

# WIRRAL COUNCIL

## SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE

10 MARCH 2011

<b>SUBJECT:</b>	<b>2010/2011 THIRD QUARTER OVERVIEW AND SCRUTINY PERFORMANCE REPORT</b>
<b>WARD/S AFFECTED:</b>	<b>ALL</b>
<b>REPORT OF:</b>	<b>DAVID GREEN, DIRECTOR, TECHNICAL SERVICES DEPARTMENT &amp; PROGRAMME DIRECTOR (STRATEGIC CHANGE)</b>
<b>RESPONSIBLE PORTFOLIO HOLDERS:</b>	<b>COUNCILLOR C.BLAKELEY COUNCILLOR D.ELDERTON COUNCILLOR G.GARDINER COUNCILLOR L.RENNIE</b>
<b>KEY DECISION?</b>	<b>NO</b>

### 1.0 EXECUTIVE SUMMARY

- 1.1 This report provides an overview of progress made at quarter three against the indicators for 2010/2011 and key projects which are relevant to the Sustainable Communities Overview & Scrutiny Committee.
- 1.2 This report does not contain Exempt Information.

### 2.0 RECOMMENDATION/S

2.1 That

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

### 3.0 REASON/S FOR RECOMMENDATION/S

- 3.1 To provide a quarterly update report to the Sustainable Communities Overview and Scrutiny Committee.

### 4.0 BACKGROUND AND KEY ISSUES

#### 4.1 Performance Summary

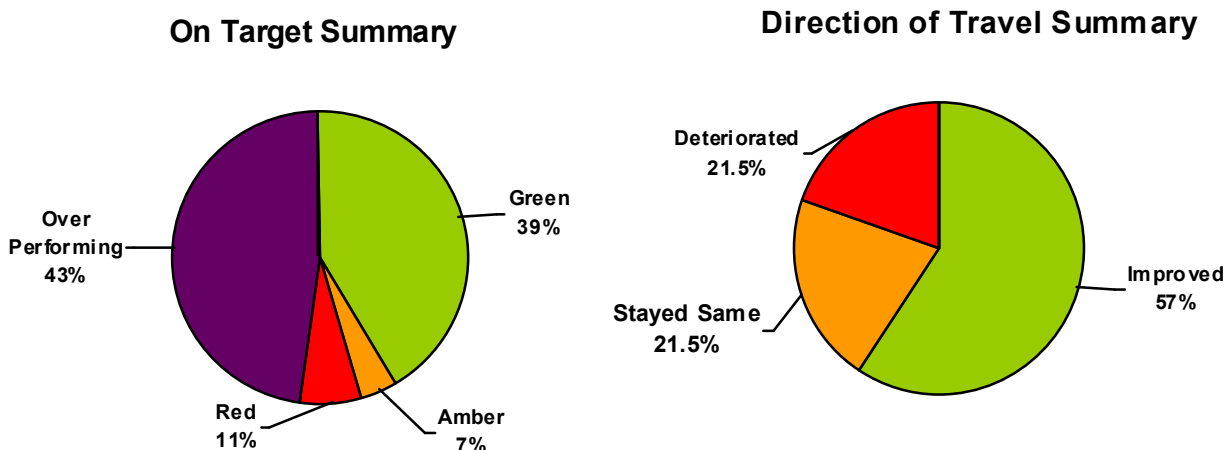
4.1.1 Performance headlines include:

- A total of 944 Councillor or MP contacts were received in Q2 (947 in Q2), Technical Services was responsible for 84% of these enquiries (78% in Q2). This department already experienced high volumes of councillor/MP interactions and has now been assigned service areas previously under the remit of the Regeneration department which has contributed to volumes received. Technical Services resolved 97% of contacts within the corporate target (96% in the last quarter), with an average time taken of 5 working

days. Pavement defects (117); Road defects (100); Winter maintenance (98) and Street Lighting (95) accounted for 50% of all department contacts received.

