

**Time** 5.30 pm **Public Meeting?** YES **Type of meeting** Executive

**Venue** Committee Room 3 - Civic Centre, St Peter's Square, Wolverhampton WV1 1SH

## Membership

**Chair** Cllr Louise Miles (Lab)  
**Vice-chair** Cllr Roger Lawrence (Lab)

### Labour

Cllr Peter Bilson  
Cllr Steve Evans  
Cllr Val Gibson  
Cllr Hazel Malcolm  
Cllr Lynne Moran  
Cllr John Reynolds  
Cllr Sandra Samuels OBE  
Cllr Paul Sweet

Quorum for this meeting is five Councillors.

## Information for the Public

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

**Contact** Dereck Francis, Democratic Services  
**Tel/Email** 01902 555835 or dereck.francis@wolverhampton.gov.uk  
**Address** Democratic Services, Civic Centre, 1<sup>st</sup> floor, St Peter's Square,  
Wolverhampton WV1 1RL

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**Tel** 01902 550320

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

# Agenda

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

*Item No.*    *Title*

### MEETING BUSINESS ITEMS

- 1            **Apologies for absence**
- 2            **Declarations of interest**
- 3            **Minutes of the previous meeting - 5 March 2019** (Pages 5 - 12)  
[To approve the minutes of the previous meeting as a correct record]
- 4            **Matters arising**  
[To consider any matters arising from the minutes]

### DECISION ITEMS (AMBER - DELEGATED TO THE CABINET (RESOURCES) PANEL)

- 5            **Corporate Complaints Procedure** (Pages 13 - 20)  
[To approve amendments to the corporate complaints procedures]
- 6            **Appointeeship Charging** (Pages 21 - 28)  
[To approve the implementation of a charge to customers for whom Adult Social Care act as Corporate Appointee for the Department of Work and Pensions benefit claiming purposes]
- 7            **Acquisition of Privately Owned Empty Property by Agreement or Compulsory Purchase: 45 Springhill Road, Wednesfield, Wolverhampton, WV11 3AW**  
(Pages 29 - 40)  
[To approve the acquisition of the property by agreement or compulsory purchase]
- 8            **City East Gateway A454 Phase 1 and 2 Consultation Feedback and Preferred Option** (Pages 41 - 108)  
[To consider the outcomes of the consultation and to approve a preferred option to take the scheme forward]
- 9            **Schedule of Individual Executive Decision Notices** (Pages 109 - 112)  
[To note the summary of open and exempt individual executive decisions approved by cabinet members following consultation with relevant employees]
- 10          **Exclusion of press and public**  
[To pass the following resolution:

That in accordance with Section 100A(4) of the Local Government Act 1972 the press and public be excluded from the meeting for the following items of business as they involve the likely disclosure of exempt information on the grounds shown below]

## Part 2 - exempt items, closed to press and public

- |    |   |  |
|----|---|--|
| 11 | <b>Sufficiency of Extra Care Housing</b> (Pages 113 - 342)<br>[To support the extra care housing strategy to meet future need]  | Information relating to the financial or business affairs of any particular person (including the authority holding that information) Para (3) |
| 12 | <b>Schools Capital Programme 2019/2020</b> (Pages 343 - 350)<br>[To approve the Schools Capital Programme 2019/2020]  | Information relating to the financial or business affairs of any particular person (including the authority holding that information) Para (3) |
| 13 | <b>2 April 2019 - Procurement - Award of Contracts for Works, Goods and Services</b> (Pages 351 - 386)<br>[To approve the award of contracts for works, goods and services] | Information relating to the financial or business affairs of any particular person (including the authority holding that information) Para (3) |

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<b>CITY OF WOLVERHAMPTON COUNCIL</b>	<b>Cabinet (Resources) Panel</b> Minutes - 5 March 2019
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## Attendance

### Members of the Cabinet (Resources) Panel

Cllr Louise Miles (Chair)  
Cllr Roger Lawrence (Vice-Chair)  
Cllr Peter Bilson  
Cllr Steve Evans  
Cllr Val Gibson  
Cllr Lynne Moran  
Cllr John Reynolds  
Cllr Sandra Samuels OBE  
Cllr Paul Sweet

### Employees

Dereck Francis	Democratic Services Officer
Bill Hague	Head of School Planning and Resources
Tim Johnson	Managing Director
Ged Lucas	Strategic Director - Place
Claire Nye	Director of Finance
Allison Robertson	Head of Procurement
Tom Senior	Solicitor
Mark Taylor	Strategic Director - People

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

*Item No. Title*

- 1 **Apologies for absence**  
Apologies for absence were submitted on behalf of Councillor Hazel Malcolm.
  
- 2 **Declarations of interests**  
Councillor Sandra Samuels OBE declared a non-pecuniary interest in item 5 (Revenue Budget Monitoring 2018-2019), in so far as she is a Director of Heritage Sector.

Ged Lucas, Strategic Director for Place and Bill Hague, Head of School Organisation both declared a non-pecuniary interest in item 13 (Review of Council Share Holdings) in so far as they are Directors in the two companies referred to in the report in which the Council holds shares.

3 **Minutes of the previous meeting - 5 February 2019**

Resolved:

That the minutes of the previous meeting held on 5 February 2019 be approved as a correct record and signed by the Chair.

4 **Matters arising**

There were no matters arising from the minutes of the previous meeting.

5 **Revenue Budget Monitoring 2018-2019**

Councillor Louise Miles presented the monitoring report that provided a projection of the likely revenue outturn position for the General Fund and Housing Revenue Accounts, compared with the Council's approved revenue budgets for 2018-2019. Approval was requested to allocations from the Highway Management Reserve and the Efficiency Reserve; the setting up of supplement expenditure budgets; internal virements; and the write off of debts where all feasible recovery action had been exhausted.

Councillor Louise Miles also asked the Panel to note the projected outturn for the General Fund for 2018-2019. She commended employees within the Finance Team for their work in reducing what was projected to be an overspend for the General Fund to a now forecast underspend of £95,000.

Resolved:

1. That the use of £190,000 from the Highway Management Reserve to fund various works and schemes as detailed at paragraph 8.5 of the report be approved.
2. That the use of £287,000 from the Efficiency Reserve to fund the Delivering Independent Travel programme support resource which would enable the successful delivery of the project and enhanced budget reductions as detailed at paragraph 8.6 of the report be approved.
3. That the setting up of supplement expenditure budgets as a result of receipt of grant totalling £210,000 over the period of 2018-2019 to 2019-2020 to support preparations for Brexit be approved and authority be delegated to the Director of Public Health to allocate expenditure including contributions to the West Midlands Combined Authority to support regional work.
4. That the setting up of supplementary expenditure budgets as a result of receipt of Adult Social Care – Winter Pressures grant totalling £1.4 million for 2018-2019 be approved and authority be delegated to the Director of Adult Services to allocate the grant.
5. That the setting up of supplementary expenditure budgets as a result of receipt of NHS Digital Innovation Grant totalling £32,000 for 2018-2019 be approved and authority be delegated to the Director of Adults Services to allocate the grant.
6. That 17 virements totalling £4.3 million, for transfers within directorates, as detailed in Appendix 7 to the report be approved.

7. That the write off of one Non-Domestic Rates (NDR) debts totalling £5,516.73 as detailed in Appendix 8 to the report be approved.
8. That the write off of four sundry debts totalling £34,709.40 as detailed in Appendix 9 to the report be approved.
9. That it be noted that the overall projected outturn for the General Fund for 2018-2019 is forecast to be an underspend in the region of £95,000.
10. That it be noted that it is important to note that redundancy costs, including the cost of pension strain, are forecast to be in the region of £3 to £4 million for 2018-2019. It is anticipated that the use of reserves, would offset the cost of redundancies.
11. That it be noted that 461 council tax accounts totalling £211,564.47, as detailed in paragraph 11.5 of the report, have been approved for write off by the Director of Finance in accordance with the Council's Financial Procedure Rules.
12. That it be noted that 22 Non-Domestic Rates (NDR) debts totalling £73,121.55, as detailed in paragraph 11.6 of the report, have been approved for write off by the Director of Finance in accordance with the Council's Financial Procedure Rules.
13. That it be noted that 55 sundry debt accounts totalling £109,548.66, as detailed in paragraph 11.3 of the report, have been approved for write off by the Director of Finance in accordance with the Council's Financial Procedure Rules.
14. That it be noted that housing benefit overpayments totalling £10,082.01, as detailed in paragraph 11.10 of the report, have been approved for write off by the Director of Finance in accordance with the Council's Financial Procedure Rules.
15. That it be noted that 23 debts relating to Business Improvement District (BID) totalling £10,814.26, as detailed in paragraph 11.7 of the report, have been approved for write off by the Director of Finance in accordance with the Council's Financial Procedure Rules.
16. That it be noted that a £17.0 million surplus on the Housing Revenue Account (HRA) is projected compared with a budgeted surplus of £15.2 million as shown at Table 9 and in detail at Appendix 6 to the report. The projected increased surplus of £1.8 million would be used to redeem debt in line with the HRA Business Plan.

6

### **Treasury Management Activity Monitoring Quarter Three 2018-2019**

Councillor Louise Miles presented the quarter three monitoring and progress report on treasury management activity that highlighted revised Prudential Indicators which would be subject to approval by Council on 6 March 2019.

Resolved:

1. That the use of the Treasury Management Equalisation Reserve up to the value of £2.0 million in 2018-2019 in the event that an overspend against the General Revenue Account budget is realised be approved.
2. That it be noted that the Council is continuing to operate within the Prudential and Treasury Management Indicators approved by Council, and also within the requirements set out in the Council's approved Treasury Management Policy Statement for 2018-2019.
3. That it be noted that a revenue net overspend of £2.0 million for the General Revenue Account and an underspend of £171,000 for the Housing Revenue Account (HRA) are forecast from treasury management activities in 2018-2019.
4. That it be noted that the Prudential and Treasury Management Indicators included in the report are the same figures as those seen by Cabinet on 20 February 2019 and would be submitted for approval by Council on 6 March 2019.

7 **Police and Crime Commissioner Grant Allocation 2019-2020**

Councillor Roger Lawrence presented the report that sought approval to the delegation of the Police Grant Community Fund allocation 2019-2020 from the Police and Crime Commissioner (PCC) to Safer Wolverhampton Partnership (SWP) in line with grant conditions, to aid delivery of agreed city-wide crime and community safety objectives.

Resolved:

That the delegation of the Police Grant Community Fund 2019-2020 allocation from the Police and Crime Commissioner (PCC) to Safer Wolverhampton Partnership (SWP) for the purposes of delivering against the city's Community Safety and Harm Reduction Strategy 2017-2020 be approved.

8 **Acquisition of Privately Owned Empty Property by Agreement or Compulsory Purchase: 46 Mount Pleasant, Bilston, WV14 7NE**

Councillor Peter Bilson presented the report seeking approval to authorise the acquisition of privately owned property 46 Mount Pleasant, Bilston by agreement or through compulsory purchase.

The proposal would ensure that the property provides much needed housing by prompting the owner to either act voluntarily or via enforcement through a CPO to bring the property back into use; ensure that the property does not continue to be visually detrimental to the area and does not continue to attract anti-social behaviour/ fly tipping; and ensure that the property has a positive financial impact on the public purse through additional New Homes Bonus funding and removing the on-going expenditure arising from anti-social behaviour.

Resolved:

1. That the Service Director of City Housing be authorised to negotiate terms for the acquisition of the property to negotiate terms for the acquisition of the property 46 Mount Pleasant, Bilston, WV14 7NE, and, in default of that acquisition, authority be approved for a compulsory purchase order (CPO) to be made under Part II Section 17 Housing Act 1985 in respect of the property.
2. That expenditure for the potential acquisition of the property, with subsequent capital receipts being recycled within the Empty Property Strategy programme be approved.
3. That in the event that the property is improved and re-occupied to the satisfaction of the Service Director of City Housing, the property be withdrawn from the CPO.
4. That following any acquisition, the Service Director of City Housing be authorised to dispose of the property on the open market on condition that the property is refurbished and re-occupied within six or 12 months (as appropriate to the scale of the works).
5. That the Director of Governance be authorised to:
  - a. Take all reasonable steps as soon as it is reasonably practical to secure the making, confirmation and implementation of the CPO including the publication and service of all Notices and the presentation of the Council's case at any Public Inquiry.
  - b. Approve agreements with the owners of the property setting out the terms for the withdrawal of objections to the CPO, and/or making arrangements for re-housing or relocation of any occupiers.
  - c. Approve the making of a General Vesting Declaration (the property is brought into Council ownership via this process).
  - d. Approve the disposal of the whole and/ or parts of the property by auction, tender or private treaty.

9 **Acquisition of Privately Owned Empty Property by Agreement or Compulsory Purchase: 100 Kitchen Lane, Wolverhampton WV11 2JA**

Councillor Peter Bilson presented the report seeking approval to authorise the acquisition of privately owned property 100 Kitchen Lane, Wolverhampton by agreement or through compulsory purchase.

Similar to the previous report, the proposal would ensure that the property provides much needed housing by prompting the owner to either act voluntarily or via enforcement through a CPO to bring the property back into use; ensure that the property does not continue to be visually detrimental to the area and does not continue to attract anti-social behaviour/ fly tipping; and ensure that the property has a positive financial impact on the public purse through additional New Homes Bonus funding and removing the on-going expenditure arising from anti-social behaviour.

Resolved:

1. That the Service Director of City Housing be authorised to negotiate terms for the acquisition of the property 100 Kitchen Lane, Wolverhampton WV11 2JA, and, in default of that acquisition, authority be approved for a compulsory purchase order (CPO) to be made under Part II Section 17 Housing Act 1985 in respect of the property.
2. That expenditure for the potential acquisition of the property, with subsequent capital receipts being recycled within the Empty Property Strategy programme be approved.
3. That in the event that the property is improved and re-occupied to the satisfaction of the Service Director of City Housing, the property be withdrawn from the CPO.
4. That following any acquisition, the Service Director of City Housing be authorised to dispose of the property on the open market on condition that the property is refurbished and re-occupied within six or 12 months (as appropriate to the scale of the works).
5. That the Director of Governance be authorised to:
  - a. Take all reasonable steps as soon as it is reasonably practical to secure the making, confirmation and implementation of the CPO including the publication and service of all Notices and the presentation of the Council's case at any Public Inquiry.
  - b. Approve agreements with the owners of the property setting out the terms for the withdrawal of objections to the CPO, and/or making arrangements for re-housing or relocation of any occupiers.
  - c. Approve the making of a General Vesting Declaration (the property is brought into Council ownership via this process).
  - d. Approve the disposal of the whole and/ or parts of the property by auction, tender or private treaty.

10 **Schedule of Individual Executive Decision Notices**

Resolved:

That the summary of open and exempt individual executive decisions approved by the appropriate Cabinet Members following consultation with the relevant employees be noted.

11 **Exclusion of press and public**

Resolved:

That in accordance with Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business as they involve the likely disclosure of exempt information falling within the paragraph 3 of Schedule 12A of the Act.

## Part 2 - exempt items, press and public excluded

### 12 Procurement - Award of Contracts for Works, Goods and Services

The Panel considered proposals for the award of contracts for works, goods and services.

Resolved:

1. That the contract for Electricity be awarded to Total Gas and Power Limited of 10 Upper Bank Street, Canary Wharf, London E14 5BF for a duration of four years from 1 October 2020 to 30 September 2024 for a total estimated contract value of £7.6 million.
2. That authority be delegated to the Cabinet Member for City Assets and Housing, in consultation with the Service Director of Housing, to approve the award of a contract for the development works required to design up to 40 homes when the tender evaluation process is completed.
3. That authority be delegated to the Cabinet Member for City Assets and Housing, in consultation with the Strategic Director for Place, to approve the award of the contracts for Corporate Security Services when the evaluation process is complete.
4. That the call off contract for Micro Asphalt be awarded to Kiely Bros. (West Midlands) Ltd of 135 Cherrywood Road, Bordesley Green, Birmingham, B9 4XE for a duration of 12 months from 15 March 2019 to 15 March 2020 for a total contract value of £1.1 million (subject to finalisation of site details).
5. That authority be delegated to the Cabinet Member for City Environment, in consultation with the Strategic Director for Place, to approve the award of a contract for Resurfacing Trysull Road when the evaluation process is complete.
6. That authority be delegated to the Cabinet Member for Education and Skills, in consultation with the Director for Education, to approve the award of a contract for Schools Microsoft Enterprise Licence Agreement when the evaluation process is complete.
7. That the contract for Schools Information Management System (SIMS) be awarded to Capita of 30 Berners Street, London, England, W1T 3LR for a duration of three years from 1 April 2019 to 31 March 2021 for a total contract value of £290,136
8. That the use of the new regional arrangements for procuring residential placements for children and young people in care for a duration of three years from 15 December 2018 to 14 December 2021 for a total contract value of £17.7 million be approved.
9. That the Director of Governance be authorised to execute contracts in respect of the above as required.

13 **Review of Council Share Holdings**

Councillor Louise Miles presented the report that sought approval in principal for the Council to sell its share holdings in two special purpose vehicles established under the Building Schools for the Future (BSF) programme to build, operate and maintain the two Public Finance Initiative (PFI) school schemes in Wolverhampton.

Resolved:

1. That, subject to the outcome of negotiations, the sale of the Council's 10% shareholding in inspiredspaces Wolverhampton (Holdings1) Limited and of its 10% shareholding in inspiredspaces Wolverhampton (Holdings2) Limited to Building Schools for the Future Investments (BSFI) be approved.
2. That, subject to the outcome of negotiations, the Council enter into share sale agreements, deeds of termination in respect of the current shareholders' agreements, stock transfer forms and any ancillary documents necessary for the sale of shares to take effect and the terms of the repayment of any sub debt which the Council has in the companies referred to in the report.
3. That authority be delegated to the Cabinet Member for Resources and Cabinet Member for Education and Skills in consultation with the Director of Finance and Director of Governance to finalise the terms of the sale of the shares of the companies, to agree the Sale and Purchase Agreement, all other required legal documents relating to the sale and the future role of the Council's Directors of the companies.

14 **Civic Halls Improvement and Restoration Programme Update**

Councillor John Reynolds presented the report on an update on the Civic Halls Improvement and Restoration Programme, as approved by Cabinet (Resources) Panel in July 2016 and revised in January 2018. Approval of the Panel was requested to the commencement of Phase 2 Refurbishment (Construction) Works and overall completion of the programme within the budget of £38.1 million.

Resolved:

1. That the commencement of Phase 2 Refurbishment (Construction) Works to the Civic Halls be approved.
2. That a variation notice be issued to Shaylor Construction to carry out the works referred to in the report.
3. That authority be delegated to the Cabinet Member for City Economy, in consultation with Strategic Director for Place, to approve any new contracts or variations to existing contracts necessary for the completion of the Civic Halls Improvement and Restoration Programme within the agreed budget of £38.1 million.
4. That authority be delegated to the Cabinet Member for City Economy in consultation with the Strategic Director for Place to approve the details of the variation notice to the contract with Shaylor Construction.

<b>CITY OF WOLVERHAMPTON COUNCIL</b>	<b>Cabinet (Resources) Panel</b> <b>2 April 2019</b>
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<b>Report title</b>	Corporate Complaints Procedure	
<b>Decision designation</b>	AMBER	
<b>Cabinet member with lead responsibility</b>	Councillor Val Gibson Governance	
<b>Key decision</b>	Yes	
<b>In forward plan</b>	Yes	
<b>Wards affected</b>	All	
<b>Accountable Director</b>	Mark Taylor, Deputy Managing Director	
<b>Originating service</b>	Customer Services, Customer Feedback Team	
<b>Accountable employee</b>	Sarah Campbell	Customer Engagement Manager
	Tel	01902 551901
	Email	sarah.campbell@wolverhampton.gov.uk
<b>Report to be/has been considered by</b>	All Leadership Teams	March 2019

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**Recommendation for decision:**

The Cabinet (Resources) Panel is recommended to:

1. Approve the amendments to the Corporate Complaints Procedures to put in place a 12-month time limit for making a corporate complaint and revisions to the compliment process.

## **1.0 Purpose**

- 1.1 To approve an amendment to the Corporate Complaint Procedures to put in place a 12-month time limit for making a complaint and to include a compliment process.

## **2.0 Background**

- 2.1 The Corporate Complaint Policy does not currently contain a formal time limit on how far back a complainant can go when raising a complaint, however, an informal 12-month limit has been operating within the complaints function. The lack of a formalised time limit is contrary to complaint procedures operated by all other regional local authorities, by the Local Government Social Care Ombudsman, by Health Services and Partner agencies. The 12-month time limit is also outlined as best practice for local authorities by the Local Government and Social Care Ombudsman and is already contained in existing statutory complaint regulations for social care complaints.
- 2.2 The Corporate Complaints procedure does not currently include a process to be followed when receiving a compliment.

## **3.0 Proposed process for 12-month time limit**

- 3.1 A person wishing to raise a complaint should do so within 12 months of the incident or within 12 months of the matter coming to their attention. The time limit may not apply where the complainant sets out a clear reason for not making the complaint within that time limit. However, it still needs to be possible to investigate the complaint effectively and fairly.
- 3.2 The Complaints Manager will assess whether the complaint can be accepted after the 12-month period has elapsed. If the complaint is not accepted due to the 12-month time limit, then the reasons for the decision must be provided to the Director of Governance to determine if the complaint can or cannot be accepted.
- 3.3 Where a complainant is advised that their complaint cannot be accepted they will receive written reasons for this, advice and contact details about how to contact the Local Government Social Care Ombudsman should they remain dissatisfied with the decision.
- 3.4 Any complaint not accepted will be recorded in the formal Annual performance report presented to Leadership Teams, Strategic Executive Board and Scrutiny Board.

## **4.0 Criteria for deciding if a complaint cannot be accepted due to exceeding 12-month time period**

- a. The complaint has previously been raised and enquiries made/concluded.
- b. The complaint does not fall within the corporate complaint process, e.g. safeguarding, child protection, benefits appeals, a claim against the Council. Where this applies, the complainant will be advised of their options in pursuing matters and the appropriate route to take.

- c. The complaint issues involved are historical with no realistic likelihood of being able to enquire into the issues, for example no available records, key members of staff no longer in employment
- d. The issues have been dealt with previously under different procedures, e.g. Court, Appeal, Tribunal

## **5.0 Exceptions**

5.1 A complaint raised outside of the 12-month time period should still be considered, registered and responded to where:

- The person raising the complaint can show that they were not in a position to raise a complaint before, e.g. health, personal safety, lack of support, incapacity.
- The person raising the complaint has not been able to raise their complaint due to court case, appeal, tribunal, etc.
- Where there is a likelihood that the complaint issues can still be enquired into.

5.2 The complainant will receive a letter from the complaints service setting out whether their complaint is accepted and it will proceed, or alternatively once the decision is formally reached that they cannot log a complaint they will receive a letter explaining the reasons for this and setting out their options should they wish to pursue matters through an alternative route.

## **6.0 Proposed compliment process**

6.1 A paragraph has been added to the complaints policy to include the compliment process to be followed when receiving a compliment. All employees will be reminded that where possible an acknowledgement should be sent on receipt of a compliment and a copy of this correspondence should be retained on file.

## **7.0 Evaluation of alternative options**

7.1 Different time periods have been considered, however, they have been rejected as this is not in line with best practice for local authorities by the Local Government and Social Care Ombudsman and is already contained in existing statutory complaint regulations for social care complaints.

## **8.0 Reason for the decision**

8.1 Introducing a 12-month time limit and compliment process would:

- a. Bring the Council in line with best practice and policy from other Local Authorities, the Local Government and Social Care Ombudsman and public bodies.
- b. Provide consistency in approach.
- c. Provide effective early information to local people who may wish to raise a complaint.

## **9.0 Financial implications**

- 9.1 There are no direct financial implications associated with the recommendations in this report.  
[DB/27022019/G]

## **10.0 Legal implications**

- 10.1 There are no direct legal implications associated with the recommendations in this report but it is recommended that the Council should follow best practice, as set out elsewhere in this report.  
[DC/27022019/I]

## **11.0 Equalities implications**

- 11.1 The Equalities team has been consulted and an equality analysis has been carried out by the Customer Feedback Team. There are no equality implications associated with the complaint procedure.

## **12.0 Environmental implications**

- 12.1 There are no environmental implications associated with this report.

## **13.0 Human resources implications**

- 13.1 There are no human resource implications associated with this report.

## **14.0 Corporate landlord implications**

- 14.1 There are no corporate landlord implications associated with this report.

## **15.0 Health and Wellbeing Implications**

- 15.1 The complaints element of the procedure is part of a wider assurance process supporting quality in service delivery standards. This can then be a positive experience for customers and contribute to their health and well-being. For those occasions where the experience which has led to a complaint is a less positive one, then there is an opportunity for appropriate action or redress so that the health and well-being of the complainant and/or relevant others is secured. The compliments process allows customers to note great practice by the Council; positive experience of employees working in many different settings will support improved experience of health and well-being for individuals as well as for staff who can be satisfied that their work is appreciated.

## **16.0 Schedule of background papers**

- 16.1 None for consideration.

## **17.0 Appendices**

- 17.1 Appendix 1 – Complaints Procedure

## Complaints Procedure

City of Wolverhampton Council is a Customer First organisation. We believe that the needs of our residents are our top priority and we are committed to putting our customers first by improving the quality of our services and our customers' experience of them.

City of Wolverhampton Council wants to encourage all customers to be involved in the decisions that we make and in the development of our services. We welcome our customers' views. One of the ways in which we acquire comments and opinions in order to influence service planning and delivery is through customer comments, compliments and complaints.

This policy sets out how City of Wolverhampton Council manages and responds to comments, compliments and complaints.

### Comments

If you want to make a comment about anything that the Council does or if you would like to make a suggestion on how we could improve the services that we provide, we would welcome your thoughts.

### Compliments

If you receive a particularly good service and wish to make a compliment, we will ensure that the person or service is made aware of your comments. **The compliment will be logged by the complaints team and an acknowledgement issued by the relevant service. More information is available via [www.wolverhampton.gov.uk/contact-us/customer-feedback](http://www.wolverhampton.gov.uk/contact-us/customer-feedback)**

### Complaints

A complaint is an expression of dissatisfaction about the Council's action or lack of action or about the standard of a service, whether the action was taken or service provided by the Council itself or a person or body acting on behalf of the Council.

