

# Vibrant and Sustainable City Scrutiny Panel

## 2 February 2017

**Time** 6.00 pm      **Public Meeting?** YES      **Type of meeting** Scrutiny  
**Venue** Committee Room 2 - 3rd Floor - Civic Centre

### Membership

**Chair** Cllr Ian Angus (Lab)  
**Vice-chair** Cllr Christopher Haynes (Con)

<b>Labour</b>	<b>Conservative</b>	<b>UKIP</b>
Cllr Mary Bateman Cllr Val Evans Cllr Bhupinder Gakhal Cllr Keith Inston Cllr John Rowley Cllr Zee Russell Cllr Caroline Siarkiewicz Cllr Tersaim Singh	Cllr Andrew Wynne	Cllr Malcolm Gwinnett

Quorum for this meeting is three Councillors.

### Information for the Public

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

**Contact** Earl Piggott-Smith  
**Tel/Email** Tel: 01902 551251 or [earl.piggott-smith@wolverhampton.gov.uk](mailto:earl.piggott-smith@wolverhampton.gov.uk)  
**Address** Democratic Support, Civic Centre, 1st floor, St Peter's Square,  
Wolverhampton WV1 1RL

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

# Agenda

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

*Item No.*    *Title*

### MEETING BUSINESS ITEMS

- 1            **Apologies**
- 2            **Declarations of interest**
- 3            **Minutes of the previous meeting (1 December 2016)** (Pages 3 - 10)  
[To approve the minutes of the previous meeting as a correct record]
- 4            **Matters arising**  
[To consider any matter arising from the minutes]

### DISCUSSION ITEMS

- 5            **Environmental Services Improvement Update - presentation** (Pages 11 - 40)  
[Andy Jervis, Head of Regulatory Services, and Steve Woodward, Head of Environmental Services to give joint presentation]
- 6            **Public Space Protection Order (Review of Designated Public Place Order)**  
(Pages 41 - 54)  
[Colin Parr, Head of Governance, to request that the Panel contribute towards the consultation on proposals to introduce a Public Space Protection Order to tackle alcohol-related anti-social behaviour in the city.]
- 7            **City Centre Market**  
[Colin Parr, Head of Governance, to give presentation on the city centre market]



3 **Minutes of the previous meeting (29 September 2016)**

That the minutes of the meeting held on 29 September 2016 be approved, and signed by the Chair.

4 **Matters arising**  
**Housing Services Review**

Cllr Angus queried the late withdrawal of the Housing Services Review report that was on the agenda item for the panel meeting on 29.9.16.

Earl Piggott-Smith, Scrutiny Officer, briefed the panel of the outcome of the discussion with Chris Hale. The panel was advised that following discussions with colleagues at the time across the Council it was considered that more work was needed before a report detailing the policy change could be submitted to the panel. A key factor in the decision was a change in the original remit of the housing policy review to provide a more inclusive consideration of operational issues that could be delivered through arrangements with Wolverhampton Homes. The review remit was extended to include consideration of the wider opportunities for other areas of the Council, for example, in the People Directorate, and the delivery of assisted technology solutions.

It was agreed that in these circumstances that the report should be deferred to a future panel meeting to ensure all the relevant information about the implications from the review is included. Unfortunately, it was not possible to present this report at the last meeting due to need for this work to be done. The service is committed to bringing the report to the panel for information at the panel meeting on 23.3.17, with a recommendation that the panel receive a further report on progress at a future panel meeting.

Resolved:

The panel agreed to add the report to the agenda for the panel meeting on 23 March 2017.

5 **Draft Budget and Medium Term Financial Strategy 2017/18 - 2019/20**

Martin Fox, Finance Business Partner, provided a summary of the budget report and highlighted the key points about the savings proposals detailed in the attached appendixes.

Cllr Steve Evans, Cabinet Member City Environment, introduced the report to the panel. The Cabinet Member City Environment gave apologies for Cllr Bilson Cabinet Member Housing and City Assets and explained that he would cover items within this portfolio, but may need to ask colleagues to respond to any specific questions about this service area.

The panel were invited to comment on the draft budget proposals as part of the formal budget consultation process.

Cllr Ian Angus made a general comment about that the lack of detail in the report about the implications or options being considered to achieve the target figure for budget reduction or income generation proposals. As a result it was difficult to make detailed comments on the proposals. The Cabinet Member explained that more information on specific proposals can be provided if needed. A summary of the panel

discussion and comments about the budget reduction and income generation proposals is given below.

### **Facilities Management**

Tim Pritchard, Head of Corporate Landlord, introduced the savings proposal and explained that the aim was to get better value for money through improved efficiency, while trying to mitigate against the effects of the reduction in available resources. The Head of Corporate Landlord commented on the customer led review of services which involve conversations with business owners about their experiences of the services and also explain the impact of proposed changes. The aim is to deliver a better customer experience. The Head of Corporate Landlord was confident that the budget reduction target was realistic and offered to bring forward detailed proposals to a future meeting of the panel.

### **Commercial Estate Income**

The Cabinet Member City Environment commented on the reduction in letting times for void properties - and congratulated staff at Wolverhampton Homes for the work done to reduce the time from 60-70 days in the past, to an average of 15 days now. The improvement has increased the level of income. The same approach will be applied to the letting of commercial buildings with the aim of getting empty properties re-let more quickly. In addition, improvements have been made to the collection of bad debts in order to minimise the loss of income to the Council, for example, agreeing repayment plans with residents and business owners to pay the bad debt.

The Cabinet Member for City Environment commented on the success of Wolverhampton being among the top 20 Councils considered as being attractive to invest in by private sector developers and the interest in the area generated by regeneration work across the city. The Head of Corporate Landlord commented on the work being done to better align systems and processes using local intelligence and more effective management of the estate - including where necessary the disposal of properties.

### **Corporate Landlord Review Phase 2**

The Cabinet Member City Environment explained the reasons for deleting the vacant posts in the service. The Head of Corporate Landlord was confident that the budget reduction figure was achievable.

### **Review of Homelessness and Tenancy Sustainment Services**

The Cabinet Member City Environment commented on the work done to improve the help available to homeless applicants and considered that Wolverhampton is performing better in this area compared to neighbouring authorities. The Cabinet Member City Environment commented on the opportunities to work with Wolverhampton Homes to look at how existing support services can be delivered in a different way.

## **Reduce Leisure subsidy**

The Cabinet Member City Environment commented on the transformation of the leisure offer available in Wolverhampton and the investment in new facilities and equipment to offer a better customer experience.

The Cabinet Member City Environment commented on the increase in membership to 6,200 and the introduction of WV Active app, as examples of the success of the service and rebranding work. The proposals will build on this success and the Cabinet Member City Environment that with other planned changes so that in the future the service will no longer need a subsidy. A panel member expressed concern about the level of budget reduction proposed and suggested that a lower figure should be set, for example £350,000 as a more realistic figure. The panel sought an assurance that the target was achievable.

Lisa Taylor, Head of Service The Hub, commented that WV Active the target is realistic as current prices and the quality of the offer is very competitive. The Head of Service gave examples of changes to timetabling of session, the introduction of taster sessions, and the popularity of events held at Aldersley Leisure Village as evidence.

The Head of Service accepted that the reduction in the level of subsidy would be a challenge to meet for the service but was confident with a growing membership and other planned changes that the savings target will be met, for example the promotion of offers aimed at people under 16. The Head of Service explained that the service has a stretch target to increase membership to 8000. The panel agreed to receive a report detailing progress against this target at a future meeting.

## **Review of Waste and Recycling**

The panel commented it was important that as the proposal relates to an important frontline service that the implications of the changes are communicated effectively to the public.

The panel agreed to consider the budget savings proposals in more detail following the presentation about the waste management strategy discussion item.

## **Environmental Service Efficiencies**

The Cabinet Member City Environment reassured the panel that the proposals would not involve a reduction in the frequency of grounds maintenance or the street cleansing service.

The Cabinet Member City Environment explained the proposals will look how the grass services provided the Council and Wolverhampton Homes could be better used to reduce costs, particularly where it involves the maintenance of shared grass areas. The aim of the changes was for both services to work better together.

The panel expressed concern about implications of budget reductions on highway maintenance and the impact on response times of 3-4 weeks in dealing with requests from the public to deal with pest complaints. The Cabinet Member City Environment reassured the panel that the Council was continuing to investing in proper

resurfacing of roads rather repairing pot-holes to provide more cost effective solution. The Cabinet Member City Environment explained that the provision of pest control is a service that will continue to be offered, however there are discussions about the level of public contribution.

### **Review of Transport/Fleet**

No panel comments

### **Highways Management**

No panel comments

### **Active Management of Car Park Usage**

The Cabinet Member City Environment commented that the Council has a number of car parks that it manages across the city. The majority of city centre parks are however managed by private companies. The proposals will consider car parks at the edge of the city and how we can make better use of them and options that will generate income. For example, moving from a flat rate car park fee to a different charging structure to reflect their use by drivers wanting to park for the day.

The panel agreed to receive a report detailing the impact of the proposals after implementation at a future meeting.

### **Savings in Regulatory Services through Agile Working**

The Cabinet Member City Environment commented that the introduction of new technology and changes in working practices gives opportunities to deliver regulatory services in a different way. The Cabinet Member City Environment advised the panel the contract for Kingdom Services had been extended. The panel expressed concerns about the working practices of Kingdom Security in some areas of the city. The panel were advised that representatives of Kingdom Security have been invited to attend to give evidence to future meeting.

### **Develop Commercial Opportunity for the use of Existing Facilities at Northcote Farm**

The Chair commented that there is a need to consult with local residents and users of the facility about the proposals being considered and also how this will be communicated. The Cabinet Member City Environment explained that the Council does not run the facility but there was a view of the need to look at what could be done to increase visitor numbers and to build on its popularity.

The panel were advised that responsibility for Northcote Farm was in remit of Cllr John Reynolds Cabinet Member for City Economy, who could provide more detailed information, if required. The Cabinet Member City Environment explained that the existing facilities will need to be improved as they are currently limited.

