

## WIRRAL COUNCIL

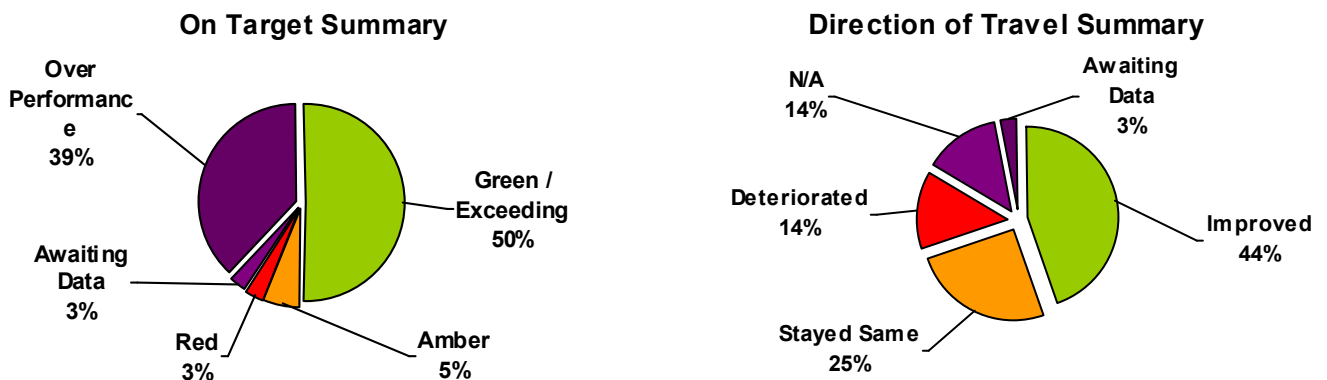
### SUSTAINABLE COMMUNITIES OVERVIEW & SCRUTINY COMMITTEE – 18<sup>TH</sup> NOVEMBER 2009

#### SECOND QUARTER PERFORMANCE REPORT 2009/2010

##### 1.0 EXECUTIVE SUMMARY

1.1 This report provides an overview of progress made against the indicators for 2009/2010 and key projects which are relevant to the Sustainable Communities Overview & Scrutiny Committee.

1.2 There are 36 indicators that can be reported at the second quarter period.



Appendix 1 provides the status of all the 2009/10 indicators that can be reported to this Scrutiny Committee for quarter two.

1.3 This report sets out overall performance against the 2009/10 projects relevant to the Sustainable Communities Overview & Scrutiny Committee and corrective actions are detailed in section 3.3.

- Of the 40 projects relevant to this Overview and Scrutiny Committee there are 28 projects that are green (all milestones that should have been met at this point have been met).
- 10 of the 40 projects have a status of amber (some non-critical milestones have been missed or there is a danger of non-critical slippage) and 2 have a status of red (critical milestones missed/serious slippage). Corrective action to bring these projects back on track is provided.
- There are no projects outstanding.

##### 2.0 BACKGROUND

2.1 At the Scrutiny Programme Board meeting on the 27<sup>th</sup> May 2009, it was agreed that performance information on the activities relevant to each Overview and Scrutiny Committee would be placed in the web library and a presentation made to the next appropriate meeting. In addition Chief Officers would present reports to relevant Overview and Scrutiny Committees on specific financial matters which fell within their remit.

