

WIRRAL COUNCIL

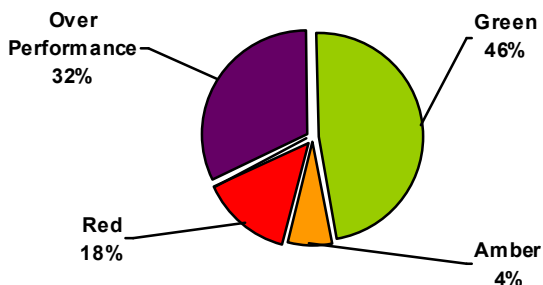
SUSTAINABLE COMMUNITIES OVERVIEW & SCRUTINY COMMITTEE – 17th NOVEMBER 2010

SECOND QUARTER PERFORMANCE REPORT 2010/2011

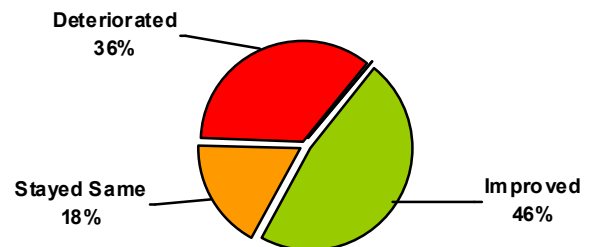
1.0 EXECUTIVE SUMMARY

- 1.1 This report provides an overview of progress made against the indicators for 2010/2011 and key projects which are relevant to the Sustainable Communities Overview & Scrutiny Committee
- 1.2 There are 28 indicators that can be reported at the second quarter period.

On Target Summary



Direction of Travel Summary



Appendix 1 provides the status of all the 2010/11 indicators that can be reported to this Scrutiny Committee for Quarter 1.

- 1.3 This report sets out overall performance against the 2010/11 projects relevant to the Sustainable Communities Overview & Scrutiny Committee and corrective actions are detailed in section 3.3.
- Of the 39 projects relevant to this Overview and Scrutiny Committee there are 34 projects that are green (all milestones that should have been met at this point have been met)
 - 1 of the 39 projects has a status of amber (some non-critical milestones have been missed or there is a danger of non-critical slippage). Corrective action to bring this project back on track is provided.
 - 4 projects have been withdrawn.

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 include:

- A total of 947 Councillor or MP contacts were received in Q2 (839 in Q1), Technical Services was responsible for 78% of these enquiries. Technical services have historically experienced high volumes of councillor/MP contacts due to the 'visibility' of the services delivered and have now taken responsibility for additional service areas which attract similar levels of feedback, contributing to their 78% share of all councillor/MP contacts received. Technical Services resolved 96% of contacts within the corporate target (97% in the last quarter), with an average time taken of 5.5 working days. Pavement defects (126, against 96 reported in Q1); Road defects (111) and Traffic Issues (79) accounted for 43% of all department contacts received.
- Since April 2010 positive changes have been implemented to service delivery as a result of customer feedback for example:
 - Frequency of maintenance schedule for local cemetery revised
 - More effective cleaning rota for Council leisure centre introduced
 - Additional gym equipment ordered, informed by customer feedback received
 - Enhanced street lighting provision
- Changes to the National Indicator Set and Local Area Agreements (LAA's) have been announced with,
 - The revocation with immediate effect, October 2010, of all designations of local improvement targets within our LAA's. There is no longer a requirement to report LAA performance to central government and full control of all current LAA's has been handed to local areas. Performance Reward Grants against the LAA's for 2008/11 will not be made.
 - The replacement of the National Indicator Set with a single comprehensive list of data required to be reported by local to central government. Further clarification of the required data is anticipated by third quarter 2010/11. It is anticipated that the single list will be in place from April 2011.

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	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 195a	The number of physical visits per 1000 population to public library premises	7% Lower= Better	8% (A)	Red	Deteriorated

Context: Tranche 1 completed beginning of August.

Corrective action: Surveys to date suggest that this indicator is on target.

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Housing and Community Safety	NI 195b	Improved street and environmental cleanliness (levels of detritus)	8% Lower= Better	10% (A)	Red	Deteriorated

Context: Surveying for tranche 1 was completed beginning August.

Corrective action: Surveys to date suggest that this indicator is on target.

