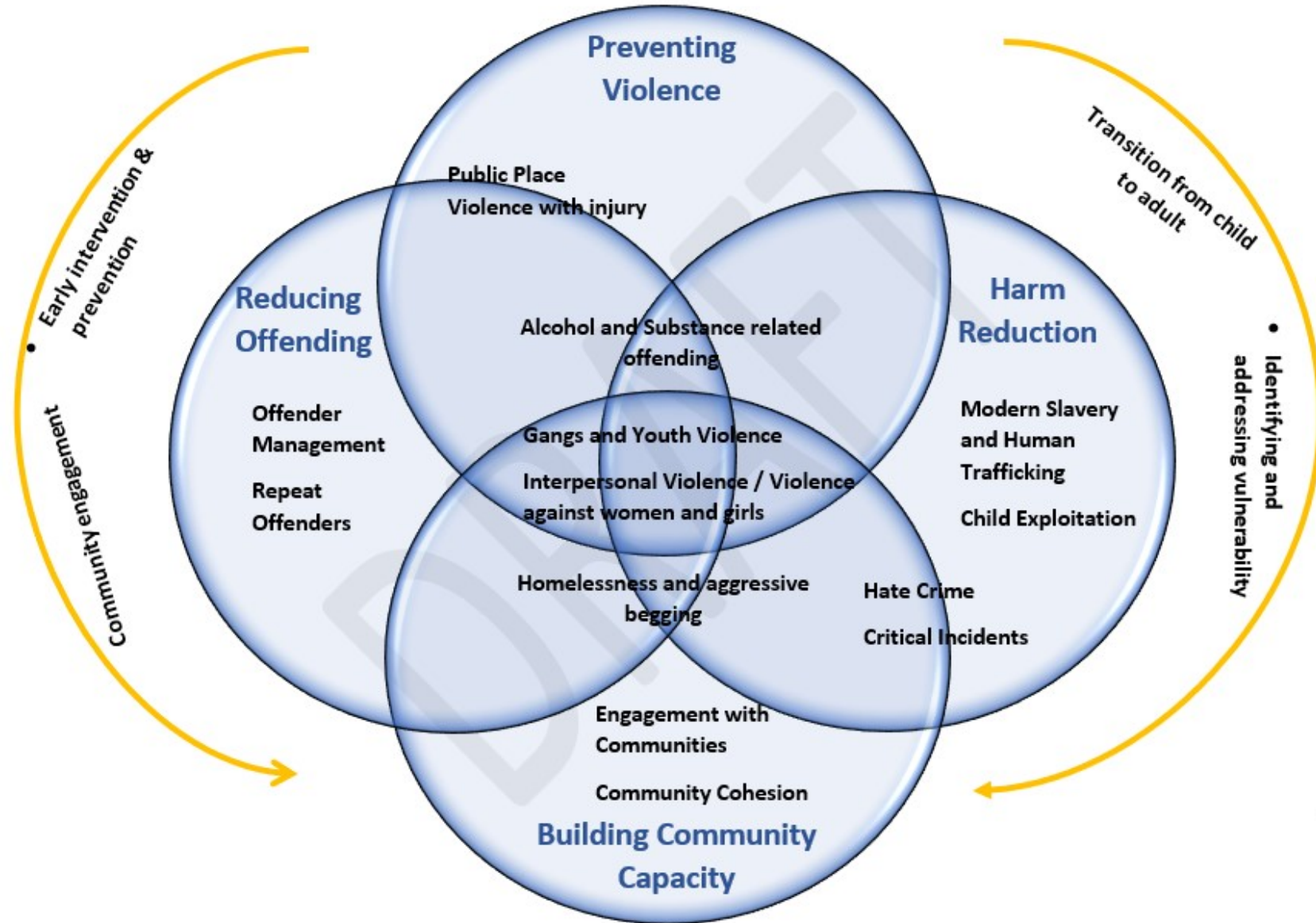
SWP recognises that early intervention and prevention is key to reducing harm and vulnerability; training, raising awareness of issues and challenges, and the provision of positive activities can build both individual and community capacity and empower people to make positive decisions and changes. Early intervention and prevention is of key importance in addressing the identified priorities for next three years.

