

Wolverhampton's approach to neighbourhood services

Wednesday 26 June 2019

Ross Cook – Director of City Environment

CITY OF
WOLVERHAMPTON
COUNCIL

Our mission:
Working as one to
serve our city

wolverhampton.gov.uk



City Environment Directorate

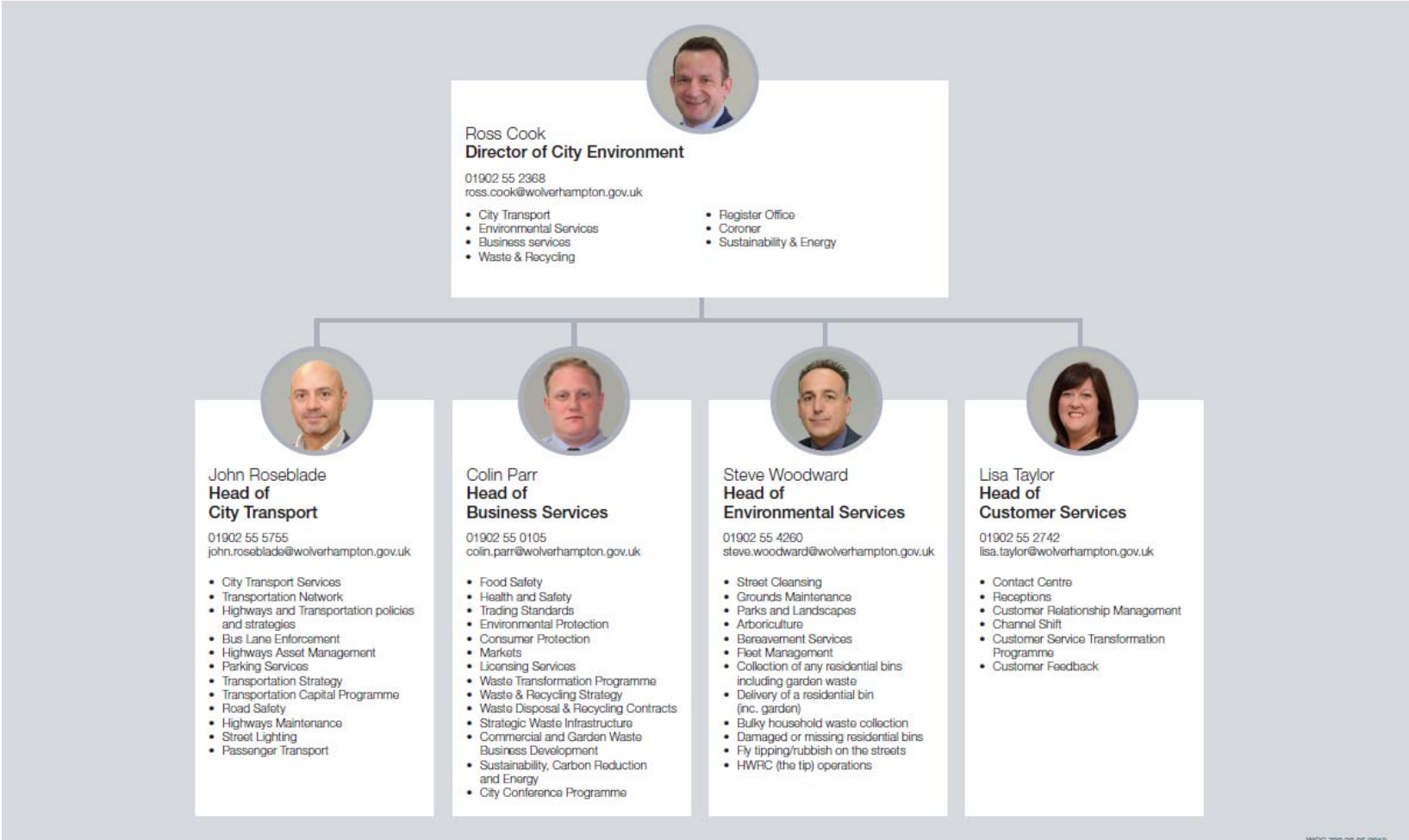
- City Transport
- Business Services (Environmental Health etc)
- Environmental Services
- Customer Services
- Other roles –
 - Director of WV Living (CWC Housing Developer)
 - Director Ward Champion
 - Commonwealth Games Lead Officer