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Environment	LOCAL 4267	% of High Risk Licensed Premises inspected over 12 months	40%	21% (A)	Red	Deteriorated

Context: The Enforcement Team has been reduced to one Officer for the period April to September. An officer has returned after long term sick on reduced hours.

Corrective action: The work load is reviewed on a weekly basis and a planning review will take place in November.

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 4272	Percentage of under-age sales of alcohol during test purchase exercises	5% Lower= Better	12% (A)	Red	Deteriorated

Context: As well as carrying out under age sales test purchasing activity in off licences officers are working with the police to detect and seize contraband and/or counterfeit alcohol and tobacco. Officers will use all powers available to them to regulate criminality in off licences.

Corrective action: As stated in the previous quarters' report continued enforcement action (fixed penalty notices, licence review and prosecution) will start to reduce the offending rate. The rate has reduced from 20% to 12%.

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 4280	Number of secondary deliberate fires per 10,000 population	22.60 Lower= Better	24.33	Amber	Improved

Context:

Corrective action: The long period of hot dry weather during June had meant that a prolonged spate of secondary fires (particularly in the dry grassland areas such as Bidston Hill), had put performance measures 40% above Wirral's target for the end of June. Since then, the work undertaken by Merseyside Fire and Rescue Service in conjunction with other agencies to patrol hotspot areas has brought down the number of anti social behaviour fires dramatically to 7% above the target set for the end of September.

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4237	The number of housebound readers	700	606 (A)	Red	Deteriorated

Context: The number of readers no longer able to access the service exceeded the number they could be "replaced" with during this quarter.

Corrective action: Contact will be made with a number of nursing homes currently not visited to promote the service.

3.2 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 **withdrawn**:

Portfolio	Key project	Status	Corrective Action
Culture	Radio Frequency Identification for Libraries (Technical Services, prev. Culture)	Withdrawn	Awaiting Library review
Housing & Community Safety	Young Peoples Alcohol Intervention Programme (Law, HR & AM, prev. Regulation)	Withdrawn	JMU presented their evaluation report of YPAIP at Young Persons Alcohol Steering group meeting 10.06.10. The report highlighted that referrals had fallen over the time of the project to date. It also highlighted that less than 50% of young people referred to Response by Police actually received an intervention from them. Consequently it was decided that with immediate effect Response would not receive referrals via Stop checks from the Police and that the Police would no longer be required to send out letters to parents. Response will continue to deal with arrest referrals and have more direct contact with young people by attending Street Safe events.
Culture	Landican Crematorium Mercury Abatement Programme (Technical Services, prev. Culture)	Amber	Delay starting but now on site.
Culture	QUEST Accreditation for Leisure Centres (Technical	Withdrawn	

Portfolio	Key project	Status	Corrective Action
	Services, prev. Culture)		
Culture	Healthy Living Centres Feasibility Study (Technical Services, prev. Culture)	Withdrawn	

Appendix 2 provides the status of all the 2010/11 projects assessed as Green or Completed that can be reported to this Scrutiny Committee.

4.0 RISKS

- 4.1 The reduction or withdrawal of funding threatens programmes tackling anti-social behaviour, road safety and violent crime. Investigations into alternative sources of funding and different methods of service delivery may help to counter some of the impact.

Whilst risk issues are identified, the major issues identified as posing the greatest risk to the achievement of the objectives is the Coalition Government response to the national financial position, placing additional pressures upon all public sector bodies. Grants to Local Authorities in 2010/11 have been reduced and whilst the Comprehensive Spending Review has provided some information on the future the detailed Local Government Finance settlement is awaited in late November / early December 2010.

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:-

The Government announcement on reducing grant support to local authorities led to a revised programme being approved by Cabinet on 22 July.

There is a projected overspend of £300,000 relating to bridges and in particular, works at The Dell underpass where substantial additional substructure work has been identified. An unsuccessful bid was made to the Department for Transport to grant aid the additional costs so alternative approaches are being explored. The M53 junction 3 scheme, which is the largest within the programme, is nearing completion.

After consideration of the tenders received for the Landican Crematorium Mercury Abatement Scheme, Cabinet on 15 April accepted the tender and the start date was revised to September 2010. The extension to the cemetery is now complete and planting work will take place during the winter.

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.

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 2010-2011
Technical Services Departmental Plan 2010-2011
Regeneration Departmental Plan 2010-2011

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

Appendix 3 – Complete list of those Performance Indicators reporting to this Overview and Scrutiny Committee.

