

# Appendix 1

## Wirral Plan Environment Theme 2018-19 Quarter 3 Reports

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## Leisure and cultural opportunities for all

### Overview from Lead Cabinet Member

#### Leisure Strategy:

30 events were held in Wirral's Parks, Beaches and Open Spaces in Q3 2018-19, which is exactly the same amount as Q3 last year. The cumulative total this year is 327, which is 10 more than during the same period last year.

Wirral's now has 32 national quality awards including 27 Green Flag Awards, Country Park Accreditation for Wirral Country Park, 2 Charters for the Bereaved – Silver Award for Burials, Gold Award for Cremations at Landican and the APSE (Association of Public Sector Excellence), Best Service Team for Cemeteries and Crematorium, and a Best Performer Award for Parks, Open Spaces and Horticulture at the 2018 National APSE Awards.

The Draft Nomination Dossier to put forward for Birkenhead Park for World Heritage Site (WHS) status is progressing well. The World Heritage Site Project Officer started in post on 24th September, and the WHS Project Manager started in post on 19th October 2018. A two year project plan has been produced for the project. It's also good news that Birkenhead Park also received £20,900 funding from Public Health to deliver its Forest School programme during 2018/2019.

We're recruiting two Business and Commercial Development Officers to deliver a programme of commercial projects for Wirral's parks, coast and countryside. Applicants are currently being shortlisted for interview.

The 3 GP practices taking part of the physical activity pilot, have been tasked with identifying their patient cohort and are starting their activity during January 2019. Community Action Wirral, has been introduced to the practices to explore a volunteering buddy system. The project demonstrates the desire to make a difference to this patient group, but also highlights the difficulties in delivering it in on top of existing care management.

Wirral are working on a number of funding bids to delivery programmes to encourage participation. Mid-Wirral Crime Prevention Panel again approved funding of £2500 to fund 15 weeks 'Friday Night Football' at the Oval Leisure Centre and funding was secured for the Pathways Project and from the Police Crime Commissioner's Office for Operation Banger, which delivered a range of sports development diversionary initiatives to combat ASB and fires during, Mischief Night, Halloween and Bonfire Night periods. An unsuccessful bid for funding with Merseyside Sports Partnership has impacted on projects focused on improving young people's mental health. That said, all programmes that we run for young people will have mental health as a positive outcome and we are looking at alternative ways to deliver specific projects.

Tenders are being developed for release in January 2019 for the Reception upgrade at West Kirby and Guinea Gap, complete building refurbishment for Bidston tennis centre, 3G pitch and associated changing facilities at Leasowe and Soft Play awarded to Alliance Leisure.

We have a website to promote Volunteer Opportunities in Wirral's Parks and Countryside sites.

<https://www.wirral.gov.uk/leisure-parks-and-events/parks-and-open-spaces/volunteer-with-us>

#### Culture Strategy:

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

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

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

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

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

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

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

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

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

Wirral Plan Indicator	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
Increase the number of people who regularly use the boroughs parks and open spaces	Annual Higher is better	67% (Oct 2015)		66% (Dec 2017)						n/a	The percentage of Wirral Residents who say they use the boroughs parks and green spaces at least once a month decreased slightly from 67% reported in the previous survey in 2016 but not enough to be deemed as statistically significant.
Increase the number of events in Wirral's parks, beaches and open spaces	Quarterly Higher is better	300 (2014-15)		363 (2017-18)	128 (Q1 2018-19)	297 (Q2 2018-19)	327 (Q3 2018-19)			Better	30 events were held in Wirral's Parks, Beaches and Open Spaces in Q3 2018-19, which is exactly the same as during the same quarter last year. The cumulative total this year is 327, which is 10 more than during the same period last year.
Percentage of physically active adults	Annual Higher is better	(2014-15)	England: 66.0% (2016-17) North West: 65.1% (2016-17)	67.5% (2016-17)						n/a	This indicator has replaced "Adult (14+) Participation in sport (at least once per week)". A new indicator was required as the source data for the superseded physical activity indicators has been discontinued. The data provider, Sport England, has replaced the Active People Survey with Active Lives. The new survey provides the same indicators but the methodology has changed, both in terms of questions and the mode of completion (telephone to online/postal version).
Supporting Measure	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
Increase the number of national quality awards for Wirral's parks, coastal sites and open spaces: Green Flags	Annual Higher is better	22 (2015-16)		29 (2017-18)					31 (2018-19)	Better	Wirral has now received 31 national quality awards, 2 more than the start of the year and 9 more than the start of the plan. These include 27 Green Flag Awards, Country Park Accreditation for Wirral Country Park, 2 Charters for the Bereaved – Silver Award for Burials, Gold Award for Cremations at Landican and the APSE (Association of Public Sector Excellence) Best Service Team for Cemeteries and Crematorium.
Utilisation of outdoor space for exercise / health reasons	Annual Higher is better	20.7% (2013-14)	England: 17.9% (Mar 15-Feb 16) North West: 17.5% (Mar 15-Feb 16)	23.4% (Mar 15-Feb 16)						n/a	Utilisation of outdoor space for exercise / health reasons continues to improve on the baseline figure from the start of the plan and is also performing considerably better than North West and nationally despite decreasing since the previous period.  It's worth noting that there is a time lag for this data which comes from the Public Health Outcomes Framework. The data released in quarter 1 was for March 2015 to February 2016. Also, the data comes from a relatively small sample size (less than 100) which may not give an accurate representation of overall activity in Wirral. This measure should therefore be viewed alongside other data for an overall picture of progress.
Increase the number of residents who say they regularly volunteer / support community groups in Wirral	Annual Higher is better	26% (Oct 2015)		24% (Dec 2017)						n/a	The percentage of Wirral Residents who say they volunteer at least once a month has decreased from 26% reported in the previous survey in 2016. The volunteering includes having given unpaid help either by taking part in or supporting any group, club or organisation (e.g. helping to run an activity/event, coaching, counselling, raising money, admin help).

