

Sandwell Metropolitan Borough Council

18 October 2016

**Reports from members nominated pursuant to
Section 41 of the Local Government Act 1985
and the Council's representative on the West Midlands
Police and Crime Panel**

1. Summary Statement

- 1.1 The Council, at its annual meeting on 24 May 2011, approved an arrangement whereby members nominated pursuant to Section 41 of the Local Government Act 1985 to answer questions on the discharge of the functions of any joint authority or any joint board of which the Council is a constituent authority (Section 41 members) would report to the Council twice a year on important and contentious matters relating to the joint authority/board, and on any other occasion by exception. Procedural Standing Orders provide that any member of the Council shall be entitled to ask questions of the relevant members and the Council on these reports.
- 1.2 Reports are attached in respect of the West Midlands Fire and Rescue Authority (Councillor Edwards), the West Midlands Integrated Transport Authority (Councillor R Horton) and the West Midlands Police and Crime Panel (Leader of the Council).

Further details are attached for your information

2. Recommendation

- 2.1 That the reports from the Section 41 members in relation to the West Midlands Fire and Rescue Authority, West Midlands Integrated Transport Authority and West Midlands Police and Crime Panel be received.

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3. Strategic Resource Implications

3.1 There are no direct resource implications arising from this report.

4. Legal and Statutory Implications

4.1 Under Section 41 of the Local Government Act 1985, arrangements have been made for enabling questions on the discharge of a joint authority's functions to be put in the course of the proceedings of any constituent district council. A member is nominated by the joint authority for that purpose (the Section 41 member).

5. Implications for the Council's Scorecard Priorities

The involvement of Council representatives in the decision making process of joint authorities will encourage better understanding of local and wider needs and viewpoints and can support the Council's Scorecard Priorities.

6. Background Details

It is customary for the Council to receive six monthly reports from those members appointed pursuant to Section 41 of the Local Government Act 1985 to answer questions put to them at council meetings relating to the discharge of functions of joint authorities. This was the case in respect of the West Midlands Police Authority until the Police and Crime Commissioner [PCC] took office on 22 November 2012. The West Midlands Police Authority ceased to exist at that point. The West Midlands Police and Crime Panel, on which the Council is represented, now holds the Police and Crime Commissioner to account.

Sandwell Metropolitan Borough Council

18 October 2016

West Midlands Fire and Rescue Authority

Report by Councillor John Edwards, Chair of the Authority

1. Finances

The West Midlands Fire and Rescue Authority (WMFRA) agreed a net Revenue Budget for 2016/17 of £97m, which comes in the form of core funding from the Government (£59m) and Precepts on District Councils collected through Council Tax (£38m).

By 2019/20, Core Funding provided by the Government will have been reduced by an unprecedented 50% since the cuts began in 2011, £38 million.

In addition to the provisional settlement for 2016/17, the Government made an offer for a multi-year funding settlement.

The four year settlement offer (provisional for 2017/18 – 2019/20) would result in the following core funding reductions:

- 2016/17 £3.278m
- 2017/18 £3.985m
- 2018/19 £1.691m
- 2019/20 £0.690m

A total reduction over the four year period (2016/17 – 2019/20) of £9.644m (15.6% of the 2015/16 core funding).

Any Fire Authority wishing to take up the four year funding settlement to 2019/20 is required to set out their proposals in an efficiency plan to qualify for the four year settlement from April 2016.

WMFRA have taken this option in the knowledge that this will provide funding certainty and stability to enable more proactive planning of service delivery and to support strategic collaboration with local partners.

In order to continue to provide the current high level of service delivery WMFRA following consultation with local Section 41 Members and the 7 West Midlands Council Leaders approved a 1.99% or £1.09 per annum increase to its council tax precept for band D properties in 2016/17. Despite this increase WMFRA still remain amongst the most cost-effective metropolitan authorities when comparing band D with peers.

2. The Plan 2016-2019: Revised Vision Statement, Annual Priorities and Outcomes

In accordance with its planning framework, WMFRA has reviewed its rolling three-year corporate strategy – The Plan- and as part of this approach the Service has reviewed its vision statement, annual priorities and outcomes which are enablers to achieving our vision of *Making West Midlands Safer*.

‘The Plan’ clearly demonstrates our commitment to the delivery of integrated prevention, protection and response services. A significant element to the integration of services guided through ‘The Plan’ focuses on how the Service has and continues to embed itself in the delivery of wider prevention and protection based services in order to improve health and wellbeing, which has a direct correlation to the risk of fire. These services, endorsed by Sir Michael Marmot (Director of the UCL Institute of Health Equity) and Shirley Cramer (The Royal Society for Public Health) for addressing inequalities at the heart of our communities, seek to deliver wider joint partner outcomes to the communities of the West Midlands such as enhancing independent living for the most vulnerable and supporting economic growth through strategic regulation.

In view of this work our vision statement, priorities and outcomes have been aligned to more appropriately reflect our ongoing ambition to support wider improved outcomes in other areas, in particular health and well-being. This also provides clarity to employees and the community alike about the core services that we deliver to our communities. The Vision statement has been revised to: *“Making the West Midlands Safer, Stronger and Healthier”*.

The broadening of this vision statement to include stronger and healthier, reflects how our prevention and protection work is continuing to widen through the services we provide. It also provides clarity in our alignment to the devolved WMCA and supporting wider and improved health and well-being outcomes for our community.

3. Delivering Wider Prevention Services as part of a collaborative approach

The widening of the services we provide is reflected in WMFS's current working with strategic local authority partners, blue light responders, and care agencies to identify possible opportunities to be commissioned to provide care and wellbeing services on behalf of and/or in partnership with these public bodies. A number of emerging work-streams around which our capability to deliver is being discussed include:

- Telecare/Falls response service;
- A&E/hospital Discharges follow up visits.

Our capability to respond 24/7 365 days per year represents a highly skilled, efficient and cost effective approach to the delivery of these services when compared to current way these services are provided. Having a 'needs led approach' delivered through our safe and trusted service will help many vulnerable people to remain independent. If commissioned we will potentially reduce costs to the NHS and partner agencies (social services for example) associated with lack of movement, hospitalisation and reliance on social services.