Topics to be covered

- An overview of Wolverhampton's Neighbourhood Services
- Delivering more with less – a people powered City
- Future challenges and developments for the service

Overview of City Environment

City of Wolverhampton Council
 City Environment Leadership Team



City Environment in figures

- Staffing – 760
- Annual budget - £56 million
- Annual income - £33 million (external and internal)
- Net budget - £ 23 million
- Savings over previous 5 years - £12 million
- Capital programme - £30 million over 3 years

Setting our Priorities

Council Plan

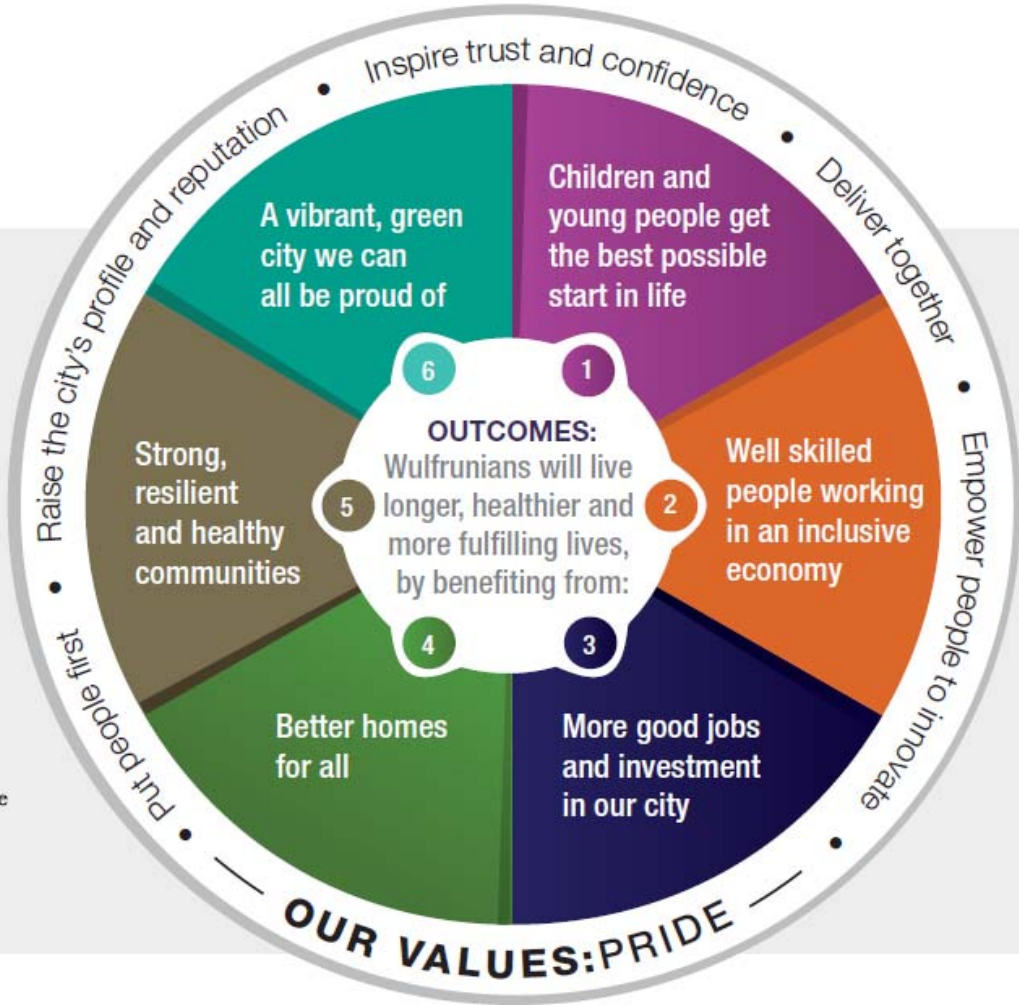
Working together to be a city of opportunity and to deliver our contribution to Vision 2030

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Wolverhampton for Everyone
a people powered city

'Connecting people, places and communities to unlock potential and create change'



