



## Environment Overview and Scrutiny Committee

<b>Date:</b>	Tuesday, 2 July 2019
<b>Time:</b>	6.00 p.m.
<b>Venue:</b>	Committee Room 1 - Wallasey Town Hall

This meeting will be webcast at  
<https://wirral.public-i.tv/core/portal/home>

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### AGENDA

1. APOLOGIES FOR ABSENCE
2. DECLARATIONS OF INTEREST
3. APPOINTMENT OF VICE-CHAIR
4. MEMBERS' CODE OF CONDUCT - DECLARATIONS OF INTEREST / PARTY WHIP

Members are asked to consider whether they have any disclosable pecuniary interests and/or any other relevant interest in connection with any item(s) on this agenda and, if so, to declare them and state the nature of the interest.

Members are reminded that they should also declare whether they are subject to a party whip in connection with any item(s) to be considered and, if so, to declare it and state the nature of the whipping arrangement.

5. MINUTES (Pages 1 - 8)

To approve the accuracy of the minutes of the meeting held on 13 March 2019.

6. LOCAL PLAN UPDATE

Verbal update from the Assistant Director, Major Growth Projects and Housing Delivery.

7. **DOGS PUBLIC SPACES PROTECTION ORDER (Pages 9 - 14)**
8. **FUTURE PROVISION OF THE FLORAL PAVILION (Pages 15 - 22)**
9. **FUTURE PROVISION OF GOLF COURSES (Pages 23 - 30)**
10. **HOMELESSNESS IN WIRRAL (Pages 31 - 54)**
11. **2018/19 QUARTER 4 AND YEAR END WIRRAL PLAN PERFORMANCE (Pages 55 - 102)**
12. **ENVIRONMENT O&S COMMITTEE WORK PROGRAMME (Pages 103 - 114)**

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## ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE

Wednesday, 13 March 2019

Present:

Councillor T Jones (Chair)

Councillors	S Foulkes	C Muspratt
	A Brame	T Smith
	K Cannon	A Sykes
	G Ellis	B Berry
	B Kenny	A Hodson
	C Meaden	L Grey (for J Bird)
		C Hodson (for T Cox)

Apologies

Councillors	J Bird	T Cox
	T Cottier	

44 **MEMBERS' CODE OF CONDUCT - DECLARATIONS OF INTEREST / PARTY WHIP**

There were no declarations of interest.

There were no declarations made in respect of the application of a party whipping arrangement.

45 **MINUTES**

**RESOLVED:**

**That the Minutes of the meetings of the Environment Overview and Scrutiny Committee held on 15 January (special meeting), 30 January and 7 February 2019 (special meeting) be approved as correct records.**

46 **VARIATION OF ORDER**

The Chair indicated that agenda item 4 (Overview of Trade Waste Enforcement) would have precedence over the remaining items of business.

47 **OVERVIEW OF TRADE WASTE ENFORCEMENT**

The Interim Director: Highways and Streetscene advised that this item had been included on the agenda to provide an update on trade waste enforcement. However, as Members would be aware, a decision had been

made to seek by mutual consent the termination of the contract with Kingdom for environmental enforcement. Trade waste enforcement was undertaken through that contract and so it would not be appropriate to give the presentation. The Committee was also reminded of its recent consideration of a proposed Public Spaces Protection Order (PSPO) that, if pursued, would have been enforced by Kingdom.

Members were reminded that the current environmental protection policy had been approved in March 2016 and Kingdom had been contracted to enforce the policy on a zero tolerance approach. This policy would now be subject to a full review undertaken with full engagement, including an approach of driving behaviour change to deliver the Council's environmental protection Pledge. With regard to this Committee's consideration of the PSPO, it was proposed that this issue return to the Overview and Scrutiny Committee for further consideration.

The four decisions taken by the Cabinet Member were confirmed as being –

- Officers were authorised to agree a termination of the Council's Contract with Kingdom Services Group Limited for the delivery of environmental enforcement;
- a further report was to be brought to the Cabinet and/or the Cabinet Member concerning an interim position with regard to environmental enforcement and education;
- following extensive consultation with the public, Members and Overview and Scrutiny, a further report would be brought to the Cabinet to recommend a policy of environmental enforcement and education; and
- following consideration of the PSPO proposals by the Overview and Scrutiny Committee on 15 January 2019, the Committee be asked to do a further piece of work to consider the way forward in this regard.

The Committee was further reminded that an extraordinary Meeting of the Council was to be held on Monday 18 March 2019 to discuss these matters, the Chair advising that this Committee should not pre-empt the debate to be held at that meeting.

#### **RESOLVED:**

**That the report be noted.**

#### **48 LOCAL PLAN UPDATE**

The Assistant Director – Major Growth Projects and Housing Delivery reported on recent progress with the development of the Local Plan -

- the Council had published a summary of Development Plan consultation responses on 28 February 2019. All responses were available on the Council's website and listed all comments received.

The Council would not be giving a view on these comments at this stage;

- the Secretary of State's letter of 28 January 2019 to the Leader of the Council gave a Direction for an Action Plan for the delivery of a Local Plan to be produced by 8 April 2019. Work was progressing on this and on other information points required by the Secretary of State; and
- work continued to update the evidence base and technical studies required to support the submission of the Local Plan.

Further to the special meeting of the Committee held on 7 February 2019, the Cabinet Member for Housing and Planning had written to Group Leaders with regard to the Local Plan Advisory Group. The Group Leaders had accepted the invitation and meetings of the Group would be organised when it had been factored into the supporting work for preparing the Local Plan. A briefing for all Members on the Plan would be scheduled in the near future, and a session would be held after the local elections specifically on the Local Plan.

The Committee was advised of two recent consultation responses issued by the Government relevant to this consideration -

- with regard to household projection figures, the Government had indicated that the 2014 Office of National Statistics (ONS) figures should continue to be used. The Government had indicated that they held a number of issues with regard to the ONS figures published in September 2018; and
- the Government had announced a 'housing delivery test', included in the National Planning Policy Framework as a test of the number of houses built and delivered each year. Under the Regulations the Secretary of State could require action plans and impose penalties where targets were not being met. Wirral's performance for the previous year had been measured at 73% and an action plan had been required by August 2019 to show how the authority intended to improve this position. A report on this issue would be presented in the near future.

With regard to resourcing and capacity, the recruitment of all additional support for the Forward Planning Team was now complete and all staff would be in post over the coming weeks.

**RESOLVED:**

**That the report be noted.**

49 **FINANCIAL MONITORING REPORT QUARTER 3 2018/19**

The Senior Manager Corporate Finance presented a report that set out financial monitoring information for Environment as at the close of Quarter 3 of the 2018/19 financial year. The report provided Members with the detail to

scrutinise budget performance for this area of activity, the financial information provided including –

- performance against the Revenue Budget (including savings, income and debt); and
- performance against the Capital Budget.

In introducing the report, the Senior Manager Corporate Finance gave a presentation highlighting the ‘headlines’ related to the Environment budget; advising on the budget positions relating to budget headings for Environment; Housing and Planning; and Leisure and Recreation, including principal issues for budget variance; and providing detail on the 2018/19 capital programme.

In response to a query concerning the reported non-achievement of savings and a shortfall in anticipated income in Waste and Environment and any implications these matters might have for the following year, the Senior Manager advised that the savings issue related to a shortfall on an old budget saving related to a negotiated contract, and that the income shortfall would be targeted through further promotion.

Confirmation was provided to Members that re-profiling of the capital programme did not result in schemes currently in the programme being dropped. It would, however, mean that some would be rolled forward into the following year. The process for determining the 2019/20 Capital Programme before its submission to Cabinet and Council for approval and adoption was considered, the Chair noting that a review of the process to include more opportunity for non-Cabinet Members to have an input was underway. Councillor Ellis asked about progression of a particular scheme at West Kirby, the Officer undertaking to respond on this matter.

**RESOLVED:**

**That the report be noted.**

50 **SMOKEFREE WIRRAL**

The Committee received a report providing detail on Wirral Partnership’s Smokefree Strategy and some of the key challenges and opportunities in helping local people live a tobacco free life, helping to make smoking less acceptable and putting young people off starting. In introducing the report, the Acting Director for Health and Wellbeing and the Senior Public Health Manager gave a presentation providing further context to the Smokefree Strategy and its part in Wirral Together as a developing relationship between the Council, partner agencies and the community.

In 2018, Wirral Partners participated in the Public Health England CLearR improvement process to ensure that local action on tobacco control was achieving our vision, that our resources were being invested wisely on

tobacco control and smoking cessation, and that local strategies were delivering. This assessment had resulted in 12 recommendations that were outlined in the submitted report. Also in 2018 the NHS Long Term Plan had been published with an emphasis on the prevention of poor health and had advocated particular actions for the health service in stepping up their work in this area.

Taken together, the Smokefree Wirral Strategy, the CLear assessment and the NHS Long Term Plan provided opportunities for developing excellence in local tobacco control, including -

- encouraging a clean, healthy environment with a focus on children and young people's settings;
- opportunities for local businesses and organisations to operate smokefree sites; and
- the development of regeneration plans to include smokefree parks, play areas, high streets, areas of beaches and country parks, NHS sites and Council sites.

In response to a query, it was confirmed that figures did show that people on the east of the Borough were more likely to die younger than those on the west, and that smoking rates were higher on the east side. There were various inequality issues associated with this, and the challenge was to have a different conversation or offer across the various communities.

A Member queried how it was intended to achieve the objective of creating healthy smoke free environments when people might talk about liberties and rights. Officers noted that the Strategy was aspirational, and that the Service would work with those who were willing. It was noted that progression of smoking cessation had been an incremental process, but that smoke-free legislation could be regarded as being successful. With regard to secondary smoking, in response to a query the Acting Director undertook to forward any information available as to the health impacts on non-smokers of legislation preventing in-door smoking in public spaces.

In noting progress in smoking cessation, a Member queried how the message was put over to young people not to smoke in the first place. It was acknowledged that the prevention message needed to be strong, advised that services do see young people and prevention work had been carried out, and noted that work needed to be undertaken in family settings also. With regard to schools, while some work was undertaken it was acknowledged that not as much work was done in these settings as in the past due to the changing nature of school structures. However, the public health contract was being re-commissioned and it was intended to include this issue alongside others such as drugs, alcohol and inappropriate sexual behaviour.

Members queried the use and contribution of e-cigarettes in tackling smoking. The Acting Director advised that views were mixed on this issue, but suggested that e-cigarettes were one way of providing help to people who

wished to quit smoking. However, it was necessary to ensure that e-cigarettes do not become a gateway to smoking. Further to reference to Wirral's stop smoking service ABL, it was reported that people could self-refer or be referred by a GP. It was noted that people were four times more likely to stay quitted if they used a behaviour support service.

A Member queried whether it was possible for the Committee to agree to the recommendations of the CLear report without sight of the full report. The Committee was advised that the full report was awaiting sign-offs and that it could be submitted in the future should Members so wish. Regarding this future submission, a Member requested that information be presented with a Ward breakdown.

Concluding, the Acting Director advised that all Councillors would shortly be receiving correspondence from Cancer Research UK about Councils disinvesting in services in this area. Members were asked to note that this Council retained services and had been commended for its local services.

**RESOLVED: That**

**(1) the Smokefree Wirral Strategy update be noted, along with the opportunities presented by the Strategy and the NHS Long Term Plan for developing excellence in local tobacco control; and**

**(2) the Committee give further consideration to the CLear report and the recommendations contained therein.**

51 **2018/19 QUARTER 3 WIRRAL PLAN PERFORMANCE**

The Committee received a report presenting the 2018/19 Quarter 3 (October - December 2018) performance report for the Wirral Plan Pledges under the remit of the Environment Overview and Scrutiny Committee. The performance report, which was included as an Appendix to the submitted report, provided a description of progress in Quarter 3 as well as providing available data in relation to a range of outcome indicators and supporting measures.

The performance report contained details of the progress made, and overviews of that progress from the Lead Cabinet Member, in respect of individual measures being pursued with regard to the following Wirral Plan Pledges pertinent to the Committee -

- Leisure and cultural opportunities for all;
- Wirral residents live healthier lives;
- Community services are joined up and accessible;
- Good quality housing that meets the needs of residents;
- Wirral's neighbourhoods are safe; and
- Attractive local environment for Wirral residents



**RESOLVED:**

**That the report be noted.**

52 **ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME**

A report by the Chair of the Committee explained the process of developing and managing the Scrutiny Work Programme for the Municipal Year. Members were advised that this Committee, in cooperation with the other three Overview and Scrutiny Committees, is responsible for proposing and delivering an annual Scrutiny Work Programme that should align with the corporate priorities of the Council, in particular the delivery of the Wirral Plan pledges.

The Chair's report provided an update regarding progress made since the ordinary meeting of the Committee held on 30 January 2019, and the appended work programme had been made up of a combination of scrutiny reviews, workshops, standing items and requested Officer reports. The Committee was reminded that further work would ensue in relation to the environmental protection policy as referenced in Minute 47 above, and this would be considered further in the Committee's work programming session to be held at the start of the new Municipal Year.

**RESOLVED:**

**That the updated Environment Overview and Scrutiny Committee work programme for 2018/19, as amended, be approved.**

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## ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE 2ND JULY 2019

<b>REPORT TITLE</b>	DOG CONTROL MEASURES
<b>REPORT OF</b>	MIKE COCKBURN – LEAD COMMISSIONER - ENVIRONMENT

### REPORT SUMMARY

During last year, the Council embarked on a review of dog control measures across Wirral, this included full public and stakeholder consultation about proposals for future dog control measures. Such proposals were considered by this Committee at a special meeting in January and Committee made several recommendations in response to the proposals.

The review of dog control measures in place across Wirral was brought about because of public concern about issues such as dog fouling and the apparent inadequacy of existing dog control measures in place.

The Residents Survey of 2017 carried out by Ipsos Mori on behalf of the Council found that dog fouling was a major concern among residents. The Residents Survey analysis report said:

“We know that the appearance of the borough is very important to Wirral residents. Area cleanliness is a key driver to local area satisfaction and also of the Council representing value for money, so it is important to understand what shapes perceptions of litter issues. Dog fouling comes out as the top issue across the board, with all constituencies bar Wirral West naming it as the top issue in their area.” Ipsos Mori, 2017.

Members will also be aware that dog fouling and dog nuisance issues prompt hundreds of complaints from residents every year, either direct to the Council, on social media, through the local press or through Member surgeries and community outreach work. The review of dog control measures was therefore carried out in response to this feedback and resident concern about keeping defined areas of Wirral’s parks and open spaces free of dog fouling and dog nuisance.

The proposals for future dog control measures received and considered by Committee were based on developing a public space protection order (PSPO) as a framework for establishing a range of dog control measures to increase public enjoyment of Wirral’s parks and open spaces. Subject to the PSPO being established the Council’s environmental enforcement contractor, Kingdom Securities Ltd, were to enforce the measures as part of the Environmental Enforcement Contract (provisional contract item prior to any decision made to establish the PSPO).

However, the Council decided to terminate the contract with Kingdom by mutual consent in March this year and to work towards adopting a new approach to driving behaviour change and addressing environmental crime. Therefore, the dog control PSPO will not be implemented or enforced in the way previously proposed. Following the termination of the contract with Kingdom, the Council is not enforcing against dog fouling or any other aspect of environmental enforcement previously carried out by Kingdom as part of the Environmental Enforcement Contract.

As announced at the time of the contract termination and cessation of environmental enforcement, the Council is now taking the time necessary to determine the future approach to driving behaviour change and addressing anti-social behaviour. It is intended to work in a collaboratively with all parties and stakeholders to develop these proposals, which will include the consideration of future dog control measures.

This matter affects all wards within the Borough.

The decision is not a 'key decision'.

## **RECOMMENDATION**

Committee are recommended to:

- Note the position reached in relation to the consideration of future dog control measures.

## **SUPPORTING INFORMATION**

### **1. REASON FOR RECOMMENDATION**

The evidence base compiled as part of the review of dog control measures and the outcomes of last summer's public and stakeholder consultation exercise highlighted that there was a need to address the irresponsible actions of a minority of dog owners and levels of dog nuisance in Wirral. The Council initially proposed a dog control PSPO to address such irresponsible dog ownership and to improve the experience of Wirral's open spaces for all. However due to the termination of the contract with Kingdom and the decision to pursue a new approach to driving behaviour change, the Council is now looking at alternative approaches to addressing such issues as dog control and protecting the environment.

### **2.0 OTHER OPTIONS CONSIDERED**

- 2.1 Following receipt of the proposals to establish a dog control PSPO at a special meeting in January, this Committee made subsequent recommendations regarding future dog control measures. Committee recommended that the Cabinet Member should withdraw the dog control PSPO proposal and instead instruct officers to use the Council's existing powers to their full extent to deal with the minority of dog owners who act in an irresponsible manner.
- 2.2 Officers have subsequently investigated the opportunity to update the Council's existing bye laws for dogs in cemetery grounds and children's play areas. Currently the bye law for cemeteries prohibits dogs and the bye law for children's play areas does not cover all play areas. The current bye laws are also inadequate in that they do not apply to a range of facilities where it may be appropriate to apply dog control measures to enhance public enjoyment.
- 2.3 Having taken advice and undertaken research, officers have found that the powers to make or amend byelaws affecting dogs (to change the current measure for cemeteries and include all bounded play areas) cannot be used in relation to offences where alternative legislative measures already exist that could be used to address the problem. Government guidance advises the use of PSPOs to replace bye laws when required. This was the main reason the PSPO for dog control was proposed in the first place.

### **3.0 BACKGROUND INFORMATION**

- 3.1 The Council terminated the contract with Kingdom Securities Ltd in March this year by mutual consent having received criticism about the way environmental enforcement was being carried out. When announcing the decision to terminate the contract the Cabinet Member for Environment acknowledged that a change in approach was required and the Council will take the time necessary to determine what the new approach should involve.
- 3.2 This will include working with all parties and stakeholders collaboratively to identify effective ways to drive behaviour change in relation to the local

environment and to develop proposals for making it happen. This will include new alternative proposals for proportionate dog control measures.

- 3.3 In the meantime, the Council will monitor local environmental quality across Wirral to identify any adverse impact on standards of not enforcing against environmental crime. More emphasis will be placed on educating the public about the impact of environmental crime and supporting them to get involved in upkeep of their local area.
- 3.4 The Council will undertake a review of street cleansing resource deployment and street litter bin provision to address any downturn in local environmental quality and consider implications for future resource deployment as part of the development of proposals for the future.
- 3.5 The Council will take time to determine the new approach to driving behaviour change in relation to the local environment, however the intention is to have proposals prepared by this autumn. There will be more emphasis in the future on educating and supporting residents to take pride in their local environment. For the foreseeable future there will be no enforcement activity for the offences specified in the former Environmental Enforcement Contract (littering, dog fouling and smoke free).

#### **4.0 FINANCIAL IMPLICATIONS**

- 4.1 The financial implications and requirements of the new approach to driving behaviour change are not currently known and will therefore be key consideration when developing the proposals. The communications and promotions campaign to be delivered as part of the new approach can utilise the Love Wirral branding and funding.

#### **5.0 LEGAL IMPLICATIONS**

- 5.1 In the past many local authorities introduced byelaws to deal with the issue of dog fouling. However, the Dogs (Fouling of Land) Act 1996, came into force on 17th August 1996 and local authorities were then expected to use their powers under that act to deal with dog fouling. In 2005 the Clean Neighbourhoods and Environment Act 2005 was enacted and introduced Dog Control Orders to replace the previous system of byelaws for the control of dogs, and also the Dogs (Fouling of Land) Act 1996, which was repealed. In 2014 Dog Control Orders were replaced by Public Spaces Protection Orders under the Anti-Social Behaviour Crime and Policing Act 2014.
- 5.2 Following the implementation of the Dog Control Order Regulations under the 2005 Act no new dog byelaws could be made relating to any of the offences set out in the Regulations. Existing byelaws remained in force indefinitely and could continue to be enforced as normal. However, if an Authority made a Dog Control Order in respect of an offence on a specified area of land, any byelaw dealing with the same offence on the same land lapsed.

5.3 Government guidance states “Byelaws are considered measures of last resort after a local council has tried to address the local issue the byelaw applies to through other means. A byelaw cannot be made where alternative legislative measures already exist that could be used to address the problem.” Therefore, byelaws affecting dogs (to change the current measure for cemeteries and include all bounded play areas) cannot be made or amended in relation to offences where alternative legislative measures already exist that could be used to address the problem.

5.4 Guidance issued by DEFRA on irresponsible dog ownership has the following to say about the dog fouling aspect of PSPOs -  
“Existing designations under the Dogs (Fouling of Land) Act 1996 are not affected by the introduction of PSPOs, however, as before, no new designations may be made under this repealed Act. It is recommended that local authorities keep these designations under review and consider subsuming them into PSPOs where appropriate.”

## **6.0 RESOURCE IMPLICATIONS: ICT, STAFFING AND ASSETS**

6.1 One of the considerations for the development of proposals for the future approach to driving behaviour change will be the identification of the resource needed to deliver educational programmes and public awareness and advisory campaigns.

## **7.0 RELEVANT RISKS**

7.1 A risk assessment exercise will be undertaken as part of the development of proposals for the new approach to driving behaviour change and future dog control measures.

## **8.0 ENGAGEMENT/CONSULTATION**

8.1 The Council carried out a full public consultation and stakeholder engagement exercise over a 6-week period last summer regarding proposed dog control measures. The statutory consultees for this exercise included the Chief Constable of Merseyside Police, the Police and Crime Commissioner’s Office, landowners in Wirral and national and local stakeholders.

8.2 As part of the development of the proposals for the new approach to driving behaviour change the Council will consult with stakeholders to seek views on new approaches.

## **9.0 EQUALITY IMPLICATIONS**

9.1 A full Equality Impact Assessment will be carried out as part of the development of proposals for the new approach to behaviour change to consider the implications on identified protected groups.

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**APPENDICES**

None

**BACKGROUND PAPERS**

Not applicable

**SUBJECT HISTORY (last 3 years)**

<b>Council Meeting</b>	<b>Date</b>
None	





## WIRRAL COUNCIL

### ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE

2 JULY 2019

<b>REPORT TITLE</b>	<b>LEISURE AND CULTURAL SERVICES – FUTURE PROVISION OF FLORAL PAVILION THEATRE AND CONFERENCE CENTRE - UPDATE</b>
<b>REPORT OF</b>	<b>ASSISTANT DIRECTOR – COMMUNITY SERVICES</b>

#### REPORT SUMMARY

The purpose of this report is to provide an update to the Environment Overview and Scrutiny Committee on progress towards the transfer of the Floral Pavilion Theatre and Conference Centre to an alternative specialist theatre provider on a long lease, while the Council retains the freehold ownership.

Cabinet on the 26<sup>th</sup> November considered several options for the future provision of the Floral Pavilion Theatre and Conference Centre and asked that these be considered further as a part of the 2019/20 Budget Options. This budget option formed a part of the Environment Budget Option workshop and scrutiny process. This budget option was agreed by Council on 4<sup>th</sup> March 2019 as representing the most appropriate opportunity for savings in the long term while keeping the Floral Pavilion Theatre and Conference Centre open for the benefit of residents and visitors to Wirral.

