Warwickshire’s One Organisational Plan 2014-2018

SHAPING THE FUTURE

2015/16 Year in Review
We launched our One Organisational Plan in 2014 and have made great progress since then in delivering against its core purpose.

This is our second annual review and it covers just some of our achievements in delivering appropriate and quality services at the right time. It shows how we are looking after the most vulnerable in our communities, and how we are championing economic growth and innovation. Alongside this we have also had to deliver significant savings - £92 million since 2014.

Looking to the future we are committed to making Warwickshire the best it can be. We will continue to face financial challenges but we are absolutely committed to ensuring our people are supported to be safe, healthy and independent and that Warwickshire has a vibrant economy.

Balancing effective and value for money service delivery against a massive reduction in our resources is challenging. However we have shown over the last few years that we can deliver on this and have a strong foundation on which to build as we move forward to deliver the best outcomes for Warwickshire.

Cllr Izzi Seccombe
Leader, Warwickshire County Council
Our communities and individuals are safe and protected from harm and are able to remain independent for longer.

**914 families**

were helped by the Priority Families programme which supports families experiencing difficulties.

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.

The rate of child protection plans has decreased from **47.1** (per 10,000) in 2014/15 to **42.1** (per 10,000) in 2015/16.

We have also seen a decrease in the rate of Children in Need with the rate now at the same level as 2011/12 from **284.6** to **338.2** (per 10,000) in 2015/16 and 2014/15.

In recognition of the successful completion of phase 1 of the programme Warwickshire was chosen as an early starter for phase 2.

The County Council has been working in partnership with communities and other local authorities to advise on and help implement solutions to protect properties from flooding. The annual Flood Summit was held in October and attended by over 70 delegates.

The County Council now provides advice on all major planning applications on flood risk, currently this is at the rate of **12** responses per week.
The Third & Public Sector Partnership Group held a successful annual conference “Building a Stronger Warwickshire Together”.

The conference was designed to encourage and inspire organisations to harness the strength of their local communities in building community capacity and to take responsibility for their own future which in turn will reduce demand for public sector provision.

During 2015/16 Warwickshire Fire and Rescue service delivered a number of education and engagement schemes.

- 2,312 young people received education on reducing Road Traffic Collisions
- 210 schools were visited and 12,600 children received fire safety advice.
- Engaged with 4000 young people to help reduce deliberate fires and arson.
- Carried out 3600 Home Fire Safety Checks for vulnerable people in the community.
- Fitted 85 safety letterboxes to victims of domestic abuse or hate crime.

During 2015/16 Warwickshire Fire and Rescue Service

- Received 10,400 emergency calls
- Attended 494 incidents that presented an immediate risk to life, of which 306 were Road Traffic Collisions.
- Attended an emergency scene within 10 minutes with a fire engine on 75% of occasions and
- Extricated over 147 casualties from Road Traffic Collisions.

As a result of these activities there were no fire deaths in Warwickshire during 2015/16.

Additionally we have seen:

- A 15% reduction in house fires over the past 5 years
- A 46% reduction in the number of deliberate fires over the past 5 years

The Warwickshire Multi-Agency Safeguarding Hub (MASH) was launched in 2016. It acts as a single point of contact for safeguarding referrals where information is shared across agencies to allow safeguarding concerns to be assessed. This will help identify areas of risk and ensure that vulnerable children and adults in Warwickshire are protected and supported appropriately.
Work with children & families

385 new practitioners were trained to provide early help for children and young people using the Common Assessment Framework (CAF).

CAFs prevented:
- 95 referrals to Child and Adolescent Mental Health Services
- 168 children from non-attendance and truancy at school
- 11 permanent exclusions from school
- 9 young people from not being in education, employment or training
- 25 referrals to social care overall
- 156 families were supported
- 92% of CAF evaluations showed a positive outcome.
- 100% of children rated highly the help they received and 97% of adults felt they had been helped.

91% of children at risk of care avoided entering care after Family Group Conferencing (FGC)
a way of bringing family members together to focus on improving matters for children.

64 families were supported through FGC in 2015-16.

88% of children* said the process helped them make positive changes in their lives
86% of adults* felt that the process helped their situation.

*who gave feedback

The number of days a child waits between entering care and moving in with their adoptive family has reduced from

507 days to 362 days

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

In 2015-16, 335 parents completed group Triple P programmes resulting in positive outcomes for over 75% of parents who took part.

64% of children now wait less than 16 months, an increase from 52%.
The health and wellbeing of all in Warwickshire is protected

2071 people were helped to stop smoking as a result of a campaign promoted by the council which was actively supported by pharmacists across Warwickshire and included a new online service.

Nearly 55% of household waste is now re-used, recycled or composted. We have been working to change residents behaviour to reduce waste and have seen domestic waste decline despite an increase in the number of homes in the county.

We have worked with partners to publish the Smart Start Strategy for children from 0-5 years of age.