## **3.0 PERFORMANCE HEADLINES**

### **3.1 Achievements**

#### 3.1.1 Performance headlines for this strategic objective include:

- Technical Services accounted for 77% of all Councillor/MP contacts received (increased from 66% in previous quarter) and resolved 93% of these contacts within the 10 day time scale.
- Percentage of household waste sent for reuse, recycling and composting is estimated to be 40% at quarter two.
- 34 Wirral businesses have been awarded Tidy Business awards as a part of a national campaign to encourage businesses to minimise waste, recycle more and improve their environment. Performance indicators for street cleanliness continue to improve well with all targets being met or exceeded.
- Good news for Wirral's parks and countryside as 11 areas are given a prestigious Green Flag award. Equally admirable is the inclusion of four designated bathing areas in this year's Good Beach Guide.
- 1274 vulnerable households have been assisted with at least one main energy efficiency measure under Warm Front. This has exceeded the target of 1153 for quarter two.
- 7920 anti-social behaviour incidents have been reported during the first six months of 2009/10. This is lower than the target set and an improvement on performance at the same stage as last year. Wirral Anti Social Behaviour Team is embarking on a new timetable of street-based surveys in a bid to help residents tackle anti social behaviour.
- Indicators measuring youth alcohol referrals have already exceeded annual targets. This is due to the success of activities complementing this intervention including initiatives such as 'Operation Stay Safe' in mobilising a well coordinated and targeted response to alcohol fuelled anti social behaviour.
- First Mortgage rescue scheme in Merseyside delivered in Wirral.
- New Brighton's Floral Pavilion Theatre & Conference Centre has achieved the Silver Award from the nationally recognised Green Tourism Business Scheme.
- Wirral Council has become the first Merseyside Local Authority to sign up to the 10:10 campaign to secure a 10% cut in Carbon emissions by 2010.
- With two leading restaurants featured in this year's 'Which Good Food Guide', Wirral is proving that it is continuously raising the quality of it's food and tourism offers.
- In Partnership with Local Housing Associations, Residents Associations and BEANBAG, Pest Control has surveyed nearly 1000 households in Bidston Rise and parts of Seacombe to assess levels of rodent activity.
- Regional training initiatives were initiated for training Chinese community in Safer Food better Business in partnership with EH Merseyside and the Food Standards Agency. 16 businesses were successfully introduced to Safer Food Better Business through one to one coaching in partnership with Multi Cultural Centre Bilingual Community Advice Worker.

### 3.2 Performance Issues

The following indicators have not met the quarterly target by more than 10% and are therefore assessed as **red** or have missed the target by between 5% and 10% and are assessed as **amber**:

Data Key	
<b>Actual</b>	(A)
<b>Estimate</b>	(E)
<b>Provisional</b>	(P)

Portfolio	PI no	Title	2009/2010 Q1 Target	2009/2010 Q1 Actual	On target	Direction of travel
Culture, Tourism and Leisure	DEPT 4191	Total number of electronic workstations available to users per 10,000 population	10.0 Lower = Better	10.99 (A)	Amber	Improved
<b>Context:</b>						
<b>Corrective action:</b> Planned replacement of PC's will be continuing.						

Portfolio	PI no	Title	2009/2010 Q1 Target	2009/2010 Q1 Actual	On target	Direction of travel
Housing and Community Safety	LOCA L 4277	Youth Alcohol Referral – Parents Advised	150	142 (E)	Amber	N/A
<b>Context:</b> This is a new multi agency initiative to reduce alcohol induced anti social behaviour, by not only confiscating alcohol from youths but providing both enforcement and further support for the individual and their parents.						
<b>Corrective action:</b> The number of parents informed that their children had been stopped and searched or arrested (where alcohol was involved) during the second quarter was 3 times the number made during the first. Having under performed this now brings the process within 6% of the 2nd quarter target and on track to meet or exceed the annual target. The sudden increase is due to increased activity in reducing alcohol fuelled anti social behaviour, not least 'Operation Stay Safe' which not only enforces order amongst disorderly youths, but also provides a place of safety for youths who are so intoxicated they become vulnerable themselves. Seven such operations have taken place over the period and the increase in stop searches and arrests where alcohol was involved has identified the individuals requiring further interventions involving the parents. This demonstrates the success of multi agency initiatives in mobilising a well coordinated and targeted response to alcohol fuelled anti social behaviour.						

Portfolio	PI no	Title	2009/2010 Q1 Target	2009/2010 Q1 Actual	On target	Direction of travel
Housing and Community Safety	NI 32	Repeat incidents of domestic violence	9 Lower = Better	12 (A)	Red	N/A

**Context:** Wirral Family Safety Unit remains confident that performance is exemplary and domestic violence victimisation lower than in other areas. This stringent target has not been met for two reasons: 1. High reporting last year and 2. changes in counting rules. 1 Successfully increasing the number of domestic violence victims reporting last year has increased the percentage of repeats in the last quarter (who previously reported in the last 12 months). 2. The new way domestic violence referrals are measured changed in April 09, from the methods used under Local Area Agreement 4103 reporting to Police to that now introduced by National Indicator NI 32 (reporting to MARAC) yet repeats are measured across the last 12 months (across two counting methods)

**Corrective action:** Wirral are in the process of changing the Risk Assessment model from 'FSU9' to 'DASH 2008' (Domestic Abuse Sexual and Honour-based) in line with the latest guidance from CAADA (Coordinated Action Against Domestic Abuse) and ACPO (Association of Chief Police Officers) The Family Safety Unit have established a referral pathway with the Family Intervention Project (for clients with children under 5), experiencing domestic abuse with one or more of the following social issues; alcohol, drugs, poor housing, low educational achievement and mental health issues. Referrals from Children and Young People and drug services have increased over the last quarter, creating both an invaluable support network for clients with a range of challenging social issues and an increase in victims more vulnerable to repeat victimisation.