Of equal importance to WMFRA is that undertaking this work will support the delivery of our strategic document 'The Plan', through helping the most vulnerable in our community, therefore making West Midlands safer. It will provide the opportunity to strengthen our delivery model through an evolving and enhanced local delivery of prevention based services. This will be achieved by us getting instant referrals for home safety checks and enable us to target and engage some of the most vulnerable people in our community to make them as safe as we can. This will reduce the personal burden upon delivery crews, time and costs associated with identifying and delivering home safety checks to some of our most vulnerable people.

Example: Non-emergency Telecare / Falls Response

Our firefighters are now responding to non-emergency calls to falls for the elderly and vulnerable in ground breaking partnership pilot schemes launched with Coventry and Wolverhampton City Councils in 2015 and 2016 respectively. Vulnerable and older members of the community prone to falls are provided with a community alarm to alert the Councils Telecare call centre who conduct an assessment to determine the level of response. Should it be determined that a non-injury falls response is required contact is made with WMFS Fire Control who arrange for a smaller fire engine known as a Brigade Response Vehicle (BRV) to attend.

Being commissioned to provide this type of work provides a valuable opportunity to help the most vulnerable members of our community by allowing them to remain independent in their homes and to improve their health and wellbeing. This service also provides us with the opportunity to conduct our comprehensive Safe and Well visits to people that really need them in order to reduce risk and help reduce hospital admissions freeing up beds and access to vital services and reducing the overall cost to the public purse. The BRV is the perfect vehicle for this purpose, allowing the traditional fire engines to attend life threatening incidents within the risk based 5 minutes attendance times. We know that fast response times are evidentially important to saving lives, reducing injuries and economic damage to the community.

4. Leading on Troubled Individuals Project

We have embraced the launch of the West Midlands Combined Authority (WMCA) and are non-constituent members. We welcome the synergy between our work and opportunities for even greater opportunities for collaboration. We are pleased to have been appointed as the Lead Agency for shaping and influencing the Troubled Individuals Project by the WMCA and have seconded a senior fire officer to provide the lead.

A troubled individual strikes through the heart of our Plan because they are vulnerable members of our community who are at greater risk from harm, fire or injury. Troubled individuals will access a range of public services in health, housing, benefits and a range of local authority services; they will often be the perpetrators or victims of crime and we have the experience and ability to work with partners to reduce both risks and substantial costs. We will work with the WMCA to develop sustainable approaches that are person-centred in a range of options and lifestyle choices that help to reduce the risk of becoming a troubled individual.

On a wider piece of work, WMFRA Chief Fire Officer Phil Loach is providing the officer lead within the WMCA work stream on Public Service Reform which is intending to influence change that improves the lives of our communities. The political lead for this work is Councillor Steve Eling, Leader of Sandwell MBC.

5. Flexible and Innovative Workforce deployment

WMFS has extensively and constructively engaged with our Trade Unions to achieve £4m in staffing savings to help meet the £10m deficit between 2016- 2020.

In order to make the savings required, a new staffing model was developed and worked through to agreement reducing the number of firefighters from 1332 down to 1168. We have introduced voluntary additional shifts to cover the shortfall in firefighter numbers whilst working within the working time directive.

Securing this flexibility with our staff represents a real breakthrough within the fire service sector and contributes to very positive staff morale.

Critically, this agreement allows WMFS to meet its contract with our communities to continue to provide our risk based 5 minutes emergency attendance standard. The integrated services our firefighters provide means that fighters will continue to help the most vulnerable members of our community, allowing them to remain independent in their homes and to improve their health and wellbeing.

6. Attendance Times

Critical to the delivery of The Plan is the Service Delivery Model (SDM). The SDM is the foundation of all planning and analysis and provides the level of resources needed to be able to respond to high risk (life and property) incidents within a risk based 5 minute attendance standard.

To inform our work we have undertaken research using real incident data to understand the desired speed of response to make a positive intervention.

Our research informs us that a 5 minute attendance standard is important to positively affecting rescue and survivability. ***Our current average response time to incidents which threaten life or property is 4 minutes 40 seconds, believed to be the best in the country. This reduces the risk to our communities, our firefighters and reduces the economic impact of fire on the local economy.***

7. Business Support Vehicles

To enhance the delivery of the priorities and outcomes as detailed above 3 Business Support Vehicles (BSV's) have been added to the fleet and will enhance the Service Delivery Model and delivery of The Plan 2016-2019.

The BSV's focus on responding to automatic fire alarms caused by faults in systems and providing business safety advice to reduce these calls.

This helps ensure that Pump Rescue Ladders are available for high risk incidents rather than tied up attending fire alarms caused by faulty electronic systems.

8. Performance Information

Information on performance is contained in the appendix.

In the first 5-months of this year 166 people have been rescued and led to safety from fire by firefighters. They have also extricated 125 people who were trapped in vehicles following road traffic collisions.

Regrettably arson fires in both non-domestic properties and vehicles are currently running above target. In the case of the former, there are too many disused industrial and commercial properties which stand empty for too long and become easy targets for fire-setters.

Apart from this, Members will see that under the governance of the West Midlands Fire and Rescue Authority, West Midlands Fire Service continues to provide an excellent service with the best response times in the country despite the unprecedented reductions in government funding outlined in the report.

This achievement reflects the commitment and flexibility of everyone who works for the service: support staff, control room staff, firefighters and the Chief Fire Officer and his team who lead the service and deliver the priorities of WMFRA.