Resolved:

1. The panel comments on the draft budget proposals to be included in the feedback report presented to Scrutiny Board.

2. Reduce Leisure subsidy - The panel agreed to receive a report detailing progress against the membership target for Aldersley Leisure Centre at a future meeting.
3. Active Management of Car Park Usage The panel agreed to receive a report impact of the proposals, if implemented as stated, at a future meeting of the panel.
4. Tim Pritchard, Head of Corporate Landlord, to bring forward detailed proposals about the proposals for generating efficiency savings and increasing income as a result of changes to facilities management activities to a future meeting of the panel.

## 6 **Waste Management Strategy Consultation**

Ross Cook, Service Director – City Environment, Place, briefed the panel on the proposed changes to current waste and recycling strategy. The Service Director commented that the service has consulted with a number of groups about the plans and had received a lot of interest and feedback. In total, 200 responses had been received from the public to the online survey. The Service Director outlined the proposals to achieve the previously agreed savings target detailed in MTFS, and also additional savings target of £1.2 million, which is subject to consultation.

The panel discussed the suitability of increasing the size of non-recyclable waste container from 140 litres and the provision of either same size or larger unit of 240 litre capacity.

Cllr Evans commented that the provision of a garden waste collection is not a statutory service. Cllr Evans, Cabinet Member for City Environment, explained that the collection service is available to 108,000 properties in Wolverhampton, but is not used by 28,000 homes – approximately 65% of homes. The Cabinet Member for City Environment summarised the cost and efficiency services that the alternative service would provide. The panel queried the number of green waste collection bins that would be provided to each household. The Cabinet Member for City Environment explained that additional bins could be provided but the criteria would need to be agreed to avoid possible misuse.

The Service Director explained the reasons for the removal of the food waste collection service, which was proved to be unpopular with and expensive to provide. The Service Director commented that at the start of programme, 12,000 tonnes was being collected, but this had fallen to 3,000 tonnes and was therefore no longer financially sustainable.

The panel discussed the possible location recycling centre/super site and the possible criteria. The Service Director commented that a feasibility study would be done to identify a suitable location. The panel queried if the introduction of a charge for garden would lead to more complaints about fly tipping. The Cabinet Member for City Environment commented that evidence that the introduction of a charge would not affect the behaviour of people who currently fly tip, as they would be unlikely to use the current collection service.

The panel discussed concerns about delays in the collection hazardous by specialist team provided by the contractor Amey and there was agreement that changes are needed to better meet the expectations of the public.



Resolved:

1. The panel welcomed the report and noted the progress towards the development of a new waste recycling strategy for Wolverhampton.
2. The panel comments on the proposed service changes to be included as part of the Council's budget consultation exercise.

The meeting closed at 20:15

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**Title:** Environmental Services

**Prepared by:** Ross Cook (Service Director – City Environment) **Date:** 26 January 2017

**Intended audience:** Internal  Partner organisations  Public  Confidential

## **Purpose or recommendation**

The following presentation is to inform Members of the Vibrant and Sustainable City Scrutiny Panel, of the current areas of responsibility within Environmental Services.

## **Background and context**

Members of the Scrutiny Panel have previously requested more detailed information relating to the work carried out by the various teams within Environmental Services. Environmental Services carry out a wide range of frontline services, including Street Cleansing, Grounds Maintenance, Passenger Transport, Bereavement Services, Highway Maintenance and Parking Services. The attached presentation sets out more details of the different activities and performance.

Members are requested to receive the presentation.

## **Financial implications**

There are no financial implications set out within this report. However, Environmental Services have a number of ongoing savings targets to be achieved in 2016/17 and 2017/18.

## **Legal implications**

There are no direct legal implications set out in this report.

## **Equalities implications**

There are no equalities implications set out in this report.

## **Environmental and Corporate landlord implications**

There are no direct environmental implications arising from this report

## **Human resources implications**

There are no Human resources implications within this report. However, to deliver the agreed savings, there will be a number of ongoing service reviews. Details of these will be considered by the Cabinet Member in due course.

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# Vibrant and Sustainable City Scrutiny Panel

Thursday 02 February 2017

Steve Woodward

CITY OF  
WOLVERHAMPTON  
COUNCIL

Our mission:  
Working as one to  
serve our city

Page 13

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# Environmental Services Provide

- Street Lighting & Responsive/ Planned Highway Maintenance
- Winter Gritting/Snow Clearance
- Street Cleansing (incl. litter bins/fly tipping/graffiti/gully cleansing)
- Sign Cleaning
- Grounds Maintenance (Highways/Parks/Schools/Cemeteries/closed church yards)
- Tree Maintenance (Highways & Parks)
- Park Ranger Service
- Parks & Play Areas
- Landscape Architecture & Ecology
- Pest Control
- Council Car Parks & On Street Parking
- Parking Enforcement & Bus Lane incursions
- Shop Mobility
- School Crossing Patrol
- Road Safety training/promotion
- Fleet & Passenger Transport Services
- Bereavement Services

# FRONTLINE SERVICE PROVIDER

## Environmental Services

- Provide highly visible frontline services
- Large customer base - deliver services to all residents
- Standards achieved form the basis on how our residents perceive the council
- Residents expect well maintained highways and parks



## Street Lighting and Highway Maintenance functions

- Install/repair street lighting
- Patching and potholes on paths and roads
- Surface Dressing (chippings)
- Footway Crossings (disabled)
- Footway Crossings (residential)
- Highway Drainage
- Land Drainage
- Jetting of connections between road gullies and the main sewer
- Gully cleansing
- Fencing and guard rails (public highway only)
- Road Markings (public highway only)
- Street Seats and Nameplates
- Maintenance to Watercourses
- Winter Maintenance (gritting and the provision of grit boxes)
- Non illuminated Road Signs
- Street Furniture instillation/repairs



Gritting Operations  
Winter 2016/17 (Oct-Dec)

19

Snow Wolves  
volunteers

240

1



2



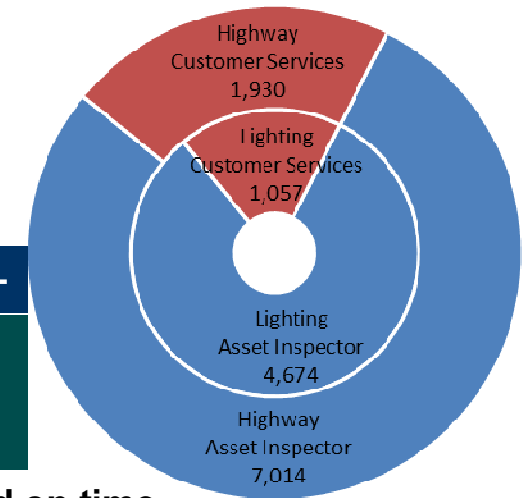
Corporate Complaints & Compliments 2016/17 (Apr-Dec)



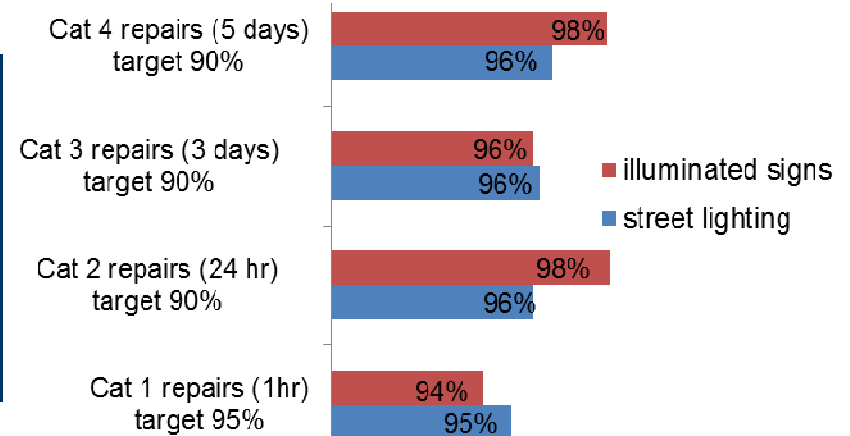
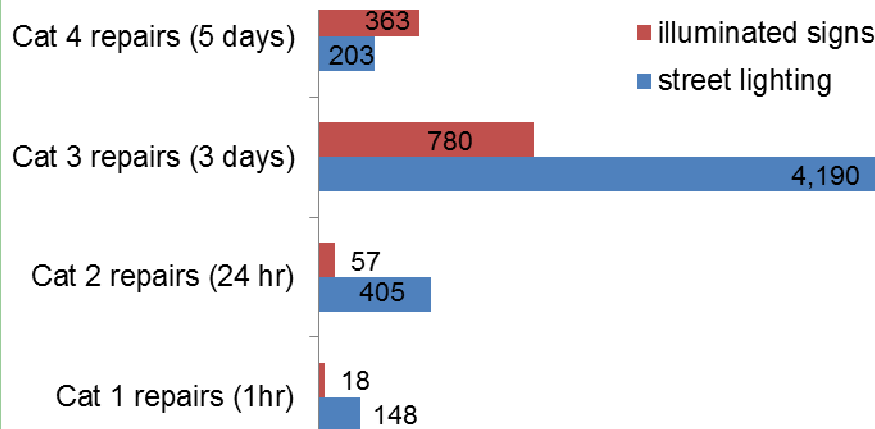
## Highway stats 2016/17 (Apr-Dec)

Number of defects 'identified by'/'reported by':-

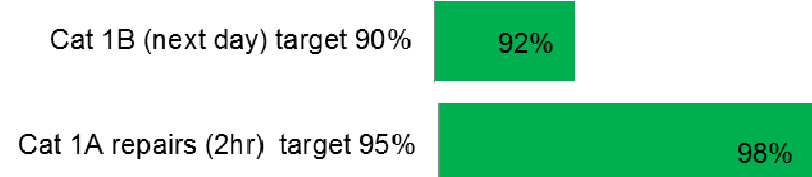
- Maintain 29,500 street lights and 2,615 illuminated signs with an annual electricity bill of £1.7m
- Maintain 750 km of adopted highway