This report provides an update on the progress to date in delivering this budget option.

#### RECOMMENDATION/S

Committee is requested to note the content of this report.

## SUPPORTING INFORMATION

### 1.0 REASON/S FOR RECOMMENDATION/S

- 1.1 The Floral Pavilion in 2018/19 received a budget subsidy of £899,300 per year, but reported an overspend, which including the subsidy was, £1,137,000. As a mid-scale (800 seat) receiving theatre the Floral Pavilion is limited as to the performances it may attract, the percentage of ticket sales it may retain and the income it may generate. While the Council can and will continue to develop new commercial opportunities within the facility – extended bar opening and maximising secondary spend, reviewing programming, developing marketing campaigns to attract new conference and wedding business among others; it is not thought the Council can get the subsidy to '£0' within the medium term using the current business model. Cuts to the subsidy, without change, could result in the partial closure of facilities.
- 1.2 The current service model for this service is therefore financially unsustainable. This issue requires a solution which will:
- Reduce the level of financial support required by the Floral Pavilion from the Council.
  - Ensure that the Floral Pavilion continues to operate and deliver cultural, social and economic outcomes for the people of Wirral.
- 1.3 Cabinet on the 26<sup>th</sup> November considered several options for the Floral Pavilion and asked that these be considered further as a part of the 2019/20 Budget Options. The recommended option was to transfer the operation of the Floral Pavilion as a going concern on a long lease to a suitable alternative provider. This would see the Council retain ownership of the Floral Pavilion, but its operations run by an expert organisation. This option represents the greatest opportunity for long term savings while keeping the theatre open as an attraction in New Brighton and serving residents and visitors to the Wirral.
- 1.4 A specialist provider, such as a theatre chain or production company, brings with them several potential benefits. A theatre chain, that is in a position to book performers for a number of theatres, are in a better position than a single theatre to obtain a greater share of the income from tickets and book more well-known acts. A theatre chain also brings with it further economies of scale regarding marketing, corporate purchasing power, maximising ancillary sales and bring with them expertise in venue catering and conference centre management. A production company that provides its own performances would be in a position to retain the full value of the ticket price in order to cover its costs.
- 1.5 This approach would remove the Council from being responsible for the Floral Pavilion but retain the facility as a theatre and conference venue supporting the redeveloped New Brighton as a visitor destination. A restrictive covenant would be put in place to ensure that the theatre could only be used as a theatre and conference venue, ensuring that the theatre continues to operate and importantly the Council would retain the freehold.
- 1.6 The benefit to the Council is that it will be able to achieve a nil subsidy once the long lease transfer is complete. The savings from the transfer of the Floral Pavilion is

expected to be an annual revenue saving of £550,000 (current net expenditure less fixed support costs and capital charges). There is also the potential of 'one off' receipt from the payment of the lease.

- 1.7 A budget option to transfer the Floral Pavilion Theatre and Conference Centre to an experienced theatre operator on a long lease was accepted at Council on Monday 4<sup>th</sup> March 2019. Following the Council decision officers instructed Lambert Smith Hampton to prepare marketing material for the Floral Pavilion and undertake a targeted marketing campaign to potential interested partners. This campaign commenced on 31<sup>st</sup> May with submission due from interested parties by 15<sup>th</sup> July 2019.
- 1.8 Once submission are received these will be evaluated by officers in order to make a recommendation to the Cabinet Portfolio Lead, Cllr Julie McManus, on a preferred provider to enter into negotiation with. The results of negotiations with the preferred provider will be reported to Cabinet for a final decision before any transfer takes place.

## **2.0 OTHER OPTIONS CONSIDERED**

### **2.1 No change**

2.1.1 The Floral Pavilion continues to operate as a part of the Council. Over the past two years every area of secondary spend has been examined to maximise income including reviewing systems to ensure they are aligned to operational effectiveness, pricing structures, staff structures, marketing and market development. Examples of the approach are taking a more assertive commercial stance over specific one off events or in terms of running the base operation such as the bar. This has paid dividends, but the size of the theatre and Council structures has limited this approach. The ability to make decisions quickly to benefits from opportunities as they arise is required in order to develop significant income.

2.1.2 The theatre management project the requirement for a subsidy through these measures to fall from £961,500 in 2017/18 to £771,506 by 2020/21, from a mixture of improvement strategies for earned income and cost reductions.

2.1.3 It is not thought that a '£0' subsidy would be achieved within the medium term.

### **2.2 Commercial management**

2.2.1 The most common models for commercial operation of local authority owned theatres involve an agreement of 10 years or longer for a management company to run a theatre on behalf of the Council. Since every theatre operation, and the service expected of an operating management, is unique, there are no standard contractual and financial arrangements. These can only be determined through a process of market testing and negotiation. Concession contracts, of up to 5 year's duration, reduce the likelihood of a commercial operator being interested in taking on the concession.

2.2.2 Depending on the scale of the operation, including the seating capacity and ancillary facilities, the financial arrangement offered by a commercial operator can range from the local authority paying a substantial management fee, through to a revenue neutral arrangement or the commercial management company making a rental payment. In

the case of a theatre of the scale of the Floral Pavilion, an agreement is most likely to require a local authority management fee.

- 2.2.3 The subsidy would be likely to reduce to £750,000 per year from its current level once an agreement is reached. This means that this option has the potential to realise a reduction in subsidy more quickly than under the 'In House' option. A £0 subsidy would not be achieved from this option.

### **3.0 BACKGROUND INFORMATION**

- 3.1 In the UK, there are broadly two types of theatre:
- those that create their own productions (producing theatres) and
  - those that stage productions and performances created and toured by others (receiving theatres).

In practice, some theatres combine these two approaches and most theatres also include a range of other activities, some generating additional income (e.g. ancillary trading activities, conferences and events) and some offering additional community engagement opportunities (e.g. education programmes, participatory activities).

- 3.2 For several decades there has been a shortage of drama and lyric (opera, musicals, dance) productions of quality, particularly for mid-scale theatres (under 1,000 seats). Costs have soared, regulations have proliferated, and subsidy has been cut. Receiving theatres have become mixed programme venues, relying increasingly on one-night stands of a wide range of music and entertainment, rather than longer runs of a single title.

- 3.3 The Floral Pavilion comprises an 800+ seat theatre, a foyer plaza, bar, and four areas for general hire. Reopening in December 2008 after a complete rebuild as part of the £60m Neptune Project, it replaced earlier buildings on the same site dating back to 1913.

- 3.4 The Floral Pavilion is essentially a mid-scale receiving theatre, reliant on work created elsewhere and offered through a range of commercial and subsidised production companies. This nationally toured work is complemented by locally generated amateur and community performances. The Floral Pavilion's facilities also offer opportunities for ancillary income generation (i.e. trading income additional to sale of tickets for performances) and community participation activities.

- 3.5 Since opening in December 2008 the Floral Pavilion has received a subsidy from the Council in order to cover its operating costs. The Floral Pavilion in 2018/19 received a budget subsidy of £899,300 per year, but reported an overspend, which including the subsidy was, £1,137,000.

- 3.6 The Council is facing unprecedented economic pressures which mean that it is being asked to deliver the same or better services within a reducing financial envelope. This can only be achieved by reviewing the way that we deliver services and by focussing our limited resources on its key priorities, statutory services and the things that really make a difference.

- 3.7 There is no legal requirement for the Council to provide a theatre service either directly or indirectly. Given the current financial pressures, other Councils are ceasing to directly provide theatres and have sought other ways for the service to be provided

either through a long lease or management contract. At a time of reduced financial support, the Council needs to review its discretionary services and seek to reduce its expenditure on non-essential services.

- 3.8 Cabinet on the 26<sup>th</sup> November considered several options for the Floral Pavilion and asked that these be considered further as a part of the 2019/20 Budget Options. The recommended option was to transfer the operation of the Floral Pavilion as a going concern on a long lease to a suitable alternative provider. This would see the Council retain ownership of the Floral Pavilion, but its operations run by an expert organisation. This option represents the greatest opportunity for long term savings while keeping the theatre open as an attraction in New Brighton and serving residents and visitors to the Wirral. The budget option to transfer the Floral Pavilion Theatre and Conference Centre to an experienced theatre operator on a long lease was accepted at Council on Monday 4<sup>th</sup> March 2019.

#### **4.0 FINANCIAL IMPLICATIONS**

- 4.1 The long lease of the Floral Pavilion as a going concern would create revenue savings, as the Council would no longer be responsible for the running of the theatre and a 'one off' receipt arising from the long lease being paid up front. It would also avoid any capital costs arising from the refurbishment of the theatre following the 10<sup>th</sup> anniversary of its operation.
- 4.2 The savings from the transfer of the Floral Pavilion is expected to be an annual revenue saving of £550,000 (current net expenditure less fixed support costs and capital charges). In addition, following a valuation undertaken by Lambert Smith Hampton, there is the expectation that a one off receipt will also be achieved.

#### **5.0 LEGAL IMPLICATIONS**

- 5.1 The intention is to transfer the Floral Pavilion Theatre and Conference Centre as a going concern on a long lease. A restrictive covenant will be placed on the use of the Floral Pavilion for it only to be used as a Theatre and Conference Venue. In this way the intention is to safeguard the future development of the site and ensure that the Theatre continues to operate. It should be noted that, restrictive covenants on use have the potential to be challenged after a period of 40 years.
- 5.2 Existing contracts for performances will be checked to ensure that they may be transferred to the new provider to avoid a break in service or any breach of contract.
- 5.3 Existing service contracts, for instance the catering concession, will be checked to ensure that they may be transferred to the new provider to avoid a break in service or any breach of contract.
- 5.4 Contracts and licences in relation to IT equipment and licences will be checked to ensure that they may be transferred to the new provider to avoid a break in service or any breach of contract.
- 5.5 As the proposal includes land the Council must obtain the best price reasonably obtainable. The transfer of the business would require for it to be appropriately advertised.

## **6.0 RESOURCE IMPLICATIONS: ICT, STAFFING AND ASSETS**

### **6.1 ICT**

6.1.1 The Floral Pavilion currently uses a mixture of IT systems. The new provider would need to replace these systems with their own systems; however, this will need careful preparation and planning, embedded into a mobilisation and on boarding schedule to ensure that the service continues without interruption. Issues regarding data transfer from these systems to the new provider will also need to be considered in line with GDPR.

### **6.2 Staffing**

6.2.1 The staff currently working at the Floral Pavilion would be TUPE transferred to the new operator on existing terms and conditions. The Council has identified employees whose roles and duties are wholly or at least 50% assigned to the work that is transferring based on job titles, job description and nature of work undertaken. There are currently 38 FTE staff working in the Floral Pavilion, including a pool of casual staff that supports the service as and when required.

6.2.2 A mobilisation and on boarding plan will be developed to ensure the transfer goes as planned with minimal disruption to the business, its customers and employees.

6.2.2 A pensions actuarial assessment will need to be undertaken to ensure that the new provider is aware of their pension liability.

6.2.3 Wirral Council is committed to following best value practice which requires that new transferees become an admission body of the LGPS or offer a broadly comparable scheme certified by the Government Actuaries Department (GAD).

6.2.4 Existing staff who contribute to the Local Government Pension Scheme (LGPS) will experience no change as the new operator will become a participant in this scheme.

6.2.5 Any employees that are not currently a member of the LGPS pension scheme will retain the right to join the LGPS scheme post transfer.

### **6.3 Assets**

6.3.1 While the intention is to transfer the Floral Pavilion to an alternative provider on a long lease the Council would seek to work in partnership with the new provider to promote the culture and visitor economy. This has the potential to be a mutually beneficial arrangement allowing the Floral Pavilion to remain a centre piece attraction in New Brighton as a part of a wider annual events programme. The Council is already well placed to develop these arrangements given the success of the 'Tall Ships' and 'Giants Spectacular' partnership arrangements.

## **7.0 RELEVANT RISKS**

7.1 All risks associated with this project are identified and managed in line with the corporate risk management procedure as part of the project delivery process.

## **8.0 ENGAGEMENT/CONSULTATION**

- 8.1 Pre-decision consultation has been undertaken in order to identify any relevant objections to this proposal prior to the decision from Council. This included specific questions in relation to this project as a part of the budget consultation process.
- 8.2 A communications and engagement plan is in place for this project setting out when and how Members, residents, staff and Trade Unions will be consulted as the project develops.
- 8.3 Formal consultations have commenced with Trade Unions with regular meetings scheduled with them.

**9.0 EQUALITY IMPLICATIONS**

(a) Yes, and impact review is attached

<https://www.wirral.gov.uk/communities-and-neighbourhoods/equality-impact-assessments/equality-impact-assessments-2017/delivery>

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**APPENDICES**

**BACKGROUND PAPERS**

**SUBJECT HISTORY (last 3 years)**

<b>Council Meeting</b>	<b>Date</b>
Cabinet: Review of Leisure, Libraries and Cultural Services – Floral Pavilion	26 <sup>th</sup> November 2018
Environment Overview and Scrutiny: Budget Scrutiny Workshop	6 <sup>th</sup> December 2018
Environment Overview and Scrutiny: Budget Scrutiny Workshop	16 <sup>th</sup> January 2019
Environment Overview and Scrutiny Committee: Budget Proposals	30 <sup>th</sup> January 2019
Cabinet: 2019/20 Budget Proposals Scrutiny Report and Council Budget 2019/20	18 <sup>th</sup> February 2019
Council: Council Budget 2019/20	4 <sup>th</sup> March 2019

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## WIRRAL COUNCIL

### ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE

2 JULY 2019

<b>REPORT TITLE</b>	<b>LEISURE AND CULTURAL SERVICES – FUTURE PROVISION OF GOLF COURSES - UPDATE</b>
<b>REPORT OF</b>	<b>ASSISTANT DIRECTOR – COMMUNITY SERVICES</b>

#### REPORT SUMMARY

The purpose of this report is to provide an update to the Environment Overview and Scrutiny Committee on progress towards the transfer of Arrowe Park and The Warren Municipal Golf Courses to an alternative specialist golf provider on a long lease, while the Council retains the freehold ownership.

Cabinet on the 26<sup>th</sup> November considered several options for the future provision of golf courses at Arrowe Park and The Warren and asked that these be considered further as a part of the 2019/20 Budget Options. This budget option formed a part of the Environment Budget Option workshop and scrutiny process. This budget option was agreed by Council on 4<sup>th</sup> March 2019 as representing the most appropriate opportunity for savings in the long term while keeping the courses open for the benefit of residents and visitors to Wirral.

This report provides an update on the progress to date in delivering this budget option.

#### RECOMMENDATION/S

Committee is requested to note the content of this report.

## SUPPORTING INFORMATION

### 1.0 REASON/S FOR RECOMMENDATION/S

- 1.1 In line with the 2020 Pledges including leisure and cultural opportunities for all, the future vision for municipal golf in Wirral, is to have facilities that are accessible and “fit for purpose”, to encourage more people to play and take part in golf and become healthier in the process.
- 1.2 Golf facilities are an important component of the excellent provision of leisure and cultural facilities in the Wirral. They provide affordable opportunities for a diverse range of people of all ages to participate in golf and to benefit from healthy physical activity.
- 1.3 As with many other publicly operated sports facilities, there are several issues facing Councils in the current financial climate including the need for continued capital investment in facilities and meeting lifecycle costs.
- 1.4 The Council is committed to continue to offer excellent opportunities for local people and visitors to benefit from participation in golf; but it is faced with extremely challenging financial constraints.
- 1.5 The golf service is a discretionary service the Council does not have to provide. The 2018-19 subsidy for all municipal golf course is £255k (£331k if the 18-19 overspend is included) and with the national trend in golf usage being generally down, (not just for municipal golf courses but also for the majority of private golf clubs) it is envisaged that this current level of Council subsidy will not reduce significantly under current arrangements.
- 1.6 There are several specialist golf providers who have track records in delivering successful golf courses through their single focus on the golf offer and investment. These providers have, through a soft market test undertaken in January 2018, expressed an interest in operating, investing and maintaining Wirral golf courses. However, to do this they require a long lease in order to raise the investment necessary for the courses. The freehold of the courses would be retained by the Council.
- 1.7 A budget option to transfer Arrowe Park and The Warren golf courses to an experienced alternative operator on a long lease was accepted at Council on Monday 4<sup>th</sup> March 2019. This would remove the requirement for the Council subsidy, raise income from the lease rentals and remove the requirement for capital investment by the Council. Restrictive covenants would be placed on the golf courses that they only be used as golf courses and that they are used to provide ‘pay and play’ golf, ensuring the courses remain open and accessible to all. Staff from the effected courses would be TUPE transferred to the new provider.
- 1.8 Following the Council decision on 4<sup>th</sup> March 2019 both Arrowe Park and The Warren golf courses were actively marketed on The Chest and in two golf journals between 12<sup>th</sup> March 2019 and 5<sup>th</sup> April 2019. Providers were asked to submit evidence as follows:

- **Experience** - Provide details of your experience in operating golf facilities providing evidence of your proven track record including specific examples where possible.
- **Financial Evidence** - Interested parties must demonstrate their financial ability to operate the golf course(s).
- **Length of Lease** - The Council is offering these facilities on a long lease(s). The length of lease(s) is not yet determined but is likely to be in excess of 25 years. Interested parties are asked to confirm the minimum length of lease(s) required, providing a rationale.
- **Use** - The Council is proposing to dispose of these two facilities, lease holders are not to use the land for any other purpose than golf to include membership and 'pay and play' opportunities. Interested parties are asked to outline how they will undertake to provide this facility.
- **Financial offer** - Please specify your financial offer for the courses. The offer should reflect the proposed terms of the lease and be based on an annual rent or premium.

Interested providers were asked to submit proposals by 12 (noon) on the 5<sup>th</sup> April 2019.

1.9 In total 21 potential providers viewed the opportunity on The Chest with 4 providers submitted proposals by the deadline. An evaluation panel met to consider the proposals submitted. The panel comprised the Interim Assistant Director Community Services and officers from Legal Services, Finance, Asset Management and the Programme Office. Key considerations for the panel in making a recommendation was:

- The income to be received by the Council from the provider, as this is a land transaction the Council is obliged to achieve the best possible value for the land.
- The providers agreement to abide by the restrictive covenant, not to use the land for any other purpose than golf and to provide membership and 'pay and play' golf.
- The experience demonstrated by the provider in operating similar golf courses.
- Evidence from the provider as to their ability to meet their financial commitments and invest in the golf courses.

Of these the most important was the income to be achieved from the golf courses.

1.10 Providers submissions were ranked as to preference with the first choice being put forward as the recommended provider to enter into negotiations with for the transfer of the golf courses. A Delegated Decision to this effect was considered and agreed by the Cabinet Portfolio Lead, Cllr Julie McManus, on 31<sup>st</sup> May 2019 for officers to enter into negotiations with this provider.

1.11 The results of negotiations with the preferred provider will be reported to Cabinet for a final decision before any transfer takes place. A statutory consultation, in accordance with Section 123 (2A) of the Local Government Act 1972, in relation to the two golf courses will also be undertaken once negotiations are concluded. The results of the statutory consultation will also be reported to Cabinet for a final decision.

1.12 The Delegated Decision agreed by the Cabinet Portfolio Lead was the subject of a 'Call In' notice on 6<sup>th</sup> June 2019. At the time of writing this report this remained to be heard by members of the Environment Overview and Scrutiny Committee.

## **2.0 OTHER OPTIONS CONSIDERED**

### **2.1 Do nothing**

- 2.1.1 An alternative option is to retain golf courses 'in house'. Whilst the courses have been managed in house in the past few years and have recently undergone a major staffing restructure (Jan 2017), the financial pressures the Council is currently under would mean that significant cuts would have to be made to the service provision. This option was not acceptable to the Council.
- 2.1.2 If the Council continued to operate golf courses it would remain responsible for any future capital expenditure required to maintain them in 'general/average' municipal playing conditions and to provide capital monies for future commercial developments at the sites. The Council would need to borrow a significant amount of capital in order to bring the courses up to a reasonable course standard and maintain the existing customer base. Given the increased competition from private golf courses it is by no means certain that the Council would recover the investment it makes and increase income as a result of the investment.

### **2.2 Course closure**

- 2.2.1 The courses could be closed and returned to parkland. While this would reduce the maintenance and operating costs of the golf courses it would close a much-valued leisure opportunity to residents. The closure of courses would also lead to staff reductions, possibly through compulsory redundancy, which is not acceptable to the Council. In addition, the income currently generated from the golf courses would be lost.
- 2.2.2 There would be further costs for parks and countryside to maintain these courses as parkland. Given that the Council currently maintains in excess of 240 separate areas of land across the borough and given that resources have been reduced substantially over the last few years this is not a desirable situation

### **2.3 Golf concession contract**

- 2.3.1 The Council has previously explored contracting out the golf service to a specialist provider. Seeking a provider that would run the golf courses at a nil subsidy to the Council on the basis that the provider retains any profit it makes from the courses.
- 2.3.2 This option was explored in 2014 and most recently in January 2018 through a soft market test. While there were several providers who expressed an interest in the running and operation of the courses most required a long lease to do so. This was far in excess of the length of contract the Council could offer under current regulations and as such, this option is not currently possible.

## **3.0 BACKGROUND INFORMATION**

- 3.1 Wirral benefits currently from 19 private and public golf facilities in Wirral, made up of a number of 18 hole and 9 hole courses, pitch and putt facilities, and a driving range. This level of provision represents significant competition in the golf market locally.

The Council runs three 18 hole golf courses, one 9 hole golf course and two 'fun courses' (pitch & putt and crazy golf).

- 3.2 Participation in municipal golf in Wirral is in decline and follows a national trend in that people tend to have less disposable leisure time to spend on playing a five or six hour round of golf. Those people that would have traditionally played golf in the past have migrated to a more 'time determined' sport (such as cycling, running, fitness) to fulfil their leisure time demands. Some smaller private member golf clubs are suffering from the same problem and it is noticeable how some 'community' based golf clubs have responded to this problem by reducing membership/joining fees and offering 'pay and play' packages which compete favourably with our existing municipal fees and charges.
- 3.3 Several reviews of Council golf provision have been undertaken in previous years. These have led to a staffing restructure, completed in February 2017, of the front of house golf service at all municipal golf courses. This involved deleting a number of roles and developing a more generic flexible staffing structure that enables collection of fees from not only the point of sale but also out on the course. In addition, this was designed to deflect criticism that the Council was not security conscious and that too many golfers are 'bunking on' the course without paying.
- 3.4 Leisure Services have been working with colleagues in 'Parks and Countryside' to develop a more business style 'client/contractor' relationship. A more structured SLA with bespoke work programmes is being developed to reflect this new arrangement which will also enable us to respond to golfers/customers comments/complaints regarding the course in a timelier fashion. Booking procedures have recently reviewed at each of the municipal courses resulting in more accessible tee times for the public at peak times.
- 3.5 An agronomist's report was commissioned (completed by STRI – April 2017) on the current state and condition of each of the municipal courses and to provide a work programme of required maintenance to rectify any remedial issues. Also commissioned was a condition survey for Arrowe Park and Brackenwood municipal courses to identify capital works required over the short, medium and longer term to keep the courses in a 'general' municipal playing condition. Both reports have identified the need for very significant capital expenditure on maintaining the courses.
- 3.6 The Council has previously sought to contract out the golf service. In 2014 as part of a joint approach with Cheshire West and Chester Council and most recently in January 2018 the Council carried out a soft market test to identify the level of interest from specialist golf providers in a concession contract. While several providers expressed an interest in operating, investing and maintaining Wirral golf courses this was on the basis that they are provided with a long lease, something which under concession contract regulations is not possible.
- 3.7 A budget option to transfer Arrowe Park and The Warren golf courses to an experienced alternative operator on a long lease was accepted at Council on Monday 4<sup>th</sup> March 2019. This would remove the requirement for the Council subsidy, raise income from the lease rentals and remove the requirement for capital investment by the Council. Restrictive covenants would be placed on the golf courses that they only be used as golf courses and that they are used to provide 'pay and play' golf, ensuring

the courses remain open and accessible to all. Staff from the effected courses would be TUPE transferred to the new provider.