The previous strategy introduced broad overarching priority areas, this successfully provided the flexibility to respond to changing trends and to address emerging risks promptly. This approach proved to be effective, and as such SWP Board agreed to continue using broad overarching themes in the 2020-2023 strategy. Progress against workstreams will be monitored using a robust performance framework which is governed by SWP Board. Where workstreams have joint governance, updates will also be provided to Wolverhampton Safeguarding Together for scrutiny and agreement. If necessary, partners will be held to account for delivery and will be supported to achieve the desired outcomes.

As with previous strategies, workstreams will be reviewed annually to ensure that they remain fit for purpose and continue to respond appropriately; addressing risk and responding to newly identified trends or concerns.

***The overarching priority for SWP board is to work as a cohesive partnership to address crime, address perceptions of crime and build community resilience to keep Wolverhampton safe.***

The priority areas and workstreams agreed by SWP Board are detailed below. Many of the workstreams will straddle multiple priorities demonstrating that taking a prevention and intervention approach is equally important to, and will complement, enforcement action. It also reinforces that some perpetrators of crime are first and foremost victims, being exploited due to their vulnerabilities. Board members have agreed that the strategy will have four golden threads which will be considered in all priority areas and workstreams included in this strategy.



## Reducing Offending

SWP is committed to reducing offending by identifying those at risk of offending at the earliest stage and offering appropriate intervention and support. Where individuals have already entered the criminal justice system, they must be managed effectively to reduce the risk of reoffending. This includes both youth and adult offenders and the full spectrum of risk and offending type. The causal factors linked to offending such as substance misuse and the transition between youth and adult systems will be strengthened. The Black Country Reducing Reoffending Strategy provides focus for an evidence-based approach, adopting innovation and best practice.

### What do we hope to achieve?



Reduce adult and youth offending



High volume/ risk offenders managed effectively



Earlier identification of those in need of support



Improved use of pathways to change offender attitudes and behaviours



Work effectively with the partnership to utilise appropriate enforcement and implement interventions to change the behaviour of offenders and prevent reoffending

### Early Areas of Focus:

- Work with primary schools and education settings to support young people and their families at the earliest possible stage; providing interventions to address their attitudes and behaviours whilst considering a 'Contextual Safeguarding' approach
- Continue to increase the use of restorative justice for lower level offences
- Improve pathways for offenders to access employment and housing in Wolverhampton
- Management of offenders of high-volume crime, for example domestic abuse

## Preventing Violence

Identifying those in need of support at an early stage to prevent escalation of violence and reduce crime continues to be a focus for SWP. There is a commitment to continue to deliver robust preventative work using a multi-agency approach to ensure that those in need of specialist services receive them at a much earlier point to reduce risk to themselves and the wider community. Innovative approaches are being taken to address remaining challenges of youth violence and ensure both our mainstream and specialist services (including third and voluntary sector) identify those in need of support at an earlier point to reduce the risk of

### What do we hope to achieve?



Promote a shared understanding that all forms of violence are unacceptable, therefore increasing confidence in reporting and help seeking



Work effectively with the partnership to support offenders and utilise appropriate enforcement when necessary



Reduced prevalence of violent crime across all ages



Influence implementation and delivery of the West Midlands Violence Reduction Unit to ensure that it meets local need



Ensure Wolverhampton is a safe place to live, work and visit

### Early Areas of Focus

- Maintain engagement with communities to break the cycle of cultural acceptance of domestic related abuse and vulnerability
- Continue to work in partnership to reduce both violence (particularly knife crime), and exploitation (specifically with youths under 24yrs)<sup>6</sup>
- Work with Education partners to identify the earliest opportunity to intervene to prevent the exploitation of young people, including Delivery of Domestic Abuse programmes in school settings

<sup>6</sup> This will include tackling Urban Street Gangs

## Harm Reduction

Reducing the harm caused by victimisation and repeat victimisation will ensure those who are most vulnerable are more effectively safeguarded, supported and empowered. SWP will build resilience, provide safeguarding and pathways for individuals and communities so that people are confident to manage their own risk and are supported through their local community.