### Number of street lighting defects reported) & percentage repaired on time



### Number of hazardous highway defects reported & percentage repaired on time



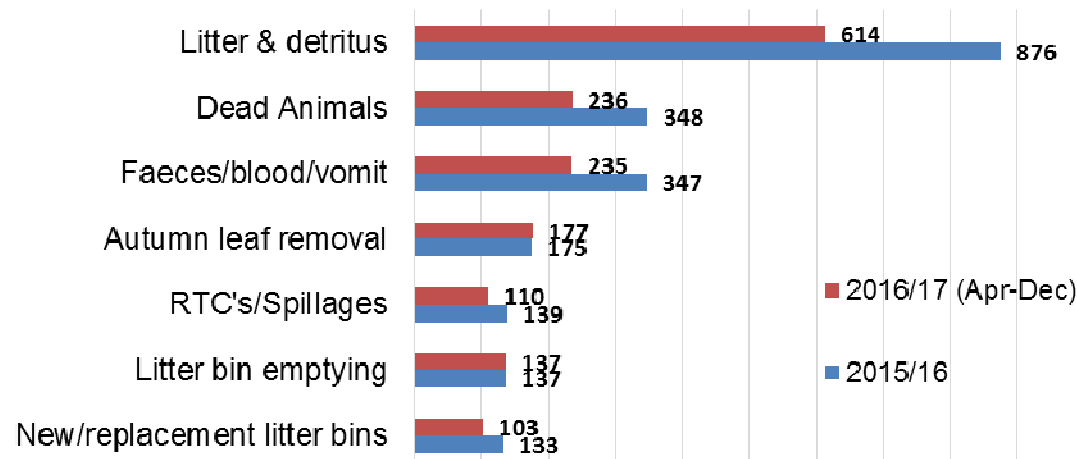
## Street Cleansing functions



- Areas with high footfall and a history of being heavily littered receive regular cleansing as needed including weekend working in the city centre & towns
- Residential areas are litter picked every 6 weeks and swept every 12 weeks – but bare in mind you can't litter pick or sweep a clean well looked after street
- The majority of 'A' roads have a minimum weekly manual litter pick together with a fortnightly mechanical sweep of the pavement and road channel
- All 'B' roads and some 'A' roads have minimum fortnightly manual litter pick together with a 6-weekly mechanical sweep of the pavement and road channel
- Empty 1,400 Litter Bins no less than fortnightly with many emptied weekly/daily
- Remove fly tipping from the highway, parks and green open spaces
- Sand spillages of paint and oil/petrol following road traffic collisions
- Collect Dead Animals on the highway & contact owner when micro chipped
- Remove Animal Faeces/Human blood/vomit
- Collect Syringes from the highway, parks and green open spaces
- Remove fallen leaves from the highway & Parks
- Install Litter bins
- Remove Graffiti / gum busting

# Street Cleansing stats

## Street Cleansing Customer enquiries



Corporate Complaints & Compliments  
2016/17 (Apr-Dec)

7

13



23

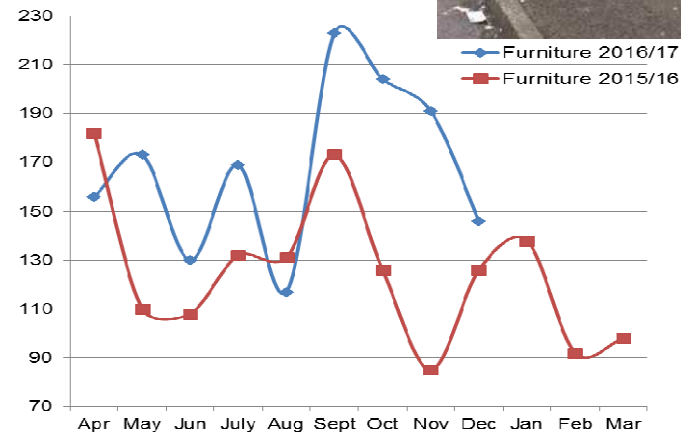
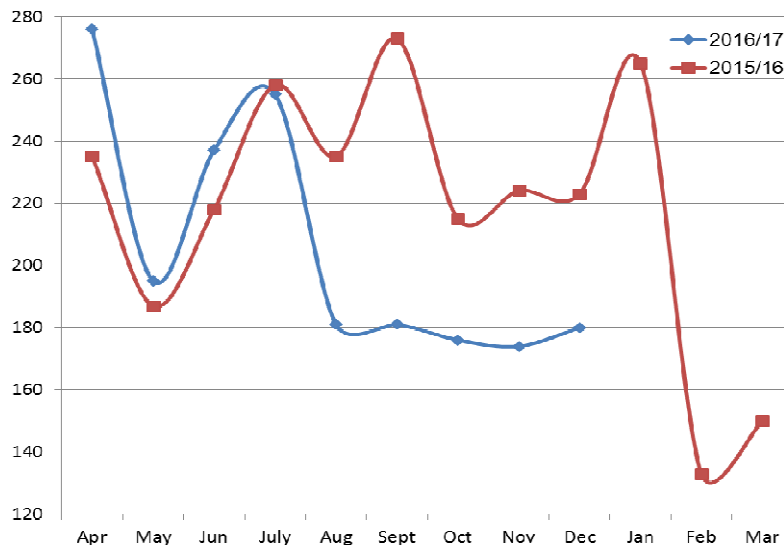
## Street Cleansing response times (% responded to within 2 days/hazards sameday)



# Fly tipping stats



Number of fly tipping incidents

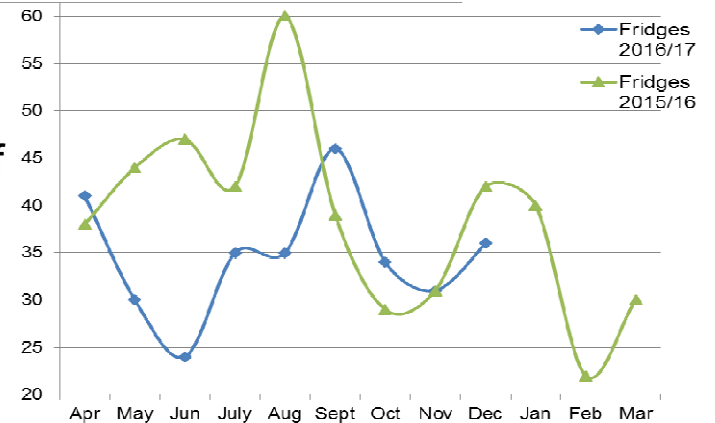


Number of furniture items removed

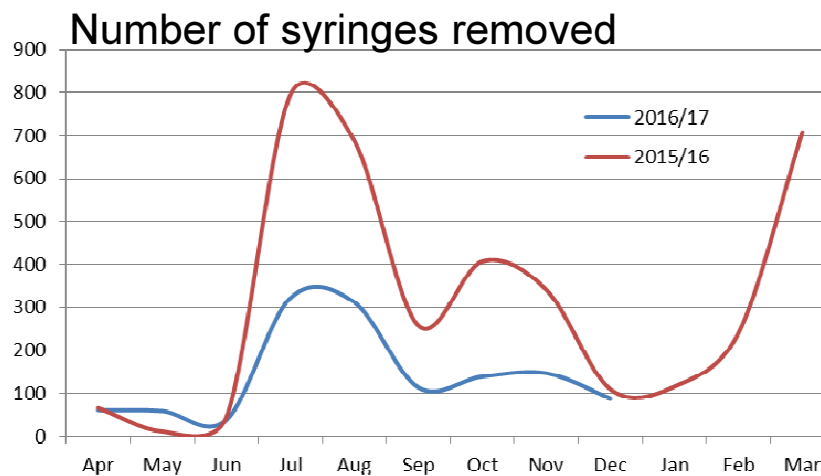
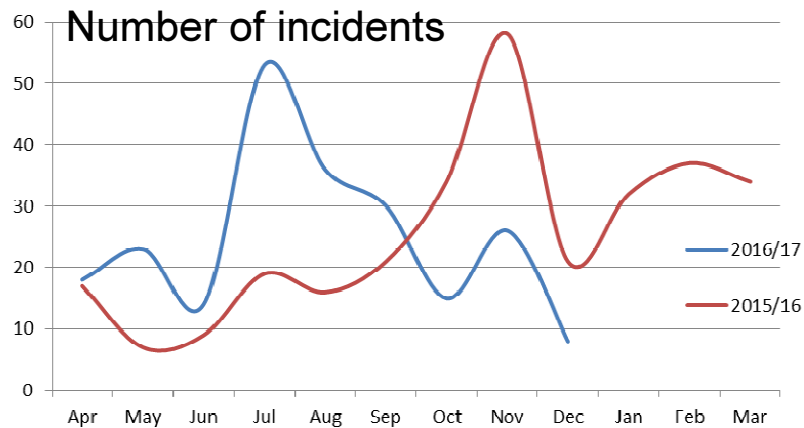
Fly tipping response times  
(% responded to within 5 days/hazards sameday)



Number of fridge / freezers removed



# Syringes removed stats



## Hot spot areas by ward

Ward	No. of incidents
St Peters	107
Park	98
Graiseley	6
Bushbury South & Low Hill	4
Blakenhall	2
Bushbury North	2
Bilston East	2
Ettingshall	2
East Park	1
Wednesfield North	1
Oxley	1
Heath Town	1
Tettenhall Regis	1
Spring Vale	1
Bilston North	1
Penn	0
Fallings Park	0
Merry Hill	0
Tettenhall Wightwick	0
Wednesfield South	0

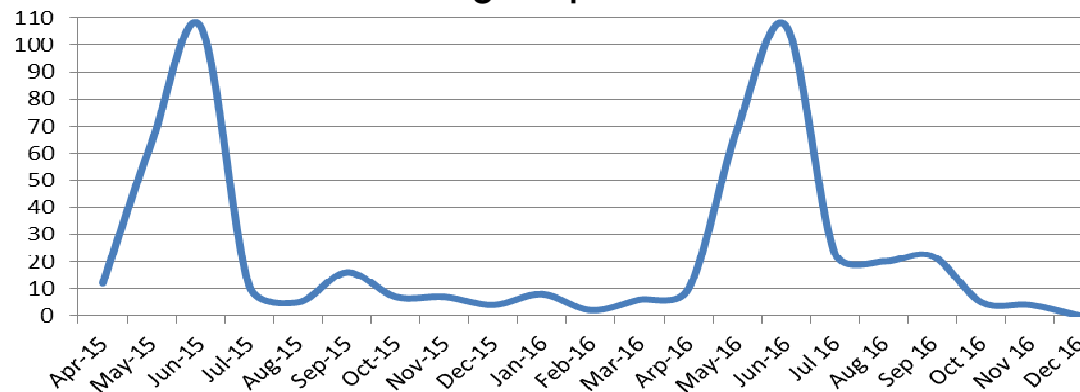
## Grounds Maintenance functions

- Grass verges/open spaces cut every 4 weeks (March to December)
- Maintain football/cricket pitches, bowling greens and pitch & put
- Meadow areas and Nature Friendly Zones cut once in the Autumn
- Shrub bed maintenance
- Seasonal bedding maintenance
- Weed Control three times a year
- Planting incl. bedding plants/hanging baskets/flower towers
- Hedge Cutting/Pruning annually
- Cemetery Maintenance (includes internment)
- Parks Maintenance
- Playground cleansing & weekly inspection
- School grounds maintenance

