

## Appendix 1

### Wirral Plan Environment Theme 2018-19 Quarter 2 Reports

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## Leisure and cultural opportunities for all

### Overview from Lead Cabinet Member

#### Leisure Strategy

169 events were held in Q2 2018-19. This is 8% down on the same period last year (184 events) however as a running year total at the end of Q2 2018 - 19 we have had 297 events so far, up 3.5% on last year's running total of 287.

Wirral has now received 31 national quality awards, 2 more than the start of the year and 9 more than the start of the plan. These include 27 Green Flag Awards, Country Park Accreditation for Wirral Country Park, 2 Charters for the Bereaved – Silver Award for Burials, Gold Award for Cremations at Landican and the APSE (Association of Public Sector Excellence) Best Service Team for Cemeteries and Crematorium.

All 12 of the 'Measured Mile' routes have now been created and are on the following website. <https://www.wirral.gov.uk/leisure-parks-and-events/parks-and-open-spaces/walking-miles-wirral>

The routes are a flexible way to build towards your weekly 150 active minutes (or 2.5 hours) as well as enjoying our parks all year round. They include a map, accessibility information and information about the landmarks on your route so you can learn about the park as you walk. A Soft promotional launch took place during July's 'Love Parks' Week.

The Leisure review is working through a number of options for Leisure and Cultural services. This is a complex process with options being considered by elected members prior to formal decision making. While this is taking some time it is necessary in order to ensure that the options put forward provide the services with the strongest possible foundation for future delivery and meet the needs of Wirral's residents and visitors.

A "Best You", digital tool is being developed that creates a joined up experience for users, service providers and carers to activate and sustain behaviour change of lifestyle habits and long term condition management. Best You offers self-assessment and behaviour change content, advice. [www.best-you.org](http://www.best-you.org)

Various funding has been secured during Q2 allowing Wirral Sports Development to host 15 weeks of 'Friday Night Football' at the Oval Leisure Centre for boys and girls aged 12 – 19 between September and January. It also enabled the Wirral Fit and Fed programme to provide 5,704 meals to 360 underprivileged young people over the summer holidays. Additional funding from Macmillan for 0.5 of a post was brought forward due to the success of the project. We're seeking an additional 1.5 FTE for 2019. 137 patients were triaged during this quarter and referred to sport & leisure activities. The Pathfinder project continues to be delivered with funding from the Police Crime Commissioner's Office targeting the most challenging young people in key schools. 96 young people completed the programme in Q2.

Approval has been granted from the Transformational Change Board to progress a complete facility overhaul of the Tennis centre, a new reception in West Kirby Concourse, a new reception in Guinea Gap Leisure Centre and the new build of Wirral Sailing Centre continues despite some difficulties with the foundations. Drainage issues in the Leasowe Leisure Centre 3G pitches have also finally been resolved and tender is being placed in November.

We've also set up a website to promote Volunteer Opportunities in Wirral's Parks and Countryside sites. (<https://www.wirral.gov.uk/leisure-parks-and-events/parks-and-open-spaces/volunteer-with-us>) Promotion of the volunteering programme is included in the overall Leisure Transformation Communications plan.

#### Culture Strategy

There has been great progress on the delivery of the Culture Strategy during the second quarter as our Imagine Wirral year of culture, creativity and ideas has continued and we have further developed our plans for our LCR Borough of Culture year in 2019.

Over 200,000 people have now engaged with the Imagine Wirral programme through our various events and exhibitions, which in Quarter 2 have included New Brighton Revisited, Lost Castles and the Giant Spectacular. Media coverage has reached a global audience, with highlights including BBC's The One Show, NBC News, Vogue Italia, The Times, The Guardian, Observer and BBC Breakfast.

Looking ahead to 2019, planning for our Borough of Culture year is ongoing and we are confident in our initial programme which will create memorable moments for our residents, as well as use the status as a platform to reach new audiences and change perceptions. We have taken inspiration from the launch of the RRS Sir David Attenborough and the plans to bring Eureka! to Wirral, and used this to shape a programme themed around discovery, exploration and the great outdoors. This will be officially launched at an event on 28th November where we will share some key highlights and collaborations to look forward to.

We are continuing to bolster our relationships with local creative businesses and suppliers through the delivery of our Imagine Wirral programme and the development of our 2019 calendar. In August, we hosted a city region session which provided opportunities for stakeholders, key funders and local creatives and organisations to find out more about the LCR Borough of Culture initiative, our plans and how they can get involved, both here and as part of the initiative more broadly.

We are also providing support for these groups through ongoing promotion and inclusion in our Imagine Wirral and Borough of Culture programmes. In September, the Creative Bulletin was relaunched – a monthly round up of news and opportunities for Wirral's creative community which provides an outlet for our artists and creatives to showcase their work. Work is also ongoing to create spaces which will benefit local creativity and entrepreneurship, including a 'meanwhile use' creative hub and a new music venue in Birkenhead.

We are developing our funding strategy for next year and LCR sessions have been held with key funders to establish the potential for support across the wider Borough of Culture initiative from 2019 onwards. To date, we have secured approximately £150k for our Imagine Wirral programme and as well as the discussions at city region level, we have plans in place to attract additional funding for next year.