Councillor John Edwards
Chair WMFRA

Appendix

West Midlands Fire and Rescue Service	Actual (2015/16)	Target (April to August 2016)	Actual (April to August 2016)
Performance Indicators			
The Number Of Accidental Fires In Dwellings	1702	701	613
The Number Of Injuries From Accidental Fires In Dwellings	63	24	31
The Number Of Arson Fires In Dwellings	198	82	83
The Number Of Accidental Fires In Non-Domestic Premises	461	189	176
The Number Of Arson Fires In Non-Domestic Premises	151	58	89
The Number Of Arson Vehicle Fires	725	283	362
The Number Of Arson Rubbish Fires	2134	1073	853
The Number Of Malicious False Alarm Calls Received	2804	n/a	1227
The Number Of False Alarm Calls Due To Fire Alarm Equipment	5741	2394	2389
The Number of evacuees with brigade assistance from fires (not casualties or rescues)	510	n/a	140
The Number of rescues from fires (excluding casualties who are rescued)	41	n/a	26
The Number of RTCs attended	2347	n/a	1081
The Number of extrications from RTCs	349	n/a	125

Sandwell Metropolitan Borough Council**18 October 2016****Transport for West Midlands (TfWM)**

Report by Councillor Roger Horton

Overview of Transport for West Midlands Activities**1. Bus Network**

The West Midlands Bus Alliance was established in November 2015 with a number a number of key deliverables around increasing modal share and patronage, maintaining a high level of customer satisfaction for passengers, improving reliability and punctuality and investing in the local highway to improve journey speeds. One of the key deliverables of the Bus Alliance is to deliver a series of Network Development Plans (NDP) across the region. Work has commenced, in partnership with the Sandwell Council, local Operators and other key stakeholders, on establishing the NDP for Sandwell. This work will build upon the public consultation that was undertaken in Spring 2015 on the network as it currently stands. This will be accompanied by a Network Delivery Plan to look to deliver the objectives of the Alliance in the area. The NDP will also look to build resilience in to the overall network to ensure that disruption to passengers is minimised during the planned Highways England works on the M5.

One of the key corridors in Sandwell and across the Black Country is service 126 which travels between Birmingham and Wolverhampton via Dudley. Working in partnership through the Alliance National Express with TfWM have delivered £4 million of investment into the vehicle fleet on this route supported by investment in the passenger waiting facilities along the route. These Platinum vehicles deliver a higher level of passenger comfort with leather seats, air conditioning, Wi-Fi and electric charging points. The vehicles conform to Euro 6 vehicle emission standards contributing to an improvement in air-quality along the corridor.

Discussions are ongoing with Intu, the owners of Merry Hill Shopping Centre, regarding their future development plans for the site. Improving public transport access is a key priority. With the extension of the Metro to Merry Hill and Brierley Hill now being delivered through the HS2 Connectivity Package, work is taking place to ensure benefits are maximised and that this is fully integrated with wider improvements to bus services and infrastructure, including a new bus station and improved connectivity to Brierley Hill and the Waterfront. In the short term, plans have been developed for some interim improvements to the Bus Station at Merry Hill to improve accessibility and pedestrian safety and these will be delivered in early 2017.

The Highways Partnership Manager is continuing to work with in Partnership with Sandwell Council looking at a series of highways improvements on a number of key corridors in the area. This work has been reflected in the recent bid to the Black Country LEP in order to fund corridor improvements across the area.

Working with Sandwell Officers and NX to look at opportunities to improve air quality by reviewing the location of Centro Infrastructure, the meeting also including feasibility of demolishing the redundant public toilets, creating a town square and re instating the former clock to the new square

Working in partnership with Sandwell and NX to ensure the essential roadworks at the junction of Bearwood Road/Sandon RD/Three Shires Oak RD junction is monitored to ensure the impact on the bus network is considered and mitigating measures undertaken as required.

Traffic calming and environmental works along cape Hill – now complete. Working in partnership with Sandwell MBC to procure and replace infrastructure which was funded through the project by Sandwell MBC.

2. Park and Ride

On 1 July, new contracts were introduced to provide grounds maintenance and cleaning at park and ride locations. Customers and TfWM have seen the improvements these services have delivered to the car parks. Plans are already in place to manage any winter weather conditions we may have in the coming months.

From 1 November a new 3 year 'Considerate Parking' contract will be in place which will provide parking enforcement at all TfWM Park and Ride locations. We hope to continue to build on the success of our existing arrangements by further lowering the amount of inconsiderate parking.

The project to improve the perception of safety and security at Bescot Stadium Park & Ride and pedestrian routes leading to the station has been delivered in partnership work between Centro/TfWM, Sandwell Council and Highways England. Measures introduced to make this site more welcoming to customers include

- Refurbished brighter furniture
- Wider walking routes from the car park to the station
- LED lighting including which includes better lighting underneath the M6
- Pest control measures
- Upgrading and increasing the amount of CCTV
- Installing RTI onto the car park showing train and bus information
- Installing rail timetable information onto the car park entrance
- Relining the car park
- Resurfacing the public right of way
- Installing improved pedestrian fencing

The ANPR (Automatic Number Plate Recognition) trial at Bescot Stadium has been a success and will be rolled out as part of a further trial at four new locations, including Rowley Regis.

This ANPR trial will allow customers using the free Save-a-Space phone to see if parking at Rowley Regis train station has spaces available or is full. Another part of this 3 month trial will allow some customers to reserve parking in advance of travelling to the car park. 5 standard bays and 5 car share bays will be reserved for customers using the Save-a-Space to reserve a free parking space.

Planned maintenance work continues to be delivered with further upgrades of CCTV, LED lighting and resurfacing work throughout the region.

Park and Ride Expansion

The expansion of the Park and Ride network will continue through the development of a detailed multi-modal Park and Ride programme to ensure that the most effective use can be made of both development funding and the capital available. The programme will also take into account the improvements required at sites to encourage walking and cycling to stations and well as park and ride. The allocation of funding will be determined using a Department for Transport model that ensures that each Park and Ride proposal is assessed against five criteria as follows:

- Strategic fit
- Financial viability
- Commercial viability
- Management viability
- Economic viability

Use of this model is essential given the restrictions on capital, but will also enable us to make effective use of development funds to ensure we are bringing the right projects forward to planning stage, ready for delivery as and when funding comes available. A number of projects are already being developed to planning stage at Bradley Lane (Metro), Tipton and Whitlocks End stations.