You don't need to make a complaint if you want to report:

- Litter
- Potholes
- Missed bin collection
- Abandoned vehicles
- Graffiti etc.

You can simply call us, email us or complete an online e-form. If you are dissatisfied with the action that we take in response to your enquiries then we need to know.

## Exceptions

In some cases, we may not be able to deal with your complaint directly, this may be because they are covered by different procedures. The types of areas that we won't deal with through our complaints procedure include:

- Staff/ex-staff complaints about employment matters including grievances or disciplinary hearings
- Penalty Charge Notice appeals
- Benefit appeals about decisions or the rate of payment
- School admission appeals
- Cases where legal action has already started
- Cases covered by our insurance procedures
- Complaints about councillors
- Council tax banding decisions
- Complaints that are being investigated under statutory procedures for children, families and vulnerable adults
- Where the complaint has already been dealt with in another way, for example, by the courts or Ombudsman.

The Council will always offer advice and assistance to customers wishing to make a complaint. If it is not appropriate to treat an issue under the corporate complaints procedure, as described above, we will refer you to the appropriate procedure or we will advise you on how to make your complaint elsewhere.

### 1. How to make a complaint

If you are not happy with a service you have received from us or the way you have been treated, we want you to tell us so that we can, where possible find a satisfactory resolution.

There are a number of ways you can make a complaint to us:

- Phone Customer Services on 01902 551155
- Complete the Council's complaints form
- Complete the Council's complaints e-form
- [www.wolverhampton.gov.uk/contact-us/customer-feedback](http://www.wolverhampton.gov.uk/contact-us/customer-feedback)
- Email us at [customerfeedback@wolverhampton.gov.uk](mailto:customerfeedback@wolverhampton.gov.uk)
- In person at the Civic Centre
- Write to our Complaints Manager, City of Wolverhampton Council, Civic Centre, St Peter's Square, Wolverhampton, WV1 1RL
- Ask a friend, a relative, advocate or anyone to contact us your behalf

Make sure you give us as much information as possible. Let us know what you think has gone wrong and how you think we can correct it.

### 2. Complaints process

There are two stages to the Council's complaints process. We aim to resolve all our complaints at stage 1.

If we have made a mistake, there are several ways we can try to put it right. This includes:

- Make an apology
- Give a full explanation
- Review a decision we have already made
- Review our procedures
- Consider and advise on financial compensation

We will consider each case on its own merits and offer the most suitable remedy.

### **Time limit for making a complaint**

Complaints will only be accepted if they are reported to the Council within 12 months of the incident the complaint refers to and falls within the corporate complaints procedure. Where there is any dispute in relation to this, the Complaints Manager will assess whether the complaint can be accepted after the 12-month time period has elapsed. If the complaint is not accepted due to the 12-month time limit, for example, complaint does not fall within the corporate complaints procedure due to a complaint being previously raised, investigated and concluded, then the reasons for the decision must be provided to the Director of Governance within two working days, to determine if the complaint can or cannot be accepted.

### **What will happen with your complaint?**

#### **Stage 1**

We will acknowledge your complaint within four calendar days. Your complaint will be allocated to a senior manager from the service area complained about. An investigation will take place and you will be provided with a response within 21 calendar days. If we need more time to investigate your complaint we will let you know.

#### **Stage 2**

If you are dissatisfied with the outcome of your Stage 1 complaint and would like to request a further investigation, please contact the Complaints Manager in writing within 21 calendar days from the date of the Stage 1 complaint letter.

We will acknowledge your complaint within four calendar days. Your complaint will be investigated by the Complaints Manager. When the investigation is complete a report will be prepared and shared as appropriate with the relevant Head of Service. If we need more time to investigate your complaint we will let you know.

A full response will be sent to you within 28 calendar days and you will be advised of what to do next if you wish to pursue your complaint.

### **The Local Government and Social Care Ombudsman**

Stage 2 is the final stage of the council's complaints procedure. If you remain dissatisfied with the outcome your complaint, you can contact the Local Government and Social Care Ombudsman at:

Local Government and Social Care Ombudsman

PO Box 4771

Coventry

CV4 0EH

Tel: 0300 061 0614

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

### **3. Complaints monitoring**

Performance by areas of service is monitored on a monthly basis with reports produced for management as required.

Performance figures will be published on the Council's website:  
[www.wolverhampton.gov.uk/contact-us/customer-feedback](http://www.wolverhampton.gov.uk/contact-us/customer-feedback)

The Complaints Manager will produce an annual report for City of Wolverhampton Council providing an overview of the complaints that have been received and overall performance. This report will be published on the Council's website.

### **4. Policy on the management of unreasonable complainant behaviour**

This policy sets out how we will decide which complaints will be treated as unreasonable or unreasonably persistent, and what we will do in those circumstances. The policy is for the information of employees, employees in City of Wolverhampton Council's partner organisations and councillors as well as customers. A copy of this policy is available on the Council's website:

[www.wolverhampton.gov.uk/contact-us/customer-feedback](http://www.wolverhampton.gov.uk/contact-us/customer-feedback)

<b>CITY OF WOLVERHAMPTON COUNCIL</b>	<b>Cabinet (Resources) Panel</b> 2 April 2019
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<b>Report title</b>	Appointeeship Charging	
<b>Decision designation</b>	AMBER	
<b>Cabinet member with lead responsibility</b>	Councillor Sandra Samuels OBE Adults	
<b>Key decision</b>	No	
<b>In forward plan</b>	Yes	
<b>Wards affected</b>	All	
<b>Accountable Director</b>	David Watts, Adult Services	
<b>Originating service</b>	Adult Social Care	
<b>Accountable employee</b>	Helen Winfield Tel Email	Head of Community Financial Support 01902 553353 <a href="mailto:helen.winfield@wolverhampton.gov.uk">helen.winfield@wolverhampton.gov.uk</a>
<b>Report to be/has been considered by</b>	Adult Leadership Team Strategic Executive Board	5 March 2019 19 March 2019

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**Recommendations for decision:**

The Cabinet (Resources) Panel is recommended to:

1. Approve the implementation of a charge to individuals for whom Adult Social Care is the Corporate Appointee for Department for Work and Pensions (DWP) benefits claiming.
2. Approve the following Appointeeship charge for individuals who have a balance of more than £1,000 in their account following the deduction of their usual monthly expenditure:
  - £5.00 per week for individuals living in the community
  - £3.00 per week for individuals residing in a care home
3. Approve a review of the charge in 12 months after implementation to assess its impact on the level of demand.

## **1.0 Purpose**

- 1.1 To provide information about the proposed implementation of a charge for the Corporate Appointeeship Service delivered by the Customer Finance Team to vulnerable Adult Social Care customers in receipt of Social Security benefits who lack capacity to manage their financial affairs.

## **2.0 Background**

- 2.1 The Council offers an Appointeeship service for individuals who are in receipt of benefits and are unable to manage their own finances and where there is no other person able to offer this support to them. Currently there is no charge made for this service.
- 2.2 An application can be made for the Local Authority to take on the Appointeeship for a person where the need is identified as part of a Care Act 2014 assessment or following a financial safeguarding referral.
- 2.3 There is no statutory requirement to provide a Corporate Appointeeship service but supporting individuals to pay their bills and budget wisely has a positive impact on their wellbeing and therefore helps to fulfil the promotion of the individual wellbeing duty.
- 2.4 The Office of the Public Guardian has a set charging policy for Deputyship but not for Appointeeship services. Deputyship charges which have been authorised by the court can be recovered direct from the income and capital managed on the person's behalf.
- 2.5 Practice Directions under the Court of Protection Rules 2017 state that a local authority can recover up to 3.5% of a person's capital where they are deputy for property and affairs and up to 2.5% where they are deputy for personal welfare, if savings are below £16,000. The fee is capped at £775 for the first year and £650 for subsequent years for customers with savings above £16,000.
- 2.6 There is no policy on charging for Appointeeship services provided by the Department for Work and Pensions, but their guidance requires charges that are applied are to be proportionate and reasonable.
- 2.7 The Council's Appointeeship Service provides administrative support:
  - a. to make benefit claims for individuals and maximise the benefits they are entitled to;
  - b. by providing information to benefits administering authorities that may affect benefit entitlement;
  - c. to deal with correspondence and respond to enquiries from the benefit administering authorities;
  - d. to pay bills and manage other outgoings for individuals for whom we are appointee;
  - e. to budget for any additional expenditure and unforeseen circumstances.

2.8 The Council's Appointeeship service currently supports 495 individuals (with a further 13 applications pending); 197 individuals living in the community and 298 in care homes. 27 individuals have £1,000 or less savings and therefore would not be charged under these proposals.

### **3.0 The Proposal**

3.1 The Appointeeship service is in high demand and it is important that Council can continue to provide this service for people who need support to manage their financial affairs.

3.2 When the Council takes responsibility for supporting an individual with managing their finances the priority is to reach a position of financial stability. Within a short space of time, by budgeting appropriately, those who require the support of the Appointeeship service should be in a position to contribute towards the administrative costs of the service.

3.3 It is proposed that Appointeeship charge would be:

- a. **£5.00 per week** for individuals living in the community
- b. **£3.00 per week** for individuals residing in a care home

For those individuals who have a balance of more than £1,000 in their account following the deduction of their usual monthly expenditure.

3.4 The proposed charges are lower for a person in a care home as there is less administration involved in managing these accounts.

### **4.0 Consultation**

4.1 The proposals outlined in paragraph 3 above have been open to public consultation which closed on 24 March 2019.

4.2 The consultation has been publicised on the Council's consultation web pages: <https://wolverhampton.moderngov.co.uk/mgConsultationDisplay.aspx?ID=142>

4.3 In addition:

- a. 57 statutory and voluntary sector stakeholders have been contacted to seek comments on the proposals
- b. The Adult Social Care advocate organisation, POhWER Advocacy has been contacted to seek comments on the proposals
- c. Social Workers and Keyworkers for those individuals who are currently supported with a Corporate Appointeeship have been contacted to seek comments on the proposals.

- 4.4 There have been two comments received in response to the consultation which raised concerns that charging people who need this service would be unfair and may exclude people from using the service who need it most as they will struggle to meet the charges proposed.
- 4.5 In response, the proposed charges are believed to be set at an amount which, from our experience in delivery of the service over many years, would be a reasonable charge which could be met by people with more than £1,000 savings. Indeed, most customers' savings are substantially in excess of this amount as a result of the build-up of unused income.

## **5.0 Reasons for decision**

- 5.1 The provision of Appointeeship Services are not statutory duties for local authorities, but the Care Act 2014 does state that Local Authorities should provide 'information and advice on the Court of Protection, Power of Attorney and becoming a Deputy'.
- 5.2 The Care and Support Statutory guidance makes reference to the Local Authority's ability and power to apply to be appointed Deputy for a person who is unable to manage their property and affairs and who has no family involved in their care.
- 5.3 Corporate Appointeeship is an alternative more proportionate and appropriate form of support under the Care Act 2014 for those individuals who are reliant on Social Security benefits for income and only have savings from any unspent income.
- 5.4 The provision of the Council's Appointeeship service helps ensure that an increasing number of vulnerable individuals are receiving their correct benefits entitlement and that they have financial stability to maintain their well-being and improve their quality of life.
- 5.5 A person who is referred, as part of a Care Act needs assessment, to the Appointeeship Service will be a vulnerable person lacking financial capacity who does not have the appropriate support from friends and family. A growing number of individuals have experienced financial abuse and the referral is made as part of safeguarding outcomes.
- 5.6 When the Appointeeship Service takes over the management of their finances it is often the first time that they have experienced financial stability. Well-managed accounts mean that unused income often builds up. Therefore, when a person dies they leave behind unspent monies which we are required to pass on to the next of kin, the very people who may have failed to provide the much-needed support for the person in their lifetime (or in some cases, the perpetrators of financial abuse).
- 5.7 The Customer Finance Service that administers the Corporate Appointeeship currently comprises three full time equivalent posts at a cost of £85,400 per year with additional costs for management and supporting services.
- 5.8 The proposals are aimed at ensuring the delivery of support for individuals in need at a reasonable cost and enabling a sustainable Appointeeship Service which is working towards self-funding.

## 6.0 Benchmarking

6.1 The following table gives information about the charges for Appointeeship services in other local authorities which was collected by the National Association of Financial Assessment Officers (NAFAO):

Local Authority	Charge - Community	Charge - Residential	Notes
St Helen's	£5.00 per week	£3.00 per week	No charge if savings below £1,000
Knowsley	£20.00 per month	£20.00 per month	Only where clients have a balance of funds in excess of £1,000.
Halton	£10.00 per week	£7.00 per week	In community, if no savings at date of Appointeeship exempt for 3 months to allow time to accrue money. No charge in Residential if capital less than £1,000
Warrington	£10.00 per week	£7.00 per week	
Wigan	£15.00 per week	£15.00 per week	Only exempt if benefits are suspended.
Stockport	£10.30 per week	£5.15 per week	For service users with less than £1,000 the charge is £1.00 per month
Bury	£10.00 per week	£5.00 per week	Community – waived if less than £1,000 capital/savings. Residential – waived if less than £2,000 capital/savings
Oldham	£10.00 per week	£5.00 per week	Administration charge to end Appointeeship of £309.00
Walsall			Previously out-sourced but brought back in-house. No Charge currently – proposals to introduce a charge in 2020 (on a similar basis to the Wolverhampton proposals)
Nottingham	£12.00 per week	£12.00 per week	Where individual has more than £1,000 in savings
Rochdale	£300 per year	£300 per year	
Wokingham	£100 per annum	£100 per annum	Where savings below £3,000. Court of Protection charges where savings above £3,000

6.2 Other organisations also provide an Appointeeship service. The following table gives some examples about the charges that are made by such organisations:

Organisation	Charge - Community	Charge - Residential	Notes
Penderels	£800/£1,000/£1,300 per annum	£800/£1,000/£1,300 per annum	Charge based on the number of hours of support delivered
Money Carer Foundation	£65 per month	£35 per month	

## 7.0 Financial implications

7.1 The implementation of an Appointeeship Service charge would provide income to enable the Appointeeship service, at a cost of approximately £90,000, to move towards becoming self-funding.

7.2 Based on the current number of individuals who receive a Corporate Appointeeship service, the proposals will mean that the service would be likely to generate income in the region of £90,000 per year:

Corporate Appointeeship	Number of Individuals (excluding those with less than £1,000 savings)	Charge per week	Total income per year £'000
Care Home	298	£3.00	-46
Community	170	£5.00	-44
<b>Total</b>	<b>468</b>		-90
Staffing			85
Service related costs			5
<b>Net Total</b>			<b>0</b>

[MI/21032019/I]

## 8.0 Legal implications

8.1 The proposals are compliant with law and guidance in relation to the Equality Act 2010, the Care Act 2014 and Section 1 of the Local Authorities (Goods and Services) Act 1970. In addition there has been a properly constituted consultation publicised on the council's consultation website.

[ TC/06032019/P]

## **9.0 Equalities implications**

- 9.1 An equalities analysis has been completed. It is recognised that this proposal will impact adversely on vulnerable people on benefits income however, charging for the Appointeeship service will help ensure that it is sustainable for the future and therefore is able to continue to support vulnerable people to establish financial wellbeing. In addition, it will help ensure that individuals are in receipt of their benefit entitlement which will support health and wellbeing.
- 9.2 This proposal does not adversely impact any particular group with a Protected Characteristic.

## **10.0 Environmental implications**

- 10.1 There are no environmental implications arising from this proposal.

## **11.0 Human resources implications**

- 11.1 There are no human resources implications arising from this proposal.

## **12.0 Corporate landlord implications**

- 12.1 There are no landlord implications arising from this proposal.

## **13.0 Health and Wellbeing Implications**

- 12.1 This proposal concerns the Appointeeship Service which plays an important role in helping to ensure the wellbeing of vulnerable people who lack financial capacity and who may be in need of safeguarding.
- 13.1 The introduction of a charge for those with savings of more than £1,000 in savings will be monitored for any adverse impact and it is proposed to conduct a review after 12 months of operation to assess the impact of the charge on the level of demand.

## **14.0 Schedule of background papers**

- 14.1 None

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<b>CITY OF WOLVERHAMPTON COUNCIL</b>	<b>Cabinet (Resources) Panel</b> 2 April 2019
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<b>Report title</b>	Acquisition of Privately Owned Empty Property by Agreement or Compulsory Purchase: 45 Springhill Road, Wednesfield, Wolverhampton, WV11 3AW	
<b>Decision designation</b>	AMBER	
<b>Cabinet member with lead responsibility</b>	Councillor Peter Bilson City Assets and Housing	
<b>Key decision</b>	No	
<b>In forward plan</b>	Yes	
<b>Wards affected</b>	Wednesfield North	
<b>Accountable Director</b>	Kate Martin (Service Director of City Housing)	
<b>Originating service</b>	Private Sector Housing	
<b>Accountable employee</b>	Natalie Healy Tel Email	Housing Improvement Officer 01902 550554 natalie.healy@wolverhampton.gov.uk
<b>Report to be/has been considered by</b>	Housing Leadership Team	19 March 2019

**Recommendations for decision:**

The Cabinet (Resources) is recommended to:

1. Authorise the Service Director of City Housing to negotiate terms for the acquisition of the property to negotiate terms for the acquisition of the property 45 Springhill Road, Wednesfield, Wolverhampton, WV11 3AW, and, in default of that acquisition, give authority for a compulsory purchase order (CPO) to be made under Part II Section 17 Housing Act 1985 in respect of the property.
2. Approve expenditure for the potential acquisition of the property, with subsequent capital receipts being recycled within the Empty Property Strategy programme.
3. In the event that the property is improved and re-occupied to the satisfaction of the Service Director of City Housing, authorise withdrawal of the property from the CPO.

4. Following any acquisition, authorise the Service Director of City Housing to dispose of the property on the open market on condition that the property is refurbished and re-occupied within six or 12 months (as appropriate to the scale of the works).
5. Authorise the Director of Governance to:
  - a) Take all reasonable steps as soon as it is reasonably practical to secure the making, confirmation and implementation of the CPO including the publication and service of all Notices and the presentation of the Council's case at any Public Inquiry.
  - b) Approve agreements with the owners of the property setting out the terms for the withdrawal of objections to the CPO, and/or making arrangements for re-housing or relocation of any occupiers.
  - c) Approve the making of a General Vesting Declaration (the property is brought into Council ownership via this process).
  - d) Approve the disposal of the whole and/ or parts of the property by auction, tender or private treaty.

## **1.0 Purpose**

- 1.1 The purpose of this report is to request the Panel to authorise the acquisition of 45 Springhill Road, Wednesfield, Wolverhampton, WV11 3AW, by negotiation or by the making of a Compulsory Purchase Order under Section 17 of Part II of the Housing Act 1985 (CPO). Should it be possible to reach agreement on a mutually acceptable undertaking, agree to the withdrawal of the property from the CPO.
- 1.2 This decision is in support of the Council's Empty Properties Strategy which aims to bring long term empty properties back into use.
- 1.3 The reoccupation of empty properties brings in additional income to the Council via the New Homes Bonus paid to Local Authorities as a result of increased housing supply.

## **2.0 Background**

- 2.1 The property, highlighted on the attached plan, is a semi-detached property that has been empty since June 2015. There have been a number of interactions with the owner, which to date have failed to resolve the situation and there has been no information received regarding their intentions for the property.
- 2.2 The Council's Public Protection team have served a Notice under the Public Health Act 1936, Section 83 (Prejudicial to Health or Verminous) on the owner, which resulted in works in default to clear the property internally and an outstanding charge is now owed to the Council due to the owner's failure to comply.
- 2.3 A Notice under section 215 of the Town and Country Planning Act 1990 was served on the property in order to remove the detrimental effect the condition of the property/ land is having on the amenity of the area. The Notice has not been complied with and remains outstanding.
- 2.4 The principle of establishing a revolving fund to drive forward the Private Sector Empty Property Strategy was approved by Cabinet on 11 January 2006. The revolving fund provides for properties that are consistent with the strategy to be acquired, marketed for sale and brought back into residential occupation. The arrangements proposed for the property identified are consistent with that strategy. Should the Compulsory Purchase Order be confirmed in favour of the Council, the Council would seek to dispose of the property by tender, auction, or private treaty. The property would be sold with the condition that the property is brought back to a required standard of repair within a specified time limit.

## **3.0 Evaluation of alternative options**

- 3.1 There are three options that the Council could consider:
  - a) Do nothing – the property is likely to remain empty, continue to have a detrimental effect on the amenity of the area and continue to be a drain on the public purse.

- b) Empty Dwelling Management Order (EDMO) – An EDMO is considered to be a less draconian option than a compulsory purchase. However, the cost of refurbishment of this property would place a strain on the Council's finances and it would be unlikely that the cost of initial refurbishment and subsequent management and maintenance would be recovered through rental income over seven years.
- c) Compulsory Purchase Order (CPO) – The prospect of a CPO often prompts the owner to act leading to the property being refurbished and re-occupied. However, if it is necessary to acquire the property, the proposals for the onward disposal and refurbishment set out at 5.0 of this report ensure that the property is brought back into use at a minimum cost to the Public Purse.

#### **4.0 Reasons for decision(s)**

4.1 The reasons for the decisions are:

- a) To ensure that the property provides much needed housing by prompting the owner to either act voluntarily or via enforcement through a CPO.
- b) To ensure that the property does not continue to be visually detrimental to the area
- c) To ensure that the property has a positive financial impact on the public purse through additional New Homes Bonus funding.
- d) The proposal to pursue a CPO is the most cost effective in terms of financial and physical resources for the Council.

#### **5.0 Proposals**

5.1 Where it is necessary to make a Compulsory Purchase Order and this is subsequently confirmed in favour of the Council, the Council would seek to dispose of the property by tender, auction, or private treaty. The property would be sold with the condition that the property is brought back to a required standard of repair within a specified time limit. This will also apply to any negotiated acquisitions.

#### **6.0 Financial Implications**

6.1 In the event of an acquisition the costs can be met from the approved Housing General Fund capital budget of £626,000 capital budget for the Empty Property Strategy. The subsequent sale of the property would result in a capital receipt, ring-fenced to finance future purchases through the Empty Property Strategy. Any revenue costs incurred between purchase and sale, for example security measures, must be met from current private sector housing budgets.

6.2 The owner of the property has been served with a Section 215 Notice of the Town and Country Planning Act 1990 to tidy the land/ buildings. This has not been complied with and it will therefore not be necessary to pay the additional statutory 7.5% compensation payment.

6.3 Bringing empty properties back into use attracts New Homes Bonus to the City Council and could result in additional council tax revenue.

[JM/18032109/C]

## **7.0 Legal implications**

- 7.1 Section 17 of the Housing Act 1985 empowers local housing authorities to compulsorily acquire land houses or other properties for the provision of housing accommodation. However, the acquisition must achieve a qualitative or quantitative housing gain. In order to make a Compulsory Purchase Order under this power and achieve successful confirmation, the Council will need to show compliance with the requirements of the relevant statutory provision and circular 06/2004 Compulsory Purchase and the Crichel Down Rules. Where there are objections to a Compulsory Purchase Order the matter may go forward to a public inquiry and specialist Counsel may need to be engaged to present the Council's case.
- 7.2 Article 1 of Protocol 1 of the Human Rights Act 1988 guarantees peaceful enjoyment of possessions and would be engaged by the making of a CPO. However, the contents of this report and the actions recommended are considered to be proportional and compatible with the Human Rights Act 1988, particularly bearing in mind the above checks and balances on the Local Authority's power.  
[TS/18032019/T]

## **8.0 Equalities implications**

- 8.1 Equalities implications have been considered throughout the process and in assessing the outcome. An Equality Analysis has been completed and this does not indicate any adverse implications. Bringing an empty property back into use will improve the visual amenity of the area and can make the area more welcoming to some groups covered by the Equality Act 2010, in doing so this will promote participation in public life.

## **9.0 Environmental implications**

- 9.1 Long term empty properties can have a detrimental impact on neighbourhood sustainability and cause environmental blight. Bringing the property back into residential use will improve the appearance of the neighbourhood, enhance property conditions and contribute to the regeneration of the City, meeting the Council's strategic objectives.

## **10.0 Human resources implications**

- 10.1 There are no human resource implications arising from this report.

## **11.0 Corporate landlord implications**

- 11.1 Where applicable, Corporate Landlord Estates Team will be required to produce valuations and arrange for the appropriate disposal of the property by auction or private treaty.

## **12.0 Health and Wellbeing Implications**

- 12.1 Bringing an empty property back into use will improve the health and wellbeing of the new occupants by providing safe and secure housing.

12.2 Enabling occupation and removing the detrimental effect of the property will reduce the anxiety associated with crime and the fear of crime that living adjacent to an empty property can cause.