After the success with volunteers during our Tall Ships celebrations, we have been building on this to establish our volunteer database. The award-winning Lost Castles project in August saw over 500 volunteers come together in West Kirby to erect and demolish a 20m-tall Viking stave church made of cardboard and there was a high level of interest for volunteering during the Giant Spectacular. We are looking to establish a more formal programme for volunteers during our Borough of Culture year.

Wirral Plan Indicator	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
Increase the number of people who regularly use the boroughs parks and open spaces	Annual Higher is better	67% (Oct 2015)		66% (Dec 2017)						n/a	The percentage of Wirral Residents who say they use the boroughs parks and green spaces at least once a month decreased slightly from 67% reported in the previous survey in 2016 but not enough to be deemed as statistically significant.
Increase the number of events in Wirral's parks, beaches and open spaces	Quarterly Higher is better	300 (2014-15)		363 (2017-18)	128 (Q1 2018-19)	297 (Q2 2018-19)				Better	169 events were held in Q2 2018-19. This is 8% down on the same period last year (184 events) however as a running year total at the end of Q2 2018 - 19 we have had 297 events so far, up 3.5% on last year's running total of 287.
Percentage of physically active adults	Annual Higher is better	(2014-15)	England: 66.0% (2016-17) North West: 65.1% (2016-17)	67.5% (2016-17)						n/a	This indicator has replaced "Adult (14+) Participation in sport (at least once per week)". A new indicator was required as the source data for the superseded physical activity indicators has been discontinued. The data provider, Sport England, has replaced the Active People Survey with Active Lives. The new survey provides the same indicators but the methodology has changed, both in terms of questions and the mode of completion (telephone to online/postal version).

Supporting Measure	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
Increase the number of national quality awards for Wirral's parks, coastal sites and open spaces: Green Flags	Annual Higher is better	22 (2015-16)		29 (2017-18)					31 (2018-19)	Better	Wirral has now received 31 national quality awards, 2 more than the start of the year and 9 more than the start of the plan. These include 27 Green Flag Awards, Country Park Accreditation for Wirral Country Park, 2 Charters for the Bereaved – Silver Award for Burials, Gold Award for Cremations at Landican and the APSE (Association of Public Sector Excellence) Best Service Team for Cemeteries and Crematorium.
Utilisation of outdoor space for exercise / health reasons	Annual Higher is better	20.7% (2013-14)	England: 17.9% (Mar 15-Feb 16) North West: 17.5% (Mar 15-Feb 16)	23.4% (Mar 15-Feb 16)						n/a	Utilisation of outdoor space for exercise / health reasons continues to improve on the baseline figure from the start of the plan and is also performing considerably better than North West and nationally despite decreasing since the previous period.  It's worth noting that there is a time lag for this data which comes from the Public Health Outcomes Framework. The data released in quarter 1 was for March 2015 to February 2016. Also, the data comes from a relatively small sample size (less than 100) which may not give an accurate representation of overall activity in Wirral. This measure should therefore be viewed alongside other data for an overall picture of progress.
Increase the number of residents who say they regularly volunteer / support community groups in Wirral	Annual Higher is better	26% (Oct 2015)		24% (Dec 2017)						n/a	The percentage of Wirral Residents who say they volunteer at least once a month has decreased from 26% reported in the previous survey in 2016. The volunteering includes having given unpaid help either by taking part in or supporting any group, club or organisation (e.g. helping to run an activity/event, coaching, counselling, raising money, admin help).

## Wirral residents live healthier lives

### Overview from Lead Cabinet Member

767 smokers were helped to stop smoking in Q1, 24 more people than in the same period last year. 368 people continued to stop smoking 4 weeks after deciding to quit. This is also an improvement of 26 more people when compared to the same period last year. Whilst more people are engaging in our stop smoking services in general, 20 less pregnant women were helped to stop smoking in Q1 compared to the same period last year. (18 compared to 38).

This is the result of a high attrition rate between referrals and people engaging with the service. Last year just 31% of women referred went on to take up the service. To try to improve this an adviser now works a session per week in Wirral University Teaching Hospital's (WUTH) Antenatal Unit to engage with the midwifery team, build relationships & raise awareness of the service she offers promoting referrals. She will also see those women who have been referred by the midwives.

Wirral Council also arranged to host a Cheshire & Merseyside Smoking in Pregnancy workshop in October to bring together CCGs, Local Authority Tobacco Leads, Maternity services and Stop Smoking Services to discuss pathways, look at current processes, agree enablers and come up with an action plan to reduce the number of women who smoke during pregnancy.

119 more people were helped to lose weight in quarter 2 compared to the 869 helped in the same period last year. We're meeting with the North West Public Health Lead to see how we translate the Whole Systems Approach to Obesity, released by Public Health England, to Wirral. We're also liaising with Planning to see about supplementary planning documentation for takeaways. For example, we've updated the evidence base to support the criteria in the supplementary planning document for applying for planning permission for hot food takeaways.

