

Reporting back to residents on how their views can make a difference

Why Wolverhampton is a great place to live

See pages two, three and four



MAKE YOUR MARK ON CITY'S FUTURE

INSIDE:
how we
respond to your
priorities

EVERYONE is being urged to air their views on how services are performing in Wolverhampton at this year's One City Marquee at the City Show.

Come and visit the large marquee opposite the main arena and entrance during the two-day event. Have a look what's been happening and tell us what you think about these services. Are they making things better for you?

There's information on crime reduction, education and health matters.

Some of the things that we have done to make Wolverhampton a better

place are included in this supplement under the five important areas you told us you wanted improvements in.

These important areas are:

- we like where we live
- we will live longer and healthier lives
- we will feel safer and more involved
- we will have access to the skills and knowledge that we need
- we will have access to job opportunities.

This year's City Show takes place in West Park on Saturday 10 and Sunday 11 July.

Inside the marquee you can talk to people from a whole range of agencies

and get help and support to achieve what you want to do.

Outside of the marquee there will be performances by talented local musicians and dance artists over the weekend.

You can also join in with some of the activities such as martial arts, salsa dancing and exercise sessions.

Wolfie (the Wolverhampton Wanderers mascot) will also be making a celebrity appearance in the marquee on the Saturday during the City Show.

Come and meet him between 1pm and 3pm. Anyone who comes along will be entered into a free prize draw to win a 42 inch television.



Come and meet Wolfie at the One City Marquee.

Wolverhampton Strategic Partnership – known as the Wolverhampton Partnership – is made up of public, voluntary and private sector organisations.



If you would like further information on the Partnership please contact: Wolverhampton Partnership, Red Lion Street, Wolverhampton, WV1 1UY.

Tel: 01902 556042

email: enquiries@wton-partnership.org.uk

One City
contacts

Safer Wolverhampton Partnership
www.saferw-ton.org
Tel. 01902 502014

West Midlands Police
www.west-midlands.police.uk
Tel. 0845 113 5000
or in an emergency 999

Wolverhampton City Council
www.wolverhampton.gov.uk
Tel. 01902 556556

Wolverhampton City Primary Care Trust
www.wolvespct.nhs.uk
Tel. 01902 444888

Wolverhampton Voluntary Sector Council
www.wolverhamptonvsc.org.uk
Tel. 01902 773761

Wolverhampton Network Consortium
www.networkknow.org.uk
Tel. 01902 572020

Wolverhampton Homes
www.wolverhamptonhomes.org.uk

City of Wolverhampton College
www.wolverhamptoncollege.ac.uk
Tel. 01902 836000

Feedback on the Big Plan for the City

We have access to the skills and knowledge we need

More opportunities than ever for school leavers

BY working together we have reduced the number of young people leaving school without entering employment, education or training.

Organisations are working with this group of young people and are better organised to meet their needs.

So far this year 155 young people not in employment, education or training have taken part in one of our programmes with 26 young people going on to further learning. The City of Wolverhampton College and Wolverhampton Adult Education Service have supported students to achieve:

- 2,987 National Vocational Qualifications at level one, 2,865 at level two and 1,262 at level three
 - 2,362 adults have undertaken training to enhance their chances of being employed and improve their skills.
- By working together 894 adults from the most disadvantaged wards in the city have been brought into



learning and training.

We have also opened a city centre youth café.

A youth café has been created and opened in Lichfield Street in the city centre, thanks to money from central government. The youth café, called

EPIC, is a state-of-the-art multimedia centre for young people in Wolverhampton.

EPIC has a café area with internet access and the latest hi-tech public address system for young people to stage events in the basement.

In 2009, the people of Wolverhampton once again told us a number of things they thought had got better, or worse, in the city. We also asked them to tell us one thing they would like to change.

The feedback on these pages responds to the issues you highlighted.

It shows how public services like the council, NHS and police have worked together to act on those issues, and how Wolverhampton is a

vibrant city that cares about its people.

We have separated feedback into the five big issues you told us were important to you.

This information shows how we are working together to tackle the issues you have raised.

We have given more feedback on issues you told us were most important to you: crime, antisocial behaviour and facilities for young people. These are obviously your main concerns.



