

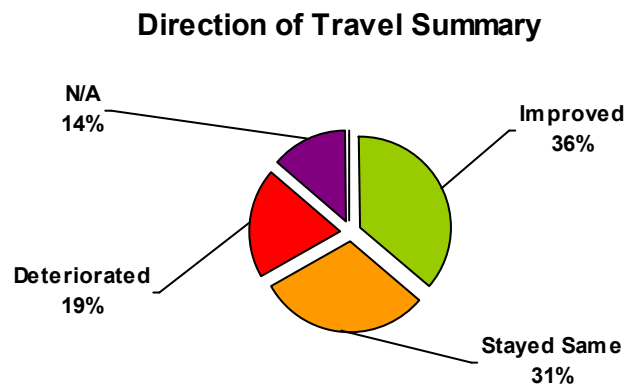
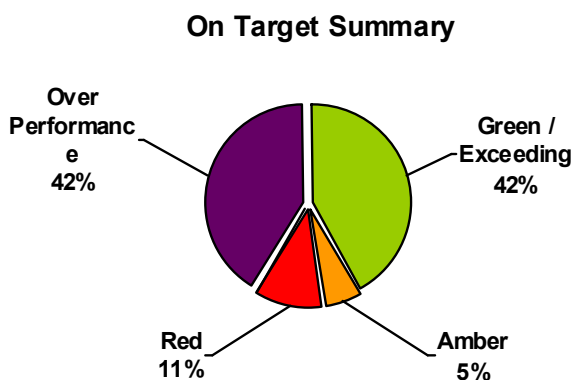
WIRRAL COUNCIL

SUSTAINABLE COMMUNITIES OVERVIEW & SCRUTINY COMMITTEE – 8TH MARCH 2010

THIRD QUARTER PERFORMANCE REPORT 2009/2010

1.0 EXECUTIVE SUMMARY

- 1.1 This report provides an overview of progress made against the indicators for 2009/2010 and key projects which are relevant to the Sustainable Communities Overview & Scrutiny Committee
- 1.2 There are 36 indicators that can be reported at the third quarter period.



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

- 1.3 This report sets out overall performance against the 2009/10 projects relevant to the Sustainable Communities Overview & Scrutiny Committee and corrective actions are detailed in section 3.3.
- Of the 41 projects relevant to this Overview and Scrutiny Committee there are 30 projects that are green (all milestones that should have been met at this point have been met)
 - 10 of the 41 projects have a status of amber (some non-critical milestones have been missed or there is a danger of non-critical slippage). Corrective action to bring these projects back on track is provided.
 - 1 project has a status of red because it is no longer proceeding.
 - There are no projects outstanding.

2.0 BACKGROUND

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

3.0 PERFORMANCE HEADLINES

3.1 Achievements

3.1.1 Performance headlines for this strategic objective include:

- Technical Services accounted for 72.5% (652) of all Councillor/MP contacts received (decreased from 77% (689) in previous quarter) and resolved 99% of the closed contacts within the 10 day time scale.
- 100% of the 79 Technical Service complaints resolved in the quarter were done so within the 15 day time limit.
- Two sets of figures released recently have shown that crime is falling more rapidly in Wirral than in other parts of the region. Wirral has the lowest rate of recorded crime of any of the Merseyside authorities and has the seventh lowest rate of crime within the North West Region. The latest performance figures follow four years of significant crime reductions.
- 10951 anti-social behaviour incidents have been reported during the first six months of 2009/10. This is lower than the target set and an improvement on performance at the same stage as last year.
- Indicators measuring youth alcohol referrals continue to exceed annual targets. This is due to the success of activities complementing this intervention including initiatives such as 'Operation Stay Safe' in mobilising a well coordinated and targeted response to alcohol fuelled anti social behaviour.
- A million pound plus cash injection will breathe new life into a major housing development in Tranmere. The Homes and Communities Agency (HCA) has awarded £1,078,123 in Kickstart funding to enable work to begin. The site is part of the Housing Market Renewal area and will see 56 new homes being built by March 2011
- A new Wirral-wide drive to cut carbon dioxide (CO₂) emissions has recently been launched. 'C Red Wirral' aims to help local people to reduce pollution caused by carbon emissions by encouraging them to use a new interactive website - wirral.cred2.co.uk hosted by Wirral Council.