6.4% of opiate users successfully completed their drug treatment in the year to June 2018 compared with 7.5% last quarter and 6.9% during the same period last year. Wirral was in line with the National Average (also 6.4%) and 0.4 percentage points above the average for the North West (6.0%). 56.1% of non-opiate users successfully completed their drug treatment from July 2017 - June 2018, an increase from both 54.4% last quarter and 46.4% from the same period last year. With non-opiate drug treatment Wirral is performing much better than both the National average (39%) and the average for the North West (44%).

A new schools drugs policy template has been developed to include emerging trends in drug use by young people. The policy template will be available to all schools in Wirral with direct support for completion and implementation from the Schools Drugs adviser if required.

40% of people successfully completed their alcohol treatment from July 2017 to June 2018. This is less than 43.2% last quarter but an increase from 38.2% from the same period last year. Wirral is also performing slightly better than the National average (39.4%) but slightly worse than the North West average (41.3%).

The work on the guidance tool for members of the public who are interested in being involved in the Licensing process is now complete and all the necessary information is with the company who are developing the website.

The pathway from Hospital to Community Services has been reviewed and is working well locally with all key partners in the pathway now well connected. Further work is now underway with Cheshire and Merseyside colleagues to develop a shared, common blue print, so that all areas have in place a broadly similar pathway model.

Evaluation of Drink Less Enjoy More project showed Wirral to have achieved the most substantial gains (compared to the other participating areas) for reduction in sales of alcohol to customers who are drunk (reducing from 90 sales to 36.8%). We're now awaiting the findings from the evaluation of the Liverpool programme (which has now been delivered for 4 consecutive years) so that the potential for further and sustained gains to be assessed before determining the next phase for Wirral.

The Reduce the Strength scheme has now signed up 95 businesses which are now spread out across Wirral.

Stronger and wider connections are being developed between the specialist alcohol service and Children and Young People's teams, particularly the Troubled Families team. To this end WWtR have audited their in treatment group and are using their data to analyse how service cohorts overlap and what should be done to improve joint working.

Wirral Plan Indicator	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
Admission episodes for alcohol related conditions	Annual Lower is better	853.0 (2013-14)	England: 636.0 (2016-17) North West: 719.0 (2016-17)	901.0 (2015-16)					889.0 (2016-17)	Better	There is a 12 month time lag on validated data being released. This data from the Public Health Outcomes Framework relates to 2016-17.  Performance has improved from the previous reporting period (2015-16). Wirral's Alcohol Strategy sets out an action plan for continuing to reduce alcohol consumption to improve public health outcomes.
Smoking prevalence in adults (age 18 and over) in Wirral	Annual Lower is better	17.2% (2014)	England: 14.9% (2017) North West: 16.1% (2017)	15.7% (2016)					15.9% (2017)	Worse	After a period with a substantial reduction of people smoking across Wirral, smoking prevalence has increased slightly from 15.7% 2015 to 15.9% in the latest (2017) Public Health Outcomes Framework Annual Population Survey.  Smoking prevalence across Wirral has improved significantly since the start of the plan however this is an average for the borough, we still have areas of the borough with smoking rates above 30%, it is these areas that activity will focus on.  There is a time lag on this data and the latest data available is for 2017. The Smoke Free Wirral Strategy sets out an action plan for the borough to tackle smoking prevalence and the local provider for stop smoking services has been working with GPs and practice nurses to improve referral pathways for their services.
Excess weight in adults	Annual Lower is better	66.2% (2012-14)	England: 61.3% (2016-17) North West: 63.3% (2016-17)	59.6% (2015-16)					63.3% (2016-17)	Worse	Excess weight in Adults has worsened from 59.6% in 2015-16 to 63.3% in 2016-17. Wirral is in line with the rest of the North West and slightly above the National average.