Wolverhampton is a vibrant city... and agencies are working hard to create a place people are proud to live, work and socialise in.

We have access to job opportunities

Training projects benefit thousands of job seekers

A VAST number of people have received training or employment advice thanks to projects supported by the Wolverhampton Partnership.

Almost 2,500 unemployed adults have received information, advice and guidance on jobs and training since April 2009.

On top of this, 2,326 adults have undertaken training to improve their employability and skills.

Other positive action has helped 430 people into work at the V Festival at Weston Park.

A total of 230 people who are looking for work have registered for support in getting back to work and over the last 12 months

233 have completed 13 weeks of continuous employment.

Action has been taken to deal effectively with rogue traders and counterfeiters who undermine legitimate businesses which has also had a knock-on effect on employment opportunities. Trading standards officers successfully brought a prosecution in an £800,000 counterfeit case and the defendant forfeited £109,000.

A banning order was made against a rogue electrician and we have established a rapid response when members of the public report rogue traders.

● See back page for other stories of employment success.



We will live longer and healthier lives

Quality of life on the rise thanks to improvements

MAJOR health improvements have been made in the past year.

First, fewer teenagers have become pregnant and fewer babies are dying in the city.

We are on course to maintain these improvements.

Helping 100 pregnant mums to give up smoking was another major step forward.

A further 220 mums have started breast feeding and there have been 220 referrals to a new maternal weight management service.

We have been working to ensure patients receive treatment within 18 weeks of being referred by their doctor. This has significantly reduced hospital waiting times.

Similar progress has been made in reducing waiting times for access to GP surgeries, with a second walk-in centre having been opened in the north of the city.

We have also improved our infection prevention rate in Wolverhampton. We now have gone more than 300 days without any MRSA infection.

We have run 15,000 weight management sessions, 7,000 personal trainer sessions and 2,250 more health checks to support people with losing weight.

In addition, we have reduced the number



Rita and John Smith, from Wednesfield, who lost more than three stones between them on the PCT's free weight management scheme.

of complaints about underage alcohol sales by half and have taken action where illegal sales were identified.

There have also been key changes in the reduction of waiting times for NHS care, and significant reduction in waiting times for all planned hospital care. We have also developed a proposal for a new Health Centre in the Heath Town area.

We feel safer and more involved

Violent crime is slashed after police crackdown

THERE have been major reductions in all crime in Wolverhampton.

The numbers of serious violent crimes continue to remain low and have fallen by a quarter. Crimes such as burglary, robbery and vehicle crime have also fallen by 16 per cent.

Information on funding alarms and crime prevention is now sent to all victims of crime.

All victims of burglaries are visited in the areas of Low Hill and the Scotlands, Whitmore Reans and Bilston East. Alarms and other safety equipment are provided to the most vulnerable and repeat victims in these areas.

All homes in six areas across the city, identified as having above average levels of burglary, are now offered security advice and a range of free security devices by teams of Police and Neighbourhood Wardens.

Meanwhile, Wolverhampton currently has the lowest arson statistics in the history of West Midlands Fire Service. This has been achieved through a series of fire courses for those considered the most vulnerable and over 41,000 fire safety checks carried out in residents' homes.



Road safety education has improved in the city with over 2,000 14-15 year olds taking part in a cycle safety programme.

Confidence and satisfaction levels with how we are tackling crime have risen along with how we are combating crime and antisocial behaviour.

We continue to involve and listen to local

residents of all ages to help make improvements to services. Wolverhampton is recognised nationally for this work.

Agencies fighting crime have involved over 1,300 local people in the City in identifying their priorities for action.

Almost 150 crime and antisocial behaviour issues have been tackled through this route.

We like where we live

Blitz on fly-tipping and litter after residents speak out

LAST year residents told us they wanted to see more street cleaning and urged us to introduce more enforcement when people create litter and fly-tip. As a result we successfully acted together to:

- remove 1,238 incidents of graffiti
- investigated and removed 5,813 incidents of fly tipping
- removed 86 abandoned vehicles.

This year alone we have conducted two major litter campaigns and we carried out 200 patrols to target offenders. In addition, we have reduced litter in all the areas that we have monitored.

On top of this action we have achieved a 51 per cent reduction in chewing gum litter.