### **13.0 Schedule of background papers**

13.1 An Action Plan to Deliver the Empty Property Strategy 11 January 2006.

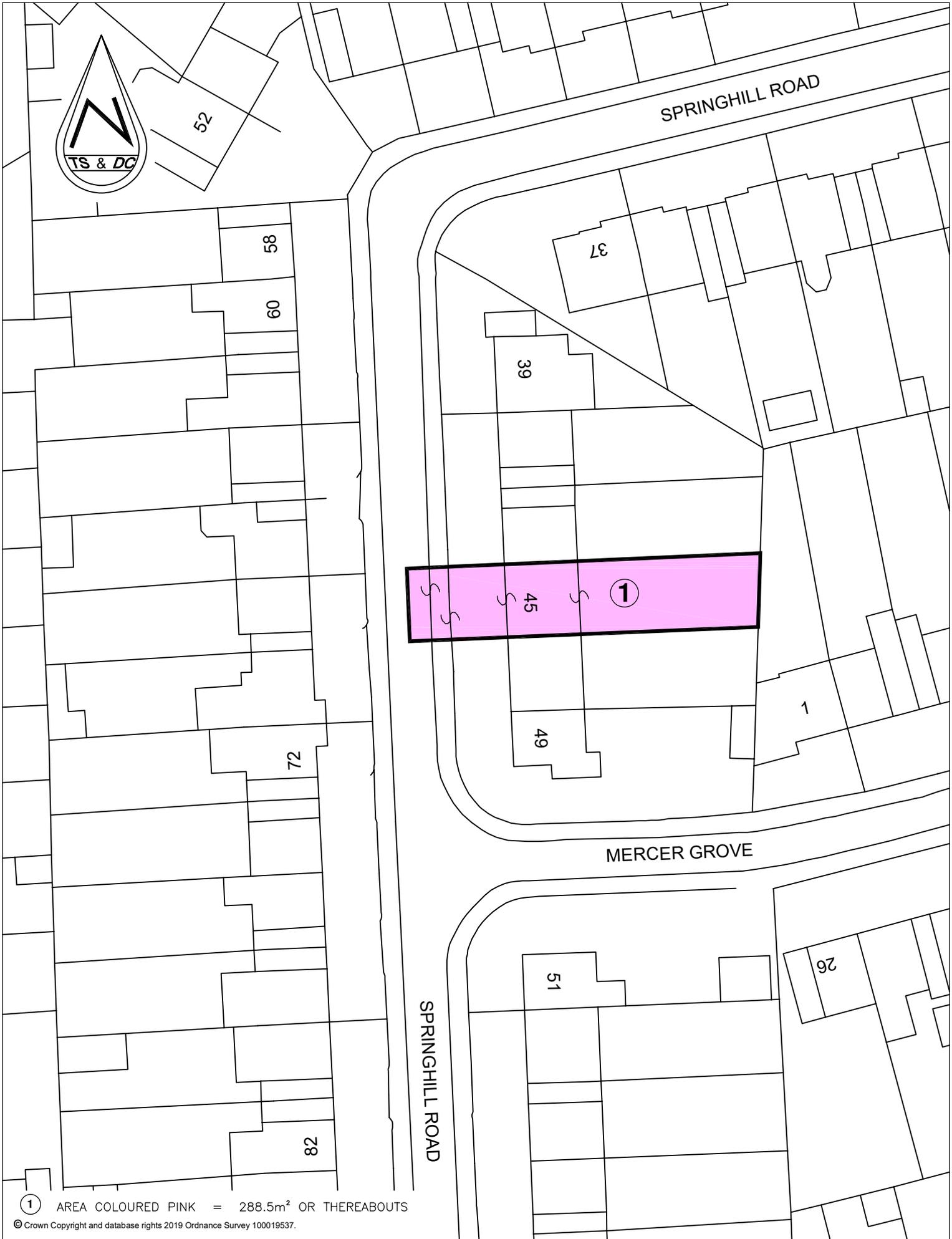
13.2 Private Sector Empty Property Strategy 2010-2015.

13.3 Wolverhampton Housing Needs Survey 2007.

### **14.0 Appendices**

14.1 Appendix 1 – Site Plan

14.2 Appendix 2 & 3 – Photograph's



① AREA COLOURED PINK = 288.5m<sup>2</sup> OR THEREABOUTS

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date March 2019

scales 1:500

drawn by AJP

dwg. no.

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THE MAP REFERRED TO IN  
 THE WOLVERHAMPTON CITY COUNCIL  
 (45 Springhill Road)  
 Page 35  
 COMPULSORY PURCHASE ORDER 2019

**City of Wolverhampton Council**

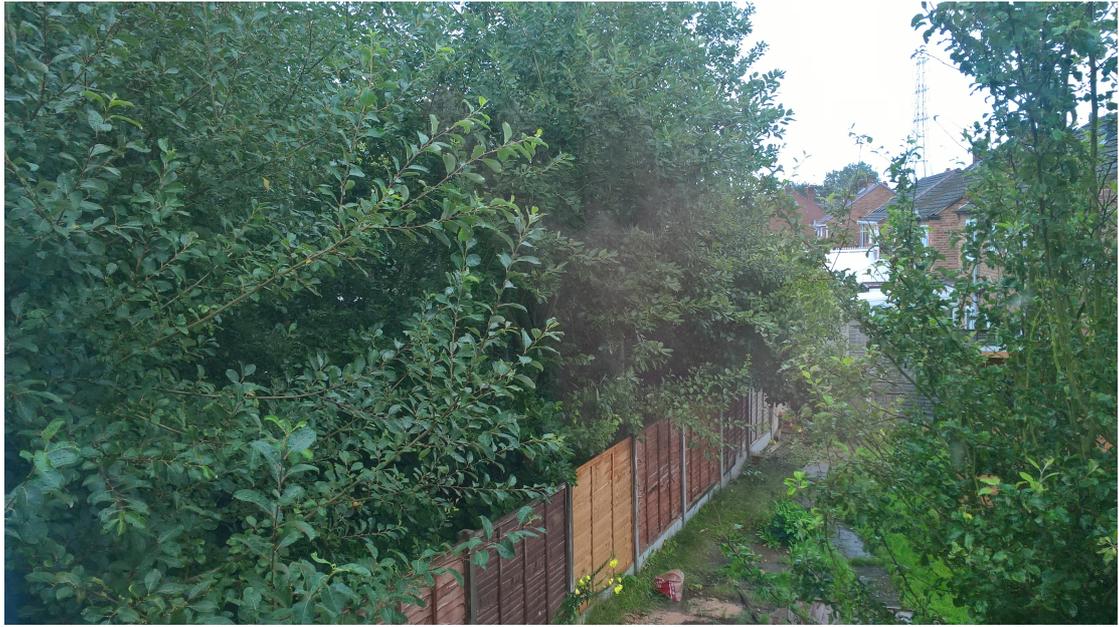
Strategic Director – Place  
 Civic Centre, St. Peter's Square, Wolverhampton

Tel. (01902) 556556

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<b>CITY OF WOLVERHAMPTON COUNCIL</b>	<b>Cabinet (Resources) Panel</b> <b>2 April 2019</b>
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<b>Report title</b>	City East Gateway A454 Phase 1 and 2 Consultation Feedback and Preferred Option	
<b>Decision designation</b>	AMBER	
<b>Cabinet member with lead responsibility</b>	Councillor Steve Evans City Environment	
<b>Key decision</b>	Yes	
<b>In forward plan</b>	Yes	
<b>Wards affected</b>	East Park, Heath Town	
<b>Accountable Director</b>	Ross Cook, City Environment	
<b>Originating service</b>	Transportation	
<b>Accountable employee</b>	Marianne Page	Service Lead - Transport Strategy
	Tel	01902 551798
	Email	Marianne.page@wolverhampton.gov.uk
<b>Report to be/has been considered by</b>		

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**Recommendations for decision:**

The Cabinet (Resources) Panel is recommended to:

1. Endorse option D as the preferred principles of a scheme for further development following the public consultation.
2. Approve continued development work to progress the principle of option D to detailed design options and full business case.
3. Approve the submission of bids for potential funding.
4. Delegate authority to the Cabinet Member for City Environment and the Director of Finance to approve submission of funding bids and receive funding related to development activity for the major scheme preferred option D.
5. Agree to the submission of a further report in Autumn 2019 to provide detailed design options, enhanced costing information, funding options and provide feedback on on-going discussions with interested parties and potentially affected land owners.

## **1.0 Purpose**

- 1.1 In September 2018 Cabinet (Resources) Panel authorised a public consultation on options to improve the transport facilities along the City East Gateway – A454 Willenhall Road corridor. The consultation made reference to phases 1 and 2, that being the highway area between Bilston Road Island and Hickman Avenue. Future phases relate to the wider extents of the corridor connecting to Willenhall, the Black Country Route and Walsall and will be considered as a separate piece of work.
- 1.2 The purpose of this report is to detail the outcomes of the consultation and make a recommendation as to the preferred route to progress essential improvement works for the corridor.

## **2.0 Background**

- 2.1 City East Gateway - The A454 Willenhall Road is the main route through a strategic growth corridor within the Black Country connecting Wolverhampton and Walsall, serving 34,000 homes and providing access for 75,000 jobs. It forms part of the West Midlands Key Route Network and connects Wolverhampton Ring Road at the western end with Walsall town centre to the east. The A454 also provides connection from Wolverhampton to the Black Country Route for access to the wider Black Country area, and onto the motorway network at M6 junction 10.
- 2.2 The corridor is identified within the Black Country Core Strategy and local area plans as a growth area and the need for improvements along the route have been identified within the West Midlands Strategic Transport Plan. The corridor investment proposals form part of Black Country wide development programmes, aimed at delivering essential infrastructure improvements to enhance and facilitate growth and regeneration across the sub-region. Significant regeneration proposals have been outlined at key locations along the route. Identified investment is expected to provide a further 8,000 homes, and 12,000 new jobs by unlocking regeneration opportunities. These investment activities are heavily dependent upon transport improvements not only to facilitate regeneration and growth, but to mitigate subsequent increases in transport demands.
- 2.3 At a local level, the corridor has been identified as a key arterial route within the City of Wolverhampton and falls within the Southern Growth Corridor. The western end of the road connects directly onto the Wolverhampton Ring Road at Bilston Road Island and provides access to the new Wolverhampton Interchange. On the northern side of the road, adjacent to the Interchange, lies Canalside Quarter regeneration site.
- 2.4 The Canalside proposals together with the Interchange development plans, aim to provide high quality residential and mixed use and office developments, providing around 1000 new homes and approximately 100,000 square feet of commercial space, respectively, for the city. The proposed corridor highway improvement is considered crucial in improving the market viability of these sites.

- 2.5 The Canal and Rivers Trust also own a significant land holding within the Canalside area which currently has very limited vehicular access options. The principles of option D within the consultation, which would see Willenhall Road become one way east bound in the vicinity of the site, delivering improved access options for this area in particular.
- 2.6 There are also significant regeneration land allocations around the Qualcast Road and Hickman Avenue areas that will benefit from improved traffic flow and access. Development of a strategy to maximise the value of this land for commercial and industrial activity is underway.
- 2.7 Against that background four possible improvement options were developed for consultation (see Appendix 3);
- a. **Low cost localised projects** – Incremental corridor improvements have been delivered in the past; this produces a fragmented solution and is not based on a thorough understanding of the whole corridor operation. There remain very limited options for further isolated improvements, none of which support achievement of the desired outcomes.
  - b. **Alternative travel modes** – Encouraging the use of alternative modes of transport is essential, however the level of potential of modal shift within the corridor is unlikely to make a significant enough difference to noticeably improve network conditions. In isolation it also will not provide changes required for access to development sites. The levels of congestion being exhibited currently are significant and with more development this situation will potentially get worse. Even with the best-case scenario of the Walsall to Wolverhampton rail link the percentage reduction in road based trips is unlikely to be noticeable on the highway network. This option represents a small scale and piece-meal approach to infrastructure to support alternative travel modes.
  - c. **Bus priority** – Isolated bus priority elements have been implemented previously but junctions present key pinch points and negate overall benefits unless the bus lanes were given a much greater priority over road space. It must be recognised that this would have a massive impact on other road users. A previous bus lane at Middle Cross has recently been removed which has improved overall journey times for all modes. Rebalancing the overall traffic flow in this area has benefited all traffic modes including buses, validating the fact that for bus lanes to be effective they need to operate over long lengths of road including junctions. If reliable journey times can be delivered for the corridor that is considered the best way to support public transport.
  - d. **Multi modal project** – This includes fundamental re-engineering of the available highway to provide a balanced provision for network users of all modes. The principles of this option represent a significant undertaking but demonstrate delivery of the majority of the desired outcome for the corridor.

### 3.0 Progress, options, discussion, etc.

- 3.1 Appendix 1 details the responses received to the consultation questionnaire. Where responses have been received from is shown graphically. From this it can be seen that there is a good cluster of responses from people living close to the corridor.

- 3.2 Out of a total 171 responses;
- Most respondents were familiar with the corridor and of those 33% lived on the route.
  - 88% are of the opinion that improvements are needed along the corridor
  - 60% supported Option D with 30% believing that option A was the best option.
- 3.3 Appendix 1 also contains all free format responses that were submitted, with personal or identifying data excluded.
- 3.4 Face to face discussions, mainly with people or properties directly affected by the principles of option D, resulted in mixed views from; 'it won't work' and some strong objections, to support for the need to make a change.
- 3.5 A summary of the concerns raised predominantly around option D included;
- Impact of the construction works on access to and visibility of their business premises.
  - The inability to receive deliveries at their premises if traffic volumes were higher and parking restricted.
  - Impact of potential land take on their operations.
  - Potential safety risks associated with the shared footway / cycleway crossing works entrances.
  - Impact on the occupants of households in Warwick Street, Bath Street and Duke Street.
- 3.6 Whilst further development work to address queries is required, the initial response to the above issues has been:
- **Impact of construction** - If a scheme is approved for construction, then it is anticipated that construction will take place over two years. This is to keep disruption to a minimum with work being planned in small sections with minimal disruption at peak times and undertaken as a rolling programme. Businesses would be supported to ensure that the public was aware of continued access and appropriate advertising deployed. A Construction Management Plan including a communications strategy will be developed jointly with the contractor.
  - **Impact on deliveries** - Some premises, it is anticipated, will only be able to receive deliveries outside of peak traffic periods and parking is likely to be very restricted on both Willenhall Road and Walsall Street. This may result in some difficulties for a couple of businesses. With some companies we have discussed accommodation works that would mitigate any impact and there will be further dialogue if a scheme is approved for further development.

- **Impact of land take** - Land take discussions have been initiated. Again, the responses have varied from strong objection to agreement in principle subject to price and conditions being agreed. If a scheme is ultimately approved for implementation it should be anticipated that Compulsory Purchase Order powers would need to be used for some plots if agreement cannot be reached.
- **Safety** - The scheme design is only concept at this stage and requires detailed development. It will also be subject to the normal Safety Audit requirements.
- **Warwick Street, Bath Street and Duke Street** - Because Warwick Street needs to be made one-way from Lower Walsall Street and Bath Street opened up to traffic there would be an impact on some properties from increased traffic movements. Accommodation works including double glazing which will help to mitigate any noise impact and enhanced driveways. A number of the properties in the area are owned by Wolverhampton Homes and they have undertaken to look at their investment programme so that they can undertake works to support the Councils objective to improve the area. A further concern is traffic exiting the Oxford Street car park through the residential area. Options to route this traffic directly to Bilston Street will be explored without creating a through route short cut.

3.7 Other responses received from key public bodies and organisations;

<b>Campaign for Better Transport</b>	Option D appears to provide most long-lasting solution to alleviate congestion, improve air quality and improve provision for pedestrians and cyclists and improve bus priority. Would not support any scheme that removed bus priority as this would lead to extended bus journey times and make services less attractive
<b>Canal and Rivers Trust</b>	Recognises the benefits of option D as opposed to other options. Stresses the need for good cycling and walking links. Advocates use of strategic park and ride sites
<b>Cycling Forum</b>	Positive comments about the scheme
<b>Director of Public Health</b>	Preference for more sustainable modes of transport but if Option D taken forward then a greater level of priority should be given to sustainable modes of travel. Need for further understanding of the health impact but stresses the need to reduce vehicle emissions.
<b>Hackney Carriage Working Group</b>	No comments
<b>Private Hire Working Group</b>	No comments

<b>Transport for West Midlands</b>	<p>Letter of support received for Option D and welcomed the continued joint working to address the transport issues on the A454 corridor.</p> <p>A454 is a key part of the Key Route Network. Also commends the Council to recognise the changes that the Wolverhampton to Walsall rail link will bring</p>
<b>Walsall Council</b>	<p>Letter of support for option D and continued joint working to address transport issues on this key corridor.</p>
<b>Wolverhampton Homes</b>	<p>Expressed support for the strategic objectives delivered by option D</p> <p>Need to work jointly to assess noise impact on their properties but all properties already have double glazing. Looking to own investment programme to improve the curtilage of their properties to support the overall regeneration objectives</p>

- 3.8 Alongside the concerns that have been expressed, a number of business and land owners could see the potential benefits of bring forward a scheme like option D and welcomed the opportunity for further discussion with the Council.
- 3.9 Some of the comments received related to the remaining section of the Willenhall Road corridor east of Hickman Avenue. The corridor is being studied holistically although this report only focusses on the western end, the comments will be reviewed at the appropriate time when a scheme for the eastern end is brought forward.
- 3.10 Given the responses received and the issues raised it is considered that the principles of option D, subject to further development work, represent the best option to meet the Council's aspirations for the corridor.

#### **4.0 Evaluation of alternative options**

- 4.1 The consultation undertaken considered four alternative options. 60 % of the responses received favoured option D. This is the option that meets the Council's and Black Country objectives for the corridor so it is being recommended for further development.
- 4.2 The study work that has been undertaken to date into option D has shown a potential cost benefit ratio of circa 2.5 for a scheme of this scale. It is not realistically possible to establish a cost benefit ratio of the other options but it is estimated that they would be much lower.

#### **5.0 Reasons for decision(s)**

- 5.1 Options for improving travel conditions and supporting the regeneration objectives for the Willenhall Road have been considered and four options developed. The public have been

consulted on these options and 60 percent of respondents supported the multi-modal option D.

- 5.2 Option D has been established to have a cost benefit ratio of circa 2.5. Initial bids for funding based on a cost of £25-30 million with this cost benefit ratio have been well received and the scheme given a high ranking against the Major Roads Network funding.
- 5.3 In view of the importance of this transport corridor to the city and the proposed regeneration schemes, combined with the indication that funding is possible it is considered appropriate to further develop designs related to the principles of Option D to a stage where a detailed design can be progressed, a full business case developed and the scheme could be implemented if funding is secured.

## **6.0 Financial implications**

- 6.1 The current estimated cost of the project is in the region of £25-30 million with a potential cost benefit ratio of circa 2.5. Without detailed design it is not possible to refine the accuracy of the capital estimate.
- 6.2 Indicative expressions of interest have been made for Major Roads Network funding. Midlands Connect have given the scheme a high ranking for a potential start around 2021.
- 6.3 The Major Roads Network funding does require a local contribution of 15% and options to fund this are being explored. Further details of capital cost for scheme delivery and match funding options will be detailed in a subsequent Cabinet (Resources) Panel report in Autumn 2019.
- 6.4 At this stage it will be necessary to secure additional scheme development funding and it is requested that delegated authority be granted to the Cabinet Member City Environment and the Director of Finance to approve submission of bids and accept any subsequent funding awards. To date the scheme has been developed jointly funded by the Black Country LEP and the Council but that funding concludes at the end of the 2018-2019 financial year.  
[MK/06032019/U]

## **7.0 Legal implications**

- 7.1 If approved for further development it should be noted that the proposed project involves the acquisition of third party land and property. If this project is approved for implementation it will require a further resolution to acquire third-party interests in land affected.
- 7.2 Any highway improvement project that is subsequently approved for implementation will also require Traffic Regulation Orders. Any orders for the control of traffic and parking will be subject to statutory legal procedures and further public consultation.

- 7.3 Formal approval of a project in the future could cause blight and a legal entitlement from land and property owners for the acquisition of affected properties by the Council and compensation.
- 7.4 When a road layout is changed and assessed noise thresholds are broken there is also the potential for claims under Part 1 of the Land Compensation Act 1973. This Act provides that compensation can be claimed for residential property that has been reduced in value due to physical factors such as noise and pollution caused by public works, even though no land is acquired. The potential for noise thresholds to be broken on Walsall / Lower Walsall Streets is being investigated. It is currently assessed that there are a small number of domestic properties that could be affected with increased noise pollution which may require double glazing to be installed.
- 7.5 An initial review of the current scheme against Planning Regulations has been undertaken and concluded that planning permission will not be required as the proposals fall within Permitted Development for the Council as Highway Authority.  
[RR/04032019/B]

## **8.0 Equalities implications**

- 8.1 Detailed assessment is yet to be undertaken but if a project is taken forward to construction it will be designed to ensure accessibility to all members of the community and an Equalities Impact Assessment undertaken to formally review the design.

## **9.0 Socio Economic Implications**

- 9.1 A summary of the key impacts and assumptions of the multi-modal option D, which are detailed within this report, are outlined below:
- a. During the 20 month construction phase the Proposed Development is likely to generate an estimated 141 net jobs per annum in total, estimated at £8.8 million that construction workers will spend locally during this period which will have a beneficial effect on the local economy.
  - b. A total loss of 2,200 sq.metres of land currently associated with employment uses to accommodate the Proposed Development, there will be a negative impact through the loss of two businesses and supporting employment land required to accommodate the project. Whilst this loss of employment land may be considered to have a negative effect, given the scale and in the context of the local economy, this is not considered to be significant in the context of the local or regional economy. More importantly is the ability of any transportation improvements and congestion measures to assist in bringing forward much wider regeneration benefits.
  - c. Improved connectivity and reduced congestion will offer regeneration impacts through access to a wider labour market, particularly through the improved connectivity between Wolverhampton and Walsall, and enhanced access to the Black Country Route, M6 at Junction 10 and the surrounding residential and industrial areas.

- d. Localised regeneration benefits, including boosting local investor confidence and access to sites, which can assist in bringing forward local regeneration sites forward for development.

## 10.0 Environmental implications

- 10.1 An environmental study has been undertaken of the multi-modal option D covering varied Aspects.
- 10.2 Noise impact summary is; traffic noise levels on the A41 (Bilston Road) and Stow Heath Lane decrease due to traffic diverted on to the project. Traffic noise levels on Willenhall Road decrease as this becomes one-way thus reducing the volume of traffic, with increases in traffic noise levels on Walsall Street and Lower Walsall Street which form part of the project.
- 10.3 The modelling work undertaken has shown that during the daytime period there are 271 households which move into a higher (3 dB) traffic noise band in the Forecast Year and 303 households which move into a lower (3 dB) traffic noise band. 3984 households remain in the same traffic noise band in the Forecast Year.
- 10.4 For the night-time period there are 159 households which move into a higher 3 dB traffic noise band and 203 households which move into a lower traffic noise band, in the Forecast Year. 4030 households remain in the same traffic noise band in the Forecast Year.
- 10.5 The monetary valuations with respect to change in noise levels and associated health impacts show a net benefit as a result of the project.
- 10.6 Traffic noise levels on the A41 (Bilston Road) and Stow Heath Lane decrease due to traffic diverted on to the project. Traffic noise levels on Willenhall Road decrease as this becomes one-way thus reducing the volume of traffic, with increases in traffic noise levels on Walsall Street and Lower Walsall Street which form part of the project.
- 10.7 Air Quality summary:
  - Regional emissions of PM10 are predicted to increase by 0.1 tonnes/ year in the proposed project opening year.
  - Regional emissions of NOX are predicted to increase by 1.1 tonnes/ year.
  - A total of 4636 properties are located within 200 metres from the affected road network.
  - For the opening year for 2020, 1957 properties would experience an improvement in air quality.
  - 2665 properties would experience a worsening in PM10 pollutant concentrations. NO2, air quality would be improved at 2,873 properties, stay the same at 117 properties and worsen at 1,632 properties
  - For the opening year 2020, PM10 pollutant concentrations would be improved at 1957 properties and worsen at 2665 properties
  - For the opening year 2020, NO2 air quality would be improved at 2,873 properties,

stay the same at 117 properties and worsen at 1,632 properties

- 10.8 The existing Willenhall Road is identified as needing action on air quality which the multimodal project would deliver. The study demonstrates that air quality and noise pollution will improve on Willenhall Road which was anticipated as the road effectively carries half the current level of traffic. Lower Walsall/Walsall Street will experience increased levels of noise and air pollution but anticipated to be below threshold levels. There may be a requirement to address increased noise experienced by some properties close to Walsall / Lower Walsall Street.
- 10.9 Greenhouse gases over the next 60 years studied are set to increase but in reality changes in vehicle propulsion systems and fuels is likely to, at least in part, address this increase.
- 10.10 Other environmental issues:
- a. Landscape and Townscape; The overall impact is assessed as slightly adverse. At this stage no landscaping proposals have been developed so it hoped that any approved project can be designed to have a neutral impact.
  - b. Historic environment; The impact has been assessed as slightly adverse largely as a result of the impact on the conservation areas during the construction period.
  - c. Biodiversity; The impact has been assessed as slightly adverse largely because of the impact common bird nesting habitats. Again, it is hoped that any project implemented could be designed to be impact neutral.
  - d. Water Environment; Provided any surface water drainage systems are designed to avoid pollution to the canal from sediment and small quantities of oil and grease. There would remain a risk of pollution from a major spillage but this is a very low threat.
  - e. Arboriculture; There are no trees subject to a tree preservation order or of particular note within the area of the project. Where possible trees would be retained or compensation planting undertaken

## **11.0 Human resources implications**

- 11.1 No human resource implications have been identified associated with the matters in this report.

## **12.0 Corporate landlord implications**

- 12.1 The project presents benefits to Council land holdings in Canalside and East Park Gateway area by providing improved access and improving the marketability of identified development sites.
- 12.2 Some of the land required to be acquired for the project will result in residual plots being available for redevelopment. These are being reviewed for the potential to bring them

back to the market at the earliest opportunity to reduce the overall net project cost and support the regeneration objectives.