Leader's Priorities



Councillor Ian Brookfield
Leader of the City of Wolverhampton
Council

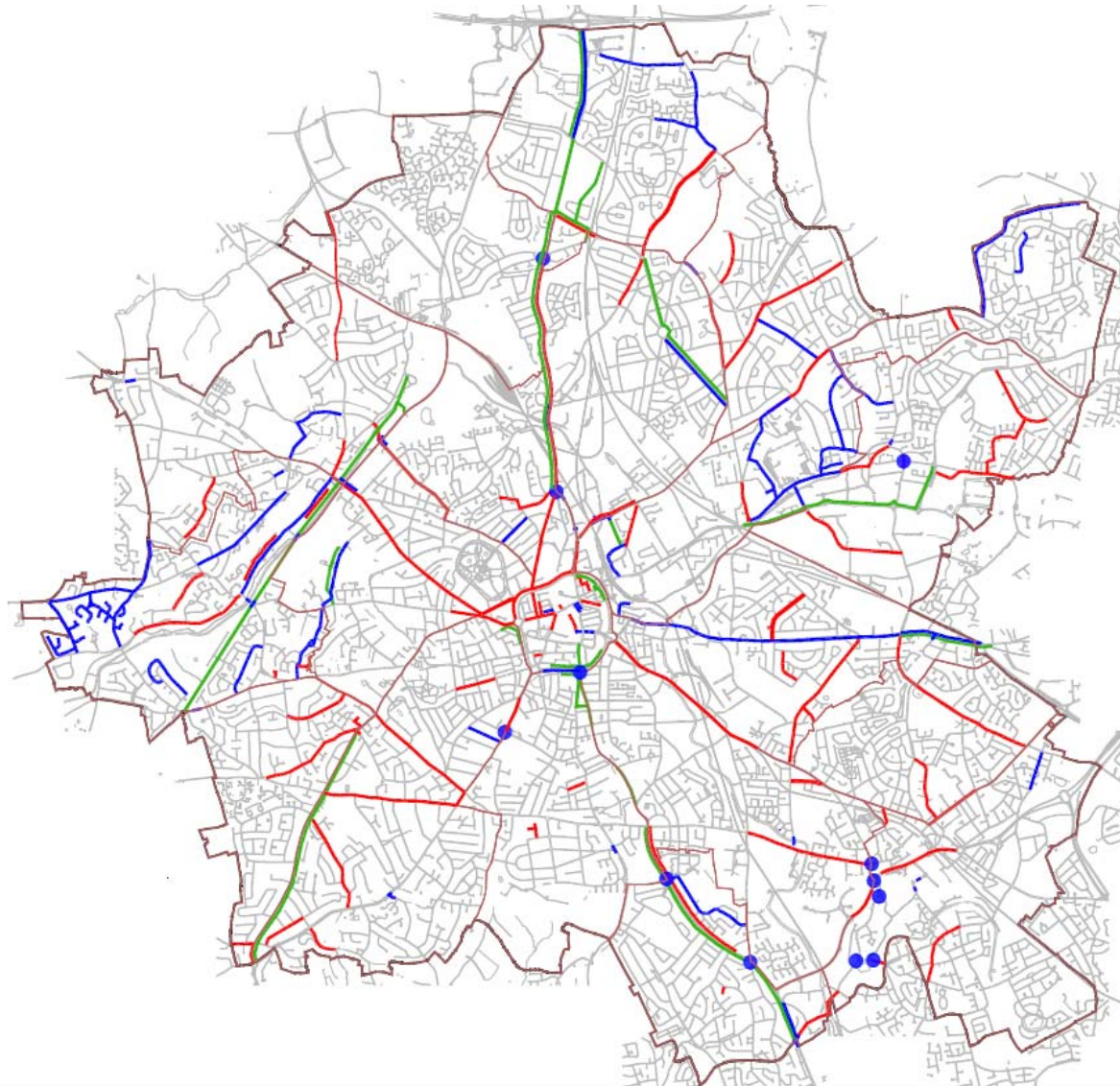
New Leader – Refreshed Focus

- Empowering communities
- More and better jobs
- Young people get the best start in life

City Transport

- Movement for Growth – City/BC/TfWM/Midlands Connect
- Maintaining 500 miles of highway (£14m programme)
- 480 traffic signals and controls
- 160 CCTV cameras
- 43 car parks
- 400 on-street parking bays
- 36,000 gullies
- 30,000 street lights (ERDF replacement programme)
- 50 home to school / day centre busses carrying 800 people everyday

