

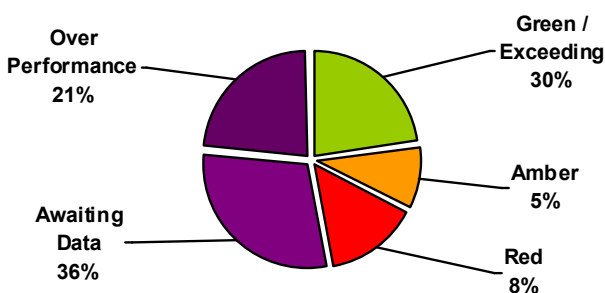
2009/2010 END OF YEAR PERFORMANCE REPORT

1.0 EXECUTIVE SUMMARY

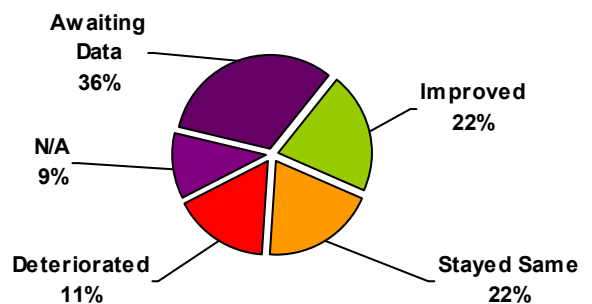
1.1 This report provides an overview of progress made against the indicators for 2009/2010 and key projects which are relevant to the Sustainable Communities Overview & Scrutiny Committee

1.2 There are 112 indicators that can be reported at the year end period.

On Target Summary



Direction of Travel Summary



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

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

- Of the 40 projects relevant to this Overview and Scrutiny Committee there are 33 projects that are green (all milestones that should have been met at this point have been met)
- 6 of the 40 projects have a status of amber (some non-critical milestones have been missed or there is a danger of non-critical slippage). Corrective action to bring these projects back on track is provided.
- 1 project has been withdrawn.

2.0 BACKGROUND

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

## 3.0 PERFORMANCE HEADLINES

### 3.1 Achievements

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

- 100% of the 455 Technical Service complaints resolved in the quarter were done so within the 15 day time limit. The service area experiencing highest volumes was the Refuse Collection Service with 377 complaints, representing a 1300% increase from the previous quarter, the sole contributing factor to this drastic increase was the adverse weather conditions experienced in early January and the consequent disruptions to key services such as domestic waste collections.
- A total of 1033 contacts were recorded from Councillors or MP's (compared to 899 in the previous quarter), Technical Services accounted for 78% (803) of all Councillor/MP contacts received (increase from 72.5% in previous quarter) and resolved 98% of the closed contacts within the 10 day time scale.
- In Dec 2009 Wirral Council, with its local NHS partners, launched 'CRed Wirral', an interactive website to help people cut pollution from energy use at home, work and through travel. The initiative will contribute to the Council's target to reduce carbon emissions 60% by 2025. Visit [www.credwirral.org.uk](http://www.credwirral.org.uk)
- Wirral Climate Change Group leads on the Wirral Wide Carbon Reduction Action Plan (NI 186) with its LSP and other external partners. Activities and outcomes are monitored through the LSP's Living and Working Environment Partnership
- Ongoing Climate Change training and workshops, CLASP, PlanIT4Cast, held with LSP and external partners in support of NI 185, 186 and 188 activities
- Road safety partners in Wirral have made significant progress in reducing the number of traffic casualties in the borough across all ages, particularly children.
- At the end of 2009 – 2010 analysis shows that the crime rate is the lowest rate of recorded crime of any of the Merseyside authorities and has the eighth lowest rate of crime within the North West Region. The latest performance figures follow four years of significant crime reductions.
- 14125 anti-social behaviour incidents have been reported during 2009/10. This is lower than the target set and an improvement on performance at the same stage as last year.
- All indicators measuring youth alcohol referrals exceeded annual targets. The aim of these indicators is to prevent a recurrence of the inappropriate use of alcohol by young people by providing for the young person and their parents an intervention from trained alcohol workers following any event where the young person has abused alcohol and behaved inappropriately. 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.
- During 2009 – 2010 Wirral's Joint Community Safety Team a co-located multi agency team focused upon reducing levels of crime and anti social behaviour reduced the number of fires associated with anti social behaviour by 46% and reduced the number of cases of criminal damage reported to the Police by 52%.
- A stronger communities project has been developed and is now in operation based at The Lauries Centre. This multi agency operation to improve the quality of life of the residents within this area against a range of indicators which include crime, anti social behaviour, health, employment and appearance of the neighbourhood is an intelligence lead programme which followed analysis of a number of national indicators.

- Increased number of Green Flags for parks to 11.
- Percentage visits to museums and galleries in Wirral ranked third highest in England.
- Percentage use of public libraries in Wirral first for all metropolitan authorities.

### 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)

Strategic Objective: Create more jobs, achieve a prosperous economy and regenerate Wirral						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4149	The number of physical visits per 1000 population to public library premises	6000	5656	Amber	Deteriorated
Context: The impact on visitor figures in sites proposed for closure is evident, with 10 out of 11 showing a decrease. There was a 40% decrease in two of these. E-Government targets for online access to services has also reduced the need for physical visits.						
Corrective Action: To develop a marketing and outreach programme						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 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 (Lower is Better)	10.37	Red	Improved
Context: The target was set with the expectation of the closure of 11 libraries it has now been amended for 2010-11 onwards						
Corrective Action: The planned replacement of PCs will continue in 2010-11						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On	Direction

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			<b>2010 Target</b>	<b>2010 Actual</b>	<b>target</b>	<b>of travel</b>
Culture, Tourism and Leisure	LOCAL 4193	Time taken to replenish the lending stock on open access or available on loan	8.0 (Lower is Better)	8.52	Amber	Improved

Context:

Corrective Action: The number of acquisitions increased by 10.5% but the total amount of stock increased by 4.5% also. An Evidence Based Stock Management System (EBSM) is going to be used more in 2010-11 to ensure that spending on book and other items stock is maximised and that out of date material can be more easily identified.

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

<b>Portfolio</b>	<b>PI no</b>	<b>Title</b>	<b>2009/2010 Target</b>	<b>2009/2010 Actual</b>	<b>On target</b>	<b>Direction of travel</b>
Housing and Community Safety	NI 28	Number of serious violent knife crimes per 1,000 population	0.32 (Lower is Better)	0.35	Amber	Deteriorated

Context: For knife crime statistics it should be noted that these include threats and attempts in addition to actual stabbings and these can be by any implement capable of puncturing the skin. The annual target of 99.2 was exceeded by 8.8, a total of 108 knife crimes. Since a spate in November which was twice the monthly target, the rate per month has been dramatically reduced.