3. Rail Investment

One of TfWM's main vehicles for securing investment and support for rail investment is the Partnership Agreements we have with Train Operators. The Directly Awarded Contract to London Midland which started in April 2016 enabled TfWM to refresh the partnership agreement that we have with London Midland.

This was launched and on 26 July and a joint action plan has been developed with London Midland to ensure the commitments can be delivered by the end of their franchise which runs till 15 October 2017.

The new partnership agreement includes a total of 45 commitments around 6 key themes – namely Performance, Customer experience, People, Safety, Security and Environment, Stakeholder Management and Community Engagement and Working towards the Future.

The agreement includes a specific obligation for improvements to Sandwell and Dudley station as follows -

- Both parties will jointly develop, implement and promote a fully accessible integrated station model to maximise accessibility and social inclusion, to showcase the model at Sandwell & Dudley station.

The general commitments in the agreement include –

- Consultations on the Autumn leaf fall and Christmas timetables
- Developing a multi-modal public transport resilience group
- £250,000 to be invested on minor works to aid accessibility
- An integrated passenger information approach which includes Tablets for station staff and multi-modal journey planning
- New and upgraded ticket vending machines by January 2017
- London Midland YES managers customer training
- On train CCTV on Class 323s by May 2017
- Wi-Fi on Class 350s
- Class 323 reliability improvements

The new station at Bromsgrove was opened on 12th of July 2016. TfWM is the Station Facility Owner and we have contracted London Midland to manage the station on our behalf. Revenue from the station is earmarked to offset the capital costs of building the station.

4. Swift Smart ticketing

2016 has been a fantastic year for Swift with take up and usage growing exponentially. There are now over 75,000 Swift cards in circulation which has supported the growth in usage to over 2.2m journeys per month.

Swift PAYG is one of the most popular products with take up growing from c.8000 customers in January to c.26000 customers to date. This is an increase of 225% and is no doubt down to the great discounts that these customers have access to – 10p off single fares and 20p off day-tickets.

Swift has been a multi-modal solution since early 2015 when we added Metro ticketing onto the platform to enhance upon the already comprehensive bus offer. Earlier this year, we were also able to add rail travel onto the Swift platform through the rollout of compatible gates to New Street, Moor Street, Snow Hill, University, Five Ways, Birmingham International and Coventry which has allowed us to issue a Swift version of the nNetwork product to all of our Direct Debit customers. We will shortly be rollout out the same functionality to our nTrain Direct Debit and are exploring opportunities for a wider rollout of other products with the DfT and Midlands Connect.

2016 has also seen the launch of a number of brand new ticket types such as the nBus Student and nBus off-peak which are only available on the Swift platform.

Having delivered the majority of the adult product range onto the Swift platform, we are now focusing on the delivery of the child range of tickets which we plan to introduce in time for the 2017/18 Academic Year. To support this, we have worked in partnership with Green Bus to move their child season ticket range onto the Swift platform. This was delivered in August to over 1000 children – lessons from this project will help us deliver wider schemes next year.

We are also exploring opportunities to deliver contactless payment and “best value” capping and are currently developing a technology roadmap, business case and delivery plan that supports our ambitions to begin delivery in 2017. Bus operators, through the Bus Alliance, have committed to work with us to deliver contactless payment and “best value” capping and as part of this, National Express has recently awarded a contract to INIT to deliver new ticket machines with the capability to support this objective. Midland Metro have already deployed contactless payment handheld devices to collect fares on the tram – this has proven really popular with c.15% of all tickets issued on the tram now paid for using a contactless bank card.

5. Smarter Network Smarter Choices

The Local Sustainable Transport Funded *Smart Network, Smarter Choices* (SNSC) programme is a wide ranging project that aims to tackle congestion, reduce carbon emissions and strengthen the economy by improving and promoting walking, cycling, public transport and car sharing options. The programme ran from 2012 to 2015 across 10 congested corridors in the West Midlands and then successfully secured funding to continue in 2015/16, focusing on key areas of regeneration.

A 'legacy' programme has continued during 2016/17, providing support to key education and employment sites engaged during the 2012-16 period, along with travel support for the unemployed and a range of cycling offers to increase active travel.

A WMCA wide funding bid was made to the Department for Transport's Access Fund in September 2016. If successful, this funding will enable a three year programme of activity to support an increase in cycling and walking to key employment sites and skills opportunities.

WorkWise – between 1st April and 30th September 2016, 2,592 unemployed jobseekers (263 in Sandwell) have been supported with finding, starting and staying in work with free ticketing for interviews and job starts. The new WorkWise online application form has gone live, enabling customers to apply for job start tickets via the Network West Midlands website, without the need to attend a Jobcentre Plus or provider.

The new WorkWise Travel Training Curriculum resource (for use by training providers teaching basic literacy, ICT and numeracy skills to unemployed adults) is currently being updated following positive feedback from a number of Training Providers. The final version will be launched later in the year and made freely available online to Providers supporting unemployed adults into jobs.

Employers: This year we have continued to support 102 businesses and staff at 8 Universities who signed up to the SNSC programme during 2012-16. Of these, 12 sites are in Sandwell including nPower, the West Bromwich Building Society, Sandwell and West Birmingham NHS Trust (Sandwell General Hospital), Doosan Babcock, Trident Reach, The Children's Charity and Warburtons.

These employers and their staff benefit from a tailored Travel Support package to improve access to their workplaces, reduce congestion and encourage healthy active travel. Support delivered to employees includes cycle training, Dr Bike maintenance courses, Top Cycle Location accreditation, Try Before You Buy ticketing offers, journey planning and promotional events.

Education: This year we have continued to support 66 education sites who signed up to the SNSC programme during 2012-16. Of these, 13 sites are in Sandwell, including Wood Green Academy, RSA Academy, The Phoenix Collegiate, Sandwell Academy, Health Futures UTC and Sandwell College.

Students and staff at these sites benefit from a tailored Travel Support package to improve access to their place of education/work, reduce congestion and encourage healthy active travel. Support delivered to students and staff includes cycle training, Dr Bike maintenance courses, participation in the Travel Academy, Class Pass for school trips, accreditation to Modeshift STARS, Top Cycle Location accreditation and a range of tailored workshops and events to promote all modes of sustainable travel, safer travel, journey planning support and ticketing information.