3 year highway schemes delivered



KEY:

	NEW WORKS / ROAD SAFETY / BRIDGES
	CYCLE SCHEMES
	CAPITAL MAINTENANCE
	WARD BOUNDARIES

APPENDIX 6

PROJECTS UNDERTAKEN
2016/17, 2017/18, 2018/19
Plan 1

DATE: 29.05.19	SCALE: NTS
DRAWN BY: AJP	DWG No. Appendix 1

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Business Services

- Energy and Sustainability
- Food Safety – focus on improving business
- City Centre – Better Business for All
- Major Events
- Cosmetic practices – Dr Evil case
- Health and Safety at work – recent 2 year investigation
- Rogue traders / counterfeit goods
- Environmental protection
- Fly tipping – Shop a Tipper Campaign (50+ reports)
- Waste Strategy
- Licensing
- Markets

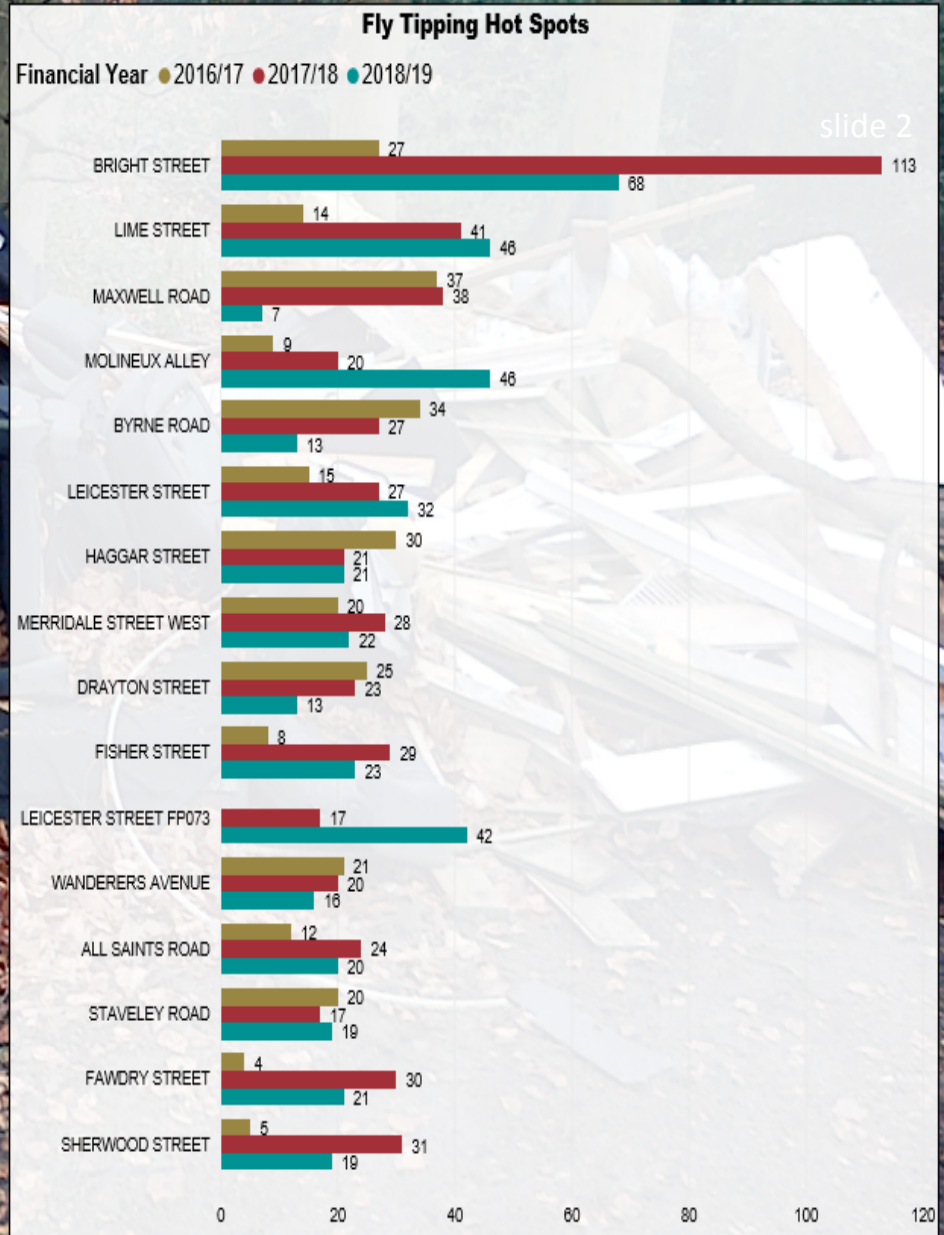
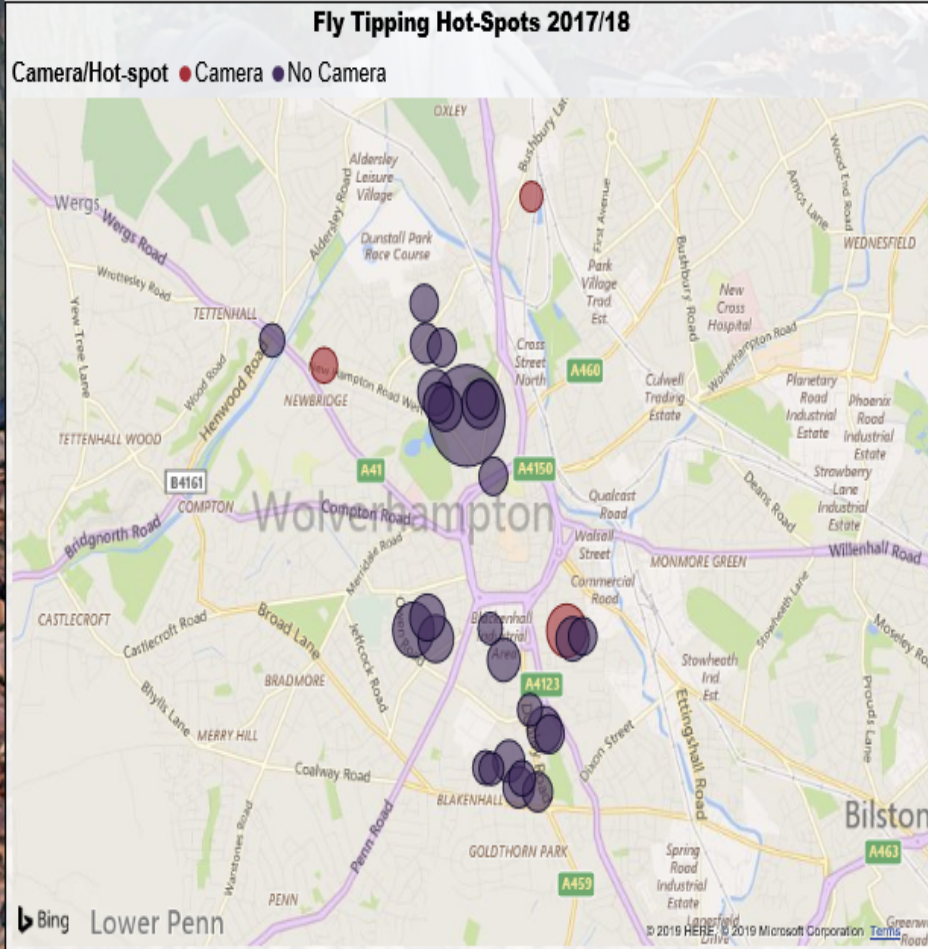
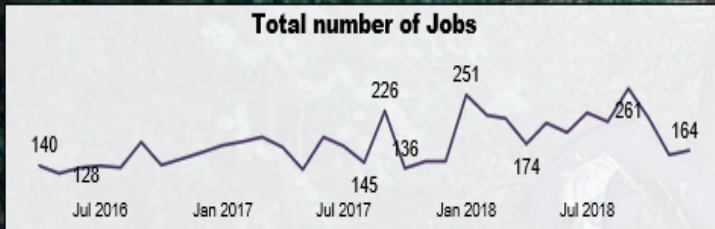
Business Services – Key Priorities

- Climate energy / sustainability
- Energy Strategy – Overarching / action plan
- Primary Authority work
- Phase 2 of waste transformation (Depots / EfW / Recycling / T&Cs)
- Commercial waste business
- Unauthorised encampments – injunction and transit site
- Keep your Street Neat
- Green Team – Gap year students ?

