

Description of County Council Services

Strategic Commissioner for Communities

Communities (strategy and commissioning) is made up of four broad service areas:

Transport and highways: This service ensures that Warwickshire's infrastructure and travel networks are resilient, effective, and efficient whilst reducing the impact of transport on the environment. Areas of responsibility include:

- Transport planning including funding bid development and major scheme partnerships
- Safe and active travel including cycling and walking
- Traffic modelling and assessment
- Rail strategy
- Local Transport Plans
- Road safety
- Parking management

Infrastructure and sustainable communities: This service area plans and supports the long-term future of Warwickshire as a place. Areas of responsibility include:

- Planning policy
- Strategic Infrastructure, including HS2
- Regeneration
- Tourism
- Town centres and the rural economy
- Country parks

Waste and environment: The County Council is a Waste Disposal Authority and fulfils this responsibility by working with district and borough councils (who collect waste) to effectively and efficiently manage waste disposal across the county. The Waste and Environment team lead this activity by trying to minimise the amount of waste that's produced and then reusing, recycling or composting as much of the remaining waste as possible. The team also provides nine household waste recycling centres across the county.

Economy and skills: In collaboration with partner organisations, this service area works to support and develop economic growth across Warwickshire; attracting economic investment and maximising the rate of employment, business growth and skill levels. Areas of responsibility include:

- Managing business support programmes
- Working with businesses to assess the skills needed
- Strategic activity to bring new businesses into Warwickshire, operation of business centres providing fully serviced office and conferencing facilities as well as light industrial and warehouse space.

Environment Services

Environment Services is made up of six broad service areas:

Trading standards and community safety: Areas of responsibility include trading standards functions which aims to create a fair and safe trading environment, supporting growth of legitimate business and protecting consumers. It also includes community safety and Gypsy and Traveller services which aim to support communities to be safe, healthy and independent.

County highways: County Highways is responsible for the management and maintenance of Warwickshire's highway which includes 3,900km of the carriageway, 2,800km of footway, 50,000 streetlights and 100,000 drainage gullies. Areas of responsibility include:

- Planning and delivery of emergency pothole repair
- Verge maintenance
- Gully emptying and winter gritting
- Planned highway works, such as resurfacing
- Processing Traffic Regulation Orders for regulatory signs on the public highway
- Management of all roadworks in Warwickshire
- Street lighting
- Public Rights of Way
- Inspecting and maintaining over 40,000 trees on County Council property

Planning delivery: This service area facilitates sustainable development across Warwickshire through regulatory and statutory activities. Areas of activity include:

- Highways advice on all planning applications
- Road adoptions
- Flood prevention
- Archaeology and ecology services

Transport delivery: This service area includes our Transport Operations and County Fleet Management Teams. Areas of activity include:

- Delivery of some bus routes
- Provision of mainstream and Special Education Needs and Disabilities home to school transport
- Management of the Council's in-house vehicle fleet

Engineering design services: This service area is the Council's civil engineering service. Their purpose is to provide advice, design capability, contract preparation and site supervision in the fields of highways, traffic control and information systems, bridge maintenance and bridge and structural design.

Emergency management: Operating across Warwickshire, Coventry and Solihull the CSW Resilience Forum prepares for and responds to emergencies. Areas of responsibility include:

- Developing and improving emergency plans and business continuity arrangements
- Effectively responding 24/7 to any emergencies or incidents
- Developing the capability of those involved in our response and ensuring our most critical activities continue

Education Services

Education Services is made up of three broad service areas:

Education and Early Years: The aim of the Education and Early Years service is to ensure that education provision is of the highest quality. The service maintains and supports Early Years provision and the Warwickshire family of schools to ensure top level provision and the best outcomes for learners in all of our settings. A priority is the sufficiency of good quality school places for all Early Years and school settings and support for vulnerable and disadvantaged children. Providing early support for learning experiences is a service priority.