3.3 The following projects have been assessed as **amber** (some non-critical milestones have been missed or there is a danger of non-critical slippage) or **red** (critical milestones have been missed or there is serious slippage):

Portfolio	Key project	Status	Corrective Action
Housing and Community Safety	Family Intervention Project <b>(Regeneration)</b>	Amber	Head of Service Participation and Inclusion, within Children and Young Peoples Dept is now taking the lead in renegotiation of the contract with Action for Children to incorporate the YCAP clients and the referral process is being developed for the YCAP element of the FIP
Housing and Community Safety	Challenge & Support Project <b>(Regeneration)</b>	Amber	Project progressing well but capacity issues. Existing Enforcement Officer to become dedicated to Challenge & Support work (increasing the total to three). Short term funding from the DCSF has allowed the appointment of an Analyst for two months to build a database to more effectively and efficiently manage information related to the Project.
Housing and Community Safety	Parenting Support project <b>(Regeneration)</b>	Amber	Project was mainstreamed in 2007/8 following the concluding of one-year DfES funding.

<b>Portfolio</b>	<b>Key project</b>	<b>Status</b>	<b>Corrective Action</b>
Culture Tourism & Leisure	Commission a Heritage Strategy <b>(Regeneration)</b>	Red	Need to review the requirement for a Heritage strategy and alternative options.
Culture Tourism & Leisure	Develop proposals for redevelopment of Europa Pools <b>(Regeneration)</b>	Red	No longer proceeding following withdrawal of funding from PCT
Culture Tourism & Leisure	Install mercury abatement equipment at Landican Crematorium <b>(Regeneration)</b>	Amber	Delay in programme due to review of specification
Culture Tourism & Leisure	Undertake a Gateway Review of Parks and Countryside <b>(Regeneration)</b>	Amber	Timetable adjusted to accommodate slippage in production of Business Case
Culture Tourism & Leisure	Produce a revised development and promotional plan for museums <b>(Regeneration)</b>	Amber	Timetable readjusted to accommodate Asset transfer programme
Culture Tourism & Leisure	Produce a development and improvement plan for the library service <b>(Regeneration)</b>	Amber	Awaiting publication of report on DCMS public Inquiry
Housing and Community Safety	Introduction and use of DASH Risk assessment programme to supplement existing structures <b>(Regeneration)</b>	Amber	Technology issues have delayed the implementation of this element. Training of all agencies required to use the DASH is planned but has not yet taken place.
Environment	Investment in Energy Efficiency Programme (IEE) phases 2 and 3 <b>(Technical)</b>	Amber	Discussions ongoing with Head of Asset Management to determine which projects can proceed

Portfolio	Key project	Status	Corrective Action
	<b>Services)</b>		
Environment	Building Insulation Programme and Electrical Energy Efficiency Scheme <b>(Technical Services)</b>	Amber	Discussions ongoing with Head of Asset Management to determine which projects can proceed

Appendix 2 provides the status of all the 2009/10 projects assessed as Green that can be reported to this Scrutiny Committee for quarter two.

#### 4.0 RISKS

4.1 The current economic climate poses a threat to the market value of recyclates collected as part of the Council's domestic waste recycling scheme and this financial risk is being closely monitored by the Council in conjunction with MWDA.