### What do we hope to achieve?



Increase reporting of under-reported crimes<sup>7</sup>



Recognition that reducing harm is everyone's business



Earlier identification of those at risk



Empower residents to build a community response.

### Early Areas of Focus

- Continue to work with communities to increase reporting of hate crime, honour-based violence and other hidden crimes in order to build a community response
- Increase understanding of modern slavery and build confidence of victims to report issues and access support
- Work with families, communities, health and education settings to identify people at risk of exploitation at the earliest possible point and provide appropriate intervention

<sup>7</sup> Under reported crimes include hate crime, modern slavery, domestic abuse, sexual violence, forced marriage, female genital mutilation, honour-based violence and stalking and harassment. The partnership's ambition is to see an increase in reports as this would reflect an improved confidence to report these traditionally hidden crimes.



## Building Community Capacity

Everyone deserves to live in a place which they are proud of and to be part of a strong and cohesive community. It is recognised that Wolverhampton's communities are instrumental in ensuring that the city is a safe, secure and a positive place to live, work and grow. SWP Board will work with partners and communities to support people to become active within their local area and find proactive solutions to issues they may face. This method of co-production and a place-based approach will help to build and maintain family relationships and social connections, and increase confidence, knowledge and resilience.

### What do we hope to achieve?



People are encouraged to be more involved in their local area and take pride in it



Residents take responsibility for appropriate issues within their communities and support each other



Build on trust and confidence to increase reporting of crime



Strengthen community cohesion

### Early Areas of Focus:

- Develop a sustainable place-based approach to working with communities to address local concerns
- Enable residents to take responsibility of their areas by volunteering, getting involved and shaping services
- Continue public engagement to increase confidence and build trust with communities

## Delivery

Strong and purposeful relationships exist between statutory and non-statutory cross-sector partners, these relationships have been developed over many years and drive the successful delivery of services and interventions.

Underpinning this strategy will be a multi-agency action plan which will be reviewed annually to allow the partnership to monitor delivery and respond to any emerging issues in a timely manner. A robust performance management system is in place to ensure delivery against strategy outcomes. SWP Board provides rigorous quarterly oversight to monitor outcomes and provide scrutiny and challenge over delivery when necessary.

To inform the delivery of interventions and commissioned services SWP will use information and data from strategic assessments to analyse current crime trends and ensure that priorities delivered remain relevant. Assessing the need on an annual basis will provide SWP with greater flexibility to respond to new and emerging risks and priorities across Wolverhampton.