#### **4.0 FINANCIAL IMPLICATIONS**

4.1 The operational revenue cost of municipal golf in Wirral in the financial year (2018/19) is £255k. The out-turn for this year exceeds this budget by £76k, (making the total operational cost £331k). Relating this specifically to the two courses Arrowe Park received a £85k subsidy (both budget and overspend) and The Warren received £74k, a total of £159k for both courses. This is detailed in the tables below:

<b>Course</b>	<b>Budget Subsidy</b>	<b>Variance</b>	<b>Total</b>
All golf courses	£225,000	£76,000	£331,000

<b>Course</b>	<b>Budget Subsidy</b>	<b>Variance</b>	<b>Total</b>
Arrowe Park & Warren	151,000	£8,000	£159,000

4.2 The expected benefit to the Council is that it can achieve a nil subsidy on the courses transferred and received income from the new provider.

#### **5.0 LEGAL IMPLICATIONS**

5.1 In order to consider the transfer of public open space the Council is required to advertise its intentions in accordance with Section 123 (2A) of the Local Government Act 1972 in order that members may consider any relevant objections prior to making any final decision as to its future.

5.2 As the proposal includes land the Council must achieve the best price reasonably obtainable.

5.3 A restrictive covenant will be placed on the use of the golf courses that they may only be used as golf courses and that the courses provide 'pay and play' provision. In this way the intention is to safeguard the future development of the golf courses and ensure that they continue to operate. It should be noted that, restrictive covenants on use have the potential to be challenged after a period of 40 years.

5.4 Existing service contracts and leases will be checked to ensure that they may be transferred to the new provider to avoid a break in service or any breach of contract.

5.5 Contracts and licences in relation to IT equipment and licences will be checked to ensure that they may be transferred to the new provider to avoid a break in service or any breach of contract.

#### **6.0 RESOURCE IMPLICATIONS: ICT, STAFFING AND ASSETS**

There are no additional resource implications arising. Existing resources are in place to support the communications and engagement, HR, contract management, project management, legal and financial aspects of this project.

6.1 ICT

6.1.1 Golf courses currently use a mixture of IT systems provided by the Council. The new provider would need to replace these systems with their own systems; however, this will need careful preparation and planning, embedded into a mobilisation and on boarding schedule to ensure that the service continues without interruption. Issues regarding data transfer from these systems to the new provider will also need to be considered in line with GDPR.

## 6.2 Staffing

6.2.1 The staff currently working on Wirral golf courses would be TUPE transferred to the new operator on existing terms and conditions. The Council has identified employees whose roles and duties are wholly or at least 50% assigned to the work that is transferring based on job titles, job description and nature of work undertaken.

6.2.2 A mobilisation and on boarding plan is being developed to ensure the transfer goes as planned with minimal disruption to the business, its customers and employees.

6.2.3 Pensions actuarial assessment have been requested to ensure that the new provider is aware of their pension liability.

6.2.4 Wirral Council is committed to following best value practice which requires that new transferees become an admission body of the LGPS or offer a broadly comparable scheme certified by the Government Actuaries Department (GAD).

6.2.5 Existing staff who contribute to the Local Government Pension Scheme (LGPS) will experience no change as the new operator will become a participant in this scheme.

6.2.6 Any employees that are not currently a member of the LGPS pension scheme will retain the right to join the LGPS scheme post transfer.

## 6.3 Assets

6.3.1 The courses would be transferred to the new provider on a long lease arrangement. The freehold would be retained by the Council.

6.3.2 Existing lease arrangements by Golf Clubs and concession holders will be transferred to the new provider.

## 7.0 RELEVANT RISKS

7.1 All risks associated with this project are identified and managed in line with the corporate risk management procedure as part of the project delivery process.

## 8.0 ENGAGEMENT/CONSULTATION

8.1 Pre-decision consultation has been undertaken in order to identify any relevant objections to this proposal prior to the decision from Council. This included specific questions in relation to this project as a part of the budget consultation process.

8.2 A communications and engagement plan is in place for this project setting out when and how Members, residents, staff and Trade Unions will be consulted as the project develops.

8.3 Formal consultations have commenced with Trade Unions with regular meetings scheduled with them.

## 9.0 EQUALITY IMPLICATIONS

(a) Yes, and impact review is attached

<https://www.wirral.gov.uk/communities-and-neighbourhoods/equality-impact-assessments/equality-impact-assessments-2017/delivery>

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## APPENDICES

### BACKGROUND PAPERS

Delegated Decision: Leisure and Cultural Services – Future provision of golf courses – 29<sup>th</sup> May 2019.

### SUBJECT HISTORY (last 3 years)

Council Meeting	Date
Cabinet: Review of Leisure, Libraries and Cultural Services - Golf Courses	26 <sup>th</sup> November 2018
Environment Overview and Scrutiny: Budget Scrutiny Workshop	6 <sup>th</sup> December 2018
Environment Overview and Scrutiny: Budget Scrutiny Workshop	16 <sup>th</sup> January 2019
Environment Overview and Scrutiny Committee: Budget Proposals	30 <sup>th</sup> January 2019
Cabinet: 2019/20 Budget Proposals Scrutiny Report and Council Budget 2019/20	18 <sup>th</sup> February 2019
Council: Council Budget 2019/20	4 <sup>th</sup> March 2019





**Environment Overview and Scrutiny Committee  
Tuesday, 2 July 2019**

<b>REPORT TITLE:</b>	<b>Homelessness in Wirral</b>
<b>REPORT OF:</b>	<b>Director – Delivery Services</b>

**REPORT SUMMARY**

This report provides members with an overview of homeless services in Wirral, statistical data and an update in regards to the implementation of new legislation, the Homelessness Reduction Act (HRA) which commenced in April 2018. The HRA placed new and significant responsibilities on local authorities to prevent and relieve homelessness, and changed how services are delivered to households who approach the Council for assistance each year.

The delivery of an effective homeless response directly contributes to a principal theme of the *Wirral Council Plan: A 2020 Vision* of ensuring the availability of “*Good quality housing that meets the needs of residents*” by assisting homeless people and families to secure permanent accommodation that is appropriate to their individual circumstances. It also assists with the achievement of a number of the other pledges that are set out in the Council’s vision.

This matter affects all Wards within the Borough.

**RECOMMENDATION/S**

That Members note:

- 1) The statistics and content of this report as it relates to homelessness in Wirral.
- 2) The services offered by the Council to prevent and respond to homelessness.
- 3) The additional work planned to effectively prevent and respond to homelessness in the future.

## **SUPPORTING INFORMATION**

### **1.0 REASON/S FOR RECOMMENDATION/S**

- 1.1 The Homeless Reduction Act 2017 (HRA), applied significant changes, when implemented in April 2018. The HRA sets out a framework and implements several new duties, which have now been in place for just over 12 months.
- 1.2 This report provides members with a summary of homelessness within the Borough, update about the Council's response to the HRA, and a statistical overview of homelessness since the changes came into effect in April 2018. Appendix 1 of this report provides further detailed information.

### **2.0 OTHER OPTIONS CONSIDERED**

- 2.1 No other options have been considered.

### **3.0 BACKGROUND INFORMATION**

- 3.1 The term 'homelessness' conjures up an image of someone sleeping rough on the streets, however homelessness has many forms and is often hidden. The Council works with households who require housing advice, and those who are threatened with or currently homeless. Forms of homelessness, amongst others, includes rough sleepers, people residing in hostels, households threatened with eviction, or those fleeing domestic violence.
- 3.2 Homelessness rarely has a single cause or explanation; it is often seen to be a symptom of wider underlying problems, for example those who suffer from physical or mental ill health, poverty, substance misuse or have an offending background. A number of homeless people in Wirral present with multiple support needs and as such are classed as 'complex cases'. Such cases experience great barriers to accessing, and sustaining accommodation, and require more intensive support and intervention.
- 3.3 The actions and duties placed on the Council to respond to homelessness differ in response to the circumstances of the applicant. Individual circumstances are explored and a personal approach developed to resolving their housing need. Whilst some households may only require basic housing advice, or will directly access a Council commissioned service, others will be awarded a statutory homeless duty for assistance.

### **4.0 HOMELESS REDUCTION ACT**

- 4.1 The Homeless Reduction Act (HRA) 2017 is the most significant reform of homeless legislation to take place in over 10 years. The new legislation extends

homeless services significantly, leading to a greater number of households who can make a 'homeless application' which then triggers the statutory homeless process and a 'decision' by the Council as to what, if any legal duties are owed.

4.2 The HRA was implemented swiftly, and Government acknowledge that the impact was great on local authorities who would need to deliver new legislation, IT systems, and performance management frameworks whilst also remodelling services. As such Government allocated Wirral provide New Burdens funding of £200,639 to cover some of the additional resource requirements for a period of three years. One off grant funding of £9202 was also provided in 2018 to purchase bespoke IT systems.

4.3 The extension of homeless legislation, under the HRA, implements five key changes which directly impact on how services are delivered locally. This includes:

#### **Improved advice and information to prevent homelessness**

4.4 The Council has always had a duty to provide basic housing advice to all, however the HRA specifies that advice must be tailored to meet the needs of particular vulnerable groups in the local authority area and have a 'person centred' approach to developing solutions to an individual's circumstances, i.e. through the provision of personal housing advice.

#### **Extension of statutory timeframes**

4.5 Under the HRA a household is considered to be 'threatened with homelessness' if they are likely to become homeless within 56 days, as opposed to a previous time frame of 28 days, thus providing greater opportunities for early homeless prevention interventions.

#### **New statutory duties to 'prevent' and 'relieve' homelessness**

4.6 The reform redefined the legislation into three duty areas, and homeless applicants may find that they progress through each duty during their homeless experience until their housing need is resolved. A key drive of the HRA was to widen and improve services to single homeless households for whom the majority would not have previously been awarded a duty. Duties include 'prevention', 'relief' and at a later stage in the process a 'main duty'.

- **Prevention Duty** –awarded to households threatened with homelessness within 56 day. I.e. when a household has been served a Notice to Quit.
- **Relief Duty** – awarded where the applicant is assessed as being homeless and the duty includes offering 'temporary accommodation' for vulnerable households. I.e. households evicted from accommodation.

- **Main Duty** – the main duty cannot commence until the end of the relief duty period, and refers to the established homeless duties formed before the HRA reform and include decisions such as ‘intentionally homeless’ or ‘main housing duty’. Under the new duties ‘intentionality’ does not form a part of the early homeless decision process as these households are assisted at prevention and relief stage. Households deemed to be ‘intentionally’ homeless receive a reduced duty of advice and a period of up to 28 days in temporary accommodation.

### **Duties to complete assessments and issue Personalised Housing Plans**

- 4.7 The legislation promotes that homeless applicants take responsibility for resolving their homeless situation, with support from the Council. For those households awarded a duty, the HRA requires the Council to complete a full assessment of a households circumstances, needs and reasons for homelessness. The assessment forms the basis of a jointly agreed Personal Housing Plan (PHP) which contains actions for both the Council and the applicant to complete to resolve their housing need. I.e. actively seeking private rented accommodation

### **New ‘Duty to Refer’ responsibility**

- 4.8 The new ‘Duty to Refer’, implemented on the 1<sup>st</sup> October 2018, places a legal duty on specified public bodies<sup>1</sup> to refer households they believe to be homeless (or threatened with) to the Council. The Government is keen to see that all public bodies, such as hospitals, prisons, the Department of Work and Pensions, and social service teams, work together, in order to effectively prevent and relieve homelessness. A dedicated web page has been developed on the Council website to support public bodies to refer clients. Agencies not subject to the legal duty are also being actively encouraged to use the website referral function in order to promote early homelessness intervention.

## **5.0 WIRRAL HOMELESSNESS –KEY FACTS 2018/19**

- 5.1 A detailed statistical overview of homelessness in Wirral can be found in Appendix 1, however members should note the HRA is still in its infancy and as such Government continue to refine data and software specifications, and legislative guidance, therefore as such current reporting data is classed as ‘experimental data’. It also cannot be directly compared with previous Government homeless data sets as a new reporting system has been

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<sup>1</sup> Specified public bodies include prisons, youth offender institutions, secure training centres, secure colleges, youth offending teams, probation services (including Community Rehabilitation Companies), jobcentre plus, social services authorities, emergency departments, urgent treatment centres, hospital in-patient functions, armed forces.

established with former data discontinued due to wider, new duties, introducing a shift in the presentation demographic.

- 5.2 Important factors such as the overhaul of homeless legislation, access to affordable accommodation, and considerable welfare benefit reform have impacted on homelessness levels both locally and nationally. In 2018/19, overall demand for homeless services increased in Wirral with the Council's Housing Options Team seeing a 17% increase in footfall from the previous year (3048 in 2017/18), and Council-commissioned supported accommodation (hostels) experienced a 13% uplift in demand for services. Rough sleeping levels in the Borough have also increased by 100% since 2015. This is indicative of rising national levels of homelessness with an estimated 320,000 homeless households nationally.
- 5.3 Locally, since the implementation of the HRA in April 2018, 3555 households have presented to the Housing Options Team and the team closed 3159 of which 78% were resolved with the provision of housing advice, whilst the remaining cases proceeded to be awarded a formal 'homeless duty' due to being homeless or threatened with homelessness. The remaining 396 cases were ongoing at the end of the reporting year and excluded from the data set.
- 5.4 The introduction of the new 'duty to refer' responsibility placed upon certain public bodies has led to over 330 referrals to the team since its enactment in October 2018. It should be noted that only 12% of public body referrals proceed to a homeless duty, as many are not deemed homeless or threatened with homelessness under the legislation or simply require housing advice. The Council has secured additional Government grant funding (administered by the Combined Authority) to offer Trail Blazer services to offer enhanced early intervention and prevention staffing resources. As such Wirral will be appointing a 'Homeless Champion' by the end of June 2019, who will focus on homeless prevention, and provide a specific training programme for public bodies to ensure effective, appropriate referrals and positive outcomes for service users.
- 5.5 Housing Options Team data indicates that the majority of presentations (50%) in 2018/19 were from applicants aged 25-44 years with the second highest being aged 16-24 year olds (25%). The HRA was, in part, introduced to tackle single-person homelessness more effectively and this is reflected in local data, which shows that 64% of presentations were from single person households, with the second highest group of presentations being from lone parent families (16%). Previously the leading household type awarded duties across both 2016/17 and 2017/18 were lone-parent households.
- 5.6 The Council is able to respond, in part, to single person homelessness via the commissioning of over 388 units of direct access supported accommodation to meet the need of vulnerable singles, including young people, those fleeing

domestic abuse, and those with substance misuse issues. The supported accommodation provided is set within an established pathway which progresses individuals into permanent accommodation, and provides an effective buffer to statutory homelessness services.

- 5.7 The current primary reason for homelessness in Wirral is the '*end of private rented accommodation*' which accounts for 30% of all homeless duties, with applicants citing that 47% of landlords wished to sell their property. Although we are aware that in some cases landlords do not progress or complete a sale of their property. In addition Members should note that Government has altered reporting categories in 2018/19 to capture more effectively the reasons for homelessness therefore figures may have previously been hidden in other categories. Anecdotal evidence also suggests that landlords may be leaving the market due to significant changes in welfare benefit administration, such as the administration of Universal Credit which limits the ability for direct payments to private landlords, and the Benefit Cap, alongside the introduction of more regulation for landlords. Local data also shows that external investors are actively purchasing properties in Wirral due to positive rental yields boosted by low interest rates and potentially inflating house prices at the lower end of the housing market, and potentially excluding local landlords. Welfare benefit factors, including the Housing Benefit single accommodation rate and difficulties accessing affordable accommodation may be linked to the 2018/19 increase in the category '*parents no longer willing or able to accommodate*' which accounts for 14% of all duties.
- 5.8 Presentations from households experiencing '*domestic abuse*' have remained consistently high over the past three years however figures indicate a significant rise in presentations in 2018/19. Similar rises have been experienced across the City Region and in response, the Combined Authority secured Government funding of £456,000 to launch a specialist Domestic Abuse project in 2018/19. The project provides a personal support package, target hardening measures and fast access to alternative private sector accommodation (for up to 30 households at any one time) if risk dictated that they unable to remain in their own home. The project compliments existing commissioned services including the Women's Refuge, and outreach services.
- 5.9 The HRA has significantly increased caseloads for Housing Options services across England. The team currently has 10 full time homeless prevention and assessment officer posts with an average caseload of approximately 45 cases per person, compared with about 20 cases per person previously. Government has recognised the increased pressure upon services and provided 3 year 'New Burdens' funding for local authorities to support implementation. Local data shows a 260% increase in the number of decisions made by officers between 2017/18 (215 decisions) and 2018/19 (775 decisions). In 2018/19, 56% of all

applications are awarded a 'homeless relief' duty, 34% a prevention duty and the remaining 10% receiving a 'main duty'. Whilst Wirral has seen a significant reduction in the main duties owed, which is a key anticipated outcome of the HRA, more work need to be completed to reduce the numbers of households presenting in crisis who are consequently awarded a 'relief' duty.

- 5.10 Housing Option Team outcomes reported a 60% success rate for all prevention and relief duties awarded in 2018/19. A success is noted as those households able to remain in their own homes, or assisted into new accommodation in order to prevent or relieve homelessness. It should be noted that this is not to say that 15% of cases fail, the duties also end if a household refuses an offer of accommodation, refused to co-operate or withdraws their application. The data also shows a number (25%) of duties that end in 'contact lost' this may be due to households finding their own solution to their housing needs following advice from the team. Ongoing internal performance monitoring and review will remain in place to understand reasons why this occurs.
- 5.11 Currently there are no national performance targets in place as each area is different and this is reflected in local homeless challenges however there are indications that Government will be seeking to implement performance targets upon local authorities at a future date which will primarily focus on homeless prevention and relief outcomes, reduce rough sleeping and the use of temporary accommodation. Wirral has internal performance monitoring within its pledges to report quarterly on homeless preventions. The data combines statutory and Council commissioned service data to reflect the breadth of work across the Borough and reported the achievement of 1154 homeless preventions in 2018/19.
- 5.12 Households assisted to secure alternative accommodation were most commonly supported into Registered Provider (housing association) properties (38%), closely followed by 36% into Council-funded supported housing or hostels, such as the Birkenhead YMCA. Supported accommodation or hostel provision is primarily for single person households, and the data is reflective of the overall increase in presentations from single people.
- 5.13 The enhancement of the legislation and higher numbers of homeless decisions being made are reflected in greater numbers of households accessing Council funded temporary accommodation. It is important to recognise that the Council has a legal duty to provide temporary accommodation to homeless households awarded relief or main duties and recognised as being 'vulnerable' in line with the homeless legislation e.g. families with children or a person with a disability. Households enter temporary accommodation whilst the Council makes a decision on their homeless application and discharges any duties awarded to them. The Council placed a total of 177 households in temporary accommodation in 2018/19 (compared to 118 in 2017/18), of which 43% were

single person households, with vulnerability. The average length of stay in temporary accommodation was 36 days (excluding households that stayed long term in Refuge accommodation). Government information indicates a national rise in temporary accommodation in response to the HRA, which was anticipated as the legislation is applicable to a wider group of people.

- 5.14 It is acknowledged that there remains an over-reliance on the use of Bed & Breakfast accommodation which accounted for 64% of all placements. The Council has responded to the increased demand for temporary accommodation usage by doubling the number of self-contained units leased from Registered Providers. This has enabled 30% of all households to be placed in Council-leased units that provide a level of privacy and stability for households, particularly those with children, whilst awaiting the outcome of their homeless application. The remaining 6% of households were temporarily accommodated in supported accommodation due to their specific needs.
- 5.15 High use of temporary accommodation has prompted a review of 'move-on' mechanisms, such as the Property Pool Plus policy being amended to reflect the different levels of duties under the HRA, and developing new landlord incentives to promote access to private rented properties to aid rehousing, linking property improvement grants to direct housing nominations, and reduce the overall time that households occupy emergency accommodation.
- 5.16 Rough sleepers are defined by Government for as "people sleeping, or bedded down, in the open air". Councils are required to undertake an annual estimate/count of their rough sleeper population and submit the findings to Government. Information shows that the official number of rough sleepers in Wirral has risen from 8 in 2015 to 16 in 2018. Whilst this is reflective of the national picture, the Council has recognised that a gap exists for services outside of normal office hours (9am – 5pm).
- 5.17 The Council has responded to recent rises in rough sleeping by securing £127,000 of Government funding, in partnership with the Birkenhead YMCA (BYMCA) to deliver a rough sleeper 'Assertive Outreach' project in 2019/20, which will operate alongside existing rough sleeper daytime outreach services, and night shelter provision. The Assertive Outreach Team will be based at the BYMCA and provide outreach services during evenings and weekends to quickly identify and respond to a rough sleeper's needs.
- 5.18 In addition, the City Region secured three years of Government funding, totalling £7.7m, to implement a 'Housing First Model' which aims to provide intensive, flexible and person-centred support within a tenancy to homeless people whose needs are not being resolved by current services. Staffing resources will initially be employed by the Combined Authority and Phase 1 is due to commence across the Liverpool City Region in July 2019 and will deliver a service for up to



60 individuals under an initial 'test and learn' before further roll out over the three year period to potentially help an estimated 360 people.

## **6.0 OUR RESPONSE TO HOMELESSNESS**

6.1 The Council has always recognised the importance of and had a focus on early homeless prevention, providing a wide range of Council and commissioned services to meet needs to reduce the instances of households becoming homeless in the first place. The Housing Options Team provides a 24 hour, 365 days a year service to those threatened with homelessness, and presenting as homeless in Wirral. The activities mentioned below, give an indication of some of the tools used to tackle homelessness in Wirral.

- **Prevention activity**

6.2 Prevention activity is fundamental to reduce the negative impact of homelessness upon households and wider services, such as social care. The appointment of a 'Homeless Champion' will proactively promote early identification of homelessness with public bodies subject to 'Duty to Refer' and will look to enhance homeless prevention measures. The Council commissions two floating support services, the Whitechapel Centre (for people with mental health needs) and Excel Housing to provide support to individuals to retain and sustain their housing. The Housing Options Team has a range of homeless prevention tools including directly funding a dedicated Citizens Advice Bureau worker to provide debt, budgeting and employment advice, and officers directly negotiate with landlords and services to implement measures to assist households to remain in their home. Work is currently being progressed to strengthen working relationships with the Department of Work and Pensions, with preliminary discussions held to embed a DWP community officer into the Housing Options Team to reduce additional financial difficulties for homeless households or those threatened with homelessness in regards to benefit sanctions. In addition wider work is ongoing to improve the condition, management and regulation of private rented accommodation through housing standards and selective licensing work.