### **13.0 Schedule of background papers**

13.1 Report to Cabinet (Resources) Panel. 4 September 2018.

City East Gateway A454 Phase 1 and 2 Improvement Options

### **14.0 Appendices**

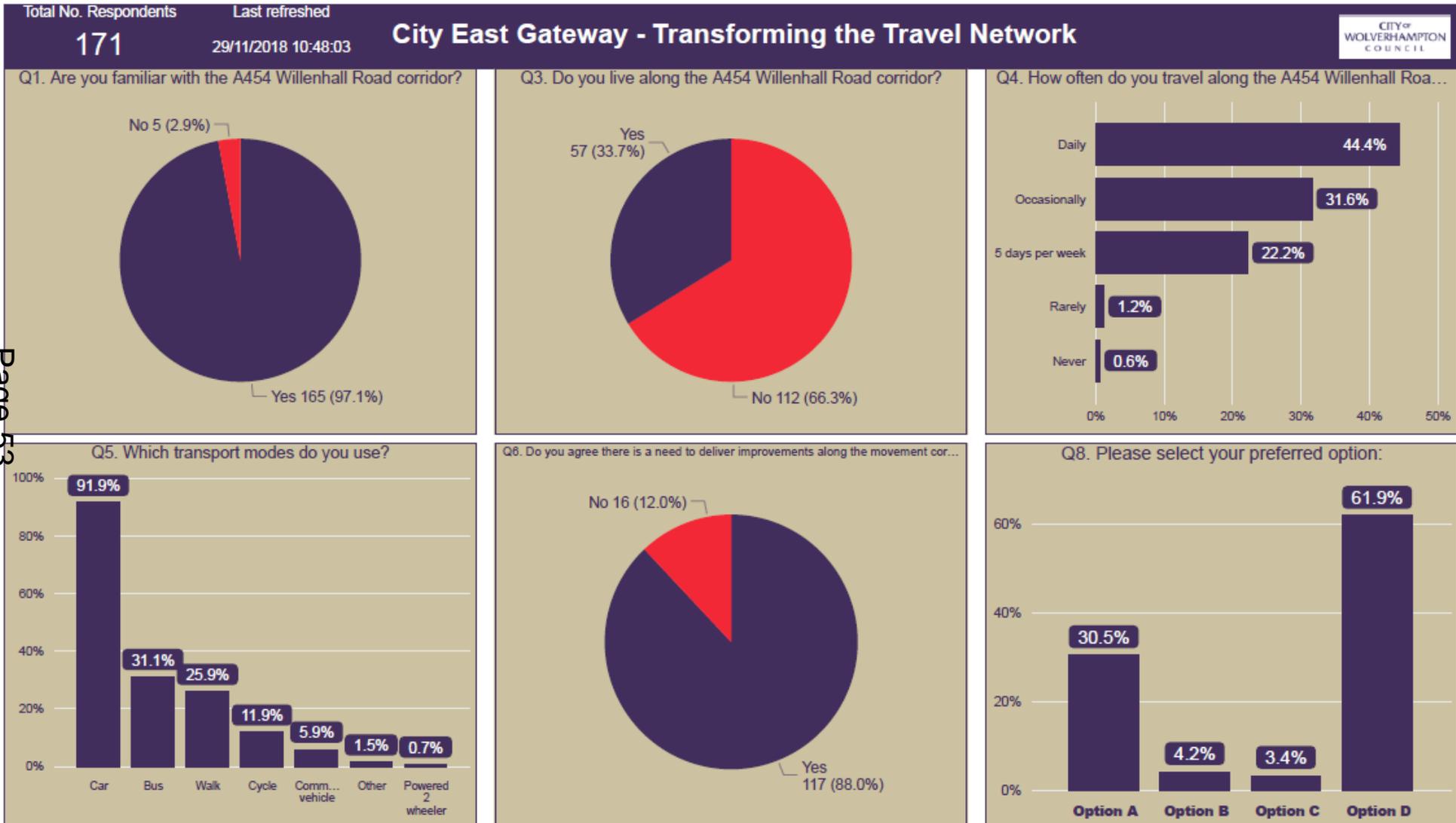
14.1 Appendix 1 – Consultation responses.

14.2 Appendix 2 – Option D scheme plan Version 2.

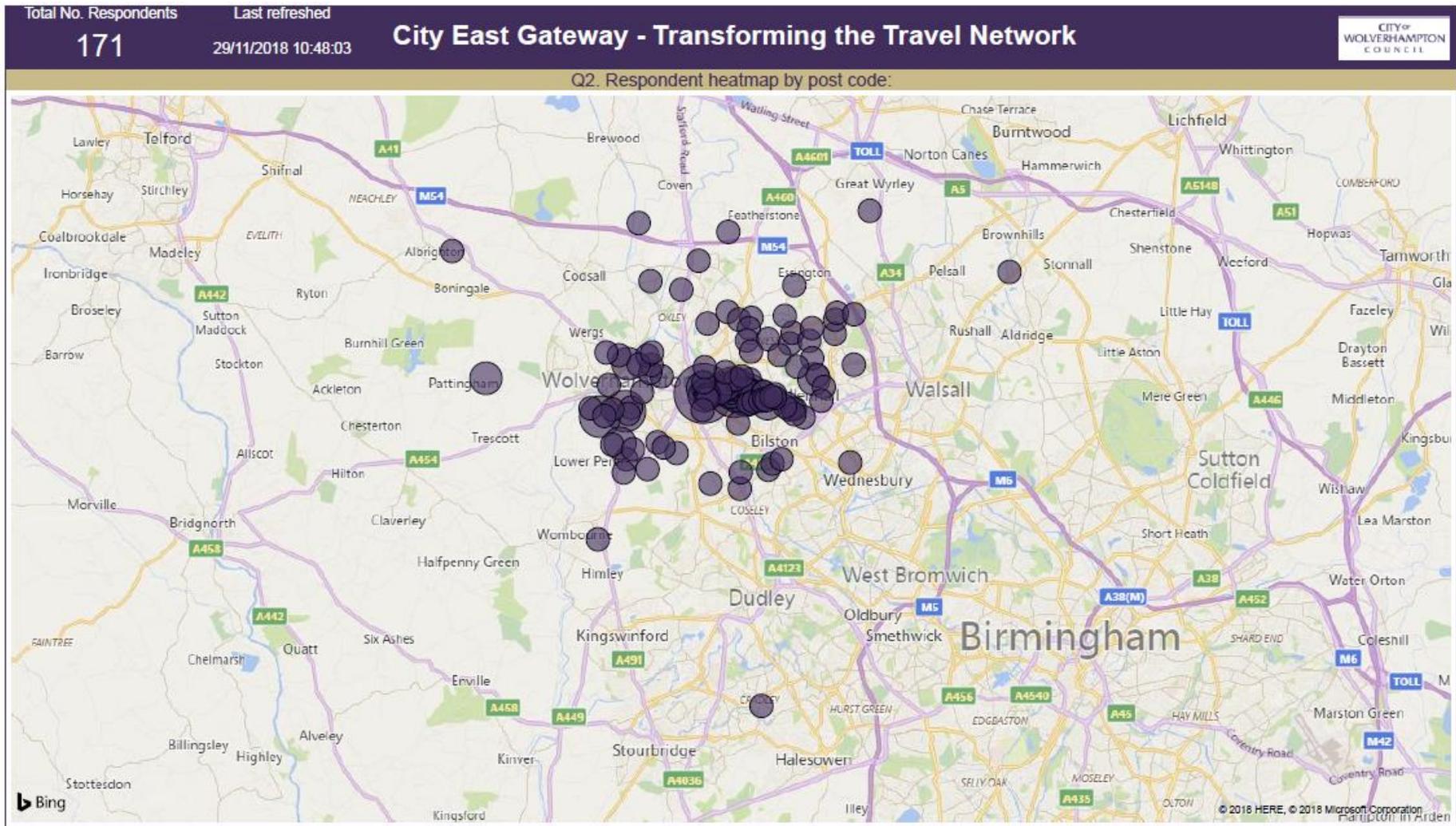
14.3 Appendix 3 – Initial consultation leaflet.

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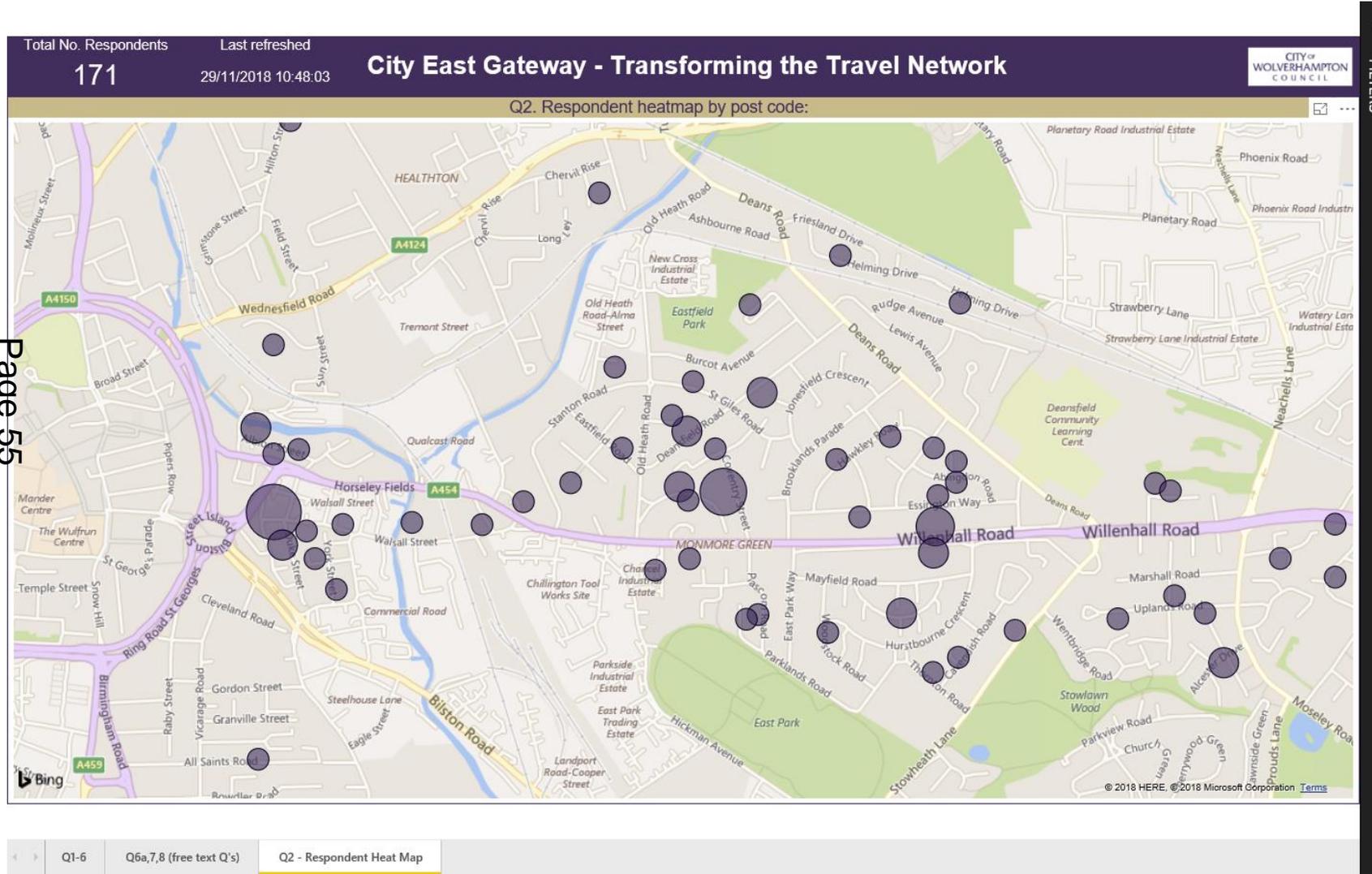
Questionnaire Responses. Questions 1, 3, 4, 5, 6, 8.



Geographic distribution of responses



Exploded view showing Geographic distribution of responses close to the road corridor



**Responses to free form answers contained in the questionnaire.**

Please note that 171 questionnaires were completed but not all respondents answered the free form questions, so number of responses shown below will vary.

**Q6a. Why do you agree there is a need to deliver improvements along the movement corridor?**

1.		Because during busy times this route is at a standstill
2.	No	Traffic is not bad, maybe at the junctions at peak times. This affects our lives, more noise and busier
3.	No	No problem to my travel at present
4.	No	In my opinion, at present my travel along the A454 Willenhall Road corridor is smooth so I don't see the need for any large scale improvements.
5.	No	At present, I feel that no changes should take place as my travel along A454 corridor is smooth.
6.	No	My current travel is not affected
7.	No	proposals are detrimental to our business
8.	No	The proposals will negatively affect our business
9.	No	Would only encourage more traffic along a454 causing more hold ups on Willenhall side at both Cleveland arms and Neachells junctions. The cost involved would probably spiral well above estimates if previous council projects are anything to go by.
10.	No	Seems fine as it is
11.	No	There are far worse areas in the city regarding traffic and access
12.	No	It works fine in my opinion It would be disruption and a waste of money
13.	No	I don't think it's a necessary improvement.

## City East Gateway - A454 Willenhall Road. Consultation feedback

## Appendix 1

14.	No	I use this route (between Merry Boys and city centre) very often but very rarely get stuck in traffic for too long. I use buses mostly but sometimes taxis or lifts in cars. I find the bus lanes very useful and think they are already in the right places to ease congestion but do not impact too much on other traffic. Worst traffic build up I've seen on this route is between Merry Boys and Portobello Island in rush hour but I rarely use that route so can't comment.
15.	No	I travel this route regularly for business purposes and to be honest I find it one of the better roads in Wolverhampton the Penn A449 route is far worse
16.	Yes	This is because of the stupid bus lane that was put in. Get rid of the bus lane that is the main problem.
17.	Yes	As the primary route between the city and M6 a dual-carriageway is required from the A454, which is very congested at present.
18.	Yes	Peak time congestion horrendous
19.	Yes	The area is extremely unattractive with little encouragement to use public transport or to walk or cycle
20.	Yes	volume of traffic
21.	Yes	For the reasons outlined in the consultation document- pollution, separation of communities, inefficiency etc
22.	Yes	Most days I cycle to work from Wolverhampton to Walsall using the A454, including the stretch of road that is the subject of this consultation. This is a busy road with heavy traffic and it is not an easy or pleasant road on which to cycle. It is not surprising that there are very few cyclists on the road. Probably as many people cycle on the pavement as on the road.
23.	Yes	This is a main route from the Motorway so has much traffic. This can increase if there is an incident on the motorway which involves traffic being diverted through Wolverhampton. The relocation of the train station car park has made the traffic worse, as there is only one route away from the station leading on to the junction at Horseley Fields.
24.	Yes	Only certain areas need to be improved such as junctions at Old Heath Road, Deans Road and Neachells Lane especially at peak times
25.	Yes	Too much congestion - very slow going
26.	Yes	Less congestion
27.	Yes	Trying to join the Willenhall road is a nightmare because of the volume of traffic, people end up taking dangerous risks.

28.	Yes	Traffic signals are poorly timed at present so builds up traffic back up to train station. Opening Union Mill Street as 2 ways should help alleviate some of the issues.
29.	Yes	This entry into Wolverhampton is always a very slow procession of frustrated car drivers. They are using an old road design which no longer meets anyone's needs, and any attempt to fix things so far have been little more than a bodge job. Provision for cyclists is laughable. It really is time to follow the Dutch examples. Why do you keep boding things up? There are fantastic solutions available, but you keep trying to reinvent the wheel. Stop it, and behave yourselves.
30.	Yes	This is one of the main cities in the region and we have a small single lane road leading inbound and outbound. This surely isn't enough for all the traffic and commuters in and out of the city. I live on Albion Street and it is always congested getting in and out the city at peak times.
31.	Yes	Traffic queuing to leave the city centre blocks access to the ring road
32.	Yes	general congestion made worse by various junctions (signalised and non-signalised) such as Neachells Lane, Deans Road, Brooklands Parade, Old Heath Road and Hickman Avenue
33.	Yes	the problem is traffic lights and bus lanes if you remove the bus lanes the ques will stop at the far end where by Merry-boys and the entering of the city roundabout. if Option D was implemented it wouldn't solve the issues of traffic exiting the city as the congestion further up from St Giles crescent would be impacted more severely. as the rush to and from the city centre would cause accidents when the road is narrows. Also put lives at risk as people cross over to go to the nearby schools and Eastpark.
34.	Yes	The bus service is a nightmare at the moment and has been for some time
35.	Yes	Due to the sheer amount of vehicles at peak times, especially HGVs, Coaches, Buses etc that can block several lanes, being slow moving and create backlog of traffic behind. A persistent hold up is around the Neachells Lane junction. The road is not wide enough for large vehicles.
36.	Yes	the problem is that the exiting of the city centre at major times is affected by traffic light system and speed.
37.	Yes	Sometimes when on a bus it takes a long time to where you are going because of all the traffic and going up to Wolverhampton where new petrol station has opened on main road by east park is that scruffy old pink building near bus stop in Willenhall road east park but I think it needs to be knocked down it's been like that for years and then by portobello island area fenced off brought by ALDI when are they going to build the new store could do with having the store there to expensive to travel to other stores in Willenhall every day on bus so this would be easier to get to and the housing association homes are nearly built so it would improve local area for example less fly tipping

## City East Gateway - A454 Willenhall Road. Consultation feedback

## Appendix 1

38.	Yes	Highly congested, especially during peak hours. Bus route is a waste as less space for private vehicles.
39.	Yes	Most of the journey along that route is spent sitting in a jam
40.	Yes	As an experienced cyclist, I commuted for two years using a combination of bike and rail to Birmingham. During rush hour period there were many times when it was quite dangerous along the Willenhall Rd as there is no dedicated cycle lane from the Rail Station to East Park Estate where I live which is directly off the main Willenhall Rd.
41.	Yes	Improved transport infrastructure required for increased development along the corridor.
42.	Yes	It is the main road through to the M6 and should be a welcoming and professional entry to the city.
43.	Yes	It's terrible and always congested. The reduced speed limit does not help either
44.	Yes	Bus lane empty yet cars in massive massive queues.
45.	Yes	Traffic congestion during the working day, especially during 'rush hours' which cause long delays when travelling along the road between Keyway and the ring road in Wolverhampton
46.	Yes	I am a delivery driver travel 500 miles daily, going into Wolverhampton takes longer from Willenhall than Willenhall to Bloxwich
47.	Yes	It is too busy short distance takes Avery long time
48.	Yes	Horseley fields in rush hour is very congested - Neachells lane junction can be too
49.	Yes	There are always queues along the road which makes it difficult for people to get into the city and will cause poor air quality in the local area.
50.	Yes	Willenhall road is very busy especially nr Moseley road morning & evening peak times 9am & 5pm also very busy St. George's island as you come to it Horseley fields Wolverhampton after left Willenhall road
51.	Yes	There is too much traffic and it makes me feel unsafe when I cycle as I'm frightened I will get knocked off by drivers who aren't concentrating or speeding. It's the same if I walk, so sometimes I just give up and drive, which is increasing the traffic problem. Then it is just a vicious circle. Something needs to be done.
52.	Yes	Outdated and looks un tidy
53.	Yes	Bus delays, poor walking environment, dangerous cycling
54.	Yes	Traffic overload. Heavy Goods.
55.	Yes	Backlogs, need for regeneration projects, key route into city

## City East Gateway - A454 Willenhall Road. Consultation feedback

## Appendix 1

56.	Yes	That route can often be congested making it quite frustrating
57.	Yes	Highly congested, specially at school running time, some drivers drive recklessly, noisy. I doubt it if the cameras operate/function as the speed of cars in the night is dangerous. polluted, you hardly breath even being in the house.
58.	Yes	I don't travel enough on the road for a valid opinion but the proposals make me assume there is a need
59.	Yes	Work in Wolverhampton from Dudley, Wolverhampton traffic worst on journey
60.	Yes	Living in a main road usually means good access to town, but opposite in Wolverhampton
61.	Yes	Hickman avenue / Willenhall road junction chaos all day in weekdays, St Mathews street shortcut dangerous, have seen many accidents and road rage
62.	Yes	Huge traffic light and delayed.
63.	Yes	Although I have answered yes my preferred answer would be somewhat. there can be delays along the Willenhall Road if accidents occur elsewhere or there is an event on but I work city wide and would not think that the Willenhall Road is more congested than anywhere else
64.	Yes	Major congestion daily
65.	Yes	To reduce congestion and encourage property owners both domestic and commercial to improve the appearance at various points along this route.
66.	Yes	Have nearly missed doctors appointments at Mayfield Medical Centre after being stuck in traffic jam on Willenhall Road
67.	Yes	
68.	Yes	high traffic volume along the A454 towards Walsall and also heading towards Wolverhampton City Centre.
69.	Yes	The junction of Hickman Ave / Willenhall road is very busy and difficult to turn left out of. Also, cars cut through the new fuel station. The road surface is also a disgrace when you drive around that junction, uneven surfaces and floods when we have rain
70.	Yes	To regenerate derelict industrial areas, to improve traffic congestion, to improve facilities for pedestrians and local residents.
71.	Yes	Traffic becoming a nightmare.

## City East Gateway - A454 Willenhall Road. Consultation feedback

## Appendix 1

72.	Yes	In the last 15 years since moving into the area we have seen a dramatic increase in traffic especially heavy goods transport. The opening of the black country route, which has alleviated one problem but in doing so has caused another. One of the biggest causes of congestion is the traffic lights on the junction of Neachells Lane lights and Deans road lights. These traffic lights are without doubt the major cause for snarling up the 454 into Wolverhampton.
73.	Yes	Traffic congestion can be problematic - usually due to lorries taking longer to take corners which slows up traffic.
74.	Yes	Bottle neck of traffic and bus when two lanes become one along the route becoming worse closer to Wolverhampton
75.	Yes	The current road does not have enough capacity to handle the level of traffic efficiently particularly at peak times during the day resulting in queues of traffic and additional noise / pollution. Journey times into the city are not good considering the relative short distance
76.	Yes	Can't actually explain why but it will be good for good improvement!
77.	Yes	No traffic flow up the road. Takes ages to move just a mile, even at night or in the middle of the day.
78.	Yes	Traffic both in and out of the City is extremely congested adding considerable delay on a journey. Whilst sat in traffic industry and business is not pleasant to look at and doesn't promote our City to those coming in.
79.	Yes	The road is very congested specially around school times. There is limited opportunity to join oncoming traffic from side roads. The traffic signals could be more efficient. Limited walking and cycling route. Buses often delayed due to heavy traffic. Link between Wednesfield road.
80.	Yes	A slow tedious journey that causes delays and stress to users
81.	Yes	The road system is not fit for the volume of traffic.
82.	Yes	Too much traffic particularly during rush hour along the Willenhall Road.
83.	Yes	I used to work in Willenhall. I also used to live on Dean's Road, so I am very familiar with the area. The traffic congestion can be awful at busy times of the day
84.	Yes	The ridiculous bus lanes funnel traffic which has been dual carriageway all the way in, right at the busiest points. They cause massive unnecessary delays. There needs to be an understanding, that just because the political traffic chiefs once drove a bus, the vast majority of people do not want to use them and any potential benefits of reducing emissions through the use of bus lanes is more than negated by the extra time cars are standing still. Unless you're going to run a tram system which is clean and appealing, most people wouldn't be seen dead on the bus.

85.	Yes	Traffic is awful along the Willenhall road. It is used by so many it needs major improvement, to make it safer and more efficient.
86.	Yes	Congestion especially now entrance to train station has moved.
87.	Yes	Traffic is horrendous on a daily basis, only recently sat in it for 40 minutes. Getting rid of the bus lanes would be useful.
88.	Yes	Delays at Neachells Lane junction.
89.	Yes	Having travelled it a few times at different times throughout the day there is heavier use at rush hour (morning and evening) but it feels like heavy traffic the rest of the time too. Something should certainly be improved, but not necessarily in favour of more cars (even though I see it from a car driver's perspective)
90.	Yes	Traffic bottle necks
91.	Yes	Heavy traffic resulting in poor environment for residents also parts of the section give a poor impression of the city.
92.	Yes	Traffic lights too slow causing congestion. Bus lane going into W'ton causes congestion as people have to switch lanes.
93.	Yes	
94.	Yes	Exiting Hickman avenue is a nightmare any time of the day, especially in a school bus, it's dangerous as traffic along the Willenhall road is busy at all times, lights don't on junction of old Heath Road/ Willenhall Road don't help either .....I've said for years this junction needs to be improved, by utilising the land behind the bill board on this junction to make a new road way and use existing light system to allow traffic out the junction and closing off the existing one.
95.	Yes	It frequently becomes congested causing traffic delays and poor air quality
96.	Yes	Traffic congestion every day. Needs improvement by cross roads.
97.	Yes	Too much traffic. Road not wide enough in places.
98.	Yes	High levels of slow-moving traffic at all times of day
99.	Yes	Massive congestion
100.	Yes	Congestion
101.	Yes	The amount of development opportunities available means that something has to change

102.	Yes	It is far too congested
103.	Yes	Remove bus lanes
104.	Yes	Heavy congestion at peak times and generally congested during the day.
105.	Yes	The area has been left to stagnate over years leaving it looking tired and dated we need investment to both improve the area and help the local economy
106.	Yes	Timings of traffic lights are nightmare
107.	Yes	Extreme congestion throughout the day
108.	Yes	Traffic chaos caused by the bus lanes
109.	Yes	To many traffic lights causing congestion. Not enough through put of traffic. No need for bus lanes.
110.	Yes	Provide separate cycle lane to the main carriage way and not just a white line painted down the footpath.
111.	Yes	Traffic load is heavier than the infrastructure can take at rush hour time. In addition, traffic light patterns are not green long enough at Neachells Lane junction and the bus lane filter from The Cleveland Pub into the city is under used and creates a bottleneck. Some of the grassed area to the side needs to be put into use as roadway.
112.	Yes	There are issues with congestion at key points - particularly since the station access was moved to Corn Hill.
113.	Yes	Traffic is very heavy at peak hours
114.	Yes	Too Congested
115.	Yes	Too congested at junctions
116.	Yes	Traffic congestion needs reducing
117.	Yes	congested and poor road lay out
118.	Yes	Bottle necks at Neachells Lane/Moseley Road Junction, lack of development at derelict sites, poor road surfaces

**Q7. What are your thoughts on the proposed options?**

1.	We was told that the bus lane was to improve the travel time when all that money was spend doing it. Put the road back as it was before you start thinking of spending money that the council don't have. That is my view.
2.	Option D appears to be the only option that will relieve congestion into and out of the area.
3.	I am writing to object to the current proposals. I do not think any of the four options would give an environmentally sustainable road scheme.
4.	A is the best
5.	proposed options seem to have a detrimental effect on all users.
6.	Not a resident but not clear on what will happen to street trees on Willenhall Road and whether you are aware that these may have been planted by local schoolchildren after WW1 as part of the mayor/deputy mayor's scheme to beautify the city and pay tribute to the fallen?
7.	There is a strong impression that only Option D has been subject to any serious consideration. Option B in particular is so limited as to be virtually worthless. It is possible that if more effort was put into this option a lower cost scheme that focusses on sustainable modes - but in a much more substantial way - could be developed.
8.	None of them will solve the problem as the main road needs to be widened to improve the flow of traffic. Just spending money on bus and cycle routes reduces the available road space for cars so would only INCREASE the congestion and pollution. If the plan is to build alot more houses along the route this will also increase the volume of traffic, so the last thing you want is to reduce it to one lane each way. There was a bus lane on the approach to the ring road at Horseley Fields but this had to be suspended when the access from the train station was changed. So a bus lane here clearly did NOT work.
9.	Willenhall Road would be badly affected and we would be surrounded by traffic, pollution, noise, no privacy.
10.	I am aware that D is the preferred option however it will disrupt our residential areas, as children and people daily commute and use our road. Secondly it will also disrupt privacy of those who live close to the corridor like me.
11.	I know that D is the preferred option, but, this greatly affects residential areas like mine making them dangerous and disrupting our privacy.
12.	Option D has most advantages but it has negative affects on residents areas

