

Local Public Service Agreement - Action Plan

Target 1

Raise standards in English, Maths, and science in secondary education so that: by 2004 75% of 14 year olds achieve level 5 or above in English and Maths (70% in science) nationally, and by 2007 85% (80% in science);
 BVPI 181a , BVPI 181b , BVPI 181c
 Raising attainment in Key Stage 3
 Providing Educational and Cultural Opportunities for all
 Education & Cultural Services

PERFORMANCE INDICATORS:
DEPARTMENTAL AIM:
CORPORATE OBJECTIVE:
RESPONSIBLE DEPARTMENT:

ACTION	RESOURCES	MILESTONES
<p>To implement the LPSA action plan by developing and implementing targeted programmes of support.</p>	<p>From within existing resources + £90,000 LPSA funding Curriculum Support Team Wirral Education Centre</p>	<p>Develop effective teaching strategies in response to different learning styles in order to build on pupil's prior attainment. Start: 01/04/04 End: 31/08/04 Status: Completed</p> <p>Second an additional Advisory Teacher/Consultant and identify target schools with pupils at level 3 or borderline 4/5 at end of KS2 able to benefit from targeted support in English, maths, and science. Start: 01/04/04 End: 31/08/04 Status: Completed</p> <p>Implement (i) a development programme for Literacy and numeracy skills across the curriculum in Year 7 in order for target pupils to achieve level 4, or level 5 respectively, by the end of the year (ii) a targeted intervention programme using specially prepared booster materials for English, maths and science with year 9 pupils in those schools identified. Programme to be monitored termly. Start: 01/09/04 End: 31/07/06 Status: Outstanding</p> <p>Integrate the intervention programme into the work of the English, maths and science teams and plan so as to ensure an effective exit strategy. Start: 01/04/06 End: 31/07/06 Status: Outstanding</p>
ACTION	RESOURCES	MILESTONES
<p>Develop role of leaders and managers to enable them to implement, monitor and evaluate the KS3 national strategy.</p>		<p>Provide additional support for identified underachieving subject departments Start: 01/04/05 End: 30/04/05 Status: Completed</p> <p>Deliver core training for English, Maths and Science at KS3 Start: 01/04/05 End: 30/04/05 Status: Completed</p> <p>Appoint GI English and consultant for ICT and English. Start: 01/04/05 End: 31/12/05 Status: Completed</p>

Target 2

Raise standards in English and Maths so that: Key Stage 2 Average Point Score is increased. The number of schools with less than 65% of pupils achieving Level 4+ is reduced
 BVPI 40 , BVPI 41 , LOCAL 1023 , LOCAL 1024 , LOCAL 1025 ,
 DEPARTMENT 1026 , DEPARTMENT 1169

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DEPARTMENTAL AIM: Raising attainment in Early Years towards the early learning goals, and in primary education especially in numeracy and literacy.

CORPORATE OBJECTIVE: Providing Educational and Cultural Opportunities for all

RESPONSIBLE DEPARTMENT: Education & Cultural Services

ACTION	RESOURCES	MILESTONES
<p>To implement the LPSA action plan by developing and implementing targeted programmes of support.</p>	<p>From within existing resources + £90,000 LPSA funding Curriculum Support Team Wirral Education Centre</p>	<p>Develop effective teaching strategies in response to different learning styles building on pupil's prior attainment and develop the use of Wave 3 interventions to increase the number of pupils gaining Level 3 by the end of Year 4 in English and Maths. Start: 01/04/04 End: 31/07/04 Status: Completed</p> <p>Second an additional Advisory Teacher and identify target schools with pupils who are close to achieving a level 4 Start: 01/04/04 End: 31/08/04 Status: Completed</p> <p>Increase the percentage of children gaining L4+ in schools currently attaining below the floor target of 65% Start: 01/04/04 End: 30/09/05 Status: Completed</p> <p>Identify and support schools that have significant numbers of children achieving below L2 at KS1 and below L3 at KS2 Start: 01/04/04 End: 31/10/05 Status: Completed</p> <p>Analysis of KS2 English and Maths NC results is used to identify key curricular targets to raise standards in supported schools. Start: 01/04/04 End: 30/11/05 Status: Completed</p> <p>Implement a targeted intervention programme in those schools identified monitored termly. Start: 01/09/04 End: 31/07/06 Status: Outstanding</p> <p>Integrate the intervention programme into the work of the literacy and numeracy teams so as to ensure an effective exit strategy. Start: 01/01/06 End: 31/07/06 Status: Outstanding</p>
ACTION	RESOURCES	MILESTONES
<p>To implement the LPSA action plan Extend monitor and evaluate the quality of teaching and learning and advise on good practice in science.</p>		<p>Wirral Science Transition Project launched across all Wirral schools and training offered to all schools through Discovery CLC. Start: 01/04/05 End: 01/09/05 Status: Completed</p> <p>Following data analysis and discussions with the school, provision of targeted support and guidance to address identified issues relating to under attainment planned.</p>

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		<p>Start: 01/04/05 End: 01/11/05 Status: Completed</p> <p>Training provided to raise awareness of strategies to improve attainment in science for LSAs.</p> <p>Start: 01/04/05 End: 31/03/06 Status: Outstanding</p>
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Target 3

PERFORMANCE INDICATORS:
DEPARTMENTAL AIM:
CORPORATE OBJECTIVE:
RESPONSIBLE DEPARTMENT:

Attendance of pupils during secondary education with particular attention given to unauthorised absence in the six worst performing schools
 BVPI 45 , LOCAL 1040
 Raising attainment in Key Stage 4.
 Making Wirral Safer
 Education & Cultural Services

ACTION	RESOURCES	MILESTONES
<p>To implement the LPSA action plan by developing and implementing targeted programmes of support.</p>	<p>From within existing resources + £80,000 LPSA funding. ESW Service.</p>	<p>Provide individual and group work with identified pupils Start: 01/09/04 End: 30/06/05 Status: Completed</p> <p>Appoint a dedicated secondary project worker to work with the six worst performing schools and implementation of the electronic registration project. Start: 01/04/04 End: 31/07/05 Status: Completed</p> <p>Integrate the intervention programme into the work of the support teams so as to ensure an effective exit strategy Start: 01/01/06 End: 30/07/06 Status: Outstanding</p> <p>Provide additional support with whole school approach to attendance Start: 01/09/04 End: 31/07/06 Status: Outstanding</p>

Target 4

Improve the quality of life and independence of older people so that they can live at home wherever possible, by increasing by March 2006 the number of those supported intensively to live at home to 30% of the total being supported by Social Services at home or in residential care.

PERFORMANCE INDICATORS: BVPI 53 , BVPI 54 , LOCAL 8007
DEPARTMENTAL AIM: To actively promote independence and social inclusion
CORPORATE OBJECTIVE: Supporting and Protecting Vulnerable People
RESPONSIBLE DEPARTMENT: Social Services - Adults

ACTION	RESOURCES	MILESTONES
Reduce the number of older people admitted to residential or nursing care	Grant funding From within existing resources	Establish admissions targets and control mechanism via placement panel Start: 01/04/04 End: 30/06/04 Status: Completed
ACTION	RESOURCES	MILESTONES
Increase the number of Older People helped to live at home by: Increasing the use of direct payments		Identify team targets for direct payments 2004/2005 Start: 01/04/04 End: 30/06/04 Status: Completed Review performance and set team targets for 2005/2006 Start: 01/03/05 End: 31/03/05 Status: Completed
ACTION	RESOURCES	MILESTONES
Increase the number of Older People helped to live at home by: Increasing the number of people supported by independent day care provision and luncheon clubs		Review of day care contracts and RAP arrangements Start: 01/08/04 End: 30/11/04 Status: Completed Establish day care/luncheon Club SLA's for each provider and performance targets Start: 01/12/04 End: 31/03/05 Status: Completed
ACTION	RESOURCES	MILESTONES
Increase the number of Older People helped to live at home by: Re-engineering in-house home care service.	£15K - 2004/2005 £22K - 2005/2006	Appoint Re-engineering Officer Start: 01/10/05 End: 30/11/05 Status: Withdrawn - alternative support provided internally Agree re-engineering post and report specifications. Advertise post Start: 01/10/05 End: 30/11/05 Status: Completed Report findings to DMT and recommendations of re-engineering exercise and develop implementation plan Start: 01/11/05 End: 30/11/05 Status: Completed
ACTION	RESOURCES	MILESTONES
Increase the number of Older People helped to live at home by: Reviewing Provider Status of POPIN	NFR funded	Review of POPIN provision Start: 01/10/04 End: 30/12/04 Status: Completed Subject to status identify targets for remaining period of LPSA Start: 01/10/04 End: 31/12/04

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ACTION	RESOURCES	MILESTONES
		Status: Completed
Increase the number of Older People helped to live at home by: Reviewing Strategy for Older People helped to live at home		Review strategy Start: 01/07/04 End: 31/12/04 Status: Completed Implementation of strategy plan completed. to be updated as part of the Business Plan Start: 01/08/05 End: 30/11/05 Status: Completed
Increase the number of Older People helped to live at home by: Establishing basis for allocation of PPG	£75K - 2004/2005, £75K - 2005/2006, or £150K - 2005/2006	Allocate PPG and establish audit trail Start: 01/10/04 End: 31/12/04 Status: Completed Review PPG allocation options on VFM basis Start: 01/10/04 End: 30/11/05 Status: Completed
Increase number of households supported intensively by: Expanding WEDS to increase ratio of intensive packages in the system	Shift of funding from residential care to non residential care	Agree plan to expand WEDS service to additional hospital wards Start: 01/04/04 End: 30/06/04 Status: Completed Advertise and recruit additional WEDS staff Start: 01/10/04 End: 30/12/04 Status: Completed
Increase number of households supported intensively by: Establishing reviewing criteria to reduce dependency		Criteria reviewed and implemented Start: 01/10/04 End: 30/11/04 Status: Completed
Increase number of households supported intensively by: Reviewing packages with >10 hours but less than 6 visits and reviewing all packages with 6 visits but <10 hours		Complete review and implement package improvements Start: 01/10/04 End: 30/12/04 Status: Completed
Increase number of households supported intensively by: Developing and introducing exception monitoring reports for margin cases		Exception reporting in place and follow up process established Start: 01/10/04 End: 31/12/04 Status: Completed

Target 5

PERFORMANCE INDICATORS:
DEPARTMENTAL AIM:
CORPORATE OBJECTIVE:
RESPONSIBLE DEPARTMENT:

To increase the percentage of looked after children (who have been looked after continuously for at least 12 months) who on leaving education meet or exceed their predicted outcome attainment from Key Stage 3
 BVPI 50 , LOCAL 8009 , LOCAL 8011 , LOCAL 8012 , LOCAL 8013
 To be inserted later (children)
 Supporting and Protecting Vulnerable People
 Social Services - Adults