Environmental Services

- Waste and Recycling back in house – achieved £2.5m savings
 - Rolled out major service changes
- Street Cleansing – New focus based on main centres, major routes, residential areas
- Grounds maintenance – stop cutting the grass !
- Emergency call-outs
- Parks and Green Spaces – 226 Open Spaces and 129 play areas, 2 nature reserves
- Bereavement Services – 2600 cremations, 1100 burials per annum
- Fleet Services – 450 vehicles, 70 plant and equipment (1,156,000 litres of fuel !!)

Environmental Maintenance - Fly tipping hot spots



slide 2

Environmental Services – Key Priorities

- Phase 2 of Waste Transformation
 - New roles ?
 - Stop recycling collections ?
 - Community facilities ?
- Review of Street cleansing
- Parks – Health and Wellbeing Strategy
- Fleet Services – New approach / City Partners

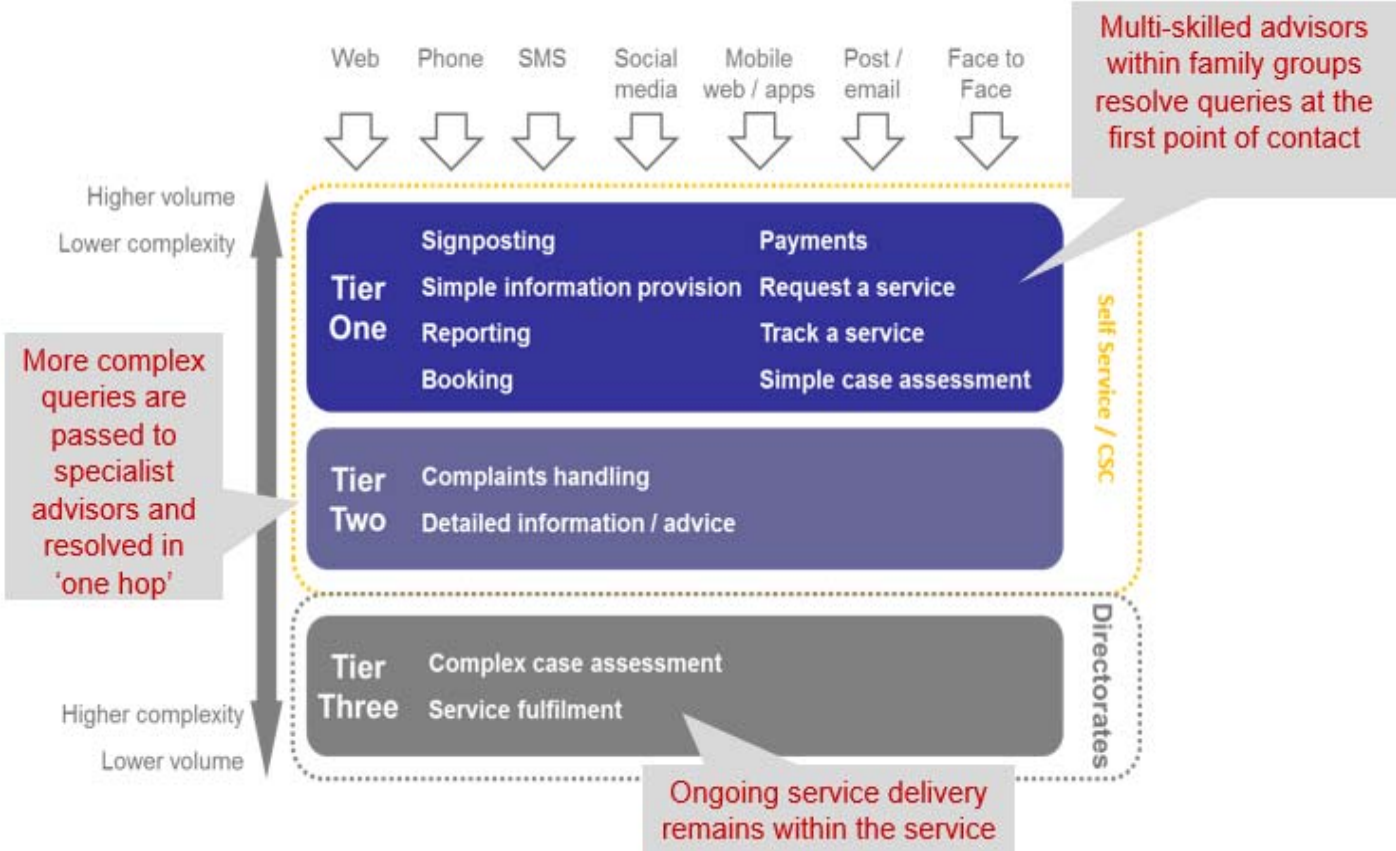
Customer Services

- 50,000 calls per month (population of 250k?)
- 2,500 calls per day
- 350 emails per day
- 450 visitors per day

- New Member casework model

Customer Services Model Diagram