Cycling: from April 2016 to 31 September 2016, 2,246 participants had benefitted from SNSC cycling support (including cycle training, maintenance training, route planning, journey accompaniment) across the West Midlands, including 237 Sandwell residents.

The **Bostin Bikes pilot** commenced in August 2015 and concluded in December 2015. The project offered Black Country residents the opportunity to loan a bike while undertaking cycle training, and then purchase the bike at a reduced price of £50 upon successful completion of their Level 2 on-road cycle training. A total of 228 bikes were distributed. A further 60 bikes were assigned specifically to Sandwell Public Health through their CANDO officers to help raise physical activity levels among local residents. Sandwell Public Health funded the £50 deposit for the participants, meaning they received their bike for free on completion of the CANDO cycling programme (which concluded in September 2016).

The **Bostin Bike Commuters Pilot** commenced in January 2016 and concluded in September 2016, offering a further 139 bikes to employees in a selection of Black Country businesses engaged in the SNSC programme. The employee was required to live within a reasonable commutable cycling distance from their place of work, and as well as being required to complete their Level 2 cycle training, they must also take part in a 'journey accompaniment' from their home to place of work. This is to further instil behavioural change and build a strong relationship with their instructor in the hope that they will move on to complete their Level 3 Advanced cycle training. Results of both pilots are currently being evaluated.

Love Your Bike sessions – since April 2016 a total of 5 *Love your Bike* sessions have taken place in Sandwell including 2 at Cradley Heath Interchange, 1 at Wednesbury Parkway Metro stop and 2 at Rowley Regis Rail Station. These award winning sessions enable commuters to benefit from a free bike safety check, the opportunity to buy a discounted D-lock (cycle lock) to help reduce cycle crime, plus advice on free cycle training and cycle maintenance sessions in their local area.

Top Cycling and Walking Locations

SNSC Top Locations are organisations that have proven their ongoing commitment to sustainable travel. As part of the Travel Support Package the Active Travel Team carry out assessments against a range of walking and cycling criteria and award either bronze, silver or gold Top Location status. In 2016 a further tier was introduced, awarding those organisations who have shown an exceptional commitment towards both cycling and walking with a Platinum Award. In Sandwell 9 organisations hold Top Location status including Sandwell Council who were awarded Bronze Top Walking Location in July 2016.

Managing Short Trips Infrastructure improvements: the *Managing Short Trips (MST)* is a £4.9m programme of infrastructure schemes that is delivering 24km of cycleway improvements to canal towpaths in the Black Country together with associated physical highway improvements, such as footway widening, improved crossing facilities and tactile paving. These improvements are all designed to create cycle friendly corridors between existing cycle routes, residential areas and local centres.

MST is on schedule to deliver the £4.4m of improvements forecast for 2016/17, having already delivered 1.7km of canal towpath improvements along the Birmingham new mainline canal between Galton Bridge and Bridge Street.

6. High Speed 2 Connectivity Package

Following the submission of the HS2 Midlands Growth Strategy in April 2015, an agreement was reached within the West Midlands Combined Authority (WMCA) Devolution Deal to fund key proposals within the strategy.

The HS2 Midlands Growth Strategy focuses on four key priorities: economic growth, skills, housing and transport. The HS2 Connectivity Package has been developed in response to this. This package consists of an integrated rail and rapid transit network which connects the region's main centres with quick and frequent services and increases the number of people who can readily access HS2 stations and main centres.

The vision of the HS2 Connectivity Package is to harness the unrivalled connectivity and investment of HS2 to create a step change in the Midland's economic performance, driving growth and significantly improving outcomes for its people, businesses and places.

Strategic partners across the region have worked together to identify a robust set of schemes aimed at delivering excellent local and sub-regional connectivity to HS2 stations. The agreed package seeks to maximise the benefits of HS2 to the wider region by focusing on:

- a) Improving access to appropriately qualified labour to the Station Masterplan sites;
- b) Improving access to HS2 for key business sectors;
- c) Improving access to opportunity for deprived areas

The connectivity package will comprise of a package of 20 major transport infrastructure schemes to necessary to secure seamless connectivity to Curzon Street and Interchange (Table 1). A number of these schemes will support enhanced connectivity in the Black Country.

Table 1 – HS2 Connectivity Package Schemes

Infrastructure Type	Scheme	Benefitting Station	
Metro	East Birmingham / North Solihull	Curzon Street	
	Brierley Hill Line 1 Metro Extension		
Heavy Rail	Camp Hill Chords		
	Water Orton and local enhancements		
	Snow Hill line improvements		
	Aldridge Station and Electrification		
	Walsall to Rugby rail line speed improvements		
	Shrewsbury to Wolverhampton rail electrification		
SPRINT	Longbridge to Birmingham		Interchange
	Sutton Coldfield (potential CityLink);		
	Walsall to Birmingham		
	Bartley Green		
	Extension to Halesowen		
	i54 (including extension to Penn and Merry Hill		
	A45 UK Central to Coventry		
	Solihull to Interchange		
	Interchange to Coleshill Parkway		
	Sutton Coldfield to Interchange		
Warwick to Interchange			
Hall Green to Solihull			

Governance arrangements for HS2 have been put in place which establishes a HS2 Local Delivery Team which will oversee the development of the HS2 Connectivity Package.

Work has been progressing on developing an HS2 Growth Strategy Implementation Plan for Government. This plan will set out the governance, key milestones, detailed programmes, resources, financial profiles and key benefits for the elements within the HS2 Growth Strategy. This implementation plan will be submitted to Government at the end of Spring 2016.