ACTION	RESOURCES	MILESTONES
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<p>Reduce the number of children looked after in placement 20 miles or more from the Council area</p>		<p>Develop regional residential commissioning strategy Start: 01/04/04 End: 31/07/04 Status: Completed</p> <p>Review range of educational facilities available locally to meet local needs Start: 01/04/04 End: 31/12/04 Status: Completed</p> <p>Review current services available from CAMH Start: 01/04/04 End: 31/12/04 Status: Completed</p> <p>Develop individual team targets Start: 01/04/04 End: 31/03/05 Status: Completed</p> <p>Review current services available locally to meet the most complex children's needs Start: 01/04/04 End: 31/08/05 Status: Completed</p> <p>Profile LAC group in team Start: 01/04/04 End: 30/09/05 Status: Completed</p> <p>Agree strategy with local regional providers to raise standards to meet needs Start: 01/04/04 End: 30/09/05 Status: Completed</p> <p>Develop preventative strategy Start: 01/04/04 End: 30/09/05 Status: Completed</p> <p>Develop residential services within 20 miles Start: 01/04/04 End: 30/09/05 Status: Completed</p> <p>Revise and disseminate "Making Ends Meet" Strategy. Which includes specific and measurable actions and a robust reporting framework, that is clearly evidenced in Team and Service Plans. Start: 01/04/06 End: 01/09/06 Status: Outstanding</p> <p>Multi Agency Rapid Response Adolescent Family Support Service available for vulnerable young people at risk of becoming looked after. Start: 01/09/06 End: 31/03/07 Status: Outstanding</p> <p>Reductions in the Looked After Population reported to the Children and Young Peoples Strategic Partnership Board. Start: 31/03/07 End: 01/07/07 Status: Outstanding</p>
ACTION	RESOURCES	MILESTONES
<p>To reduce the percentage of LAC who were permanently excluded from school at any time during the previous school</p>		<p>1st quarterly review of the Virtual School register Start: 01/06/04 End: 30/06/04 Status: Completed</p>

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<p>year</p>		<p>2nd quarterly review of the Virtual School register Start: 01/10/04 End: 31/10/04 Status: Completed</p> <p>Scope resources needed to provide alternative strategy to exclusions via Link etc. Start: 01/04/04 End: 31/12/04 Status: Completed</p> <p>Set up PR sessions with heads/SW/FC etc Governors Start: 01/04/04 End: 31/12/04 Status: Completed</p> <p>3rd quarterly review of the Virtual School register Start: 01/01/05 End: 31/01/05 Status: Completed</p> <p>4th quarterly review of the Virtual School register Start: 01/03/05 End: 31/03/05 Status: Completed</p> <p>All appropriate exclusions appealed Start: 01/04/04 End: 14/10/07 Status: Outstanding</p>
ACTION	RESOURCES	MILESTONES
<p>To reduce the % of children looked after continuously for at least 12 months of school age, who missed 25 days or more schooling for any reason during the previous year</p>		<p>Undertake 1st briefing session to engage residential providers SW and FC in significance of child being in school Start: 01/04/04 End: 31/10/04 Status: Completed</p> <p>Appoint admin assistant to help monitor absence via LACES Start: 01/04/04 End: 31/10/04 Status: Completed</p> <p>Review 50% of current contacts to ensure significant emphasis is placed on school placements Start: 01/04/04 End: 31/10/04 Status: Completed</p> <p>Meet with Foster Carers to talk about not taking holidays during term time Start: 01/04/04 End: 30/11/04 Status: Completed</p> <p>Develop role and job description for attendance officer role for looked after children Start: 01/04/04 End: 30/11/04 Status: Completed</p> <p>Develop role of BIP and BEST and extended social for LAC Start: 01/04/04 End: 31/12/04 Status: Completed</p> <p>Review the remainder 50% of current contacts to ensure significant emphasis is placed on school placements Start: 01/04/04 End: 31/03/05 Status: Completed</p>

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		Attendance improved via the implementation of the Virtual School Development Plan Start: 01/04/06 End: 31/03/07 Status: Outstanding
ACTION	RESOURCES	MILESTONES
Increase the percentage of young people leaving care with at least one GCSE graded A* to G or GNVQ		<p>Develop an action plan for all non attendees Start: 01/04/04 End: 30/11/04 Status: Completed</p> <p>Establish who would benefit most for IT etc support Start: 01/04/04 End: 30/11/04 Status: Completed</p> <p>Establish who would benefit most by having fees paid for support learning mentor Start: 01/04/04 End: 30/11/04 Status: Completed</p> <p>Set up a system for monitoring attendance for 16+ in education Start: 01/04/04 End: 30/11/04 Status: Completed</p> <p>Set up sessions with care leavers Start: 01/04/04 End: 31/12/04 Status: Completed</p> <p>Profile care leavers over LPSA period with no qualifications Start: 01/04/04 End: 01/12/05 Status: Completed</p> <p>Educational attainment improved following the implementation of the Virtual School Development Plan Start: 01/04/06 End: 31/03/07 Status: Outstanding</p>
ACTION	RESOURCES	MILESTONES
Establish a subgroup of the Young People Strategic Partnership Board which oversees progress and monitors performance		<p>Establish group members Start: 01/04/04 End: 30/06/04 Status: Completed</p> <p>Monitor service delivery of performance targets (first quarter) Start: 01/07/04 End: 31/07/04 Status: Completed</p> <p>Monitor service delivery of performance targets (second quarter) Start: 01/10/04 End: 31/10/04 Status: Completed</p> <p>Monitor service delivery of performance targets (third quarter) Start: 01/01/05 End: 31/01/05 Status: Completed</p> <p>Monitor service delivery of performance targets (fourth quarter) Start: 01/03/05 End: 31/03/05</p>