Corrective Action: For knife crime statistics it should be noted that these include threats and attempts in addition to actual stabbings and these can be by any implement capable of puncturing the skin. Mainstream activities such as the use of safety arches; search mitts and wands are now embedded within 'Operation Bedius' (night time economy operation at weekends). Week of action operations use a variety of tactics including: Safety arch/mitts/wand deployments, Test purchase operations for illegal knife sales, Overt videoing of violent suspects, transport hub deployments, gully sucking of grids searching for discarded weapons, Checks of Royal Mail post boxes for discarded weapons, Maximising press/media opportunities, Use of Bluetooth media messaging, Off licence visits, Use of street projectors, Maximising S60 search powers, 'Lockdown' tactics of Town centres, Domestic violence Gold visits HVP on buses travelling to and from schools, execution of warrants for violence offenders 'Operation Staysafe' tactics, Contact with Key Individual Network to discuss youth violence campaigning, Use of S27 powers – direction to leave Neighbourhoods routinely use the resources made available through the Home Office 'Knife Crime, It Doesn't Have To Happen' campaign and schools officers deliver knife crime inputs within Safer Schools Partnership (SSP), schools. Fifty such inputs have been delivered to 2,025 pupils during 2009/10. In support of the above, Wirral lead the force in the use of The 'Miss Dorothy' and 'Watch Over Me' education programmes which are designed to help young people recognise and manage risk in their lives and have specific knife crime reduction lesson incorporated into each programme.

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Housing and Community Safety	NI 30	The change in convictions for Prolific and other Priority Offenders (PPOs) over a 12 month period	15% (Lower is Better)	16%	Amber	Deteriorated

Context: GONW requested areas identifying current PPO cohort on 1st Jan 09 and then by end of Jan / beginning of Feb 09. Home Office will provide targets for the next two years having analysed that cohort.

Corrective Action: This is an estimate based on the ratio of targeted to actual convictions at quarter 2 being 9.8% over target. The team are confident that the process will be back on target when year end data is released. This is due to proactive targeting of individuals through crime reduction such as the Prolific and Priority Offender multi agency risk assessment conference. This takes place regularly and informs the fortnightly Police Tactical and Coordinating Meeting. Individuals undergo a programme of proactive Police monitoring in line with Home Office Guidance

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 168	Principal roads where maintenance should be considered	3.5% (Lower is Better)	4%	Red	Unchanged

Context: The indicator for 2009/10 has been calculated at 4% which is unchanged from last year so the rate of deterioration in the Council's Principal Road Network (A roads) has not worsened.

Corrective Action: In order to improve this indicator in the future the use of innovative materials as preventative treatments to prolong their residual life should be considered to resurface/treat roads before they reach the condition where maintenance becomes necessary and the cost of the resulting treatment is less cost effective.

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 169	Non-principal classified roads where maintenance should be considered	2.75% (Lower is Better)	4%	Red	Unchanged

Context: The indicator for 2009/10 has been calculated at 4% which is an improvement from the indicator of 5% for 2008/09 for the Council's Non-Principal Road Network (B and C roads).

Corrective Action: In order to improve this indicator in the future the use of innovative materials as preventative treatments to prolong their residual life should be considered to

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resurface/treat roads before they reach the condition where maintenance becomes necessary and the cost of the resulting treatment is less cost effective.

Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Environment	NI 188	Planning to Adapt to Climate Change	2	0	Red	Unchanged

Context:

Corrective Action: A comprehensive action plan has been developed to ensure that Level 2 is attained by March 2011. Extra staff have been assigned to deliver this indicator. There will be a number of Climate Change Workshops the first of which will take place on the 11th May. We have taken on a Student from Chester University on work placement to undertake required research into weather related climate change events in Wirral.

Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 195a	Improved street and environmental cleanliness (levels of litter)	7.5% (Lower is Better)	8%	Amber	Deteriorated

Context: Combined 2009/10 survey scores = 8%. Exceptionally bad weather conditions in January meant street cleansing suffered an accumulation of litter and detritus, it affected the score for the third tranche negatively (Litter = 10%).

Corrective Action: A 'lessons learnt' exercise has commenced with management from Biffa and the Council to identify the areas of most concern, the cause of the poor performance and the actions/resources and supervision required to rectify the problem. The last two surveys were carried out with Keep Britain Tidy (KBT) and that has identified issues with how detritus is graded. This has led to an increase in detritus scores which Wirral officers have raised with KBT. This has led to a Defra review of guidance issued to LAs on detritus monitoring. It has also been recognised that 'Public perception' should be tested prior to setting any further targets.

Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 195b	Improved street and environmental cleanliness (levels of detritus)	9% (Lower is Better)	15%	Red	Deteriorated

Context: Combined 2009/10 survey scores = 15%. Exceptionally bad weather conditions in January meant street cleansing suffered an accumulation of litter and detritus, it affected the score for the third tranche negatively (Detritus = 20%).

Corrective Action: A 'lessons learnt' exercise has commenced with management from Biffa and the Council to identify the areas of most concern, the cause of the poor performance and the actions/resources and supervision required to rectify the problem. The last two surveys were carried out with Keep Britain Tidy (KBT) and that has identified issues with how detritus is graded. This has led to an increase in detritus scores which Wirral officers have raised with KBT. This has led to a Defra review of guidance issued to LAs on detritus monitoring. It has also been recognised that 'Public perception' should be tested prior to setting any further targets.

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

Context:

Corrective Action: A new contract will be awarded on 1st June which will cover graffiti and fly posting removal. Emphasis on the removal of fly posting will be placed in the contract.

Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4273	% of the mercury abatement equipment programme completed at Landican Crematorium	25%	7%	Red	N/A

Context: Under achievement due to slippage of the scheme

Corrective Action: The works have now been tendered, the contract is ready to be signed and works commence July subject to agreement that the proposed method of cremation complies with the British Crematorium Activities Code of Practice.

