

Warwickshire County Council One Organisational Plan

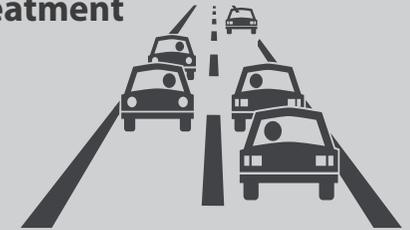
Annual Review 2016/17



What WCC delivers in a typical year

153 km

of highway network roads had surface treatment



4,000 mothers received an antenatal visit



39,400

Children & families supported through Children's Centres



4,158

Home Fire Safety checks carried out



Rescued **5 people** from fire incidents and **184** from road traffic accidents

75,000

visitors attracted to Aviva Women's Cycle Tour



50,800

street lights maintained



1,048

vulnerable people at risk of being homeless assisted (through Housing Related Support Services)



13,978

young people voted to elect representatives for the Youth Parliament



Spoke to
2,284
secondary
school children
about road
safety



1,337
older people
used our
short term
adult care
services



3,000 adult
learners supported
through **60**
venues and
600 courses



390
people accessed
Community Day
opportunities



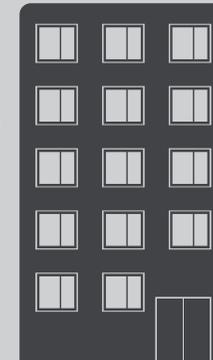
1,600
people completed their
Fitter Futures programme
and improved
their health



1,200 acres
in 5 Country Parks & 3
Greenways
maintained &
enjoyed by
over **900,000**
visitors



221
business units
rented out to
businesses
across 8
locations



Over **1,200**
families benefited from
11 Smart Start projects
aiming to improve
school readiness and
outcomes for children
and families

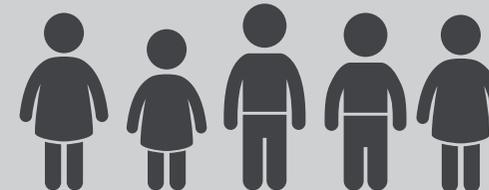
234
businesses supported to
improve Warwickshire's
town centres



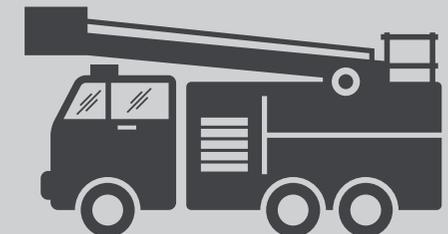
2,500
vulnerable adults are
supported annually with
domiciliary care
to remain in
their own
homes



700
Children were
Looked After



Manage **17 fire**
stations and attended
3,076 emergency incidents



443

Child Protection Plans were put in place



585

younger adults with disabilities were assisted through a supported living package



421

local organisations supported through Councillor grants



3,392

planning applications from Planning Authorities responded to



9 Household recycling centres managed and **276,000** tonnes of waste processed

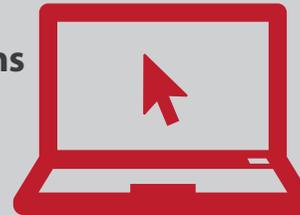


Manage **19** libraries, **3** mobile libraries & Home Delivery service



12,300

primary and secondary school online applications processed



89,500

hot meals were provided for older people



5,701

births and

4,688

deaths registered



17,566

children received Road Safety Education



77,000 hours of legal support provided to internal and external clients



8,236

additional properties connected to Superfast Broadband



1.61 million
library items issued



1,300
children
received cycle
training



43
enforcement
actions were
taken by our
Trading
Standards
service
against rogue
traders



Carried out
building
maintenance and
improvement
works at
241
schools



2,363
school age children
supported through
Education,
Health and
Care Plans



59 young people on
our Apprenticeship
Scheme



37,327
calls responded to and
resolved by
our IT
Helpdesk



Over **200** schools
were provided with a
digital safeguarding
service



300,000 calls
assisted by our Customer
Service Centre



80,000
children in
237 schools
supported by
School Health
& Wellbeing
service



17
petitions
were
presented to
the Council.