- Technical Services accounted for 67% (326) of all corporate complaints received (49% in Q2) with the disruptions caused to the Refuse collection service by the adverse weather dominating complaints received. This service area contributed to 57% of all complaints received for this department, with 147 of its 185 complaints being received between 9<sup>th</sup> Dec to 31<sup>st</sup> Dec 2010. Other services areas reporting significant volumes included Sports and recreation (39 complaints against 53 in Q2); Parks and countryside (22, against 28 in Q2). The department managed to resolve 96% of contacts closed in the quarter within 15 working days (91% in Q2), taking on average of 8 working days to provide resolution for the customer (no change from Q2).
- Installation of an additional 110 grit bins across the borough to assist residents during freezing temperatures.
- A focus on complaints resulting in positive changes made to service delivery continued during this quarter and has resulted in:
  - Refreshed awareness of customer care standards in support of new on-line leisure booking system
  - Planned improvements for website promoting Williamson art gallery
  - Improvements to tennis centre car park in response to feedback
  - Liaison with bin contractor to ensure bins replaced to avoid disruption to local residents
  - Improved maintenance for a children's play area after issues highlighted from customer feedback received
  - Enhanced on-line leisure booking system, in response to initial feedback received
- New data list
  - The replacement of the National Indicator Set with a single comprehensive list of data has been issued by Central to Local Government for consultation. Final clarification of the data list together with Wirral Council's method of performance reporting is anticipated to be known by April 2011.

## 4.2 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 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Culture, Tourism and Leisure	DEPT 2089	Total number of electronic workstations available to users per 10,000 population	9.50 Lower= Better	10.08 (A)	Amber	Improved

**Context:**

**Corrective action:** Planned replacement of PCs will continue

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 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	1% (A)	Red	Unchanged

**Context:** Noticeable improvement in overall cleansing performance as a result of new initiatives such as extended working hours and resources.

**Corrective action:** The second tranche score for NI195d is higher than average as it is the first survey carried out after the summer months. Due to a heightened number of events and overall activity throughout the summer there tends to be a greater level of fly-posting identified (depending on the wards being surveyed). It is anticipated that the third and final tranche will see a drop in occurrence and as such the annual target should still be met.

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Environment	LOCAL 7028	% of High Risk Licensed Premises inspected over 12 months	65%	40% (A)	Red	Deteriorated

**Context:** The Enforcement Team have been under resourced due to long term sickness of one officer and the retirement of another officer. Measures are in place to achieve the revised target as a minimum.

**Corrective action:** The Enforcement Team have been under resourced due to long term sickness of one officer and the retirement of another officer. Measures are in place to achieve the revised target as a minimum.

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 7031	Percentage of under-age sales of alcohol during test purchase exercises	5% Lower= Better	10.3% (A)	Red	Deteriorated

**Context:** As well as carrying out under age sales test purchasing activity in off licences officers are working with the police and HM Revenue and Customs to detect and seize contraband and/or counterfeit alcohol and tobacco (Operation Strandhog). 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 10.3%.

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 2093	The number of housebound readers	700	637 (A)	Amber	Deteriorated

**Context:**

**Corrective action:** Additional residential establishments to be approached to see if would like to take service on a regular basis

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, Tourism and Leisure	Energy Conservation In Leisure Centres	Amber	The three main projects are yet to be brought to full fruition. (1) Variable speed drives awaiting final commissioning. (2) Combined Heat & Power ( CHP ) schemes will be specified & tendered later this year. (3) Remodelling of Europa Pools air handling equipment yet to be designed and scheme approved
Culture, Tourism and Leisure	Radio Frequency Identification for Libraries (Finance Dept.)	Withdrawn	Awaiting Library review
Housing & Community Safety	Young Peoples Alcohol Intervention Programme (Law, HR & AM,)	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, Tourism and	QUEST Accreditation for	Withdrawn	

<b>Portfolio</b>	<b>Key project</b>	<b>Status</b>	<b>Corrective Action</b>
Leisure	Leisure Centres		
Culture, Tourism and Leisure	Healthy Living Centres Feasibility Study	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.

## **5.0 RELEVANT RISKS**

5.1 This quarter saw the effect of the winter weather with concerns over highways and service disruption. The revised Winter Maintenance arrangements were approved by Cabinet on 17 November and the winter planning arrangements and the Council's All Hazards Plan are to be reviewed by the Health Safety & Resilience Manager at the end of the winter season.

## **6.0 OTHER OPTIONS CONSIDERED**

6.1 Not applicable.

## **7.0 CONSULTATION**

7.1 There are no specific consultation implications arising from this report.

## **8.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS**

8.1 There are no specific voluntary, community and faith groups implications arising from this report.

## **9.0 RESOURCE IMPLICATIONS: FINANCIAL; IT; STAFFING; AND ASSETS**

9.1 The Government announcement on reducing grant support to local authorities led to a revised programme being approved by Cabinet on 22 July. The M53 junction 3 scheme, which is the largest within the programme, is nearing completion.