3.2 Performance Issues

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

Data Key	
Actual	(A)
Estimate	(E)
Provisional	(P)

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Culture, Tourism and Leisure	DEPT 4191	Total number of electronic workstations available to users per 10,000 population (Regeneration)	9.5 Lower = Better	10.56 (A)	Red	Improved

Context:

Corrective action: Planned replacement of PC's will be continuing.

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Environment	NI 192	Percentage of household waste sent for reuse, recycling and composting (Technical Services)	37%	33.07% (E)	Red	Unchanged

Context: The quarter 3 target is locally-agreed. Some of the December recycling tonnages are sent to an alternative MRF due to capacity issues over the Christmas period. This data is not included but will be added to January 2010 returns. Recycling rates are seasonal and the year-end target is not affected.

Corrective action: While the expected seasonal drop in recycling rates is sharper than anticipated, it is against a locally-agreed quarterly target. We expect that final rates will recover when December 2009 tonnage, sent to an alternative MRF, is included in January 2010 returns. The effect on year-end targets is not expected to be significant and LAA targets are not affected.

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 195b	Improved street and environmental cleanliness (levels of detritus) (Technical Services)	10% Lower=Better	24% (A)	Red	Deteriorated

Context:

Corrective action: Combined quarter 1 and quarter 3 score is 13% therefore it is unlikely that Wirral will meet its 2009/10 LAA target. It must be stressed that these are interim figures which are combined to give an overall result that can only be reported annually. Biffa to be served rectification notice and action plan to be formulated as a partnering 'work stream'.

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 195d	Improved street and environmental cleanliness (levels of fly posting) (Technical Services)	0.5% Lower=Better	1% (A)	Red	Deteriorated

Context: Combined quarter 1 and quarter 3 score is 1%, the main issues were 'stickers' and remnants including poster ties. Primary and secondary retail areas are mainly affected and graffiti teams, who are constrained by recent inclement weather, have been re-directed to assist with their

removal. We still expect to meet year-end target. It must be stressed that these are interim figures which are combined to give an overall result that can only be reported annually

Corrective action: Survey plus focussed removal at all retail areas to be carried out prior to next survey.

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Housing and Community Safety	NI 32	Repeat incidents of domestic violence (Regeneration)	9 Lower=Better	9.7 (A)	Amber	N/A

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

Corrective action: In April 2009 Wirral implemented the Home Office guidance introducing new methods of assessing risk for all domestic violence reported after that date. However repeat victimisation calculations are based on rolling totals of incidents originally reported before April 09 when domestic violence reports were based on the old (quite different) assessment methods. Following a comprehensive retrospective system trawl, the new guidance has been consistently applied to each individual case, thereby accurately calculating domestic violence repeat rates. The number of cases reported before April 2009, and consequential repeat rate has been calculated as if they had been assessed using the new methods. The third quarter repeat rate is therefore 9.7% (7% over target) Further reductions in domestic violence repeat rates will be gained from changing the Risk Assessment model from 'FSU9' to 'DASH 2008' (Domestic Abuse Sexual and Honour-based) in line with the latest guidance from CAADA (Coordinated Action Against Domestic Abuse) and ACPO (Association of Chief Police Officers)

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4252	Borough wide coverage of the Bookstart scheme (Regeneration)	70%	65.8% (A)	Amber	Deteriorated

Context: Uncertainty over SAR meant that the size of deliveries was reduced as some libraries may not have been still open.

Corrective action: Extra materials ordered for next delivery.