1,589
formal requests for public
information responded to



**Our communities and individuals
are safe and protected from harm
and are able to remain independent
for longer.**



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Warwickshire Fire and Rescue Service

During 2016/17 Warwickshire Fire and Rescue Service developed a clear understanding of the risk of incidents across Warwickshire to guide prevention and intervention activities. Accidental fires in dwellings have reduced by 10% reduction as a result.

They attended 3,076 emergency incidents of which:

- 72.83% were reached within 10 minutes by a fire engine.
- 494 of which were an immediate risk to lives and
- 278 of which were Road Traffic Collisions.
- Rescued 184 people from vehicles and 5 people from fires.
- 87 fires in non domestic premises.
- 670 were deliberate fires.

Carried out a number of education and engagement schemes:

- By engaging with 4,000 young people, children and families in the Nuneaton and Bedworth areas we have seen a reduction in the number of deliberate fires.
- 17 large scale training exercises at high risk business premises.
- Fitted 76 letterboxes for victims of domestic abuse or hate crimes.
- 649 Business Fire Safety checks.
- 1,300 year 8 pupils trained in saving lives by learning how to apply cardiopulmonary resuscitation and use a publicly accessible defibrillator.
- The new Gaydon fire station, serving 5,000 households and 50 local businesses enables a quicker response to incidents on the M40.
- Improved our recruitment of part-time firefighters, supporting them through a dedicated support programme which has received a national award and is being used by other fire services across the Country.

Our communities and individuals are safe and protected from harm and are able to remain independent for longer.

There are fewer children who need to be looked after:

- 698 – 31/03/2017
- 764 – 31/03/2016

As a result of the County Council's improved early help services which support families to prevent the need for more intensive services, Warwickshire has seen a **reduction in the number of child protection plans** in place:

- 2016/17 38.8 per 10,000
- 2015/16 42.1 per 10,000
- 2014/15 47.1 per 10,000

Fewer 13-17 year olds (excluding unaccompanied asylum seeking children) needed to enter care as a result of support provided to them:

- 2016/17 there were 20 per 10,000
- 2015/16 there were 30 per 10,000
- 2014/15 there were 33 per 10,000

The number of children (excluding Asylum Seeking Children) placed in residential care has reduced:

- 26 at 31 March 2017
- 40 at 31 March 2016
- 28 at 31 March 2015

More Children that were Looked After left care via adoption or special guardianship of Children Arrangement orders:

- 2016/17 - 38%
- 2015/16 - 29.5%
- 2014/15 - 36.5%

More children in care are getting good GCSE grades at A* – C:

- 21% - July 2016
- 18% - July 2015
- 15% - July 2014

Children are moving out of care quickly:

- 59% of children waited less than 16 months between entering care and moving in with their adoptive parent.

Our communities and individuals are safe and protected from harm and are able to remain independent for longer.

Early Help Single Assessment is a way of looking at how a child's needs can be met at the earliest opportunity in the community.

In 16/17 1,104 single assessments were completed.

- 181 children were prevented from school exclusions
- 195 children had improved school attendance
- 121 referrals to children's social care were prevented
- 21 families were saved from landlord eviction from their homes

Safeguarding – how we work to protect people.

We work with other agencies to protect children from sexual exploitation. This led to 23 completed prosecutions for child sexual exploitation related crimes.

The Warwickshire Multi-Agency Safeguarding Hub (MASH) enables

agencies to share information to assess safeguarding concerns and make joint decisions on actions to be taken.

The MASH received 23,000 referrals, including some from Warwickshire Police in relation to adults.

How we support families and parents.

Triple P Positive Parenting Programmes give parents simple and practical strategies to help build strong and healthy relationships and confidently manage their children's behaviour.