We have also successfully obtained an injunction against a Birmingham nightclub to prevent them from fly posting in the City.

The action we have taken is having an effect on how satisfied local people are



with where they live. People also seem to be getting on well together.

A survey highlighted that just over 76 per cent of people in the city think that people from different backgrounds get on well together and 71.5 per cent are satisfied with their local

area as a place to live. The figures also show that 40 per cent of all household waste is recycled or composted in the city, exceeding our target.

From November of last year we also added plastic and cardboard to our kerbside recycling scheme.



Local residents telling us what they would like to see improve in the city at last year's show.

Feedback will shape all our lives and improve services

WHAT you tell us will be used to influence what happens in the future in Wolverhampton.

People who visit the marquee will be invited to answer a few questions about what they think is going well in Wolverhampton and to tell us where they believe further work is needed.

Everyone's views will be used to help develop plans for what is done in the city in the future and to improve the quality of existing services – with the aim of making people's lives better.

This will make Wolverhampton a better place to live, work, study and socialise for generations to come.

Keren Jones the Director of the Wolverhampton Partnership, the organisation responsible for developing the 'big plan for the City', said: "The City Show is an excellent way of talking with and listening to local people.

"Getting residents views is a very important part of improving services and making life better for residents. Through festivals and events it is possible to talk to a wider range of people.

"What people say is really valued and will directly guide what work agencies and organisations do in the city together in the future."

Support for new businesses is an economic boost

Plenty of dedicated support is now available in the city to help businesses flourish.



A BUSINESS support centre has been set up in the city to help firms access help and services from a single point of contact.

We have developed the Wolverhampton Business Solutions Centre (BSC) together to provide a one-stop shop for businesses needing support in the city.

Five key agencies have supported the development of this centre, they are the City Council, Chamber of Commerce, Business Link West Midlands, City of Wolverhampton College and the University of Wolverhampton.

Work has been undertaken to create a service that avoids the confusion of dealing with organisations individually and enables businesses to access a range of support from a single place.

The centre is based at Wolverhampton Science Park, which is situated on

Glaisher Drive, and also offers space for one to one meetings, larger meetings, training sessions and seminars and networking events.

It also hosts training space (including a Computer Aided Design suite), and ad-hoc business support work space.

The idea was developed after talking with businesses who suggested Wolverhampton would be a better place to do business if support was more easily accessible.

Endorsed by many of the City's more prominent businesses, it is expected to aid business growth and diversification, as well as encourage inward investment.

For further details about the kind of business support available at the centre call 01902 824000 or email the Science Park: wsp-enquiries@wlv.ac.uk

Pair transform their lives thanks to local college training programme

TWO former manufacturing industry workers have transformed their lives and careers thanks to retraining opportunities available at a city college.

Colin Davis and Paul Berridge worked in the steel industry for most of their lives, but closures and massive job losses at plants meant they found it harder and harder to find work.

They decided on a complete career change and came to City of Wolverhampton College for help.

Within just a few months of meeting the staff at the college, the pair had not only retrained but had found new jobs as carers at a residential home.

Colin said: "For the majority of my life I was a laboratory technician for British Steel but following factory closures ended up order picking in a warehouse.

"My parents were in a care home and the staff there

spoke to me and said I would be a great carer and should give it a shot, so I enrolled on the Care to Make a Difference programme.

"I thought the course was very good and it's definitely a step upon the ladder, giving you the basic certificates you need to help you in your career."

Paul added: "I worked in the steel industry but every place I worked shut down.

"I thought I would get out of the filth of a foundry and after looking after my father for

seven years knew I could be a good carer.

"The course was very good and the certificates you gain go a long way when you are looking for a job. I'm really enjoying my new career."

To find out more about the Care to Make a Difference programme phone the Employability Team on 01902 821945.

Pictured left are Colin Davis and Paul Berridge who have transformed their working life through the Care to Make a Difference programme.

Sporting boost for children and teens thanks to success of new schemes

WOLVERHAMPTON children are taking part in more physical exercise in schools.

More children and young people between the ages of five and 18 are taking part in at least three hours of PE and out of hours school sport per week.

We have introduced several schemes to encourage children and young people to take part in sporting activities.