- **Relief activity**

6.3 For those people who present as homeless or their homelessness cannot be prevented, the Council responds under relief duties. Homeless relief measures are designed to minimise the length of time that households may be homeless. This includes them often occupying Council temporary accommodation whilst a long term solution is achieved. Wirral has 388 bed spaces in commissioned supported accommodation for single homeless people, women fleeing domestic violence, young people and young parents, such as the Women's Refuge, Wirral Ark, and Forum Housing. These bed spaces provide a supported environment in

which people can address any support needs they may have and gain skills to move towards independent living.

- 6.4 Dedicated services have been developed with partner organisations to ensure that no one has to 'sleep rough' in Wirral. A 'night shelter' provision, which provide up to 15 bed spaces, is active 365 days a year and if full a 'safe seat' additional service is delivered by hostels providing up to a further 13 bed spaces on any given day. The Night Shelter and Safe Seats provide a safe and secure area for homeless people where they are able to access washing and laundry facilities, receive hot food and drink and obtain advice and assistance with their presenting support needs. Rough sleeper specialist outreach teams, including the Assertive Outreach Team, operate across Wirral, engaging with rough sleepers to provide support to them to engage and ultimately encourage them to access mainstream services.
- 6.5 Financial resources are used to remove barriers to accessing housing, such as the payment of former tenant rent arrears or to fund deposits to secure private rented accommodation. The Citizens Advice Bureau worker has a role in securing direct rent payments to landlords and educating households about financial sustainability. The Council has developed a process, with dedicated staff, to improve access to the private rented sector for homeless people, ensuring that accreditation standards are met. Additional Trail Blazer funding secured is being utilised to appoint a dedicated officer to develop relationships and proactively work with private landlords to promote better access to accommodation. This role will complement the current, wider activity to support landlords to use creative ways of addressing the needs of homeless households. In addition, the Council's choice based lettings policy actively supports homeless households with priority bandings to secure social housing, along with direct nomination arrangements.
- 6.6 Going forward, the Council is in the process of appointing consultants to complete a comprehensive Homelessness Review by autumn 2019. This is a statutory requirement of local authorities with the outcome of the review informing the development and reconfiguration of homelessness services. Local data highlighted in this report, along with the engagement of other services, such as probation, will be used to inform the Review to ensure a targeted response is achieved to local issues.

## **7.0 FINANCIAL IMPLICATIONS**

- 7.1 The Councils revenue budget contribution for meeting its statutory homeless requirements for 2019/20 is £1,008,800, which contributes to staffing costs, use of temporary accommodation (albeit that some costs can be recovered via housing benefits) and prevention activity.

7.2 The Council also has budget provision for commissioned services that prevent and relieve homelessness for vulnerable groups, such as hostels and floating support services. The 2019/20 Budget totals £2.9 million to deliver 388 units of accommodation and 155 units of floating support which forms part of the Council Supported Housing Commissioned Services (formerly known as Supporting People programme).

7.3 In addition to the above, the Council has received a number of funding grants from government to support the implementation and delivery of the HRA, including securing targeted funding through bids placed both by Wirral Council and as part of the Combined Authority and are set out in the table below:-

Funding Stream	Total Allocation
Flexible Homeless Grant	£336,495.89
New Burdens	£209,841.00
Trailblazer <sup>2</sup>	£214,518
Rough Sleeper Initiative	£127,000

7.4 Of the total grants received to date £369,000 has been spent and/or committed to support current service delivery in response to the increased demand upon services since the introduction of the HRA. The remaining funding will be utilised in the future as a 'draw down' fund to expand our prevention tools and following the completion of the Homeless Review in Autumn 2019, to respond to anticipated recommendations.

## 8.0 LEGAL IMPLICATIONS

8.1 Wirral Council will continue to deliver its statutory responsibilities as set out in the homeless legislation.

## 9.0 RESOURCE IMPLICATIONS: ICT, STAFFING AND ASSETS

9.1 To respond to the HRA the Housing Options Service has implemented a number of changes, including a bespoke software system, increased temporary accommodation provision and undertaken an initial staff reconfiguration to respond to the changes.

9.2 A further restructure of staffing resources is currently in progress in order to establish a permanent structure moving forward.

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<sup>2</sup> This funding is yet to be received by the Council.

## **10.0 RELEVANT RISKS**

- 10.1 Whilst the government has awarded initial funding to help meet the costs of implementing the HRA and this will be reviewed, there is a continued risk that due to increasing homelessness levels there will need to be continued investment in related services and continued co-operation with relevant agencies to address this.
- 10.2 Failure to comply with the requirements of the HRA would mean that the Council would breach its statutory obligations.
- 10.3 Supported Accommodation Services, funded by the Council and delivered by the community, voluntary and charitable sectors, are a key resource in combatting homelessness. Disinvestment in these services may compromise the Council's ability to deliver an effective response to the issue of homelessness in the Borough and may, potentially, result in increased incidences of visible homelessness.
- 10.4 The recent changes in legislation and performance monitoring have effectively 'retired' all previous known data and data baselines therefore limiting the ability of the Council to effectively forecast data or interpret emerging trends. The Council only has a single financial year of experimental data and we are still seeking to understand emerging trends and how best to respond. The outcome of the forthcoming Homeless Review in autumn 2019 will assist to better inform service delivery and innovation.

## **11.0 ENGAGEMENT/CONSULTATION**

- 11.1 Officers conduct meetings with representatives from Government in regard to the ongoing implementation of the HRA for both Wirral and as part of the Combined Authority Liverpool City Region homelessness programmes.
- 11.2 All relevant agencies will be invited to participate in the Homeless Review consultation process in autumn 2019.

## **12.0 EQUALITY IMPLICATIONS**

- 12.1 There are no equality implications arising from this report.

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## APPENDICES

Appendix 1 – Wirral Homelessness Overview

## BACKGROUND PAPERS

### SUBJECT HISTORY (last 3 years)

Council Meeting	Date
<b><i>'Homelessness and the impact of welfare reform'</i></b> <b>Regeneration &amp; Environment Policy and Performance Committee</b>	<b>March 22<sup>nd</sup> 2016</b>

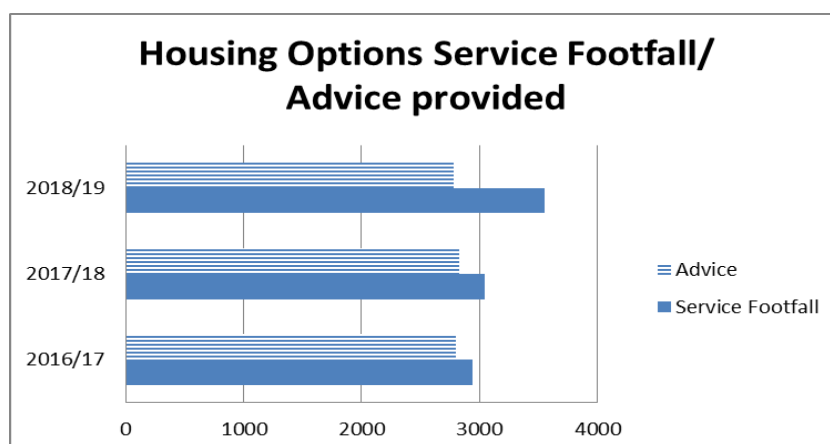
## APPENDIX ONE - WIRRAL HOMELESSNESS OVERVIEW 2018/19

### 1.0 Introduction

- 1.1 Members should note that the Homeless Reduction Act (HRA) is still very much in its infancy, and as such Government continue to refine the software system specifications and its new performance reporting system 'HCLIC'. The reporting system was introduced in April 2018 to reflect the changes in legislation, and replaced the former 'P1E' data tables which have now been discontinued. The emerging data is currently classed as 'experimental data' by Government.
- 1.2 Members should note that data definitions and reporting categories have also changed, with a focus towards the specific needs within households, not just those awarded a 'full housing duty' as previously focused on in earlier reports. Government recognises that there are still issues with data definitions and collection process, therefore figures provided should be considered with caution and may be subject to MHCLG future refinement.

### 2.0 Housing Options Service Footfall

- 2.1 The Council has a Housing Options Team that provides a 24 hour, 365 days of the year triage service which assesses all households seeking advice and assistance to determine if an 'application' under the homeless legislation should be taken. Following a period of investigation, the Council will make a decision on the homeless application and award any legal duties are owed.



- 2.2 The chart above highlights the continuing upward trend in demand for Housing Option Team services, with a 17% increase in footfall since the implementation

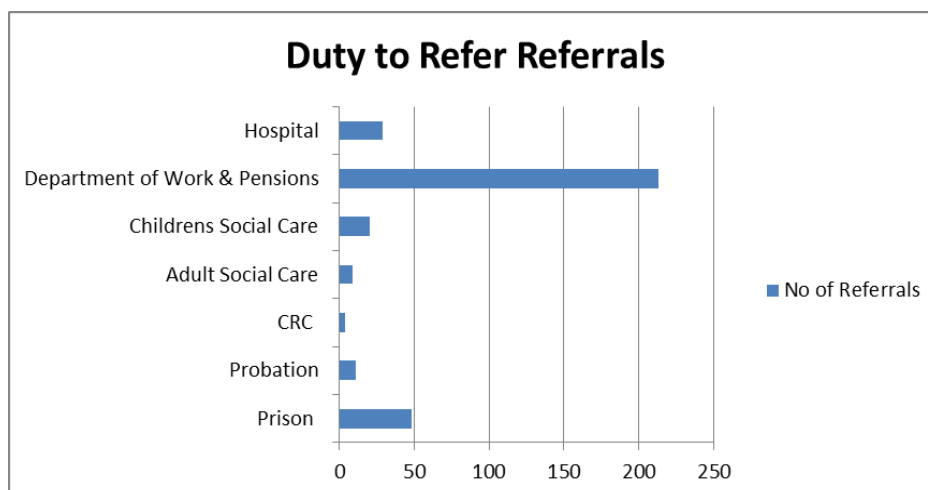
of the HRA. This is attributable the significant changes in legislation and external factors such as welfare benefit changes, and could be partially attributed to the new 'duty to refer' placed on public bodies.

2.3 The majority (78%) of cases are resolved with the provision of housing advice, with the remaining cases proceeding to a formal 'homeless application' requiring a statutory homeless decision. The team has recently launched further data capture tasks in order to better understand the reasons for case closure and advice sought in order to target future service provision. This will enable better information resources to be developed to aid households to access housing advice, for example via the Council web page.

2.4 The following sections use data taken from cases closed by officers in 2018/19.

### 3.0 Duty to Refer

3.1 The Council has received 334 referrals from public bodies since the enactment of the 'Duty to Refer' in October 2018. The primary referring agency is the Department of Work and Pensions. It should be noted that only 12% of public body referrals proceed to a homeless duty, as many are not deemed homeless or threatened with homelessness under the legislation or simply require housing advice. These are new legal duties for public bodies to apply and as such, a key part of the work of the Homeless Champion is to provide continued support and a specific training programme for public bodies to ensure effective, appropriate referrals.

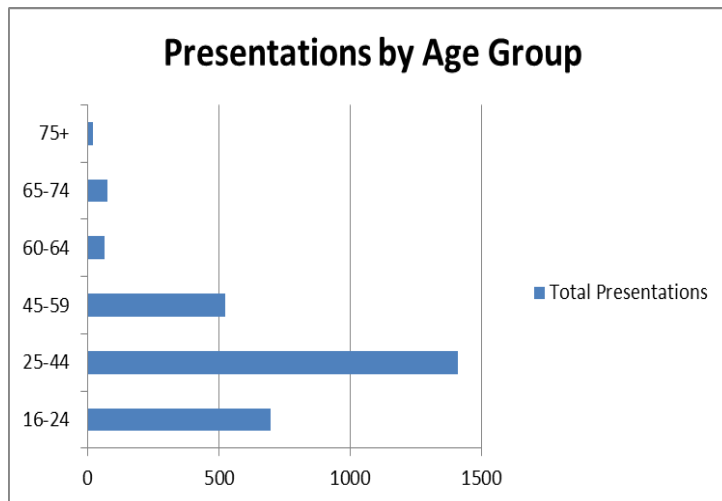


\*\*CRC is Community Rehabilitation Company

3.2 A further 98 referrals have been received from agencies not subject to the Duty to Refer such as schools, GPs and third sector organisations. Referrals are actively encouraged to support early intervention and homeless prevention.

### 4.0 Demographic Data

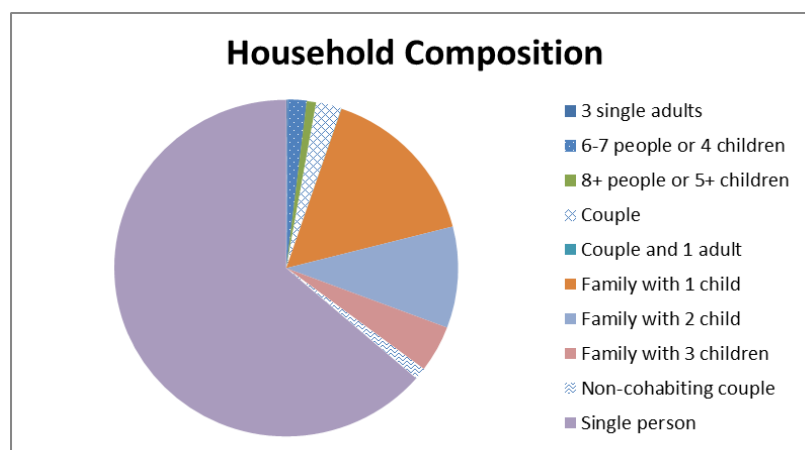
- 4.1 The data indicates that the majority of presentations (50%) in 2018/19 were from applicants aged 25-44 years with the second highest being aged 16-24 year olds (25%).



- 4.2 The HRA was in part introduced to tackle single person homelessness more effectively. This is reflected in local data, and throughout this report, which shows that 64% of presentations were from single person households. It should be noted that 94% of households identified as White British.

## 5.0 Household Type

- 5.1 The leading household type awarded a 'full housing duty' across both 2016/17 and 2017/18 were lone-parent household. The implementation of the Homeless Reduction Act has widened legal duties to a far greater number of households and has produced a shift in demand for local homeless services with 64% of all duties awarded in 2018/19 being to single person households, with the second highest group of presentations being, the lone parent category (16%).



## 6.0 Homeless Decisions



- 6.1 Table 1 below combines data from Government P1E data tables and Housing Options Team system statistics to show the number of statutory homeless decisions made in regards to homeless applications from April 2016 to March 2019.

**Table 1: Homeless Decisions made by Wirral Council**

Decision made	Total number of decisions		
	2016/17	2017/18	2018/19 *HRA introduce d
<b>Full housing duty</b> <i>-Eligible, homeless and in priority need<sup>3</sup> with a duty to provide temporary accommodation</i> <i>-Duty to provide advice, one offer of settled accommodation to end duty</i>	56	113	44
<b>Intentionally homeless</b> <i>-Eligible, homeless, in priority need but deemed to have lost their accommodation through their own actions</i> <i>-Duty to provide advice, a 'reasonable period' in temporary accommodation in order for household to source own accommodation</i>	33	39	21
<b>Prevention Duty</b> <i>-Eligible, homeless</i> <i>-Duty to provide advice, take reasonable steps to prevent homelessness, issue Assessment and Personal Housing Plan</i>	n/a	n/a	266
<b>Relief Duty*</b> <i>-Eligible, homeless</i> <i>-Duty to provide temporary accommodation to priority need households</i> <i>-Duty to provide advice, take reasonable steps to secure accommodation, issue Assessment and Personal Housing Plan</i>	n/a	n/a	434
<b>Not in priority need</b> <i>-Eligible, homeless but no priority, duty to provide advice, duty to issue Assessment and Personal Housing Plan</i>	8	16	5
<b>Not homeless</b> <i>- Duty to provide advice only</i>	49	45	5
<b>Ineligible</b> <i>- Duty to provide advice only</i>	0	2	0
<b>TOTAL</b>	<b>146</b>	<b>215</b>	<b>775</b>

<sup>3</sup> The 'priority need groups' include households with dependent children or a pregnant woman, people who are vulnerable in some way e.g. because of mental illness or physical disability, young people aged 16 or 17 and 18 to 20 year olds who were previously in care, people that are vulnerable as a result of time spent in care, in custody, or in HM Forces and people that are vulnerable as a result of having to flee their home because of violence or the threat of violence

*\*please note that households can be awarded multiple decisions during the term of their application which is reflected in totals above*

- 6.2 Importantly the data shows a 260% increase in the number of decisions between 2017/18 and 2018/19 made by the Housing Options service, following the implementation of the Homeless Reduction Act. The figures highlight the significant uplift in work load as a result of the new legislation. Members should note that 'legacy cases' from the previous legislation were phased out in the first six months of 2018/19 and are included in the data table below. It is also important to recognise that the Council has a legal duty to offer temporary accommodation for those households awarded a 'homeless relief duty' and assessed as having a 'priority need'.
- 6.3 It is anticipated that the early intervention focus of services will, overtime, reduce the number of households subject to main and relief duty decisions in the future, with more applications being subject to a prevention duty.

**Table 2: HRA Duty outcomes**

Duty Outcomes	Prevention Duty	Relief Duty	TOTAL
Secured existing accommodation	30	n/a	30
Secured alternative accommodation	109	281	390
56 Days expired (case closed)	22	6	28
Contact lost	70	103	173
Homeless (move from prevention to relief)	21	n/a	21
Intentionally Homeless from accommodation provided	0	0	0
Refused suitable accommodation offer	3	16	19
Refused to co-operate	1	0	1
Withdrew/ deceased	9	26	35
No longer eligible under homeless legislation	1	1	2
Local connection referral to other LA	n/a	1	1
<b>TOTAL</b>	<b>266</b>	<b>434</b>	<b>700</b>

- 6.4 As shown in Table 2, the Housing Options Team reported a 60% success rate for all prevention and relief duties awarded in 2018/19. A success is noted as those households able to remain in their own homes, or assisted into new accommodation in order to prevent or relieve homelessness. It should be noted that this is not to say that 15% of cases fail, the duties also end if a household refuses an offer of accommodation, refused to co-operate or withdraws their application. The data also shows a number (25%) of duties that end in 'contact lost' this may be due to households finding their own solution to their housing needs following advice from the team. Ongoing internal performance monitoring and review will remain in place to understand reasons why this occurs.
- 6.5 The Council has secured additional Government grant funding (administered by the Combined Authority) to offer Trail Blazer services to offer enhanced early intervention and prevention staffing resources. As such Wirral will be appointing

a 'Homeless Champion' by the end of June 2019, who will focus on homeless prevention, and provide a specific training programme for public bodies to ensure effective, appropriate referrals and positive outcomes for service users.

- 6.6 The data shows a concerning number (25%) of duties that end in 'contact lost'. This may be attributed to households disengaging, possibly due to the extended timescale for working with people (56 days in either or 118 days if proceeding through both prevention and relief stages), finding their own solution to their housing needs following advice from the team, or a small number may return to prison. Ongoing internal performance monitoring and review will remain in place to drive forward further improvements and better understand the data to ensure that no vulnerable households are slipping through the system.
- 6.7 Currently there are no national performance targets in place as each area is different and this is reflected in local homeless challenges however there are indications that Government will be seeking to implement performance targets upon local authorities at a future date which will primarily focus on homeless prevention and relief outcomes, reduce rough sleeping and the use of temporary accommodation. Wirral has internal performance monitoring within its pledges to report quarterly on homeless preventions. The data combines statutory and Council commissioned service data to reflect the breadth of work across the Borough and reported the achievement of 1154 homeless preventions in 2018/19.

## 7.0 Reasons for Homelessness

- 7.1 In previous years the primary reasons cited by applicants for homelessness were most commonly domestic abuse, and loss of rented accommodation. The reporting categories have altered slightly between the PIE and current data submissions as shown in Table 3 below.

**Table 3: Reason for Homelessness**

Main reason for loss of home	2016/17	2017/18	2018/19 (Category changes implemented by HRA)
<b>Parents no longer willing or able to accommodate</b>	3	8	<b>101</b>
Other relatives or friends no longer willing to accommodate	4	15	28
Non-violent relationship breakdown (with partner)	5	11	53
Violence	6	7	
<b>Domestic Abuse</b>	<b>7</b>	<b>20</b>	<b>71</b>
Harassment	1	1	
Non-racially motivated or other motivated violence.			20
Racially motivated violence/harassment			0
Mortgage arrears/ repossession	1	0	3

Rent arrears	1	1	
Loss of rented or tied accommodation	12	22	
<b>End of Private rented accommodation</b>			<b>210</b>
Eviction from supported housing			46
End of social tenancy			34
Property disrepair			4
Required to leave NASS accommodation	2	3	13
Left an institution or LA care	6	8	26
Left HM forces			0
Other reason for loss of last settled home	8	17*	90
Fire/ Flood/ other Emergency			1
<b>TOTAL</b>	<b>56</b>	<b>113</b>	<b>700</b>

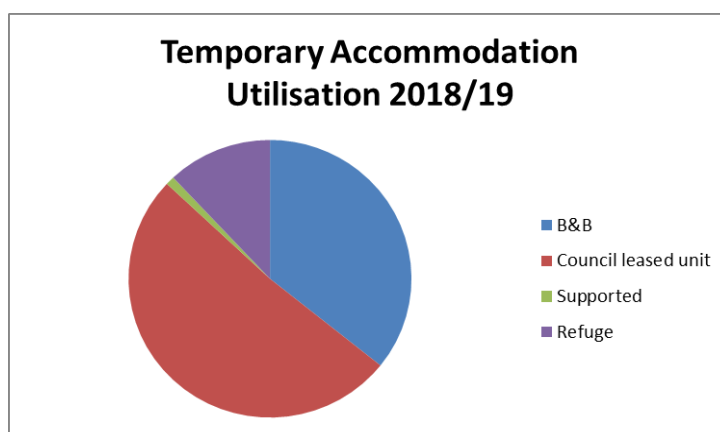
*\*please note this data reflects action taken in response to New Ferry incident*

- 7.2 The current primary reason for homelessness in Wirral is the ‘*end of private rented accommodation*’ which accounts for 30% of all homeless duties, with applicants citing that 47% of landlords wished to sell their property. Although we are aware that in some cases landlords do not progress or complete a sale of their property. In addition Members should note that Government has altered reporting categories in 2018/19 to capture more effectively the reasons for homelessness therefore figures may have previously been hidden in other categories. Anecdotal evidence also suggests that landlords may be leaving the market due to significant changes in welfare benefit administration, such as the administration of Universal Credit which limits the ability for direct payments to private landlords, and the Benefit Cap, alongside the introduction of more regulation for landlords. Local data also shows that external investors are actively purchasing properties in Wirral due to positive rental yields boosted by low interest rates and potentially inflating house prices at the lower end of the housing market, and potentially excluding local landlords. Welfare benefit factors, including the Housing Benefit single accommodation rate and difficulties accessing affordable accommodation may be linked to the 2018/19 increase in the category ‘*parents no longer willing or able to accommodate*’ which accounts for 14% of all duties.
- 7.3 Presentations from households experiencing ‘*domestic abuse*’ have remained consistently high over the past three years however figures indicate a significant rise in presentations in 2018/19. Similar rises have been experienced across the City Region and in response, a specialist Domestic Abuse project was launched in 2018/19 to provide targeted floating support to households and fast access to alternative accommodation if risk dictates that they unable to remain in their own home.
- 7.4 As previously mentioned the current reporting mechanisms are subject to ongoing development and this may account for the high number of cases placed in the ‘other reasons’ category. ‘Other reasons’ may include situations such as harassment, affordability issues, property unsuitable due to health, or gang/ anti-social behaviour. It is evident that reporting categories fail to capture the broad

range of reasons for homelessness and this may be addressed at a later date by Government.