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ACTION	RESOURCES	MILESTONES
		Status: Completed
		Status: Completed
ACTION	RESOURCES	MILESTONES
Develop treatment fostering service		<p>Bid for government grant funding Start: 01/04/04 End: 31/07/04 Status: Completed</p> <p>Setting up of the service Start: 01/04/04 End: 30/09/04 Status: Completed</p> <p>Advertising campaign to have been conducted with the aim of encouraging sufficient interest to lead to the recruitment of 5 new Treatment Foster Carers. Start: 30/05/06 End: 30/11/06 Status: Outstanding</p> <p>Annual Review and evaluation of the Treatment Fostering Service completed and presented to Management Board. Start: 30/11/06 End: 31/03/07 Status: Outstanding</p> <p>5 Prospective Treatment Foster Carers assessed and approved Start: 30/11/06 End: 31/03/07 Status: Outstanding</p>
ACTION	RESOURCES	MILESTONES
Commission residential services which focus on providing good educational outcomes		<p>Appoint a north-west children's residential commissioning manager Start: 01/04/04 End: 01/12/05 Status: Completed</p> <p>Placement Commissioning Strategy Agreed. Start: 01/04/06 End: 01/07/06 Status: Outstanding</p> <p>Emergency Provision contract agreed with clear service plan. Start: 01/04/06 End: 01/08/06 Status: Outstanding</p> <p>Create 6 Residential placements for children and young people with complex needs on the Wirral. Start: 01/04/06 End: 31/03/07 Status: Outstanding</p>
ACTION	RESOURCES	MILESTONES
Service re-engineering and training to staff to focus on educational outcomes for children looked after		<p>Training programme to be delivered to staff at all levels, starting with Foster Carers Start: 01/04/04 End: 31/12/04 Status: Completed</p>
ACTION	RESOURCES	MILESTONES
Ensure there is an adequate workforce to meet target demands		<p>Work towards 100% of looked after children having an allocated social worker - 1st monthly progress is undertaken Start: 01/04/04 End: 30/04/04 Status: Completed</p> <p>Work towards 100% of looked after children having an allocated social worker - 2nd monthly progress is undertaken</p>

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		<p>Start: 01/05/04 End: 31/05/04 Status: Completed</p> <p>Work towards 100% of looked after children having an allocated social worker - 3rd monthly progress is undertaken Start: 01/06/04 End: 30/06/04 Status: Completed</p> <p>Develop a rigorous recruitment and retention strategy Start: 01/04/04 End: 31/07/04 Status: Completed</p> <p>Work towards 100% of looked after children having an allocated social worker - 4th monthly progress is undertaken Start: 01/07/04 End: 31/07/04 Status: Completed</p> <p>Work towards 100% of looked after children having an allocated social worker - 5th monthly progress is undertaken Start: 01/08/04 End: 31/08/04 Status: Completed</p> <p>Work towards 100% of looked after children having an allocated social worker - 6th monthly progress is undertaken Start: 01/04/04 End: 30/09/04 Status: Completed</p> <p>Work towards 100% of looked after children having an allocated social worker - 7th monthly progress is undertaken Start: 01/04/04 End: 31/10/04 Status: Completed</p> <p>Revise Recruitment & Retention strategy to deliver a qualified social care workforce to meet vulnerable children's needs. Start: 01/04/06 End: 30/09/06 Status: Outstanding</p> <p>Review targets to delivering sustained improvements, through established working groups. Start: 30/09/06 End: 31/03/07 Status: Outstanding</p> <p>Social workers have manageable workloads and all work is allocated. Start: 31/03/07 End: 01/07/07 Status: Outstanding</p>
ACTION	RESOURCES	MILESTONES
<p>Increase availability of IT for both children looked after and for database monitoring</p>		<p>Set up a database to monitor the project Start: 01/04/04 End: 31/10/04 Status: Completed</p> <p>Ensure 100% of children looked after have access in their care setting to a computer Start: 01/04/04 End: 30/09/05 Status: Completed</p>

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ACTION	RESOURCES	MILESTONES
Develop a concentrated programme of work with looked after children within local schools		<p>Discussions to take place concerning co-ordinating all new initiatives Start: 01/04/04 End: 31/07/04 Status: Completed</p> <p>Involve secondary heads to deliver the target as soon as possible Start: 01/04/04 End: 31/10/04 Status: Completed</p>
ACTION	RESOURCES	MILESTONES
Establish a 'Virtual School' with a board of Governors to oversee progress for children. Board to be supported by elected members		<p>Draft a report for consultation Start: 01/04/04 End: 31/07/04 Status: Completed</p> <p>Set terms of reference and elect members Start: 01/07/04 End: 30/11/04 Status: Completed</p>

Target 6

Contribute to the achievement of a 10% reduction in the gap in life expectancy at birth between Wirral and the rest of England by 2010 using the gap at 2000 as the baseline.