13.	Option A is better, it does not interfere with Council estate and residents
14.	It is good that this issue is being looked at
15.	A is acceptable D is not acceptable
16.	A is acceptable D will negatively affect us
17.	Not really that good
18.	I assume the council want Option D, spend the most money before trying the cheaper options first. As for trying to prioritise public transport, what a waste of time!!! I work on a site that has around 200-300 people, all working shifts. NONE of them on mornings can catch buses, because they don't run early enough, and in some cases, people would need multiple buses and would have to leave their homes at 5 in the morning to be at work in time. Give up on public transport, it's only any good for pensioners and people going to sign on!!
19.	I don't agree with the Option D as access to our apartment on Albion Street will be significantly harder and also access to the train station will be harder too.
20.	The more comprehensive the solution, the longer it will be useful. This will not be the last time you need to do this unless you rip the whole route out and start again.
21.	Option A - C doesn't really make any difference. Option D is perfect.
22.	Good consideration for all transport modes
23.	It is nice to see some ambition in Option D and a bit of out-of-the box thinking, instead of the usual minor widening schemes that work for 12months and then become over-capacity again.
24.	horrendous you are going to get people killed or injured making the road way to fast for Option D is nightmare no one will benefit except for insurers and the funeral parlour as children cross that busy road daily to go to three schools in the area the only Option is A removal of all bus lane and car parking space on Willenhall road
25.	Anything that can help with buses reliability has got to be an improvement!
26.	Neither option states any possibility of road widening, which would help considerably.
27.	its stupidity to have more homes alongside Willenhall corridor there no way in

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## Appendix 1

28.	Need something to improve look of areas plus it would be very good if we could have the Metro coming from Wolverhampton down to Portobello, Willenhall then on to Walsall and Metro could then go to New Cross Hospital as well via Neachells Lane up through Planetary Road into New Cross Hospital or via Deans Road giving people more options for different travel on public transport as there should in near future be a train station in Willenhall again also there should be room for metro tracks as some time ago people's gardens near to before turning on to Neachells lane the gardens were shortened to allow road widening and no one seemed to mind
29.	Prefer Option D
30.	Option D is my preferred choice as I wish to see more cycling and walking routes that are fully joined up to the City Centre established.
31.	A broad range of options
32.	The only real Option is D
33.	Option C is basically re-instates the bus lane that was removed relatively recently, which has improved the traffic flow... so why would you consider adding it again? Option D is hugely expensive for what i see as no gain Option A and B will provide better access for vehicles and improve flow for relatively low cost and grief.
34.	I don't think any of those options will benefit the residents or commuters. Travel is expensive unless you have a metro link to A454
35.	Needs an emphasis on improving roads for cars not public transport
36.	I would like to see more evidence the proposals would improve traffic flow along the stretch. It appears most benefits would go towards public transport, cyclists and pedestrians. Will reduced lane widths for example, slow traffic and cause even more congestion?
37.	Needs major rework, worst road in midlands Barr none
38.	Removing bus lane was very good. If you cannot resolve the bottleneck at Horseley fields the rest of the improvements are likely to be less effective. Alternate the 529 every other or every 3Rd bus goes Wolves/Willenhall/Walsall not stopping everywhere!
39.	I doubt that the low cost and low intervention proposals will make sufficient improvements.
40.	More priority routes for Buses especially 529 & 82 as they come up Willenhall road I get on Portobello Island busy route leading up to W'ton

41.	I don't think you should do anything to increase traffic. Something to improve cycling and walking, and public transport would be great. I don't agree that Option B would increase noise and air pollution. This is a dangerous comment, is incorrect both behaviourally and scientifically, and may lead to the public making recommendations on false information. I would like to see how you have developed this statement
42.	Needs widening and modernising
43.	This seems to be a road scheme with token references to public transport, walking & cycling. We need better walking, cycling & public transport along this road not just a big ugly road scheme that blights the area further.
44.	Complicated Would any solve problems
45.	Comprehensive in presentation and thoroughly researched
46.	I prefer Option A We don't need any more bus routes
47.	It sounds like it would benefit all
48.	More Cycle routes, path for pedestrians and divert the traffic and install more cameras
49.	Any options should concentrate on improving traffic flow rather than alternative travel options
50.	Took friends recently to Wolves football match, Willenhall road gateway to city is like a war zone, derelict buildings. Not impressive for visitors
51.	Needs dual carriageway to city
52.	Main junctions leading into A454 need to be addressed
53.	very good
54.	I do not think any of the proposals suits all. The option appears to be low cost, little change or real delays to car drivers or High cost and impact on homes in the area
55.	Encourage use of cycling and public transportation
56.	The last option should be chosen but it needs to be supported with a wider improvement strategy to include properties and current unused land
57.	Anything is better than nothing
58.	Get on with out!

59.	I do not see why we need to improve public transport routes as the majority of the vehicles that use the busy road are private vehicles, traffic delays need to be improved
60.	A B C would not solve the problem , but D would
61.	I feel A, B and C don't go far enough to make significant improvements to the local area.
62.	Maybe roundabouts instead of lights they work well in Portobello Island
63.	Some good ideas.
64.	I feel that Options A-C will not realistically improve traffic flow.
65.	Look interesting!
66.	Other improvements can be made. First of all, why not allow vehicles to use their discretion to use give way lines and turn left at the two major junctions (Neachells Lane/Moseley Road and Deans Road/Stow Heath Lane). Currently we can only turn left on our own green light, not even when the left-hand side is on green, meaning no other vehicles can possibly be going in the same direction. Give way lines and signs are already in place so why are we restricted by traffic lights.
67.	Whilst option 4 will cause the greatest disruption at a higher cost, infrastructure can't be done on the cheap. Would question the benefit of bus lanes as not convinced they encourage increased usage whilst impacting upon a greater number of vehicle users
68.	Option D
69.	It needs major improvement and money spent on it
70.	Well presented and explained
71.	A/D most beneficial B/C may make traffic management worse
72.	It is a very difficult decision to make as it is, as you have identified, a very busy stretch of road, and due to restrictions there isn't a great deal of improvement that can realistically be done.
73.	Remove the bus lanes, widen lanes, make it easier to turn right, retime the lights.
74.	the first three are ridiculous and help no one.
75.	Focus on pedestrians and public transport will not help to ease the congestion.
76.	Something is needed to relieve congestion on this route.

77.	Don't think ordering them in terms of which is least/most expensive helps the cause. It should be in terms of impact and true measurable improvements. Only one option actually mentions measurable improvements and it's the 'most expensive'. If the only collected figures simply support that one, there really aren't four options because why would you do the other three for little or immeasurable improvements?
78.	They do not take in to account the real primary user of the road being a car
79.	Lack innovation.
80.	Bus lane option will cause more congestion and won't encourage people with cars to use buses.
81.	Most options favour one mode over another, often at the cost of penalising other modes
82.	Having a bus lane for part way on the road is useless, causes more congestion than relieving it, make it dual carriageway all the way into town from the Merry Boys/Cleveland Arms junction
83.	The proposed options fail to take account of the current use the number of traffic lights in operation and the lack of co-ordination between them often delaying emergency vehicles
84.	Good plan, hopefully clear signage about the flow of traffic as some of this is causes problems for some
85.	Excellent.
86.	Good range, good consultation
87.	Good idea to change the route as buses are constantly stuck.
88.	There is only one viable option in reality...
89.	I don't tend to use that route in rush hour but am keen to see more cycle provision available as this side of the city lacks in this area
90.	There is only one sensible option
91.	Should be an option to remove the bus lane
92.	Rubbish. Scrap the bus lanes and open it up to cars. The roads will run a lot smoother
93.	Why not start by making the bus lane a commercial lane. Lane sits empty most of the day, allow Large goods vehicles use bus lanes. This may be the best and cheapest short term solution.
94.	Seems as though only the cheaper options are being considered we do not all walk cycle or use the public transport What about better roads for car drivers that provide many millions of pounds in tax by driving their cars

95.	You will never get people out of their cars to use the buses or cycle. Sorry. The problem will not be resolved by any of your option.
96.	None of them are worth the expense. It could be a free flowing dual carriageway but the bus lanes restrict the movement of traffic.
97.	poor. not enough focus on what causes the tail backs and the lack of through put of traffic at junctions. No need for traffic lights on left hand filters. No need for bus lane. people will catch the bus lane or not.
98.	lack of information on proposal for cycle facilities
99.	They do not go anywhere near in improving private and commercial road provision and focus too much on public transport and pedestrians.
100.	Variety of options
101.	None of above will work
102.	Major revision rather than tinkering.
103.	There doesn't need to be a bus lane! Cars often cut into traffic as they don't realise bus lanes are coming up
104.	Don't fix what isn't broken
105.	Needs better roads for cars not for bikes and busses.
106.	Prefer option 4, but unless Walsall Council set about sorting their end of the road, it all stops in Willenhall

**Q8/8a. Please select your preferred option and explain why you have chosen this option:**

1.		I have not chosen any of the option. This is because I live in Walsall St and I know that the only thing that will work is to remove the bus lane.
2.		Neither. We need proper cycling & bus priority measures & not more roads for more traffic that make it harder for pedestrians.
3.		Get rid of bus lanes. That alone opens more room for cars. Secondly get the traffic lights working in sync to give the main artery priority over the lesser roads. Lights by the Merry Boys and Shell garage are ridiculous - they should be on green longer for Willenhall Road traffic
4.		None of these.
5.	Option A	Minimum impact and minimum cost to reduce council tax increase.
6.	Option A	
7.	Option A	Least impact on council stretched finances.
8.	Option A	Minor changes would not affect our residential area.
9.	Option A	It seems like A will not directly affect those in residential areas close to the corridor like myself, as greatly as Option D would do.
10.	Option A	Option A will only make minor changes to the corridor and not affect residential areas greatly.
11.	Option A	Only minor changes will take place
12.	Option A	I live in the estate and don't want to see us back to problems in the past if they make one way systems it disrupts the estate. Keep traffic to main roads not use the estate for overflow.
13.	Option A	The disruption to business is to great and will be permanent disruption
14.	Option A	Has the least effect on our business
15.	Option A	Cost and lack of benefits to areas around Neachells and Cleveland Arms areas, which are bottlenecks now and would only be added to with Option D.
16.	Option A	When your car breaks down, you try fuses first, you don't just go and buy a new engine...let's try the cheap option first...not disrupt everyone's life for a year and create ridiculous one-way systems!!! There have been temporary traffic lights on the Willenhall Road this week...have a look down Lower Walsall Street at the "slightly" increased traffic and tell me that road could take ALL of the traffic going into town!!!

17.	Option A	
18.	Option A	Improve current layout so that traffic of mostly cars queues correctly, not enough demand for other transport modes to make other options viable
19.	Option A	<p>A would benefit dramatically saves money removal of bus lane would ease congestion rapidly and help the entering of the city centre and surrounding areas it would save jobs and help the community by not hurting injuring or killing people as it wouldn't be a death trap or rat race to get across the four lanes as in gateway brochure but I have an E option the best option,</p> <p>1} No right turns onto the Willenhall road from Colliery Road Old Heath Road and Hickman Avenue  2} remove all car parking on Willenhall Road make it into two lanes.  3} remove the bus lane as the queues will stop.  4} remove all traffic system and build a bridge only traffic light system would be by Mazda then it would be dual carriageway this would help along the carriageway and entering and exiting the city centre would reduce times by up 20 minutes a bridge would cost 20000.00 to be build and implemented it can even go by Eastfield nursery and into the storage depot where the old city mobile toilets are and people can access bus to go into the city centre or out of the centre this would save millions as the land doesn't need compulsory purchase order and save jobs</p>
20.	Option A	<p>Minor improvements leading to traffic flowing more freely. The relocation of the train station entrance/exit has led to more traffic in this area and simply changing the traffic light sequence could make a huge difference. I think all options should be tried and exhausted before spending great sums of money on a potential solution that will cause months if not years worth of delays in the area. The council should be focusing on improving the city and attracting visitors, not improving escape routes! Providing out of town parking and park and ride facilities will greatly reduce congestion. This has worked in many cities around the UK. There's a number of young families in the area, and current levels of traffic in residential areas is low compared to the main arterial route. This offers an element of safety to young children crossing the road to access the underpass to access the City Centre. With increased levels of traffic, this activity will become much more dangerous.</p>
21.	Option A	No over emphasis on empty buses.
22.	Option A	
23.	Option A	I prefer Option A We don't need any more bus routes
24.	Option A	Public transport is generally so poor it is not a preferred option for me Traffic flow should always be the key. Bus lanes cycle lanes etc makes this worse. Always

25.	Option A	As my previous comments no one option suits all but this option lessens the impact on car drivers and also on homes in the area
26.	Option A	I have chosen A as all the other options seem to be advising the traffic flow would not improve.
27.	Option A	Minimal disruption and if improvements are needed it's lighting and traffic lights/pedestrian crossings. No need for a solid bus lane, traffic on the single lane would be horrendous!
28.	Option A	The key issues I can see are: The primary main user of this route is cars. Used privately by the public commuting for various reasons. However, a large proportion of the road is utilised with bus lanes thus bottle necking traffic. This coupled with inadequate traffic light priority is what creates the issues you are looking to resolve. If the above was addressed in prioritising traffic lighting through the main arterial route and a removal of bus lanes it would improve significantly. Perhaps a trial could be done?
29.	Option A	Least impact locally. Need to reduce number of bus stops most to close together. Also re look at the lights system. Deal with Horsley Fields end which creates backlogs and then same with double lights by Neachells Lane. These plans are too narrowly focused.
30.	Option A	Less disruption
31.	Option A	I couldn't pick none. You're not looking to improve the route for car commuters, you're looking to improve the bus service routes. The majority of traffic snarl ups is the right turn into Neachells road with all the lorries. If you give buses more access then the traffic will be worse. Perhaps it's best to abandon the cash cow bus lanes during peak times and there won't be as much as a problem
32.	Option A	
33.	Option A	Because none of the above was not an option
34.	Option A	Because I want to see less bus lanes and cycle lanes to make room for more cars and lorries.
35.	Option A	Simplest and low cost
36.	Option A	Need to get rid of bus lanes as Liverpool council did to improve traffic flow. People will use their cars no matter what, best option is provide more space for traffic to flow smoothly. Only Option A include remove small section of bus lane.
37.	Option A	In my opinion it's the best one
38.	Option A	Best for cars - don't invest in bike lanes and bus lanes. Just makes congestion worse.
39.	Option B	Tbh the others are not a long term solution

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40.	Option B	There is a health problem with people living in the Willenhall Road area being obese, and not doing enough physical activity. If you improve cycling and walking facilities, people are less likely to feel frightened of road safety and will do more exercise. There is ample evidence to prove this is true. This can free up network capacity as it may encourage more parents to let their kids walk to school if they think it's safer, and therefore other road users will have a less congested journey. This will lead to lower noise levels and improved air quality. (Not the other way round) You need to change people's perceptions of road safety, and encourage more exercise, not encourage more car journeys. Please! Think of your health.
41.	Option B	Hopefully, by going with this option improvements will be made in public transport links. I realise that this is not in the council's control.
42.	Option B	This is the only option that cyclists as priority.
43.	Option C	If you want people to use public transport it needs to be reliable. I have lost count of the time I have been late for work due to the 529 bus "service". Someone needs to take a good look at this service, the way it operates to make it a reliable option to use. Crowded buses that turn up in twos and threes after a 20 or 30; minute wait are not acceptable! Instead of making the service reliable they have reduced the timetable so that buses are supposed to run every 8 minutes instead of 7, even the phone app doesn't give an accurate picture of if a bus is due or not, it will say ,3 minutes so you go out to catch that bus to find you have a 10' to 15 wait. Needs sorting out !!!!!
44.	Option C	Bus routes it's essential that they run on time as 529 I believe is too long a route from Walsall when can be delays as comes nr M6 junction 10 at Bentley should not run to Wolverhampton only Willenhall and should be Willenhall to Wolverhampton and return should be a split route heavy traffic on Willenhall route peak periods morning late afternoon tea time
45.	Option C	BRT way forward - SPRINT
46.	Option D	Option D appears to be the only option that will relieve congestion into and out of the area.
47.	Option D	Of the suggested options Option D does provide some improved public transport and cycling / walking facilities but creates other serious problems. The one-way system would prove a major barrier to neighbourhoods and to community cohesion as well as encouraging speeding traffic. Also because of current suppressed demand the volume of traffic would increase. It certainly would not create ' a desirable environment to live and work'. Further work required on direct and continuous cycle route to and across the city, to the rail/bus /metro interchange, Canalside and NCN route 81.

48.	Option D	The West Midlands Combined Authority Walking and Cycling Strategy, and subsequently the Delivery Plan for Transport set an ambition of increasing to 5% the proportion of journeys undertaken by bicycle and identify the A454 as a "priority corridor" for the development of cycling infrastructure. The Delivery Plan says "High quality cycle route provision needs to be incorporated into A454 corridor work". Option D is a major scheme that could radically improve provision for walking and cycling, address air quality and enhance this significant gateway into Wolverhampton, particularly linked to the Canalside development. To achieve this, however, the council must set this as the primary objective of the scheme. If the scheme is allowed to be developed a standard road scheme - with cars and lorries as the main focus of attention - we risk spending a lot of money on a large new gyratory road system that will fail to achieve any social, health or environmental benefits and simply increase the volume of cars and lorries using this route. This would be worse than doing nothing.
49.	Option D	This is the only option that would divert some traffic from the Willenhall road. In the long term the road should be widened, to accommodate the future increases in traffic.
50.	Option D	As a taxi driver for many years I had exactly this same idea.
51.	Option D	Better in the long run
52.	Option D	Less of an issue for cars
53.	Option D	As the most comprehensive of the solutions you have presented. It is woefully inadequate, but if it's the best you can do, then so be it. Anything less would be gross negligence and a waste of resources in my opinion.
54.	Option D	This makes use of Walsall Street which is in absolutely poor condition so needs resurfacing too. It also allows this part of the cities roads to be used properly rather than just backstreets that nobody uses. It allows traffic to flow better. It's overall the best decision.
55.	Option D	minor improvements aren't really going to cut it. The route, which is the direct route from Wolverhampton centre to the biggest/busiest motorway in the West Midlands, needs significant investment to make noticeable improvement. Also due to the social demographic, the measures need to cater for all users - private car, bus and cyclists/peds - to ensure the investment pays off for everyone not just one type of user. Walsall did this to some degree with their end of the A454 and Ring Road and while there is some pain to endure during construction, inevitably the town is better off for the investment.
56.	Option D	As land is impacted, this is a good option, central reservations etc along this route serve little purpose.

57.	Option D	With this option I would hope there would be more choice of public transport to and from portobello Willenhall to Wolverhampton with being able to get the metro as sometimes bus 529 sometimes comes or not or there's 3/4 together and also places like portobello and east park area would improve and look nice and not be thought of as dump and scruffy areas
58.	Option D	Increase space available for private cars
59.	Option D	It seems that this will have the biggest advantage for motorists
60.	Option D	I have read the Vision Plan for Wolverhampton which states "Improve the provision for cyclists across the city, including comprehensive cycle routes and parking at public transport hubs;" What is desperately needed along the Willenhall Road is a dedicated cycle lane which will encourage more people to buy bikes and use them. Currently it is too dangerous for many people to even contemplate cycling into Wolverhampton with the way that most cars are driven. I have been to Sweden and all major routes into Gothenburg have dedicated cycle lanes with their own traffic signals that run alongside the road ways. Yes it will cost more money but it will be money well invested and will encourage more people to cycle to you brand new Railway Station when it is built BECAUSE there will be a clear car free route from the residential areas of Willenhall, Portobello, Eastfield, East Park that links to the rail station.
61.	Option D	One in a generation opportunity to do something radical. Desperately need to improve transport infrastructure to encourage increased use of non-private car travel along a principle route in to the city.
62.	Option D	If money is to be spent and the disruption this would cause for two years then the more radical option is the only realistic one.
63.	Option D	It offers more advantages and addresses more of the issues associated with this stretch of road.
64.	Option D	Major change better than small tweaks
65.	Option D	Dangerous junction viewed many accidents and near misses regularly
66.	Option D	People are not going to stop using private cars
67.	Option D	I believe that only a significant change will make the improvements necessary for the next 20 plus years.
68.	Option D	
69.	Option D	Holistic view, most benefit to users overall, supports regeneration best
70.	Option D	
71.	Option D	Improve quality of air Bus route and cyclist route Divert the network

72.	Option D	Quicker route from M6 more lanes
73.	Option D	Major changes rather than small minor changes
74.	Option D	Only work 4 miles Hickman Avenue takes 45 minutes daily terrible traffic
75.	Option D	Because of the advantages which you have describe in the book.
76.	Option D	Looks the best long term
77.	Option D	It is the only one that address the key issues
78.	Option D	This is a more comprehensive option addressing more of the issues but if that is not possible I would go for Option C to encourage more people onto public transport
79.	Option D	This would be a better solution to the junction which I feel is quite dangerous for motorist and pedestrians alike. Only problem being the time scale from start to finish? Also is the 'Super Dump' still going to be located in this area before or after completion, which could cause more increase traffic problems
80.	Option D	I feel that if things are going to improve this option provides the biggest overhaul and therefore the best opportunities to make a significant and positive impact on current issues.
81.	Option D	It might be expensive but sometimes to make long term improvements, money needs to be spent. =)
82.	Option D	The road need a major overhaul for every user to take benefit from improvements
83.	Option D	Option D appears to be the most viable option by increasing capacity & flow. However, I feel that thought needs to give place to the bottleneck of traffic from two into one lane further up the Willenhall Road heading away from Wolverhampton. I live just before the Merry Boys Pub. At peak times traffic queues up this road and can be very noisy. There is a bus lane that is empty a lot of the time and could be utilised to increase the time cars can pass through this junction (with Deans Lane)
84.	Option D	Look safe!
85.	Option D	Bus lanes are rarely used and can be removed for better traffic flow. It also causes a lot of confusion (outside of the active times most people are afraid of using it and give strange looks to me when I always do).
86.	Option D	As above
87.	Option D	Seem to address mixture of issues

88.	Option D	No point in doing it on the cheap, the route is one of the poorest and most frustrating of all and I use most of them:
89.	Option D	It is the only option that provides a real improvement and would contribute to the wider regeneration of the area.
90.	Option D	Although I catch public transport myself and am unable to drive, I am aware of the importance of there being sufficient space for car users, particularly due to this being a key route for individuals travelling in and out of the City. I do think having a bus lane is important for public transport users where possible.
91.	Option D	About time some money was spent for all travellers not just cyclists and bus users.
92.	Option D	This is the best option as it incorporates all road users. It may cause disruption but I feel that overall it would be worth it. The junction by the Tesco Express, Colliery Road and Willenhall road is a car crash waiting to happen especially when large vehicles park on the main road outside Tesco it becomes a blind spot for anyone attempting to turn out of colliery road. Hopefully lanes will be widened and pedestrian crossings will be put in suitable places. Particularly by the school.
93.	Option D	Only option which seems to consider car users
94.	Option D	Has the most benefits to all users.
95.	Option D	Simply because it has figures to back it up. If there were a 'none of the above' and I could say go and obtain figures that will back each of the options unbiasedly or stop offering them as options, I'd go with that. If you have analysed (and have support figures) to back any of the four as suitable then we can talk. Otherwise this is a publicity exercise.
96.	Option D	Provides the greatest benefit across all modes.
97.	Option D	No option was available for what I want to see happen, but getting rid of the wasted bus lane is a must as the buses run every 6 minutes during the day, and at times there is three buses following one another so no need for a clear lane for them
98.	Option D	The potential to reduce the volume of traffic using the road at peak times the measures are only required at peak times as the road is often unaffected at other times i.e. during the period 10.00 - 15.00 hrs, evenings, weekend and at night.
99.	Option D	No need for bus lane as hardly see buses using it, more taxis than anything.
100.	Option D	
101.	Option D	Big impact, likely to bring most benefits

102.	Option D	More access for buses and bikes are needed.
103.	Option D	Benefit to many more users both vehicle and pedestrian.
104.	Option D	It's the only viable option to go for to move the development opportunities forward
105.	Option D	Major updates will future-proof the route and allow for greater expansion if necessary.
106.	Option D	Car, lorry and cycle options as well as public transport (public transport not suitable for my journeys)
107.	Option D	Everyone must benefit. Private vehicles are essential if derelict sites are to be developed and populated

**Face to face consultations – Domestic**

1.	<p>"Thanks for seeing us last week about the new proposed roadway into town. I can confirm that if the proposed roadway is given the go ahead then we would like the following to help with the noise and disruption etc that will be caused from the new scheme:-</p> <ol style="list-style-type: none"> <li>1. New triple glazed windows all round with windows of our choice. Also, because there will be buses etc coming up the street then we would like blinds built into the windows so that we will be able to look out but they will not be able to stare thorough out windows and still give us the privacy we have now. Noise pollution is bad now with the traffic directly passing our property and blue lights services as well this will have a big impact on use;</li> <li>2. New boundary wall down the side of our property. This will need to be at a height of 7 foot on the garden side as there is a considerable difference between the levels of the road and our garden. We would also like gates placed on the side of the boundary wall to enable access as we will be on the main junction and will not be able to manoeuvre or pull out into the oncoming traffic;</li> <li>3. The front of our property being blocked paved so that we will have additional parking as no on street parking will be available for visitors and our use.</li> <li>4. We will require the work to windows etc to be carried out prior to work commencing as the noise from the contractors etc will be as annoying as the traffic.</li> </ol> <p>Subject to the above being agreed we are happy for this scheme to go ahead. Thank you again for your time in explaining the development to us."</p>
2.	<p>"it is what it is" Would require wide drop crossing to allow family to get vehicles off the road and not have to shuffle vehicles in and out. Double / triple glazing as required by the assessment. Would want something better than tarmac for parking area inside the curtilage.</p>
3.	<p>Would want a widened driveway and additional parking spaces within the curtilage plus glazing noise review - has double glazing. Accepted that the traffic on Willenhall Road is terrible and that something needs to be done and realised from reading the leaflet that Option D was logical and the option that the Council would go for.</p>

4.	Property owner understands that if Option D went ahead his property would need to be acquired by the Council. Would any compensation in addition to property value be offered? When would construction start and how much notice would they get? .
5.	<p>Further to our meeting, at which we discussed the re-routing of the A454 into Wolverhampton via Walsall Street, I summarise below our discussion.</p> <p>Firstly, you assured me that my property would not be demolished as part of the plans.</p> <p>With this in mind we then discussed what would need to be done to my property to ensure safety and privacy and to limit the noise and pollution, which will increase due the proximity of my home to the new road and junction. This included:-</p> <ol style="list-style-type: none"> <li>1. Windows to my choice. To reduce noise and effects of increased soot/dirt and traffic pollution, all windows of the property to be replaced with triple glazing, in grey or anthracite. Front and back doors will also be replaced to match the windows. As the construction work will be done at night, the windows will need to be replaced before the junction/road construction commences.</li> <li>2. High brick wall built along the the full length of the boundary adjacent to the new road. This will provide privacy and safety when sitting in the garden and also reduce the noise from the road/junction.</li> <li>3. Extra land along the side of the property by moving the boundary outwards, to allow for a wider drive with room for turning. Essential to allow easy and safe access/exit to the property into the busy junction. This will include widening of the tarmacked drive and the removal of large trees currently on grass to the side of the property.'</li> </ol>
6.	Accepted scheme D needed to go ahead. If it proceeds she would like driveway widened to double width in addition to the glazing / noise review. She has double glazing.
7.	<p>I fully agree that there is an obvious need for vehicles in and around Wolverhampton and should stress that I'm not anti-car either :).</p> <p>Overall, I think Option D has many advantages and will help support local businesses and infrastructure if it does indeed go ahead.</p> <p>However, I would like to take this opportunity to point out that the majority of residents on my estate walk from here into the city centre as we're so close, so I guess in that respect I'm championing the cause of the pedestrian! I hope areas such as the underpass under the metro traffic island will also benefit from any improvement project as it's very overgrown and overrun with huge rats!! This is is our quickest route on foot into town it would be a shame if this important area remained overlooked!</p>
8.	Agrees something needs doing but not so close to his house. Can roundabout be moved further away or can the Council buy them out at circa 2 times the value of the house.