Many of our processes are designed around the needs of the council or regulation. The Customer Service Model ensures our processes aim to make it easier for the customer to get the help and advice they need i.e. designed around the customer need.



Customer Services Family Groups



Health & Wellbeing

Adult Social Care
Looked After Children
Independent Living Service
Foster Care
Blue Badges



Education

Schools
Adult Education
Early Years
Registrars
Electoral
Cremations



Revenues & Benefits

Council Tax
Business Rates
Housing Benefits



Licensing & Parking Services

Licensing enquiries
Parking services enquiries



Environmental

Environmental Crime
Refuse
Anti-Social Behaviour
WV Active
General Line

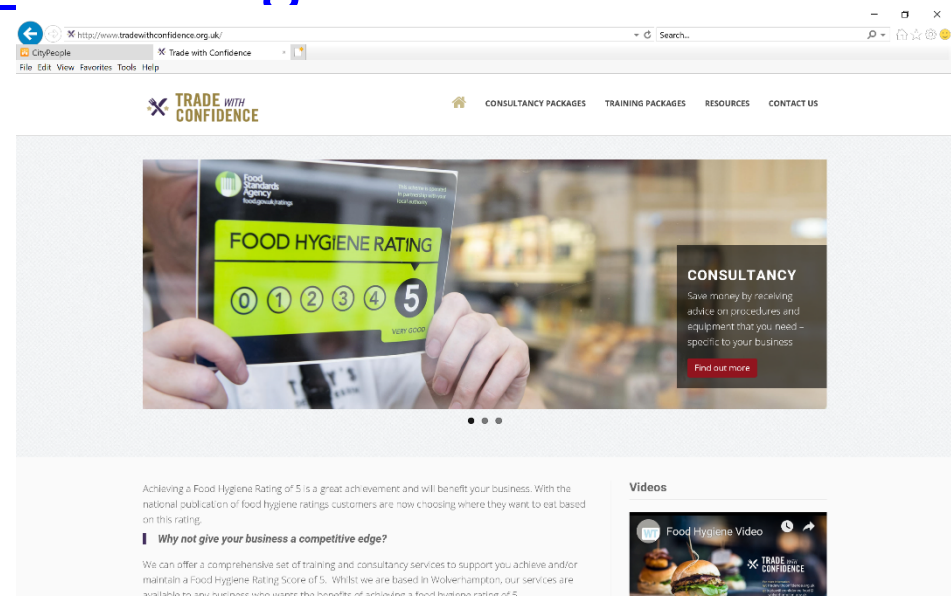
Delivery more for less – through commercialisation

- Focus areas with minimum impact on residents
- Currently £33m annual income
- Managing contracts and invoices....
- Energy Strategy / Zone
- Commercial Waste
- Garden Waste – 30,000+ sign up in year one
- Markets
- Bereavement Services

Delivery more for less – through commercialisation (continued...)