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 Target	2009/2010 Actual	On target	Direction of travel
Housing and Community Safety	NI 32	Repeat incidents of domestic violence	9 (Lower is Better)	10.21	Red	N/A

Context: Wirral Family Safety Unit remains confident that performance is exemplary and domestic violence victimisation lower than in other areas. This stringent target has not been met for two reasons: 1. High reporting last year and 2. Changes in counting rules. 1

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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 fourth quarter repeat rate is therefore 10.21% exceeding the target of 9% 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 Target	2009/ 2010 Actual	On target	Direction of travel
Housing and Community Safety	NI 144	Offenders under probation supervision in employment at the end of their order or licence	40%	36%	Amber	Improved

Context: 8% off target

Corrective Action: Whilst Wirral Probation's Local Delivery Unit did not meet the 40% target for NI 144, it was the highest performing Local Delivery Unit in Merseyside against this measure. The Probation Service are reviewing data quality processes and are in the process of identifying a new referral pathway to our NEET (Not in Education Employment or Training) scheme to ensure that all unemployed offenders are appropriately targeted. The offenders are Wirral Citizens and the partnership should therefore consider how we can enhance opportunities for the employment of offenders as this would greatly assist the Community Safety Partnership to reduce re-offending.

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4231	Percentage of All Adults volunteering to support sport for 1 hour per week	5.0%	4.0%	Red	Unchanged

Context:



Corrective Action: Nationally the volunteering rate for sports has dropped in line with our reduction. To try and counteract this, a Sports Development Officer has been employed and part of their duties will be to try to encourage more people into sports volunteering. Although the target for next year has been reduced by 1% it is hoped that the work carried out by the officer will bring Wirral's volunteering rate up by the time of the 2011 survey.

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
Culture Tourism & Leisure	Install mercury abatement equipment at Landican Crematorium <b>(Regeneration)</b>	Amber	The works have now been tendered, the contract is ready to be signed and works commence July subject to agreement that the proposed method of cremation complies with the British Crematorium Activities Code of Practice.
Culture Tourism & Leisure	Produce a development and improvement plan for the library service <b>(Regeneration)</b>	Amber	The Modernisation Review of Public Libraries has now been published and it requires local authorities to publish their core and local offers by the end of 2010. This will require a report to Cabinet in September with a period of consultation before the publication of a library plan incorporating the core/local offer.
Culture Tourism & Leisure	Develop proposals for redevelopment of Europa Pools <b>(Regeneration)</b>	Withdrawn	Withdrawal of funding from PCT
Environment	Investment in Energy Efficiency Programme (IEE) phases 2 and 3 <b>(Technical Services)</b>	Amber	Although 3 out of the four project area's within this topic are all green. We continue to await the outcome of, and the future proposals arising from the Strategic Asset Review which is affecting the progress of the fourth project Building Insulation Programme and Electrical Energy Efficiency Scheme which has a status of AMBER.
Environment	Expand coverage of the kerbside co-mingled recycling scheme to include all remaining Wirral households	Amber	Legal and space restrictions at some sites have resulted in the sites refusing the recycling bins. Notices to be served on sites to implement reasonable solutions. Notices are to be served from the 1st June 2010. A further 14

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Portfolio	Key project	Status	Corrective Action
	<b>(Technical Services)</b>		locations that we are engaged with will be provided with recycling by the end of May. The hard to reach round , covering outlying properties that are currently on a weekly bag collection of general refuse will be offered a recycling collection service by Dec 2010 in line with rules specified by the Household Waste Recycling Act 2003.
Streetscene & Transport Services	Continue to improve the overall cleanliness of public highways through the Environmental Streetscene Contract and Biffa “partnering” arrangement <b>(Technical Services)</b>	Amber	Litter has just failed the 2009/10 target by 0.5%, both short and long-term actions are now in place to rectify this issue. Poor detritus scores in the second and third surveys has meant the 2009/10 LAA detritus target has not been achieved. A workstream has been identified to address this issue and the Council continues to be confident that the 2010/11 targets will be met.
Environment	Provide a Developer’s Guide for Sustainable Development <b>(Technical Services)</b>	Amber	Internal Draft has been circulated. Now needs to be amended and sent externally for consultation. This process will take place over the Summer of 2010 will adoption of a final Developer's Guide by Sept 2010.

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

#### 4.0 RISKS

- 4.1 Severe adverse weather in January and February presented significant challenges both to the serviceability of the highway network and priorities for recycling and street cleanliness. Implementing the findings from a ‘lessons learned’ exercise with Biffa and a review of Winter Maintenance arrangements will help to address similar issues in the future.

#### 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 Income levels against targets have been the main concern during this financial year. The income at the golf courses has not achieved the target level set (nor did it achieve the targets set for the previous four years) and is unlikely to do so in future years. The income budget for 2009/10 was £912,200 with actual income £150,000 below the target.

The projected deficit for the Regeneration Department of £300,000 for the year will be partially offset by the use of reserves which should reduce the deficit to £100,000. For 2010/11 income targets will continue to be challenging for the Department, the use of reserves in a similar one off measure is unlikely to be available.

## **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. 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. The increased demands as part of winter maintenance is projected to overspend by £350,000 contributing towards the overall £0.8 million overspend.

## **6.0 STAFFING IMPLICATIONS**

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

## **7.0 EQUAL OPPORTUNITIES IMPLICATIONS / EQUALITY IMPACT ASSESSMENT**

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

## **8.0 HEALTH IMPACT ASSESSMENT**

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

## **8.0 COMMUNITY SAFETY IMPLICATIONS**

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

## **9.0 LOCAL AGENDA 21 IMPLICATIONS**

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

## **10.0 PLANNING IMPLICATIONS**

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

## **11.0 ANTI-POVERTY IMPLICATIONS**

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

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## **12.0 SOCIAL INCLUSION IMPLICATIONS**

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

## **13.0 LOCAL MEMBER SUPPORT IMPLICATIONS**

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

## **14.0 BACKGROUND PAPERS**

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

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

## **RECOMMENDATION**

That

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

**DAVID GREEN, DIRECTOR  
TECHNICAL SERVICES**

## **Appendices:**

**Appendix 1 – Performance Indicator Summary**

**Appendix 2 – Projects Assessed as Completed or Green**

## PERFORMANCE INDICATOR SUMMARY

Period: Full Year 2009/10

Scrutiny: Sustainable Communities

## Direction of Travel Summary

% PIs	No. of PIs	
22.32%	25	Improved by more than 2.5% on previous year's performance
10.71%	12	Deteriorated by more than 2.5% on previous year's performance
22.32%	25	Stayed within +/-2.5% of previous year's performance
35.71%	40	Awaiting data
8.93%	10	Not applicable
<b>100.00%</b>	<b>112</b>	(Note: percentages rounded to 2 decimal places)

## Target Summary

% PIs	No. of PIs	
30.36%	34	Green (within +10/-5% of the target)
5.36%	6	Amber (missed target by between 5% and 10%)
8.04%	9	Red (missed target by more than 10%)
20.54%	23	Over-performing (more than 10% of the target)
35.71%	40	Awaiting data
0.00%	0	Target not set
0.00%	0	Not Applicable
<b>100.00%</b>	<b>112</b>	(Note: percentages rounded to 2 decimal places)

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

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Environment	LOCAL 4010	Consumer protection visits per high risk premises	100%	95%	Green	Deteriorated

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Context:

Corrective Action: Emphasis was given to those traders where there was evidence of on-going non compliance or the risk of non compliance could affect large numbers of consumers. Those traders not visited in 2009/10 will have their risk reassessed and if still high risk visited in the 1st quarter of 2010/11.