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

Portfolio	Key project	Status	Corrective Action
Housing and Community Safety	Parenting Support project (Regeneration)	Amber	No further funding identified for post of Parenting Support & Intervention Worker for 2010/11.
Culture Tourism & Leisure	Commission a Heritage Strategy (Regeneration)	Amber	New brief being prepared for commissioning in 2010.
Culture Tourism & Leisure	Develop proposals for redevelopment of Europa Pools (Regeneration)	Red	No longer proceeding following withdrawal of funding from PCT
Culture Tourism & Leisure	Install mercury abatement equipment at Landican Crematorium (Regeneration)	Amber	Timetable reviewed due to change in specification
Housing and Community Safety	Young Persons Alcohol Intervention Project (Regeneration)	Amber	Meeting held with Terry White from DAAT on 22-12-09. Concerns were raised regarding a decrease in the number of referrals being passed on to Response. Meeting will be held in the New Year to review YPAIP in light of changes to Police procedures. Police are re-launching Op. Bacchus and introducing an education programme for officers. It is anticipated that these actions will help us to achieve 'Green' status in by the end of Q 4.
Culture Tourism & Leisure	Produce a development and improvement plan for the library service (Regeneration)	Amber	Delayed until publication of national review in march 2010
Housing and Community Safety	Introduction and use of DASH Risk assessment programme to supplement existing structures (Regeneration)	Amber	Technology issues have delayed the implementation of this element. Training of all agencies required to use the DASH is planned but has not yet taken place.
Environment	Investment in Energy Efficiency Programme (IEE)	Amber	Discussions continue with Head of Asset Management to determine which projects

Portfolio	Key project	Status	Corrective Action
	phases 2 and 3 (Technical Services)		can proceed.
Environment	Building Insulation Programme and Electrical Energy Efficiency Scheme (Technical Services)	Amber	Discussions continue with Head of Asset Management to determine which projects can proceed.
Environment	Expand coverage of the kerbside co-mingled recycling scheme to include all remaining Wirral households (Technical Services)	Amber	Roll-out to multi occupancies was completed in June 2009 except for approximately 75 locations that require further consultation (currently underway).
Streetscene & Transport Services	Continue to improve the overall cleanliness of public highways through the Environmental Streetscene Contract and Biffa "partnering" arrangement (Technical Services)	Amber	Litter is better than the LAA target however, poor detritus scores in the second survey has made it impossible to meet the 2009/10 LAA detritus target. A workstream has been identified to address this issue and the Council is confident that the 2010/11 targets will be met.

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

4.0 RISKS

- 4.1 The economic position poses a threat with the potential impacts being under recycling where a fall in demand for waste recycling materials may result in a drop in recycling performance and the ability of local businesses to continue to be financially viable.
- 4.2 Severe adverse weather in December (continuing into January) has presented significant challenges to the serviceability of the highway network and could have implications for the costs of future maintenance.

5.0 FINANCIAL IMPLICATIONS

- 5.1 The departmental monitoring focuses on those areas of the budget that are identified as key risks in delivering the objectives of the department within the available resources. At this stage the projected variations are:-

5.2 Regeneration

- 5.2.1 There remain several volatile budget areas with the major concern around maintaining income levels. The recession and weather conditions can have a major impact upon the achievement of income targets. Together with employee cost pressures an overspend of £1 million is presently being projected.
- 5.2.2 Whilst the actual allocation of HMRI grant for 2009/10 was 10% lower than the indicative allocation additional funding was secured to enable the planned programme to continue. However the impact of the recession has meant that actual spend has been slow and Cabinet has approved plans to increase the numbers of acquisitions. After an investigation of the alternative options the Landican Crematorium Mercury Abatement scheme was reported to Cabinet in July 2009 and it was resolved that the capital allocation be increased from £3 million to £3.5 million.
- 5.2.3 The Oval Sports Centre scheme has now been finalised and a report on the overspend, issues raised and lessons learned is to be reported to a forthcoming Cabinet.
- 5.2.4 After protracted negotiations and confirmation of external grant funding Phase 2 of the New Brighton redevelopment commenced before the end of the year with contractors on site at the Marine Lake.