Income streams and particularly planning, development, land charges and car parking income within Technical Services are likely to result in shortfalls of £0.6 million. Within Cultural Services income forms a significant element of the budget and are proving difficult to achieve although the Director is looking to identify compensatory savings. The Streetscene contract is subject to an inflationary increase in August for which no budgetary provision has been made and will add £0.2 million to the financial pressures faced by the department in the current year. Overall pressures of £0.8 million have been reported by the Director.

There are no other specific financial, IT, staffing or assets implications arising from this report.

## **10.0 LEGAL IMPLICATIONS**

10.1 There are no specific legal implications arising from this report.

## 11.0 EQUALITIES IMPLICATIONS

- 11.1 There are no specific equal opportunities or health impact implications arising from this report.
- 11.2 Equality Impact Assessment (EIA)  
(a) Is an EIA required? No

## 12.0 CARBON REDUCTION IMPLICATIONS

- 12.1 There are no specific carbon reduction implications arising from this report.

## 13.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS

- 13.1 There are no specific planning and community safety implications arising from this report.

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## 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.

## REFERENCE MATERIAL

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

National and Local Indicator performance information can be found within the Council's Performance Information Management System located within the Council's intranet.

## SUBJECT HISTORY

Council Meeting	Date
Sustainable Communities Overview & Scrutiny Committee	17 November 2010
	14 September 2010
	07 June 2010

	<b>08 March 2010</b>
	<b>18 November 2009</b>
	<b>21 September 2009</b>

Report: Wirral Council's Performance Report 2010/2011

Period: Quarterly - Q3 Report Date: 09/02/2011

Scrutiny: Sustainable Communities

## Direction of Travel Summary

% PIs	No. of PIs	
57.14%	16	Improved by more than 2.5% on previous year's performance
21.43%	6	Deteriorated by more than 2.5% on previous year's performance
21.43%	6	Stayed within +/-2.5% of previous year's performance
0.00%	0	Awaiting data
0.00%	0	Not applicable
<b>100.00%</b>	<b>28</b>	(Note: percentages rounded to 2 decimal places)

## Target Summary

% PIs	No. of PIs	
39.29%	11	Green (within +10/-5% of the target)
7.14%	2	Amber (missed target by between 5% and 10%)
10.71%	3	Red (missed target by more than 10%)
42.86%	12	Over-performing (more than 10% of the target)
0.00%	0	Awaiting data
0.00%	0	Target not set
0.00%	0	Not Applicable
<b>100.00%</b>	<b>28</b>	(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 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 2083	The number of books and other items issued by the Council's libraries per head of population.	4.50	4.61 (A)	Green	Unchanged

**Context:****Corrective action:**

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 2085	The number of physical visits per 1000 population to public library premises	4500	4344.0 (A)	Green	Unchanged

**Context:**



**Corrective action:**

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Culture, Tourism and Leisure	DEPT 2089	Total number of electronic workstations available to users per 10,000 population	9.50 Lower= Better	10.08 (A)	Amber	Improved

**Context:****Corrective action:** Planned replacement of PCs will continue

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 2091	Percentage of requests for books met within 7 days	50%	61.0% (A)	Blue	Unchanged

**Context:****Corrective action:**

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Environment	LOCAL 7025	Consumer protection visits per high risk premises	65%	63.3% (A)	Green	Deteriorated

**Context:****Corrective action:**

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Environment	LOCAL 7027	Total number of enforcement projects conducted into the supply of illegal goods or services	6	7 (A)	Blue	Improved

**Context:** A302 - Car servicing survey - Test services conducted at a sample of four servicing garages. No major problems noted. UO55 - Test purchase by under age volunteer from vending machines in public houses. 8 sales from ten premises. UO59 - Firework test purchasing. 28 premises visited. None sold to the under age volunteer.