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Environment	LOCAL 4125a	% of total high risk businesses found to be compliant at year end	95%	97.9%	Green	Unchanged

Context:

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Environment	LOCAL 4125b	% of total medium risk businesses found to be compliant at year end	95%	99.4%	Green	Unchanged

Context:

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Environment	LOCAL 4125c	% of total low risk businesses found to be compliant at year end	95%	98.6%	Green	Unchanged

Context:

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Environment	LOCAL 4127	Total number of enforcement projects conducted into the supply of illegal goods or services	8	8	Green	Unchanged

Context:

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 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.	4.70	6.04	Blue	Improved
Context:						
Corrective Action:						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4144	Cost per visit to public libraries	£4.10 (Lower is Better)	£3.46	Blue	Deteriorated
Context: The figure was set higher for 2009/10 in anticipation of the reduction in the number of libraries and the number of visits to libraries was down in 2009/10.						
Corrective Action: Estimated net revenue expenditure 2009-10						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4149	The number of physical visits per 1000 population to public library premises	6000	5656	Amber	Deteriorated
Context: The impact on visitor figures in sites proposed for closure is evident, with 10 out of 11 showing a decrease. There was a 40% decrease in two of these. E-Government targets for online access to services has also reduced the need for physical visits.						
Corrective Action: To develop a marketing and outreach programme						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4176	Books issued per 1,000 population as a % of books available for issue	3.50	4.05	Blue	Unchanged
Context:						
Corrective Action:						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel

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			2010 Target	2010 Actual	target	of travel
Culture, Tourism and Leisure	LOCAL 4177	Books available for issue per 1,000 population	1000	1443	Blue	Improved
Context:						
Corrective Action:						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4189	Aggregate scheduled opening hours per 1,000 population for all libraries	128	160.1	Blue	Unchanged
Context:						
Corrective Action:						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 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 (Lower is Better)	10.37	Red	Improved
Context: The target was set with the expectation of the closure of 11 libraries it has now been amended for 2010-11 onwards						
Corrective Action: The planned replacement of PCs will continue in 2010-11						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4193	Time taken to replenish the lending stock on open access or available on loan	8.0 (Lower is Better)	8.52	Amber	Improved
Context:						
Corrective Action: The number of acquisitions increased by 10.5% but the total amount of stock increased by 4.5% also. An Evidence Based Stock Management System (EBSM) is going to be used more in 2010-11 to ensure that spending on book and other items stock is maximised and that out of date material can be more easily identified.						



Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4197	Percentage of requests for books met within 7 days	50%	61.0%	Blue	Improved
Context:						
Corrective Action:						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4200	Annual items added through purchase per 1,000 population	150	182.3	Blue	Improved
Context:						
Corrective Action:						
Strategic Objective: Create a clean, pleasant, safe & sustainable environment						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 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	0.66 (Lower is Better)	0.58	Blue	Deteriorated
Context:						
Corrective Action: The number of serious violent crimes is 5% within the target agreed with GONW. Using consistent measures violent crimes continue to be reduced in Wirral year on year. The NI 15 return for 09/10 is higher than last year's proxy calculation. The proxy measure was used last year due to the inability to calculate baseline using the prescribed APACS (Assessment of Police & Community Safety) measures. The APACS definition required counts of crime categories that had previously been aggregated along with crimes that were not included within the definition.						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Housing and Community Safety	NI 16	Number of serious acquisitive crimes per 1000 population	13 (Lower is Better)	8.2	Blue	Improved

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Context:						
Corrective Action:						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Housing and Community Safety	NI 18	Rate of proven re-offending by adults under Probation supervision	8.3% (Lower is Better)	8.3%	Green	N/A
Context: Re-offending Merseyside Probation Trust have set a one year target only. Baseline established in 08/09. Data will always be 6 months behind due to the data calculation process: For Case load at end of month - 3 Months period for offender to re-offend - 6 months period (from caseload) for caution or conviction to be given and entered onto PNC Thus data matching and reporting will always be 6 months in behind.						
Corrective Action: Baseline established in 08/09. Data will always be 6 months behind due to the data calculation process. Caseload during 2nd two quarters demonstrates that official (Police National Computer supplied) end of year targets will be met.						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Housing and Community Safety	NI 20	Number of "Assaults with less serious injury" (including racially and religiously aggravated) offences per 1,000 population as a proxy for alcohol related violent offences	4.64 (Lower is Better)	4.37	Green	Improved
Context:						
Corrective Action:						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Housing and Community Safety	NI 28	Number of serious violent knife crimes per 1,000 population	0.32 (Lower is Better)	0.35	Amber	Deteriorated
Context: For knife crime statistics it should be noted that these include threats and attempts in addition to actual stabbings and these can be by any implement capable of puncturing the skin. The annual target of 99.2 was exceeded by 8.8, a total of 108 kinife crimes. Since a spate in November which was twice the monthly target, the rate per month has been dramatically reduced.						

Corrective Action: For knife crime statistics it should be noted that these include threats and attempts in addition to actual stabbings and these can be by any implement capable of puncturing the skin. Mainstream activities such as the use of safety arches; search mitts and wands are now embedded within 'Operation Bedius' (night time economy operation at weekends). Week of action operations use a variety of tactics including: Safety arch/mitts/wand deployments, Test purchase operations for illegal knife sales, Overt videoing of violent suspects, transport hub deployments, gully sucking of grids searching for discarded weapons, Checks of Royal Mail post boxes for discarded weapons, Maximising press/media opportunities, Use of Bluetooth media messaging, Off licence visits, Use of street projectors, Maximising S60 search powers, 'Lockdown' tactics of Town centres, Domestic violence Gold visits HVP on buses travelling to and from schools, execution of warrants for violence offenders 'Operation Staysafe' tactics, Contact with Key Individual Network to discuss youth violence campaigning, Use of S27 powers – direction to leave Neighbourhoods routinely use the resources made available through the Home Office 'Knife Crime, It Doesn't Have To Happen' campaign and schools officers deliver knife crime inputs within Safer Schools Partnership (SSP), schools. Fifty such inputs have been delivered to 2,025 pupils during 2009/10. In support of the above, Wirral lead the force in the use of The 'Miss Dorothy' and 'Watch Over Me' education programmes which are designed to help young people recognise and manage risk in their lives and have specific knife crime reduction lesson incorporated into each programme.

Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Housing and Community Safety	NI 29	Number of gun crimes per 1,000 population	0.082 (Lower is Better)	0.036	Blue	Improved

Context:

Corrective Action:

Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Housing and Community Safety	NI 30	The change in convictions for Prolific and other Priority Offenders (PPOs) over a 12 month period	15% (Lower is Better)	16%	Amber	Deteriorated

Context: GONW requested areas identifying current PPO cohort on 1st Jan 09 and then by end of Jan / beginning of Feb 09. Home Office will provide targets for the next two years having analysed that cohort.

Corrective Action: This is an estimate based on the ratio of targeted to actual convictions at quarter 2 being 9.8% over target. The team are confident that the process will be back on target when year end data is released. This is due to proactive targeting of individuals through crime reduction such as the Prolific and Priority Offender multi agency risk assessment conference. This takes place regularly and informs the fortnightly Police

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Tactical and Coordinating Meeting. Individuals undergo a programme of proactive Police monitoring in line with Home Office Guidance

Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Housing and Community Safety	NI 33a	Number of deliberate primary fire fires per 10,000 population	9.8 (Lower is Better)	9.01	Green	Improved

Context:

Corrective Action:

Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Housing and Community Safety	NI 33b	Number of secondary deliberate fires per 10,000 population	51.6 (Lower is Better)	41.75	Blue	Unchanged

Context:

Corrective Action:

Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Housing and Community Safety	NI 34	Number of domestic homicides per 1,000 population	2 (Lower is Better)	0	Blue	Improved

Context: This measure is not a CDRP target as decided by the CDRP Steering Group 17th Feb 2010. It is maintained as it is a National Indicator.

Corrective Action: There have been no domestic murders for this period.

Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Corporate Resources	NI 36	Protection against terrorist attack				

Context: This is an APACS indicator.

Corrective Action:

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Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Housing and Community Safety	NI 38	Drug related (Class A) offending rate	1.01 (Lower is Better)	0.85	Blue	Improved

Context: This is the position at 6 months. Targets and results are set and provided by GONW. The end of year target is 1.01, a 7% reduction. The 2nd quarter result represents a 22% reduction.

Corrective Action: This is the position at 6 months. Targets and results are set and provided by GONW. The end of year target is 1.01, a 7% reduction. The 2nd quarter result represents a 22% reduction.

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 47	People killed or seriously injured in road traffic accidents (% annual change, based on 3-year rolling average)	10.4% (Lower is Better)	6.2%	Blue	Improved

Context: Analysis of KSI casualty data has shown additional actions from last year having overall positive effect on reducing casualties, however actual KSI casualty reduction was not as good as expected during 2009. It should be noted that road casualty data is subject to random fluctuation and that total numbers of KSI's are within expected standard deviation range.

Corrective Action: Review of multi-agency RoadSafe Action Plan focuses existing and additional resources against high-risk casualty and road user groups.

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 48	Children killed or seriously injured in road traffic accidents (% annual change, based on 3-year rolling average)	15.6% (Lower is Better)	14.5%	Green	Improved

Context: Analysis of KSI casualty data has shown additional actions from last year having overall positive effect on reducing casualties, however actual KSI casualty reduction was not as good as expected during 2009. It should be noted that road casualty data is subject to random fluctuation and that total numbers of KSI's are within expected standard deviation range.

Corrective Action: Review of multi-agency RoadSafe Action Plan focuses existing and additional resources against high-risk casualty and road user groups.

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Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 167	Congestion – average journey time per mile during the morning peak	4.24			

Context: Performance data for 2009/10 not yet available; However, journey time growth is expected to be below target trajectories. It is anticipated that provisional 2009/10 results will be available early 2011. Note: The 2009/10 year-end target of 4:24 (mins:secs) should be recalculated to reflect the changes to the Merseyside NI baseline as published in the DfT Transport Statistics Bulletin Q4 2009. Recalculation would change the target journey time to 4:18 against the revised baseline of 4:07.

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 168	Principal roads where maintenance should be considered	3.5% (Lower is Better)	4%	Red	Unchanged

Context: The indicator for 2009/10 has been calculated at 4% which is unchanged from last year so the rate of deterioration in the Council's Principal Road Network (A roads) has not worsened.

Corrective Action: In order to improve this indicator in the future the use of innovative materials as preventative treatments to prolong their residual life should be considered to resurface/treat roads before they reach the condition where maintenance becomes necessary and the cost of the resulting treatment is less cost effective.

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 169	Non-principal classified roads where maintenance should be considered	2.75% (Lower is Better)	4%	Red	Unchanged

Context: The indicator for 2009/10 has been calculated at 4% which is an improvement from the indicator of 5% for 2008/09 for the Council's Non-Principal Road Network (B and C roads).

Corrective Action: In order to improve this indicator in the future the use of innovative materials as preventative treatments to prolong their residual life should be considered to resurface/treat roads before they reach the condition where maintenance becomes necessary and the cost of the resulting treatment is less cost effective.

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175a(i)	Access to services and facilities by public transport, walking and cycling - Primary Education - % within 15 mins				
Context: Monitoring only. This is monitored by the Department of Transport and it is anticipated that this information is expected to be available during Summer 2010.						
Corrective Action:						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175a(ii)	Access to services and facilities by public transport, walking and cycling - Primary Education - % within 30 mins				
Context: Monitoring only. This is monitored by the Department of Transport and it is anticipated that this information is expected to be available during Summer 2010.						
Corrective Action:						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175a(iii)	Access to services and facilities by public transport, walking and cycling - Secondary Education - % within 20 mins				
Context: Monitoring only. This is monitored by the Department of Transport and it is anticipated that this information is expected to be available during Summer 2010.						
Corrective Action:						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and	NI 175a(iv)	Access to services and facilities by public				

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Transport Services		transport, walking and cycling - Secondary Education - % within 40 mins				
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Context: Monitoring only. This is monitored by the Department of Transport and it is anticipated that this information is expected to be available during Summer 2010.