Supporting children with disabilities. 33 families of severely disabled children and young people with complex health accessed overnight short breaks to have a short respite.

1,467 families are receiving support through the Priority Families programme which works with families experiencing difficulties.

Our Family Group Conferencing service, facilitated family members coming together to focus on the needs of 36 children who were at risk of being taken into care and helped avoid this.

Our communities and individuals are safe and protected from harm and are able to remain independent for longer.

We support older people to stay healthier and independent in their homes through a range of services when they need it.

89,500 hot meals were delivered to 663 elderly people during the year through our Community Meals service to support people remaining in their homes.

429 people aged 65+ accessed a range of Day Care services including day opportunities.

1,337 people aged 65+ received short term reablement support to help them to recover and remain in their homes following a fall or difficulty.

Our reablement services are officially rated as being 'Good' by the Care Quality Commission (an independent Government body) who inspected us in July 2016

We are working with providers to raise the quality of Care Homes:

- 85.7% of Care Homes in Warwickshire are rated as good or Excellent, as assessed by the Care Quality Commission, which compares to 80.7% average for the West Midlands

We commission services to help vulnerable people to gain the skills required to live independently in the community.

Outreach workers engaged with 88 rough sleepers, 24 of whom were supported into accommodation.

221 people aged 25+ were helped with accommodation based support.

128 young people aged 16-24 received accommodation based support.

296 young people aged 16-24 received floating support.

Our communities and individuals are safe and protected from harm and are able to remain independent for longer.

585 people with disabilities received a supported living package helping them to live an independent life.

62 Care Homes provide good quality support to around 300 people with high support needs.

390 people with disabilities accessed a wide range of day activities through 25 service providers to help develop their skills and independence.

Our **Occupational Therapy services** support people with long term health conditions/disabilities. In 2016/17 they:

- assessed 1,920 older and/or people with physical disabilities
- reduced their waiting list by 50%
- carried out 353 reviews of customers with very complex needs
- provide clinics within Extra Care Housing schemes and in customer's homes

The **Housing Environment Assessment and Response Team**, a joint service between the Council and Warwickshire's District and Borough Councils carried out 1,044 assessments for adaptations to people's homes.

Warwickshire Libraries' Home Delivery Service delivers books and other materials to over 400 individuals in their own homes enabling them to stay in touch with the world and keep minds active.

Over the last 3 years, **the Council has allocated almost £950,000 of grants** to 1,037 community organisations. 421 organisations were supported in 2016/17.

We supported local organisations to **set up 184 new services and activities**. 977 volunteers across the county were matched with local volunteering opportunities. Their collective volunteering hours were worth £1,126,285.

We are progressing our commitment and activities for the Armed Forces Covenant. An eLearning package developed by WCC to better support current and former armed forces personnel has been rolled out to over 70 organisations across the country.

Through WCC's support for Warwickshire Citizens Advice

- 147 benefit increases, worth nearly £5 million a year were gained for residents
- 168 cases of homelessness were prevented or delayed
- 705 better deals on energy were secured – worth annual savings of £145,000
- 748 charitable grants/payments or donations of food/goods secured, estimated value of £167,000
- 160 bailiff or other creditor enforcement actions prevented

We supported **North Warwickshire Food Bank** to create a new food hub, with financial support from Warwickshire Local Welfare Scheme and donations of food and other goods from local supermarkets.

Through **our work to support gypsy and traveller** communities we worked with residents of the Griff site in Nuneaton to identify health issues and ways to avoid the development of serious health problems.

**The health and wellbeing of all in
Warwickshire is protected.**



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We have been working with families to ensure that all children have the best start in life.

Our Smart Start programme, delivered in partnership, has funded 12 large and 79 small community projects:

- Reading Rocks was set up by a group of teachers at St Michael's Primary Academy in March 2017 to get more parents engaged in reading. 32 families had signed up by week one, rising to 42 by week five.
- Family learning tutors have supported 345 families as part of Making it REAL in Warwickshire, which works with families and children from 2-5 years to improve literacy and language.
- Over 90% of families saw an increase in their child enjoying stories, joining in and singing rhymes.
- 81% of families are now library members and
- 78% of adults now intend to do more family/adult learning courses.