- Registrars
- Trade with Confidence - www.tradewithconfidence.org.uk

- Sponsorship
- Licensing
- District Parking
- Permitting Scheme
- Major Events



Delivering more for less – Wolverhampton for Everyone

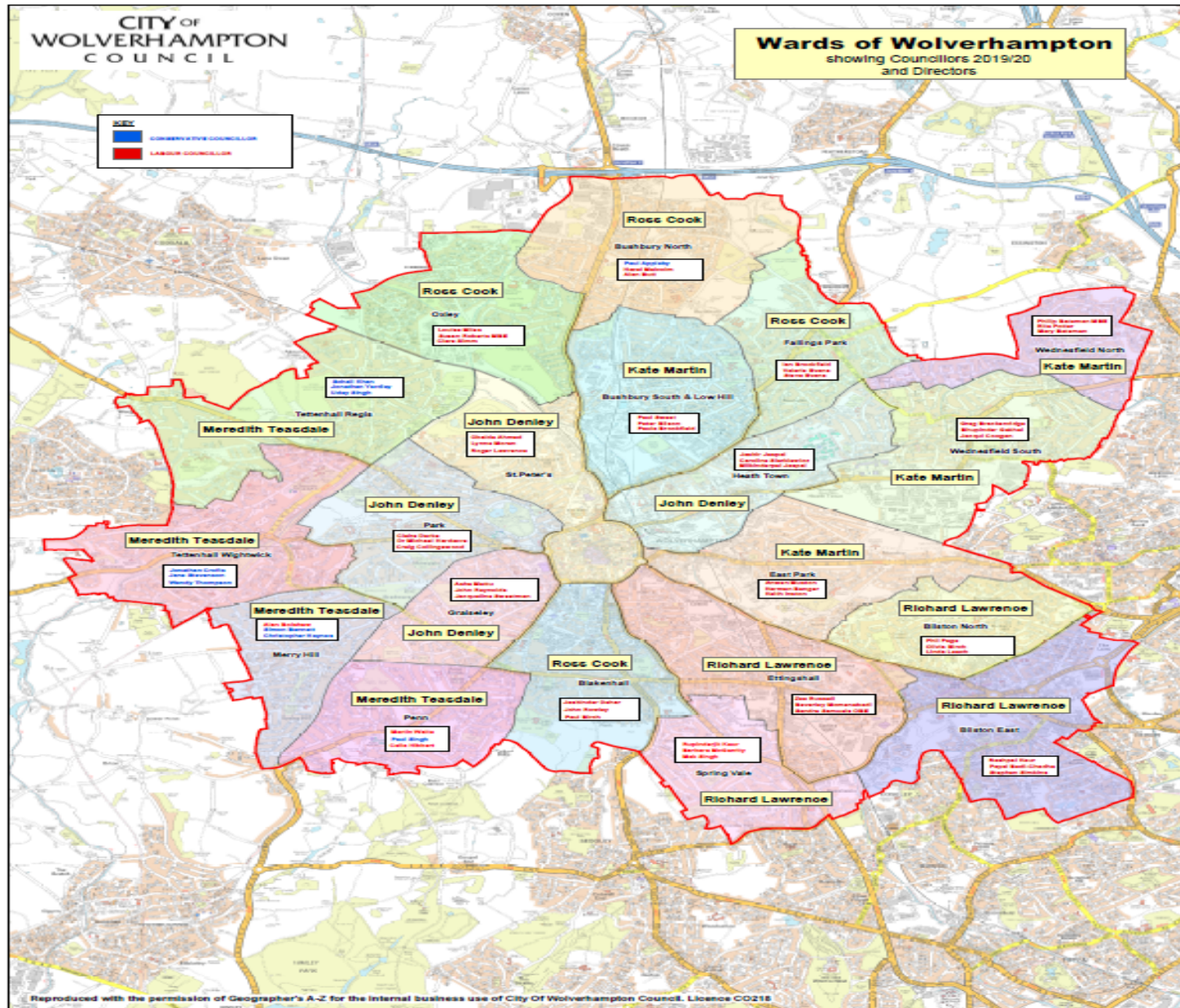


Wolverhampton for Everyone
a people powered city

Wolverhampton for Everyone supports local people to unlock potential within their communities and create positive change within the City.

Wolverhampton for Everyone believes that our City will be more vibrant and inclusive if it is powered by people, working together inclusively, who live and work here.

Director Ward Champions



Supporting Communities to improve their lives – why are we doing what they could be doing...

- Ward Funds (£250k fund)
- Volunteering – staff and residents
- Community Deep Clean Days – evidence based
- Parks and Open spaces – run by residents?
- Street Cleansing Review – Creating Green Team
- Community Farm
- Snow Wolves
- Commonwealth Games – Opportunities?
- Partnerships with the University

If residents want to do it – who are we to say no ?

They are our biggest assets !

The Future...

- Continued growth
- Reducing demand
- Less money
- More commercial

- New relationship with residents
- New relationship with partners

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