## Wirral residents live healthier lives

### Overview from Lead Cabinet Member

The latest information shows that the percentage of mothers known to be smokers at the time of delivery has worsened from 12% in 2016-17 to 13.5% in 2017-18. It's also higher than the Northwest and National Average. Wirral public health had already identified smoking in pregnancy as a priority and a number of measures have been put in place through the Tobacco Strategy to address it. ABL, Wirral's Stop Smoking Service, stationed an adviser at Wirral University Teaching Hospital to increase engagement with pregnant women and midwifery team and address the high attrition rate from the number of referrals to the number of women engaged with the stop smoking service. Public Health also led a Cheshire & Merseyside system wide Smoking in Pregnancy workshop which brought together Clinical Commissioning Groups, Local Authority Tobacco Leads, Maternity services and Stop Smoking Services and Wirral has an established Smoking in Pregnancy working group and a delivery action plan as a result. ABL has also implemented the direct supply method for Nicotine Replacement Therapies and this appears to be having a positive influence on client retention. ABL staff reported a significant improvement in service delivery.

Wirral achieved the most substantial gains according to an Evaluation of the Drink Less Enjoy More project (compared to the other participating areas) for reduction in sales of alcohol to customers who are drunk (reducing from 90 sales to 36.8%). The Reduce the Strength scheme has now signed up 100 businesses across Wirral. An evaluation of the project demonstrates strong achievement in the key areas set out in the original project plan.

An online guidance tool for members of the public who are interested in being involved in the licencing process is nearing completion. All information is with the developers and the website is expected to go live in the next few weeks.

The number of people accessing specialist services for alcohol is falling nationally and this is reflected in the slow decline of people accessing specialist structured treatment for alcohol or alcohol and non-opiate use in Wirral over the last 12 months. 1,235 people accessed the treatment between Dec 2017 and November 2018 which is slightly less than the previous period (1,253 - year-to-August 2018). A recent Public Health England enquiry into this cited a variety of potential causes and stressed the importance of prioritising alcohol treatment as essential to (and effective in) reducing unplanned hospital admissions and alcohol-related harm. The percentage of local people completing treatment for alcohol addiction and not re-presenting has levelled off above the national average at 43%. (Latest data to November 2018).

93 more people were helped to lose weight in the first half of 2018-19 (1,496) compared to 1,403 helped in the same period last year.

A report recommending full integration of planning, transport, housing, environment and health systems to tackle health inequalities will be presented at the next Children and Families Overview and Scrutiny Committee. The recommendations aim to tackle the growing trend in obesity and also outline local work that is addressing social determinants of health in Wirral. Work to review the current weight management treatment pathway continues in collaboration with the Clinical Commissioning Group including establishing a task & finish group to engage members of the public, service users and professionals and a patient/public survey. We are also liaising with other local weight management commissioners to identify what is happening across Cheshire & Merseyside.

Champs Public Health Collaborative (of which we are part) has been successful in its latest bid to the British Heart Foundation which will result in (among other things) accredited training 250 local health and wellbeing champions/workplace champions to undertake blood pressure checks and the provision of 100 blood pressure monitors to organisations that attend the training.