Supporting Measure	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
Smoking status at time of delivery	Annual Lower is better	13.9% (2014-15)	England: 10.7% (2016-17) North of England: 13.4% (2016-17)	12.0% (2016-17)						n/a	From April 2017, the definition used in Public Health Outcomes Framework changed to exclude women with unknown smoking status from the calculation to provide a more accurate representation of the true proportion of women smoking at time of delivery. We've backdated this method to the start of the plan. The latest available data is from 2016-17.  Because of the changes in capturing the data the percentage of women smoking at time of delivery has increased as expected. Whilst Wirral figure is worse than the National average, it's improving at a much faster rate highlighting the positive work being done locally. Wirral is also performing better than the North of England average.
Number of smokers helped to stop smoking	Quarterly Higher is better	(n/a)		3,063 (2017-18)	767 (Q1 2018-19)					Better	In quarter 1 our commissioned service helped 24 more people engage in the process of stopping smoking than in the same period last year. There is a 6 week follow up period which delays the provision of this data therefore the data is reported a quarter behind.
Number of smokers still quit at 4 weeks	Quarterly Higher is better	(n/a)		1,502 (2017-18)	368 (Q1 2018-19)					Better	26 more people have continued to stop smoking 4 weeks after deciding to quit when compared to the same period last year. There is a 6 week follow up period which delays the provision of this data therefore the data is reported a quarter behind.
Number of pregnant women helped to stop smoking	Quarterly Higher is better	(n/a)		50 (2017-18)	18 (Q1 2018-19)					Worse	18 pregnant women were helped to stop smoking in quarter 1. This is 20 less than the 38 helped in the same period last year. There is a 6 week follow up period which delays the provision of this data therefore the data is reported a quarter behind.
Number of people helped to lose weight	Quarterly Higher is better	(n/a)		1,971 (2017-18)	604 (Q1 2018-19)	988 (Q2 2018-19)				Better	119 more people were helped to lose weight in quarter 2 (988) compared to the 869 helped in the same period last year. An increase in the number of people eating healthily in Wirral should reduce the prevalence of excess weight and obesity which is a key contributor to premature mortality and avoidable ill health.
Successful completion of drug treatment - opiate users	Quarterly Higher is better	(n/a)		7.5% (2017-18)	6.4% (Jul 17 - Jun 18)					Worse	6.4% of opiate users successfully completed their drug treatment in the year to June 2018 compared with 7.5% in the year to March 2018 and 6.9% during the same period last year.  Wirral was in line with the National Average (also 6.4%) and 0.4 percentage points above the average for the North West (6.0%).
Successful completion of drug treatment - non-opiate users	Quarterly Higher is better	(n/a)		54.4% (2017-18)	56.1% (Jul 17 - Jun 18)					Better	56.1% of non-opiate users successfully completed their drug treatment from July 2017 - June 2018, an increase from both 54.4% in the year to March 2018 and 46.4% from the same period last year.  Wirral is performing much better than both the National average (39%) and the average for the North West (44%)
Successful completion of alcohol treatment	Quarterly Higher is better	(n/a)		43.2% (2017-18)	40.0% (Jul 17 - Jun 18)					Worse	40% of people successfully completed their alcohol treatment from July 2017 to June 2018. This is less than 43.2% from April 2017 to March 2018 but an increase from 38.2% from the same period last year.  Wirral is performing slightly better than the National average (39.4%) but slightly worse than the North West average (41.3%).

## Community services are joined up and accessible

### Overview from Lead Cabinet Member

We have made good progress to deliver the actions set out in this pledge; making it easier to volunteer and in ways which work for a range of people. Every day, all across the borough, people living in communities work tirelessly to improve their local areas: through residents associations, tenants groups, neighbourhood forums and more informal groups of volunteers. Over the Summer 27 Community Clean Up days have taken place which saw local people and partner organisations working together. The main focus of these days has been in Birkenhead where it is estimated that 17 tonnes of waste has been removed by working in partnership with local residents. The summer months also saw the continuation of the fantastic work Feeding Birkenhead is doing by providing meals for children during the school holidays. Over 5,000 volunteer hours were registered from two projects alone, equating to tens of thousands of pounds' worth of support from the community.

The second quarter of this year has seen the work continue to progress and build on quarter one. GP practices have started to roll out 'Volunteering for Health' with their patients with a number of sessions taking place between now and the end of the year. A full calendar of volunteer-related material for 2019 has been planned, this will include a number of volunteering related workshops and events. Between July and September 2018, 31 organisations took advantage of opportunities to meet funding organisations and improve their skills to support local groups to develop and flourish. In the first six months of this year £100,800 of external funding has been brought into the borough to support third sector organisations and community groups to thrive.

Wirral Plan Indicator	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
Increase the number of residents who say they regularly volunteer / support community groups in Wirral	Annual Higher is better	26% (Nov 2015)		24% (Dec 2017)						n/a	Latest data is from the 2017 Wirral Residents Survey.

## Good quality housing that meets the needs of residents

### Overview from Lead Cabinet Member

Further progress has been made during Quarter 2 to deliver our pledge to provide good quality housing to meet our residents' needs whilst supporting the Council's aspirations for economic growth. Progress has been made regarding key priorities and the detailed actions which support them. An overview of these key priorities is provided below.

#### Building more homes in Wirral to meet our economic growth ambitions

The majority of the outstanding actions supporting this priority remain green and are making good progress. These include:

- The Core Strategy Local Plan Review of Development Options and sites identified were published for public consultation in September 2018 and the initial draft Local Plan will then be reported to Cabinet on 17th December 2018.
- A cumulative total of 189 homes were completed by the end of quarter two. It is expected that activity will accelerate mid-programme, with 465 homes due to commence construction in 2018-19. This is a lot higher than was anticipated due to greater investment confidence from Registered Providers.