5.3 Technical Services

- 5.3.1 As with other areas the income budgets are closely monitored and the indications are that the decline in planning fee income experienced throughout 2008/09 is now levelling off.
- 5.3.2 Parking services income is being adversely affected and compounded by the success of the parking initiatives with the consequent fall in fixed penalty charge income.
- 5.3.3 The increased demands as part of winter maintenance is projected to overspend by £350,000 contributing towards the overall £0.8 million overspend.
- 5.3.4 The works at Bidston Moss Viaduct are progressing well under the overall control of the Highways Agency as is the work at Thurstaston crossroads. The improvements to West Kirby Marine Lake have now been completed and, after initial difficulties with the contract, have been completed within the funding allocated.

6.0 STAFFING IMPLICATIONS

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

7.0 EQUAL OPPORTUNITIES IMPLICATIONS

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

8.0 HEALTH IMPLICATIONS/ IMPACT ASSESSMENT

- 8.1 There are no implications/health impact assessment requirements arising from this report

9.0 COMMUNITY SAFETY IMPLICATIONS

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

10.0 LOCAL AGENDA 21 IMPLICATIONS

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

11.0 PLANNING IMPLICATIONS

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

12.0 ANTI-POVERTY IMPLICATIONS

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

13.0 SOCIAL INCLUSION IMPLICATIONS

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

14.0 LOCAL MEMBER SUPPORT IMPLICATIONS

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

15.0 BACKGROUND PAPERS

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

Wirral Corporate Plan 2009-2012

Technical Services Departmental Plan 2009-2010

Regeneration Departmental Plan 2009-2010

16.0 RECOMMENDATION

16.1 That

(1) Committee is requested to note the contents of this report.

**DAVID GREEN, DIRECTOR
TECHNICAL SERVICES**

PERFORMANCE INDICATOR SUMMARY

Period: Quarterly - Q3
 Scrutiny: Sustainable
 Communities

Direction of Travel Summary

% PIs	No. of PIs	
36.11%	13	Improved by more than 2.5% on previous year's performance
19.44%	7	Deteriorated by more than 2.5% on previous year's performance
30.56%	11	Stayed within +/-2.5% of previous year's performance
0.00%	0	Awaiting data
13.89%	5	Not applicable
100.00%	36	(Note: percentages rounded to 2 decimal places)

Target Summary

% PIs	No. of PIs	
41.67%	15	Green (within +10/-5% of the target)
5.56%	2	Amber (missed target by between 5% and 10%)
11.10%	4	Red (missed target by more than 10%)
41.67%	15	Over-performing (more than 10% of the target)
0.00%	0	Awaiting data
0.00%	0	Target not set
0.00%	0	Not Applicable
100.00%	36	(Note: percentages rounded to 2 decimal places)

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

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Environment	LOCAL 4010	Consumer protection visits per high risk premises	75%	71.6% (A)	Green	Unchanged
Context:						
Corrective action:						

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Environment	LOCAL 4125a	% of total high risk businesses found to be compliant at year end	95%	100% (A)	Green	Unchanged
Context:						
Corrective action:						

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Environment	LOCAL 4125b	% of total medium risk businesses found to be compliant at year end	95%	99.3% (A)	Green	Unchanged
Context:						
Corrective action:						

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Environment	LOCAL 4125c	% of total low risk businesses found to be compliant at year end	95%	99.4% (A)	Green	Unchanged
Context:						
Corrective action:						

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Environment	LOCAL 4127	Total number of enforcement projects conducted into the supply of illegal goods or services	6	6	Green	Unchanged
Context:						
Corrective action:						

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4136	The number of books and other items issued by the Council's libraries per head of population.	3.70	4.51 (A)	Blue	Unchanged