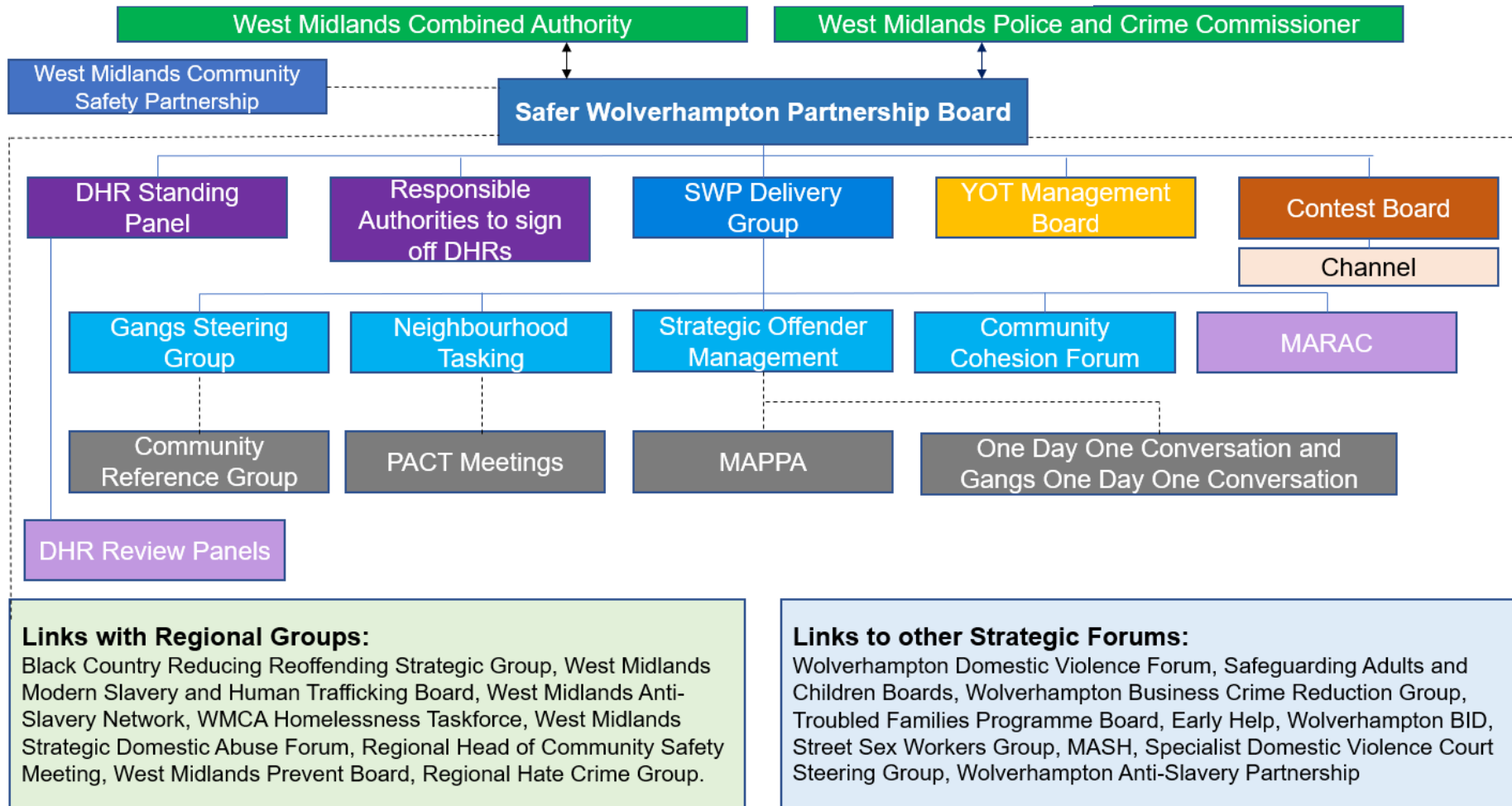
The launch of the West Midlands Violence Reduction Unit (VRU) in 2019 will provide further opportunities and assist Wolverhampton to continue to reduce violence and exploitation. Where appropriate, SWP will influence implementation and delivery of the VRU to ensure that it is meeting the needs of the city and residents.

Important to delivery is the adoption of a place-based approach. This involves focused partnership delivery within areas of the city which have been identified using data and public engagement. It is hoped that this place-based approach will strengthen the city-wide provision; it will support and enhance the successes which have so far been evidenced in small areas of the city, whilst aligning with the work of West Midlands Police in their identified Impact Areas.

Partners, residents and communities within Wolverhampton are central to delivery of this strategy. We will continue to engage with communities and build our relationships with residents throughout this strategy to ensure that our delivery aligns with their concerns and priorities.

There are recognised areas of commonality between SWP, Wolverhampton Safeguarding Together Board and Health and Wellbeing Together Board and SWP will continue to work collaboratively on these issues.

# Delivery Structure Chart



## Equalities

The consultation responses and equalities data will inform a full equalities analysis which will inform our approach. The equalities analysis will be kept under review to revise delivery as required. SWP recognises that tailored support and interventions must be targeted towards those most at risk whilst also ensuring access to universal services.