# Ground maintenance stats

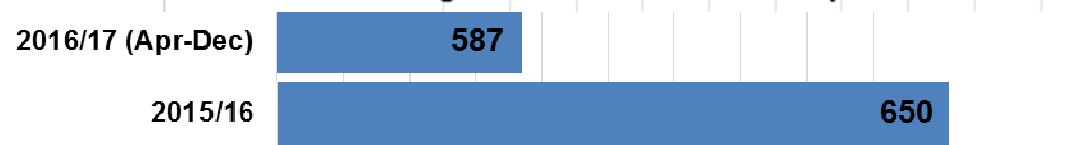


Number of Grass cutting enquiries over the last two cutting

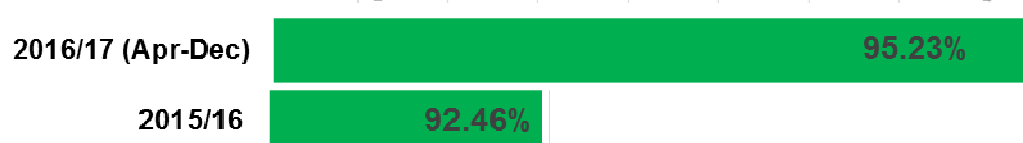


The number of enquiries peak during May & June when grass growth is vigorous

Number of grounds maintenance enquiries received



% investigated/action determined within 5 working days



Nature Friendly Zones cut once every autumn	
Pendeford Park, Blaydon Road, WV9 5PL	
Patshull Avenue, Open Space, WV10 6RG	
Langley Road, Open Space WV3 7LH	
Warstones Green Open Space, Warstones Drive WV4 4NF	
Oak Street Open Space, Oak Street WV3 0AQ	
Tettenhall Upper Green, Stockwell Road WV6 9PQ	
Penk Rise open Space WV6 8JY	
East Park, Stowheath Lane WV1 2TQ	
Stowheath Lane open Space WV1 2QL	
John Harper Open space, Bilston Road WV13 2JL	
Moseley Road Open Space, Prouds Lane WV14 6PU	
Muchall ParkEttingshall Park farm Lane WV4 5PY	
Springvale Park, Fieldhouse Road WV4 6SP	
Woodcross Lane Open Space, Jack Holden Ave WV14 9SH	
Bee Lane open Space, WV10 6LE	
Fowlers Park, Foxes Lane, WV1 1PA	
Ashmore Park, Park Way, WV11 2NA	
Linthouse Lane Open Space, Sudbery Close, WV11 3AR	
Prestwood Road Open Space, WV11 1RX	

# Arboriculture functions



Our tree maintenance programme along our streets and in our parks & woodlands makes sure we protect the city's trees for future generations to enjoy. They're an 'urban forest' and help keep our air clean, reduce noise levels and provide shade. Trees make an important contribution to the character of an area and can also be of historic interest. In addition they provide important habitats for birds and other wildlife.

- Three teams of qualified & competent professional arboriculturalists
- Four yearly highway tree maintenance program (12,000 council trees inspected/pruned every year)
- Fast track response to trees causing a hazard on Parks and Highways

Arboriculture - Number of customer enquiries	2015/16	2016/17 (Apr-Dec)
• % <b>Emergency</b> : same day response	94.55%	100.00%
• No. within SLA	104	63
• No. of enquiries received	110	63
• % <b>Priority</b> : action needed determined within 5 working days	96.03%	99.44%
• No. within SLA	121	178
• No. of enquiries received	128	179
• % <b>Routine</b> : action needed determined within 20 working days	96.09%	98.24%
• No. within SLA	246	391
• No. of enquiries received	258	398

**Emergency** – A report that a tree is dangerous and has/is about to fall onto public land, the highway or adjoining private property.

**Priority** – A report that a council tree is touching a building or causing non life threatening damage or obscuring traffic signals / warning signs.

**Routine** – A request to prune an overgrown council tree and reports that a council tree is touching a telephone wire or overhanging a building, blocking a street light, obscuring a street sign or its roots are affecting a footpath.



# Emergency Call Out Service

## **A 24 hour, 365 days a year service**

Respond to around 50 out of hour call-outs every month for:-

- Winter Gritting
- Road Traffic Collisions
- Street lighting faults/damage
- Damage to street furniture
- Spillages (Oil & loads)
- Syringes
- Dead Animals
- Fallen Trees
- Retrieval of objects from Gullies “keys, knives etc.”
- Highway Flooding

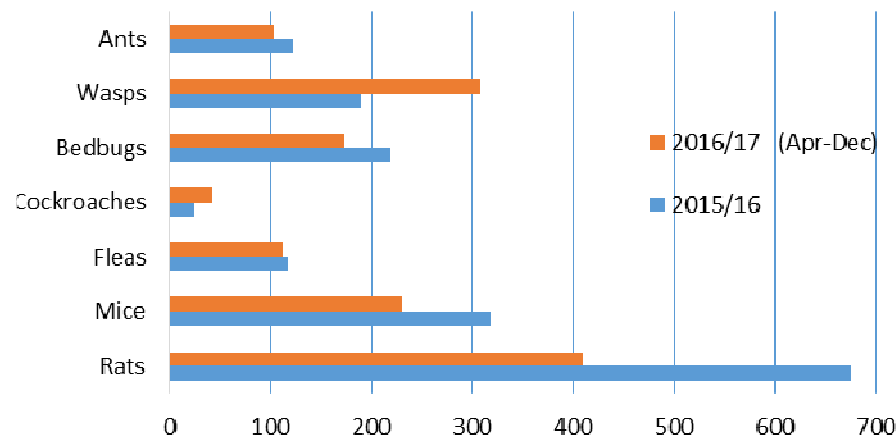


## Pest Control functions

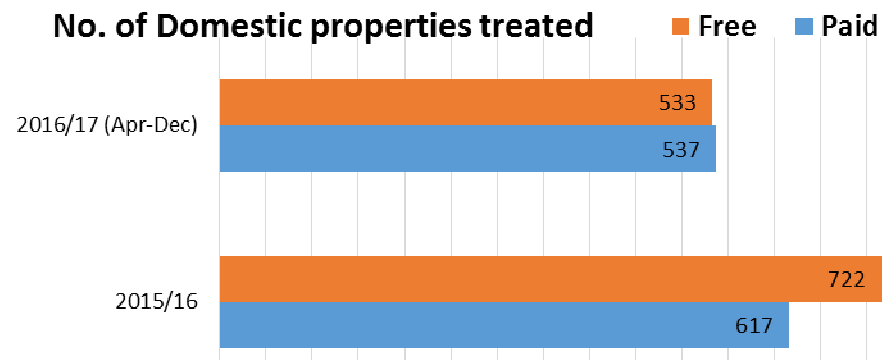
- Two Pest Control Officers
- Provide a chargeable service to Wolverhampton residents for the treatment of Rats, Mice, Cockroaches, Fleas, Bedbugs, Wasps and Ants
- Residents on maximum housing/council tax benefit can have rats, mice, cockroaches and bedbugs treated free of charge.
- Squirrels, foxes & honey bees are not treated
- Provide a commercial service to internal and external customers (either annual contracts or one-off treatments)
- The service is self-financing

# Pest Control Stats

**Total number of treatments**



**No. of Domestic properties treated**



Prices for domestic treatments	2015/16	2016/17
<b>Rats</b> (includes free revisit if required)	£75	£75
further revisits (max. 3 per treatment cycle)	£40	£40
<b>Mice</b> (includes free revisit if required)	£75	£75
further revisits (max. 3 per treatment cycle)	£40	£40
<b>Fleas</b> (includes free revisit if required)	£63	£63
further revisits (max. 3 per treatment cycle)	£40	£40
<b>Cockroaches</b> (includes free revisit if required)	£80	£80
further revisits (max. 3 per treatment cycle)	£40	£40
<b>Bedbugs</b> (includes free revisit if required)	£90	£130
further revisits (max. 3 per treatment cycle)	£40	£60
<b>Wasp nests</b> (includes free revisit if required)	£63	£63
<b>Ants</b> (includes free revisit if required)	£63	£63
further revisits (max. 3 per treatment cycle)	£25	£25

Income (less V.A.T)	2015/16	2016/17 (Apr-Dec)
Number of annual pest control contracts	103	105
Income from annual contracts	£41,964	£40,424
Domestic treatment income	£23,544	£28,021
Commercial 'one-off treatment' income	£10,905	£9,392
<b>Total Income</b>	<b>£76,413</b>	<b>£77,837</b>