## 8.0 Temporary Accommodation

- 8.1 The enhancement of the legislation and significantly higher numbers of homeless decisions being made under HRA are reflected in greater numbers of households accessing temporary accommodation. Households enter temporary accommodation whilst the Council makes a decision on their homeless application and discharges any duties awarded to them.
- 8.2 The Council has responded to the need by doubling self-contained temporary accommodation provision leased from Registered Providers. This is reflected in the chart below which highlights that 51% of all households are placed in a Council unit which provides a level of privacy and stability for households, particularly those with children, whilst awaiting the outcome of their homeless application.
- 8.3 High use of temporary accommodation has also prompted a review of 'move-on' mechanisms, such as the Property Pool Plus policy and access to private rented properties to aid rehousing, and reduce the overall time that households occupy emergency accommodation. The average length of stay in temporary accommodation (excluding long term Domestic Abuse Refuge placements) was 36 days per household.



- 8.4 The Council placed a total of 177 households in temporary accommodation in 2018/19 (compared to 118 in 2017/18), of which 43% were single person households. Wirral is not alone in experiencing an up-lift in temporary accommodation usage. Government statistics show an overall national increase in the use of temporary accommodation following the introduction of the HRA.

## 9.0 Duty Tenure Outcome

- 9.1 As shown in Table 4, households assisted to secure alternative accommodation, following the award of a prevention or relief duty were most commonly supported into Registered Provider (housing association) properties (38%), closely followed by 36% into Council-commissioned supported housing or hostels such as the Birkenhead YMCA. Supported accommodation or hostel provision is primarily for single person households, and is reflective of the overall increase in presentations from single people.
- 9.2 The HRA made provisions for local authorities to discharge accommodation duties more easily into the private-rented sector. The wider housing division teams continue to develop mechanisms, including use of statutory powers such as selective licensing, to increase access to good quality, affordable, private rented accommodation.

**Table 4: Duty Accommodation Outcomes**

<b>Prevention &amp; Relief Duty - Secured alternative accommodation</b>	<b>No of applicants</b>
Other	2
Private rented sector: HMO	5
Private rented sector: self-contained	90
Private rented sector: lodging (not with family or friends)	1
<b>Registered Provider tenancy</b>	<b>148</b>
Social rented supported housing or hostel	139
Staying with family/friends	5
<b>TOTAL</b>	<b>390</b>

## 10.0 Rough Sleeping

- 10.1 Rough sleepers are defined for the purpose of statistics as “people sleeping, or bedded down, in the open air”. In Wirral, rough sleepers are reported sleeping in Birkenhead Park, at the back of Birkenhead Market, sheds they have broken into, and tents along the waterfront.
- 10.2 Councils are required to undertake an annual estimate/count of their rough sleeper population and submit the findings to Government. The table below shows the official numbers of rough sleepers in Wirral, which indicates a 100% increase between 2015 and 2018. The next scheduled count is due to take place in November 2019.

**Table 5: Rough Sleeping Count**

<b>Year</b>	<b>Number Reported</b>
2015	8
2016	11
2017	14
2018	16

- 10.3 Comparisons, however, across the Liverpool City Region authorities show that Wirral is not alone in experiencing a rise in rough sleeping levels. The only exception was Liverpool City Council, who in 2018 reported a decrease in rough sleeping via its annual count. Liverpool has been the focus of a specialist project, funded by Government, to reduce rough sleeping in the city following previous high reported figures. Whilst this is reflective of the national picture, the Council has recognised that a gap exists for services outside of normal office hours (9am – 5pm).
- 10.4 The Council has responded to recent rises in rough sleeping through the commissioning of an ‘Assertive Outreach Team’, which complements existing service provision. Government funding of £127,400 was secured to meet the scheme cost which included £30,000 to provide dedicated ‘personal budgets’ intended to equip rough sleepers with a tenancy and basic essentials.
- 10.5 The Assertive Outreach Team will work outside of office hours (5pm-7am), to quickly identify and respond to a rough sleeper’s needs utilising where needed, the dedicated personal budget for service users to support access to mainstream services. In addition, the wider City Region secured £7.7m of Government funding to implement a ‘Housing First Model’ which aims to provide an intensive, flexible and person-centred support within a tenancy to single homeless people. Staffing resources will initially be employed by the Combined Authority and Phase 1 is due to commence across the Liverpool City Region in July 2019 and will deliver a service for up to 60 individuals under an initial ‘test and learn’ before further roll out over the three year period to potentially help an estimated 360 people.

## 11.0 Supporting People Commissioned Services

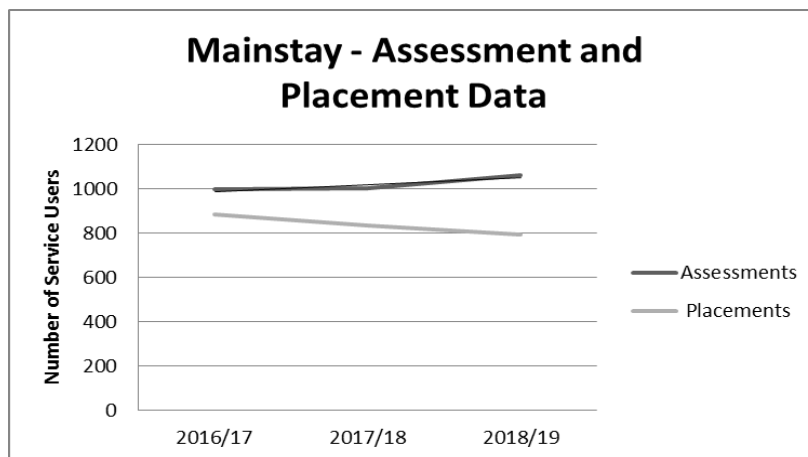
- 11.1 The Council provides 388 units of accommodation-based commissioned services to meet the needs of vulnerable groups, including young people, those fleeing domestic abuse, and services for those with substance misuse. The supported accommodation provided is set within an established pathway which progresses individuals into permanent accommodation and provides an effective buffer to statutory homelessness services, particularly due to the HRA broadening duties to single person households. Table 6 highlights the current bed spaces available:

**Table 6: Council-funded Supported Accommodation and Floating Support services**

<b>Direct Access Hostel Accommodation</b>	
Direct Access 18 years +	129
Direct Access 16 year +	34
Direct Access 25 year +	104
<b>Semi-independent accommodation</b>	
Semi-independent 25 years +	64

<b>Domestic Abuse Refuge</b>	
18 years +	12
Specialist Young Persons accommodation for 16 years +	45
<b>TOTAL</b>	<b>388</b>
<b>Floating Support/outreach Support (18 +)</b>	<b>155</b>

11.2 Access to supported accommodation is via 'Mainstay', which is a software system specifically designed to link homeless individuals with supported accommodation following a detailed self-assessment. Data indicates that the number of individuals approaching services for an assessment has increased by 6% since 2016/17 however the number of placements has decreased by 10% in the same period, as shown in the infographic below.



11.3 There is acknowledged pressure upon supported accommodation, primarily hostels, due to increasing demand for services. Individuals occupying services often present with multiple, complex needs which require time to be addressed via person-centred support, thus reducing the turnover of bed spaces. In addition, difficulties are acknowledged in moving some individuals forward into permanent accommodation due to previous poor tenancy conduct. Specific 'move on' mechanisms such as a dedicated housing panel and specialist project with a floating support services are in place to assist move on from hostels.





**Environment Overview and Scrutiny Committee  
Tuesday, 2 July 2019**

<b>REPORT TITLE:</b>	<b>2018/19 Quarter 4 and Year End Wirral Plan Performance</b>
<b>REPORT OF:</b>	<b>Corporate Director Delivery Services (Assistant Chief Exec)</b>

**REPORT SUMMARY**

This report provides the 2018/19 Quarter 4 (January - March 2019) performance report for the Wirral Plan pledges under the remit of Environment Overview and Scrutiny Committee.

Relevant Wirral Plan 20/20 pledge(s) are:

- Leisure and culture opportunities for all
- Wirral residents live healthier lives
- Community services are joined up and accessible
- Good quality housing that meets the needs of residents
- Wirral’s neighbourhoods are safe
- Attractive Local Environment for Wirral residents

The report, which is included as Appendix 1, provides an overview of the progress in Quarter 4 and available data in relation to a range of outcome indicators and supporting measures.

The Year End closedown report is included as Appendix 2 and provides a summary analysis of performance against measures and Wirral Plan delivery of Pledge strategy actions at year end.

This matter affects all Wards within the Borough.

**RECOMMENDATION**

That the Environment Overview and Scrutiny Committee note the content of the report and highlight any areas requiring further clarification or action.

## **SUPPORTING INFORMATION**

### **1.0 REASON/S FOR RECOMMENDATION/S**

- 1.1 To ensure Members of the Environment Overview and Scrutiny Committee have the opportunity to scrutinise the performance of the Council and partners in relation to delivering the Wirral Plan.

### **2.0 OTHER OPTIONS CONSIDERED**

- 2.1 This report has been developed in line with the approved performance management framework for the Wirral Plan. As such, no other options were considered.

### **3.0 BACKGROUND INFORMATION**

- 3.1 The Wirral Plan is an outcome-focussed, partnership plan which has 18 supporting strategies that set out how each of the 20 pledges will be delivered. For pledges partnership groups have been established to drive forward delivery of the action plans set out in each of the supporting strategies.
- 3.2 Wirral Plan Performance Management Framework has been developed to ensure robust monitoring arrangements are in place. The Wirral Partnership has a robust approach to performance management to ensure all activity is regularly monitored and reviewed.
- 3.3 Data for the identified indicators is released at different times during the year. As a result of this, not all Pledges will have results each quarterly reporting period. Some indicators can be reported quarterly and some only on an annual basis. Annual figures are reported in the quarter they become available against the 2018/19 year end column.
- 3.4 For each of the indicators, a trend is shown (better, same or worse). In most cases, this is determined by comparing the latest data with the previous reporting period i.e. 2017/18 year end. In some cases, i.e. where data accumulates during the year or is subject to seasonal fluctuations, the trend is shown against the same time the previous year. This is indicated in the key at the end of the report.
- 3.5 For some indicators, targets have been set. Where this is the case, a RAGB (red, amber, green, blue) rating is provided against the target and tolerance levels set at the start of the reporting period, with blue indicating performance targets being exceeded.
- 3.6 All Wirral Plan performance reports are published on the performance page of the Council's website. This includes the high-level Wirral Plan overview report and the detailed pledge reports which include updates on progress on

all activities set out in the supporting strategy action plans. The link to this web page is set out below:

<https://www.wirral.gov.uk/about-council/council-performance>

3.7 Each of the Wirral Plan Pledges has a Lead Commissioner responsible for overseeing effective delivery. The Lead Commissioners for the Pledges in the report at Appendix 1 are as follows:

- Leisure and culture opportunities for all – Lucy Barrow
- Wirral residents live healthier lives – Julie Webster
- Community services are joined up and accessible – Julie Webster
- Good quality housing that meets the needs of residents – Graham Hodkinson
- Wirral's neighbourhoods are safe – Mark Camborne
- Attractive Local Environment for Wirral residents – Mike Cockburn

#### **4.0 FINANCIAL IMPLICATIONS**

4.1 There are no financial implications arising from this report.

#### **5.0 LEGAL IMPLICATIONS**

5.1 There are no legal implications arising from this report.

#### **6.0 RESOURCE IMPLICATIONS: STAFFING, ICT AND ASSETS**

6.1 There are none arising from this report.

#### **7.0 RELEVANT RISKS**

7.1 The performance management framework is aligned to the Council's risk management strategy and both are regularly reviewed as part of corporate management processes.

#### **8.0 ENGAGEMENT/CONSULTATION**

8.1 The priorities in the Wirral Plan pledges were informed by a range of consultations carried out in 2015 and 2016 including the Wirral resident survey.

#### **9.0 EQUALITY IMPLICATIONS**

9.1 (a) Yes and impact review can be found at:

<https://www.wirral.gov.uk/communities-and-neighbourhoods/equality-impact-assessments/equality-impact-assessments-2014-15/chief>

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## **APPENDICES**

Appendix 1: Wirral Plan Environment 2018-19 Quarter 4 Pledge Report

Appendix 2: Wirral Plan Environment 2018-19 Year End Closedown Report

## **BACKGROUND DOCUMENTS**

### **SUBJECT HISTORY (last 3 years)**

<b>Council Meeting</b>	<b>Date</b>
<b>Environment Overview and Scrutiny Committee</b>	<b>21 September 2016</b>
<b>Environment Overview and Scrutiny Committee</b>	<b>30 November 2016</b>
<b>Environment Overview and Scrutiny Committee</b>	<b>28 March 2017</b>
<b>Environment Overview and Scrutiny Committee</b>	<b>4 July 2017</b>
<b>Environment Overview and Scrutiny Committee</b>	<b>21 September 2017</b>
<b>Environment Overview and Scrutiny Committee</b>	<b>30 November 2017</b>
<b>Environment Overview and Scrutiny Committee</b>	<b>28 March 2018</b>
<b>Environment Overview and Scrutiny Committee</b>	<b>5 July 2018</b>
<b>Environment Overview and Scrutiny Committee</b>	<b>20 September 2018</b>
<b>Environment Overview and Scrutiny Committee</b>	<b>29 November 2018</b>
<b>Environment Overview and Scrutiny Committee</b>	<b>13 March 2019</b>

# Appendix 1

## Wirral Plan Environment Theme 2018-19 Quarter 4 Reports

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## Leisure and cultural opportunities for all

### Overview from Lead Cabinet Member

#### Leisure Strategy:

Wirral received the Best Performer Award for Parks, Open Spaces and Horticulture at the 2018 National APSE Awards this quarter which takes our total number of national quality awards up to 32, 3 more than the start of the year and 10 more than the start of the plan.

The Parks, Coasts and Countryside Team work to create 12, virtual 'measured mile routes' in 12 parks, coast and countryside sites across Wirral has now been completed. The interactive trails can be found on our website here: <https://www.wirral.gov.uk/leisure-parks-and-events/parks-and-open-spaces/walking-miles-wirral>

It's positive news that Birkenhead Park received £20,900 funding from Public Health to continue delivering its Forest School programme into 2019-20. A total of £1,700 was also raised through the Police Commissioning Group (PCG) for the Pathfinders Project at 3 schools during Q4.

The National Citizens Service Contract for Summer 2019 Delivery has also been signed and the team have already been into 10 schools plus held a 'keep warm' event in Weatherhead where 56 young people attended. 200 Young people have been assigned to the Wirral programme for Summer 2019 and the process has started to recruit 39 staff.

All practices involved in the physical activity pilot have been introduced to Community Action Wirral and the local leisure service offer. The pilot, as it currently stands, will not continue and a process evaluation will be provided by Public Health. There are opportunities with place based care to scale up personalised care across neighbourhoods with a focus on our population groups who are living with long term condition's. Linking health and care into our communities is integral to this work and leisure should be known to all neighbourhoods.

#### Culture Strategy:

The 2018 Imagine Wirral programme has now concluded, with over 250,000 participants in the events and exhibitions overall and an estimated economic impact of over £4million. Over 600 volunteers have participated in our events during 2018, and this quarter, we saw an increase in volunteer numbers year-on-year for our annual River of Light event.

Approximately £150k was secured from external funders for the 2018 Imagine Wirral programme. Plans are in place to secure funding again for Wirral's 2019 Borough of Culture Year. An Arts Council England bid was submitted at the end of Q3 and a commercial approach is also in development to generate income from the private sector.

We have now announced some key highlights from our 2019 programme which include specially commissioned outdoor spectacles, visual arts and heritage exhibitions, family festivals and waterfront celebrations, classical and new music events and community projects. The programme was previewed for stakeholders at Lady Lever Art Gallery in November and generated positive coverage from local and regional media. A media briefing with key print and broadcast media is scheduled for the start of Q4 to outline the programme to support coverage of our tenure as Borough of Culture.

The Culture and Visitor Economy Team worked throughout Q3 and throughout 2019 with a range of key stakeholders from across Wirral, including members of the Wirral Cultural Partnership, the Liverpool City Region and beyond to develop and put in place the building blocks for the delivery of the Borough of Culture programme in 2019.

Throughout Q3 we have continued to engage local businesses, including creatives, providing opportunities to be involved in our events which this quarter have included the Wilfred Owen Commemoration and River of Light. This is continuing through the planning for our Borough of Culture programme.

Four 'think tank' events were advertised at the end of Q3 to take place in January to ensure wider engagement and foster new partnerships among local creative individuals and organisations, communities and volunteering and heritage.

At a city region level, as part of the LCR Culture and Creativity Strategy and through our Borough of Culture status, we will host the first LCR Cultural Awards, celebrating fantastic arts and culture projects across the region and formally closing our Borough of Culture year. We are also participating in discussions with each of the boroughs for a new city region project, which follows the success of the Lost Castles project.

Work is continuing on the 'meanwhile use' creative hub and a new music venue in Birkenhead which would benefit local cultural and creative organisations. The review of leisure and culture assets also continues, with significant consideration being given to establish robust solutions for future delivery.

Wirral Metropolitan College remains committed to supporting Wirral's Culture Strategy and is establishing new cultural degree programmes and encouraging participation among student cohorts. WMC is engaging College Alumni as role models and champions for local talent to raise aspirations around careers in the arts, culture, heritage and tourism sectors.

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)	327 (Q3 2018-19)	378 (Q4 2018-19)	378 (Q4 2018-19)	Better	51 events were held in Wirral's Parks, Beaches and Open Spaces in Q4 2018-19, which is 5 more than during the same quarter last year. The cumulative total this year is 378, which is 15 more than the previous 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
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)					32 (2018-19)	Better	Wirral has now received 32 national quality awards, 3 more than the start of the year and 10 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, and a Best Performer Award for Parks, Open Spaces and Horticulture at the 2018 National APSE Awards.
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

The latest figures for admission episodes for alcohol related conditions shows Wirral has improved to 859 episodes per 100,000 population in 2017-18 from 889 in 2016-17. The new specification for the upcoming Specialist Adult Drug and Alcohol Treatment service tender is being finalised with the process starting at the end of May. This will require the next service provider to put greater emphasis on engaging with hazardous and harmful alcohol users, as well as those who are dependent, establishing greater links with GP practices.

The Reduce the Strength (RTS) scheme has now signed up over 100 businesses across Wirral. An evaluation of the project showed that the majority of areas where alcohol related hospital admissions have increased are in West Wirral whereas in Birkenhead, where RTS retailers are concentrated, there is only one LSOA (out of 17) that has experienced a large percentage increase. The Hamilton Square LSOA (with several homeless hostels in the vicinity) has until recently had one of the highest high rates of hospital admissions in Wirral. It is now showing one of the largest percentage decreases. This was the first area in Wirral which RTS was introduced.

Wirral services continue to carry out a high number of interventions offering brief advice ensuring that the key messages about safer drinking/risks of alcohol harm are being consistently fed into the population's awareness. Wirral Ways to Recovery, Community Pharmacies, Merseyside Fire and Rescue Service, Cheshire & Wirral Partnership and Wirral University Teaching Hospital have joined forces to increase the quantity and ensure the quality of the IBA interventions being delivered on Wirral and John Moores University are working with Public Health to support the efficiency of the collection and collation of this data.

Our commissioned services continue to perform well. 21 more people engaged in the process of stopping smoking by Q3 2018-19 when compared to same period last year, 45 more people have continued to stop smoking 4 weeks after deciding to quit and 226 more people were helped to lose weight by Q4 2018-19 when compared to last year. In contrast 6 less pregnant women were helped to stop smoking. This is an area of focus in the 2019-20 Healthier Lives action plan.

Work is continuing around Smoking in Pregnancy (SiP) both at a local and Cheshire & Merseyside level. Focus groups with both Wirral providers & women who opt out of smoking cessation support will take place over the next couple of months. At a Cheshire and Merseyside level, Public Health will continue to support the Local Maternity System by working with the Innovation Agency to develop key principles for the Cheshire & Merseyside SiP action plans. In March 2019 Public Health took an update on Smokefree Wirral (Tobacco Control Strategy) to Environment Overview and Scrutiny Committee which was well received and have been invited back to discuss the CLearR report. ABL, Wirral's Stop Smoking Service, hosted a e-cig event with guest speakers on 11th March 2019, this was open to all health and care practitioners.

142 community blood pressure tests were carried out during Q4. Community events included West Kirby Concourse, The Oval and Woodchurch Leisure Centre. A 2 year training programme, delivered by the British Heart Foundation, which aims to scale up blood pressure checks across the local system is starting in May. The target is to recruit 250 health and wellbeing champions/workplace champions and to date 80 people have signed up to the training for Year 1 over 6 training sessions.