#### 5.0 FINANCIAL IMPLICATIONS

- 5.1 Cultural Services income levels continue to be monitored throughout the year. Influences outside the control of the department such as the impact of the recession and weather conditions have a major impact on achieving target income levels the projected under achievement of income for the year is currently £300,000.
- 5.2 Cabinet on 1 October recommended to Council the revocation of the earlier decision to close the libraries and the implications will be reported to Cabinet in November.
- 5.3 The Technical Services income budgets continue to be closely monitored in the light of the economic climate. The winding up of Operational Services is concluding and any residual costs will be contained within the provision set aside for this purpose. Parking services income is being adversely affected by reduced demand and this is compounded by a fall in receipts from fixed penalty charges. It is unlikely that compensatory savings can be made to make up this shortfall.
- 5.4 Cabinet on 23 July received a report on the new street lighting energy contract. As a consequence the £180,000 policy option was not required and this sum was returned to the general balance. It was also agreed that £137,000 of the saving be used to develop Invest-to-Save street lighting initiatives.
- 5.5 On July 23 Cabinet approved the Property Maintenance Programme and the Safer Routes to Schools Programme.
- 5.6 The works at Bidston Moss Viaduct are progressing well under the overall control of the Highways Agency whilst work at Thurstaston crossroads has recently commenced. The improvements to West Kirby Marine Lake have now been completed after initial difficulties with the contract.
- 5.7 In terms of the capitalisation of highways spend further analysis is being undertaken to ensure that such spend complies with the more stringent definitions of capital spend. This work is being closely linked with the development and implementation of

the Council's Asset Management Strategy and awaited guidance on recording infrastructure assets.

## **6.0 STAFFING IMPLICATIONS**

6.1 There are no staffing implications arising directly from this report.

## **7.0 EQUAL OPPORTUNITIES IMPLICATIONS**

7.1 There are no equal opportunities implications arising directly from this report.

## **8.0 COMMUNITY SAFETY IMPLICATIONS**

8.1 There are no community safety implications arising directly from this report.

## **9.0 LOCAL IMPLICATIONS 21**

9.1 There are no local agenda 21 implications arising directly from this report.

## **10.0 PLANNING IMPLICATIONS**

10.1 There are no planning implications arising directly from this report.

## **11.0 ANTI-POVERTY IMPLICATIONS**

11.1 There are no anti-poverty implications arising directly from this report.

## **12.0 SOCIAL INCLUSION IMPLICATIONS**

12.1 There are no social inclusion implications arising directly from this report.

## **13.0 LOCAL MEMBER SUPPORT IMPLICATIONS**

13.1 There are no Local Member support implications arising directly from this report.

## **14.0 BACKGROUND PAPERS**

14.1 The following background papers have been used in the preparation of this report

Wirral Corporate Plan 2009-2012  
Technical Services Departmental Plan 2009-2010  
Regeneration Departmental Plan 2009-2010

## **15.0 RECOMMENDATION**

15.1 Committee is requested to note the contents of this report.

DAVID GREEN  
DIRECTOR, TECHNICAL SERVICES

## PERFORMANCE INDICATOR SUMMARY

## Direction of Travel Summary

% PIs	No. of PIs	
44.44%	16	Improved by more than 2.5% on previous year's performance
13.89%	5	Deteriorated by more than 2.5% on previous year's performance
25.00%	9	Stayed within +/-2.5% of previous year's performance
2.78%	1	Awaiting data
13.89%	5	Not applicable
<b>100.00%</b>	<b>36</b>	(Note: percentages rounded to 2 decimal places)

## Target Summary

% PIs	No. of PIs	
50.00%	18	Green (within +10/-5% of the target)
5.56%	2	Amber (missed target by between 5% and 10%)
2.78%	1	Red (missed target by more than 10%)
38.88%	14	Over-performing (more than 10% of the target)
2.78%	1	Awaiting data
0.00%	0	Target not set
0.00%	0	Not Applicable
<b>100.00%</b>	<b>36</b>	(Note: percentages rounded to 2 decimal places)

**Strategic Objective: Create more jobs, achieve a prosperous economy and regenerate Wirral**

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Environment	LOCAL 4010	Consumer protection visits per high risk premises	48%	49.5% (A)	Green	Deteriorated
<b>Context:</b>						
<b>Corrective action:</b>						



Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Environment	LOCAL 4125a	% of total high risk businesses found to be compliant at year end	95%	100% (A)	Green	Unchanged
<b>Context:</b>						
<b>Corrective action:</b>						

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Environment	LOCAL 4125b	% of total medium risk businesses found to be compliant at year end	95%	99.1% (A)	Green	Unchanged
<b>Context:</b>						
<b>Corrective action:</b>						