9.	<p>I've seen Option D this option cannot go ahead as it will make the road more dangerous than it is for crossing for school children and two carriages into one where crashes will happen making it faster by having a roundabout will create congestion by Mazda Pablo chip shop back upon the roundabout.</p> <p>Please note that option would create a dangerous road system that's even worse than Wednesfield Way going onto Lichfield Way there was a child died there and crashes along there.</p> <p>Option A is better if u stop right turns on Willenhall Road, better traffic lighting system with removal of bus lanes.</p> <p>But hear is what you need to do is Hickman road block right turns and right turns on Colliery Road with a block right turn on Old Heath Road onto the Willenhall Road and right turn from Willenhall Road onto Old Heath Road would remove the traffic lights and replace them with pedestrian crossing, this this will stop the queues backing up into the city centre. With removal of both bus lanes.</p>
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**Face to face consultations – Non-Domestic**

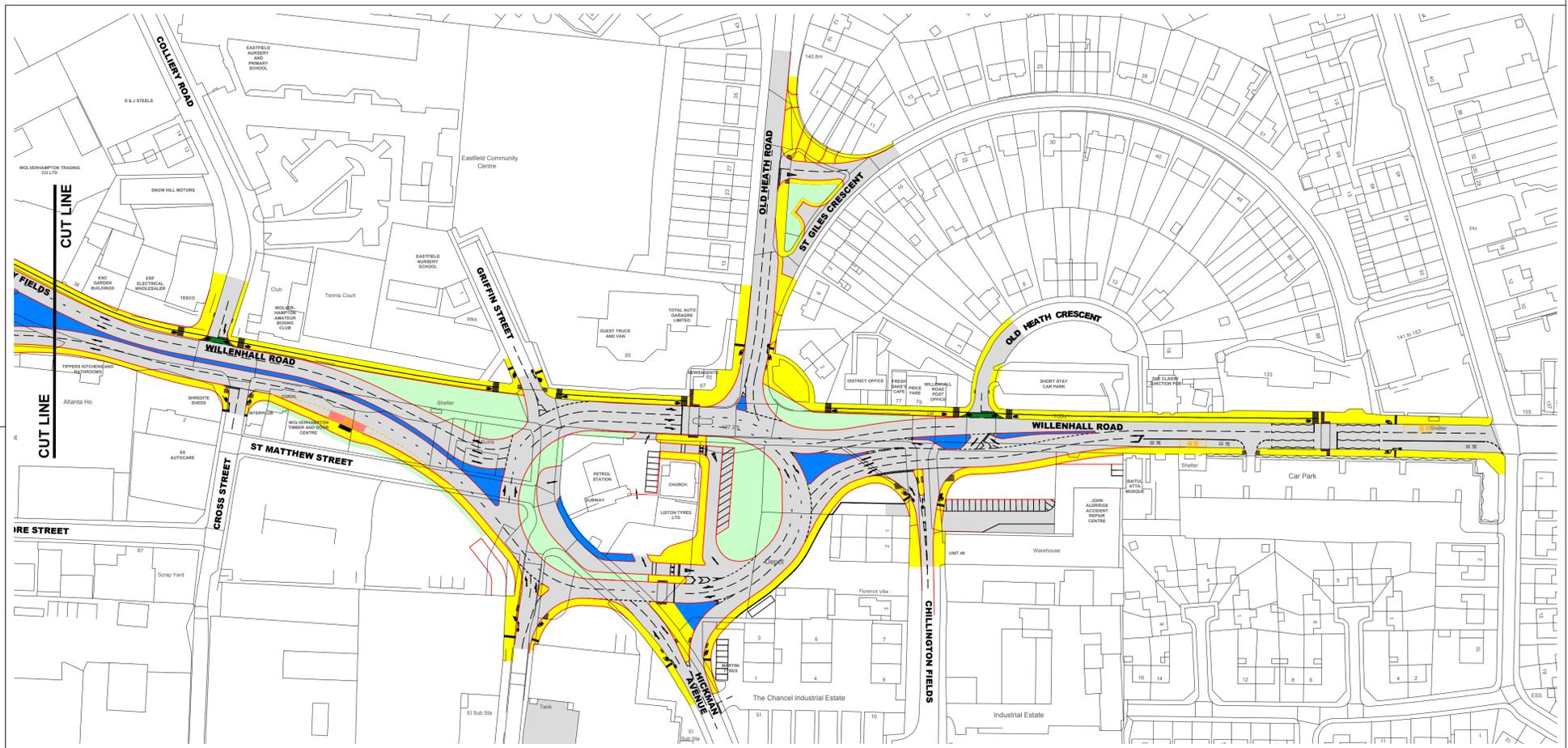
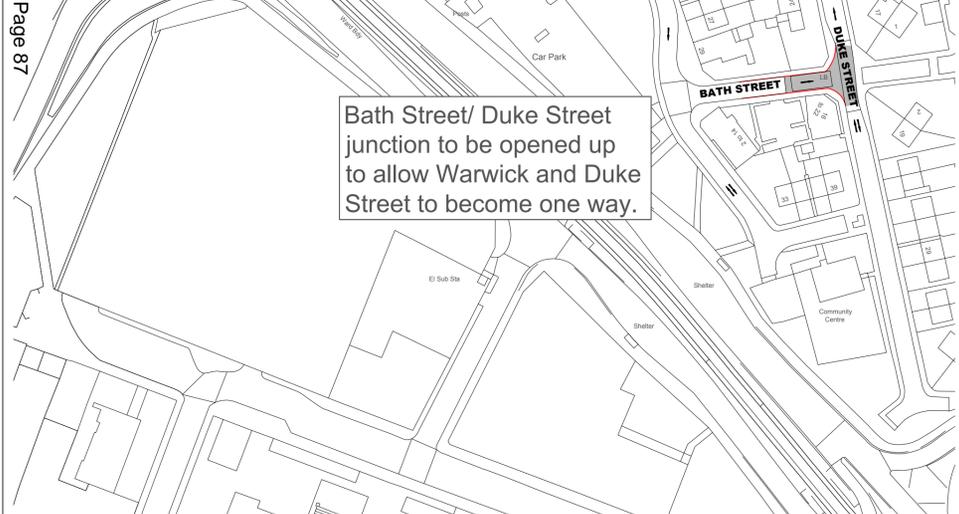
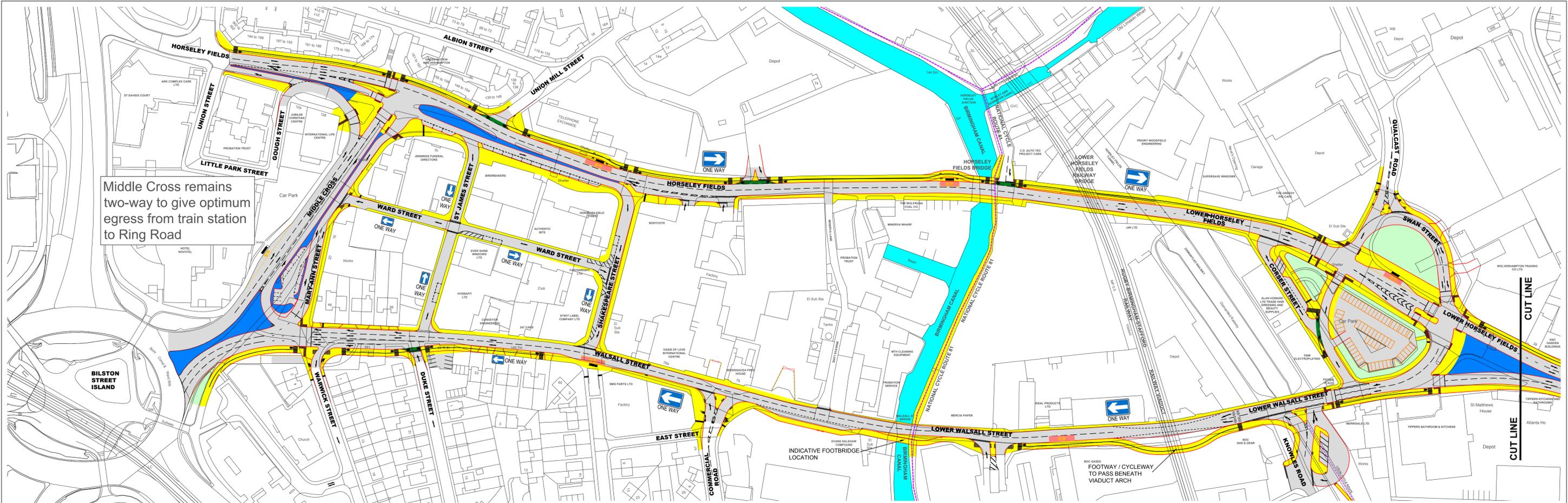
1.	<p>Some concerns over viability of scheme and impact on operations. In particular;</p> <ul style="list-style-type: none"> <li>- capacity of Knowle Road with Walsall St carrying a lot more traffic</li> <li>- risk of collision between cyclist and HGVs</li> <li>- potential for noise abatement notice because of vehicle noise</li> <li>- potential impact on site and loss of car parking</li> </ul> <p>Ongoing dialogue to review the design and look at design developments that may address their concerns. Letter submitted expressing that presently they formally object to the proposals.</p>
2.	<p>Not happy with the scheme as it will significantly affect their current on road servicing facility. Didn't see how they could take deliveries and keep operating. Also concerned at changes that would occur in air quality if Option D goes ahead</p>
3.	<p>The company currently makes extensive use of Corser St for servicing their premises. With some amendments to the scheme to provide more on street loading facilities and less car parking a potential compromise could be reached.</p>
4.	<p>Concerns over the impact on access to and from Knowle Road. Has some land outside the gates of the current site that was acquired to allow improvements to the entrance and would be willing to see the land used for an improvement delivered by the Council.</p>
5.	<p>Seeking the provision of an off-road servicing bay for transporters to unload. Can see the benefits of the scheme.</p>
6.	<p>Optimistic that the scheme will improve traffic conditions</p>
7.	<p>Can see the benefits of the scheme and agrees there are traffic issues. Agreement reached on ways to address the impact on the business including the provision of a new access and replacement car parking</p>
8.	<p>Very concerned from two aspects; Option D has a physical impact on one of their sites; mitigation works discussed that can ensure that the operations at the site are not compromised. Biggest concern is that the works will make both operating sites off the Willenhall Road inaccessible to customers and ruin his business. This would be addressed through signage and publicity.</p>

9.	Company currently service from the highway which wouldn't allow traffic to flow affectively for Option D. Alternative servicing facility discussed and company wish to work with the Council to improve their facilities.
10.	Some reservations about the one-way system and how it limits access. Concern that the business being a public house needs customer parking and deliveries. Deliveries can be accommodated outside peak times but car parking is a matter for the business to look at and there are some possible options
11.	Keen to maintain access to their premises via Commercial Road which may need some minor amendments to proposed junction design. Access to the car park may need some adjustment.
12.	Doesn't believe the scheme will work.
13.	Concern over only having vehicle access from one direction. Further discussion needed but physically possible to get articulated vehicles into the site with some minor internal changes. Impact on the internal layout of the site discussed.
14.	Want to explore whether part of the building can be retained or a land swap with the Council in preference for out right acquisition.
15.	Needs to ensure that business can still operate effectively if some land is taken.
16.	Wants to maintain the site visibility for marketing purposes so boundary treatment needs to be agreed but no objections in principle.
17.	Concerned that his delivery vehicles will block Walsall St but with some amendments to site access and delivery management, issues could be overcome.
18.	Positive support for the scheme which will improve their access to and from their premises
19.	Fully supports Option D. Would want to work with the Council to bring forward the scheme. Would seek a land swap for the land being taken if Option D goes ahead. The provision of a pedestrian route across their site agreed.

**Record of comments received at Drop-In sessions.**

1.	Concern over increased traffic, road safety, currently have parking issue on Duke Street - commuter parking as well as residents, safety of children playing, access for emergency vehicles, difficulties with deliveries, pensioners, problems crossing road, open up bus lanes to traffic on existing road
2.	If they make Walsall Street and Duke Street 1 way I live in the middle of the estate, it will be difficult to enter or leave the estate we will be basically trapped
3.	Will cause problems for residents in assisted housing owned by Bromford Housing due to noise/pollution/safety
4.	Concern over opening up Bath St - traffic, pollution, safety
5.	Concern about traffic within the estate. Concern reduced when he understood the scheme better and that it wouldn't change traffic conditions directly outside his house
6.	They have large lorries turning up for deliveries and they queue up - this will be a problem with the Option D. Talked about setting his gates 15m in so at least one artic could wait off the highway and then be let through a security gate.
7.	Prefer Option D. As an aside they have issues with parking in the turning head outside their property.
8.	suggestion - remove bus lanes to avoid congestion why did the Councillors not come out and speak to residents see petition handed over re access for Duke St and Warwick Street
9.	Petition - we the undersigned are concerned citizens who are against the proposed opening of Warwick Street, Bath St and Duke Street
10.	Have 80 car parking spaces on site accessed through a gate. Option D would mean a lot of detours if they can access from the east. Can access be provided straight across from Commercial Street.
11.	Plascom Road junction is a problem, firstly getting across the bus lane and the traffic merge and secondly the width of the entrance of Plascom Road Supportive of the need for Option D. Parking on Willenhall Road outside the pub is a problem Parking outside post office on street causes problems. Come up with a good plan

12.	narrow on street parking may cause an issue for emergency access Can Oxford Street car park be accesses differently. Supportive of Option D but elderly residents with concerns Build up of traffic outside of houses on Duke Street - need to look at queues back from the min junction into Duke Street
13.	Resident. Why don't we just do a road straight through the Old Heath across to Hickman and reduce the need for an island
14.	Option D preferable
15.	Option D preference
16.	Resident; Option D preference
17.	Residents. Thinks it will improve traffic. Road very busy and something needs doing.
18.	Concern about traffic past his house especially from Oxford Street car park. Can Oxford Street car park be accessed from Bilston Road? Accepts that something needs to be done but local impact worries.
19.	Access and egress to site tight and may need attention. artic infrequently. Customer parking - loading and waiting on the highway
20.	50 cars in storage - uses all the area for business parking (although others park car there as well) 4 bays with roller shutter access. Does MoTs Supportive in principle but needs detailed discussion if Option D is to progress. Happy for us to visit and view operation. Land actually owned by third party freeholder.



**KEY**

	PROPOSED ROAD SURFACE		LANDSCAPING
	FOOTWAY/CYCLEWAYS		ON STREET PARKING PROVISION
	TRAFFIC SEPARATION ISLANDS		CYCLE ROUTES (EXISTING)
	BIRMINGHAM CANAL		ONE WAY TRAFFIC FLOW
		<b>ONE WAY</b>	

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# City East Gateway

Transforming the Travel Network

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## Section 1: Overview / Need for the Scheme



The City East Gateway refers to the A454 Willenhall Road, a key gateway to the City of Wolverhampton. This major movement corridor provides critical local access for all modes of transport in the east of the city.

The corridor is an essential strategic link to the motorway network via M6 Junction 10 and carries 20,000 vehicles each day. It also provides access for 34,000 homes and 75,000 jobs along the wider corridor.

Identified within the Black Country Core Strategy as a growth area, the corridor holds the potential for impressive regeneration projects which could see up to an additional 8,000 homes and 12,000 jobs in the area. Therefore, providing and maintaining access to these opportunities for all mode users is a high-priority for the City of Wolverhampton.

# City Regeneration Projects



## The Wolverhampton Interchange

A £120 million development creating a modern public transport gateway to the city with a new railway station, Metro extension and enhanced facilities for cyclists and motorists.



## East Park

Extensive regeneration of the housing and industrial areas to the east of the City, focussed around the historic East Park open space and Willenhall Road.

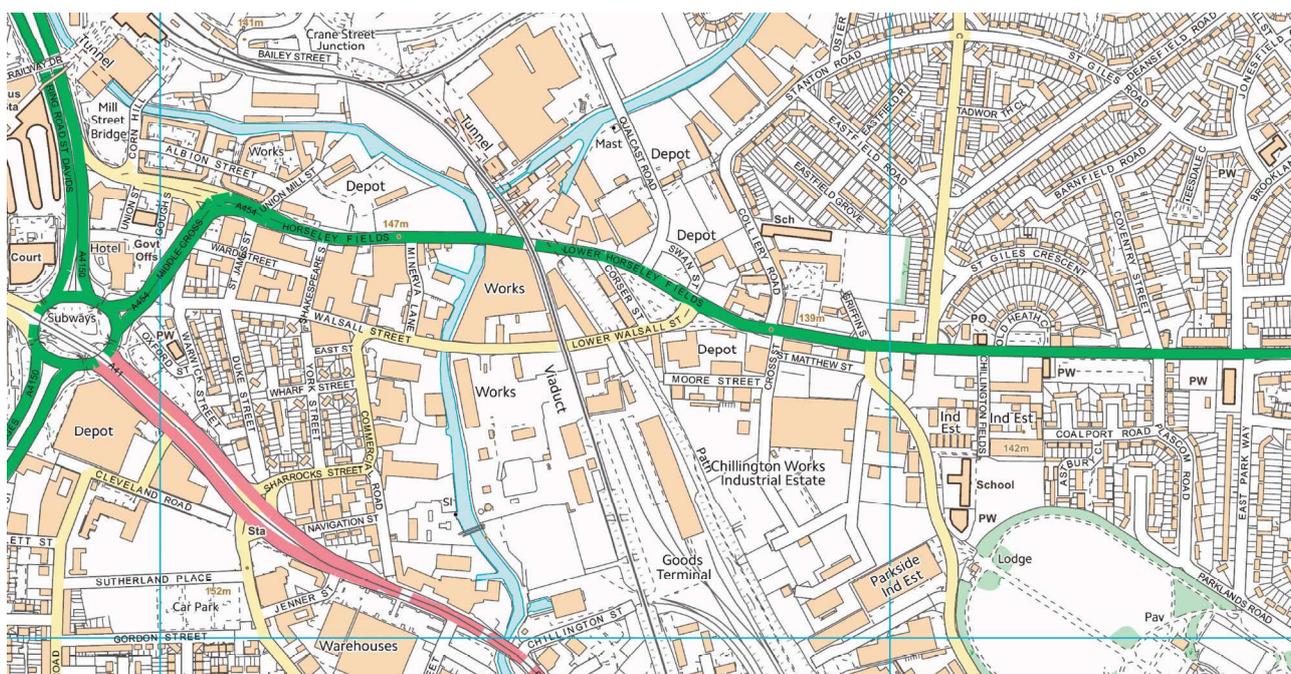


## Canalside

Transformation of the city's unique Canalside Quarter to provide desirable city centre living alongside shops, leisure facilities, new walkways and cycle routes.

Supporting growth both along the corridor and within the wider city, providing a desirable environment to live and work within and maintaining an efficient network that affords reliable and safe access to the city are the key drivers for the movement corridor.

## Section 2: Movement



With 20,000 vehicles per day, the route is heavily congested at peak times which generates noise and air quality issues, along with unreliable journey times for residents, visitors and businesses.

There are existing cycling facilities in the area, but the changing landscape of the corridor as a result of regeneration, will lead to new demand and desire to connect between these facilities. The corridor currently has limited dedicated and continuous facilities for cyclists.

The existing neighbourhood and industrial areas on each side of the route suffer as the high traffic volume corridor acts to sever these communities. In developing new employment and housing, these barriers need to be broken down to provide safe and secure access for residents and workers to access essential services.

A high frequency bus service operates along the corridor between Wolverhampton and Walsall which benefits from priority approaches to

junctions in some locations, but not all. The corridor does not currently represent a high-quality offer for all modes of transport.

Air quality for those living in certain areas and travelling on the main route is poor.

New development requires new access solutions, and many sites along the route have constraints to providing safe access for all mode users. Bringing forward sustainable sites where people are encouraged to choose sustainable forms of transport is important in addressing the movement issues of the corridor, as well as creating desirable places to work and live.

The network in its current condition and arrangement is not fit for purpose to sustain the growth and regeneration aspirations of the City of Wolverhampton.