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: 632.0 (2017-18) North West: 700.0 (2017-18)	889.0 (2016-17)					859.0 (2017-18)	Better	There is a 12 month time lag on validated data being released. This data from the Public Health Outcomes Framework relates to 2017-18.  Performance has improved year on year since 2015-16 (901). 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: 10.8% (2017-18) North of England: 13.4% (2017-18)	12.0% (2016-17)					13.5% (2017-18)	Worse	Smoking at time of delivery has worsened from 12% in 2016-17 to 13.5% in 2017-18 and is higher than the Northwest and National Average.  Addressing smoking in pregnancy has been a priority recently in the Tobacco Strategy. ABL stationed an adviser at Wirral University Teaching Hospital to increase engagement with pregnant women and midwifery team and address the high attrition rate from the number of referrals to the number of women engaged with the stop smoking service. Public Health also led a Pregnancy workshop to bring together partners across Cheshire & Merseyside and as a result Wirral has an established Smoking in Pregnancy working group (which includes Clinical Commissioning Group, both maternity providers and ABL) that have developed a delivery action plan.
Number of smokers helped to stop smoking	Quarterly Higher is better	(n/a)		3,063 (2017-18)	767 (Q1 2018-19)	1,471 (Q2 2018-19)	2,136 (Q3 2018-19)			n/a	Our commissioned service helped 21 more people engage in the process of stopping smoking by Q3 2018-19 when compared to 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)	718 (Q2 2018-19)	1,048 (Q3 2018-19)			n/a	45 more people have continued to stop smoking 4 weeks after deciding to quit by Q3 2018-19 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)	29 (Q2 2018-19)	34 (Q3 2018-19)			n/a	29 pregnant women were helped to stop smoking by Q3 2018-18. (89 pregnant women had set a quit date.) This is 1 less than the 30 helped in the same period last year. There is a 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)	1,496 (Q3 2018-19)	2,044 (Q4 2018-19)	2,044 (2018-19)	Better	226 more people were helped to lose weight by Q4 2018-19 (2,044) compared to 1,818 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)	England: 6.1% (Feb 18 - Jan 19)	7.5% (2017-18)	6.4% (Jul 17 - Jun 18)	6.1% (Nov 17 - Oct 18)	6.1% (Feb 18 - Jan 19)			n/a	6.1% of opiate users successfully completed their drug treatment from February 2018 to January 2019 compared with 6.1% from November 2017 to October 2018 and 7.2% during the same period last year.  Wirral was the same as the National Average (6.1%).
Successful completion of drug treatment - non-opiate users	Quarterly Higher is better	(n/a)	England: 37.8% (Feb 18 - Jan 19)	54.4% (2017-18)	56.1% (Jul 17 - Jun 18)	59.0% (Nov 17 - Oct 18)	57.6% (Feb 18 - Jan 19)			n/a	57.6% of non-opiate users successfully completed their drug treatment from February 2018 to January 2019, a decrease from both 59% from November 2017 to October 2018 and 52.1% from the same period last year.  Wirral is performing much better than both the National average (37.8%).
Successful completion of alcohol treatment	Quarterly Higher is better	(n/a)	England: 38.9% (Feb 18 - Jan 19)	43.2% (2017-18)	40.0% (Jul 17 - Jun 18)	38.3% (Nov 17 - Oct 18)	39.2% (Feb 18 - Jan 19)			n/a	39.2% of people successfully completed their alcohol treatment from February 2018 to January 2019. This is more than 38.3% from November 2017 to October 2018 but less than 43% from the same period last year.  Wirral is performing slightly worse than the National average (38.9%).

## Community services are joined up and accessible

### Overview from Lead Cabinet Member

Wirral Together continues to progress with the development of the priority deals for health and wellbeing, environment, economy and children and families.

Environment: Environmental conference planned for February 28th 2019 focusing on celebrating and protecting our environment. Schedule of events relating to the environment deal to be developed for Spring 2019.

Economy: Work has been done with Centre for Local Economic Strategies (CLES) on engaging with local people and businesses around wealth creation. This CLES work will support the development of the economy priority deal.

Health and Wellbeing: Steering group established including representatives from the wider health and care system. Partnership developed with Hitch, local behaviour change company, to develop the deal in an innovative way. Dedicated engagement with ongoing teams across the system to gather insight into workforce development.

Families: A series of 'Moonshot' events over the Summer engaging with over 300 people at the Hive looking at how services are delivered. A Youth Voice Conference is planned in February 2019 as a platform for engaging with young people. Development of linkages across the other 3 priority deals, getting young people involved in shaping Wirral Together as a whole.

Workforce Development: Awarded £3000 funding by NHS North West Leadership Academy for Wirral Partners to develop Organisational Development work across the Partnership. This will involve Health Sector Organisational Development leads visiting places of interest to share best practice.

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

Progress has been made regarding key priorities during quarter three of 2018/19 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

Actions which remain green this quarter include:

- A cumulative total of 370 affordable homes, which includes 209 Help to Buy units were completed by the end of quarter 4. It is expected that activity will accelerate mid-programme, as a total of 439 affordable homes, excluding Help to Buy, commenced construction in 2018-19. In quarter 4 alone, 142 affordable units started on site. This is a lot higher than was anticipated due to greater investment confidence from Registered Providers.

- Homes England approved the Housing Infrastructure Fund award to support housing development at Wirral Waters in November 2018. The funding will enable some 1,000 new homes to be built on brownfield sites as a first phase of residential development. A grant funding agreement is being progressed with Homes England.

#### Exception / Risk

- The action for Cabinet Approval of the final Core Strategy Local Plan and submission to Secretary of State is off track and will not deliver on time. The Council remains under the threat of intervention by Government regarding progress in producing its Local Plan. The Council is fully committed to delivering a high quality Local Plan within the shortest possible timescale; the timeline submitted with the Action Plan commits the Council to submitting the Local Plan to the Secretary of State in November 2020. A Local Plan Programme Board meets weekly to monitor progress.

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

Three actions under this priority have now completed, and the remaining two outstanding actions under this priority are identified as green and making good progress. Examples include:

- Energy Projects Plus (EPP) provided energy efficiency advice to 85 households in Q4 through the new contract with Wirral Council. Advice provided includes that on energy use behaviour, changing energy suppliers and onward referrals to other EPP projects for energy efficiency measures or fuel debt advice. Through other projects, EPP visited 383 households of which 28 households received emergency fuel credit, nine households received water debt relief, five replacement boilers were installed, eleven households received white goods where needed and households received £14,379 of easy measures (e.g. LED bulbs).

- Electronic Care Planning with domiciliary care providers has been launched in line with the new domiciliary care commission. All primary and secondary providers will use the system and it is anticipated that peripheral providers will also adopt the system as service user numbers increase. In addition, over 1200 falls risk assessments using Safe Steps have been completed for over 700 residents in care homes. Recorded falls have fallen by 28%.

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

All but two of the outstanding actions under this priority are identified as green and are making good progress. One action completed in quarter 4. Examples include:

In progress

- Liverpool City Region (LCR) local 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 successful submission is to improve access to the private-rented sector to help 30 male and female victims of domestic abuse and to ensure that children of victims are able to access relevant therapeutic services. Housing First model for assisting rough sleeper clients is currently in implementation stage for test and learn to go live by May 2019. LCR officers group secured funding for enhanced homeless services. Housing First Service level agreement signed with Combined Authority and recruitment process has begun for enhanced triage, private rented sector programme and debt advice services. Domestic Abuse Service is now live and accepting referrals, with publicity material having been issued early-April 2019.

Completed

- Relevant stakeholders were initially 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 the referral mechanism and the relevant section of Wirral Council's website has been updated to reflect this duty. A number of follow up meetings and specific training sessions with relevant agencies are scheduled to ensure they are aware of their obligation to refer those at risk of homeless or who are homeless to the Housing Options Service.

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 (2015-18)					Amber Actual: 2,368 Target: 2,626 (Feb 2019)	Better	This is a provisional figure based on Building Control and Council Tax notifications to the end of February 2019. The final figure will be higher and will be reported at the same time as the Local Development Framework Annual Monitoring Report in Autumn 2019, following completion of site visits and further Building Control notification reports. At this stage, the estimated figure is less than the target however there is still one full month of completions to confirm.
Improve 2,250 private sector properties	Annual Higher is better	(n/a)		1,535 (2016-18)					Over Achieving Actual: 2,220 Target: 1,810 (2016-19)	Better	This measure has been over performing and is likely to be exceeding targets with a significant number of the improvements made through the targeted work of the Selective Licencing scheme.
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)	Green Actual: 1,090 Target: 1,022 (Dec 2015-Dec 2018)	Over Achieving Actual: 1,252 Target: 1,082 (Dec 2015-Mar 2019)	Over Achieving Actual: 1,252 Target: 1,082 (Dec 2015-Mar 2019)	Better	This measure is over performing and has exceeded targets, although the focus next year will be the problematic 2 year + empty properties that are considerably more difficult to bring back into use, so outputs are likely to be lower in the final year of the 2020 pledge.

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)					1,009 (2015-19)	Better	Good progress has been made towards this target with compliance inspections above target for year end.
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)	2,042 (Apr-Dec 2018)	2,732 ( )	2,732 (Apr 2018 - Mar 2019)	n/a	Home adaptations is a demand led service based on clients needs. From April 2018 -March 2019 there were 2732 adaptations completed. This exceeds last years total by 135.
Reduce homelessness through prevention	Quarterly Higher is better	707 (2014-15)		998 (Apr 2017-Mar 2018)	270 ( )	571 ( )	839 ( )	1,154 ( )	1,154 (Apr 2018 - Mar 2019)	n/a	Following the implementation of new legislation and software system in April 18, the 2018/19 reporting totals have been amended to reflect the correct totals following test data. It has been identified that a monitoring error has been made on system reporting leading to an under-reporting of outcomes. The revised information is now concurrent with experimental data reported quarterly to MHCLG. Due to the new Act, trend comparison against previous year's data has been removed

## Wirral's neighbourhoods are safe

### Overview from Lead Cabinet Member

A reduction of 30% in Wirral residents reporting anti-social behaviour (ASB) demonstrates the measure of community confidence and security being experienced across Wirral. This endorses the 'Safer Wirral Hub' approach which serves to coordinate and focus those organisations that have an influence upon crime levels, along with the traditional statutory agencies and more importantly the communities themselves.

There was a 10% rise in crimes recorded by the Police, but this does not necessarily reflect what occurs on the street. Wirral has maintained the 4th lowest crime rate throughout the year, when compared to the 15 similar areas defined by the Home Office. Wirral shares the lowest crime rate in Merseyside with Sefton at 79 crimes per thousand population over the last year. The youth re-offending rate has decreased by 3.3% as a consequence of the education, support and enforcement action delivered through the Youth Justice service providing 669 interventions to 351 children and 29 parents.

Like Wirral, most areas in England and Wales have experienced an increase in recorded crime, but this is not reflected in the Crime Survey for England and Wales, which is seen as a more consistent measure. This can be explained by both changes in recording practices and increases in reporting hitherto under-reported crime types, such as domestic or historic abuse.

Wirral has been an integral part of the collaborative Merseyside-wide serious violent crime prevention initiative, with Police and partners working to address the causes of violent crime, particularly knife crime. Working with schools, hospitals, youth services, housing and others, prevention and education have been prioritised to protect the most vulnerable from being drawn into gangs or criminality or from becoming a victim, particularly through carrying a knife or weapon.

A large degree of credit should go to Wirral communities, who have rolled up their sleeves and volunteered help on various initiatives:

The number of Wirral residents signing up to the Good Neighbour scheme has now reached 6,228 thanks to the 'Connect Us', group having called on 30,665 householders. Amongst many other activities, the Wirral Together campaign has run 19 Arson Reduction campaigns including 1,637 interventions, and the 'Fit & Fed' initiative combined sports and two healthy meals for 500 young people. 23 tonnes of waste were cleared from Birkenhead and Tranmere Ward alone during a series of 'clean up days' involving communities in clearing 'grot spot' areas enlisting voluntary and community groups, Council, Police, Fire service, as well as former offenders through the 'Community Payback' scheme.

Targeting the most likely causes of crime, Wirral Ways to Recovery work to reduce re-offending by increasing the support offered to offenders leaving custody with drug and alcohol issues, and the Reduce the Strength initiative has encouraged 107 off-licences in volunteering to support children and street drinkers who suffer alcohol problems, by ending the sale of the cheap high-alcohol drinks and referring people for support.

Wirral continues to adapt to the new challenges such as modern slavery, cyber-crime, and counter terrorism, where training and awareness-raising across all sectors of the community help to identify the potential for criminality through education, prevention and support for the vulnerable.

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)	4,936 (Apr-Dec 2018)	6,029 (Apr 2018 - Mar 2019)	6,029 (2018-19)	Better	This is a reduction in reports of anti-social behaviour of 30% compared to 8,617 reported incidents last year.
Proportion of residents who state they feel safe when outside 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 and is unchanged.
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 and is unchanged.
Number of crimes recorded by the police	Quarterly Lower is better	19,061 (2014-15)	Ranking within 15 Most Similar Community Safety Partnership Groups: 4 (Mar 2018-Feb 2019)	23,096 (Apr 2017-Mar 2018)	6,709 (Apr-Jun 2018)	13,318 (Apr-Sep 2017)	19,451 (Apr-Dec 2018)	25,510 (Apr 2018 - Mar 2019)	25,510 (2018-19)	Worse	There has been a 10.5% rise in the number of crimes recorded between 17/18 and 18/19. However, Wirral maintains the 4th lowest crime rate compared to the Home Office 'family' of 15 demographically comparable Community Safety Partnerships. The rise in certain crime types being reported by the Home Office is not reflected in statistics from the Office for National Statistics. This is because the recording standards the Police use for recorded crime data have been changed to reflect legislation and need, whilst the Crime Survey for England and Wales, (previously British Crime Survey) remains consistent.

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)	173 (Jul 2017-Jun 2018)			n/a	This data will become available on 22/05/19
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: 4 (Nov 2017-Oct 2018)	2,569 (Apr 2017-Mar 2018)	746 (Apr-Jun 2018)	1,506 (Apr-Sep 2018)	2,157 (Apr-Dec 2018)	2,825 (Apr 2018 - Mar 2019)	2,825 (2018-19)	Worse	There was an increase of 10% in crimes of 'violence with injury' compared to last year, (in which there were 2,569). However this increase is consistent with all other 15 Community Safety Partnerships with which Wirral is benchmarked in the Home Office 'Most Similar' Group. Wirral is ranked 4th lowest amongst 15 for violence with injury an improvement on 5th lowest 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
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)	41.2% (Jan-Dec 2016)			n/a	This data will become available on 22/05/19

## Attractive local environment for Wirral residents

### Overview from Lead Cabinet Member

The Attractive Local Environment Pledge has remained high profile during 2018/19 with residents re-affirming how important their local environment is to them. It has been an eventful year culminating with the Council's decision to terminate the contract with Kingdom by mutual consent and the ceasing of environmental enforcement operations in March 2019. We are moving into the final stages of the Wirral Plan and therefore keen to determine if the key long term actions we have been pursuing are having the desired effect in terms of behaviour change. I believe that we are seeing positive changes in terms of driving behaviour change to address environmental blight as well as outcomes such as more and more people getting involved and active in their local community through the Love Where You Live campaign. However we remain concerned about our waste recycling performance which has again reduced from the previous year, this has been despite actions we put in to address the position, which included a targeted communications programme.

Highlights of the year include:

- We have continued to maintain high standards of street cleansing across the vast majority of the borough and are focusing on locations that require additional resource to maintain.
- We successfully delivered the third grot spot action plan, taking action to address over 20 blighted locations in private or unknown ownership and previously adversely affected the quality of people's lives.
- The Love Where You Live campaign has become fully established and well supported with a range of volunteer groups and individuals engaged and working with us.
- The dog foul bag dispensing (Tikspac) boards have worked well with support from our partners and popular with dog walkers.

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)	<b>Over-Achieving</b> Actual: 96.7% Target: 93.3% (Q1 2018-19)	<b>Over-Achieving</b> Actual: 98.7% Target: 93.3% (Q2 2018-19)	<b>Over-Achieving</b> Actual: 98.9% Target: 93.3% (Q3 2018-19)	<b>Over-Achieving</b> Actual: 99.4% Target: 93.3% (Q4 2018-19)	<b>Over-Achieving</b> Actual: 98.4% Target: 93.3% (2018-19)	Better	Local environmental quality scores for the borough's gateways and district centres have remained high and above target throughout the year and this continued through quarter 4 despite weather related service disruptions that occurred in January and February. Despite this we have commenced a review of cleansing resource deployment across district centres to ensure consistency as well as a review of litter bin provision to improve location and access.
Achieve 31% kerbside recycling of domestic waste by 2024	Quarterly Higher is better	36.30% (2014-15)		33.20% (2017-18)	<b>Red</b> Actual: 34.10% Target: 38.50% (Q1 2018-19)	<b>Red</b> Actual: 33.50% Target: 38.50% (Q2 2018-19)	<b>Red</b> Actual: 31.20% Target: 36.50% (Q3 2018-19)			Worse	Wirral's recycling rate was slightly lower, compared with the same quarter last year. 59% of councils in England also experienced this reduction in the overall recycling rate, including all Liverpool City Region Councils apart from Knowsley. This is likely to be due to the low quantity of garden waste collected this quarter, as the percentage of dry recycling (grey bins) actually increased this quarter. Projects to help increase capture of Wirral's available recycling are continuing (updates further down in this report). Qtr 4 and end of year for recycling is not produced until the end of Qtr 1 2019/20.
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)	<b>Red</b> Actual: 1,672 Target: 2,000 (Apr-Jun 2018)		<b>Red</b> Actual: 4,205 Target: 5,750 (Apr-Dec 2018)	<b>Red</b> Actual: 4,929 Target: 7,500 (Apr-Mar 2018-19)	<b>Red</b> Actual: 4,929 Target: 7,500 (2018-19)	Worse	The Council terminated its contract with Kingdom back mutual consent in March 2019. As a result of the contract termination, litter enforcement ceased on 6th March 2019 with no further fixed penalty notices issued with Kingdom's workforce disbanded. Therefore the target for issued littering fixed penalty notices has not been met. Due to a number of factors Kingdom were finding it increasingly difficult to issue littering FPNs even with employing optimal staffing numbers since December 2018. The Council will now take time to determine the way forward for driving behaviour change and tackling environmental crime including littering..
Number of FPN's issued for environmental offences (dog fouling)	Quarterly Higher is better	(n/a)		192 (2017-18)	<b>Red</b> Actual: 35 Target: 45 (Apr-Jun 2018)		<b>Red</b> Actual: 61 Target: 130 (Apr-Dec 2018)	<b>Red</b> Actual: 69 Target: 170 (Apr-Mar 2018-19)	<b>Red</b> Actual: 69 Target: 170 (2018-19)	Worse	The Council terminated its contract with Kingdom back mutual consent in March 2019. As a result of the contract termination, dog fouling enforcement ceased on 6th March 2019 with no further fixed penalty notices issued with Kingdom's workforce disbanded. Therefore the target for issued dog fouling fixed penalty notices has not been met. Due to a number of factors Kingdom were finding it increasingly difficult to issue dog fouling FPNs even with employing optimal staffing numbers since December 2018. The Council will now take time to determine the way forward for driving behaviour change and tackling environmental crime including dog fouling..
Reduce the overall collected general waste (non-recycling) per household	Quarterly Lower is better	502.15 kg/hh (2014-15)		545.98 kg/hh (2017-18)	142.98 kg/hh (Apr-Jun 2018)	274.58 kg/hh (Apr-Sep 2018)	410.52 kg/hh (Apr-Dec 2018)			Better	

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 level of school recycling	Annual Higher is better	35.00% (2014-15)		48.00% (2017-18)					49.00% (2018-19)	Better	107 of Wirral schools are on the Council's waste and recycling collection and one other school is just receiving a recycling collection. 81% of these schools are recycling at least 50% of their rubbish (increased from 79% last year) and 16% are recycling over 60%. There are still 8 schools recycling less than 30%.
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)	39,331 (Apr-Dec)	39,966 (Apr-Mar 2018-19)	39,966 (2018-19)	Better	Achieved 39,966 subscribers in 2018/19, which is 401 more than last year. The offer that was introduced in December 2018 for a reduced price subscription (£18) for the half year was very successful, leading to a 196% increase in people subscribing Dec-Mar compared with 2016/17 when no reduction was available.
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)	21.61% (Apr-Dec 2018)	21.36% (Apr-Mar 2018-19)	21.36% (2018-19)	Better	The recycling rate from the targeted rounds has improved and the levels of contamination in the grey recycling bins has reduced. The targeted communication campaign was only introduced in quarter 4 and will now be rolled out to other 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 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)



# Wirral Plan - Environment 2018-19 Year End Report



Wirral Plan 2020

# Wirral Plan Year End Report 2018-19 - Environment

## ENVIRONMENT SUMMARY

### LEISURE & CULTURAL OPPORTUNITIES FOR ALL

- Wirral received the Best Performer Award for Parks, Open Spaces and Horticulture at the 2018 National APSE Awards this quarter which takes our total number of national quality awards up to 32, 3 more than the start of the year and 10 more than the start of the plan.
- The Parks, Coasts and Countryside Team work to create 12 'virtual measured mile routes' in 12 parks, coast and countryside sites across Wirral has now been completed. The interactive trails can be found on our website.
- The 2018 Imagine Wirral programme has now concluded, with over 250,000 participants in the events and exhibitions overall and an estimated economic impact of over £4million.

### WIRRAL RESIDENTS LIVE HEALTHIER LIVES

- The latest figures for admission episodes for alcohol related conditions shows Wirral has improved to 859 episodes per 100,000 population in 2017-18 from 889 in 2016-17. Admission episodes have however increased when compared to the Start of Wirral Plan (up from 853 per 100,000 population).
- The Reduce the Strength (RtS) scheme has now signed up over 100 businesses across Wirral. An evaluation of the project showed alcohol related hospital admissions have reduced, or not increased, in 16 out of the 17 LSOAs where the scheme has been introduced.
- Commissioned services continue to perform well. 21 more people engaged in the process of stopping smoking by Q3 2018-19 when compared to same period last year, 45 more people have continued to stop smoking 4 weeks after deciding to quit and 226 more people were helped to lose weight by Q4 2018-19 when compared to last year.
- 6 fewer pregnant women were helped to stop smoking. This is an area of focus in the 2019-20 Healthier Lives action plan.

### ATTRACTIVE LOCAL ENVIRONMENT FOR WIRRAL RESIDENTS

- High standards of street cleansing in main gateways and retail areas have been maintained. Focus is now on litter bin provision and blighted locations that require additional resource.
- The Love Where You Live campaign has become fully established and well supported with a range of volunteer groups and individuals fully engaged.
- Waste recycling performance is worsening currently at 31.2% with a 2020 target of 50%.
- Kingdom contract terminated and environmental enforcement operations ceased in March 2019.

# Wirral Plan Year End Report 2018-19 - Environment

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## COMMUNITY SERVICES ARE JOINED UP & ACCESSIBLE

- The community connectors continue to thrive with numbers entering volunteering, education and employment increasing month by month. In 2018/19 (Apr-Feb 19), 175 people have entered volunteering, 145 people have entered further education and 88 people have gained employment. 3,039 groups have been supported and 645 community events organised.
- The Wirral Volunteering Standard has been launched in April 2019 and 2 applications have been received, with many more organisations registering interest.
- 'Get on Board' promotion has been delayed and will be rolled out in Q1 2019/20, with more communication support within Chamber in line with recruitment of a new member of staff.

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## GOOD QUALITY HOUSING THAT MEETS THE NEEDS OF RESIDENTS

- A cumulative total of 370 affordable homes, which includes 209 Help to Buy units were completed by the end of Q4. In Q4 alone, 142 affordable units started on site. This is a lot more than was anticipated due to greater investment confidence from Registered Providers.
- Homes England approved the Housing Infrastructure Fund award in November 2018, to support housing development at Wirral Waters. The funding will enable some 1,000 new homes to be built on brownfield sites as a first phase of residential development.
- The Domestic Abuse Service, which is to enhance accommodation-based supported housing provision for victims of domestic abuse, is now live and accepting referrals, with publicity material having been issued early-April 2019. This is as a result of a funding bid submitted jointly with the LCR Local Authorities.
- The action for Cabinet Approval of the final Core Strategy Local Plan and submission to Secretary of State is off track and will not deliver on time. The Council remains under the threat of intervention by Government regarding progress in producing its Local Plan. A Local Plan Programme Board meets weekly to monitor progress.