Health Visiting service:

- Over 4,000 mothers had an ante-natal visit
- 90% new birth visits took place within 14 days of birth
- 95% parents and babies received the 6-8 week check by 8 weeks
- 95% children received 12 month review
- 94% of children received 2 year review

Through our School Health and Wellbeing service:

- ChatHealth was launched to 11-19 year olds, enabling them to text a school nurse from their mobile: warwickshire.gov.uk/chathealth
- 91% of Year 6 students were supported to complete a health needs assessment
- 97% of School Health and Wellbeing service users felt their thoughts, feelings and concerns were listened to.

The health and wellbeing of all in Warwickshire is protected.

We work in partnership to help and support the mental health and wellbeing of all in Warwickshire.

Warwickshire's Living Well with Dementia Strategy (2016-2019) aims to raise awareness of dementia.

By March 2017 13,000 people signed up as Dementia Friends.

The Suicide Prevention strategy outlines plans and priorities to reduce deaths by suicide across the county through a multi-agency approach.

Big White Wall is a safe online community of people who help each other by sharing what's troubling them, guided by trained professionals.

Books on prescription for adults, teens and younger children are also

available through our libraries and there are special collections for those with Dementia and their carers.

Wellbeing Hubs, known as Wellbeing for Warwickshire (delivered by Coventry and Warwickshire MIND and Springfield MIND) aim to provide low level/early support services to help the mental health and wellbeing of people over 16 and those with on-going mental health issues in Warwickshire. 3,898 people with mental health issues were supported through wellbeing hubs.

The Warwickshire Recovery and Wellbeing Academy also offers a wide range of courses and workshops to help people learn and become experts in their own recovery and wellbeing. Around 500 people accessed a variety of courses across the County in 2016/17 and 82% of attendees who provided feedback reported an improvement in their mental health.

2,900 children and young people were supported with their mental health and emotional wellbeing and accessed a variety of services such as Reach, Journeys, the MHISC counselling service and the Big Umbrella project.

The Mental Health Helpline provides a 24 hour helpline through trained and experienced support workers across Coventry and Warwickshire. It deals with over 1,000 calls a month and offers emotional guidance and information using counselling skills.

The health and wellbeing of all in Warwickshire is protected.

Fitter Futures provides physical activity and weight management on referral services for young people, adults and families.

There were 4,749 referrals to the service, 1,600 of which completed a service including 774 children and young people.

- All reported positive results including a reduction in Body Mass Index, eating more fruit and vegetables, feeling less lonely and isolated and improvement in mental wellbeing.
- Many service users also reported a reduction in using long term prescribed medication and in their visits to health professionals and hospital appointments.

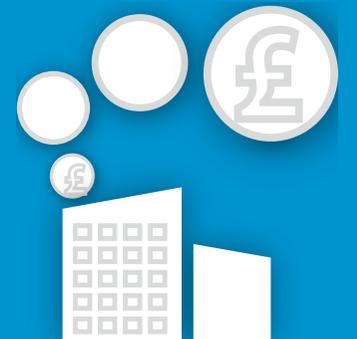
The Food for Life initiative promotes a healthy approach to food throughout the school.

- 15 new schools have achieved a Food for Life award
- Brownsover Community Infant School have achieved the Gold Award – one of only 23 Golds in England and the only Infant school in the Country!

We have worked with partners to jointly fund local, grass roots health and wellbeing related projects including:

- Physical activity and healthy eating programmes for young people
- Support for people with Dementia and their carers
- Mentoring sessions for young people with mental health problems
- Cancer survivorship programme

Our economy is vibrant, residents have access to jobs, training and skills development.