7. Safety and Security

The Safer Travel Partnership is responsible for delivering the Police and Crime Commissioners Local Transport Policing Plan. The key aims and objectives of this plan in 2015/16 was to reduce crime and improve passenger perception of personal safety. To this end, crime on the regions public transport network has continued to reduce with the regional figure showing a 6% decrease in total recorded crime. This is exactly mirrored by figures in Sandwell who also experienced a drop of 6%. The only crime in Sandwell to show an increase was criminal damage which increased by just 4 offences for the year. Significant reductions were seen in the key crime types of theft from person, robbery, violence with injury and common assault.

Whilst figures specific to Sandwell are not available, it is important to note that passenger perception with personal safety has now shown an improvement at stop of 16% and on-board of 11% over the last 5 years, and fear of ASB over the same period has reduced by 11%.

Key tactics used within Sandwell include the following:

Safer Travel Police Team – The team continue to provide regular patrols and targeted operations within the borough. West Bromwich Bus Station has been a key location of focus in the last 12 months, with both overt and covert patrols targeting alcohol related incidents and smoking. In addition to this the 74, 79 and number 4 bus routes have received close attention.

CCTV – CCTV has been upgraded at West Bromwich Bus Station to a state of the art HD IP system, this has also been carried out along the whole of Metro Route 1. A similar upgrade has been planned for Wednesbury Bus Station and a number of rail stations in Sandwell.

ASB Unit – The Safer Travel Restorative Justice (RJ) Programme has this year been rolled out across the region, which has seen sessions carried out at Wednesbury Bus Station. The RJ programme has now engaged with over 50 young people, producing a recidivism rate of just 2% versus a national average for young people of around 30%.

Wednesbury Bus Station joined Cradley Heath and Coventry Pool Meadow as the first Bus Stations in the country to have been awarded Safer Bus Station Accreditation status. The accreditation looks at a number of areas of safety including CCTV, lighting, help points, operational management, cleanliness as well as crime and passenger perception.

8. Customer Services

- TfWM completed a scheme to refurbish the bus station in Bearwood in July 2016. The programme of work which included the installation of new shelters, real time information and tactile signage was co-ordinated to complement the work being undertaken by Sandwell to enhance the public realm in the vicinity of the bus station. TfWM have also contributed to the provision of a new public toilet facility which has been jointly provided by both organisations.
- Enhancements to the quality of electronic passenger information at both West Bromwich and Wednesbury Bus Stations have been made over the last few months. New Electronic Passenger Information screens have been installed at each bus departure stand to improve the customer experience - providing high quality and reliable information regarding bus services. In addition to the screens at each stand, new 55 inch summary screens have been installed at the main entrances to each bus station which summarise departures from each site.
- Following the opening of the new Cradley Heath Bus and Rail Interchange in 2015, the interchange has recently been accredited with the Secure Bus Stations Award. The improved facility benefits from improved passenger information as well as 24 hour CCTV and Emergency help point monitoring contributing to passenger confidence and perception.
- New arrangements for the ongoing administration of the statutory travel concession for older and disabled people in Sandwell and the wider West Midlands area are working well. Travel Passes for older people expire at 5 year intervals and customers are now being invited to renew their pass through a specially developed online portal. In addition to travel for Older People, we have worked with Sandwell in recent months to deliver an information session to colleagues to support their understanding of the disabled travel concession.

- The introduction of a pre-0930 travel concession for disabled children has been rolled out in a smartcard format. These travel passes are being administered by TfWM benefiting Sandwell and other district partners by negating the requirement to administer and fund scholars' passes for school travel for these customers.
- We have hosted an ongoing programme of 'Your Public Transport Matters' events aimed at actively engaging with members of the public regarding their transport queries and suggestions. In addition to a number of virtual forums via Twitter, working with transport operator partners and the Safer Travel Police team we have organised drop in sessions at a range of locations including sessions in Sandwell.

9. West Midlands Rail Franchise direct award, 2017 franchise and devolution

A number of successes and key milestones have happened in our journey towards the devolution of rail services in the West Midlands region.

Since the Department for Transport (DfT) have launched the invitation to tender for the new franchise TfWM have been in ongoing discussions with the bidders regarding the opportunities that exist within the region working with West Midlands Rail (WMR) following publication of the public consultation which was undertaken across the region earlier in the year.

This includes all the rail services and stations currently run by London Midland. They operate a range of services including:

- Long distance services between Birmingham and London between Liverpool, Crewe and Birmingham and between Crewe and London;
- West Midlands regional services e.g. Worcester Shrub Hill to Stratford-upon-Avon and local services e.g. Birmingham New Street to Walsall;
- Commuter services between Northampton and London including branch lines from Bedford and St Albans Abbey.

Collaboration with the DfT has increased with two West Midlands Rail officers having been seconded to work full time within the West Midlands Franchise Specification team throughout 2016, and have now been retained until February 2017 to assist with the bid evaluation.

A Devolution Project Group has continued to meet to discuss how the two organisations work together in the period up to and during the next franchise to lay the foundations for full local specification and control of rail services by WMR in the region at a future date.

10. Metro

The delivery of the BCCE and Fleet Refurbishment Programme has provided a 40% increase in capacity on Line 1 through the new fleet of trams, expanded depot at Wednesbury and by bringing Metro onto the streets of Birmingham City Centre to serve the main access to the newly refurbished New Street Station.

New trams went into service On Midland Metro Line 1 on 5 September 2014, the depot extension is completed and works to construct the tramway in Bull Street, Corporation Street and Stephenson Street are in their final stages with the line having been opened to Bull Street on 6 December 2015 with the stops at Corporation Street and Grand Central opening on 30 May 2016.

Her Majesty Queen Elizabeth II visited the Bull Street tram stop on 19 November and named tram 35 Angus Adams in memory of the former ITA Chair, attracting considerable media interest.

In February a contract was placed with CAF to modify the Urbos trams to enable them to operate without overhead electric wires. The first tram will be shipped to Spain for fit out in November 2016 and will be commissioned onto the network in Autumn 2018 after which the rest of the fleet will be modified at Wednesbury depot.