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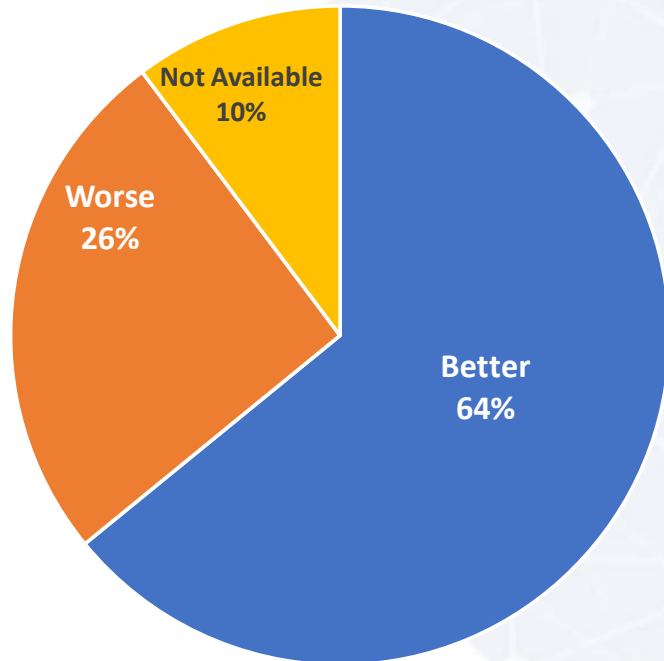
## WIRRAL'S NEIGHBOURHOODS ARE SAFE

- A reduction of 30% in Wirral residents reporting anti-social behaviour (ASB) demonstrates the measure of community confidence and security being experienced across Wirral.
- The number of Wirral residents signing up to the Good Neighbour scheme has now reached 6,228 thanks to the 'Connect Us' group having called on 30,665 householders.
- Amongst many other activities, the Wirral Together campaign has run 19 Arson Reduction campaigns including 1,637 interventions. The 'Fit & Fed' initiative combined sports and two healthy meals for 500 young people.
- 23 tonnes of waste were cleared from Birkenhead and Tranmere Ward alone during a series of 'clean up days' involving communities in clearing 'grot spot' areas enlisting voluntary and community groups, Council, Police, Fire service, as well as former offenders through the 'Community Payback' scheme.
- There was a 10% rise in crimes recorded by the Police. Like Wirral, most areas in England and Wales have experienced an increase in recorded crime, but this is not reflected in the Crime Survey for England and Wales, which is seen as a more consistent measure.

## Wirral Plan Year End Report 2018-19 - Environment

### TREND COMPARED TO WIRRAL PLAN START

#### TREND COMPARED TO START OF WIRRAL PLAN



Environment Trend Compared to Wirral Plan Start		
Trend	Number	%
Better	25	64%
Worse	10	26%
Not available	4	10%
<b>Total</b>	<b>39</b>	<b>100%</b>

25 (64%) of the Measures and Indicators monitored under the Environment theme have improved compared to the start of the Wirral Plan (or the earliest measurable date). 26% have become worse. There is no comparable data from 4 measures (10%) taken from the 2017 Resident's survey, which will not be updated until subsequent survey results are available.

## Wirral Plan Year End Report 2018-19 - Environment

### LEISURE & CULTURAL OPPORTUNITIES FOR ALL

Pledge Name	PI Code	Description	WP Start or earliest available	Q4 2018/19	YE 2018/19	Trend	Trend Vs Plan Start or earliest available.
Leisure and cultural opportunities for all	OI15001	Increase the number of people who regularly use the boroughs parks and open spaces	67.0%		66.0%	✗	Worse
Leisure and cultural opportunities for all	OI15002	Increase the number of events in Wirral's parks, beaches and open spaces	300	378	378	✓	Better
Leisure and cultural opportunities for all	SM15501	Increase the number of national quality awards for Wirral's parks, coastal sites and open spaces: Green Flags	22		32	✓	Better
Leisure and cultural opportunities for all	SM15505	Utilisation of outdoor space for exercise / health reasons	20.7%		23.4%	✓	Better
Leisure and cultural opportunities for all	SM15506	Increase the number of residents who say they regularly volunteer / support community groups in Wirral	26.0%		24.0%	✗	Worse

## Wirral Plan Year End Report 2018-19 - Environment

### WIRRAL RESIDENTS LEAD HEALTHIER LIVES

Pledge Name	PI Code	Description	WP Start or earliest available	Q4 2018/19	YE 2018/19	Trend	Trend Vs Plan Start or earliest available.
Wirral residents live healthier lives	OI16001	Admission episodes for alcohol related conditions	853		859	✗	Worse
Wirral residents live healthier lives	OI16002	Smoking prevalence in adults (age 18 and over) in Wirral	17.2%		15.9%	✓	Better
Wirral residents live healthier lives	OI16003	Excess weight in adults	66.2%		63.3%	✓	Better
Wirral residents live healthier lives	SM16503	Smoking status at time of delivery	13.9%		13.5%	✓	Better
Wirral residents live healthier lives	SM16516	Number of smokers helped to stop smoking	2,115		2,136	✓	Better
Wirral residents live healthier lives	SM16517	Number of smokers still quit at 4 weeks	978		1,048	✓	Better
Wirral residents live healthier lives	SM16518	Number of pregnant women helped to stop smoking	40		34	✗	Worse
Wirral residents live healthier lives	SM16519	Number of people helped to lose weight	1,553	2,044	2,044	✓	Better
Wirral residents live healthier lives	SM16520	Successful completion of drug treatment - opiate users	6.9%		6.1%	✗	Worse
Wirral residents live healthier lives	SM16521	Successful completion of drug treatment - non-opiate users	46.4%		57.6%	✓	Better
Wirral residents live healthier lives	SM16522	Successful completion of alcohol treatment	38.2%		39.2%	✓	Better

## Wirral Plan Year End Report 2018-19 - Environment

### ATTRACTIVE LOCAL ENVIRONMENT FOR WIRRAL RESIDENTS

Pledge Name	PI Code	Description	WP Start or earliest available	Q4 2018/19	YE 2018/19	Trend	Trend Vs Plan Start or earliest available.
Attractive local environment for Wirral residents	OI20001	Maintain local environmental quality (LEQ) via the street cleansing of litter, detritus, graffiti. (Main Gateways and Retail Areas)	97.5%	99.4%	98.4%	✓	Better
Attractive local environment for Wirral residents	OI20002	Achieve 50% kerbside recycling of domestic waste by 2020.	36.3%		31.2%	✗	Worse
Attractive local environment for Wirral residents	SM20503	Number of FPN's issued for environmental offences (Littering)	11,458	4,929	4,929	✗	Worse
Attractive local environment for Wirral residents	SM20504	Number of FPN's issued for environmental offences (dog fouling)	208	69	69	✗	Worse
Attractive local environment for Wirral residents	SM20511	Reduce the overall collected general waste (non-recycling) per household	502.15		410.52	✓	Better
Attractive local environment for Wirral residents	SM20513	Increase level of school recycling	35.0%		49.0%	✓	Better
Attractive local environment for Wirral residents	SM20515	Increase the number of garden waste subscribers	36,065	39,966	39,966	✓	Better
Attractive local environment for Wirral residents	SM20516	Using targeted communications, increase kerbside (green and grey bin) recycling rate for the ten lowest performing rounds to at least 25%	19.90%	21.36%	21.36%	✓	Better

## Wirral Plan Year End Report 2018-19 - Environment

### COMMUNITY SERVICES ARE JOINED UP & ACCESSIBLE

Pledge Name	PI Code	Description	WP Start or earliest available	Q4 2018/19	YE 2018/19	Trend	Trend Vs Plan Start or earliest available.
Community services are joined up and accessible	OI17001	Increase the number of residents who say they regularly volunteer / support community groups in Wirral	26.0%			N/A	Not Available



## Wirral Plan Year End Report 2018-19 - Environment

### GOOD QUALITY HOUSING THAT MEETS THE NEEDS OF RESIDENTS

Pledge Name	PI Code	Description	WP Start or earliest available	Q4 2018/19	YE 2018/19	Trend	Trend Vs Plan Start or earliest available.
Good quality housing that meets the needs of residents	OI18001	3,500 new homes will be built by 2020	623		2,368	✓	Better
Good quality housing that meets the needs of residents	OI18002	Improve 2,250 private sector properties	373		2,220	✓	Better
Good quality housing that meets the needs of residents	OI18003	Bring 1,250 empty properties back into use	597	1,252	1,252	✓	Better
Good quality housing that meets the needs of residents	SM18502	Complete compliance inspections for all homes requiring a license	304		1,009	✓	Better
Good quality housing that meets the needs of residents	SM18503	An increase in the percentage of people over 50 living in appropriate housing, that meets their needs	52.3%			N/A	Not Available
Good quality housing that meets the needs of residents	SM18504	Number of home adaptations completed	2,257	2,732	2,732	✓	Better
Good quality housing that meets the needs of residents	SM18506	Reduce homelessness through prevention	707	1,154	1,154	✓	Better

## Wirral Plan Year End Report 2018-19 - Environment

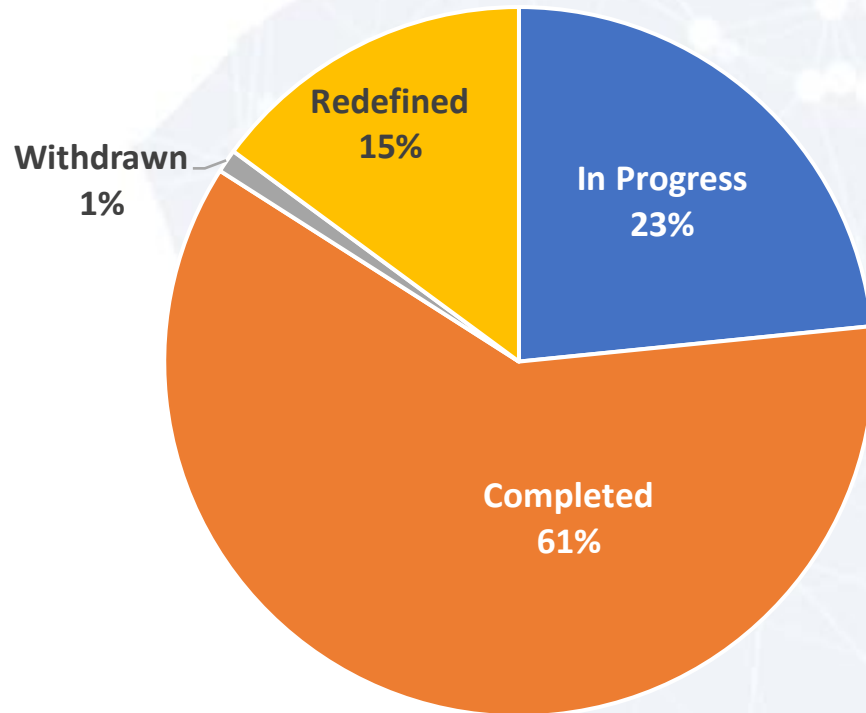
### WIRRAL'S NEIGHBOURHOODS ARE SAFE

Pledge Name	PI Code	Description	WP Start or earliest available	Q4 2018/19	YE 2018/19	Trend	Trend Vs Plan Start or earliest available.
Wirral's neighbourhoods are safe	OI19001	Reports of anti-social behaviour (ASB) to Merseyside Police	11,837	6,029	6,029	✓	Better
Wirral's neighbourhoods are safe	OI19002	Proportion of residents who state they feel safe when outside in their local area (daytime)	88.0%			N/A	Not Available
Wirral's neighbourhoods are safe	OI19003	Proportion of residents who state they feel safe when outside in their local area (After Dark)	55.0%			N/A	Not Available
Wirral's neighbourhoods are safe	OI19004	Number of crimes recorded by the police	19,061	25,510	25,510	✗	Worse
Wirral's neighbourhoods are safe	SM19501	First-time entrants to the youth justice system (10-17 year olds, as a rate per 100,000 of the local general population)	380		173	✓	Better
Wirral's neighbourhoods are safe	SM19503	Violence that causes an injury to an individual victim (not including homicide) recorded by the Police	1,982	2,825	2,825	✗	Worse
Wirral's neighbourhoods are safe	SM19504	Percentage of Youth Re-Offending (age 10-17 years)	51.4%		41.2%	✓	Better

## Wirral Plan Year End Report 2018-19 - Environment

### STATUS OF ACTIONS YEAR END

#### YEAR END ACTION STATUS



Environment Year End Action Status		
Trend	Number	%
In Progress	22	23%
Completed	57	61%
Withdrawn	1	1%
Redefined	14	15%
<b>Total</b>	<b>94</b>	<b>100%</b>

57 (60%) of actions across the Environment theme have been completed during 2018-19, whilst 22 (23%) continue into 2019-20. 14 (15%) of actions have been redefined, either to alter the timescales or reframe wording and 1 action has been withdrawn.

## Wirral Plan Year End Report 2018-19 - Environment

### ENVIRONMENT – STATUS OF 2018-19 ACTIONS

#### PLEDGE 15: LEISURE AND CULTURAL OPPORTUNITIES FOR ALL

##### Priority 01: Promote and celebrate Wirral's parks, coast and countryside for leisure activities

Action	Timescale	Status	Rationale
Progress application for World Heritage Site status for Birkenhead Park	Apr 2017 - Jun 2019	In Progress	
Create 12 interactive, virtual 'measured mile trails' in 12 parks, coast and countryside sites in order to promote the sites, encourage active recreation and provide interesting educational information related to the location/nature conservation, heritage etc.	Apr 2018 - Mar 2019	Completed	
Deliver marketing / communications plan to promote Wirral's parks and open spaces as accessible places for everyone to experience and enjoy.	Apr 2018 - Mar 2019	Completed	
Deliver a programme of commercial projects for Wirral's parks, coast and countryside.	Apr 2018 - Mar 2019	Completed	
Maximise work-related opportunities to engage students of all ages in the leisure sector, progress them into apprenticeships and jobs and ensure opportunities for continuous professional development.	Apr 2018 - Mar 2019	Completed	
Identify and apply for relevant awards to recognise and celebrate Wirral's parks, coast and countryside.	Apr 2018 - Mar 2019	Completed	
Deliver a programme of commercial projects for Wirral's parks, coast and countryside.	Apr 2018 - Mar 2019	Completed	
Maximise opportunities to attract funding to encourage people to use Wirral's parks, coast and countryside.	Apr 2018 - Mar 2019	Completed	

## Wirral Plan Year End Report 2018-19 - Environment

<b>Priority 02: Encourage people to take part in sports, leisure, social and physical activities</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Complete a review of Wirral's Leisure services	Apr 2018 - Mar 2019	Redefined	The timescales have been refreshed in line with business priorities and action progress during 2018-19
Co-design a physical activity pilot with primary care and other partners that will increase participation in physical activity (structured and unstructured)	Apr 2018 - Mar 2019	Completed	
Maximise opportunities to attract funding to encourage participation.	Apr 2018 - Mar 2019	Completed	
Increase the number of young people taking part in activities leading to improvements in poor mental health.	Apr 2018 - Mar 2019	Completed	
Work with the FA to develop a local football facility plan (LFFP) to target new development opportunities for AstroTurf and grass pitches in Wirral.	Apr 2018 - Sep 2019	In Progress	
Modernise Wirral's Leisure offer to improve accessibility and increase participation.	Apr 2018 - Mar 2019	In Progress	
Deliver a marketing / communications plan to promote Wirral's Leisure offer and encourage participation.	Apr 2018 - Mar 2019	Completed	

## Wirral Plan Year End Report 2018-19 - Environment

<b>Priority 03: Increase pride in Wirral's communities and encourage more residents to volunteer</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Deliver and where possible increase number of places on National Citizens Service programme available to Wirral's young people aged 16 to 17.	Apr 2018 - Mar 2019	Completed	
Provision of meals for young people as part of the Fit 'n Fed programme combating the national 'holiday hunger' agenda.	Apr 2018 - Mar 2019	Completed	
Deliver volunteering programmes to support Wirral's parks and conservation activity.	Apr 2018 - Mar 2019	Completed	

## Wirral Plan Year End Report 2018-19 - Environment

<b>Priority 04: Develop creative partnerships and a cultural events programme to promote arts, culture and heritage in Wirral</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Develop a directory of Wirral creative businesses and event suppliers to help support local business	Apr 2018 - Mar 2019	Completed	
Implement and promote a programme of networking events for Wirral Culture Tank 2017 - 2020	Apr 2018 - Mar 2020	In Progress	
Work with the local creative community to develop and promote the Imagine Wirral programme for 2018	Apr 2018 - Mar 2020	Completed	

<b>Priority 05: Increase resident and visitor participation in Wirral's arts, culture and heritage offer to promote its educational, social and wellbeing benefits</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Create an Imagine Wirral Cultural Ambassadors programme to promote culture and creativity across the borough and support major events	Apr 2018 - Mar 2019	Completed	
Implement a communications plan to celebrate and promote arts, culture and heritage events through the Imagine Wirral programme	Apr 2018 - Dec 2018	Completed	

## Wirral Plan Year End Report 2018-19 - Environment

<b>Priority 06: Promote Wirral on an international stage as part of the Liverpool City Region to attract world class arts, heritage and culture events and exhibitions</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Implement the Liverpool City Region Culture and Creativity Strategy through participation on the Liverpool City Region Cultural Partnership	Apr 2018 - Mar 2020	In Progress	
Develop programme for Wirral's Borough of Culture	Apr 2018 - Mar 2020	Redefined	The wording of this action has been made more specific to ensure clarity of delivery
Develop a funding strategy to drive our approach to applying for regional, national and international funding to promote and showcase Wirral	Apr 2018 - Mar 2020	In Progress	
Apply for regional and national awards which recognise Wirral's culture and heritage offer	Apr 2018 - Mar 2020	In Progress	

<b>Priority 07: Support people to take more control of their health and wellbeing</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Create innovative spaces for use by cultural and creative organisations	Apr 2018 - Mar 2020	In Progress	
Ensure the training offer for the arts, culture, heritage and tourism sector supports the priorities for business growth and development	Apr 2018 - Mar 2020	In Progress	
Complete review of Wirral Council's leisure and culture assets	Apr 2018 - Apr 2019	Redefined	The wording of this action has been made more specific to ensure clarity of delivery



## Wirral Plan Year End Report 2018-19 - Environment

### PLEDGE 16: WIRRAL RESIDENTS LIVE HEALTHIER LIVES

<b>Priority 01: Reduce the number of people who smoke in Wirral</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Deliver Wirral's Tobacco Strategy to reduce the number of people who smoke in Wirral	May 2017 - Mar 2021	Redefined	The timescales have been refreshed in line with business priorities and action progress during 2018-19

<b>Priority 02: Reduce the number of people who smoke in Wirral</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Deliver Wirral's Alcohol Strategy to reduce the impact of alcohol misuse on individuals and communities	May 2017 - Mar 2021	Redefined	The timescales have been refreshed in line with business priorities and action progress during 2018-19

<b>Priority 03: Increase the number of people with a healthy weight in the borough</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Develop a cross-sector range of actions (beginning in the workplace) to support people to maintain a healthy weight.	Apr 2018 - Mar 2019	Completed	
Develop and commission treatment pathways for local people who are overweight and obese.	Apr 2018 - Dec 2019	Completed	

## Wirral Plan Year End Report 2018-19 - Environment

<b>Priority 04: Support people to take more control of their health and wellbeing</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
To deliver and measure the effectiveness of the “Raising public awareness & increasing personal responsibility” strand of the Wirral Blood Pressure Action Plan.	Apr 2017 - Mar 2020	In Progress	
Promote the dangers of drug use to young people to ensure they can make informed decisions.	Jul 2017 - Mar 2020	In Progress	
Provide support, information and advice to vulnerable residents and/or people with low level mental health issues to encourage independence and self-management.	Apr 2018 - Mar 2020	Completed	
Deliver and measure the impact of Safe and Well Visits targeting vulnerable and at-risk residents across Wirral.	Apr 2018 - Mar 2019	Completed	
Encourage employers across Wirral to support their staff to be healthy and well.	Jul 2018 - Jul 2018	Completed	
Evaluate the Cumulative Impact Policy in operation in Birkenhead.	Apr 2018 - Mar 2019	Completed	
Promote digital options e.g. “Best You” to encourage independence and self-management.	Apr 2018 - Mar 2019	Completed	
Raise awareness and encourage take up of the behaviours associated with the Five Ways to Wellbeing.	Apr 2018 - Mar 2019	Completed	

## Wirral Plan Year End Report 2018-19 - Environment

### PLEDGE 17: COMMUNITY SERVICES ARE JOINED UP AND ACCESSIBLE

#### Priority 01: Inspiring people to become more involved in their communities

Action	Timescale	Status	Rationale
Build local knowledge by identifying what activities are happening across Wirral bringing together information on community assets.	Jul 2018 - Mar 2020	In Progress	
Develop and launch a Wirral Partnership approach to working with local communities to deliver the Wirral Plan.	Apr 2018 - Jul 2018	Completed	
Strengthen and link community networks in response to the Wirral Partnership approach to support communities.	Jul 2018 - Mar 2020	Completed	

#### Priority 02: Encouraging more people to volunteer in Wirral

Action	Timescale	Status	Rationale
Develop an approach which recognises the contribution of volunteers by developing schemes which build on best practice eg volunteer week and annual business awards.	Apr 2017 - Mar 2020	Completed	
Develop Wirral Partnership approach to employer supported Volunteering.	Apr 2018 - Mar 2020	In Progress	

## Wirral Plan Year End Report 2018-19 - Environment

<b>Priority 02: Encouraging more people to volunteer in Wirral cont.</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Raise the profile of volunteering through targeted marketing and promotion using a range of existing channels and opportunities	Mar 2017 - Mar 2020	Redefined	The Wording of the action has been made more specific to ensure clarity of delivery
Work with organisation to promote the benefits of volunteering and volunteering opportunities in Wirral.	Apr 2018 - Mar 2019	Completed	

<b>Priority 03: Working together to remove barriers</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Develop a coordinated approach to increase access to volunteering opportunities.	Apr 2017 - Mar 2020	Completed	
Develop a Wirral Volunteering standard to ensure all organisations support volunteers appropriately.	Apr 2018 - Mar 2019	Completed	
Increase funding coming into the borough to help organisations to develop.	Apr 2017 - Mar 2020	In Progress	

## Wirral Plan Year End Report 2018-19 - Environment

### PLEDGE 18: GOOD QUALITY HOUSING THAT MEETS THE NEEDS OF RESIDENTS

#### Priority 01: Building more houses in Wirral to meet our economic growth ambitions

Action	Timescale	Status	Rationale
Cabinet Approval of final Core Strategy Local Plan and submission to Secretary of State	Apr 2017 - Jul 2019	Redefined	The Wording of the action has been made more specific to ensure clarity of delivery The timescales have been refreshed in line with business priorities and action progress during 2018-19
Deliver in partnership with Registered Providers, Wirral's 2016-2021 Shared Ownership and Affordable Housing Programme which will deliver 283 new affordable homes by 2021	Apr 2017 - Mar 2021	In Progress	
Deliver the Housing Infrastructure Fund 'Wirral Water' Programme	Apr 2018 - Mar 2021	In Progress	
Development of a Policy approach via the planning system to respond to the creation of new Houses in Multiple Occupation	Apr 2018 - Mar 2019	Redefined	The timescales have been refreshed in line with business priorities and action progress during 2018-19
Ensure housing outputs are maximised and delivered as part of the new Growth Company	Jun 2018 - Jun 2028	In Progress	

## Wirral Plan Year End Report 2018-19 - Environment

Priority 02: Improving the quality of Wirral's housing offer for our residents			
Action	Timescale	Status	Rationale
Complete Selective Licensing Consultation Report and Report to members on finding of consultation exercise on the potential expansion of selective licensing	Apr 2018 - Aug 2018	Completed	
Identifying opportunities to design and plan the introduction of 'assisted' technology to improve wellbeing and safety and promote independence	Apr 2017 - Mar 2020	In Progress	
Identify the number of empty homes vacant for longer than 2 years and prioritise action to bring back into use	Apr 2018 - Mar 2019	Completed	
Implement the extended Housing of Multiple Occupation Mandatory licensing in the Borough under the new Government Regulations	Apr 2018 - Oct 2018	Completed	
Reduce fuel poverty and increase disposable income for vulnerable households through targeted energy programmes	Apr 2017 - Mar 2020	Redefined	The Wording of the action has been made more specific to ensure clarity of delivery

## Wirral Plan Year End Report 2018-19 - Environment

<b>Priority 03: Meeting the housing and support needs of our most vulnerable people to enable them to live independently</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Commission Phase 4 and 5 of new services for homelessness and socially excluded groups in line with commissioning plan	Apr 2017 - Aug 2018	Completed	
Complete homelessness review following introduction of Homelessness Reduction Act 2017 and develop strategy to target service to respond to challenge	Apr 2018 - Jan 2019	Redefined	The timescales have been refreshed in line with business priorities and action progress during 2018-19
Contribute to the delivery of a Liverpool City Region (LCR) accommodation based support services including domestic abuse. Homelessness and those with chaotic lifestyles	Apr 2017 - Mar 2020	Completed	
Engage with stakeholders on the implementation of the new Homeless Reduction Act and the new duty to refer	Apr 2018 - Mar 2019	Completed	
Evaluate the pilot enhanced sheltered housing scheme for recommendations for the future delivery of services	Mar 2019 - Mar 2020	Redefined	The wording of the action has been made more specific to ensure clarity of delivery
Implement a new approach to the adaptations and offer for Disabled Facilities Grant to reduce timescales for completion	Apr 2018 - Mar 2019	Completed	
Respond to the new requirements as part of the Governments new Supported Housing Funding Model for short term funding	Apr 2018 - Mar 2020	Withdrawn	Withdrawn during 2018/19 - approval given by Pledge Lead.