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We are helping to improve skills and access to jobs through:

- 24 schools received grants of up to £3,000 each through the Skills for Employment programme to develop their student's employment skills and find jobs.
- The Pride in Camp Hill Jobs Fair in March attracted 25 organisations, with residents having the opportunity to talk to companies such as Ocado, National Express, Avon, KFC, Heart of England Co-op amongst others.
- 200 people accessed the redesigned and retendered Learning Disability Wellbeing Hubs since July 2016. The Hubs are delivered by Individual Support Solutions in North Warwickshire and Rugby area and Turning Point in the South Warwickshire area. They provide signposting, information, advice and 1-1 support to help people into employment.
- The Mental Health Employment service, which commenced in July 2016, dealt with 89 referrals and supported an average caseload of 65 people per quarter to the end of the year.

Warwickshire County Council has been named **among the Top 100 Apprenticeship Employers** in the Country by The Sunday Telegraph.

- 146 apprentices have been supported since its start in 2012
- 63 young people have completed their apprentices and 92% achieved a positive destination by gaining full time employment or going onto higher education.

Education services in Warwickshire:

- There is 85% take up of funded nursery provision for 2 year olds in Warwickshire
- 97% take up for 15 hour free pre-school entitlement for 3 and 4 year olds.
- 87% of pupils in Warwickshire attend schools, including nurseries, judged to be good or Outstanding by Ofsted, up by 2% from last year.
- 3,300 young people used the Council's outdoor education centre at Marle Hall.

We are increasing our provision for children with Special Education Needs through:

- The Discovery Academy which has provision for 80 pupils and had 63 children in January 2017.
- An additional 40 Special Educational Needs and Disabilities resourced places were created; these provide additional specialist facilities in mainstream schools.

Our economy is vibrant, residents have access to jobs, training and skills development.

We are working to ensure Warwickshire's economy is vibrant and consumers and businesses are protected.

Our Trading Standards service:

- Provided advice and support on legal issues to 439 businesses and received 100% satisfaction ratings from businesses that responded to our survey.
- Seized 11,893 dangerous consumer products imported illegally via the postal hub, saving the UK economy £366,899 and reducing unfair trading for legitimate businesses.
- Developed business advice for website developers to ensure new business websites get it right first time in relation to consumer rights information.
- Over 16,204 counterfeit and non-duty paid cigarettes and 4.85kg of hand rolling tobacco were seized and destroyed, with sellers being fined.

WCC hosted the 2nd Aviva

Women's Cycle Tour which involved 94 riders and attracted 75,000 visitors, creating £1.7 million of net visitor expenditure and scoped a Special Award at the Coventry and Warwickshire Tourism and Culture awards in September 2016 for it.

65 Delegates and experts attended the **'Warwickshire Together'** towns conference in March 2017 to consider how to improve them. We launched Spacehive, a capital fund of £134,000 to encourage town centre communities to develop their own improvement projects for town centres.

234 businesses were supported to help improve town centre economies and supported the delivery of free wi fi in Stratford upon Avon town centre.

Warwickshire was listed as one of Europe's top destinations for travellers in July 2016 in the Lonely Planet Best in Europe 2016 list.

**Warwickshire's communities
are supported by excellent
communications and
transport infrastructure.**



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We continue to support Warwickshire's economy through key infrastructure improvements.

Through our Superfast Broadband project:

- 8,236 additional properties are connected to Superfast Broadband giving Warwickshire over 92% coverage.
- Warwickshire continues to exceed the national average in the take up of superfast broadband with a take up rate in excess of 43%.

- Funding has been secured for a number of major infrastructure projects across Warwickshire including schemes to be funded from Growth Deal 3 and £1.25m of funding for the delivery of the A46 link road, Phase 2.
- Our Design Services worked with 25 different developers who had gained planning consent for major highway improvements in connection with their housing, retail and industrial sites. A total of 41 highway schemes, to the value of £29 million, were progressed during the year either to technical approval or through construction, helping to make a significant contribution to Warwickshire's economy.

- An additional £832,000 funding secured from the Department of Transport has been used to carry out nearly 5,000 first-time permanent repairs and resurfacing of roads and potholes across the County.