## Section 3: Options

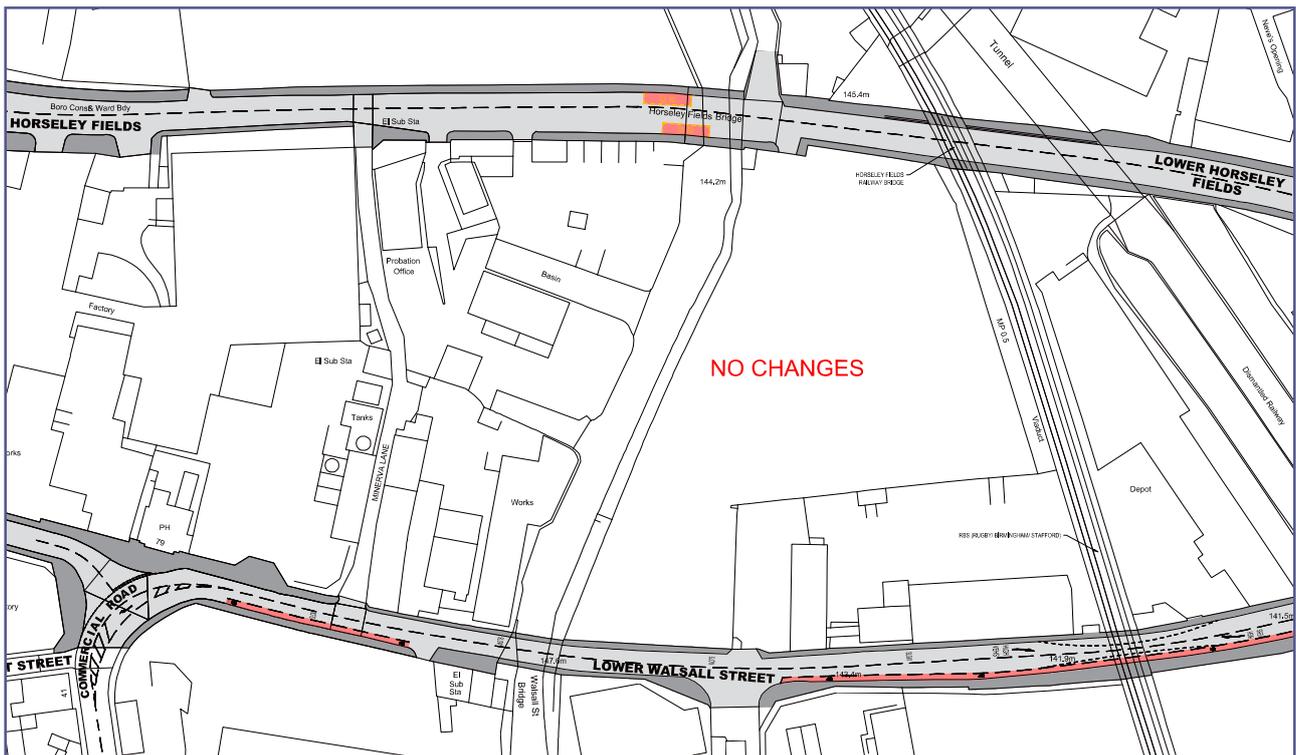
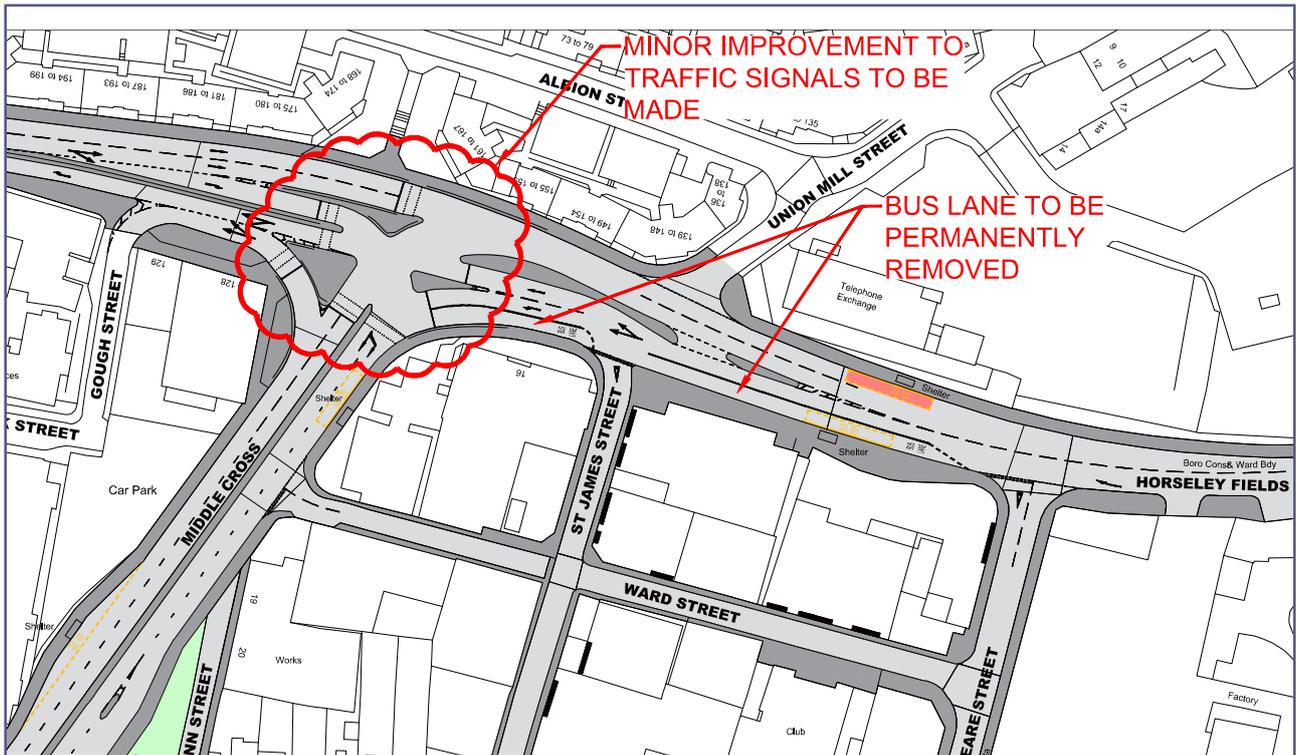
In order to appropriately transform the network, a number of options for change have been considered:

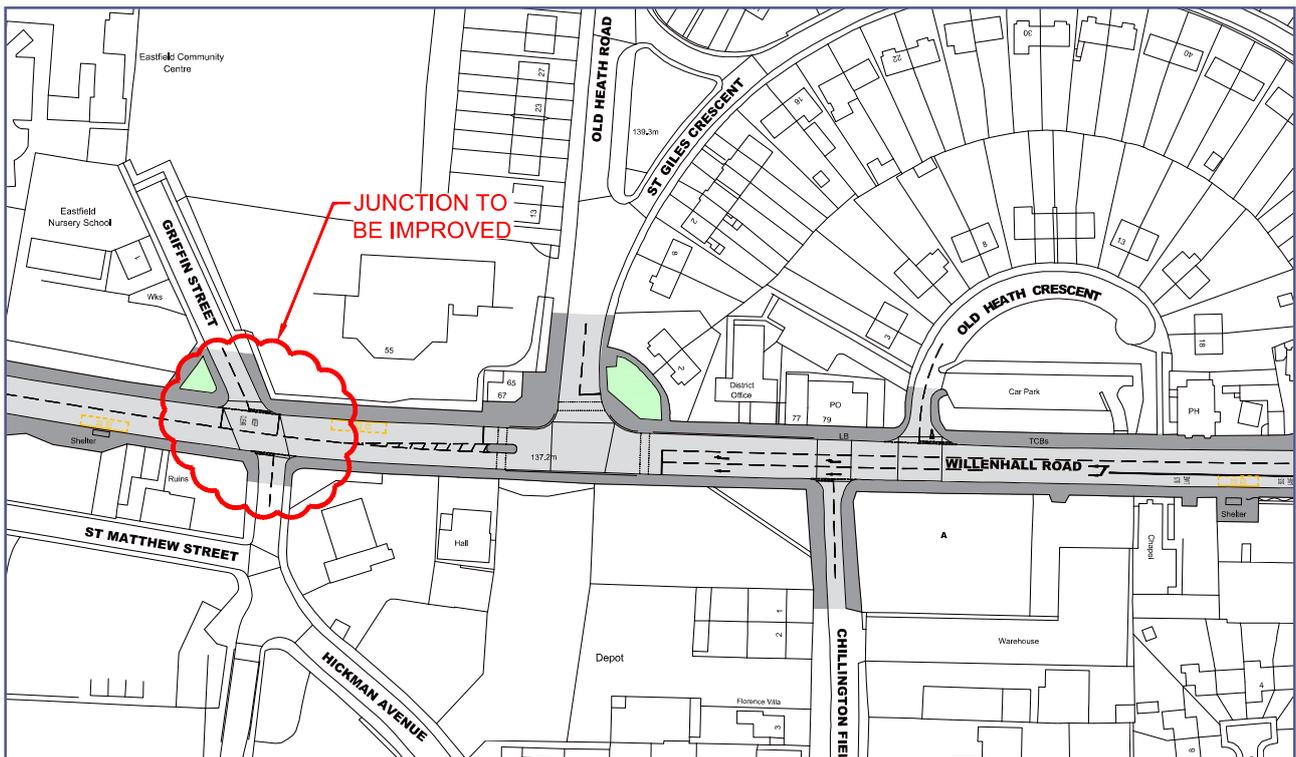
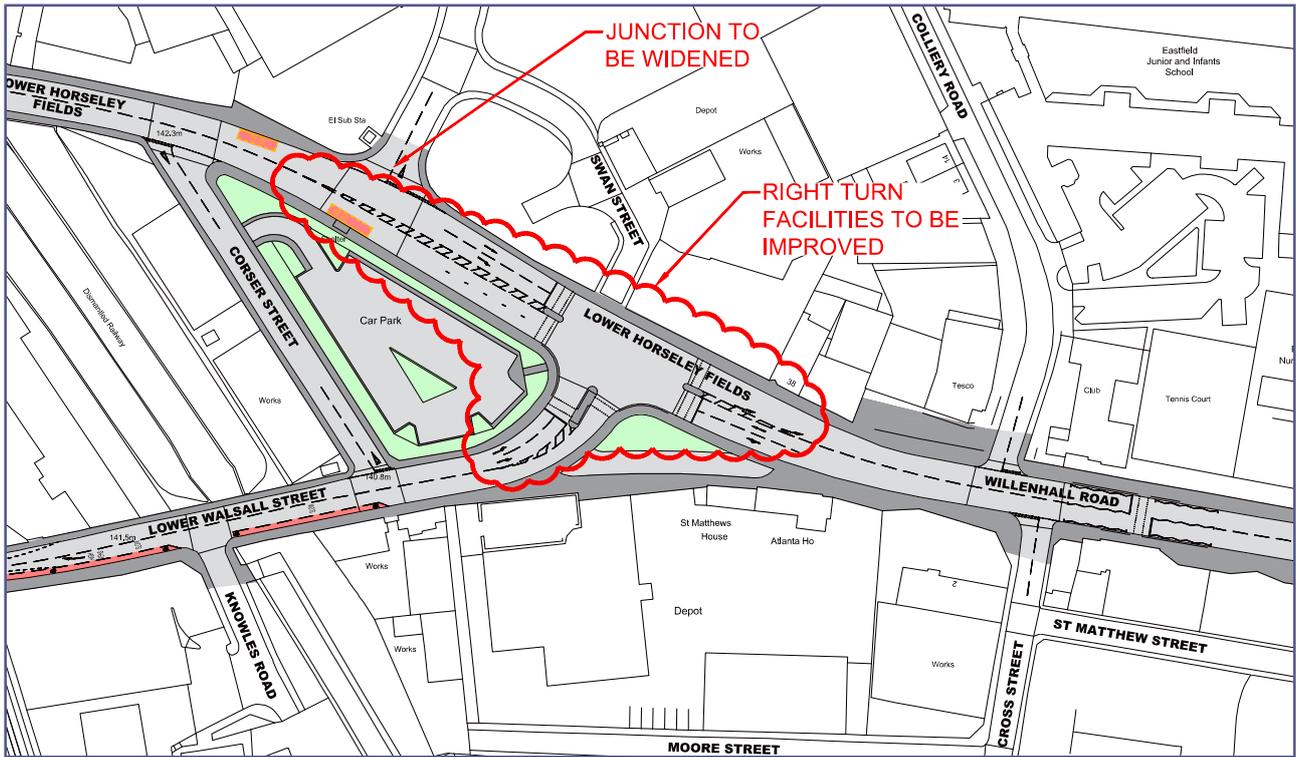
### Option A: *Minor interventions*

Localised improvements including traffic light alterations, some limited cycle route improvement and upgraded pedestrian crossing facilities. A programme of smaller interventions has been delivered along the corridor to date, with limited benefit to all mode users and negligible impact upon the overall corridor performance.

Advantages	Disadvantages
No properties would be impacted	Offers limited improvement, particularly for sustainable modes of transport
Low cost	No change in access options for future development sites
	Very limited options available as majority have already been delivered
	Does not meet any of the aspirations for the movement corridor, no impact upon declining air quality or improvement in living and working environment.





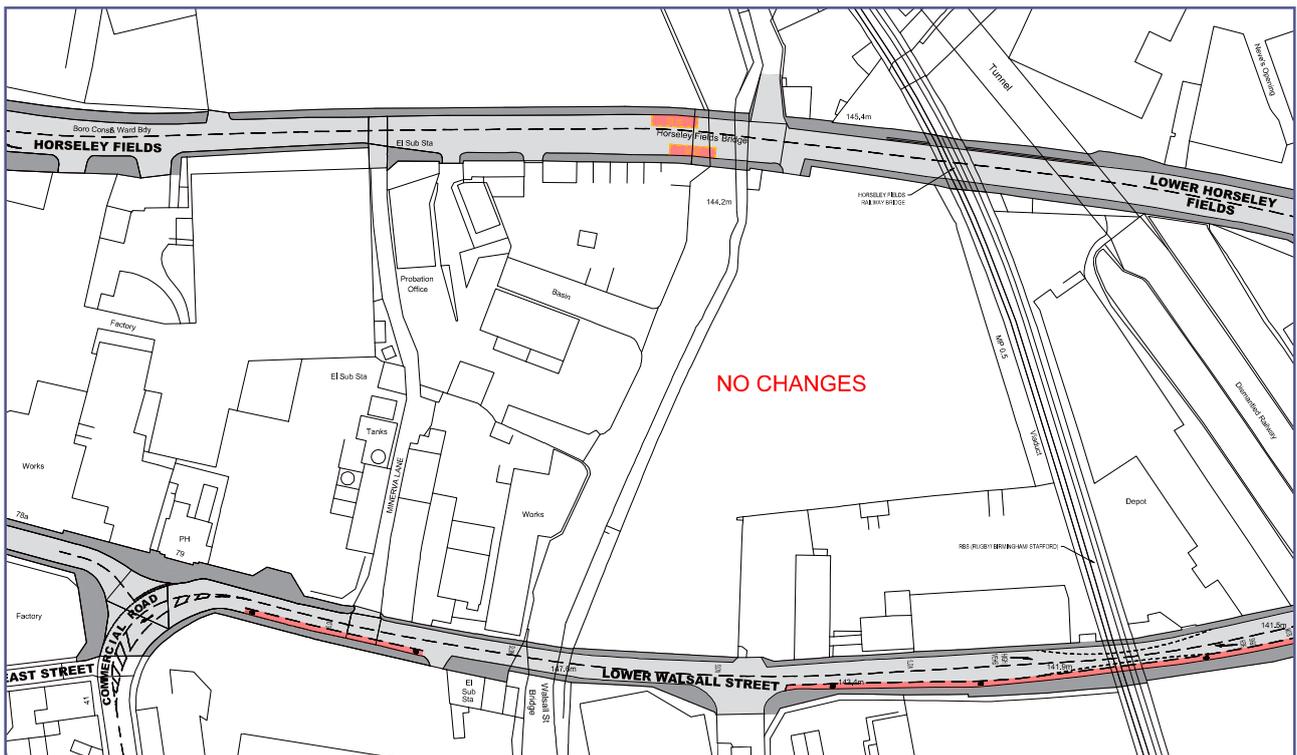
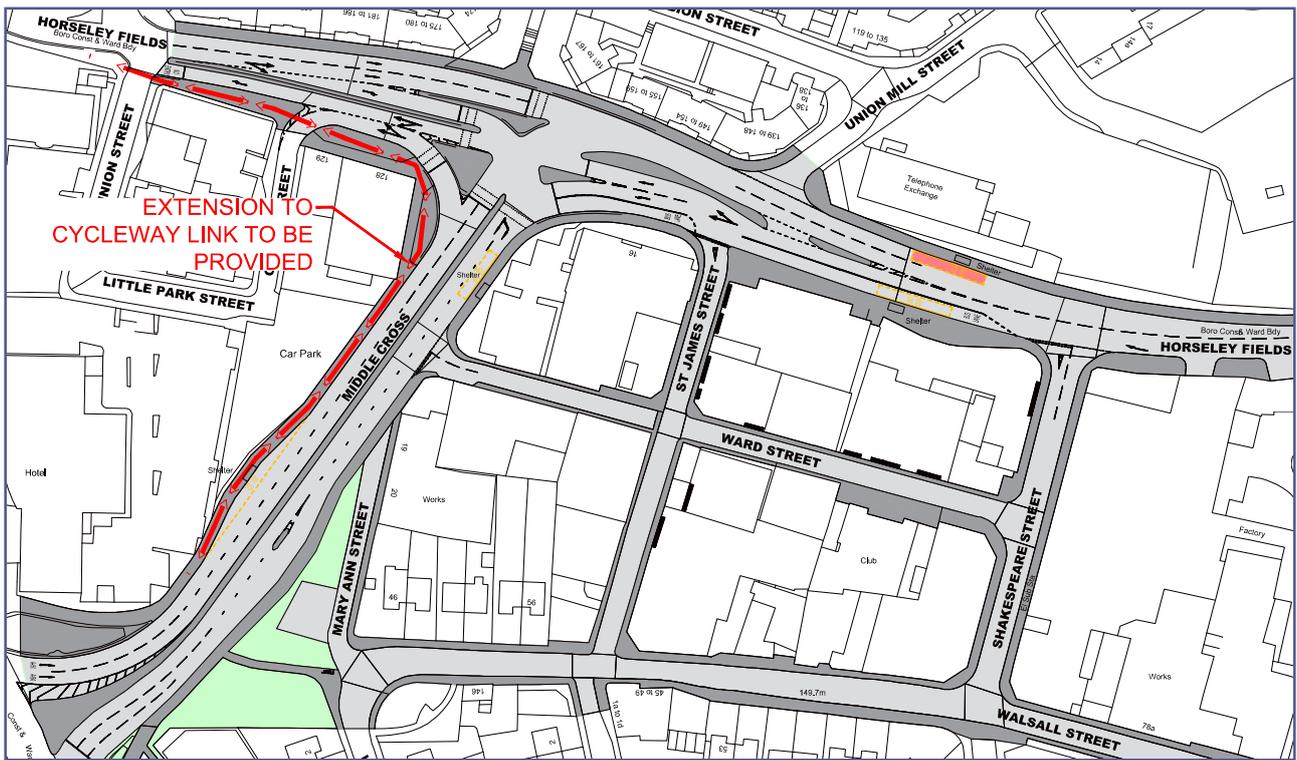


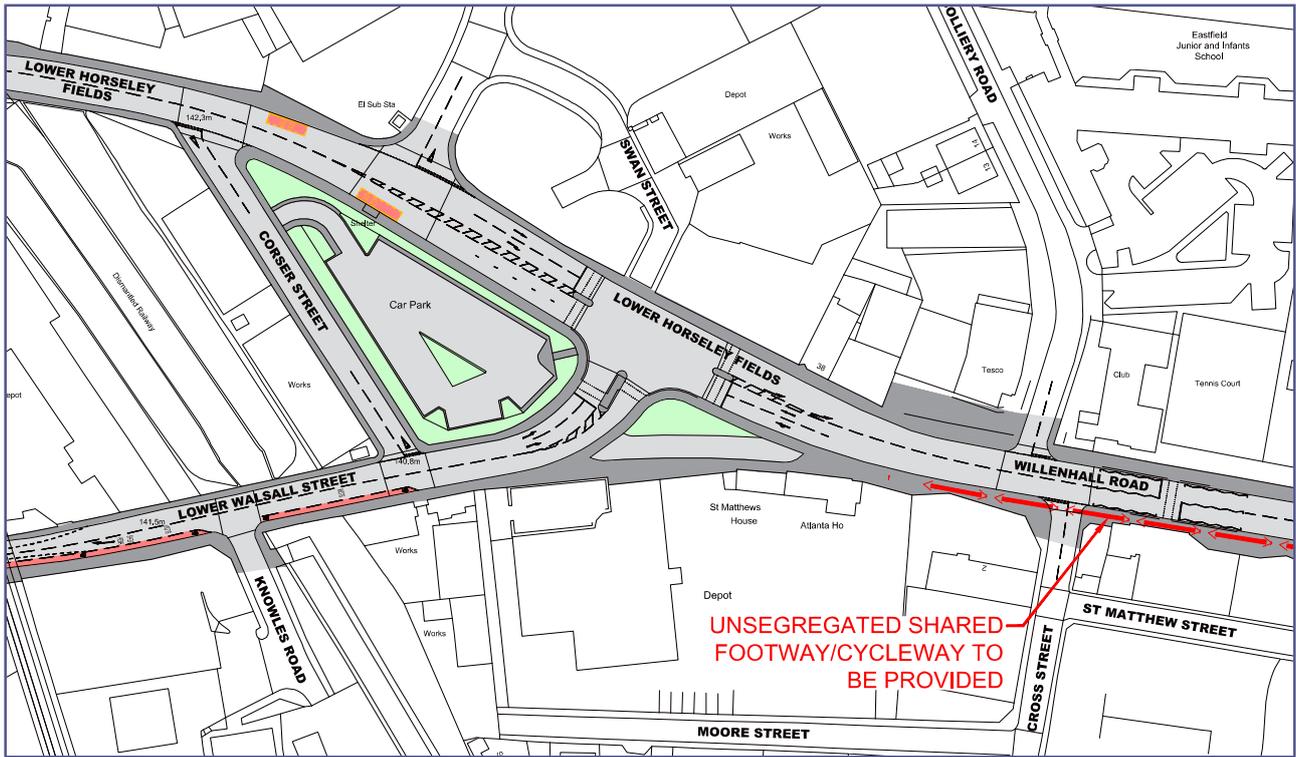
## Option B: *A focus on sustainable modes*

Providing connected cycle routes and better connectivity for pedestrians supported by public transport; this would include reducing the road space available for private cars and business traffic to achieve this.

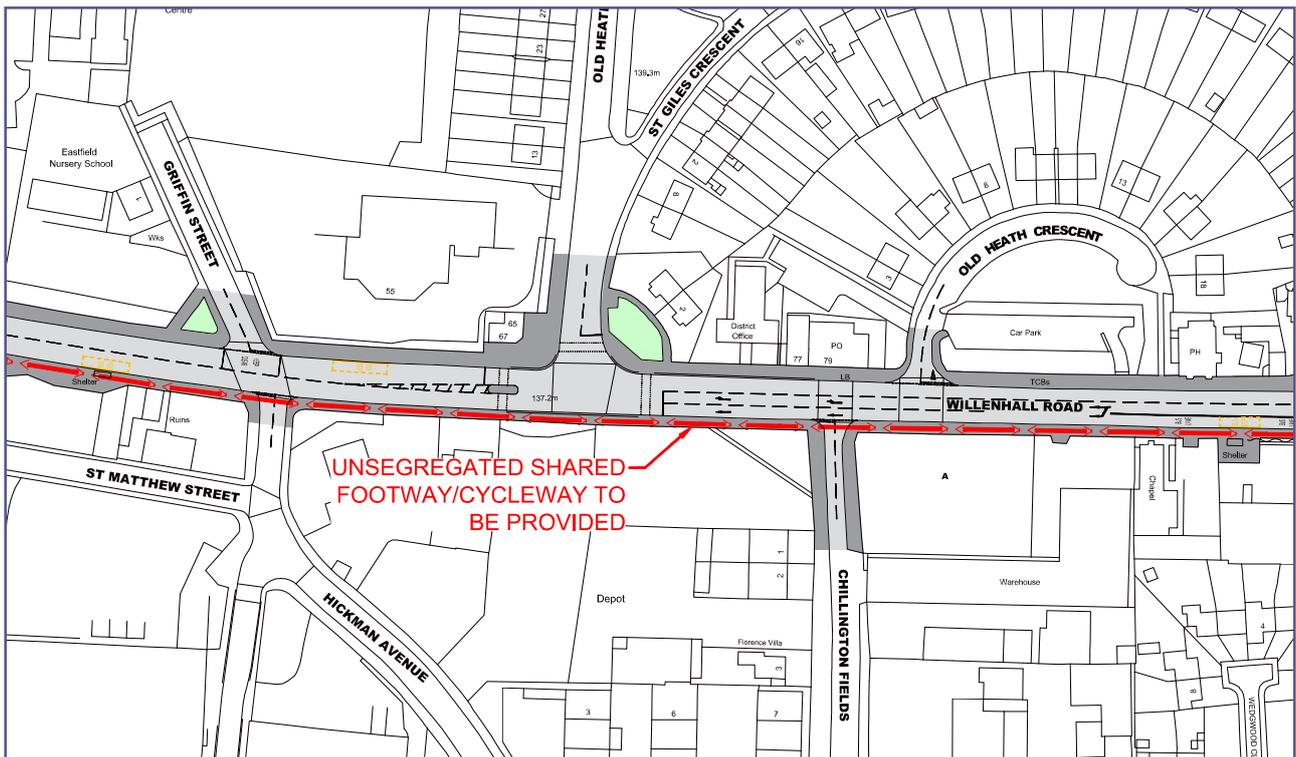
Advantages	Disadvantages
Minimal impact to properties	Increased queues and delays for private vehicles, adding to noise and air quality issues locally
Low cost	No change in access options for future development sites
Provides benefits for public transport users, cyclist and pedestrians and promotes modal shift for the corridor	The level of anticipated mode shift is not sufficient to address the issues along the corridor.