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Environment	LOCAL 4125c	% of total low risk businesses found to be compliant at year end	95%	99.3% (A)	Green	Unchanged
<b>Context:</b>						
<b>Corrective action:</b>						

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Environment	LOCAL 4127	Total number of enforcement projects conducted into the supply of illegal goods or services	4	4 (A)	Green	Unchanged
<b>Context:</b>						
<b>Corrective action:</b>						

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4136	The number of books and other items issued by the Council's libraries per head of population.	2.60	3.08 (A)	Blue	Improved
<b>Context:</b>						
<b>Corrective action:</b>						

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4149	The number of physical visits per 1000 population to public library premises	3000	2901 (A)	Green	Deteriorate d
<b>Context:</b>						
<b>Corrective action:</b>						

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Culture, Tourism and Leisure	DEPT 4191	Total number of electronic workstations available to users per 10,000 population	10.0 Lower=Better	10.99 (A)	Amber	Improved
<b>Context:</b>						
<b>Corrective action:</b> Planned replacement of PCs will be continuing						

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4197	Percentage of requests for books met within 7 days	50%	60.7% (A)	Blue	Improved
<b>Context:</b>						
<b>Corrective action:</b>						

**Strategic Objective: Create a clean, pleasant, safe & sustainable environment**

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Housing and Community Safety	NI 15	Number of most serious violent crimes (PSA 23: Priority Action 1) per 1000 population	0.33 Lower=Better	0.32 (A)	Green	Deteriorated
<b>Context:</b>						
<b>Corrective action:</b>						

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Housing and Community Safety	NI 16	Number of serious acquisitive crimes per 1000 population	6.5 Lower=Better	4.09 (A)	Blue	Improved
<b>Context:</b>						
<b>Corrective action:</b>						

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Housing and Community Safety	NI 20	Number of "Assaults with less serious injury" (including racially and religiously aggravated) offences per 1,000 population as a proxy for alcohol related violent offences	2.32 Lower=Better	2.42 (A)	Green	Improved
<b>Context:</b>						
<b>Corrective action:</b>						

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Housing and Community Safety	NI 29	Number of gun crimes per 1,000 population	0.041 Lower=Better	0.019 (A)	Blue	Improved
<b>Context:</b>						
<b>Corrective action:</b>						

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Housing and Community Safety	NI 33a	Number of deliberate primary fire fires per 10,000 population	4.90 Lower=Better	4.45 (A)	Green	Improved
<b>Context:</b>						
<b>Corrective action:</b>						

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Housing and Community Safety	NI 33b	Number of secondary deliberate fires per 10,000 population	28.53 Lower=Better	20.22 (A)	Blue	Improved
<b>Context:</b>						
<b>Corrective action:</b>						

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 191	Residual household waste per household	275 Lower=Better	237.59 (E)	Blue	Improved
<b>Context:</b> This is an estimated figure as the necessary data is not yet available. Improvement in year end predicted performance due to commencement of new garden waste reception facility and imminent street sweeping recycling trial.						
<b>Corrective action:</b>						

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Environment	NI 192	Percentage of household waste sent for reuse, recycling and composting	41%	40% (E)	Green	Unchanged

**Context:** This is an estimated figure as the necessary data is not yet available. Improvement in year end predicted performance due to commencement of new garden waste reception facility and imminent street sweeping recycling trial.

**Corrective action:**

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 195a	Improved street and environmental cleanliness (levels of litter)	7% Lower=Better	7% (A)	Green	Improved

**Context:** This is the up to date (July figures) first tranche survey results. The second tranche is due November 2009.

**Corrective action:**

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 195b	Improved street and environmental cleanliness (levels of detritus)	9% Lower=Better	7% (A)	Blue	Improved

**Context:** This is the up to date (July figures) first tranche survey results. The second tranche is due November 2009.

**Corrective action:**

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 195c	Improved street and environmental cleanliness (levels of graffiti)	6% Lower=Better	3% (A)	Blue	Improved

**Context:** This is the up to date (July figures) first tranche survey results. The second tranche is due November 2009.

**Corrective action:**

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 195d	Improved street and environmental cleanliness (levels of fly posting)	0.5% Lower=Better	0% (A)	Blue	Unchanged

**Context:** This is the up to date (July figures) first tranche survey results. The second tranche is due November 2009.