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# SWP Strategy 2020-2023

## Community Safety and Harm Reduction

### Consultation questions

1. Do you understand the strategy?

2. Do you understand what the strategy will work to achieve?

3. We aim to reduce offending by:

- Working in partnership to ensure that high volume/risk offenders are managed effectively
- Working with front line professionals and other partners to identify those in need of support as early as possible
- Improve the use of pathways to change offender attitudes and behaviours
- Working effectively with the partnership to utilise appropriate enforcement and implement interventions to change the behaviour of offenders and prevent reoffending
- Continue to increase the use of restorative justice for lower level offences

**Is there anything else you feel the partnership should incorporate in addressing this priority?**

4. We aim to Prevent Violence by:

- Promoting a shared understanding that all forms of violence are unacceptable, therefore increasing confidence in reporting and help seeking
- Working effectively with the partnership to support offenders and utilise appropriate enforcement when necessary
- Influence implementation and delivery of the West Midlands Violence Reduction Unit to ensure that it meets local need
- Continue to work in partnership to reduce both violence and exploitation
- Work with partners to identify the earliest opportunity to intervene to prevent violence

**Is there anything else you feel the partnership should incorporate in addressing this priority?**

5. *We aim to Reduce Harm by:*

- *Empowering residents to build a collective community response to reducing harm*
- *Continuing to work with communities to increase reporting of hate crime, honour-based violence and other hidden crimes*
- *Increasing understanding of modern slavery in Wolverhampton and building confidence of victims to report issues and access support*
- *Working with families, communities, health and education settings to identify people at risk of exploitation at the earliest possible point and provide appropriate intervention*

**Is there anything else you feel the partnership should incorporate in addressing this priority?**

6. *We aim to build community capacity by:*

- *Developing a sustainable place-based approach to working with communities to address local concerns*
- *Enabling residents to take responsibility for appropriate issues within their communities, supporting each other, getting involved and shaping services*
- *Continue to strengthen community cohesion*
- *Building on public engagement to increase confidence and build trust with communities*

**Is there anything else you feel the partnership should incorporate in addressing these priorities?**

7. **Are there any further comments that you would like to include in the consultation?**

8. *The Equality Act (2010) defines a disabled person as someone with a 'physical or mental impairment which has a substantial and long-term adverse effect on his/her ability to carry out normal day-to-day activities'.*

**Do you consider yourself to have a disability?**

- Yes
- No
- Prefer not to say

**9. What is your ethnic origin?**

- Asian or Asian British - Bangladeshi
- Asian or Asian British - Chinese

- Asian or Asian British - Indian
- Asian or Asian British - Other
- Asian or Asian British - Pakistani
- Black or Black British - African
- Black or Black British - Caribbean
- Black or Black British - Other
- Mixed Ethnic - White and Asian
- Mixed Ethnic - White and Black African
- Mixed Ethnic - White and Black Caribbean
- Mixed Ethnic Group - Other
- Other Ethnic Group - Arab
- White Gypsy or Irish Traveler
- White Irish
- White - Other
- White - Welsh/ English/ Scottish/ N.Ireland
- Prefer not to say
- Other (please specify)

**10. What is your age?**

- Under 25
- 25-40
- 41-65
- Over 65
- Prefer not to say

**11. What is your gender?**

- Female
- Male
- Intersex
- Prefer not to say

**12. What are the first three digits of your postcode?**

**13. Are you responding on your own behalf or on behalf of a group?**

- Myself
- On behalf of a group

**14. Are you responding as or on behalf of:**

- Partner organisation
- Community member

**15. If you are responding on behalf of a group, how many people you are responding on behalf of?**





# Safer Wolverhampton Partnership

Community Safety and Harm Reduction Strategy  
(2020-2023)

# Community Safety and Harm Reduction Strategy (2020-2023)

- ▶ Safer Wolverhampton aims to work as a cohesive partnership to address **crime, address perceptions of crime and build community resilience to keep Wolverhampton safe**
- ▶ This strategy outlines key overarching priorities to allow flexibility in delivery
- ▶ Key to this strategy is a commitment to work closely with partners and communities to address local issues in their area