#### Improving the quality of Wirral's housing offer for our residents

All actions under this priority are identified as green and are making good progress and two actions have been completed. These include:

- The 12th Merseyside Collective Energy Switch resulted in 40 Wirral households switching to cheaper tariffs. Following a competitive open tender process in quarter 2, Energy Projects Plus was appointed as the Council's contractor for the Fuel Poverty & Energy Efficiency Programme 2018-20, which commences on 1st October 2018. Energy Projects Plus re-launched a replacement boiler scheme in quarter 2 for low income households who are vulnerable, cold or living in fuel poverty; the number of Wirral households benefitting will be reported in quarter 3, however 17 cases have been referred for replacement boilers so far. This scheme is targeted at households across the Liverpool City Region and is available until the funding available is used up.
- The Selective Licensing consultation report was completed and a report was tabled at Cabinet on 1st October 2018 for the proposal to implement Selective Licensing in four additional areas from 1st April 2019. This has subsequently been approved.
- The action relating to raising awareness of the new Housing of Multiple Occupation mandatory licensing in the borough, under the new Government regulations, was completed on 1st October 2018 and the Mandatory HMO Licensing changes are now in operation. A new software system has been procured and implementation programme commenced.
- The action to identify the number of empty homes vacant for longer than two years and prioritise action to bring them back into use has been completed. An appraisal document and scoring matrix for the process of prioritising tackling long term empty properties, following mapping of data has been completed. All of the current Selective Licensing areas are in the highest ranking Super Output Areas along with two of the proposed new Selective Licensing areas. Following this analysis, properties vacant for longer than two years in the current Selective Licensing areas will be targeted to support the work being undertaken in those neighbourhoods. The next step will be for officers to review and prioritise the remainder of the properties to identify those premises receiving the most complaints / having a negative effect on neighbourhoods.

#### Meeting the needs of our most vulnerable people to enable them to live independently

The majority of the outstanding actions under this priority are identified as green and are making good progress. These include:

- Wirral Council, in collaboration with the other LCR authorities responded to a Central Government invitation to bid for funding to enhance accommodation-based supported housing provision for victims of domestic abuse. The LCR submission sought funding to improve access to the private-rented sector for both male and female victims of domestic abuse, and to ensure that children of victims are able to access relevant therapeutic services.
- Relevant stakeholders have been contacted to make them aware of the new duty to refer, as set out in the Homeless Reduction Act. Meetings have taken place with agencies to discuss referral mechanism and the relevant section of Wirral Council's website has been updated to reflect this duty. The next stage will be to review referral systems and offer agencies support to embed in their organisations.
- The new Home Adaptation Pilot commenced (June 2018). The stair lift contract has been awarded to facilitate faster installations of lifts and hoists. Contract commenced 1st August 2018. A review of policies and procedures for DFG's is due to commence this quarter as part of transformation team work and conclude March 2019. Review of Pilot to be undertaken with programme to be embedded permanently from 2019/20.
- The action to Commission Phase four and five of new services for homelessness and socially excluded groups in line with the commissioning plan has been identified as amber. The LCR officers group secured funding for enhanced homeless services, with Wirral to enhance triage, private rented sector programme and debt advice services. Phase 4 of the process is due to conclude imminently with tenders awarded. Phase 5 has been rescheduled at the request of the Council's Procurement Team, and will conclude in December 2018.
- The action to deliver 300 additional Extra Care homes has been rated amber. Some schemes may run slightly over the timescale of March 2020 due to delays from central government on funding for supported housing schemes following consultation. This has now been clarified.
- The action to respond to the new requirements as part of the Governments new Supported Housing Funding Model for short term funding has been recommended to be withdrawn. This is because in August 2018, following consultation, Central Government advised that funding for short-term supported housing provision would continue to be met through the current funding model (Housing Benefit) and not be separated and ring fenced via a new programme. Government have announced their intention to implement a "robust oversight regime" in regard to supported housing and consequently additional actions may be identified for future plans when government releases further information to Local Authorities.

Wirral Plan Indicator	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
3,500 new homes will be built by 2020	Annual Higher is better	(n/a)		1,752 (P) (2015-18)						n/a	This is an annual indicator which will report at year-end. (The 2017/18 figure will be finalised in November when the Annual Monitoring Report is completed but indications are that the 1,752 figure is not likely to change)
Improve 2,250 private sector properties	Annual Higher is better	(n/a)		1,535 (2016-18)						n/a	This is an annual indicator which will report at year-end.
Bring 1,250 empty properties back into use	Quarterly Higher is better	(n/a)		887 (Dec 2015-Mar 2018)	Green Actual: 955 Target: 932 (Dec 2015-Jun 2018)	Green Actual: 1,012 Target: 977 (Dec 2015-Sep 2018)				Better	Performance is expected to exceed the overall Wirral Plan target of 1250 units brought back into use by March 2020.

Supporting Measure	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
Complete compliance inspections for all homes requiring a license	Annual Higher is better	(n/a)		678 (2017-18)						n/a	This is an annual indicator which will report at year-end. In quarter 2, 50 units were completed.
An increase in the percentage of people over 50 living in appropriate housing, that meets their needs	Annual Higher is better	52.3% (Oct 2015)		52.3% (Dec 2017)						n/a	This is an annual indicator which will report at year-end.
Number of home adaptations completed	Quarterly Higher is better	2,257 (2014-15)		2,597 (2017-18)	642 (Apr-Jun 2018)	1,309 (Apr-Sep 2018)				n/a	Home adaptations is a demand led service based on clients needs. The number of adaptations completed in quarter 2 cannot therefore be compared with previous quarters or years. From April-September 2018 there were 1309 adaptations completed.
Reduce homelessness through prevention	Quarterly Higher is better	707 (2014-15)		998 (Apr 2017-Mar 2018)	246 (Apr-Jun 2018)	523 (Jul-Sept 2018)				n/a	Due to the new Homeless Reduction Act, trend comparison against previous years data has been removed.