PERFORMANCE INDICATOR SUMMARY

Report: Wirral Council's Performance Report 2010/11

Period: Quarterly – Q2

Scrutiny: Sustainable Communities

Direction of Travel Summary

% PIs	No. of PIs	
46.43%	13	Improved by more than 2.5% on previous year's performance
35.71%	10	Deteriorated by more than 2.5% on previous year's performance
17.86%	5	Stayed within +/-2.5% of previous year's performance
0.00%	0	Awaiting data
0.00%	0	Not applicable
100.00%	28	(Note: percentages rounded to 2 decimal places)

Target Summary

% PIs	No. of PIs	
46.43%	13	Green (within +10/-5% of the target)
3.57%	1	Amber (missed target by between 5% and 10%)
17.86%	5	Red (missed target by more than 10%)
32.14%	9	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%	28	(Note: percentages rounded to 2 decimal places)

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

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Environment	LOCAL 4010	Consumer protection visits per high risk premises	40%	41.1% (A)	Green	Deteriorated
Context:						
Corrective action:						

Portfolio	PI no	Title	2010/2011	2010/2011	On	Direction
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			Q2 Target	Q2 Actual	target	of travel
Environment	LOCAL 4127	Total number of enforcement projects conducted into the supply of illegal goods or services	4	4 (A)	Green	Unchanged

Context: A296 - Survey to 10 gold buying specialists to test accuracy of purchasing methods and value for money for consumers. U049 - Operation Marton under age alcohol sales summer campaign

Corrective action:

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 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.	3.00	3.18 (A)	Green	Improved

Context:

Corrective action:

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4149	The number of physical visits per 1000 population to public library premises	3000	2957.8 (A)	Green	Unchanged

Context:

Corrective action:

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Culture, Tourism and Leisure	DEPT 4191	Total number of electronic workstations available to users per 10,000 population	9.75 Lower= Better	10.08 (A)	Green	Improved

Context:

Corrective action:

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Culture, Tourism and	LOCAL 4197	Percentage of requests for books	50%	62.5% (A)	Blue	Improved

Leisure		met within 7 days				
Context:						
Corrective action:						

Strategic Objective: To create a clean, pleasant, safe & sustainable environment

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 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	0.32 Lower= Better	0.26 (A)	Blue	Improved
Context:						
Corrective action:						

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Housing and Community Safety	NI 16	Number of serious acquisitive crimes per 1000 population	4.02 Lower= Better	3.11 (A)	Blue	Improved
Context:						
Corrective action:						

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 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	2.28 Lower= Better	1.90 (A)	Blue	Improved
Context:						
Corrective action:						

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Housing and Community Safety	NI 29	Number of gun crimes per 1,000 population	0.041 Lower= Better	0.036 (A)	Blue	Deteriorated
Context:						
Corrective action:						

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Housing and Community Safety	NI 32	Repeat incidents of domestic violence	0.72 Lower= Better	0.45 (A)	Blue	Improved

Context: The target for this measure is to maintain a repeat domestic violence rate of 12% or lower. Monthly results are maintained by obtaining the number of repeat victims in the previous 12 months and the number of victims reporting over the same period. Quarterly statistics are given by dividing the addition of the repeats by the addition of the reports for each of the three months. This quarterly percentage should be less than 12% or 0.12. This is reported cumulatively by month with an annual target of 1.44 being the sum of 12% for 12 months

Corrective action:

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 191	Residual household waste per household	275 Lower= Better	275.14 (E)	Green	Deteriorated

Context: Very difficult to calculate year end forecast as no verified data available since April, no data for July or August. Calculation made on previous year's data.

Corrective action: Wirral officers have raised this issue with MWDA and a meeting is being held between MWDA and their contractor Veolia. We are currently awaiting an outcome.

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Environment	NI 192	Percentage of household waste sent for reuse, recycling and composting	39%	39.89% (E)	Green	Unchanged

Context: No verified data received for quarter 1 and no data at all for quarter 2 2010/11, this figure is estimated. This situation is also affecting Liverpool CC and Knowsley. Street Sweepings should raise the outcome to between 37% and 38%. The data has not been given since June.

Corrective action: Wirral officers are pursuing the issue with the disposal authority which provides the data, but the MWDA have not received data from their contractor Veolia. The matter is on-going.