# Determining Our priorities

**Priorities were decided in an independently facilitated multi-agency workshop in June 2019**

Page 67



Attendees included representatives from:

- ▶ West Midlands Police
- ▶ Probation Services
- ▶ The Health Sector
- ▶ The third sector
- ▶ Resident representatives
- ▶ Cabinet member

All attendees agreed priorities informed by qualitative and quantitative data from a range of sources

# Our priorities

The following refreshed priorities have been agreed:

Page 68

**Reducing  
Offending**



**Preventing  
Violence**



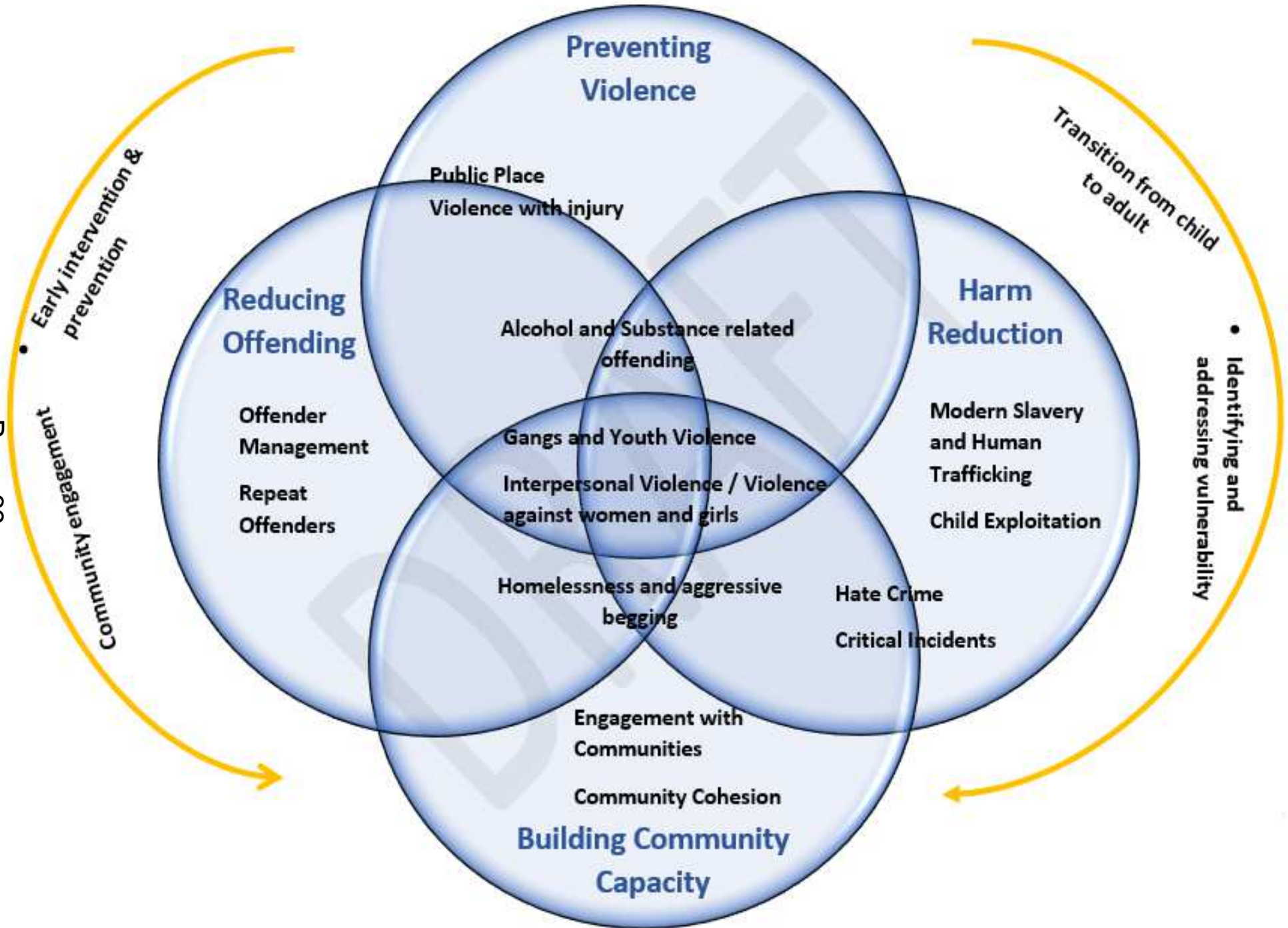
**Reducing  
Harm**



**Building  
Community  
Capacity**



Sitting alongside these priorities are the 'golden threads' which run through the whole strategy and priority areas.



# What do we hope to achieve?

Reduce adult and youth offending

Earlier identification of those at risk or in need of support

High volume/risk offenders managed effectively

Utilise appropriate enforcement interventions to change the behaviour of offenders

Promote a shared understanding that all forms of violence are unacceptable

- ▶ Strengthened community cohesion
- ▶ Reduced prevalence of violent crimes across all ages
- ▶ Build on trust and confidence to increase reporting of underreported crimes
- ▶ Residents take responsibility for appropriate issues within their communities and support each other
- ▶ Ensure Wolverhampton is a safe place to live, work and visit

# Early Areas of Focus

## Early areas of focus include:

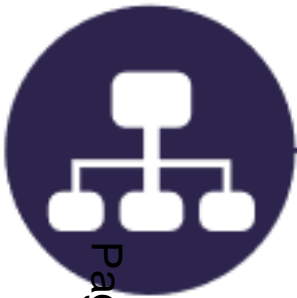
Improve pathways for offenders to access employment and housing in Wolverhampton

Work with families, communities and frontline services to identify those at risk at the earliest possible point and provide appropriate intervention

Maintain engagement with communities to break the cycle of cultural acceptance of domestic related abuse and vulnerability