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

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Housing and Community Safety	NI 15	Number of most serious violent crimes (PSA 23: Priority Action 1) per 1000 population	0.48 Lower= Better	0.39 (A)	Blue	Improved

**Context:****Corrective action:**

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Housing and Community Safety	NI 16	Number of serious acquisitive crimes per 1000 population	6.02 Lower= Better	5.64 (A)	Green	Improved

<b>Context:</b>
<b>Corrective action:</b>

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 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	3.41 Lower= Better	2.77 (A)	Blue	Improved

<b>Context:</b>
<b>Corrective action:</b>

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Housing and Community Safety	NI 29	Number of gun crimes per 1,000 population	0.061 Lower= Better	0.042 (A)	Blue	Deteriorated

<b>Context:</b>
<b>Corrective action:</b>

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Housing and Community Safety	NI 32	Repeat incidents of domestic violence	1.08 Lower= Better	0.53 (E)	Blue	Improved

<b>Context:</b>
<b>Corrective action:</b>

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 191	Residual household waste per household	390 Lower= Better	389.98 (E)	Green	Improved

**Context:** There is no data available for November or December prior to quarter 3 deadline. It is anticipated that due to weather disruption in December, this figure is lower than it should be.

**Corrective action:**

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Environment	NI 192	Percentage of household waste sent for reuse, recycling and composting	38%	37.19% (E)	Green	Improved

**Context:** There is no data available for November or December prior to the quarter 3 deadline. It is anticipated that due to weather disruption in December, recycling tonnages will be down and overall the month figures will be affected and in turn, bring down the quarter.

**Corrective action:** In the first 2 quarters and up to November Wirral is averaging 42%, while the 3rd quarter does bring down the average due to a falling off in garden waste it is anticipated that year end target will be achieved by March 2011.

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 195a	Improved street and environmental cleanliness (levels of litter)	7% Lower= Better	5% (A)	Blue	Improved

**Context:** Noticeable improvement in overall cleansing performance as a result of new initiatives such as extended working hours and resources.

**Corrective action:**

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 195b	Improved street and environmental cleanliness (levels of detritus)	8% Lower= Better	7% (A)	Blue	Improved

**Context:** Noticeable improvement in overall cleansing performance as a result of new initiatives such as extended working hours and resources.

**Corrective action:**

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Streetscene and Transport Services	NI 195c	Improved street and environmental cleanliness (levels of graffiti)	4% Lower= Better	3% (A)	Blue	Improved

**Context:** Noticeable improvement in overall cleansing performance as a result of new initiatives such as extended working hours and resources.

**Corrective action:**

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 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	1% (A)	Red	Unchanged

**Context:** Noticeable improvement in overall cleansing performance as a result of new initiatives such as extended working hours and resources.

**Corrective action:** The second tranche score for NI195 D is higher than average as it is the first survey carried out after the summer months. Due to a heightened number of events and overall activity throughout the summer there tends to be a greater level of fly-posting identified (depending on the wards being surveyed). It is anticipated that the third and final tranche will see a drop in occurrence and as such the annual target should still be met.

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 1701	Number of reported incidents of anti-social behaviour	10461.75 Lower= Better	10063 (A)	Green	Improved

**Context:**

**Corrective action:**

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
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Housing and Community Safety	LOCAL 1702	Reduce the level of vehicle nuisance	964 Lower= Better	830.00 (A)	Blue	Improved
<b>Context:</b>						
<b>Corrective action:</b>						

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Environment	LOCAL 7028	% of High Risk Licensed Premises inspected over 12 months	65%	40% (A)	Red	Deteriorated
<b>Context:</b> The Enforcement Team have been under resourced due to long term sickness of one officer and the retirement of another officer. Measures are in place to achieve the revised target as a minimum.						
<b>Corrective action:</b> The Enforcement Team have been under resourced due to long term sickness of one officer and the retirement of another officer. Measures are in place to achieve the revised target as a minimum.						

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 7030	Reduce the number of criminal damage incidents reported to Merseyside Police	2709.75 Lower= Better	2287 (A)	Blue	Improved
<b>Context:</b>						
<b>Corrective action:</b>						

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 7031	Percentage of under-age sales of alcohol during test purchase exercises	5% Lower= Better	10.3% (A)	Red	Deteriorated
<b>Context:</b> As well as carrying out under age sales test purchasing activity in off licences officers are working with the police and HM Revenue and Customs to detect and seize contraband and/or counterfeit alcohol and tobacco (Operation Strandhog). Officers will use all powers available to them to regulate criminality in off licences.						
<b>Corrective action:</b> 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 10.3%.						