## Wirral Plan Year End Report 2018-19 - Environment

Priority 03: Meeting the housing and support needs of our most vulnerable people to enable them to live independently cont.			
Action	Timescale	Status	Rationale
Work with Registered Providers and private companies to deliver 300 additional Extra care homes	Oct 2014 - Mar 2020	In Progress	



## Wirral Plan Year End Report 2018-19 - Environment

### PLEDGE 19: WIRRAL'S NEIGHBOURHOODS ARE SAFE

<b>Priority 01: Build Stronger and more confident communities where people feel safe</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Review and revise the Prevent strategy to ensure that Wirral continues to challenge any areas where radicalisation of individuals could occur	Apr 2018 - Mar 2019	Completed	
Using the results of the latest Wirral's Residents Survey we will develop actions to target those areas of the community who feel unsafe to increase feelings of safety	Apr 2018 - Mar 2020	In Progress	

<b>Priority 02: Improve Community Safety by tackling the cause and impact of crime and anti-social behaviour</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Establish a Drug and Alcohol Crime Harm Reduction Group to produce an action plan to tackle the levels of crime and ASB where drug and alcohol have been a causal factor	Apr 2018 - Mar 2019	Completed	
We will build on the success of the Community Days of Action to deliver one a month, targeted across various locations in Wirral	Apr 2018 - Mar 2019	Completed	

## Wirral Plan Year End Report 2018-19 - Environment

<b>Priority 03: Protecting the most vulnerable people in our communities</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Develop a programme of activity that contributes to the support of those citizens of Wirral who are vulnerable to cyber- crime	May 2018 - Mar 2019	Completed	
Develop a strategy and deliver a work programme to combat Modern Slavery wherever it may occur on Wirral	Apr 2018 - Mar 2019	Completed	
Implement programmes to protect those people vulnerable to hate crime and repeat victimisation	Apr 2018 - Mar 2020	In Progress	

<b>Priority 04: Deliver greater integration with all relevant partner agencies to achieve a Safer Wirral</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Continue to build on the success of the Safer Wirral Hub Model by reviewing services and delivery teams such as the Integrated Front Door, Early Help and Interventions (Child Sexual Exploitation, Child Exploitation, Modern Slavery etc), to assess their suitability for inclusion in Phase 2 of the Safer Wirral Hub.	Apr 2018 - Mar 2019	Completed	

## Wirral Plan Year End Report 2018-19 - Environment

### PLEDGE 20: ATTRACTIVE LOCAL ENVIRONMENT FOR WIRRAL RESIDENTS

<b>Priority 01: Love Where You Live</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Develop the Love Where You Live Hubs to include equipment to make physical improvements to localities.	Apr 2018 - Mar 2019	Completed	
Implement a live mapping system, which contains environmental information, to be updated regularly, to inform residents what is happening in their local area.	Apr 2018 - Sep 2018	Completed	

<b>Priority 02: Driving Behaviour Change</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Carry out consultation on the establishment of a Dog Control Public Space Protection Order (PSPO) to create high levels of enjoyment and user experience of Wirral's open spaces.	Apr 2018 - Sep 2018	Completed	
Deliver a behaviour change initiative pilot in conjunction with the Behaviour Insight Team to tackle flytipping and develop a methodology to measure the impacts. Determine the transferability to other parts of the Council / other Council services	Apr 2017 - Jun 2018	Completed	

## Wirral Plan Year End Report 2018-19 - Environment

<b>Priority 02: Driving Behaviour Change cont.</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Establish the new Environmental Enforcement Contract and partner arrangements to deliver effective action against environmental crime.	Apr 2018 - Jul 2018	Completed	
Support the establishment of the Wirral Together concept to transform the Council's relationship with residents and empower people to get involved in their local community, through initiatives such as the Love Wirral Business Award	Jul 2018 - Mar 2019	Completed	

<b>Priority 03: Put Resources Where They Are Needed</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Establish new Weed Spraying Contract to deliver effective weed control across the authority.	Apr 2018 - Oct 2018	Completed	
Review deployment of additional cleansing resource for the authority's alleyways	Apr 2018 - Sep 2018	Completed	

## Wirral Plan Year End Report 2018-19 - Environment

<b>Priority 04: Tackling Untidy Land</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Transforming high streets: Using Seacombe as a trial high street, engage with local residents, businesses and schools to develop and action plan to improve the local high street environment.	Apr 2018 - Mar 2019	Completed	

<b>Priority 05: Waste Prevention &amp; Reuse</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Develop & deliver Wirral Climate Change strategy 2014-19 refreshed programme of work, (Aug 18 – July 19) including the adoption of sustainability appraisal tools to support corporate decision making	Apr 2017 - Mar 2019	Completed	
To establish a resource & Energy Management Plan to enable the Council to be an exemplar of resource efficiency.	May 2018 - May 2019	Completed	
To Establish the Councils Single Use Plastics Policy and to put in place arrangements for Wirral to become Single Use Plastics free.	Apr 2018 - Mar 2019	Completed	

## Wirral Plan Year End Report 2018-19 - Environment

<b>Priority 06: Residual Collections</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Carry out a full review on the additional refuse bin authorisations and set up a process for an annual review going forward. Use the same process to carry out an annual review of the assisted collection authorisations.	Apr 2018 - Jun 2018	Completed	
Participate in the ongoing Liverpool City Region (LCR) joint working projects to support combining future waste management provision across the City Region	Apr 2018 - Mar 2019	Redefined	The timescales have been refreshed in line with business priorities and action progress during 2018-19 * The wording of this action has been made more specific to ensure clarity of delivery

<b>Priority 07: Kerbside Recycling Collections</b>			
<b>Action</b>	<b>Timescale</b>	<b>Status</b>	<b>Rationale</b>
Implement the revised Waste Management Plan; through targeted communications to encourage the reduction of green bins, greater recycling participation and partnership working (in particular Registered Social Landlords).	May 2018 - May 2019	Redefined	The timescales have been refreshed in line with business priorities and action progress during 2018-19

## Wirral Plan Year End Report 2018-19 - Environment

Priority 08: Food & Garden Waste Collections			
Action	Timescale	Status	Rationale
Interpret the Government's Environmental Plan and the Resources Plan (scheduled for publication late 2018), to ensure that Wirral is in a position to develop plans for implementation of provision such food waste collections.	Apr 2018 - Mar 2019	Redefined	The timeframe has been extended to fit into new proposed legislation coming into Force 2019

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**Environment Overview and Scrutiny Committee  
Tuesday, 2<sup>nd</sup> July 2019**

<b>REPORT TITLE:</b>	<b>ENVIRONMENT OVERVIEW &amp; SCRUTINY COMMITTEE - WORK PROGRAMME REPORT</b>
<b>REPORT OF:</b>	<b>HEAD OF INTELLIGENCE (SCRUTINY TEAM MANAGER) BUSINESS SERVICES</b>

**REPORT SUMMARY**

This report explains the process of developing and managing the scrutiny work programme for the municipal year. The Environment Overview & Scrutiny Committee, in cooperation with the other three Overview & Scrutiny Committees, is responsible for proposing and delivering an annual scrutiny work programme. This work programme should align with the corporate priorities of the Council, in particular, the delivery of the Wirral Plan pledges which are within the remit of the Committee.

**RECOMMENDATION/S**

Members are requested to:

1. Note the contents of the Committee’s Work Programme for 2019/20.
2. Agree Member representation on the Wirral Flood & Water Management Partnership.
3. Consider any additional items to be included on the Committee’s work programme for 2019/20 and prioritised as appropriate.

## SUPPORTING INFORMATION

### 1.0 REASON/S FOR RECOMMENDATION/S

To ensure members of the Environment Overview & Scrutiny Committee have the opportunity to contribute to the delivery of the annual work programme.

### 2.0 OTHER OPTIONS CONSIDERED

Not Applicable

### 3.0 BACKGROUND INFORMATION

#### 3.1 THE SCRUTINY WORK PROGRAMME AND THE WIRRAL PLAN

The work programme should align with the priorities of the Council and its partners. The programme will be informed by:

- The Wirral Plan pledges
- The Council's transformation programme
- The Council's Forward Plan
- Service performance information
- Risk management information
- Public or service user feedback
- Referrals from Cabinet / Council

The specific Wirral Plan pledges and associated strategies of particular relevance to the Environment Overview & Scrutiny Committee are:

<b>Pledge</b>	<b>Strategies</b>
Leisure and cultural opportunities for all	Wirral's Leisure Strategy Wirral's Culture Strategy
Wirral residents live healthier lives	Wirral's Residents Live Healthier Lives Strategy
Community services are joined up and accessible	Wirral Together Strategy (in development)
Good quality housing that meets the needs of residents	Housing Strategy
Wirral's neighbourhoods are safe	Ensuring Wirral's Neighbourhoods are Safe Strategy
Attractive local environment for Wirral residents	Managing our Waste Strategy Loving our Environment Strategy

### 3.2 PRINCIPLES FOR PRIORITISATION

Good practice suggests that, in order to maximise the impact of scrutiny, it is necessary to prioritise proposed topics within the work programme. Members may find the following criteria helpful in providing a guideline towards ensuring that the most significant topics are prioritised:

<b>Principles for Prioritisation</b>	
Wirral Plan	Does the topic have a direct link with one of the 2020 pledges?
	Will the review lead to improved outcomes for Wirral residents?
Public Interest	Does the topic have particular importance for Wirral Residents?
Transformation	Will the review support the transformation of the Council?
Financial Significance	Is the subject matter an area of significant spend or potential saving?
	Will the review support the Council in achieving its savings targets?
Timeliness / Effectiveness	Is this the most appropriate time for this topic to be scrutinised?
	Will the review be a good use of Council resources?

By assessing prospective topics using these criteria, the Committee can prioritise an effective work programme that ensures relevance and the highest potential to enhance outcomes for residents.

### 3.3 DELIVERING THE WORK PROGRAMME

It is anticipated that the work programme will be delivered through a combination of:

- Scrutiny reviews undertaken by task & finish groups
- Evidence days and workshops
- Committee reports provided by officers
- Standing committee agenda items, for example, performance monitoring and financial monitoring
- Standing panels (where deemed necessary)

As some of the selected topics may well cut across the Wirral Plan themes, it is anticipated that some of the scrutiny topics may be of interest to members of more than one committee. In these circumstances, opportunities for members of more than one committee to work jointly on an item of scrutiny work will be explored.

Regular work programme update reports will provide the committee with an opportunity to plan and regularly review its work across the municipal year.

## **4.0 SCRUTINY WORK PROGRAMME ITEMS**

### **4.1 Recycling Task & Finish Scrutiny Review**

In the previous Municipal Year, a Task & Finish review commenced on recycling in Wirral and this consisted of a number of meetings with senior officers and representatives from the Merseyside Recycling & Waste Authority. The review has now been completed and the final report is being finalised. It is intended that this is presented to Committee in September for consideration.

### **4.2 Wirral Flood & Water Management Partnership**

At the Committee meeting held on 20<sup>th</sup> September 2018, the revised terms of reference for the Wirral Flood & Water Management Partnership were presented to Member which now included the appointment of three cross party representatives from the Committee. The Committee will require to make three new appointments to the Partnership for the new municipal year. The terms of reference are attached as **Appendix 2**.

### **4.3 Future Agenda Items**

The Chair of the Committee has proposed that:

- An update on the Local Plan is to remain as a standing committee item to ensure oversight is provided by Members; and
- A report outlining actions Wirral Council is taking to deal with climate change is presented to Committee at the meeting on 24<sup>th</sup> September.

## **5.0 FINANCIAL IMPLICATIONS**

Not Applicable

## **6.0 LEGAL IMPLICATIONS**

Not Applicable

## **7.0 RESOURCE IMPLICATIONS: ICT, STAFFING AND ASSETS**

The delivery of the scrutiny work programme will be met from within existing resources.

## **8.0 RELEVANT RISKS**

Not Applicable

## **9.0 ENGAGEMENT/CONSULTATION**

Not Applicable

## **10.0 EQUALITY IMPLICATIONS**

This report is for information to Members and there are no direct equality implications.

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**APPENDICES**

**Appendix 1:** Environment Overview & Scrutiny Committee – Work programme

**Appendix 2:** Wirral Flood & Water Management Partnership – Terms of Reference

**BACKGROUND PAPERS**

**SUBJECT HISTORY (last 3 years)**

<b>Council Meeting</b>	<b>Date</b>

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**APPENDIX 1****ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE****(As at 11/06/19)****WORK PROGRAMME 2019/20****AGENDA ITEMS – Tuesday 2<sup>nd</sup> July 2019**

Item	Format	Officer / Member
Appointment of Vice-Chair for the Committee		Chair of the Committee
Local Plan Update	Report / Verbal Update	David Ball - Assistant Director - Major Growth Projects and Housing Delivery
Dogs Public Spaces Protection Order	Report	Mike Cockburn – Lead Commissioner (Environment)
Future Provision of the Floral Pavilion	Report	Colin Clayton - Assistant Director – Community Services
Future Provision of Golf Course	Report	Colin Clayton - Assistant Director – Community Services
Homelessness	Report	Lisa Newman – Head of Operational Housing Services
2018/19 Quarter 4 and year end Wirral Plan Performance Report	Report	David Armstrong – Corporate Director of Delivery Services/  Nicki Butterworth - Acting Corporate Director of Delivery Services
Scrutiny Work Programme Update	Report	Chair of the Committee

**STANDING AGENDA ITEMS**

Item	Format	Officer / Councillor
Local Plan Update	Report / Verbal Update	David Ball - Assistant Director - Major Growth Projects and Housing Delivery
2018/19 Quarterly Finance Monitoring Report	Report / Presentation	Finance to present report

2018/19 Quarterly Wirral Plan Performance Report	Report	David Armstrong – Corporate Director of Delivery Services/ Nicki Butterworth - Acting Corporate Director of Delivery Services
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### SPECIAL MEETINGS / CALL-IN MEETINGS CONVENED

Item	Format
Future Provision of Golf Courses 18 <sup>th</sup> June, 2019	Call-in

### WORK PROGRAMME ACTIVITIES OUTSIDE COMMITTEE

Item	Format	Timescale	Lead Officer	Progress / Comments
Recycling in Wirral	Task & Finish Scrutiny Review	Report to September Committee		Review has been completed and report is being finalised. Report to Committee meeting in September.
Wirral Flood & Water Management Partnership	Formal meeting	Ongoing	Mark Smith	First meeting convened 12 <sup>th</sup> February 2019.
Transforming Wirral – Further business cases	Workshops	TBC	TBC	
Reality Check Visits	Site visit	TBC	TBC	
Budget Scrutiny	TBC	December 2018 / January 2019	TBC	

### ADDITIONAL AGENDA ITEMS TO BE SCHEDULED

Item	Format	Approximate timescale	Lead Officer
Council Response to Climate Change	Report / Presentation	September 2019	Mike Cockburn Lead Commissioner (Environment)



# WIRRAL FLOOD AND WATER MANAGEMENT PARTNERSHIP

## TERMS OF REFERENCE

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### 1. Introduction

The Flood and Water Management Act 2010, hereafter 'the Act', aims to improve both flood and coastal erosion risk management and the way in which water resources are managed. It creates clearer roles and responsibilities through defining flood 'risk management authorities' (RMAs) and instils a risk-based approach to flood and water management. There is a lead role for local authorities in managing local flood risks (flooding from surface water, groundwater and ordinary watercourses) and a strategic overview role of all flood and coastal erosion risks for the Environment Agency.

The Act places a 'duty to cooperate' on the flood risk management authorities in the exercise of their functions. The way in which we deliver this is through working in partnership. In Wirral, the RMAs are; the Environment Agency, Highway Authority and Water & Sewerage Undertakers (United Utilities and Welsh Water).

Whilst no longer a requirement of The Act, best practice would require local authorities to ensure that adequate scrutiny arrangements are put in place. This includes arrangements to review and scrutinise the exercise by risk management authorities of flood risk management functions or coastal erosion risk management functions which may affect the local authority's area.

The Act does not stipulate the form that these partnership arrangements should take; it is in this capacity that these Terms of Reference seek to formalise the role and responsibilities of the Wirral Flood & Water Management Partnership Group. They also set out how this Group operates in relation to the wider Merseyside Flood & Coastal Erosion Risk Management (FCERM) Partnership and the North West Regional Flood & Coastal Committee (RFCC).

# WIRRAL FLOOD AND WATER MANAGEMENT PARTNERSHIP

## TERMS OF REFERENCE

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### 1. Purpose of the Wirral Flood and Water Management Partnership

The main purpose of the partnership is to achieve through joint working an effective management of flooding and coastal erosion incidents on Wirral; to take such collective measures in order to minimise the potential impact of such incidents; and to seek the implementation of more permanent and sustainable solutions to the mitigation or alleviation of flooding and coastal erosion. The partnership will also establish a formal link with Wirral Council's Overview & Scrutiny function, to provide appropriate governance and elected member oversight of local flood and coastal erosion risk management activities.

### 2. Objectives

- 2.1 This partnership has been developed to enable the delivery of Wirral's roles and responsibilities set out in Flood and Water Management Act 2010 and the Flood Risk Regulations 2009.
- 2.2 The Partnership will strive to ensure that effective flood and coastal erosion risk management and resilience is built into service delivery in a manner which delivers better protection from flood risk for the businesses, communities and key infrastructure of Wirral.
- 2.3 The Partnership will provide a single voice on flood and coastal erosion risk management activities in Wirral; providing the key point of contact for local authority scrutiny; and providing strategic oversight of all flood and coastal erosion risk and drainage matters in the Borough.
- 2.4 The Partnership will provide the forum for the Environment Overview & Scrutiny Committee to review and scrutinise flood and water risk management arrangements on Wirral.

### 3. Wirral Flood and Water Management Partners

The principal partners of the Partnership are:

Wirral Council	Chairperson, Assistant Director: Place Services
Wirral Council	Cross Party Working Group Representatives from the Environment Overview & Scrutiny Committee x 3, Appointments to be made by Environment Overview & Scrutiny Committee. (Conservative Group) (Labour Group) (Lib Dem Group)
Wirral Council	Cabinet Member for Environment
Wirral Council	Lead Local Flood Authority (LLFA)
Wirral Council	Highway Authority
Wirral Council	Coast Protection
Wirral Council	Development Control
Wirral Council	Forward Planning
Wirral Council	Building Control

Wirral Council            Emergency Planning  
Wirral Council            PR, Marketing & Community Engagement  
Wirral Council            Climate Change Officer  
Wirral Council            Legal Services  
United Utilities  
Welsh Water  
Environment Agency  
Merseyside Flood Risk Coordinator  
Merseyside Fire & Rescue Service  
Merseyside Police  
Merseytravel  
Wirral NHS

The Partnership will allow for representation of other agencies, organisations and community and third sector representatives on an 'as and when' basis.

#### **4. Aims of the Partnership**

- 4.1 Funding and skills – to identify new funding opportunities, more cost effective methods of joint working and ensure the core skills, competencies and resources are safeguarded.
- 4.2 Cooperation – to share data, skills and best practice throughout Wirral to ensure that flood and coastal erosion risk management delivery is feasible, proportionate and sustainable.
- 4.3 Lobbying – to provide a unified voice for flood and coastal erosion risk and drainage matters on national and regional policy and funding matters.
- 4.4 Awareness – to ensure that the general public is aware of the flood risk responsibilities and that partner organisations are familiar with their respective roles, responsibilities and duties and that work programmes are aligned accordingly.
- 4.5 Oversight – to receive reports on and provide strategic input and direction to the development of plans, policies and programmes of work developed to manage flood and coastal erosion risk across the Borough.
- 4.6 Conflict Resolution – addressing specific issues affecting delivery or collaborative working as they arise.
- 4.7 Reporting – to report flood and coastal erosion risk management activity and programmes to the Environment Overview and Scrutiny Committee. Reports should be made publicly available subject to the usual exemption rules, ensuring public accountability and transparency.
- 4.8 Overview & Scrutiny – to be held to account by the Environment Overview & Scrutiny Committee. Cross party membership of the partnership provides elected members the opportunity to ask questions about decisions concerning the management of local flood risk.
- 4.9 Delivery – to establish suitable working groups to deliver flood and coastal erosion risk management measures and provide advice to Local Planning Authorities, developers and other bodies as needed.

4.10 Communication – to promote activities and engage with the communities of Wirral on flood and coastal erosion risk issues, including the responsibilities of landowners and tenants in flood and coastal erosion risk management.

## **5. Organisation of Meetings**

5.1 The meeting will be chaired and administered by Wirral Council as the LLFA.

5.2 Meetings will be held twice a year to best fit with reporting and budget cycles

5.3 The Operational Flood Group will continue to meet to discuss operational issues and to deliver actions or recommendations from previous flooding events. The LLFA chair of the Operational Flood Group will provide a status report to each meeting of the Partnership.

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