Context:

Corrective action:

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4149	The number of physical visits per 1000 population to public library premises	4500	4290 (A)	Green	Deteriorated

Context:

Corrective action:

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Culture, Tourism and Leisure	DEPT 4191	Total number of electronic workstations available to users per 10,000 population	9.5 Lower=Better	10.56 (A)	Red	Improved

Context:

Corrective action: Planned replacement of PCs will be continuing

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Culture, Tourism	LOCAL	Percentage of requests for	50%	60.5% (A)	Blue	Improved

and Leisure	4197	books met within 7 days				
Context:						
Corrective action:						

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

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Housing and Community Safety	NI 15	Number of most serious violent crimes (PSA 23: Priority Action 1) per 1000 population	0.49 Lower=Better	0.46 (A)	Green	Deteriorated
Context:						
Corrective action:						

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Housing and Community Safety	NI 16	Number of serious acquisitive crimes per 1000 population	9.76 Lower=Better	6.17 (A)	Blue	Improved
Context:						
Corrective action: The monthly, multi agency Serious Acquisitive Crime group meeting addresses burglaries and vehicle crime across Wirral. This meeting links CDRP & Police intelligence with policy makers across the LSP to ensure interventions are focussed upon vulnerable locations and individuals, and appropriate enforcement made upon perpetrators. This is an action focussed intelligence lead meeting.						

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
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Housing and Community Safety	NI 20	Number of "Assaults with less serious injury" (including racially and religiously aggravated) offences per 1,000 population as a proxy for alcohol related violent offences	3.48 Lower=Better	3.48 (A)	Green	Improved
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Context:

Corrective action:

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Housing and Community Safety	NI 29	Number of gun crimes per 1,000 population	0.0615 Lower=Better	0.029 (A)	Blue	Improved

Context:

Corrective action: There have been two crimes in this quarter where guns were involved, one third of the target set. This excellent performance is a product of the reductions in crime in Wirral, particularly serious violence. Specific policy measures are identified through the Merseyside Gun and Gang Crime group who meet quarterly to share best practise and this is communicated through to partners via the Wirral CDRP Executive Group.

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Housing and Community Safety	NI 33a	Number of deliberate primary fire fires per 10,000 population	7.35 Lower=Better	7.24 (A)	Green	Improved

Context:

Corrective action:

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
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Housing and Community Safety	NI 33b	Number of secondary deliberate fires per 10,000 population	42.8 Lower=Better	34.83 (A)	Blue	Unchanged
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Context:

Corrective action: In collaboration with Wirral's Crime and Disorder Reduction Partnership, Merseyside Fire and Rescue Service have set a target to reduce secondary fires to less than 133 per month on Wirral. Wirral has averaged 120 incidents per month, 9% below target. This success has been due to the multi agency interventions undertaken by Wirral's arson reduction advocate attached to the Community Safety Team and coordinated at a tactical and strategic level through the Anti Social Behaviour Governance Group.

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 191	Residual household waste per household	415 Lower=Better	431.78 (E)	Green	Improved

Context: This is an estimated figure, full data is not available.

Corrective action:

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Environment	NI 192	Percentage of household waste sent for reuse, recycling and composting	37%	33.07% (E)	Red	Unchanged

Context: The quarter 3 target is locally-agreed. Some of the December recycling tonnages are sent to an alternative MRF due to capacity issues over the Christmas period. This data is not included but will be added to January 2010 returns. Recycling rates are seasonal and the year-end target is not affected.

Corrective action: While the expected seasonal drop in recycling rates is sharper than anticipated, it is against a locally-agreed quarterly target. We expect that final rates will recover when December 2009 tonnage, sent to an alternative MRF, is included in January 2010 returns. The effect on year-end targets is not expected to be significant and LAA targets are not affected.