This sets out how we can make sure that all children in Warwickshire have the best possible start in life. We have developed a plan to integrate 0-5 universal and early help services, implemented 11 projects and are launching a scheme of small grants to offer practical support to 0-5 communities.

Over 10,000 people in Warwickshire have now pledged their support to people with dementia by becoming a dementia friend.

https://dementia.warwickshire.gov.uk

Over 80% of year 6 pupils completed a health needs assessment which was used to redesign the school health and wellbeing service.

We want more children to be adopted more quickly. More children now wait less than 16 months from entering care to moving into an adoptive family. (63% in 15/16 compared to 52% in 14/15).

27,000 requests for information, advice, screening and assessments were dealt with by the School Health and Wellbeing Service.
Extra Care Housing is now available in all five of Warwickshire’s boroughs and districts. Nine schemes for those aged 55+ are now operation. ECH is specialist housing for older people and adults with disabilities, which provides care and support on site to allow people to have their own front door whilst remaining independent. There are over 400 unit in place across Warwickshire. A specialist dementia care support worker is also available at two of the sites.

We deliver domiciliary care to over 2,400 customers, to ensure they are able to live independently in their own home for as long as possible. A new joint service for domiciliary care has been developed with Clinical Commissioning Group partners that is focused on the individual needs of customers.

The Warwickshire community equipment service provided more than 88,000 items of equipment, such as walking aids, bathroom aids, hoists and beds to support over 18,500 people in Warwickshire to live more independently, prevent hospital admission and support carers.

A Trading Standards enforcement exercise led to the seizure of 38,000 suspected counterfeit and non-duty paid cigarettes and a successful prosecution followed as a result.

We have funded four projects across the county that have created facilities in existing community venues and buildings to improve accessibility for people with disabilities such as autism, sensory needs and learning disabilities. These have created facilities such as accessible toilets, an outdoor sensory garden and indoor sensory area, a specialist therapeutic space and a sensory facility.

We tackle the issue of underage sales of alcohol and cigarettes through undercover exercises. In 2015/16 only 13% of targeted premises sold alcohol or tobacco to children, which was a significant reduction on our expectation that 26% of shops would sell.
Support for young carers

A new contract, developed with input from young people, to provide improved support for young carers was put in place in September 2015. During 15/16 this supported 1176 children and young people.

Support for people with disabilities

Warwickshire, Coventry and Solihull are working together to transform care and support for people with a learning disability, autism, mental health needs or behaviours that challenge. As a result, we have developed a new model of care, re-invested £1.4 million into community support and new intensive support. This has meant that there was a 33% reduction in inpatients during the year and this work was highly commended in the Health Service Journal Awards.

A new Learning Disability statement of intent and Delivery Plan were approved by the Council during the year. The Plan aims to address the needs of people with learning disabilities.

Specific plans have also been developed to better meet the needs of people with Autism and people with a sensory impairment.

Two thirds of respondents using the council’s social care services said they were happy with the support they received, an increase from 59% in 2014-15 to 67% in 2015-16.

91% people said that the services they had received through the Council’s social care services helped to make them feel safe and secure; this puts Warwickshire’s care services in the top quartile compared to other councils.

Providing care for our communities

The Council has taken the lead on behalf of Warwickshire North and South Warwickshire Clinical Commissioning Groups to improve nursing and residential care for adults through a new single contract.

This work has resulted in care homes signing up to a new contract which requires them to ensure that all residents are offered a good standard of care, and are treated with dignity, compassion and empathy.

A new service was put in place by the council on behalf of Warwick Hospital to support patients leaving hospital for up to 6 weeks after discharge.

Patients can now recover in 2 nursing homes, with 24 beds, in Leamington and Kenilworth with dedicated support from a GP, Physio and Occupational therapists. This service, known as ‘Discharge to Assess model’ was shortlisted for a Health Service Journal Award.

The council has developed an End Of Life action plan, endorsed by the Health and Wellbeing Board, which sets out the council’s plan on how services and support relating to End of Life will be commissioned over the next 2 years.

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

85% of pupils in Warwickshire attend schools (including nurseries) judged to be good or outstanding by Ofsted, exceeding the Council’s target of 80%.

September 2015 saw the opening of the Discovery Academy for children and young people with autism and or social, emotional and mental health needs. The Academy served 34 pupils in its first year.

We help Warwickshire businesses comply with the law.

During 2015/16 21% of businesses provided with advice and support were new, micro or small businesses, contributing to growth within the county.

Our Trading Standards service receives more complaints about car dealers/garages than any other trade sector.

In 2015/16 we successfully prosecuted four Warwickshire traders for selling dangerous/unroadworthy and misdescribed vehicles. A further trader received an Interim Court Order requiring them to trade fairly. Another was sentenced to 12 months imprisonment for fraud.

In July 2015, the Federation of Small Businesses awarded us the 'Best small business friendly local authority'.