The Pacific Road Wellbeing Network has been established where lots of small, micro and sole trader businesses have been brought together into a mutually supportive network increasing their awareness of wellbeing and related resources.

Wirral Plan Indicator	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
Admission episodes for alcohol related conditions	Annual Lower is better	853.0 (2013-14)	England: 636.0 (2016-17) North West: 719.0 (2016-17)	901.0 (2015-16)					889.0 (2016-17)	Better	There is a 12 month time lag on validated data being released. This data from the Public Health Outcomes Framework relates to 2016-17.  Performance has improved from the previous reporting period (2015-16). Wirral's Alcohol Strategy sets out an action plan for continuing to reduce alcohol consumption to improve public health outcomes.
Smoking prevalence in adults (age 18 and over) in Wirral	Annual Lower is better	17.2% (2014)	England: 14.9% (2017) North West: 16.1% (2017)	15.7% (2016)					15.9% (2017)	Worse	After a period with a substantial reduction of people smoking across Wirral, smoking prevalence has increased slightly from 15.7% 2015 to 15.9% in the latest (2017) Public Health Outcomes Framework Annual Population Survey.  Smoking prevalence across Wirral has improved significantly since the start of the plan however this is an average for the borough, we still have areas of the borough with smoking rates above 30%, it is these areas that activity will focus on.  There is a time lag on this data and the latest data available is for 2017. The Smoke Free Wirral Strategy sets out an action plan for the borough to tackle smoking prevalence and the local provider for stop smoking services has been working with GPs and practice nurses to improve referral pathways for their services.
Excess weight in adults	Annual Lower is better	66.2% (2012-14)	England: 61.3% (2016-17) North West: 63.3% (2016-17)	59.6% (2015-16)					63.3% (2016-17)	Worse	Excess weight in Adults has worsened from 59.6% in 2015-16 to 63.3% in 2016-17. Wirral is in line with the rest of the North West and slightly above the National average.

Supporting Measure	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
Smoking status at time of delivery	Annual Lower is better	13.9% (2014-15)	England: 10.8% (2017-18) North of England: 13.4% (2017-18)	12.0% (2016-17)					13.5% (2017-18)	Worse	Smoking at time of delivery has worsened from 12% in 2016-17 to 13.5% in 2017-18 and is higher than the Northwest and National Average.  Addressing smoking in pregnancy has been a priority recently in the Tobacco Strategy. ABL stationed an adviser at Wirral University Teaching Hospital to increase engagement with pregnant women and midwifery team and address the high attrition rate from the number of referrals to the number of women engaged with the stop smoking service. Public Health also led a Pregnancy workshop to bring together partners across Cheshire & Merseyside and as a result Wirral has an established Smoking in Pregnancy working group (which includes Clinical Commissioning Group, both maternity providers and ABL) that have developed a delivery action plan.
Number of smokers helped to stop smoking	Quarterly Higher is better	(n/a)		3,063 (2017-18)	767 (Q1 2018-19)	1,471 (Q2 2018-19)				Better	Our commissioned service helped 17 more people engage in the process of stopping smoking in the first half of 2018-19 when compared to same period last year. There is a 6 week follow up period which delays the provision of this data therefore the data is reported a quarter behind.
Number of smokers still quit at 4 weeks	Quarterly Higher is better	(n/a)		1,502 (2017-18)	368 (Q1 2018-19)	718 (Q2 2018-19)				Better	45 more people have continued to stop smoking 4 weeks after deciding to quit in the first half of 2018-19 when compared to the same period last year. There is a 6 week follow up period which delays the provision of this data therefore the data is reported a quarter behind.
Number of pregnant women helped to stop smoking	Quarterly Higher is better	(n/a)		50 (2017-18)	18 (Q1 2018-19)	29 (Q2 2018-19)				Worse	29 pregnant women were helped to stop smoking in the first half of 2018-18. (89 pregnant women had set a quit date.) This is 1 less than the 30 helped in the same period last year. There is a week follow up period which delays the provision of this data therefore the data is reported a quarter behind.
Number of people helped to lose weight	Quarterly Higher is better	(n/a)		1,971 (2017-18)	604 (Q1 2018-19)	988 (Q2 2018-19)	1,496 (Q3 2018-19)			Better	93 more people were helped to lose weight in the first half of 2018-19 (1,496) compared to 1,403 helped in the same period last year. An increase in the number of people eating healthily in Wirral should reduce the prevalence of excess weight and obesity which is a key contributor to premature mortality and avoidable ill health.
Successful completion of drug treatment - opiate users	Quarterly Higher is better	(n/a)	England: 6.2% (Nov 17 - Oct 18)	7.5% (2017-18)	6.4% (Jul 17 - Jun 18)	6.1% (Nov 17 - Oct 18)				Worse	6.1% of opiate users successfully completed their drug treatment from November 2017 to October 2018 compared with 6.4% from July 2017 to June 2018 and 6.9% during the same period last year. Wirral was slightly below the National Average (6.2%).
Successful completion of drug treatment - non-opiate users	Quarterly Higher is better	(n/a)	England: 38.3% (Nov 17 - Oct 18)	54.4% (2017-18)	56.1% (Jul 17 - Jun 18)	59.0% (Nov 17 - Oct 18)				Better	59% of non-opiate users successfully completed their drug treatment from November 2017 to October 2018, an increase from both 56.1% from July 2017 to June 2018 and 50.2% from the same period last year.  Wirral is performing much better than both the National average (38.3%).
Successful completion of alcohol treatment	Quarterly Higher is better	(n/a)	England: 38.6% (Nov 17 - Oct 18)	43.2% (2017-18)	40.0% (Jul 17 - Jun 18)	38.3% (Nov 17 - Oct 18)				Worse	38.3% of people successfully completed their alcohol treatment from November 2017 to October 2018. This is less than 40% from July 2017 to June 2018 and than 39.7% from the same period last year.  Wirral is performing slightly worse than the National average (38.6%).