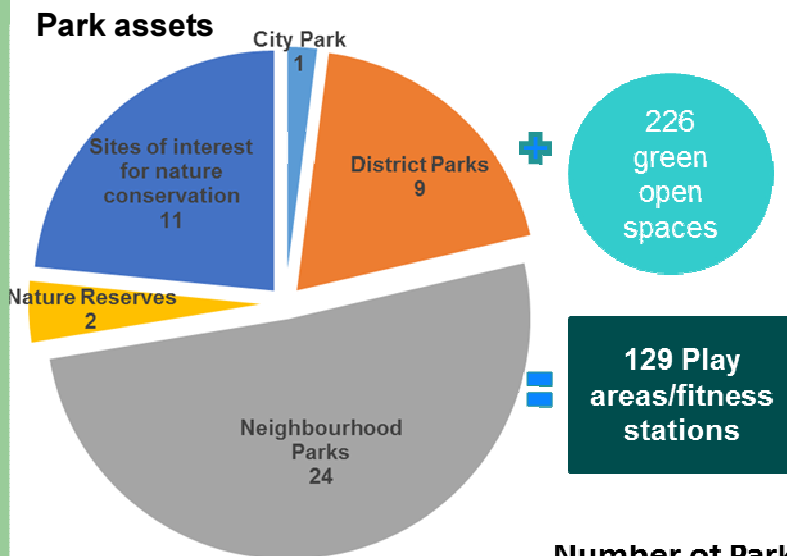
# Parks & Green Spaces



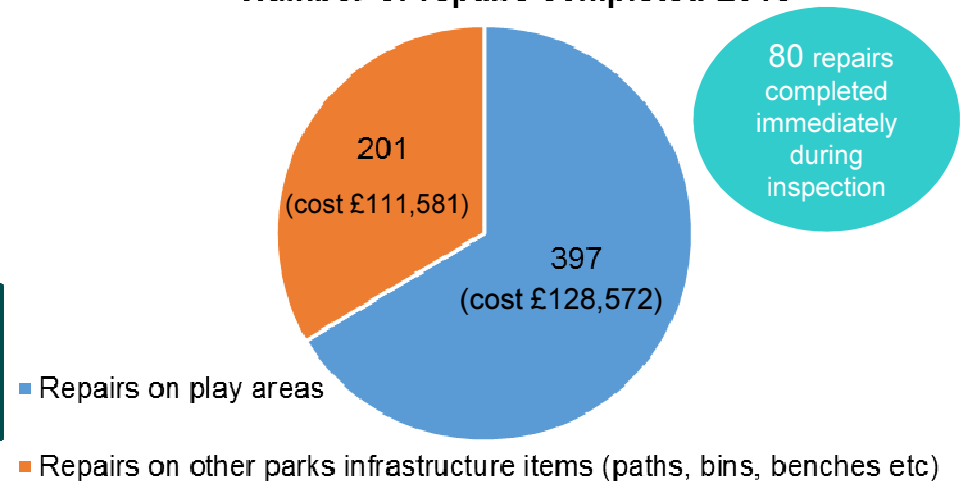
**Manage parks and green spaces effectively to help contribute to the quality of life and health of individuals, families and communities across Wolverhampton providing a range of recreational opportunities for sport, exercise, play, contact with nature and growing produce.**

- Countryside and Park Ranger service
- Park patrols/open & close, working with other internal departments and partnering agencies tackling anti-social behaviour issues and enforcing the local bye laws
- Maintain the City's outdoor Water facilities, paddling pools, fountains, lakes and ponds
- Inspect repair and maintain all outdoor play areas, fitness stations, trim trails, multi-use games areas, tennis courts and park grounds
- Attend football/cricket matches and open changing rooms
- Oversee allotments and encourage sites to go self managed (presently 35% have)
- Community engagement with Friends/User Groups, Volunteers to help maintain parks including West Park conservatory
- Working in partnership to deliver the Sport Development Investment Strategy (SDIS); Playing Pitch Strategy and Action Plan (PPSAP); Open Space Strategy and Action Plan (OSSAP); and Open Space, Sport and Recreation Supplementary Planning Document
- Delivery of the parks and open space capital programme from Section 106 agreements and sale agreements
- Securing additional funding (Heritage Lottery Fund, European Regional Funding Bids (ERDF etc), including the consultation, providing the design brief and project delivery

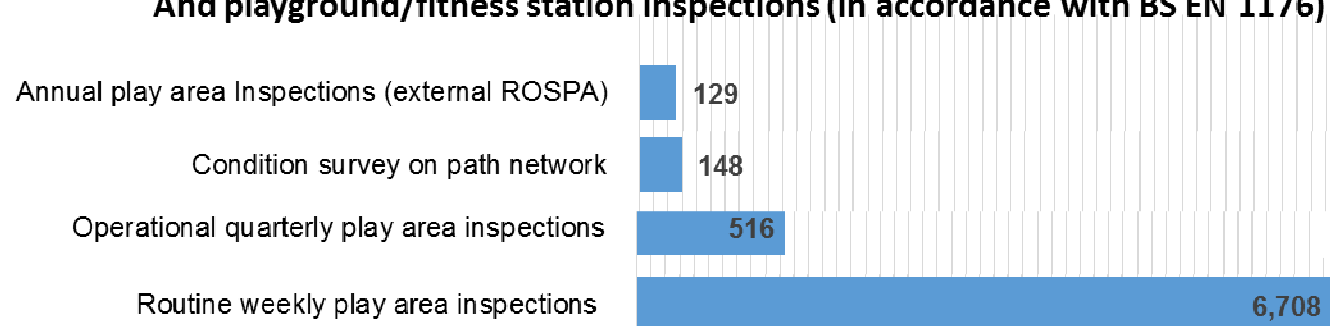
# Park stats



**Number of repairs completed 2016**



**Number of Park Surveys carried out each year;  
And playground/fitness station inspections (in accordance with BS EN 1176)**



# Parks Capital Programme

## New Parks adopted in 2015 & 2016

- Dukes Park
- Showell Park

## Play area and park refurbishments during 2015 & 2016

- Muchall Park
- Woodcross open space
- West Park
- Coleman Avenue open space

## Play area refurbishments planned for 2017/18

- Ashmore park
- Castlecroft open space
- Merridal Street open space
- Renton Road open space
- Fowlers park



# Landscape Architecture and Ecology

**The long established Landscape & Ecology Practice employs 5 Landscape Institute qualified Landscape Architects who provide professional advice on landscape design, sustainability and ecology, delivering landscape construction projects using their design, project management and implementation skills.**

- The Landscape and Ecology Practise undertakes specialist advice to a wide variety of clients internal and external relating to a range of environmental and landscape projects.
- The work follows the principles of robust urban design ranging from initial feasibility studies, outline planning and design through to implementation of landscaping projects on site. All landscape design work should be ecologically and geologically sensitive and the design work can incorporate measures to improve biodiversity and geo-diversity across a site.
- The service is self-financing.

The Practice has been responsible for many historic projects including the Queen Square Fountain, St Peter's Gardens improvements, landscaping and public art to the Black Country Route, Heritage Lottery funded improvements to Bantock and other Parks, the external works to the City Archive and the Bushbury Cemetery Extension.



# Landscape Architecture and Ecology

## Current projects and activities are:-

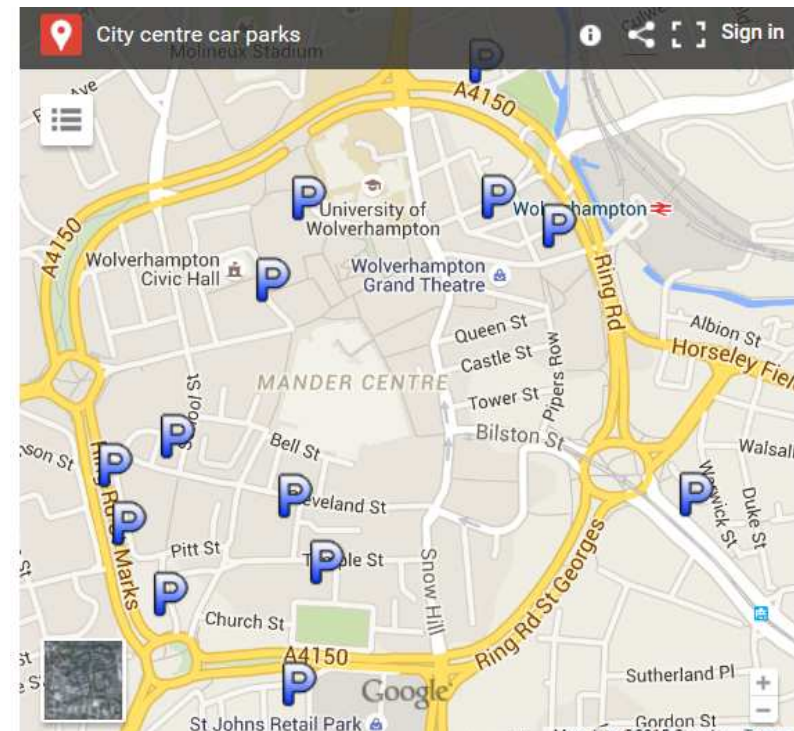
- City Centre Regeneration – e.g. 'Leaves and Light' Health and Well Being Initiative
- New playing fields and Multiple Use Games Areas – e.g. Barnhurst Lane Grass Pitches
- New inclusive children's play areas – e.g. West Park
- Bilston Urban Village – Creation of a new open space network as part of the regeneration of the area.
- Creation of new parks – e.g. Ward Street housing development
- Ecology and biodiversity – e.g. designation of the Wyrley to Essington Canal Nature Reserve
- Development Control – Landscape and ecology advice to Town Planners and applicants
- Highways – Improvements to major arterial routes
- Cycleway network improvements
- Membership of Multi-disciplinary Teams working on major projects – e.g. Metro expansion
- Primary Expansion Programme - Design of external spaces to schools
- Public consultation – e.g. City Centre Businesses and Bilston Urban Village Steering Group