The Council's Highways

Development Team is dealing with more planning application consultations and pre-application requests in comparison to previous years:

- The council responded to 3,338 planning application consultations from Local Planning Authorities and provided advice and guidance in response to 148 planning application requests, an increase of 19% from 2015/16.

In November 2016 **the Council launched a new online pothole and road fault reporting system.**

From November 2016 - March 2017 59% of all fault reports (966) were reported through this system.

Resources and services are targeted effectively and efficiently whether delivered by the local authority, commissioned or in partnership.



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Engaging with communities.

- Supported consultation and engagement with Warwickshire residents during the development of our 2020 One Organisational Plan which included 7 'Let's Talk road-shows'. 1,249 people engaged with us in this process, providing valuable feedback. Our short animation video on 'Let's Talk' was watched by 23,796 people on their personal devices and 13,000 times through YouTube.
- Undertook research for the Police and Crime Commissioner and Community Safety Partnerships, helping them identify crime and disorder priorities and target crime reduction resources effectively.
- Carried out consultation on cybercrime which has helped build the evidence base on the scale of cybercrime issues across the county and will help target the work of the Cybercrime Advisors and prevent cybercrime related activity in the future.
- 4,000 residents completed the Living in Warwickshire survey. The results are used to inform decisions on our services.

Improving value for money for Warwickshire residents.

- Secured over £500,000 in VAT rebates by working in partnership with HMRC.
- Generated over £500,000 through the sub-regional business rates pool.
- Pro-actively managed pension fund investments to cover current and future payments to pension fund members.
- Our track record of debt recovery keeps improving and we set a new record at the end of 2016/17 by recovering more than £3.8 million through our dedicated team.
- Our Legal services team earned £1.3m income from external customers last year.
- Our Waste Management service has maintained the same unit price per tonne for managing our waste over the past two years.
- Our Fire and Rescue service is using smaller and more efficient fire engines, saving £80,000 a year.
- A new fire duty system at Stratford, Alcester and Leamington is helping to provide a 24 hour response to the public whilst reducing costs by 40%.
- Reduced our property footprint by 25,000 sq. m as part of our property rationalisation programme.
- Improved our use of office space and reduced operating costs.
- Achieved overall savings of £45.6 million by 31 March 2017.

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The Council's Customer Service centre answered 299,069 calls in 2016/17.

- Overall, 96% of calls were answered, rising to 98% for most services.
- A live chat feature was launched on the WCC website. Initially launched on the Blue Badge and Contact pages, the customer service centre has handled 500 live chats to date.

Our ICT service:

- provides a digital safeguarding service to over 200 Warwickshire schools, protecting 60,000 pupils by filtering and monitoring computing activity.
- has introduced an online application process for car parking at our Country Parks.

The Warwickshire Local Welfare Scheme

supports residents who are in immediate need of support. In 2016/17 we supported 1,878 customers access food, gas and electricity and 263 were provided with a range of essential household items.

We received **1,589 formal requests for public information** and responded to 80% within 20 days.

- 87% were requested digitally by email or online.
- 3,769 people viewed proceedings of Council meetings on our webstream.
- Our Legal Services team continually achieve high customer satisfaction ratings (99% overall).

Planned maintenance and improvement works,

worth £16m was delivered on time to 241 schools. This included dining room extensions and new classrooms.

A scheme to improve disabled access was implemented across 22 schools.

We are actively implementing our Energy Policy to improve our energy and water consumption,

reduce carbon emissions of our corporate buildings and develop an energy supply service for Warwickshire residents to help tackle fuel poverty.

In 2016/17, 100% of electricity procured for corporate properties and street lighting was from green renewable sources -hydro/wave, solar and wind.

We have assessed how we use the Council's core offices and are using this data to improve our use of space and reduce operating costs.

We have an engaged and committed workforce - with an employee engagement score of 70%, this compares well to other local authorities with a benchmark score of 62%.