## Community services are joined up and accessible

### Overview from Lead Cabinet Member

We have made good progress to deliver the actions set out in this pledge; making it easier to volunteer and in ways which work for a range of people. Every day, all across the borough, people living in communities work tirelessly to improve their local areas: through residents associations, tenants groups, neighbourhood forums and more informal groups of volunteers. In the lead up to Bonfire Night Birkenhead Constituency Team and the Merseyside Probation Service were supported by Merseyside Fire and Rescue Service and Merseyside Police by delivering a series of Operation Banger Clean ups in conjunction with local residents. In total around 23 tonnes of combustible waste was collected from hotspot areas across Birkenhead to prevent fires in those areas. The work specifically carried out in Birkenhead and Tranmere ward has contributed to a 35.7% reduction in Anti-Social Behaviour fires.

The third quarter of this year has seen the work with communities continue to progress but there is still lots to do and we will be looking to refresh the plan for 2019/20 between now and March. A full calendar of volunteer-related material for 2019 has been planned, this will include a number of volunteering related workshops and events. Between September 2017 and September 2018, 374 organisations took advantage of opportunities to meet funding organisations and improve their skills to support local groups to develop and flourish. During the same period £226,785 of external funding has been brought into the borough to support third sector organisations and community groups to thrive.

Wirral Plan Indicator	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
Increase the number of residents who say they regularly volunteer / support community groups in Wirral	Annual Higher is better	26% (Nov 2015)		24% (Dec 2017)						n/a	Latest data is from the 2017 Wirral Residents Survey.

## Good quality housing that meets the needs of residents

### Overview from Lead Cabinet Member

Progress has been made regarding key priorities during quarter three of 2018/19 and the detailed actions which support them. An overview of these key priorities is provided below.

#### Building more homes in Wirral to meet our economic growth ambitions

- A cumulative total of 271 homes, which includes 182 Help to Buy units were completed by the end of quarter 3. It is expected that activity will accelerate mid-programme, with 465 homes due to commence construction in 2018-19. In quarter 3, 54 units started on site, bringing a total of 218 units started on site for the year to date. This is a lot higher than was anticipated due to greater investment confidence from Registered Providers.
- Phase 1 development by the Wirral Growth Company is set to achieve 262 new housing units (150 family houses, 52 town houses and 60 apartments)
- Homes England approved the Housing Infrastructure Fund award to support housing development at Wirral Waters in November 2018. The funding will enable some 1,000 new homes to be built on brownfield sites as a first phase of residential development. A grant funding agreement is being progressed with Homes England.
- The action for Cabinet Approval of the final Core Strategy Local Plan and submission to Secretary of State is off track and will not deliver on time. The Council is however fully committed to delivering a high quality Local Plan within the shortest possible timescale. To this end it has invested in additional staff (currently being recruited) and the budget is available to appoint specialist consultant support required for the technical studies. In addition, Leading Counsel has now been appointed and in January 2019 AECOM have been appointed to undertake the Sustainability Appraisal will be appointed. This will enable a review to be undertaken of the Local Development Scheme which will be reported to Members for approval in March 2019. A weekly Local Plan Officers Group is in place to ensure progress on the Local Plan and the Corporate Projects Board are monitoring performance. Regular update reports are provided to the Environment Overview and Scrutiny Committee with the next update proposed for January 2019.