# Parking Services functions

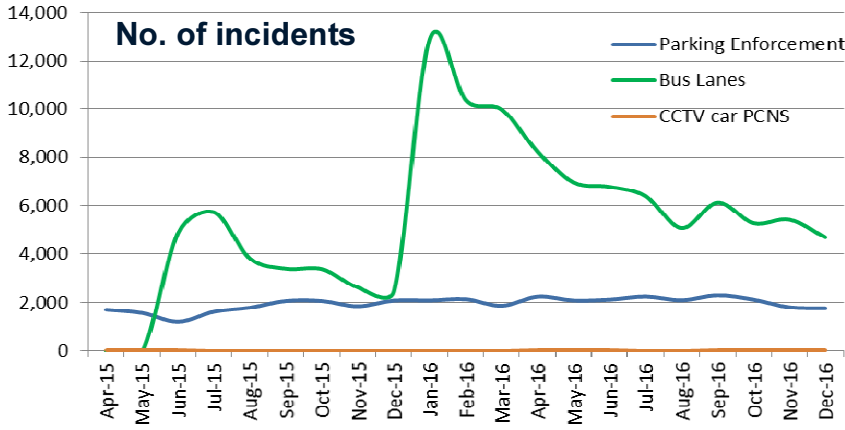
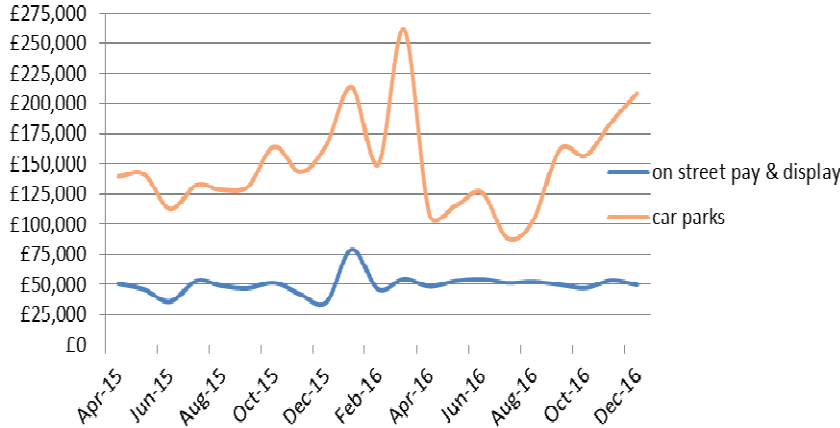
- Parking Enforcement
- Bus Lane Enforcement
- Car park management - City wide Council owned car parks including the attendants
- Off Street Parking Equipment - lighting, barriers, on and off street parking meters etc.
- Shop Mobility
- School Crossing Patrol at 76 schools
- Road Safety training/promotion



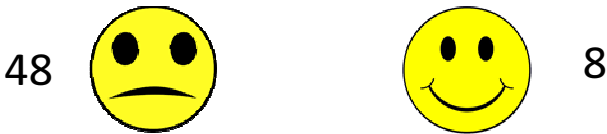
# Parking Services stats

Page 34

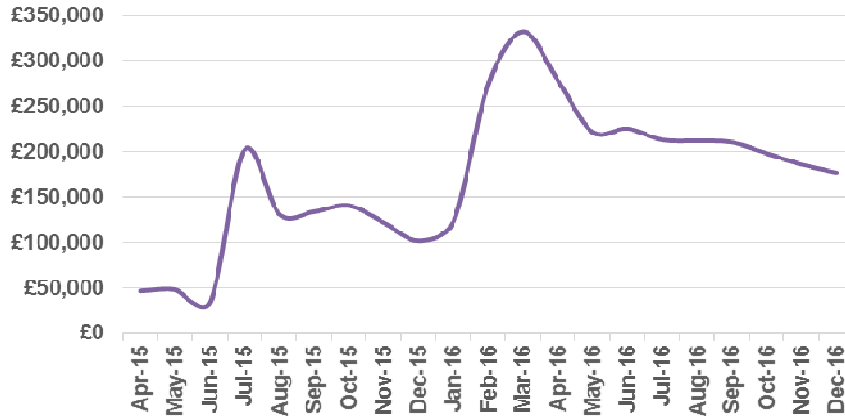
Year on year trend - total parking income



Corporate Complaints & Compliments  
2016/17 (Apr-Dec)



Combined Enforcement Income

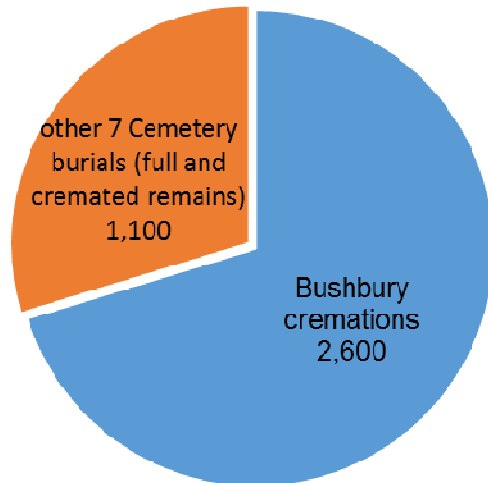


# Bereavement Services

- The provision of burial and cremation services, and the provision of the Public Mortuary under the Public Health Act 1936, in the absence of available suitable facilities at the local hospital.
- Bereavement services has been awarded the Gold Standard for both Burial & Cremation services for the 6<sup>th</sup> year running. The public can be assured that an authority that has adopted the Charter is committed to providing excellent service designed to meet their needs
- A member of the Charter for the Bereaved since 2004 committed to measuring the performance of Bereavement Services against the only national standard developed specifically for the funeral industry in the UK.
- Charter members must always operate in accordance with the Institute of Cemetery and Crematorium Management's (ICCM) Guiding Principles for Burial and Cremation.
- All cremations must be carried out in accordance with the Federation of Burial and Cremation Authority's (FBCA) Code of Cremation Practice and accord with the provisions of the Cremation Acts.
- Burials must be undertaken in accordance with the 1977 Local Authorities Cemetery Order (LACO).
- The management of the Public Mortuary including the delivery of post mortem examinations is subject to the requirements of the granting of an operating licence under the Human Tissue Act 2004.

# Bereavement Services stats

Number of cremations/burials per year



277 UK  
Cemeteries

Bushbury Cemetery  
ranked 26<sup>th</sup> busiest

The busiest  
crematorium in the  
West Midlands able  
to cater for 18  
services a day  
Monday-Friday

Corporate Complaints & Compliments  
2016/17 (Apr-Dec)



# Passenger Transport

Based at Unit 26, Wholesale Market, Hickman Avenue  
with a PCV Operators Licence for Hire and Reward for external work.

## Weekly passenger count:

Adult learning disabilities – 416  
Education – 1,719  
Elderly day care – 108  
Bus '500' – 660

## 61 vehicles:

9 PCV Mercedes Vario  
4 PCV Dennis Dart Coach  
2 PCV Optare bus  
32 Non-PCV Welfare buses (up to 16 seat capacity)  
2 Post vans  
6 Transit type minibuses (16 Seats)  
6 Hired in Transit type minibuses

## Drivers:

2 Senior Drivers  
16 PCV Driver Attendants  
39 Non-PCV Driver Attendants  
6 Passenger Assistants  
*Of these, 11 are full-time Driver Attendants*

## Transport for :

Special Schools – **41 runs to 5 Special Schools**  
Adult Learning Disabilities – **8 runs serving 6 centres**  
Elderly Day Care – **6 daily runs serving two centres**

Two daily internal post runs collecting and returning post to/from the Civic Centre and serving many City Council establishments.

'No. 500' Free Market Bus operating Tuesday, Wednesday, Friday and Saturday and Bank Holidays as necessary.

# Fleet



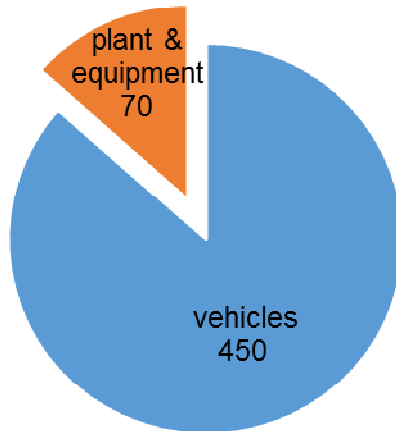
**Fleet Services endeavour to ensure that all vehicles and equipment provided to the Council and its partner organisations are effectively and efficiently procured, operated and maintained to help support the delivery of frontline services.**

- Provision of commercial vehicles and mobile plant to the City of Wolverhampton Council and partner organisations including its maintenance
- Reduce risk, enhance resilience providing vehicles specifically tailored to meet customer requirements in full compliance with relevant transport legislation
- Provide a comprehensive fleet management service to all user groups
- Provision of fuel to Council operated vehicles via fuel cards and bunkered stocks

# Fleet stats 2016



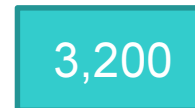
Fleet Numbers



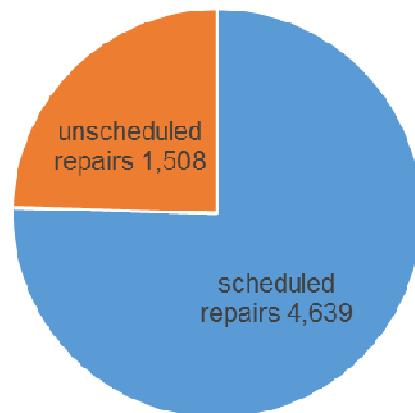
MOT/plating test pass rate



Number of parts ordered



Average vehicle breakdown response time



**Large Number of repairs?** That's because these figures also include work carried out on non fleet vehicles, plant and equipment. Also a large number of high use vehicles such as Refuse wagons are scheduled for a six weekly service and there are lots of small adhoc jobs on a daily basis such as light bulb replacements and other minor issues.

# Environmental Services budget

<b>Environmental Services revenue budget 2016/17</b>	<b>£.p</b>
Bereavement Services	(2,108,340)
Environmental Maintenance	6,974,087
Landscape & Ecology Practice	(23,610)
Fleet & Passenger Transport	(527,160)
Highway Maintenance	1,980,930
Street Lighting	2,795,065
Parking Services	(2,292,580)
<b>Total Controlable budget</b>	<b>6,798,392</b>





# Vibrant and Sustainable City Scrutiny Panel

2 February 2017

<b>Report title</b>	Public Space Protection Order (Review of Designated Public Place Order)	
<b>Cabinet member with lead responsibility</b>	Councillor Paul Sweet Public Health and Wellbeing	
<b>Wards affected</b>	All	
<b>Accountable director</b>	Linda Sanders	
<b>Originating service</b>	Community Safety, Public Health and Well Being	
<b>Accountable employee(s)</b>	Karen Samuels	Head of Community Safety
	Tel	01902 551341
	Email	Karen.samuels@wolverhampton.gov.uk
<b>Report to be/has been considered by</b>	Strategic Executive Board	20 Dec 2016

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## Recommendations for noting:

The Panel is asked to:

Contribute towards the consultation on proposals to introduce a Public Space Protection Order to tackle alcohol-related anti-social behaviour in the city.