Continue to work with communities to increase reporting of hidden crimes in order to build a community response

- ▶ Work in partnership to reduce violence and exploitation
- ▶ Increase understanding of modern slavery and build confidence of victims to report issues and access support
- ▶ Develop a sustainable place-based approach to working with communities to address local concerns
- ▶ Enable residents to take responsibility of their areas by volunteering, getting involved and shaping services



Page 72

After Wolverhampton Partnership Board hold strategic governance and SWP Delivery group progress implementation



A detailed action plan and performance framework will be implemented to drive Strategy aims and objectives forward and aid delivery



Continue to strengthen links with other key boards in the city

# Delivery



# Consultation

SWP is now seeking the wider views of stakeholders, residents and communities in Wolverhampton

**Consultation period: 8 November – 31 January (12 weeks)**

So far there have been 218 responses (as of 20.01.20) received from a range of organisations



# Early Consultation Findings

- ▶ Respondents have found the strategy easy to understand and the ambitions are clearly presented
- ▶ The importance of diversionary activities for young people is highlighted by many residents
- ▶ There is a feeling that more should be done to encourage people to come forward with concerns and information
- ▶ Working in partnership with other boards and alongside other strategies has been emphasised
- ▶ Many respondents highlighted the importance of early intervention and working with schools
- ▶ The importance of raising awareness of crime (particularly hidden crime) has been emphasised by various communities and partners

**Excitingly, residents, communities and partners have expressed a strong desire to work together proactively to ensure the success of the strategy.**