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 195a	Improved street and environmental cleanliness (levels of litter)	8% Lower=Better	6% (A)	Blue	Improved

Context: Combined quarter 1 and quarter 3 score is 7% therefore exceeding target. It must be stressed that these are interim figures which are combined to give an overall result that can only be reported annually.

Corrective action:

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 195b	Improved street and environmental cleanliness (levels of detritus)	10% Lower=Better	24% (A)	Red	Deteriorated

Context:

Corrective action: Combined quarter 1 and quarter 3 score is 13% therefore it is unlikely that Wirral will meet its 2009/10 LAA target. It must be stressed that these are interim figures which are combined to give an overall result that can only be reported annually. Biffa to be served rectification notice and action plan to be formulated as a partnering 'work stream'.

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 195c	Improved street and environmental cleanliness (levels of graffiti)	6% Lower=Better	4% (A)	Blue	Improved

Context: Combined quarter 1 and quarter 3 score is 3% exceeding target. It must be stressed that these are interim figures which are combined to give an overall result that can only be reported annually.

Corrective action:

Portfolio	PI no	Title	2009/2010	2009/2010	On	Direction
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			Q3 Target	Q3 Actual	target	of travel
Streetscene and Transport Services	NI 195d	Improved street and environmental cleanliness (levels of fly posting)	0.5% Lower=Better	1% (A)	Red	Deteriorated

Context: Combined quarter 1 and quarter 3 score is 1%, the main issues were 'stickers' and remnants including poster ties. Primary and secondary retail areas are mainly affected and graffiti teams, who are constrained by recent inclement weather, have been re-directed to assist with their removal. We still expect to meet year-end target. It must be stressed that these are interim figures which are combined to give an overall result that can only be reported annually

Corrective action: Survey plus focussed removal at all retail areas to be carried out prior to next survey.

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 4206	Number of reported incidents of anti-social behaviour	13169 Lower=Better	10951 (A)	Blue	Improved

Context:

Corrective action: Calls to the Police regarding Anti Social Behaviour are 20% under the target set. This is due to the targeted and coordinated array of interventions implemented by the partner agencies involved. The ASB Governance is a multi agency information-lead action-based meeting every four weeks, feeding into the Police Tasking & Coordinating meeting ensuring a proportionate response to repeat perpetrators, hotspot locations and vulnerable victims.

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Environment	LOCAL 4267	% of High Risk Licensed Premises inspected over 12 months	75%	94% (A)	Blue	Deteriorated

Context: This target has continued to be exceeded due to the necessity to visit high risk premises that have been subject to complaints. Reaching this target has enabled resources to be directed to undertaking enforcement visits to medium risk premises.

Corrective action:

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 4269	Reduce the level of vehicle nuisance	1273 Lower=Better	1073 (A)	Blue	Improved

Context:

Corrective action:

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 4270	Reduce the number of criminal damage incidents reported to Merseyside Police	3686 Lower=Better	2780 (A)	Blue	Unchanged

Context:

Corrective action:

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 4275	Youth Alcohol Referral - Arrests	75	224 (A)	Blue	N/A

Context: This is a new initiative and therefore there was no baseline information from which to make accurate targets. Alcohol related anti social behaviour is a known problem and the high number of arrests represents a success in redressing this problem.

Corrective action: The number of youths arrested where alcohol was involved over the past 9 months has already exceeded the annual target. This is due to activities complementing this intervention not least 'Operation Stay Safe' which not only enforces order amongst disorderly youths, but also provides a place of safety for youths who are so

intoxicated they become vulnerable themselves. The increase in operations taking place over the period has increased the number of youths arrested. This is a measure of the success of this initiative in mobilising a well coordinated and targeted response to alcohol fuelled anti social behaviour.

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 4276	Youth Alcohol Referral - Stop Search	263	501 (A)	Blue	N/A

Context: The increase in youths stop searched where alcohol was involved illustrates the proactive approach taken against this issue. The target being exceeded is an indication of the success in coordinating agencies to prevent alcohol fuelled anti social behaviour.