## **1.0 Purpose**

- 1.1 To present findings from a review of the existing city-wide Designated Public Place Order (DPPO), in force since April 2013.
- 1.2 Seek views on the introduction of a Public Space Protection Order (PSPO) to address alcohol-related anti-social behaviour (ASB) in the city.

## **2.0 Background**

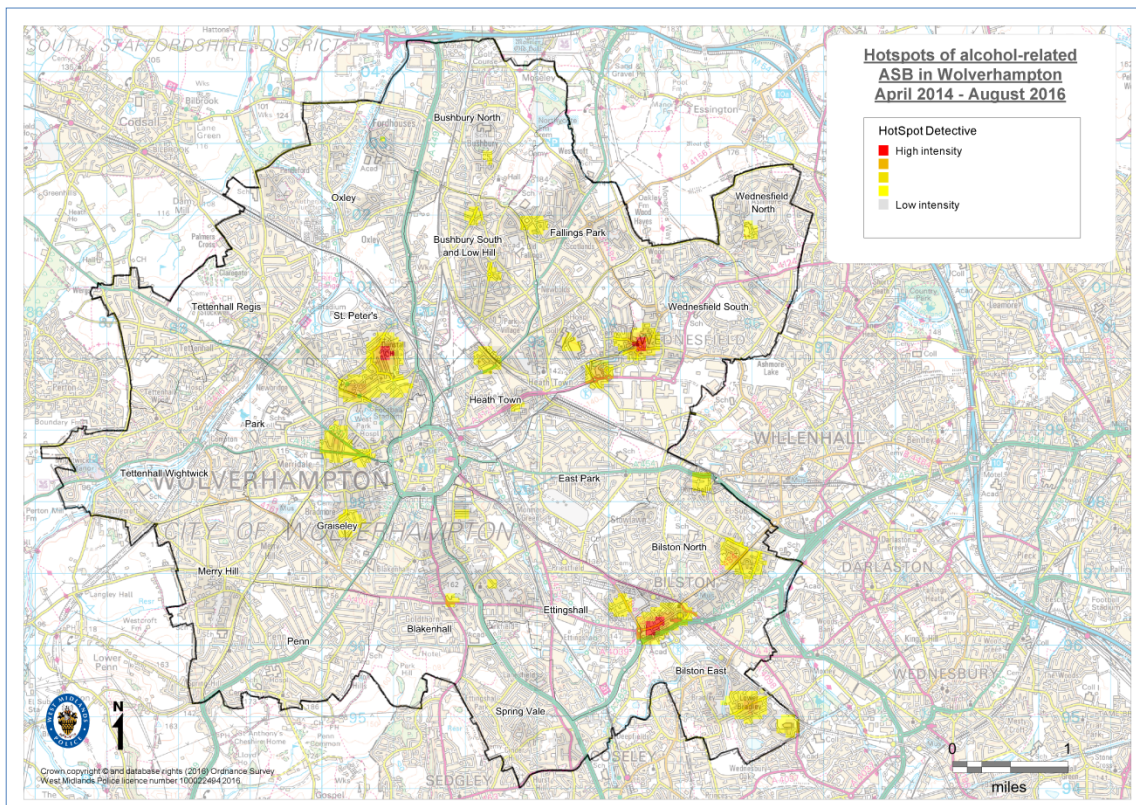
- 2.1 A city-wide Designated Public Place Order (DPPO) has been in place in Wolverhampton since April 2013. The order provides Police with powers to require any person to stop drinking and to surrender alcohol if they are causing or are likely to cause anti-social behaviour (ASB).
- 2.2 The Anti-social Behaviour, Police and Crime Act 2014 came into force in October 2014 and introduced streamlined tools and powers to replace existing orders; DPPOs have been replaced by generic Public Space Protection Orders (PSPOs) which provide the opportunity to add in more specific prohibitions to address the specific ASB concerns being experienced.
- 2.3 Wolverhampton has been at the forefront of trialling PSPOs in the West Midlands, with two piloted in Low Hill and Park Village since Sept 2015. These have proved to be largely successful within these locations but have required a more focused and coordinated effort across agencies to manage the logistics around application and enforcement; a multi-agency ASB Steering Group is in place to facilitate this.
- 2.4 The proposals for implementation of the PSPO directly support the following Corporate Plan objectives:
  - Keeping the City Clean – by reducing the prevalence of alcohol-associated litter within designated locations.
  - Supporting Businesses, Encouraging Enterprise and Investment – improving city image by targeting hotspot locations where street drinkers congregate.
  - Keeping the City Safe – creative use of new legal powers to tackle ASB.

## **3.0 Review of Existing DPPO Arrangements**

- 3.1 Data highlighting use of the DPPO between April 2014 - Aug 2016 shows the power has been applied more extensively in the City Centre, St Peter's and Park areas. This is in part, attributable to Police patrolling strategies in these locations in response to local concerns raised about street drinking.

Neighbourhood	Count	% of total
Wolverhampton City Centre	248	64%
Park	90	23%
St. Peter's	31	8%
Wednesfield South	5	1%
Bilston East	3	<1%
Graiseley	3	<1%
Heath Town	3	<1%
Tettenhall Regis	2	<1%
Blakenhall	1	<1%
Bushbury South and Low Hill	1	<1%
East Park	1	<1%
Ettingshall	1	<1%
Oxley	1	<1%

3.2 In addition to use of the DPPO, the review also captured reports of alcohol-related ASB and where these are occurring across the city. There is a wide geographic spread of these reports across all areas of the city, however, the City Centre (453 reports), and the locations which include Bilston Town Centre (316 reports) and Wednesfield Town Centre (178 reports) feature as the main hotspots for alcohol-related ASB; with these areas linked directly to the night time economy.



#### **4.0 Multi-agency response to tackling alcohol-related ASB**

4.1 The DPPO has been used as part of a suite of measures to respond and manage alcohol-related ASB which includes active Police patrols, ASB team civil enforcement against known perpetrators, licensing restrictions and advice to off-licenses and targeted outreach by Recovery Near You, the city's drug and alcohol treatment provider. The multi-agency steering group coordinates delivery responses to ASB across the various enforcement agencies which is underpinned by a commitment to joint and shared enforcement.

#### **5.0 PSPO Proposals**

5.1 The volume and geographic spread of alcohol-related ASB reports over the period would suggest there is a need to retain the existing powers held by Police under the current DPPO.

##### **5.1.1 Recommended Proposal:**

A continuation of existing DPPO powers on a city-wide basis authorising Police to require a person to stop drinking and surrender alcohol where ASB is occurring or is likely to occur.

5.2 The level of DPPO use within St Peter's, Park and City Centre neighbourhoods, however, is a reflection of the ongoing nuisance caused by street drinking within these locations. This is supported by ongoing reports through PACT and Tasking meetings and via businesses that street drinking remains a priority for these areas.

5.2.1 **Recommended Proposal:** Inclusion of a street drinking ban for St Peter's and Park wards, which includes the City Centre (as designated on **Appendix A** attached) within the PSPO. This prohibition would not apply to premises which are licensed for the supply of alcohol so would not impede these legitimate business functions; this includes any curtilage (e.g. a beer garden or pavement seating area).

5.2.2 The prohibition would also include a waivering option to allow for public drinking at organised events within these locations (e.g. Christmas market) via applications made for temporary event notices through the Council's Licensing Team.

#### **6.0 Consultation**

6.1 Police are in full support of the proposed prohibitions on public street drinking within the designated locations; it will support enforcement efforts to tackle pockets of street drinkers congregating in hotspot locations reported by residents and businesses which can have a negative impact on trade and city image. Police are confident, however, that the discretionary confiscation powers currently in place, if continued, would be sufficient to respond to alcohol-related ASB covering the night time economy within Wednesfield and Bilston town centres.

6.2 A six week consultation was launched on the proposals on 5 January and will run until 16 February 2017; this will include briefings with ward Councillors from St Peter's and Park, the business sector including the City Centre BID, voluntary and community sector,

Communities of Interest, designated service leads within the City Council, Councillors, community networks/forums and external partners such as Police and Wolverhampton Homes. A Frequently Asked Questions sheet has been produced to provide clarification on aspects of the proposal (**Appendix B** attached). The consultation can be accessed electronically via the following link: <https://www.surveymonkey.co.uk/r/CH7LGTG>

- 6.3 The views of Adults and Safer City Scrutiny Panel are invited on these proposals by responding to the following questions:

*The PSPO would provide a continuation of existing city-wide discretionary powers held by the Police to request the surrender of alcohol where anti-social behaviour is occurring or is likely to occur as a result of alcohol consumption.*

- a) *Would you be in support of Police retaining this discretionary power?*

*There is an opportunity for the PSPO to include an outright street drinking ban in St Peter's and Park wards. The selection of these locations has been informed by data on the existing use of DPPO powers and reports of alcohol related anti-social behaviour in these locations. This would not affect the activity of legitimate licenced premises or organised events within these areas.*

- b) *What are your views on the introduction of a street drinking ban within these locations?*

- 6.4 The Council's Communications team is leading all communications relating to these proposals and is actively promoting opportunities to feed in via City People and social media.
- 6.5 Responses to the consultation will be captured and inform the Cabinet report and any subsequent decision by Cabinet on how to proceed.

## **7.0 Implementation**

- 7.1 Subject to Cabinet authorisation of the PSPO on 22 February 2017, the proposals must then be formally publicised and will be subject to a six week stand still period during which an appeal against the proposals can be made to the High Court before coming into force. Proposals will be advertised through partner and community networks, social media, the Council and SWP websites and an advertisement in the local press.
- 7.2 Subject to Cabinet approval, and assuming no appeal against the proposals is lodged with the High Court, the PSPO would come into force on 6 April 2017.
- 7.3 The conditions of the PSPO would be in place for a period of three years; revisions to the prohibitions contained within the PSPO are not proposed within this period, however, the impact of the order will be closely monitored to allow for any operational variations across partners to be built in as required. The PSPO will be subject to review before its expiry in April 2020.