# Have your Say

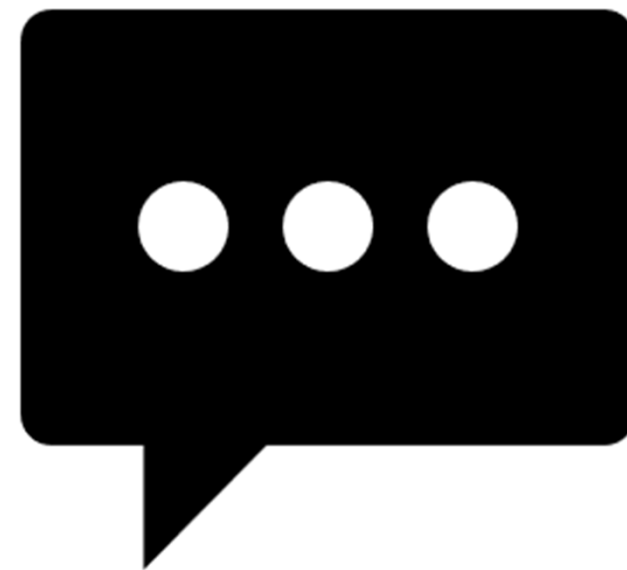
This is a key opportunity to influence how services will be delivered over the next few years, so please take this opportunity to be part of shaping the city's future.

The draft strategy and consultation questions can be accessed here:

<https://consultation.wolverhampton.gov.uk/swp/community-safety-and-harm-reduction/>

You can also email any comments to [safer@wolverhampton.gov.uk](mailto:safer@wolverhampton.gov.uk) or call us on **01902 554937**

**Closing date for consultation: 31 January 2020.**



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**Adults and Safer City Scrutiny Panel – Draft Work Programme 2019-20**

The Panel will have responsibility for scrutiny functions as they relate to: -

Older people assessment and care management, Financial support services, Community Safety, Libraries and community hubs, Independent living centre, Commissioning older people, Carers support and All age disabilities.

Date of Meeting	Item Description	Lead Report Author	Notes
28 January 2020	<ul style="list-style-type: none"> <li data-bbox="521 531 931 563">• Adult Education Service</li>   <li data-bbox="521 691 931 762">• Blue Badge Scheme – update report</li>   <li data-bbox="521 1002 931 1153">• Cllr Linda Leach Cabinet Member Adults /Cllr Jasbir Jaspal, Cabinet Member Health</li>   <li data-bbox="521 1241 931 1353">• Draft Community Safety and Harm Reduction Strategy 2020-2023.</li> </ul>	<p data-bbox="954 531 1397 595">Joanne Keatley, Head of Adult Education</p> <p data-bbox="954 675 1361 786">Lisa Taylor, Head of Service Improvement (Customer Services)</p> <p data-bbox="954 1010 1397 1114">David Watts, Director of Adults Services and John Denley, Director of Public Health</p> <p data-bbox="954 1233 1361 1305">Hannah Pawley Community Safety Manager</p>	<p data-bbox="1442 531 1995 635">Update on progress of annual strategy against original aims and performance targets</p> <p data-bbox="1442 675 2024 970">Briefing on service priorities and progress against key performance targets. The Head of Customer Service to present a report detailing progress in responding to the issues highlighted in the report and specifically on changes to the eligibility criteria and delays in the assessment process.</p> <p data-bbox="1442 1010 2024 1193">Briefing on key priorities and questions from the panel. Briefing on specific area of community safety and community cohesion and respond to questions and comments from the panel on this area.</p> <p data-bbox="1442 1233 2024 1337">The panel have been asked to respond to the consultation on the strategy before it is presented to Cabinet.</p>

<p>24 March 2020</p>	<ul style="list-style-type: none"> <li>• Proposed changes to charges for non - residential services (pre-decision scrutiny)</li> <li>• Better Care Fund - update on publication of national guidance.</li> <li>• Emergency Planning Response (exempt)</li> </ul>	<p>Helen Winfield, Head of Community Financial Support</p> <p>David Watts, Director of Adults Services</p> <p>John Denley, Director of Public Health</p>	<p>The Council has the right to charge for adult social care and support under the Care Act 2014 for people who request the Council arrange their care and support.</p>
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**Potential Future Items: -**

- Youth Violence Scrutiny Review – Cllr Ahmed to brief panel on key findings and recommendations.
- Invite David Jamieson or representative of Police and Crime Commissioner to brief panel