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 7032	Number of deliberate primary fire fires per 10,000 population	6.75 Lower= Better	5.98 (A)	Blue	Improved
<b>Context:</b>						
<b>Corrective action:</b>						

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Housing and Community Safety	LOCAL 7033	Number of secondary deliberate fires per 10,000 population	33.90 Lower= Better	34.94 (A)	Green	Unchanged

<b>Context:</b>
<b>Corrective action:</b>

**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 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 2093	The number of housebound readers	700	637 (A)	Amber	Deteriorated

<b>Context:</b>
<b>Corrective action:</b> Additional residential establishments to be approached to see if would like to take service on a regular basis

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

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Culture, Tourism and Leisure	LOCAL 2096	Borough wide coverage of the Bookstart scheme	70%	75.6% (A)	Green	Improved

<b>Context:</b>
<b>Corrective action:</b>

**Strategic Objective: Create an excellent Council**

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Environment	NI 182	Satisfaction of businesses with local authority regulatory services	80%	79% (A)	Green	Unchanged

<b>Context:</b>
<b>Corrective action:</b>

Portfolio	PI no	Title	2010/2011 Q3 Target	2010/2011 Q3 Actual	On target	Direction of travel
Environment	LOCAL 7026	Public satisfaction levels with services provided by Fair Trading	90	93.1 (A)	Green	Deteriorated

<b>Context:</b>
<b>Corrective action:</b>

## 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):

- To ensure that efficiencies are planned and deliver value for money: Strategic change programme
- 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
- 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
- Underage sales prevention programme
- Parks and Countryside Procurement Exercise
- On line booking for Leisure Centres
- Landican Crematorium Mercury Abatement Programme

**NATIONAL & LOCAL INDICATORS REPORTED 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 10	Visits to museums and galleries	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 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
NI 169	Non-principal classified roads where maintenance should be considered	Yearly



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

PI No.	Title	Reporting frequency
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 7025	Consumer protection visits per high risk premises	Quarterly
LOCAL 7026	Public satisfaction levels with services provided by Fair Trading	Quarterly
LOCAL 7027	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 2083	The number of books and other items issued by the Council's libraries per head of population.	Quarterly
LOCAL 2084	Cost per visit to public libraries	Yearly
LOCAL 2085	The number of physical visits per 1000 population to public library premises	Quarterly
LOCAL 2086	Books issued per 1,000 population as a % of books available for issue	Yearly
LOCAL 2087	Books available for issue per 1,000 population	Yearly
LOCAL 2088	Aggregate scheduled opening hours per 1,000 population for all libraries	Yearly
LOCAL 2089	Total number of electronic workstations available to users per 10,000 population	Quarterly
LOCAL 2090	Time taken to replenish the lending stock on open access or available on loan	Yearly
LOCAL 2091	Percentage of requests for books met within 7 days	Quarterly
LOCAL 2092	Annual items added through purchase per 1,000 population	Yearly
LOCAL 1701	Number of reported incidents of anti-social behaviour	Quarterly
LOCAL 5179	Percentage of All Adults volunteering to support sport for 1 hour per week	Yearly
LOCAL 5180	Number of green flags for parks	Yearly
LOCAL 2093	The number of housebound readers	Quarterly
LOCAL 2094	The number of active library members aged 60 plus	Yearly
LOCAL 2095	Number of children participating in Summer Holiday Reading Scheme	Yearly
LOCAL 2096	Borough wide coverage of the Bookstart scheme	Quarterly

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

PI No.	Title	Reporting frequency
LOCAL 5185	% of residents by targeted group satisfied with the Council's cultural and recreational activities: Sport/leisure facilities	Yearly
LOCAL 7028	% of High Risk Licensed Premises inspected over 12 months	Quarterly
LOCAL 7029	Undertake three vehicle safety campaigns	Half Yearly
LOCAL 1702	Reduce the level of vehicle nuisance	Quarterly
LOCAL 7030	Reduce the number of criminal damage incidents reported to Merseyside Police	Quarterly
LOCAL 7031	Percentage of sales of alcohol during test purchase exercises	Quarterly
LOCAL 5182	% of mercury abatement equipment programme completed at Landican Crematorium	Yearly
LOCAL 5183	Gateway Review of Parks and Countryside	Yearly