## Wirral's neighbourhoods are safe

### Overview from Lead Cabinet Member

It is encouraging to see reports of Anti-Social Behaviour (ASB) to Merseyside Police have decreased by 31.2% from same period last year. Through this pledge we are strengthening multi agency engagement with residents and a particular focus has been a series of Community Days of Action, led by Merseyside Fire Service. Partners include Merseyside Police, Wirral Council, Involve North West, Magenta Living and Riverside Housing. From July-September 3 Action Days have taken place in New Brighton, Tranmere and Rock Ferry areas and altogether 450 properties engaged. I encourage all residents to continue to report incidents of ASB when they occur to inform work priorities and areas to be tackled.

Data for youth offending show an improvement when compared to this time last year. First-time entrants to the youth justice system and youth re-offending are also both lower when compared to the rest of Merseyside.

Crimes recorded by the police show an increase of 16.8% when compared to same period last year with the increase in violence that causes an injury crime contributing towards the overall increase. Crime reporting standards are updated annually and this must be taken into consideration when comparing data. Wirral does however maintain the third lowest crime rate amount most similar force groups

Part of the partnership work this year has been to support residents who are vulnerable to cyber-crime. Under reporting in this area is a factor though the scale unknown. Residents and small businesses are being supported with social media campaigns such as [www.getsafeonline.org](http://www.getsafeonline.org) to warn public about internet fraud. Preventative work is also taking place in schools to raise awareness of cyber-crime. It is pleasing to report that this work will be further strengthened following the appointment of a Police Community Support Officer (PCSO) to deliver crime prevention education

Campaigns raising awareness of Respect, Equality and Diversity have taken place this quarter including the Council's commitment to commemorate the victims and survivors of Srebrenica; the Woodlands Festival promoting community cohesion in an area of reported racial tension; 'Great Get Together' campaign held outside Birkenhead Library; 'Come Out of the Shadows' event lighting up three of Wirral's landmark buildings in rainbow colours in collaboration with the Liverpool Pride initiative. Some of Wirral's newest and most vulnerable residents, the asylum seekers and Syrian refugees residing in Wirral over the last two years, have now found the courage and confidence to report hate crime. Through the collaboration and engagement of the charity 'Refugee Action' these issues can now be addressed as when they arise.

Following the successful launch of the Safer Wirral Hub last year we are now looking to embark on Phase2 which will inform future delivery direction. This will take place aligning with the Local Policing Model and is due to commence in next quarter with a completion date schedule for March 2019.

Wirral Plan Indicator	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
Reports of anti-social behaviour (ASB) to Merseyside Police	Quarterly Lower is better	11,837 (2014-15)		8,617 (Apr 2017-Mar 2018)	1,920 (Apr-Jun 2018)	3,628 (Apr-Sep 2018)				Better	Anti-Social Behaviour fluctuates in a similar pattern each year, affected by the seasons, school holidays and events such as fireworks and Halloween. The annual peak in ASB is most commonly in August. Comparing the first two quarters of 2018/19 with the same months the previous year, there was a marked drop of 31.2% from 5,273 to 3,628. Multi-agency action days have taken place during quarter 2 in three roads in Birkenhead (Oriol Road/Hope Street/Bentinck Street). Following one of these days the Wirral Anti-Social Behaviour Team (WASBT) team was working towards a Closure Order on a premises, which resulted in the occupants vacating the property before legal action was required. In September a multi-agency action day in West Kirby Concourse due to ongoing ASB issues which included an advice surgery from the mobile police station, mounted police, traffic enforcement, ASB Team resident door knock, Kingdom Litter Enforcement which then led into the evening of an Operation Staysafe to tackle young people involved in risk taking behaviour/ASB. WASBT and Merseyside Police continue to tackle a group of Travellers who are moving around Wirral. A multi-agency visit was conducted in Banning Close Birkenhead where youths gather and cause ASB. Arrangements have been made to have tree stumps removed - as this is where the youths congregate around and sit on, also the possibility of cameras is being investigated. WASBT and Merseyside Police continue to tackle a group of Travellers who are moving around Wirral. A multi-agency visit was conducted in Banning Close Birkenhead where youths gather and cause ASB. Arrangements have been made to have tree stumps removed - as this is where the youths congregate around and sit on, also the possibility of cameras is being investigated. Responding to complaints of ASB around Victoria Gardens, West Kirby, 6 letters sent out to parents/guardians of named young people found within the area to advise them of the issues being experienced and offer advice/support.
Proportion of residents who state they feel safe when outside in their local area (daytime)	Annual Higher is better	88% (Oct 2015)		90% (Dec 2017)						n/a	Latest data is from the 2017 Wirral Residents Survey.
Proportion of residents who state they feel safe when outside in their local area (After Dark)	Annual Higher is better	55% (Oct 2015)		51% (Dec 2017)						n/a	Latest data is from the 2017 Wirral Residents Survey.
Number of crimes recorded by the police	Quarterly Lower is better	19,061 (2014-15)	Ranking within 15 Most Similar Community Safety Partnership Groups: 3 (Aug 2017-Jul 2018)	23,096 (Apr 2017-Mar 2018)	6,709 (Apr-Jun 2018)	13,318 (Apr-Sep 2017)				Worse	Between quarter 1 and 2 of 2018/19 there was a marginal drop of 1.3% in the number of recorded crimes in Wirral. However, there was a 16.8% increase when compared to the same period the previous year. Despite this Wirral continues to maintain a ranking of 3rd lowest crime rate amongst the Home Office defined 'Most Similar Group' of 15 Community Safety Partnerships by the Police numbers of crimes being reported. The increase is largely explained by a change in recording practises brought about following guidelines laid down by Her Majesty's Inspectorate of Constabulary. These have had greatest effect on the recording of violent crime increased in part as a result of increased recording of domestic abuse related crime.