**Corrective action:**

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 4206	Number of reported incidents of anti-social behaviour	8779 Lower=Better	7920 (A)	Green	Improved

**Context:**

**Corrective action:**

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Environment	LOCAL 4267	% of High Risk Licensed Premises inspected over 12 months	50%	83% (A)	Blue	Improved

**Context:** This target has been exceeded due to the necessity to visit high risk premises that have been the subject of complaints from members of the public.

**Corrective action:**

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 4269	Reduce the level of vehicle nuisance	848 Lower=Better	811 (A)	Green	Improved

**Context:**

**Corrective action:**

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 4270	Reduce the number of criminal damage incidents reported to Merseyside Police	2457 Lower=Better	1957 (A)	Blue	Deteriorated
<b>Context:</b>						
<b>Corrective action:</b>						

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 4275	Youth Alcohol Referral - Arrests	50	151 (E)	Blue	N/A
<b>Context:</b> This is a new initiative and therefore there was no baseline information from which to make accurate targets. Alcohol related anti social behaviour is a known problem and the high number of arrests represents a success in redressing this problem.						
<b>Corrective action:</b> The number of youths arrested where alcohol was involved over the past 6 months has already exceeded the annual target. This is due to activities complementing this intervention not least 'Operation Stay Safe' which not only enforces order amongst disorderly youths, but also provides a place of safety for youths who are so intoxicated they become vulnerable themselves. Seven such operations have taken place over the period and the increase in youths arrested are a measure of the success of this initiative in mobilising a well coordinated and targeted response to alcohol fuelled anti social behaviour.						

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 4276	Youth Alcohol Referral - Stop Search	175	374 (E)	Blue	N/A
<b>Context:</b> The increase in youths stop searched where alcohol was involved is an indication of the success in co-coordinating agencies to prevent alcohol fuelled anti social behaviour.						
<b>Corrective action:</b> The number of youths stopped and searched where alcohol was involved over the past 6 months has already exceeded the annual target. This is due to activities complementing this intervention not least 'Operation Stay Safe' which not only enforces order amongst disorderly youths, but also provides a place of safety for youths who are so intoxicated they become vulnerable themselves. Seven such operations have taken place over the period and the increase in youths being stopped and searched is a measure of the success of this initiative in mobilising a well coordinated and targeted response to alcohol fuelled anti social behaviour.						

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 4277	Youth Alcohol Referral - Parents Advised	150	142 (E)	Amber	N/A

**Context:** This is a new multi agency initiative to reduce alcohol induced anti social behaviour, by not only confiscating alcohol from youths but providing both enforcement and further support for the individual and their parents.

**Corrective action:** The number of parents informed that their children had been stopped and searched or arrested (where alcohol was involved) during the second quarter was 3 times the number made during the first. Having under performed this now brings the process within 6% of the 2nd quarter target and on track to meet or exceed the annual target. The sudden increase is due to increased activity in reducing alcohol fuelled anti social behaviour, not least 'Operation Stay Safe' which not only enforces order amongst disorderly youths, but also provides a place of safety for youths who are so intoxicated they become vulnerable themselves. Seven such operations have taken place over the period and the increase in stop searches and arrests where alcohol was involved has identified the individuals requiring further interventions involving the parents. This demonstrates the success of multi agency initiatives in mobilising a well coordinated and targeted response to alcohol fuelled anti social behaviour.

**Strategic Objective: Improve health and well being for all, ensuring people who require support are full participants in mainstream society**

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Housing and Community Safety	NI 32	Repeat incidents of domestic violence	9 Lower=Better	12 (A)	Red	N/A

**Context:** Wirral Family Safety Unit remains confident that performance is exemplary and domestic violence victimisation lower than in other areas. This stringent target has not been met for two reasons: 1. High reporting last year and 2. changes in counting rules. 1 Successfully increasing the number of domestic violence victims reporting last year has increased the percentage of repeats in the last quarter (who previously reported in the last 12 months). 2. The new way domestic violence referrals are measured changed in April 09, from the methods used under Local Area Agreement 4103 reporting to Police to that now introduced by National Indicator NI 32 (reporting to MARAC) yet repeats are measured across the last 12 months (across two counting methods)



**Corrective action:** Wirral are in the process of changing the Risk Assessment model from 'FSU9' to 'DASH 2008' (Domestic Abuse Sexual and Honour-based) in line with the latest guidance from CAADA (Coordinated Action Against Domestic Abuse) and ACPO (Association of Chief Police Officers) The Family Safety Unit have established a referral pathway with the Family Intervention Project (for clients with children under 5), experiencing domestic abuse with one or more of the following social issues; alcohol, drugs, poor housing, low educational achievement and mental health issues. Referrals from Children and Young People and drug services have increased over the last quarter, creating both an invaluable support network for clients with a range of challenging social issues and an increase in victims more vulnerable to repeat victimisation.