Corrective Action:

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Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175a(v)	Access to services and facilities by public transport, walking and cycling - Further Education - % within 30 mins				

Context: Monitoring only. This is monitored by the Department of Transport and it is anticipated that this information is expected to be available during Summer 2010.

Corrective Action:

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Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175a(vi)	Access to services and facilities by public transport, walking and cycling - Further Education - % within 60 mins				

Context: Monitoring only. This is monitored by the Department of Transport and it is anticipated that this information is expected to be available during Summer 2010.

Corrective Action:

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Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175b(i)	Access to services and facilities by public transport, walking and cycling - Hospitals - % within 30 mins				

Context: Monitoring only. This is monitored by the Department of Transport and it is anticipated that this information is expected to be available during Summer 2010.

Corrective Action:

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Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175b(ii)	Access to services and facilities by public transport, walking and cycling - Hospitals - % within 60 mins				

Context: Monitoring only. This is monitored by the Department of Transport and it is anticipated that this information is expected to be available during Summer 2010.

Corrective Action:

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Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175c(i)	Access to services and facilities by public transport, walking and cycling - GP's - % within 15 mins				

Context: Monitoring only. This is monitored by the Department of Transport and it is anticipated that this information is expected to be available during Summer 2010.

Corrective Action:

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Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175c(ii)	Access to services and facilities by public transport, walking and cycling - GP's - % within 30 mins				

Context: Monitoring only. This is monitored by the Department of Transport and it is anticipated that this information is expected to be available during Summer 2010.

Corrective Action:

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Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175d(i)	Access to services and facilities by public transport, walking and cycling - Major centres - %				

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		within 15 mins				
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Context: Monitoring only. This is monitored by the Department of Transport and it is anticipated that this information is expected to be available during Summer 2010.

Corrective Action:

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Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175d(ii)	Access to services and facilities by public transport, walking and cycling - Major centres - % within 30 mins				

Context: Monitoring only. This is monitored by the Department of Transport and it is anticipated that this information is expected to be available during Summer 2010.

Corrective Action:

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Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175e(i)	Access to services and facilities by public transport, walking and cycling - Supermarkets - % within 15 mins				

Context: Monitoring only. This is monitored by the Department of Transport and it is anticipated that this information is expected to be available during Summer 2010.

Corrective Action:

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Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 175e(ii)	Access to services and facilities by public transport, walking and cycling - Supermarkets - % within 30 mins				

Context: Monitoring only. This is monitored by the Department of Transport and it is anticipated that this information is expected to be available during Summer 2010.

Corrective Action:

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Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel

Streetscene and Transport Services	NI 176a	Working age people with access to employment by public transport (and other specified modes) - % within 20 mins				
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Context: Monitoring only. This is monitored by the Department of Transport and it is anticipated that this information is expected to be available during Summer 2010.

Corrective Action:

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Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 176b	Working age people with access to employment by public transport (and other specified modes) - % within 40 mins				

Context: Monitoring only. This is monitored by the Department of Transport and it is anticipated that this information is expected to be available during Summer 2010.

Corrective Action:

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Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 177	Local bus and light rail passenger journeys originating in the authority area				

Context: This information is not available, as Merseytravel does not have such data aggregated at a district level. The Merseyside Bus Board is overseeing the development of Statutory Quality Bus Partnerships for key corridors across Merseyside, and as part of this work progress is being made with Wirral bus operators on the development of a data sharing agreement, which could assist future monitoring. It is hoped that the SQPS will be ready for formal consultation later this year.

Corrective Action:

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Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 178a	Bus services running on time - % of non-frequent services on time.				

Context: This information is not available, as Merseytravel does not have such data aggregated at a district level. The Merseyside Bus Board is overseeing the development of Statutory Quality Bus Partnerships for key corridors across Merseyside, and as part of this work progress is being made with Wirral bus operators on the development of a data sharing agreement, which could assist future monitoring. It is hoped that the SQPS will be ready for formal consultation later this year.

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 178b	Bus services running on time - excess waiting time for frequent services				

Context: This information is not available, as Merseytravel does not have such data aggregated at a district level. The Merseyside Bus Board is overseeing the development of Statutory Quality Bus Partnerships for key corridors across Merseyside, and as part of this work progress is being made with Wirral bus operators on the development of a data sharing agreement, which could assist future monitoring. It is hoped that the SQPS will be ready for formal consultation later this year.

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Environment	NI 185	CO2 reduction from local authority operations	5.25%			

Context:

Corrective Action: Government Office for the North West have advised that DECC has been preparing new guidance on NI 185 which should be issued "very soon". The submission date for this year has not yet been confirmed. This comment also applies to NI 194. Due to the type of data being reported, data collection will continue until mid-summer.

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Environment	NI 186	Per capita reduction in CO2 emissions in the LA area	7.5%			

Context:

Corrective Action: Due to the type of data being reported, data collection will continue until mid-summer.

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Environment	NI 188	Planning to Adapt to Climate Change	2	0	Red	Unchanged

Context:

Corrective Action: A comprehensive action plan has been developed to ensure that Level 2 is attained by March 2011. Extra staff have been assigned to deliver this indicator. There will be a number of Climate Change Workshops the first of which will take place on the 11th May. We have taken on a Student from Chester University on work placement to undertake required research into weather related climate change events in Wirral.

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 189	Flood and coastal erosion risk management	100%	100%	Green	Unchanged

Context: 100% target set and achieved for 2009/10, based on the following rationale - Draft Action Plan for the Shoreline Management Plan has been created and is due to be considered for adoption by Cabinet July 2010. Additional resource has been allocated to address fluvial flood risks. Q4 target achieved and reported to the Environmental Agency through their NI 189 LA Actions Spreadsheet. Progress has been made in delivering long term flood and coastal erosion risk management through strategic planning, development control and resilience structures. Progress also made in delivering Surface Water management Plans and SMP Action Plan.

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Environment	NI 190	Achievement in meeting standards for the control system for animal health.	1.7	1.7	Green	N/A

Context:

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and	NI 191	Residual household waste per household	570 (Lower	573.52	Green	Unchanged

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Transport Services			is Better)			
Context: This is an estimated figure, full data is not yet in/verified. This figure is difficult to forecast accurately due to fluctuations in waste arisings due to waste growth and effects of waste prevention activities/recession. Variation from Quarter 4 target is acceptable.						
Corrective Action:						
Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Environment	NI 192	Percentage of household waste sent for reuse, recycling and composting	35.5%	36.6%	Green	Unchanged
Context: This is an estimated figure, full data is not yet in/verified.						
Corrective Action:						
Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 193	Percentage of municipal waste land filled	58.31% (Lower is Better)	59.77%	Green	Improved
Context: This is an estimated figure as the full data is not yet in/verified.						
Corrective Action: Underperformance due to below target performance of Merseyside HWRCs. Wirral HWRCs introduced a pilot scheme October 2010 which improved performance but these benefits are shared across the whole Merseyside Partnership. Permit schemes to be rolled out across subregion 2010/11.						
Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Environment	NI 194a	Air quality – emissions of NOx through local authority's estate and operations				
Context:						
Corrective Action: Government Office for the North West have advised that DECC has been preparing new guidance on NI 185 which should be issued "very soon". The submission date for this year has not yet been confirmed. This comment also applies to NI 194. Due to the type of data being reported, data collection will continue until mid-summer.						