Supporting Measure	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
First-time entrants to the youth justice system (10-17 year olds, as a rate per 100,000 of the local general population)	Quarterly Lower is better	380 (Apr 2014 - Mar 2015)	Merseyside YOT (Police Crime Commissioner area): 324 (Apr 2017-Mar 2018)	157 (Oct 2016-Sep 2017)	150 (Jan-Dec 2017)	152 (Apr 2017-Mar 2018)				Better	Latest data is for April 2017- March 2018. At 152 this is lower when compared to the same period in the previous year (174). It is also significantly lower when compared to the Merseyside Youth Offending Teams rate of 324.
Violence that causes an injury to an individual victim (not including homicide) recorded by the Police	Quarterly Lower is better	1,982 (2014-15)	Ranking within 15 Most Similar Community Safety Partnership Groups: 3 (Aug 2017-Jul 2018)	2,569 (Apr 2017-Mar 2018)	746 (Apr-Jun 2018)	1,506 (Apr-Sep 2018)				Worse	Comparing the first two quarters of 2018/19 with the same period in 2017/18, violence with injury recorded by the Police increased from 1303 to 1506, a 14.7% increase. Much of this is explained by the change in counting rules, particularly the proportion of those crimes that are domestic abuse related that previously were under-reported. This is further exemplified when making the comparison between the same two periods on violence without injury, which rose 68% from 1,950 to 3,276. Together, the increase in both violent crime types; crime with and without injury, are responsible for a large proportion of the overall increase in crime
Percentage of Youth Re-Offending (age 10-17 years)	Quarterly Lower is better	51.4% (Jul 2012-Jun 2013)	England: 41.6% (Oct 2015- Sep 2016) Merseyside YOT (Police Crime Commissioner area): 46.2% (Oct 2015-Sep 2016)	42.3% (Apr 2015-Mar 2016)	39.7% (Jul 2015-Jun 2016)	39.6% (Oct 2015-Sep 2016)				Better	Latest data for the percentage of youth re-offending is for the period October 2015-September 2016. At 39.6% it shows a slight reduction of 0.1% when compared to previous figures. It is lower than England (41.6%) and Merseyside's (46.2%) rates for the same period.

## Attractive local environment for Wirral residents

Overview from Lead Cabinet Member											
<p>During the second quarter we have focused on the early and medium term key actions within this year's delivery plans such as preparing the single use plastics free policy for ratification, carrying out a full audit of properties with additional refuse capacity, establishing the new Environmental Enforcement Contract and getting the Love Where You Live initiative to the next stage of engagement following last year's successful establishment.</p> <p>During the next quarter we will focus on the following:</p> <ul style="list-style-type: none"> <li>• Holding a Love Where You Live forum for volunteer groups in November</li> <li>• Driving forward with the Waste Management Improvement Plan which focuses on improving recycling performance and reducing non recycled waste</li> <li>• Progressing with the conditions for the Wirral Together for the Environment agreement and other actions in support of Wirral Together</li> </ul>											

Wirral Plan Indicator	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
Maintain local environmental quality (LEQ) via the street cleansing of litter, detritus, graffiti. (Main Gateways and Retail Areas)	Quarterly Higher is better	97.5% (2014-15)		98.1% (2017-18)	Blue Actual: 96.7% Target: 93.3% (Q1 2018-19)	Blue Actual: 98.7% Target: 93.3% (Q2 2018-19)				Better	The 2018 Q2 figures continue to show that Local Environmental Quality in key gateway and shopping areas continues to exceed the target score of 93.3%, with an increase in performance on the previous quarter.
Achieve 50% kerbside recycling of domestic waste by 2020.	Quarterly Higher is better	36.30% (2014-15)		33.20% (2017-18)	Red Actual: 34.10% Target: 38.50% (Q1 18-19)					Worse	Data is submitted to DEFRA Quarterly, one quarter behind, so Q1 data is only confirmed at the end of the 2nd quarter in 2018/19. The current national recycling target is 50% by 2020 and further targets have been agreed by European Parliament for 55% reuse/recycling by 2025, 60% reuse/recycling by 2030 and 65% reuse/recycling by 2035. Recycling in Wirral continues to fall and there is recognition that work needs to be done to reverse the trend. Environment Overview and Scrutiny Committee has therefore made recycling the focus of a task and finish group. Declining recycling rates are being seen nationwide, in part due to increased quality requirements from recyclers. On a positive note, the amount of garden waste collected this quarter increased slightly compared with the same period last year..