Corrective action: The number of youths stopped and searched where alcohol was involved over the past 9 months has exceeded the annual target set by a considerable margin. This is due to activities complementing this intervention not least 'Operation Stay Safe' which not only enforces order amongst disorderly youths, but also provides a place of safety for youths who are so intoxicated they become vulnerable themselves. Ten such operations have taken place over the period and the increase in youths being stopped and searched is a measure of the success of this initiative in mobilising a well coordinated and targeted response to alcohol fuelled anti social behaviour.

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 4277	Youth Alcohol Referral - Parents Advised	225	289 (A)	Blue	N/A

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

Corrective action: The number of parents informed that their children had been stopped and searched (where alcohol was involved) during the third quarter was equal to the second. The process has almost reached the annual target due to increased activity in reducing alcohol fuelled anti social behaviour, not least 'Operation Stay Safe' which not only enforces order amongst disorderly youths, but also provides a place of safety for youths who are so intoxicated they become vulnerable themselves. The frequency of multi agency operations taking place has increased the number of stop searches where alcohol was involved. This has identified the individuals requiring further interventions where involving the parents will help reinforce the reprimand and help correct behaviour. This demonstrates the success of multi agency initiatives in mobilising a well coordinated and targeted response to alcohol fuelled anti social behaviour.

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

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Housing and Community Safety	NI 32	Repeat incidents of domestic violence	9 Lower=Better	9.7 (A)	Amber	N/A

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

Corrective action: In April 2009 Wirral implemented the Home Office guidance introducing new methods of assessing risk for all domestic violence reported after that date. However repeat victimisation calculations are based on rolling totals of incidents originally reported before April 09 when domestic violence reports were based on the old (quite different) assessment methods. Following a comprehensive retrospective system trawl, the new guidance has been consistently applied to each individual case, thereby accurately calculating domestic violence repeat rates. The number of cases reported before April 2009, and consequential repeat rate has been calculated as if they had been assessed using the new methods. The third quarter repeat rate is therefore 9.7% (7% over target) Further reductions in domestic violence repeat rates will be gained from changing the Risk Assessment model from 'FSU9' to 'DASH 2008' (Domestic Abuse Sexual and Honour-based) in line with the latest guidance from CAADA (Coordinated Action Against Domestic Abuse) and ACPO (Association of Chief Police Officers)

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
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				Actual		
Culture, Tourism and Leisure	LOCAL 4237	The number of housebound readers	700	713 (A)	Green	Deteriorated
Context:						
Corrective action:						

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Environment	LOCAL 4272	Percentage of sales of alcohol during test purchase exercises	18% Lower=Better	0% (A)	Blue	N/A
Context:						
Corrective action:						

Strategic Objective: Raise the aspirations of young people

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4252	Borough wide coverage of the Bookstart scheme	70%	65.8% (A)	Amber	Deteriorated
Context: Uncertainty over SAR meant that the size of deliveries was reduced as some libraries may not have been still open.						
Corrective action: Extra materials ordered for next delivery.						

Strategic Objective: Create an excellent Council

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Environment	NI 182	Satisfaction of businesses with local authority regulatory services	80%	80%	Green	Unchanged

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

Corrective action:

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Environment	NI 184	The percentage of food establishments within the local authority area which are "broadly compliant" with food law.	80%	80.5% (A)	Green	Unchanged

Context:

Corrective action:

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Environment	LOCAL 4011	Public satisfaction levels with services provided by Fair Trading	90	96.1 (A)	Green	Improved

Context:

Corrective action:

Portfolio	PI no	Title	2009/2010 Q3 Target	2009/2010 Q3 Actual	On target	Direction of travel
Environment	LOCAL 4261	Score against a checklist of enforcement best practice for Trading Standards	100%	100% (A)	Green	Unchanged

PROJECTS ASSESSED AS COMPLETED OR GREEN

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

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