UNSEGREGATED SHARED  
FOOTWAY/CYCLEWAY TO  
BE PROVIDED



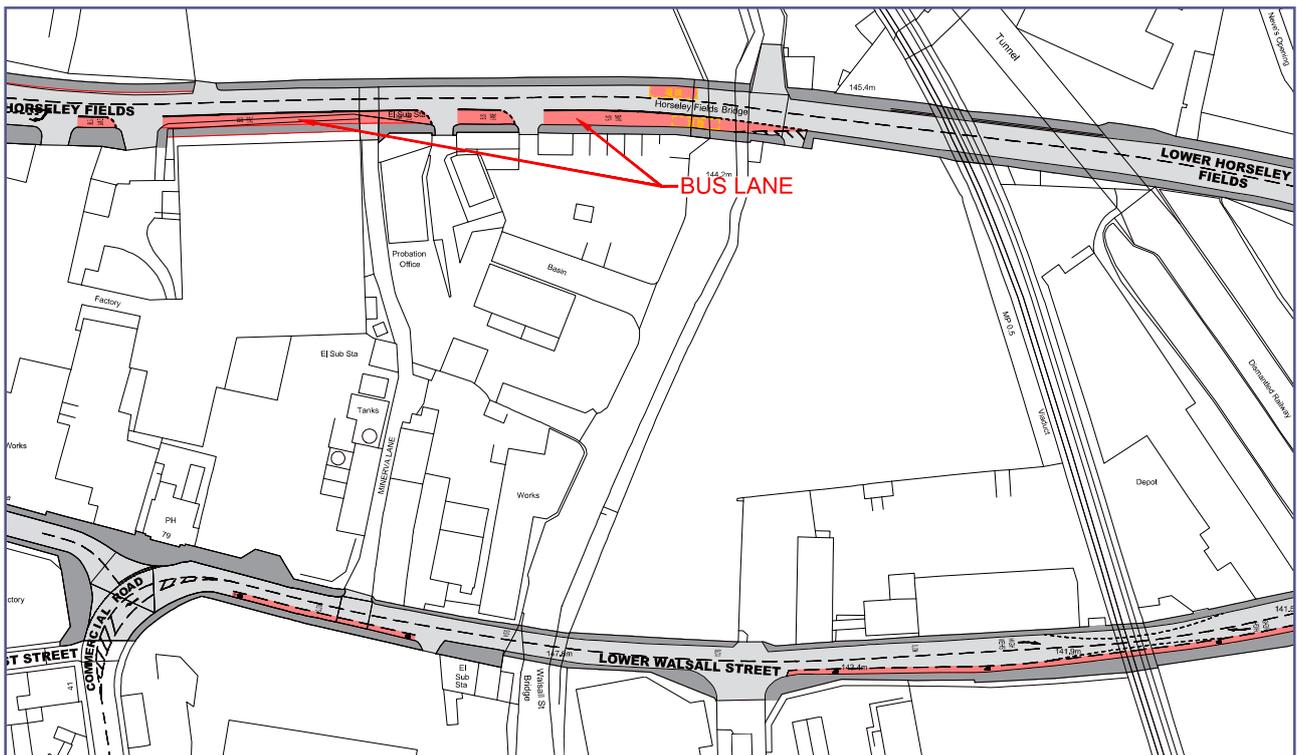
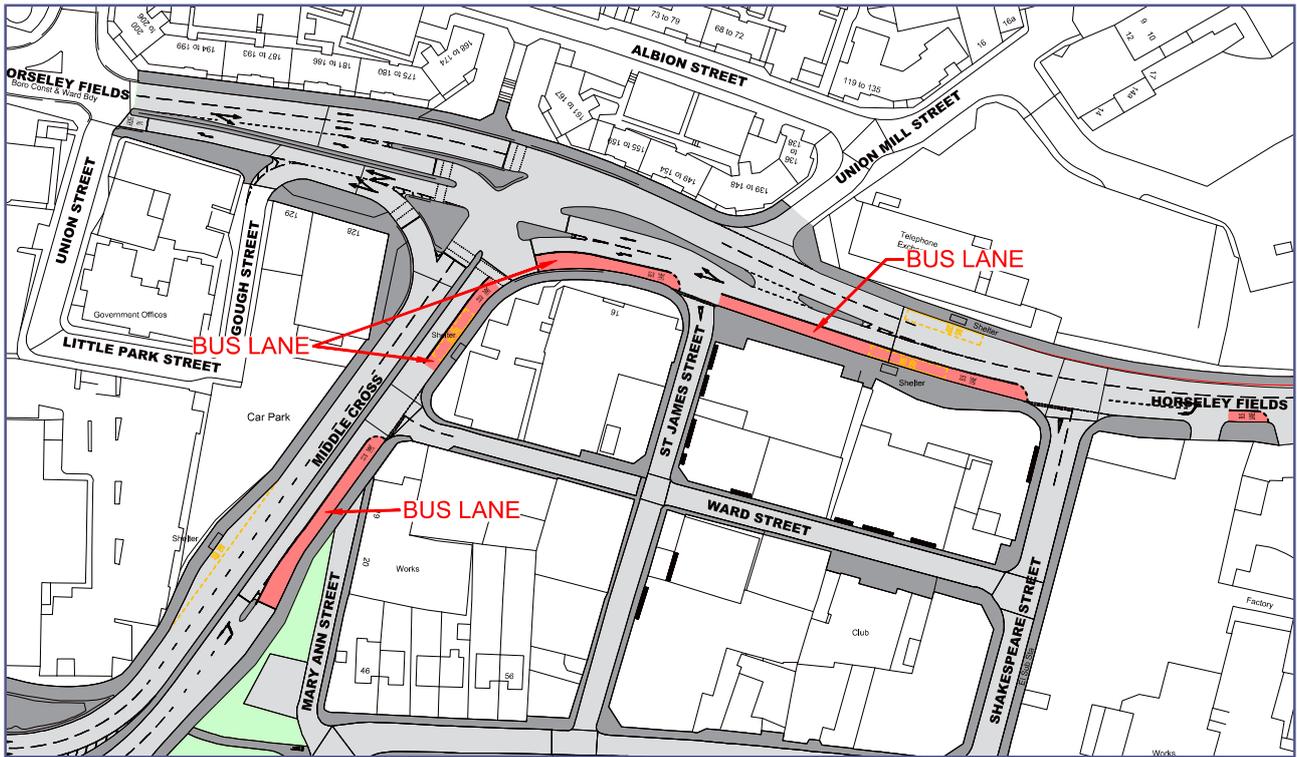
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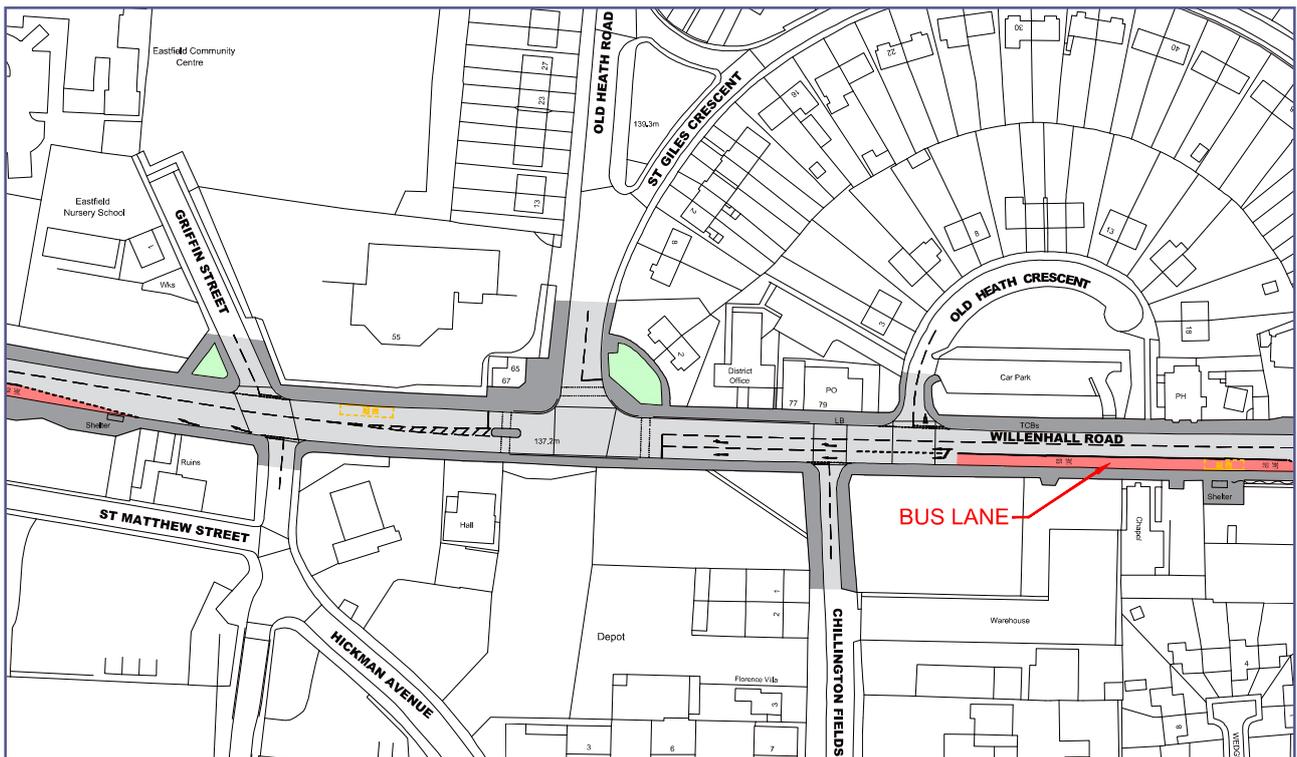
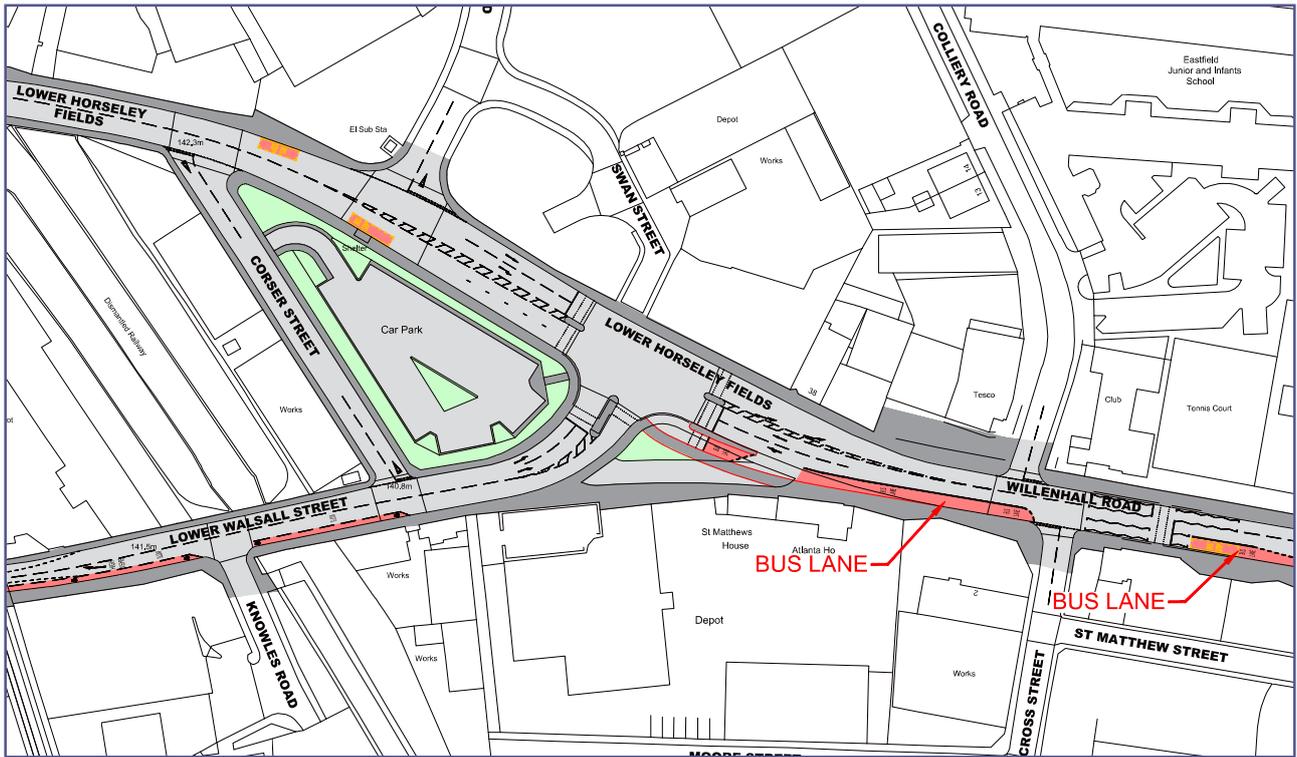
### Option C: *Bus priority route*

Providing a continuous bus priority route on approach to the city, reducing road space available for private cars and business traffic to achieve this.

Advantages	Disadvantages
Potential to improve bus journey times	If bus lanes increased to give real priority to buses it would impact significantly on other travel modes.
Encourage more people to use public transport	Benefits to build a case for investment are difficult to establish.
	Does not improve access to development sites
	Negative impact on commercial and private vehicle movements







## Option D: *Multi-modal corridor enhancement*

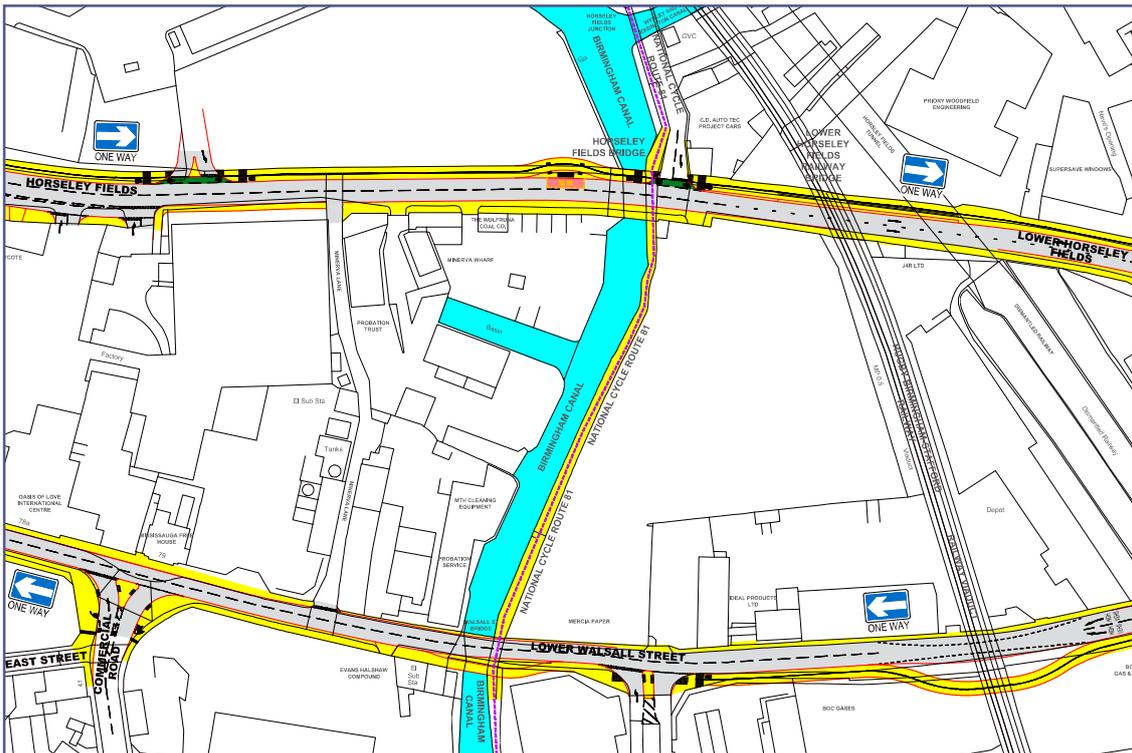
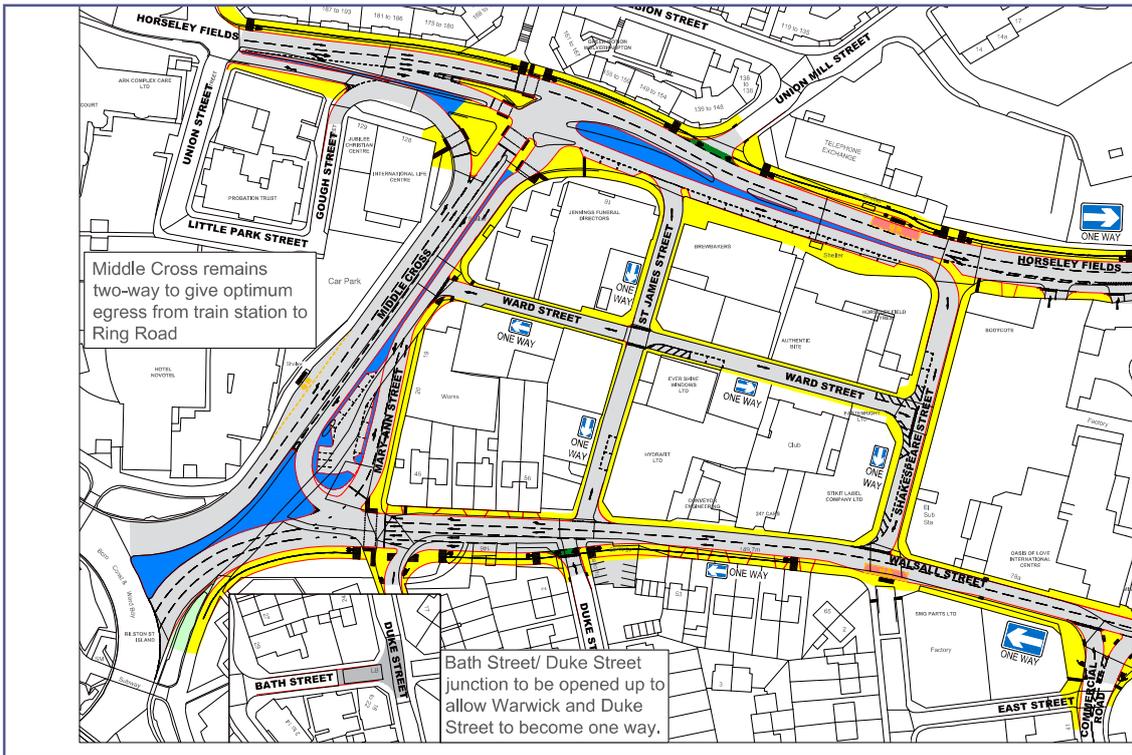
Combining elements of bus priority, connected cycle routes and better connectivity for pedestrians, and changing the way motorised vehicles use the existing road space. Utilising routes which carry low numbers of vehicles to redistribute east and west movements, balancing the network whilst providing new facilities for other mode users.

Advantages	Disadvantages
Addresses the network conditions holistically	Has a direct impact on some properties and land
Improves cycling and walking routes	Increases traffic levels in Walsall / Lower Walsall Street
Facilitates improved access to regeneration sites	High cost
Shows a positive cost benefit	
Addresses some existing air quality issues	
Improves public transport journey time reliability	



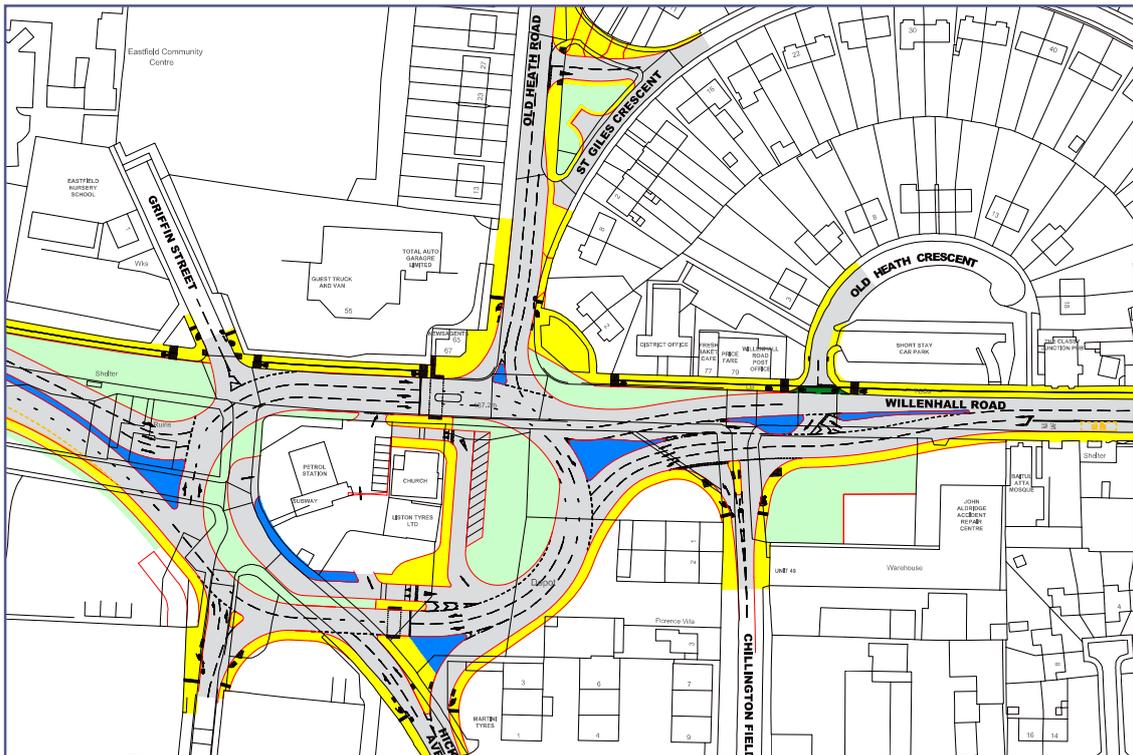
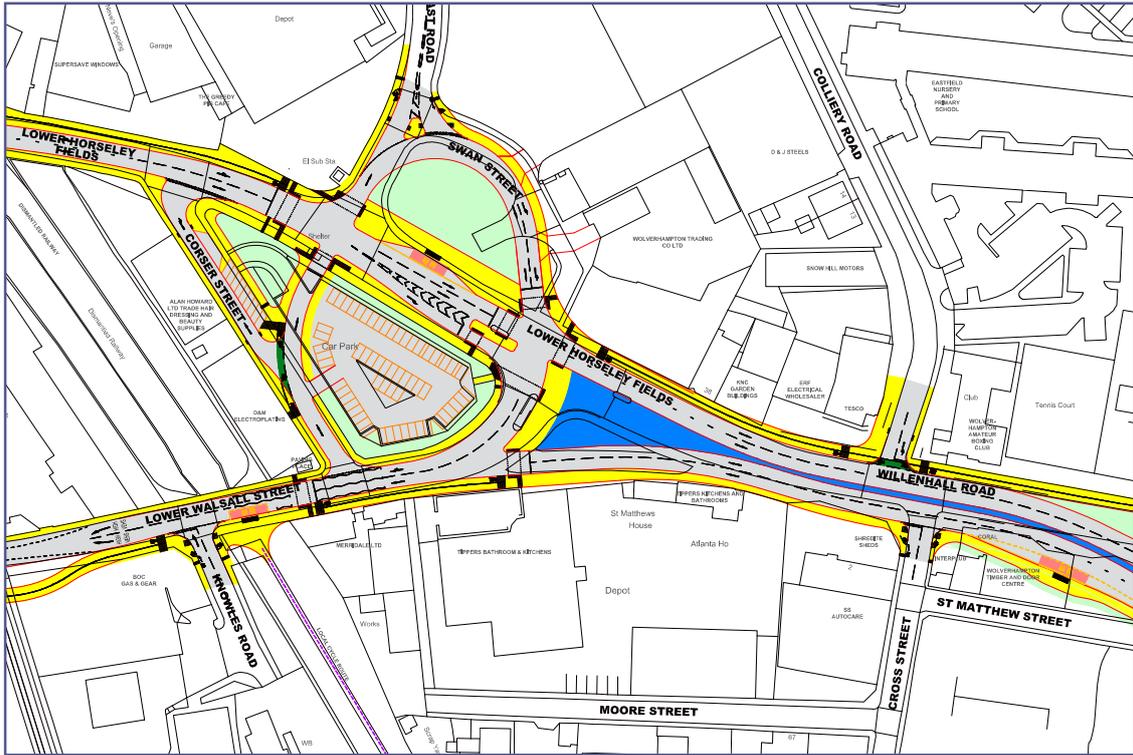
**KEY**

- PROPOSED ROAD SURFACE
- FOOTWAY/CYCLEWAYS
- TRAFFIC SEPARATION ISLANDS
- LANDSCAPING
- ON STREET PARKING PROVISION
- CYCLE ROUTES (EXISTING)
- BIRMINGHAM CANAL
- ONE WAY TRAFFIC FLOW
- ONE WAY



**KEY**

- PROPOSED ROAD SURFACE
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- CYCLE ROUTES (EXISTING)
- BIRMINGHAM CANAL
- ONE WAY TRAFFIC FLOW





To help you understand the options and talk to the council, drop-in sessions and a business forum will be held during October 2018. Details will be published nearer the time. When you have the information you need, **please complete the attached questionnaire.**

## Section 4: Have your say

Are you familiar with the A454 Willenhall Road corridor?  Yes  No

---

Please provide your post code

---

Do you live along the A454 Willenhall Road corridor?  Yes  No

---

How often do you travel along the A454 Willenhall Road corridor?

Daily  5 days per week  Occasionally  Rarely  Never

---

Which transport modes do you use (*tick all that apply*)

Car  Commercial vehicle  Bus  Powered 2 wheeler  
 Cycle  Walk  Other

---

Do you agree there is a need to deliver improvements along the movement corridor?  Yes  No

---

Why?

---

What are your thoughts on the proposed options?

---

Please select your preferred option.  A  B  C  D

---

Please explain why you have chosen this option.

---

**Closing date for the consultation is Friday 23 November 2018.**

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*Once you have had your say, please send your responses to:*

**A454options@wolverhampton.gov.uk**

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*Or post to:* A454 Options City of Wolverhampton Council, Civic Centre,  
St. Peter's Square, Wolverhampton WV1 1SH

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*You can also take part in the consultation online at:* **wolverhampton.gov.uk/a454options**

You can get this information in large print, braille,  
audio or in another language by calling 01902 551155

**wolverhampton.gov.uk 01902 551155**

  [WolverhamptonToday](#)  [Wolverhampton\\_Today](#)  [@WolvesCouncil](#)

City of Wolverhampton Council, Civic Centre, St. Peter's Square,  
Wolverhampton WV1 1SH

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<b>CITY OF WOLVERHAMPTON COUNCIL</b>	<b>Cabinet (Resources) Panel</b> 2 April 2019
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<b>Report title</b>	Schedule of Individual Executive Decision Notices	
<b>Decision designation</b>	AMBER	
<b>Cabinet member with lead responsibility</b>	All	
<b>Key decision</b>	No	
<b>In forward plan</b>	No	
<b>Wards affected</b>	All	
<b>Accountable director</b>	Kevin O'Keefe, Governance	
<b>Originating service</b>	Democratic Services	
<b>Accountable employee(s)</b>	Dereck Francis Tel Email	Democratic Services Officer 01902 555835 dereck.francis@wolverhampton.gov.uk
<b>Report to be/has been considered by</b>	N/A	

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**Recommendation for noting:**

The Cabinet (Resources) Panel is asked to:

1. Note the summary of open and exempt individual executive decisions approved by the appropriate Cabinet Members following consultation with the relevant employees.

## Schedule of Individual Executive Decision Notices

### Part 1 – Open Items

#### 1. Corporate

None

#### 2. People

None

#### 3. Place

Decision maker	In consultation with	Date Approved	Contact Officer
Councillor Steve Evans	Service Director of City Environment	22 March 2019	Ian Hipkiss 01902 554241
<b>Title and summary of decision</b>			
<b>Closure of Craddock Street Subway</b>			
1. Approved in principal the scheme and the associated drawings for stopping up of the highway of Craddock Street Subway and part of Lowe Street under section 116 of the Highways Act 1980 on the grounds that an upgraded traffic signal crossing will result in it being unnecessary as a Public Highway.			
2. Authorised employees to proceed with any necessary actions including stopping up and traffic orders, advertisements, notices of intent and any necessary legal agreements to deliver the project.			

### Part 2 – Exempt Items

#### 1. Corporate

None

#### 2. People

Decision maker	In consultation with	Date Approved	Contact Officer
Councillor Sandra Samuels OBE	Director for Adult Services	27 February 2019	Sarah Smith 01902 555318
<b>Title and summary of decision</b>			
<b>Award Tapworks Scheme – from the Disabilities Supported Living Framework</b>			
Approved the award of a call off contract consisting of 14 individual packages of care and support to deliver supported living services at premises located at Tapworks to Liberty Support Services Ltd. The call off contract duration will be from 1 April 2019 to 31 March 2022 with a contract value of £4,560 per week. Additional 1:1 support identified above core hours will be considered on an individual basis, based on a social work assessment.			

<b>Decision maker</b>	<b>In consultation with</b>	<b>Date Approved</b>	<b>Contact Officer</b>
Councillor Paul Sweet	Director of Governance	22 March 2019	John Bryan 01902 555034
<b>Title and summary of decision</b>			
<b>Regional Adoption Agency</b>			
1. Authorised the Council to enter into the collaboration agreement for the Regional Adoption Agency with Walsall, Sandwell and Dudley Metropolitan Borough Councils and any ancillary documents necessary for the Regional adoption Agency.			
2. Noted that the statutory basis for the Regional Adoption Agency had been modified.			

### 3. Place

None

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