LOCAL 8010a , LOCAL 8010b , LOCAL 8010c

PERFORMANCE INDICATORS:

DEPARTMENTAL AIM:

CORPORATE OBJECTIVE:

RESPONSIBLE DEPARTMENT:

To meet national and local standards

Improving the Health of Wirral People

Social Services - Adults

ACTION	RESOURCES	MILESTONES
Develop and complete data collection pilot		Recruit temporary data facilitator to do pilot Start: 01/04/04 End: 30/06/04 Status: Completed Random sample of existing clients to determine proportion eligible Start: 01/06/04 End: 30/06/04 Status: Completed
ACTION	RESOURCES	MILESTONES
Recruit 2220 people for risk profiling and participation in risk reduction programmes		Recruit Inequalities Co-ordinator Start: 01/04/04 End: 30/04/04 Status: Completed Recruit 3 lifestyle advisors Start: 01/05/04 End: 01/07/04 Status: Completed Recruit 93 people per month onto programme Start: 01/04/04 End: 31/03/06 Status: Outstanding
ACTION	RESOURCES	MILESTONES
Monitoring and reporting		Provide quarterly reports to LPSA committee and NRF (starting in June 2004 - ending March 2007) First report June 2004 Start: 01/06/04 End: 30/06/04 Status: Completed Provide quarterly reports to LPSA committee and NRF Start: 01/09/04 End: 30/09/04 Status: Completed Provide quarterly reports to LPSA committee and NRF Start: 01/12/04 End: 31/12/04 Status: Completed Provide quarterly reports to LPSA committee and NRF Start: 01/09/05 End: 30/09/05 Status: Completed
ACTION	RESOURCES	MILESTONES
Writing up and dissemination		Write and disseminate report to PCTs, Local Authority, Strategic Health Authority, Department of Health, ODPM Start: 01/01/07 End: 31/03/07 Status: Outstanding

Target 7 Reducing deaths and serious injuries on the roads in Wirral
PERFORMANCE INDICATORS: LOCAL 3011
Processes/L & G (Knowledge Management): We will have developed and implemented a knowledge management system that will facilitate the capture and bring together the department's information and data requirements into easily accessible repository to enable the efficient delivery of our services.
DEPARTMENTAL AIM:
CORPORATE OBJECTIVE: Improving Transport
RESPONSIBLE DEPARTMENT: Technical Services

ACTION	RESOURCES	MILESTONES
Improve pedestrian facilities at four traffic signal controlled junctions	£200,000 capital funding from 1 April 2004 Four number junction improvements	2 junctions to be completed by March 2005 Start: 01/04/04 End: 31/03/05 Status: Completed 2 more junctions to be completed by March 2006 Start: 01/04/05 End: 31/03/06 Status: Outstanding
ACTION	RESOURCES	MILESTONES
Deploy speed monitoring equipment	£50,000 capital funding 1/4/04	Order equipment Start: 01/07/04 End: 31/07/04 Status: Completed Equipment delivered Start: 01/09/04 End: 30/09/04 Status: Completed
ACTION	RESOURCES	MILESTONES
Extend Kerbcraft training	£120,000 capital funding 1/4/04	Appoint Tranche 1 Kerbcraft by the end of February 2005 Start: 01/04/04 End: 20/02/05 Status: Completed Appoint Tranche 2 Kerbcraft by the end of February 2006 Start: 01/04/05 End: 28/02/06 Status: Outstanding
ACTION	RESOURCES	MILESTONES
Extend cycle training	£120,000 pump priming 1/4/04	Appoint trainer Aug 04 Start: 01/04/04 End: 31/08/04 Status: Completed

Target 8

By 31 March 2007, 95% of residential properties in the current area of the Metropolitan Borough of Wirral will be within one mile of either a One Stop Shop or an Information Point. This will be supported by improvement in resolution rates at first point of contact through all access channels.

PERFORMANCE INDICATORS: LOCAL 2003 , LOCAL 2006 , LOCAL 2007

DEPARTMENTAL AIM: Improving the resolution at the first point of contact through all access channels

CORPORATE OBJECTIVE: Continuously Improving our Services

RESPONSIBLE DEPARTMENT: Finance

ACTION	RESOURCES	MILESTONES
<p>Improve access to services through OSS and Information points</p>	<p>IT (inc. PC and phones plus possible video links). At new OSS new lines into non-Council network sites. New desk and equipment at Info Point sites. Physical work on accommodation. Joint working on how much of this is also done in JC plus sites (probably much less required on site here)</p> <p>Additional staffing will be re-targeted either from other front of house areas or via S.R.E projects to move resources from back of house to front. However, these will not be apparent until after most of these developments have to be in place. OSS already well versed in training requirements whilst Libraries already act as a source of information and this will be an extension of training rather than new</p> <p>OSS development from increased unsupported credit approvals of currently £300,000. This is to be spread over the period of the development but does not include ongoing staffing costs</p>	<p>Open first OSS site and JS+ (Bromborough) Start: 01/04/04 End: 31/05/04 Status: Completed</p> <p>Agree staffing requirements for ongoing OSS openings Start: 01/08/04 End: 28/02/05 Status: Completed</p> <p>OSS at Eastham to open 1/3/05 Start: 01/11/04 End: 01/04/05 Status: Completed</p> <p>OSS site begins work at New Brighton Start: 01/03/05 End: 30/06/05 Status: Completed</p> <p>Identify site placement and alternatives, draw up planned programme which will include information points and kiosks Start: 01/09/04 End: 31/08/05 Status: Completed</p> <p>Agree impact and implication of SRE and CORE IT on the programme inc. SRE transfer or extension of services into front of house access channels Start: 01/10/04 End: 31/12/05 Status: Completed</p> <p>Customer Access Strategy has been agreed and the customer Access Change plan is to be completed by 31/01/2006. Start: 05/09/05 End: 31/01/06 Status: Outstanding</p> <p>Follow plan for SRE to move additional services to Front of House. Start: 01/04/05 End: 31/03/06 Status: Outstanding</p> <p>Planned programme of opening from October 2004 through to late 2006 Start: 01/04/04 End: 30/05/06 Status: Outstanding</p> <p>Agree Information Point roll out programme Start: 01/09/04 End: 31/12/06 Status: Outstanding</p>
ACTION	RESOURCES	MILESTONES
<p>To improve the resolution rate at</p>	<p>IT (inc PC and systems to</p>	<p>Contact MIS</p>