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 195a	Improved street and environmental cleanliness (levels of litter)	7% Lower= Better	8% (A)	Red	Deteriorated

Context: Tranche 1 completed beginning of August.

Corrective action: Surveys to date suggest that this indicator is on target.

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 195b	Improved street and environmental cleanliness (levels of detritus)	8% Lower= Better	10% (A)	Red	Deteriorated

Context: Surveying for tranche 1 was completed beginning August.

Corrective action: Surveys to date suggest that this indicator is on target.

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 195c	Improved street and environmental cleanliness (levels of graffiti)	4% Lower= Better	4% (A)	Green	Deteriorated

Context: Surveying for tranche 1 was completed at the beginning of August.

Corrective action: Surveys to date suggest that this indicator is on target.

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 195d	Improved street and environmental cleanliness (levels of fly posting)	0.5% Lower= Better	0% (A)	Blue	Unchanged

Context: Surveying for tranche 1 was completed at the beginning of August.

Corrective action: Surveys to date suggest that this indicator is on target.

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 1701	Number of reported incidents of anti-social behaviour	6974.50 Lower= Better	7259 (A)	Green	Improved

Context:

Corrective action:

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 1702	Reduce the level of vehicle nuisance	643 Lower= Better	649.00 (A)	Green	Improved

Context:

Corrective action:

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Environment	LOCAL 4267	% of High Risk Licensed Premises inspected over 12 months	40%	21%	Red	Deteriorated

Context: The Enforcement Team has been reduced to one Officer for the period April to September. An officer has returned after long term sick on reduced hours.

Corrective action: The work load is reviewed on a weekly basis and a planning review will take place in November.

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 4270	Reduce the number of criminal damage incidents reported to Merseyside Police	1806.50	1670 (A)	Green	Improved

Context:

Corrective action:

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 4272	Percentage of under-age sales of alcohol during test purchase exercises	5% Lower= Better	12% (A)	Red	Deteriorated

Context: As well as carrying out under age sales test purchasing activity in off licences officers are working with the police to detect and seize contraband and/or counterfeit alcohol and tobacco. Officers will use all powers available to them to regulate criminality in off licences.

Corrective action: As stated in the previous quarters' report continued enforcement action (fixed penalty notices, licence review and prosecution) will start to reduce the offending rate. The rate has reduced from 20% to 12%.

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 4279	Number of deliberate primary fire fires per 10,000 population	4.50	3.85 (A)	Blue	Improved

Context:

Corrective action: The number of Primary Deliberate Fires is lower then the target agreed by Merseyside Fire and Rescue Service (MFRS). In the majority of cases these are fires where vehicles or buildings have been deliberately targeted. MFRS has increased the number of patrols in hotspot areas and to vulnerable locations through Hate Crime Risk Assessments.

Working in collaboration with Police, stolen and abandoned vehicles are rapidly removed as a preventative measure.

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 4280	Number of secondary deliberate fires per 10,000 population	22.60 Lower= Better	24.33 (A)	Amber	Improved

Context:

Corrective action: The long period of hot dry weather during June had meant that a prolonged spate of secondary fires (particularly in the dry grassland areas such as Bidston Hill), had put performance measures 40% above Wirral's target for the end of June. Since then, the work undertaken by Merseyside Fire and Rescue Service in conjunction with other agencies to patrol hotspot areas has brought down the number of anti social behaviour fires dramatically to 7% above the target set for the end of September.

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

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4237	The number of housebound readers	700	606 (A)	Red	Deteriorated

Context: The number of readers no longer able to access the service exceeded the number they could be "replaced" with during this quarter.

Corrective action: Contact will be made with a number of nursing homes currently not visited to promote the service.

Strategic Objective: To help children and young people achieve their full potential

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 4252	Borough wide coverage of the Bookstart scheme	45%	49.9% (A)	Blue	Improved

Context:

Corrective action:

Strategic Objective: Create an excellent Council

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Environment	NI 182	Satisfaction of businesses with local authority regulatory services	80%	83% (A)	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. 83 was received beginning August

Corrective action:

Portfolio	PI no	Title	2010/2011 Q2 Target	2010/2011 Q2 Actual	On target	Direction of travel
Environment	LOCAL 4011	Public satisfaction levels with services provided by Fair Trading	90	90.2 (A)	Green	Deteriorated

Context:

Corrective action:

APPENDIX 2

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):