Powers, under the Transport and Works Act to construct the Centenary Square and Wolverhampton extensions have now been secured and enabling works have been progressed on both schemes which are due to open in 2019/20

In its announcement of the West Midlands Combined Authority Devolution Deal the Government announced its commitment to funding the Eastside Metro extension to Digbeth, subject to a business case, to support the first part of the HS2 Growth Strategy. The Transport and Works Act Order was submitted to government for approval in October 2016. The Government also confirmed its support for the work of the

West Midlands Combined Authority Shadow Board to develop a delivery plan, encompassing the Metro extensions from Curzon to Interchange and from Wednesbury to Dudley and Brierley Hill, in order to realise the full benefits of HS2. Work on the business case for the Wednesbury to Brierley Hill extension is proceeding and will be submitted to the West Midlands Combined Authority in 2016/17.

Metro Operations – Bradley Lane Park and Ride Update

Currently Midland Metro has 3 dedicated park and sites, Priestfield, Wednesbury Parkway and Black Lake. These sites are consistently reported as being 'capacity filled' with usage above 100%.

Recognising this shortage of parking spaces, opportunities have been explored for expanding park and ride provision to better serve metro passengers. Open space land next to Bradley Lane stop was identified as having most potential for a new facility.

Plans were drawn up which offer 196 space car park accessed off Bradley Lane - maintaining the current provision of 3 full size and 1 junior pitch at the site.

A public consultation took place in the Autumn of 2015 based on the Bradley Lane access. However, this identified a preference for an alternative access at Belmont Street. Having considered the views of consultees plans were drawn up which propose this alternative access. This was communicated via a public feedback exercise on 23rd February. A planning application has now been submitted for the proposed additional park and ride

Measuring Success

To measure success, key areas of focus are patronage, modal share, customer satisfaction and performance of the network. Understanding how many people are accessing the network along with measures of customer satisfaction is a good indicator of if we are getting it right. In addition ensuring the services are reliable and punctual is an important factor in retaining and growing patronage.

The summary table below sets out the latest performance for the West Midlands (performance as of October 2016), along with the target. Progress in achieving these targets and other supporting measures are monitored and reported on a regular basis. This means that planning arrangements are informed by a clear evidence base of factors which are important to our customers.

More detail and a breakdown for Sandwell is presented further on in the report (where available).

Indicator	Performance		
	Bus	Rail	Metro
Patronage	265.2m	53m	5.2m
Patronage - Target	N/A	N/A	N/A
Reliability	96.9%	98%	99.7%
Reliability - Target	97%	98%	98%
Punctuality	79.3	87.2%	-
Punctuality - Target	81.7%	80%	-
Customer Satisfaction	85%	90%	81%

Patronage

Rail

Analysis of long-term patronage trends shows that demand for rail travel continues to increase, with latest figures (rolling patronage to August '16) showing 53 million trips were made compared with 52.3 million at the same stage in 2015 and only 30.9 million a decade ago. This trend is reflected across the UK, with rail patronage having increased by a quarter in the last five years.

The current annual (April '15 to March '16) rail patronage of 53.7 million is the highest rail patronage the West Midlands has seen. Centro continues to work with London Midland and other industry partners in developing local rail services to improve rail infrastructure and services and meet growing demand.

Bus

Bus Patronage over the past 12 months has declined each month. The latest annual bus patronage is 265.2 million (as of August '16), compared with the previous 12 months there has been a 2.6% decline in patronage.

In Autumn 2015 the West Midlands Bus Alliance was created with the responsibility for developing the environment in which the WMCA policy objectives can be delivered and oversee the implementation of those objectives for bus services. It has brought together the people with key roles to play in developing and delivering the way bus services are provided across the West Midlands, to focus on investing in an improving, sustainable and growing network.

Metro

Metro patronage currently stands at 5.2 million to August '16 in comparison to 4.2 million the previous year. A major barrier to patronage growth was the lack of capacity during periods of peak demand. The Birmingham City Centre Extension and fleet replacement project has seen patronage jump to unprecedented levels on a consistent basis with weekly patronage over the 100,000 mark.

Ring and Ride

Trips made by Ring & Ride decreased significantly by 15.7% in 2015/16 after a fall of 21.4% the previous year. Trips made by registered users in Sandwell fell by 14.6% annually from 2014/15 to 2015/16 with a decrease of 92.4% from 2008/09 to 2015/16. Congruently, the number of registered users has fallen annually in Sandwell by 10% and by 75% from 2008/09 to 2015/16.

Park and Ride

Cars parked at Park & Ride sites are counted every other month with the current average occupancy (April, June, August, October and December 2015) of all sites (41) being 89.4%. The following table shows average occupancy for the 12 park and ride sites within the Sandwell district.

Park & Ride Site	Average % Occupancy
Black Lake (Metro)	98.1
Cradley Heath	95.1
Dudley Port	82.9
Langley Green	88.3
Old Hill	93.1
Rowley Regis	82.1
Sandwell & Dudley	95.0
Smethwick Galton Bridge	93.0
Tame Bridge	94.5
The Hawthorns	94.4
Tipton	96.6
Wednesbury Parkway (Metro)	96.1
ALL SANDWELL	90.6

Sandwell Bus Network Review Monitoring

Customer Satisfaction

As part of the TBT initiatives, when Network Reviews take place we also monitor the satisfaction of passengers, in addition to patronage and bus reliability and punctuality within the area.

Customer Satisfaction is monitored over a number of variables, including the experience when waiting for a bus, the journey, information provision, value for money and the overall experience.

Overall satisfaction with the bus service increased in Year 1 with a drop in Year 3. Other significant improvements were noted with the safety while on the bus, reliability and punctuality, and the availability of information.

The Sandwell Network Review results are presented in the table below;

SANDWELL Review Date: 28/10/2012	Baseline Year Nov 11 to Oct 12	Year 1 Nov 12 to Oct 13	Year 2 Nov 13 to Oct 14	Year 3 Nov 14 to Oct 15
Overall Customer Satisfaction	84%	87%	87%	84%
Overall comfort while waiting for the bus	83%	88%	85%	82%
Overall comfort while travelling on bus	92%	93%	93%	92%
Overall driving and drivers behaviour	88%	93%	91%	91%
Value for money	62%	65%	65%	64%

Reliability and Punctuality

Reliability (% of buses that operated)

Bus reliability in Sandwell currently stands at 96.2% which is below the West Midlands average of 96.9%.