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<p>first point of contact</p>	<p>monitor this and via all CORE IT systems help achieve standards</p> <p>Staff training to be able to achieve those standards and ensure appropriate staff monitor each areas of achievement</p> <p>Cost will be within CORE IT developments and SRE work</p>	<p>Start: 15/09/04 End: 30/09/04 Status: Completed</p> <p>Undertake initial survey work Start: 01/10/04 End: 31/10/04 Status: Completed</p> <p>Agree with service departments required improvement plans, implement and ongoing review Start: 01/11/04 End: 30/11/04 Status: Completed</p> <p>Establish baseline figure, Citizens Panel to contribute Start: 11/11/04 End: 30/11/04 Status: Completed</p> <p>Train members of staff to monitor baseline and look at improvement and update PIMS Start: 30/11/04 End: 05/12/04 Status: Completed</p> <p>Establish half yearly reviews to monitor and report on progress Start: 30/11/04 End: 31/03/05 Status: Completed</p> <p>Customer satisfaction surveys and report to be carried out by Mott MacDonald with regard to the resolution of queries at first point of contact Start: 04/10/04 End: 28/02/06 Status: Outstanding</p> <p>Customer satisfaction surveys to be carried out by Mott Mac Donald and report produced with regard to the resolution of queries at first point of contact Start: 04/10/04 End: 31/08/06 Status: Outstanding</p> <p>Customer satisfaction surveys to be carried out by Mott Mac Donald and report produced with regard to resolution of queries at first point of contact Start: 04/10/04 End: 31/01/07 Status: Outstanding</p> <p>Customer satisfaction surveys to be carried out by Mott Mac Donald and final report to be produced for completion of LPSA Start: 04/10/04 End: 31/03/07 Status: Outstanding</p>
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Target 10

PERFORMANCE INDICATORS:

DEPARTMENTAL AIM:

CORPORATE OBJECTIVE:

RESPONSIBLE DEPARTMENT:

Reduce dwelling house burglary

LOCAL 4046 , BVPI 126

Make Wirral safer

Making Wirral Safer

Regeneration

ACTION	RESOURCES	MILESTONES
Create burglary reduction coordinator	LPSA funding £30,000pa Existing Existing	<p>Advertise post Start: 22/04/04 End: 30/04/04 Status: Completed</p> <p>Short listing completed. Interviews commenced. Start: 28/04/04 End: 15/07/04 Status: Completed</p> <p>The Burglary Reduction Co-ordinator took up his post on 23 August 2004 Start: 01/04/04 End: 23/08/04 Status: Completed</p>
ACTION	RESOURCES	MILESTONES
Maintain Alleygating programme	£100k Wirral MBC for non-NRF £250k NRF	<p>Consultation with Local Solutions completed to continue with Alleygating teams Start: 01/04/04 End: 31/07/04 Status: Completed</p> <p>The target number of gates for NRF and non-NRF areas will be 530 gates, subject to no complaints / objections. Start: 01/04/04 End: 31/03/05 Status: Completed</p> <p>Owing to the dissolution of Safer Merseyside Partnership, the previous tenders for Alleygating ceased. Tenders are to be sent out by mid June with a view to Alleygating recommencing Sept 05. Start: 20/06/05 End: 12/09/05 Status: Completed</p>
ACTION	RESOURCES	MILESTONES
Homewatch Co-ordination	£15k pa LPSA	<p>To have a fully integrated 'Ringmaster' system which will incorporate SMS and mapping. Start: 01/06/04 End: 30/09/04 Status: Completed</p> <p>Homewatch co-ordinators to relocate to Community Safety Team offices, Wallasey. Start: 04/07/05 End: 25/07/05 Status: Completed</p>
ACTION	RESOURCES	MILESTONES
Crimestoppers To initiate Crimestoppers campaigns throughout Wirral as a Burglary Awareness campaign	£10k LPSA pump-priming	<p>The Crimestoppers Trust to be contacted and progress the project through their Regional Office. Contacted and project to be progressed February 2005 Start: 01/09/04 End: 31/12/04 Status: Completed</p> <p>Crimestoppers Project Office actioning request. Liaison with Project Office and Merseyside Police Crimestoppers Office to deliver Wirral Burglary Reduction Campaign by March 2005. Launch took</p>