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Environment	NI 194b	Air quality – % reduction in NOx emissions through local authority's estate and operations				

Context:

Corrective Action: Government Office for the North West have advised that DECC has been preparing new guidance on NI 185 which should be issued "very soon". The submission date for this year has not yet been confirmed. This comment also applies to NI 194. Due to the type of data being reported, data collection will continue until mid-summer.

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Environment	NI 194c	Air quality – emissions of primary PM10 through local authority's estate and operations				

Context:

Corrective Action: Government Office for the North West have advised that DECC has been preparing new guidance on NI 185 which should be issued "very soon". The submission date for this year has not yet been confirmed. This comment also applies to NI 194. Due to the type of data being reported, data collection will continue until mid-summer.

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Environment	NI 194d	Air quality – % reduction in primary PM10 emissions through local authority's estate and operations				

Context:

Corrective Action: Government Office for the North West have advised that DECC has been preparing new guidance on NI 185 which should be issued "very soon". The submission date for this year has not yet been confirmed. This comment also applies to NI 194. Due to the type of data being reported, data collection will continue until mid-summer. Percentage reduction figures will be calculable from 2009/10.

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
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			<b>Target</b>	<b>Actual</b>		
Streetscene and Transport Services	NI 195a	Improved street and environmental cleanliness (levels of litter)	7.5% (Lower is Better)	8%	Amber	Deteriorated

Context: Combined 2010/11 survey scores = 8%. Exceptionally bad weather conditions in January meant street cleansing suffered an accumulation of litter and detritus, it affected the score for the third tranche negatively (Litter = 10%).

Corrective Action: A 'lessons learnt' exercise has commenced with management from Biffa and the Council to identify the areas of most concern, the cause of the poor performance and the actions/resources and supervision required to rectify the problem. The last two surveys were carried out with Keep Britain Tidy (KBT) and that has identified issues with how detritus is graded. This has led to an increase in detritus scores which Wirral officers have raised with KBT. This has led to a Defra review of guidance issued to LAs on detritus monitoring. It has also been recognised that 'Public perception' should be tested prior to setting any further targets.

Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 195b	Improved street and environmental cleanliness (levels of detritus)	9% (Lower is Better)	15%	Red	Deteriorated

Context: Combined 2010/11 survey scores = 15%. Exceptionally bad weather conditions in January meant street cleansing suffered an accumulation of litter and detritus, it affected the score for the third tranche negatively (Detritus = 20%).

Corrective Action: A 'lessons learnt' exercise has commenced with management from Biffa and the Council to identify the areas of most concern, the cause of the poor performance and the actions/resources and supervision required to rectify the problem. The last two surveys were carried out with Keep Britain Tidy (KBT) and that has identified issues with how detritus is graded. This has led to an increase in detritus scores which Wirral officers have raised with KBT. This has led to a Defra review of guidance issued to LAs on detritus monitoring. It has also been recognised that 'Public perception' should be tested prior to setting any further targets.

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

Context: Third tranche survey results for graffiti = 7%, however the combined 2010/11 survey scores = 4%.

Corrective Action:



Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 195d	Improved street and environmental cleanliness (levels of fly posting)	0.5% (Lower is Better)	1%	Red	Deteriorated
Context:						
Corrective Action: A new contract will be awarded on 1st June which will cover graffiti and fly posting removal. Emphasis on the removal of fly posting will be placed in the contract.						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 196	Improved street and environmental cleanliness – fly tipping	3			
Context: Results not yet available, calculated by Fly Capture. An increase in the number of actions being recorded is expected to lead to a much improved score.						
Corrective Action:						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	NI 197	Improved Local Biodiversity - proportion of Local Sites where positive conservation management has been or is being implemented	36%	36%	Green	Improved
Context:						
Corrective Action:						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 198a(i)	Children travelling to school – mode of transport usually car (aged 5 - 10 years)				
Context: No performance data has been received from Mott Macdonald. School census						

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data has been collected from the schools. Performance data expected November 2010.

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 198a(ii)	Children travelling to school – mode of transport usually car (aged 11 - 16 years)				

Context: No performance data has been received from Mott Macdonald. School census data has been collected from the schools. Performance data expected November 2010.

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 198b(i)	Children travelling to school – mode of transport usually car share (aged 5 - 10 years)				

Context: No performance data has been received from Mott Macdonald. School census data has been collected from the schools. Performance data expected November 2010.

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 198b(ii)	Children travelling to school – mode of transport usually car share (aged 11 - 16 years)				

Context:

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 198c(i)	Children travelling to school – mode of transport usually public transport (aged 5 - 10 years)				

Context: No performance data has been received from Mott Macdonald. School census data has been collected from the schools. Performance data expected November 2010.

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 198c(ii)	Children travelling to school – mode of transport usually public transport ( aged 11 - 16 years)				

Context: No performance data has been received from Mott Macdonald. School census data has been collected from the schools. Performance data expected November 2010.

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 198d(i)	Children travelling to school – mode of transport usually walking (aged 5 - 10 years)				

Context: No performance data has been received from Mott Macdonald. School census data has been collected from the schools. Performance data expected November 2010.

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 198d(ii)	Children travelling to school – mode of transport usually walking (aged 11 - 16 years)				

Context: No performance data has been received from Mott Macdonald. School census data has been collected from the schools. Performance data expected November 2010.