Our work included support for the Rugby World Cup, the installation of free Wi-Fi in the town centre in partnership with Rugby Borough Council and delivering ambassador training to local businesses, based on the London 2012 volunteer programme.

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We launched our biggest ever apprenticeship recruitment drive.

During 2015/16 WCC recruited 36 Apprentices...

bringing the total to 98 in 3 years

The Apprenticeship scheme has been focused on creating Apprenticeships with genuine career path opportunities rather than providing a general training scheme for young people.

A fully integrated social media campaign aimed to recruit more retained firefighters to the service received over 200 applications in the first few weeks.

In total the service has seen a 30% increase on standard application numbers which means that our new recruits are now trained and are ready to make Warwickshire safer and promote economic growth and vitality by working with businesses to ensure that they benefit from their staff being part of Warwickshire Fire and Rescue Service.
Warwickshire’s communities are supported by excellent communications and transport infrastructure.

The Council completed a new dual carriageway to replace the B4100 and B4451 and improve the link from the British Motor Museum to the M40 at Junction 12.

Over 52,790 properties are now able to connect to the fibre Broadband network across Coventry, Solihull and Warwickshire (CSW) thanks to the CSW Superfast broadband project.

This £10.1m scheme of new 1.5km road was delivered on time and to budget. It improves safety on the M40 by reducing delays, improving access to existing businesses and helps unlock the area for further economic development.

A further £1.5m was provided by Jaguar Land Rover for extending the scheme to improve capacity on the network to allow traffic to reach their site.

www.cswbroadband.org.uk/
January 2016 saw the completion of the lengthening of the platform at **Bermuda Station**, Nuneaton and Bedworth Station as part of the NUCKLE project.

This is a joint project between Coventry City Council, Warwickshire County Council and Centro. The project includes a new station at Bermuda Park and the extension of the platform at Bedworth Railway Station so that local communities can access new jobs at major developments in the region.

WCC has successfully used technology to improve its **Traffic Management Permit Scheme**. This provides information on each permit to inspectors and encourages utilities to better manage their works.

This has led to a considerable drop in road space occupancy and cashable benefit of £370,000 for 2015/16

The **Warwickshire Local Flood Risk Management Strategy** was formally adopted by Cabinet in April 2016. This Strategy provides an overview and assessment of flood risk in the County. It outlines objectives and measures for how Warwickshire County Council as Lead Local Flood Authority will assist in the management of flood risk.

The County Council has entered into a new 7-10 year contract with Balfour Beatty to deliver the highway maintenance service on behalf of Warwickshire and our sub-regional partners Solihull and Coventry

**Balfour Beatty**
We have a lead role with Government Digital services in developing a new citizen identity service. This will streamline the presentation of personal identity evidence, speeding up processes and saving money across the public sector. Our blue badge disabled parking permit scheme is a priority project within this.

We started a major refurbishment of the Market Hall Museum in Warwick which will reopen in early 2017. The redeveloped Museum, celebrates the stories of Warwickshire and its people and has been refurbished with support from the Heritage Lottery Fund and heritage, natural history and community groups from across the county.

Safeguarding children is a key priority and is overseen by the Warwickshire Safeguarding Children Board. We have made significant strides in reducing the time it takes from a safeguarding case being issued to reaching a court hearing - from 50 to 26 weeks.

Over the last few years we have rationalised the number of buildings we work from by improving office standards, working more flexibly, with less emphasis on paper and a greater reliance on technology. Phase one, successfully completed during 2015/16 delivered savings of over £4 million.

The council continues to manage its finances well and has achieved over £1m in investment returns over its benchmark. We also recovered £3.7m of debt. The cost of delivering services is also being improved through the use of digital means.

Resources and services are targeted effectively and efficiently whether delivered by the local authority, commissioned or in partnership.
The Council is working to continually improve its services for its customers through a wide variety of projects and programmes and has developed a special tool known as the Project Hub to monitor and manage such projects. The Hub was introduced in 2015/16 and now monitors 150 projects and 40 programmes.

1.7m library items were issued and 97,000 customers were supported to access digitised services in Warwickshire libraries in 15/16. Two new libraries were also opened during the year. The range of activities and services available at each outlet has been expanded in the last 2 years and we continue to work in partnership with our volunteers and communities.

The WCC website has been awarded 4* by SOCIITM, the highest standard for any website based on ease of use for customers.

Overall customer satisfaction with our digital services is 74%.

During 2015/16 we enabled more of our services to be accessible by digital means for residents and our customers.

29% of blue badge applications are made online and live web chat is supporting customers with the service.

A campaign to improve fitness in the county resulted in more than 2,280 referrals to the Fitter Future service in the first six months of the year. The campaign reached over 115,000 people via Facebook alone and the campaign video was viewed 47,000 times generating engagement, comments and shares.

Our online survey showed 94% of customer satisfaction with the library service.