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		<p>place 10 May 2005 Start: 23/12/04 End: 10/05/05 Status: Completed</p> <p>More Campaigns envisaged for late in the year to address the 'spike' in burglaries towards the end of the year. Start: 05/09/05 End: 30/11/05 Status: Completed</p>
ACTION	RESOURCES	MILESTONES
Local Burglary Campaigns	£20k LPSA pump-priming £2.5k committed to Operation Hawk poster campaign (in conjunction with our partners) which has an anti-drugs message linked to the anti-burglary campaign.	<p>Anti-burglary poster campaign in conjunction with the DAAT and Crimestoppers on Operation Hawk with an anti-drugs message. Start: 20/07/04 End: 20/08/04 Status: Completed</p> <p>Target problematic schools through an advertising campaign designed to ward children and young people away from the drug culture. In conjunction with the DAAT, the schools programme progressed and now completed. Police officers from Operation Hawk utilise the advertising campaign material to deter young people away from the drug culture. Start: 20/07/04 End: 31/12/04 Status: Completed</p> <p>Leaflet campaigns- Distribution by CSO's, VSS, Neighbourhood Wardens to 'Hotspot' areas. Start: 30/05/05 End: 05/09/05 Status: Completed</p>
ACTION	RESOURCES	MILESTONES
Wirral wide campaign	£10k LPSA pump priming	<p>BRC to co-ordinate a meeting with Homewatch Co-ordinators, Police Crime Reduction Officers and media relations via Wirral MBC, Merseyside Police and DAAT to establish a strategy for delivery. First meeting held. Start: 01/09/04 End: 31/12/04 Status: Completed</p> <p>Burglary leaflets have been distributed by CSO's, Neighbourhood wardens and YOS with extra work being undertaken by NOMS. Wirral-wide advertising campaign commencing 27 June 2005. The adverts will be on public transport, advertising hoardings and other media. Start: 05/01/05 End: 01/08/05 Status: Completed</p> <p>Leaflet campaign to the whole of Wirral via CSO's, Neighbourhood Wardens, One-Stop Shops. Start: 30/05/05 End: 26/09/05 Status: Completed</p>
ACTION	RESOURCES	MILESTONES
Distraction Burglary Training	£5k LPSA pump-priming £5k committed to inter-agency campaign for the elderly	<p>liaise with Police and Trading Standards, campaign to protect the elderly and vulnerable including visually impaired persons from Distraction Burglary. The main persons have been identified. There are ongoing discussions in regard to the content of the meetings and responsibilities. Start: 27/06/05 End: 30/11/05</p>

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		<p>Status: Completed</p> <p>To provide a second conference for the elderly and vulnerable in regard to 'doorstep crime' ie bogus callers.</p> <p>Start: 01/02/06 End: 30/03/06</p> <p>Status: Outstanding</p>
ACTION	RESOURCES	MILESTONES
Smartwater marking and target hardening	£100k LPSA pump-priming	<p>BRC to have Smartwater Police Liaison Manager address the Inter-Agency meeting (Joint Agency Group and Strategic Officer's Group) on Wednesday 8 September 2004 at Wallasey Police Station.</p> <p>Start: 01/08/04 End: 08/09/04</p> <p>Status: Completed</p> <p>Identify various hotspots of burglary (dwelling) on Wirral with a view potentially to distribute Smartwater packs to households. Household packs now available for distribution and retained by Wallasey VSS Target-Hardening Scheme.</p> <p>Start: 01/08/04 End: 31/12/04</p> <p>Status: Completed</p> <p>BRC now working in conjunction with all VSS and police to introduce policy for the distribution of Smartwater packs. The packs will be disseminated after the hotspot areas for burglary have been identified.</p> <p>Start: 05/01/05 End: 29/04/05</p> <p>Status: Completed</p> <p>Deliver a scheme for Smartwater to be taught / assessed through schools as part of their curriculum. Operation HAWK is a police operation which is also linked to an awareness campaign for schools which is currently being delivered.</p> <p>Start: 01/08/04 End: 30/11/05</p> <p>Status: Completed</p> <p>Purchase and provide mini alarm systems to fit within properties subject to burglary which do not have a full alarm system or for properties in remote locations.</p> <p>Start: 01/02/06 End: 30/03/06</p> <p>Status: Outstanding</p> <p>To provide 'Smartwater' household marking kits towards the Alleygating programme.</p> <p>Start: 01/02/06 End: 30/03/06</p> <p>Status: Outstanding</p>

Target 11

PERFORMANCE INDICATORS:

DEPARTMENTAL AIM:

To secure visible improvement to the local environmental cleanliness in the Borough

BVPI 199a

Processes: We will have established and implemented management systems that provide the department with documented procedures that removes duplication, waste of effort and resource whilst supporting the quality delivery of our services.

CORPORATE OBJECTIVE:
RESPONSIBLE DEPARTMENT:

Protecting and Improving our Environment
 Technical Services

ACTION	RESOURCES	MILESTONES
Provision of additional financial resources to street cleansing contractor Onyx to provide increased scheduled cleansing in areas worst affected by significant litter deposits	£240,000 pump priming to Onyx to provide additional scheduled cleansing (£140,000 year 1 and £180,000 year 2)	Evaluate results of interim surveys & implement measures to improve performance Start: 01/07/04 End: 31/07/04 Status: Completed Carry out inspections in accordance with BVPI 199 at monthly intervals to evaluate performance Start: 01/07/04 End: 31/07/04 Status: Completed Implement separate payment regime outside existing contract Start: 01/04/04 End: 31/08/04 Status: Completed Evaluate results of interim surveys & implement measures to improve performance Start: 01/08/04 End: 31/08/04 Status: Completed Implement new schedules with client monitoring regime Start: 01/08/04 End: 31/08/04 Status: Completed Agree increased frequencies with Onyx Start: 01/08/04 End: 31/08/04 Status: Completed Evaluate results of interim surveys & implement measures to improve performance Start: 01/09/04 End: 30/09/04 Status: Completed Carry out inspections in accordance with BVPI 199 at monthly intervals to evaluate performance Start: 01/09/04 End: 30/09/04 Status: Completed Evaluate results of interim surveys & implement measures to improve performance Start: 01/10/04 End: 31/10/04 Status: Completed Carry out inspections in accordance with BVPI 199 at monthly intervals to evaluate performance Start: 01/10/04 End: 31/10/04 Status: Completed Carry out inspections in accordance with BVPI 199 at monthly intervals to evaluate performance Start: 01/08/04 End: 31/03/06 Status: Outstanding
ACTION	RESOURCES	MILESTONES
Deployment of additional manual and mechanical resources by	£100,000 pump priming for the leasing of mechanical	Employ temporary staff to work on response team Start: 01/08/04 End: 31/08/04

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Environmental Services to support scheduled cleansing.	sweepers and drivers to provide a "litter hotspot" response team	Status: Completed Lease mechanical sweepers Start: 01/08/04 End: 31/08/04 Status: Completed
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Target 12

To reduce overall levels of worklessness in the Borough from 20.3% to 19.5% by May 2005 and a further reduction to 18.9% by May 2006

PERFORMANCE INDICATORS: LOCAL 6191

DEPARTMENTAL AIM: To deliver an effective investment strategy for Wirral, creating jobs and helping to reduce worklessness

CORPORATE OBJECTIVE: Promoting and Supporting the Economic Regeneration of Wirral

RESPONSIBLE DEPARTMENT: Corporate Services

ACTION	RESOURCES	MILESTONES
To undertake an analysis of labour force data supplied by jobcentre Plus		Arrange reporting mechanism with Job Centre Plus for receipt of quarterly data Start: 01/04/04 End: 31/07/04 Status: Completed Meet with Job Centre Plus to discuss analysis of data Start: 01/06/04 End: 31/08/04 Status: Completed Meet with Job Centre Plus to discuss analysis of data Start: 01/09/04 End: 30/11/04 Status: Completed Meet with Job Centre Plus to discuss analysis of data Start: 01/12/04 End: 28/02/05 Status: Completed Meet with Job Centre Plus to discuss analysis of data Start: 01/03/05 End: 31/05/05 Status: Completed Meet with JCP & Finance Department colleagues to analyse DWP data and identify trends. Start: 01/04/05 End: 30/06/05 Status: Completed Meet with JCP & Finance Department colleagues to analyse DWP data and identify trends. Start: 01/07/05 End: 30/09/05 Status: Completed Meet with JCP & Finance Department colleagues to analyse DWP data and identify trends. Start: 01/10/05 End: 31/12/05 Status: Completed Meet with JCP & Finance Department colleagues to analyse DWP data and identify trends. Start: 01/01/06 End: 31/03/06 Status: Outstanding
ACTION	RESOURCES	MILESTONES

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<p>Co-location of Job Centre Plus staff at One stop Shop sites</p>		<p>5 One Stop Shops to have Job Centre staff present on site Start: 01/05/04 End: 31/05/04 Status: Completed</p> <p>Maintain regular dialogue with JCP to identify opportunities for joint working in new and emerging One Stop Shop sites. Start: 01/04/05 End: 31/03/06 Status: Outstanding</p>
ACTION	RESOURCES	MILESTONES
<p>Co-location of One Stop Shop staff at Job Centre Plus sites</p>		<p>Provide One Stop Shop presence in Bromborough Job Centre Plus Start: 01/05/04 End: 31/05/04 Status: Completed</p> <p>Provide One Stop Shop presence in Wallasey Job Centre Plus Start: 01/04/05 End: 30/09/05 Status: Completed</p> <p>Provide One Stop Shop presence in Hoylake Job Centre Plus Start: 01/04/05 End: 31/10/05 Status: Completed</p> <p>Provide One Stop Shop presence in Upton Job Centre Plus Start: 01/04/05 End: 30/11/05 Status: Completed</p>
ACTION	RESOURCES	MILESTONES
<p>Establish a robust and reliable mechanism for the collation of MI - measuring the number of clients referred from JCP to OSS and vice versa.</p>		<p>Establish Referral scheme Start: 01/04/04 End: 31/07/04 Status: Completed</p> <p>Undertake regular joint meetings to monitor/ evaluate referral numbers Start: 01/06/04 End: 31/08/04 Status: Completed</p> <p>Undertake regular joint meetings to monitor/ evaluate referral number Start: 01/09/04 End: 30/11/04 Status: Completed</p> <p>Undertake regular joint meetings to monitor/ evaluate referral numbers Start: 01/12/04 End: 28/02/05 Status: Completed</p> <p>Undertake regular joint meetings to monitor/ evaluate referral numbers Start: 01/03/05 End: 31/05/05 Status: Completed</p> <p>Monitor and evaluate referral numbers between respective agencies. Start: 01/10/05 End: 31/12/05 Status: Completed</p> <p>Monitor and evaluate referral numbers between</p>

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		<p>respective agencies. Start: 01/01/06 End: 31/03/06 Status: Outstanding</p> <p>Agree methodology for the collection of data and identify personnel to collate it. Start: 01/01/06 End: 31/03/06 Status: Outstanding</p>
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