Punctuality (% of buses operating within the Traffic Commissioner's standard of 1 minute early and 5 minutes late)

Bus punctuality in Sandwell currently stands at 81.1% which is lower than the West Midlands average of 85.1%.

Report to: Sandwell Metropolitan Council

Report of: Councillor Gill – Panel Member, West Midlands Police and Crime Panel

West Midlands Police and Crime Panel - Update February 2016 – September 2016

1 Purpose of the Report

- 1.1 This report sets out the work of the West Midlands Police and Crime Panel since the last report presented on 8 March 2016. Sandwell has one member and one substitute member serving on the Panel.

2 It is recommended that:

- a) **The information contained in the report be noted;**
- b) **Members consider whether there are any recommendations relating to the PCC and policing and crime in Sandwell that could be championed by the West Midlands Police and Crime Sandwell Panel Members.**

3 Introduction

- 3.1 The West Midlands Police and Crime Panel was established in November 2012 as part of the new governance arrangements for policing to provide the checks and balances in relation to the performance of the West Midlands Police and Crime Commissioner (PCC). The Panel consists of 12 councillors representing the 7 districts across the West Midlands and 2 independent members. Named substitutes have also been appointed for each councillor member.

- 3.2 Sandwell is represented on the Panel by Cllr Preet Kaur Gill. Cllr Julie Webb is Cllr Gill's named substitute.

- 3.3 Panel meeting papers, its statutory and scrutiny reports, together with more information about the Panel and meeting dates can be found on the Panel's website:
www.westmidlandspcp.co.uk.

4 The Role of the Police and Crime Panel

- 4.1 The Panel has a dual role to both support and scrutinise the work of the PCC. The Panel acts as a critical friend on behalf of West Midlands residents and has a number of statutory tasks:

- Scrutinise and comment on the PCC's Police and Crime Plan;
- Scrutinise and make a recommendation on the policing precept and budget for policing;
- Review the PCC's Annual Report;
- Hold confirmation hearings before the PCC makes certain key appointments;
- Handle complaints about the PCC and Deputy PCC, referring serious complaints to the Independent Police Complaints Commission.

5 Recruitment of Two Independent Panel Members

- 5.1 The Panel recruited two independent members to serve on the Panel from May 2016 until May 2020 to work alongside elected members. Lionel Walker returned to serve a second term on the Panel, and Kristina Murphy was also appointed.

6 Work of the Panel (February 2016 – September 2016)

- 6.1 The Panel met three times since February 2016 and undertook a number of statutory tasks (more details in 6.2). At its first meeting of the new municipal year in July, the Panel elected a new Chair, Cllr Sean Coughlan (Walsall). Cllr Ken Hawkins (Solihull) was re-elected as Vice Chair.
- 6.2 The Panel carried out a number of statutory tasks:
- In February 2015 the Panel reviewed the PCC's policing precept and budget for 2016/17;
 - In September 2016, the Panel commented on the PCC's Annual Report 2015/16. The Panel's letter and the PCC's response are available at <http://westmidlandspcp.co.uk/publications/>
 - Also in September 2016, the Panel reviewed the PCC's draft Police and Crime Plan. Following his re-election in May 2016, the PCC has consulted widely and re-drafted the plan. The Panel's report and the PCC's response are available at <http://westmidlandspcp.co.uk/publications/>
- 6.3 In addition to these statutory duties the Panel has agreed to examine matters relating to the budget, child sexual exploitation and the role of the PCC in the wider criminal justice system.
- 6.4 Question time with the Commissioner allowed the Panel to discuss the appointment of Assistant PCC's and the role of the Strategic Police and Crime Board, and the efforts being made to increase the diversity of the police force.
- 6.5 Throughout the year the Panel has also dealt with complaints submitted about the conduct of the PCC and signposted a number of cases that fell beyond the Panel's remit onto the appropriate body.

7 Raising the Panel's Profile and Public Engagement

- 7.1 The Panel has a duty to raise awareness of it with key stakeholders, the public and the media. The relationship the Panel builds in the local area with the Overview and Scrutiny Committees across the Region; Community Safety Partnerships; and other partners (e.g. health) is key to its success.
- 7.2 Efforts have continued to engage the public at meetings by holding them at venues across the region. There is the option for members of the public to ask questions of the Panel at each meeting.

7.3 However, public attendance remains low. The Panel makes use of webcasting facilities where they exist. The following meetings are available to view:

1 February 2016 - http://www.birmingham.public-i.tv/core/portal/webcast_interactive/209591

11 July 2016 - https://solihull.public-i.tv/core/portal/webcast_interactive/229239

7.4 The Panel communicates via Twitter (@westmidspcp) and press releases are distributed to the local media contacts. The Panel has a website: www.westmidlandspcp.co.uk

7.5 Panel update reports have also been presented at some Council meetings.

8 Panel Resources and Officer Support

8.1 The Panel continues to operate within the limits of the Home Office Grant. The Panel agreed that Members would not use this to draw special responsibility allowances but Member travel and carer expenses can be claimed.

8.2 The Birmingham Scrutiny Office acts as the Panel Secretariat. Support is also provided by Birmingham legal officers and a Solihull finance officer.

9 Opportunities for Further Dialogue with Overview and Scrutiny

9.1 As we shape the Panel's work programme for 2016/17 and assess the impact, actions and decisions of the PCC there are opportunities for further dialogue and closer working with local scrutiny committees. A mechanism to share future work programmes and recommendations arising from scrutiny work would assist this process.

9.2 Sandwell Police and Crime Panel Members are able to champion recommendations that arise from Overview and Scrutiny inquiries which relate to policing and crime in Sandwell.

9.3 Elected members from all parties should be encouraged to raise issues relating to policing and crime with the Sandwell Police and Crime Panel Members.

10 Background papers

West Midlands Police and Crime Panel Minutes and Agenda

Location: www.westmidlandspcp.co.uk

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