- Automatic Meter Reading (AMR): AMR collects utility meter readings automatically using mobile phone technology. When fully operational, the system will improve the reliability of electronic billing, eliminate estimated bills, improve Council budgeting and help identify inefficient energy use
- Introduce a Combined Heat & Power plant at Europa Pools & photovoltaic system

at Cheshire Lines Building

- Implementation of C Red Initiative
- Encourage Council staff to adopt greener modes of transport
- Develop and undertake effective roads policing enforcement activity & community engagement in partnership with Merseyside Police
- Develop & implement education & training targeted at high risk road user groups
- Develop & implement communications strategy targeting road safety issues in conjunction with National, Regional & Local priorities
- Develop & implement programmes of Safer Routes to Schools encouraging safer, sustainable travel and further development of school travel plans
- Identify & implement range of physical highway improvements aimed at reducing road casualties
- Increase diversion of street cleansing waste streams from landfill
- Improve quality of recyclates delivered to the Materials Recovery Facility
- Work with Merseyside Waste Partnership members to review the Joint Municipal Waste Management for Merseyside
- Deliver initiatives through partnership working aimed at educating and empowering residents and businesses to minimise waste and maximise recycling
- 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 fly tipping across the borough
- Continue to improve the overall cleanliness of public highways through the Environmental Streetscene Contract and Biffa “partnering” arrangement
- Work with partners and statutory land owners to identify and deliver borough wide improvements in environmental quality
- Advancing Assets Programme
- PSL Programme
- Museum’s Review
- Energy Conservation In Leisure Centres
- 3 Safety Campaigns
- Maintain a Family Safety Unit.
- Heritage Strategy
- QUEST Accreditation for Leisure Centres
- Green Flag Accreditation for Parks
- Sport and Physical Activity Alliance Projects
- Library Health Projects (Read Well, McMillan Cancer)
- Get Into Reading
- Review Licensing Policy Investigate the possible use of Red and yellow Card approach to Licence Reviews
- Healthy Living Centres Feasibility Study
- Underage sales prevention programme
- Parks and Countryside Procurement Exercise
- On line booking for Leisure Centres

NATIONAL & LOCAL INDICATORS REPORTING TO SUSTAINABLE COMMUNITIES OSC

PI No.	Title	Reporting frequency
NI 8	At least 3 days per week by 30 minutes participation in moderate exercise. (All Adults)	Yearly
NI 9	Use of public libraries	Yearly
NI 11	Engagement in the Arts	Yearly
NI 15	Number of most serious violent crimes (PSA 23: Priority Action 1) per 1000 population	Quarterly
NI 16	Number of serious acquisitive crimes per 1000 population	Quarterly
NI 18	Rate of proven re-offending by adults under Probation supervision	Yearly
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	Quarterly
NI 21	People who agree that the police and local councils are dealing with anti-social behaviour and crime that matter in their area	Biennial
NI 26	Specialist support to victims of a serious sexual offence	Yearly
NI 28	Number of serious violent knife crimes per 1,000 population	Yearly
NI 29	Number of gun crimes per 1,000 population	Quarterly
NI 30	The change in convictions for Prolific and other Priority Offenders (PPOs) over a 12 month period	Yearly
NI 32	Repeat incidents of domestic violence	Quarterly
NI 34	Number of domestic homicides per 1,000 population	Yearly
NI 36	Protection against terrorist attack	Yearly
NI 38	Drug related (Class A) offending rate	Quarterly
NI 47	People killed or seriously injured in road traffic accidents (% Yearly change, based on 3-year rolling average)	Yearly
NI 48	Children killed or seriously injured in road traffic accidents (% Yearly change, based on 3-year rolling average)	Yearly
NI 143	Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence	Yearly
NI 144	Offenders under probation supervision in employment at the end of their order or licence	Yearly
NI 167	Congestion – average journey time per mile during the morning peak	Yearly
NI 168	Principal roads where maintenance should be considered	Yearly