## **8.0 Financial implications**

- 8.1 The cost of the statutory notice, consultation and signage will be met from existing budgets within the Community Safety Team.
- 8.2 Breach of PSPO prohibitions can result in fixed penalty notices being issued by authorised Council Officers or other persons designated by the Council. A penalty charge of £80 will be applicable in these circumstances, though it is not expected that the PSPO will generate any notable income as the main focus is to deter ASB or follow through with enforcement against perpetrators of ASB. [GS/20012017/W]

## **9.0 Legal implications**

- 9.1 The Anti-social Behaviour, Crime and Policing Act 2014 (“the Act”) came into effect on 20 October 2014.
- 9.2 Section 59 of The Act gives local authorities the power to make PSPOs which are intended to deal with ASB and nuisance in a particular area that is detrimental to the local community’s quality of life by imposing conditions on the use of that area.
- 9.3 The Act places limitations on how a PSPO can be used to restrict the consumption of alcohol in a public space where the test has been met. A PSPO cannot be used to restrict the consumption of alcohol where the premises or its curtilage (a beer garden or pavement seating area) is licensed for the supply of alcohol. There are also limitations where either Part 5 of the Licensing Act 2003 or section 115E of the Highways Act 1980 applies, as these already provide safeguards against ASB.
- 9.4 Before making a PSPO, councils must consult with the local police (section 72(3) and 72(4) of the Act). Formal consultation was held with West Midlands Police on this matter on 8 November 2016 where support for these proposals was recorded.
- 9.5 The Act also stipulates that councils must consult with the local community on any proposed PSPO. Consultation opportunities have been widely publicised across the city within communities, councillors, business sector and partner agencies.
- 9.6 Anyone who lives in or regularly works or visits the area can appeal a PSPO in the High Court within six weeks of issue. The PSPO will be publicised locally. Signage will not be erected until after the six week period or, if an appeal is lodged, after any High Court ruling. [AS/23012017/S]

## **10.0 Equalities implications**

- 10.1 An equalities screening has been carried out and there is no evidence to suggest that the proposal would be directly or indirectly discriminatory. Data relating to use of the existing DPPO and the proposed PSPO is reliant on Police recording systems which do not capture data concerning individuals where alcohol has been confiscated unless a crime

has been committed. Views from the city's voluntary and community sector and Communities of Interest have been actively sought as part of the consultation.

#### **11.0 Environmental implications**

11.1 The proposals would have a positive environmental impact by reducing the litter associated with street drinking within St Peter's and Park wards.

#### **12.0 Human resources implications**

12.1 There are no human resource implications associated with this proposal.

#### **13.0 Corporate landlord implications**

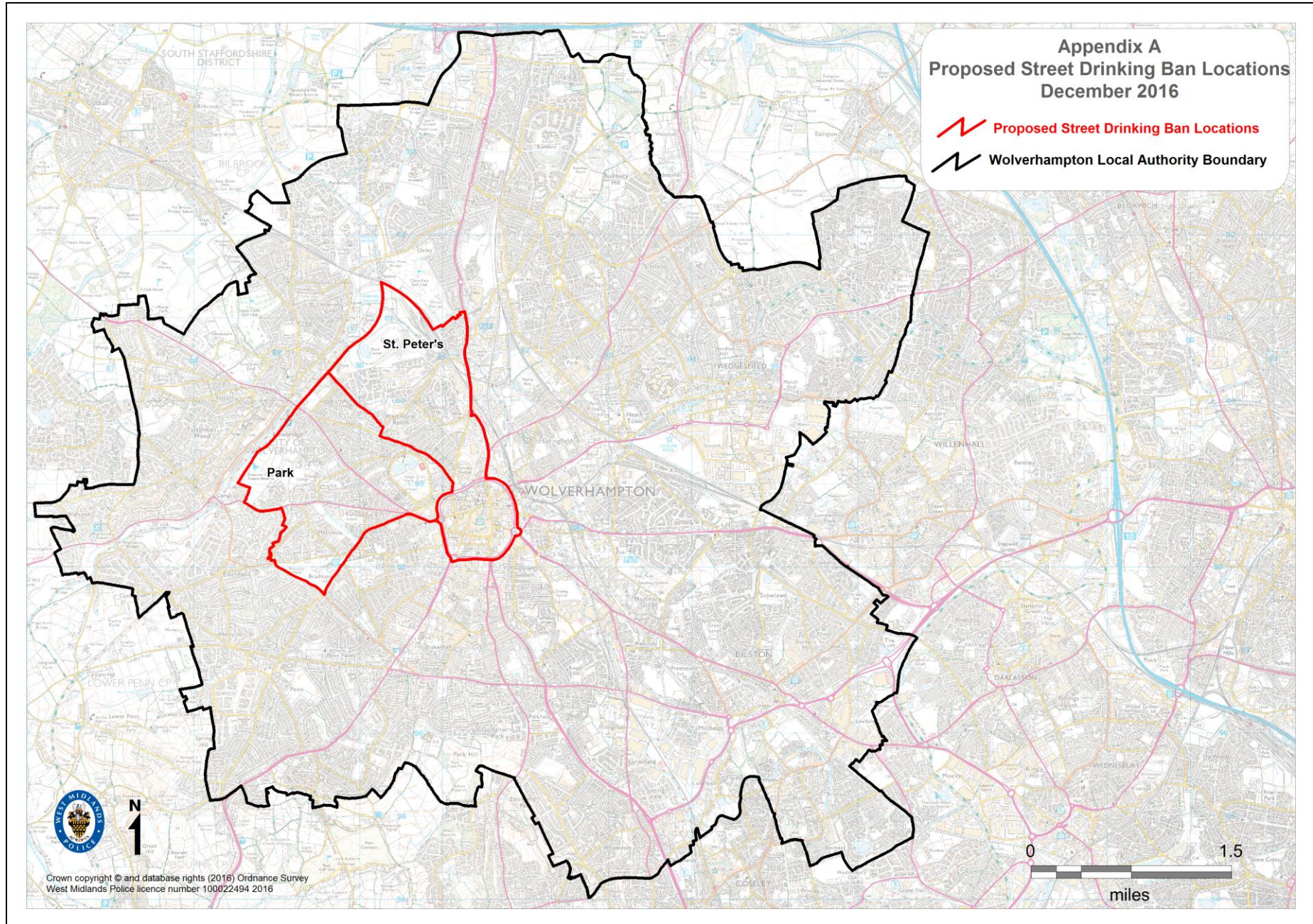
13.1 There are no corporate landlord implications associated with this proposal.

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

14.1 There are no background papers.

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## **Public Space Protection Orders Frequently Asked Questions**

### **What is a Public Space Protection Order?**

Public Place Protection Orders (PSPO) are orders made by the local authority under powers which were given to them under the Anti-social Behaviour, Crime and Policing Act 2014.

These powers make it possible for Local Authorities to deal with a particular nuisance or problem which is detrimental to the local community's quality of life by imposing conditions on the use of that area which apply to everyone. They are designed to ensure the law abiding majority can use and enjoy public spaces, safe from anti-social behaviour (ASB).

The Council is consulting on proposals to implement a PSPO which will provide a continuation of city-wide discretionary powers held by the Police to request the surrender of alcohol where ASB is occurring or is likely to occur as a result of alcohol consumption. There is also an opportunity to include additional prohibitions on street drinking within designated locations.

### **Is this a ban on drinking alcohol in public areas?**

Proposals could include introducing a street drinking ban for St Peter's and Park wards, to include the city centre. For these localities, consuming alcohol in a public place would not be permitted.

These prohibitions would not affect legitimate trading activity of licenced premises. Consequently, land within the curtilage of licenced premises certified to serve alcohol. E.g. a pub beer garden or paved seating area would not be affected.

There are also options to waiver these prohibitions to support organised events, so the order would not apply to events covered by a temporary event notice. This could be an outdoor Christmas Fete where mulled wine is sold for example.

For designated areas which have an outright street drinking ban imposed, drinking alcohol in a public place would not be permitted. As explained above, this would not apply to drinking within the curtilage of licenced premises or in circumstances which have been covered by a temporary event notice.

### **Why have these area been selected?**

Police already have discretionary powers to require that a person ceases drinking and surrenders alcohol where ASB is occurring or it likely to occur as a result of their alcohol consumption. This has been in place since the introduction of a city wide Designated Public Place order (DPPO) in April 2013.

Data collected since April 2014 and ASB reports by residents and businesses within St Peters and Park wards and in the city centre indicate that more robust measures are needed to respond to concerns highlighted in these areas.

### **How will Police use their discretion on applying this power?**

The PSPO gives Police the authority to request that a person ceases drinking and surrenders alcohol upon request where they are causing ASB or are likely to cause ASB as a consequence of their alcohol consumption. This discretionary power would apply to all areas within the Wolverhampton Local Authority boundary.

For areas which have an imposed outright street drinking ban, alcohol consumption would not be permitted in any public place unless within the curtilage of a licenced premises or in circumstances covered by a temporary event notice.

### **What can the Police do?**

The Police would have the power to request that a person drinking alcohol anywhere within the Wolverhampton Local Authority boundary stops drinking, or ask the person to surrender all alcohol, sealed or not within their possession if they reasonably believe the individual or group are causing or likely to cause ASB or disorder.

In areas where there is an outright street drinking ban, the Police have the power to confiscate all alcohol when street drinking is occurring. Where these prohibitions are breached officers authorised by the council can issue a fixed penalty notice of £80.00.

### **Am I breaking the law if I drink in a designated area?**

If prohibitions are introduced to impose a street drinking ban in St Peter's and Park wards including the city centre it would be an offence to drink alcohol in a public area within these localities. Drinking alcohol in a public place in other areas of the city would be permitted as long as this does not cause, or is likely to cause anti-social behaviour.

**What can I do if I witness someone drinking in a designated area or causing alcohol related anti-social behaviour?**

Do not call 999 unless a person's behaviour poses a threat to life, where there is on-going violence or if a crime has been committed and the offenders are still at or near the scene.

If you witness and are concerned about anti-social drinking you can report it by emailing your local Neighbourhood Policing Team or by calling the non-emergency telephone number 101. Alternatively, you could keep a diary of the incidents and speak to your local neighbourhood Police Officer.

**When will this be implemented in Wolverhampton?**

If the terms of this proposed PSPO are approved, the order would come into effect in April 2017.

**To complete the survey please follow the link below:**

<https://www.surveymonkey.co.uk/r/CH7LGTG>

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