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4237	The number of housebound readers	700	705 (A)	Green	Deteriorated
<b>Context:</b>						
<b>Corrective action:</b>						

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Environment	LOCAL 4272	Percentage of sales of alcohol during test purchase exercises	20% Lower=Better	1.47% (A)	Blue	N/A
<b>Context:</b>						
<b>Corrective action:</b>						

**Strategic Objective: Raise the aspirations of young people**

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4252	Borough wide coverage of the Bookstart scheme	45%	47.5% (A)	Green	Unchanged
<b>Context:</b>						
<b>Corrective action:</b>						

### Strategic Objective: Create an excellent Council

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Environment	NI 182	Satisfaction of businesses with local authority regulatory services	80%			

**Context:** Reporting of data will always be delayed by a scheduled 5 weeks to allow time for sending out of questionnaires, business responses, and the collation of information received.

**Corrective action:**

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Environment	NI 184	The percentage of food establishments within the local authority area which are "broadly compliant" with food law.	80%	80% (A)	Green	Improved

**Context:**

**Corrective action:**

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Environment	LOCAL 4011	Public satisfaction levels with services provided by Fair Trading	90	92.7% (A)	Green	Unchanged

**Context:**

**Corrective action:**

Portfolio	PI no	Title	2009/2010 Q2 Target	2009/2010 Q2 Actual	On target	Direction of travel
Environment	LOCAL 4261	Score against a checklist of enforcement best practice for Trading Standards	100%	100% (A)	Green	Unchanged

**Context:**

**Corrective action:**

**PROJECTS ASSESSED AS COMPLETED OR GREEN**

The following projects have been **completed** or assessed as **green** (all milestones that should have been met at this point have been met):

- Deliver the Advancing Assets Programme for Community Centres
- Support the development and promotion of the New Floral Pavilion as part of the New Brighton Regeneration
- Expand coverage of the kerbside co-mingled recycling scheme to include all remaining Wirral Households
- Improve the quality of recyclates delivered to the Materials Recovery Facility
- Increase diversion of street cleansing waste streams from landfill
- Deliver initiatives through partnership working aimed at educating and empowering residents and businesses to minimise waste and maximise recycling
- Provide Designers' Guide for Sustainable Development
- Wirral CRed Scheme. Help to achieve 60% carbon reduction in the borough by 2025. Assist in the operation of the LAA
- Deliver programme of Microgeneration projects (Renewables).
- Related Energy Projects
- Awareness Raising Programme
- Narrow the gap in cleanliness standards between the 5% most deprived areas and the borough as a whole
- Monitor and respond appropriately to the levels of flytipping across the borough
- Continue to improve the overall cleanliness of public highways through the Environmental Streetscene Contract and Biffa "partnering" arrangement
- Work with partners and statutory land owners to identify and deliver borough wide improvements in environmental quality
- Develop & undertake effective roads policing enforcement activity & community engagement in partnership with Merseyside Police.
- Develop & implement education & training targeted at high risk road user groups (Link to RoadSafe Action Plan ETP section)
- Develop & implement communications strategy targeting road safety issues in conjunction with National; Regional & Local priorities. (Link to RoadSafe Action Plan COM section)
- Develop & implement programmes of Safer Routes To Schools encouraging safer sustainable travel & further development of school travel plans. (Link to RoadSafe Action Plan STP section)
- Identify & implement range of physical highway improvements aimed at reducing road casualties. (Link to RoadSafe Action Plan ENG section)
- Improve the highway network through implementation of the Capital Programme
- Underage sales prevention programme
- Young Persons Alcohol Intervention Project
- Provide a Hate Crime Multi Agency Risk Assessment Conference
- Takeaway Food Survey
- Alcohol Intervention Project
- Undertake projects as part of Sport and Physical Activity Alliance Programme
- Continue to develop and enhance the services of the Family Support Unit