**NATIONAL & LOCAL INDICATORS REPORTED TO SUSTAINABLE COMMUNITIES OSC
(cont.)**

PI No.	Title	Reporting frequency
NI 169	Non-principal classified roads where maintenance should be considered	Yearly
NI 175 a(vi) – e(ii)	Access to services and facilities by public transport, walking and cycling	Yearly
NI 176 a + b	Working age people with access to employment by public transport (and other specified modes)	Yearly
NI 177	Local bus and light rail passenger journeys originating in the authority area	Yearly
NI 178 a + b	Bus services running on time	Yearly
NI 182	Satisfaction of businesses with local authority regulatory services	Quarterly
NI 185	CO2 reduction from local authority operations	Yearly
NI 186	Per capita reduction in CO2 emissions in the LA area	Yearly
NI 188	Planning to Adapt to Climate Change	Yearly
NI 189	Flood and coastal erosion risk management	Yearly
NI 190	Achievement in meeting standards for the control system for animal health.	Yearly
NI 191	Residual household waste per household	Quarterly
NI 192	Percentage of household waste sent for reuse, recycling and composting	Quarterly
NI 193	Percentage of municipal waste land filled	Quarterly
NI 194 a - d	Air quality – emissions of NOx and primary PM10 through local authority's estate and operations	Yearly
NI 195 a - d	Improved street and environmental cleanliness	3 Survey's per annum
NI 196	Improved street and environmental cleanliness – fly tipping	Yearly
NI 197	Improved Local Biodiversity - proportion of Local Sites where positive conservation management has been or is being implemented	Yearly
NI 198 a – l	Children travelling to school – mode of transport (aged 5 - 10 years & aged 11 – 16 years)	Yearly
LOCAL 1701	Number of reported incidents of anti-social behaviour	Quarterly
LOCAL 4010	Consumer protection visits per high risk premises	Quarterly
LOCAL 4011	Public satisfaction levels with services provided by Fair Trading	Quarterly
LOCAL 4127	Total number of enforcement projects conducted into the supply of illegal goods or services	Quarterly

NATIONAL & LOCAL INDICATORS REPORTED TO SUSTAINABLE COMMUNITIES OSC (cont.)

PI No.	Title	Reporting frequency
LOCAL 4136	The number of books and other items issued by the Council's libraries per head of population.	Quarterly
LOCAL 4177	Books available for issue per 1,000 population	Yearly
LOCAL 4189	Aggregate scheduled opening hours per 1,000 population for all libraries	Yearly
LOCAL 4191	Total number of electronic workstations available to users per 10,000 population	Quarterly
LOCAL 4193	Time taken to replenish the lending stock on open access or available on loan	Yearly
LOCAL 4197	Percentage of requests for books met within 7 days	Quarterly
LOCAL 4200	Yearly items added through purchase per 1,000 population	Yearly
LOCAL 4206	Number of reported incidents of anti-social behaviour	Quarterly
LOCAL 4231	Percentage of All Adults volunteering to support sport for 1 hour per week	Yearly
LOCAL 4233	Number of green flags for parks	Yearly
LOCAL 4237	The number of housebound readers	Quarterly
LOCAL 4238	The number of active library members aged 60 plus	Yearly
LOCAL 4251	Number of children participating in Summer Holiday Reading Scheme	Yearly
LOCAL 4252	Borough wide coverage of the Bookstart scheme	Quarterly
LOCAL 4263	The % of library users who were satisfied with the library overall	Yearly
LOCAL 4264	% of residents by targeted group satisfied with the Council's cultural and recreational activities: Sport/leisure facilities	Yearly
LOCAL 4267	% of High Risk Licensed Premises inspected over 12 months	Quarterly
LOCAL 4268	Undertake three vehicle safety campaigns	Half Yearly
LOCAL 4269	Reduce the level of vehicle nuisance	Quarterly
LOCAL 4270	Reduce the number of criminal damage incidents reported to Merseyside Police	Quarterly
LOCAL 4272	Percentage of sales of alcohol during test purchase exercises	Quarterly
LOCAL 4273	Install mercury abatement equipment at Landican Crematorium	Yearly
LOCAL 4274	Gateway Review of Parks and Countryside	Yearly

**NATIONAL & LOCAL INDICATORS REPORTED TO SUSTAINABLE COMMUNITIES OSC
(cont.)**

PI No.	Title	Reporting frequency
LOCAL 4275	Youth Alcohol Referral - Arrests	Quarterly
LOCAL 4276	Youth Alcohol Referral - Stop Search	Quarterly
LOCAL 4277	Youth Alcohol Referral - Parents Advised	Quarterly
LOCAL 4279	Number of deliberate primary fire fires per 10,000 population	Quarterly
LOCAL 4280	Number of secondary deliberate fires per 10,000 population	Quarterly
LOCAL 4281	Visits to museums and galleries	Yearly