Supporting Measure	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
Number of FPN's issued for environmental offences (Littering)	Quarterly Higher is better	(n/a)		7,797 (2017-18)	Red Actual: 1,672 Target: 2,000 (Apr-Jun 2018)	Red Actual: 3,031 Target: 4,000 (Apr-Sep 2018)				Worse	The volume of FPN's issued for littering has been declining in recent months, however the Council expect the enforcement contractor to issue the same or a higher volume FPN's in future months as were issued last year as intelligence highlights that environmental crime is occurring to the detriment of Wirral's environment. Moving forward with the new environmental enforcement contract, efforts will be very much geared towards deterrent - moderating offenders behaviour in the short term, leading to a longer term cultural and behaviour change to address levels of environmental crime committed. The council is also considering ways of targeting known risk areas and groups; including the 16-18 age group, tackling night-time economy litter and poorly contained domestic waste.
Number of FPN's issued for environmental offences (dog fouling)	Quarterly Higher is better	(n/a)		192 (2017-18)	Red Actual: 35 Target: 45 (Apr-Jun 2018)	Red Actual: 45 Target: 90 (Apr-Sep 2018)				Worse	The Council expects to see an increase in notices issued for dog fouling offences, with volumes comparable to last year. Two changes coming into force are: (1) the new contact does not specify minimum start and end shift times, as the previous contact did, therefore early morning and late night dog walkers can now be targeted to identify and enforce against those not picking up after their dog. (2) Kingdom have been prohibiting staff from action days involving plain clothes enforcement officers. This issue has now been resolved with approval from the Council and plain clothes patrols were reinstated in mid September..
Reduce the overall collected general waste (non-recycling) per household	Quarterly Lower is better	502.15 (2014-15)		545.98 (2017-18)	142.98 (Apr-Jun 2018)					Worse	Data is submitted to DEFRA Quarterly, one quarter behind, so Q1 data is only confirmed at the end of the 2nd quarter in 2018/19. The amount of general (non-recycling) waste continues to increase. This is in line with all other Merseyside Districts and National trends (73% of the 183 councils that have so far submitted their Qtr 1 data to Waste Data Flow have had an increase in general waste per household). The Council is tackling this by removing additional green rubbish bins where they are either not authorised or no longer required. An assessment of authorised additional bins was completed in October 2018, with the results expected soon.
Increase level of school recycling	Annual Higher is better	35.00% (2014-15)		48.00% (2017-18)						n/a	Data available Month after year-end. 107 of Wirral schools are on the Council's waste and recycling collection and one other school is just receiving a recycling collection. 79% of these schools are recycling at least 50% of their rubbish (16% are recycling over 60% of their rubbish). Only 8 schools are recycling less than 30% and these are receiving additional advice to help them to change from rubbish bins to recycling bins.

Supporting Measure	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
Increase the number of garden waste subscribers	Quarterly Higher is better	(n/a)		39,565 (2017-18)	36,772 (Apr-Jun 2018)	39,010 (Apr-Sep 2018)				Better	Concentrated communications campaign has now been in place since April. Compared with the end of quarter 2 last year, there are 417 more subscribers. However, this number is still considerably below what was projected following a promotions campaign..
Using targeted communications, increase kerbside (green and grey bin) recycling rate for the ten lowest performing rounds to at least 25%	Quarterly Higher is better	(n/a)		21.20% (2017-18)	20.23% (Apr-Jun 2018)	21.90% (Apr-Sep 2018)				Better	Data up to end August 2018 – September available soon. Data has been compiled and we are working with colleagues at Merseyside Recycling and Waste Authority to analyse the areas using ACORN classification. This information will be used to develop appropriate communication methods and materials to deliver to these areas.

#### Report Key

**Trend** - Performance is shown as Better, Same or Worse compared with the last reporting period except for: Increase the number of events in Wirral's parks, beaches and open spaces, Number of smokers helped to stop smoking, Number of smokers still quit at 4 weeks, Number of pregnant women helped to stop smoking, Number of people helped to lose weight, Bring 1,250 empty properties brought back into use, Reduce homelessness through prevention, Reports of ASB to Merseyside Police, Number of crimes recorded by the police, Violence that causes an injury to an individual victim (not including homicide) recorded by the Police, Kerbside Recycling, Littering FPN, Dog Fouling FPN, Household Waste and Garden Waste and recycling lowest performing rounds, which are compared with same period the previous year.

**Target** - Where targets apply, these are shown as either Blue, Green, Amber, Red based on the agreed tolerance range for individual measures.

**Action** - These are shown as either:

- Green (on track to deliver on time)
- Amber (off track but action being taken to deliver on time)
- Red (off track and won't deliver on time)