Special Educational Needs and Disabilities (SEND) and Inclusion Aged 0-25: The aim of the Special Educational Needs & Disability (SEND) & Inclusion Service is to deliver efficient and effective services to ensure that all children and young people 0-25 who have special educational needs and disability (SEND) are supported to achieve their full potential. These services ensures that statutory duties as outlined in the SEND Code of Practice and other Department of Education guidance (e.g. Exclusions, Alternative Provision, Elective Home Education, Medical Needs, Fair Access Protocol) are delivered.

Teams include assessment & review by the Special Educational Needs & Disability, Assessment & Review service (SENDAR), Educational Psychology Support (EPS), Specialist Teaching, Flexible Learning, Education Entitlement (EET), Ethnic Minority Traveller Achievement Service (EMTAS) and the integrated disability team focuses on the 0-5 age range. Support is provided for physical disability, sensory and complex needs.

Education Service Delivery: The aim of Education Delivery Services is to support education settings in Warwickshire, by offering a range of specialist services on either a traded or statutory basis. The service supports education providers to achieve their delivery plans and objectives; working in partnership to help to raise attainment, improve operations, develop staff and/or resources. We aim to be a leading partner in the provision of education services for schools, academies, and educational settings both within and external to Warwickshire.

In addition to these services the Council passes on funds received from the Department for Education to schools. These figures do not form part of the figures shown in the council tax leaflet and they do not affect the Council's resources or spending.

Children and Families

The Children and Families Service provides a wide range of services as part of the Council's overall ambition to be a child friendly county. The work it does is split broadly over seven areas:

- **Initial response** – multi-agency safeguarding hub, emergency duty team, initial response and family intervention services
- **Early Help and Targeted Support** – priority families, Syrian refugees project team, targeted support for young people, alternatives to care
- **Children's Safeguarding and Support** – countywide children's case management, supporting those on the edge of care, family therapy
- **Corporate Parenting** – fostering, guardianship, children in care, unaccompanied asylum-seeking children, support for young people leaving care
- **Youth Justice** – youth justice, child exploitation, missing children and trafficking
- **Children's Practice Improvement** – assurance, inspection and practice improvement
- **Adoption Central England** – joint adoption service led by Warwickshire on behalf of (and funded by) Warwickshire, Coventry, Solihull and Worcestershire

Adult Social Care

The primary role is the delivery of the Council's adult social care statutory duties and functions. The core business is delivered through five interweaving functions:

- Carrying out assessments for adults and carers who appear to require care and support
- Arranging personalised care and support for people with eligible needs and their families
- Supporting people to feel safer, manage their own risks without feeling a loss of their choices and relationships that are important to them, for example, safeguarding and mental health-related responsibilities
- Focusing on what people themselves want to happen (or 'outcomes')
- Supporting people to maintain or regain their independence with choice and control over their care and support, for example occupational therapy, reablement, provision of aids and adaptations

The teams within the service that deliver these functions are:

- Mental Health
- Integrated Care Services
- Older People 65+ / Quality in Care
- Disabilities 18-64
- Service Development & Assurance / Adult Safeguarding

People Strategy and Commissioning

There are two distinct elements of this Service – Strategic Commissioning and Public Health.

People Strategy and Commissioning focuses on the development of strategy and the delivery of commissioning intentions for Adult Social Care, Children and Families and Public Health. We also have arrangements in place to commission services on behalf of NHS partners and for Education. There are three distinct areas within this part of the service:

- **Health, Well-being and Self Care** - This team focuses on the public health and social care commissioning of all age health, well-being and self-care support. The commissioning portfolio consists of:
 - Maintaining and Promoting independence – with a focus on carers, enablement, dementia and advocacy.
 - Lifestyle and prevention – with a focus on sexual, emotional and physical health and wellbeing.
 - Family Wellbeing – with a focus on child health, early help, social inclusion and social prescribing.
- **Integrated and Targeted Support** - This team focuses on the health and social care commissioning of all age integrated and targeted support. The aim is to ensure that our most vulnerable citizens receive the targeted support and care they require to assist them to live an independent, healthy and happy life. The commissioning portfolio consists of:
 - Integrated Learning Disabilities and Autism
 - Children’s Emotional and Mental Health
 - Substance Misuse
 - Domestic Abuse
 - Out of Hospital and Care at Home (Domiciliary Care)
- **All Age Specialist Provision** - This team focuses on the commissioning of accommodation-based services for our most vulnerable citizens including those with disabilities, those with multiple challenges on the edge of care, children and the frail elderly. Specifically, the types of services we commission to meet customers’ needs are:
 - Foster care, residential care and supported accommodation for children and young people in care and leaving care.
 - Residential and nursing homes and Extra Care Housing for frail and vulnerable adults.
 - Housing related support for vulnerable adults on the edge of care and/or homelessness.

The **Public Health Service** maintains oversight of all public health statutory and non-statutory commissioned services. These include health and wellbeing, health improvement, health protection and public health more generally. It is also the lead on the prevention and population health agenda as part of integration of health and social care.

Business and Customer Services

The Business and Customer Support Service is made up of main service areas:

- **Business and Customer Support:** The provision of support to all front-line services including support for Adults, Children and Families and Education Services and customer feedback, including complaints.
- **Customer Experience – Telephony and Digital:** The Customer Service Centre – mainstream and adult social care, blue badge, concessionary travel and local welfare schemes.
- **Universal Services:** Libraries, , the registration service, heritage and culture and the communities and partnership service.

Commissioning Support Unit (CSU)

The CSU is made up of four broad service areas:

- **Business Intelligence:** Consultation and engagement, research, business analytics, performance management, provision of evidence and data to support service planning and business improvement.
- **Portfolio Management Office:** Support for, and assurance of, the delivery of change and development programmes across the Authority.
- **Contract Management and Quality Assurance:** Procurement, contract management, quality assurance and brokerage.
- **Change Management:** Oversight of the Council's overall Change Plan and the integration with service planning.

Enabling Services

Enabling Services is made up of four broad service areas:

- **Property Services:** Delivery of facilities management, minor construction services, maintenance and compliance and delivery of major projects.
- **Digital and ICT operations:** IT security, IT systems development, management of the Authority's major IT systems and provision of an ICT support service for all staff.
- **ICT Strategy and Commissioning:** commissioning of 5G and broadband connectivity, IT strategy and development programmes.
- **HR Enabling:** HR Service Centre (payroll and recruitment), HR Advisory Service (including health and safety), Learning and Organisational Development service (including equalities, diversity and inclusion and wellbeing).

Finance

The Finance Service is made up of five broad service areas:

- **Strategic Finance:** Financial planning, the strategic coordination of budget setting and monitoring, oversight of government grant income, technical and tax accounting, and the production of the Council's year end accounts.
- **Investments, Treasury and Audit:** Management of the Warwickshire Pension Fund's investments (over £2bn) and oversight of the governance of the fund's operations in respect of approximately 200 employing organisations and 50,000 members, the internal audit function for the County Council and several external clients, the Council's insurance service, the management of Council's cash balances and long-term borrowing and the design and delivery of the Council's approach to risk management.
- **Commercialism:** Providing commercial advice and support to the Council's services that generate income and leading on the monitoring and governance of all commercial activity across the Council.
- **Finance Delivery:** The provision of financial advice and support to managers across the organisation and the provision of financial management support services to maintained schools, academies and multi-academy trusts.
- **Finance Transformation:** The provision of financial advice on major change projects, support to, and development, of key financial systems, the provision of pensions administration services to the local government and fire pensions scheme members and their employers, the provision of payment, income and debt recovery services, financial assessments for social care, and management of social care client accounts.

Governance and Policy

Governance and Policy brings together the following services: marketing and communications; workforce strategy and organisational development; democratic services; legal services, corporate policy and standards and management of the Council's strategic assets portfolio.