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Streetscene and	NI 198e(i)	Children travelling to school – mode of transport				

Transport Services		usually cycling (aged 5 - 10 years)				
Context: No performance data has been received from Mott Macdonald. School census data has been collected from the schools. Performance data expected November 2010.						
Corrective Action:						
Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 198e(ii)	Children travelling to school – mode of transport usually cycling (aged 11 - 16 years)				
Context: No performance data has been received from Mott Macdonald. School census data has been collected from the schools. Performance data expected November 2010.						
Corrective Action:						
Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 198f(i)	Children travelling to school – mode of transport usually other (aged 5 - 10 years)				
Context: No performance data has been received from Mott Macdonald. School census data has been collected from the schools. Performance data expected November 2010.						
Corrective Action:						
Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 198f(ii)	Children travelling to school – mode of transport usually other (aged 11 -16 years)				
Context: No performance data has been received from Mott Macdonald. School census data has been collected from the schools. Performance data expected November 2010.						
Corrective Action:						
Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel

Housing and Community Safety	LOCAL 4206	Number of reported incidents of anti-social behaviour	17558 (Lower is Better)	14125	Blue	Improved
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Context:

Corrective Action:

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Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4233	Number of green flags for parks	9	11	Blue	Improved

Context:

Corrective Action:

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Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Environment	LOCAL 4267	% of High Risk Licensed Premises inspected over 12 months	100%	98%	Green	Unchanged

Context:

Corrective Action:

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Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Environment	LOCAL 4268	Undertake three vehicle safety campaigns	3	3	Green	Unchanged

Context:

Corrective Action:

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Portfolio	PI no	Title	2009/2010 Target	2009/2010 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 4269	Reduce the level of vehicle nuisance	1420 (Lower is Better)	1312	Green	Improved

Context:

Corrective Action:						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 4270	Reduce the number of criminal damage incidents reported to Merseyside Police	4915 (Lower is Better)	3586	Blue	Improved
Context:						
Corrective Action:						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4273	% of the mercury abatement equipment programme completed at Landican Crematorium	25%	7%	Red	N/A
Context: Under achievement due to slippage of the scheme						
Corrective Action: The project has now been out to tender and work should now start in <b>July</b> .						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4274	Achievement of Gateway 1 for the Review of the Parks and Countryside service	Yes	Yes	Green	N/A
Context:						
Corrective Action:						
Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 4275	Youth Alcohol Referral - Arrests	100	295	Blue	N/A
Context:						
Corrective Action:						

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 4276	Youth Alcohol Referral - Stop Search	350	601	Blue	N/A

Context:

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 4277	Youth Alcohol Referral - Parents Advised	300	358	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.

Corrective Action:

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 Target	2009/ 2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	NI 8	At least 3 days per week by 30 minutes participation in moderate exercise. ( All Adults )	25%	24.5%	Green	Unchanged

Context:

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	NI 9	Use of public libraries	54%	56.7%	Green	Improved

Context:

Corrective Action: We are ranked first of all local Metropolitan authorities on this measure

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of adults who have used a library service in the previous 12 months.

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	NI 10	Visits to museums and galleries	52%	63.3%	Green	Deteriorated

Context: Figures from Active People Survey

Corrective Action: (removed sentence)

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	NI 11	Engagement in the Arts	45%	45.2%	Green	Deteriorated

Context: Figures from Active People Survey

Corrective Action: (removed sentence)

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Housing and Community Safety	NI 26	Specialist support to victims of a serious sexual offence	95.6	100	Green	N/A

Context:

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Housing and Community Safety	NI 32	Repeat incidents of domestic violence	9 (Lower is Better)	10.21	Red	N/A



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

Corrective Action: 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 fourth quarter repeat rate is therefore 10.21% exceeding the target of 9% 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 Target	2009/ 2010 Actual	On target	Direction of travel
Housing and Community Safety	NI 144	Offenders under probation supervision in employment at the end of their order or licence	40%	36%	Amber	Improved

Context: 8% off target

Corrective Action: Whilst Wirral Probation's Local Delivery Unit did not meet the 40% target for NI 144, it was the highest performing Local Delivery Unit in Merseyside against this measure. The Probation Service are reviewing data quality processes and are in the process of identifying a new referral pathway to our NEET (Not in Education Employment or Training) scheme to ensure that all unemployed offenders are appropriately targeted. The offenders are Wirral Citizens and the partnership should therefore consider how we can enhance opportunities for the employment of offenders as this would greatly assist the Community Safety Partnership to reduce re-offending

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4231	Percentage of All Adults volunteering to support sport for 1 hour per week	5.0%	4.0%	Red	Unchanged

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Context: Nationally the volunteering rate for sports has dropped in line with our reduction.

Corrective Action: A Sports Development Officer has been employed and part of their duties will be to encourage more people into sports volunteering.

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4237	The number of housebound readers	700	729	Green	Improved

Context: The amalgamation of the separate Birkenhead and Wallasey libraries services into the Home Reader Service has led to a 3.6% increase in the number served

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4238	The number of active library members aged 60 plus	15000	17167	Blue	Improved

Context:

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4263	The % of library users who were satisfied with the library overall	94%	96.8%	Green	Unchanged

Context:

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4264	% of residents by targeted group satisfied with the Council's cultural and recreational activities: Sport/leisure facilities	69%	68%	Green	Unchanged

Context:

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 4272	Percentage of sales of alcohol during test purchase exercises	15% (Lower is Better)	1.63%	Blue	N/A

Context:

Corrective Action:

Strategic Objective: Raise the aspirations of young people

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4251	Number of children participating in Summer Holiday Reading Scheme	6700	7266	Green	Unchanged

Context:

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4252	Borough wide coverage of the Bookstart scheme	90%	91.6%	Green	Deteriorated

Context: The proposed changes to the Library Service impacted on the outreach work required.

Corrective Action: We will continue to work closely with our partners in Health and Children & Young People's Department to make every effort to reach all who are entitled to receive a Bookstart pack

Strategic Objective: Create an excellent Council

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

Context:

Corrective Action:

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Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Environment	NI 183	Impact of local authority trading standards services on the fair trading environment	2.15 (Lower is Better)	1.97	Green	Improved

Context:

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 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%	81%	Green	Unchanged

Context: Ongoing interventions, inspections and initiatives to improve levels of compliance are a continual routine element of Food Safety activity and will from time to time result in improved compliance scores.

Corrective Action:

Portfolio	PI no	Title	2009/ 2010 Target	2009/ 2010 Actual	On target	Direction of travel
Environment	LOCAL 4011	Public satisfaction levels with services provided by Fair Trading	90	93.2	Green	Unchanged

Context:

Corrective Action:

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

Context:

Corrective Action:

## PROJECTS ASSESSED AS COMPLETED OR GREEN

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

- Deliver the Advancing Assets Programme for Community Centres
- 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
- 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

- Introduction and use of Domestic Abuse Sexual Honour (DASH) based violence Risk assessment programme to supplement existing structures.
- Parenting Support project
- Young Persons Alcohol Intervention Project
- Commission a Heritage Strategy