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

- Energy Projects Plus's "ECHO" scheme for low income households who are vulnerable, cold or living in fuel poverty resulted in 28 replacement boilers installed in Wirral households in this quarter. A mailshot in October promoting the Warm Home Discount to households in receipt of certain welfare benefits in areas of high fuel poverty resulted in 814 householder applications by Energy Projects Plus totalling just under £114,000 in reduced electricity bills. 85% of applicants would not have applied for the Warm Home Discount if they hadn't received a letter from the council.
- A number of settings have been agreed to trial home smart monitoring. It is anticipated that both community and extra-care facilities will be included, incorporating people with dementia, people with learning disabilities and older people. Three equipment packages have been identified that can be tailored to meet different needs.
- The Selective Licensing consultation report is now complete and agreed by Cabinet on 1st October 2018 to implement selective licensing in four additional areas of Wirral from 1st April 2019 following a 12 week period of designation which took place in quarter 3. The designation period will end in quarter 4.
- Mandatory Housing of Multiple Occupation licensing changes were operational from 1st October 2018

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

- A draft homelessness review scope has been completed, and Officers are currently liaising with procurement colleagues regarding the requirement to tender for consultants to undertake the homeless review with tender to be issued in Quarter 4. Work has been deferred to allow for the impact on service of the implementation of the Homelessness Reduction Act 2017.
- Evaluation of the pilot of enhanced sheltered housing scheme for recommendations for the future delivery of services will be completed after six months of live operation. Work is currently being undertaken on schemes and confirmation of Domiciliary Care arrangements on pilots is being negotiated. Capital funding has been agreed to improve access and bathing facilities for pilot enhanced sheltered schemes.
- The action to Commission Phase four and five of new services for homelessness and socially excluded groups in line with the commissioning plan has been identified as amber. The Liverpool City Region officers group secured funding for enhanced homeless services; Wirral to enhance triage, private rented sector programme and debt advice services. Phase 4 of the process is due to conclude imminently with tenders awarded and Phase 5 completed December 2018 however for two contracts, the tender process were unsuccessful and have been re-advertised with new timescales. There has been a strategic decision to defer tendering of two other services that have been previously identified through the commissioning plan for tendering, as a consequence of the introduction of the Homeless Reduction Act, the need to determine the impact of this on local supported housing provision and their ability to meet changes in demand.
- The action to work with Registered Providers and private companies to deliver 300 additional Extra care homes has also been identified as amber. Four schemes are either completed or currently onsite, providing a total of 75 units of extra care by the end of 2019/20. The remaining four identified schemes (total of 296 units) are currently at detailed design stage, or have been or are due to be submitted for a planning decision and should be fully completed (subject to planning approval) by the end of 2021/22. We will therefore be delivering over the original target of 300 units however timescales will not be met due to the impact of the significant delay on the Government decision regarding funding for Extra Care schemes as part of its review of funding for supported housing schemes.

Wirral Plan Indicator	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
3,500 new homes will be built by 2020	Annual Higher is better	(n/a)		1,752 (2015-18)						n/a	This is an annual indicator which will report at year-end. The 2015/18 figure has been confirmed as unchanged at 1,752
Improve 2,250 private sector properties	Annual Higher is better	(n/a)		1,535 (2016-18)						n/a	This is an annual indicator which will report at year-end.
Bring 1,250 empty properties back into use	Quarterly Higher is better	(n/a)		887 (Dec 2015-Mar 2018)	Green Actual: 955 Target: 932 (Dec 2015-Jun 2018)	Green Actual: 1,012 Target: 977 (Dec 2015-Sep 2018)	Green Actual: 1,090 Target: 1,022 (Dec 2015-Dec 2018)			Better	On target to exceed overall pledge target of 1250 units brought back into use by March 2020.

Supporting Measure	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
Complete compliance inspections for all homes requiring a license	Annual Higher is better	(n/a)		678 (2017-18)						n/a	This is an annual indicator which will report at year-end. Target for 2018/19 is 902. Quarter 3 performance is 119 units completed and we are on target for the year end figure.
An increase in the percentage of people over 50 living in appropriate housing, that meets their needs	Annual Higher is better	52.3% (Oct 2015)		52.3% (Dec 2017)						n/a	This is an annual indicator which will report at year-end.
Number of home adaptations completed	Quarterly	2,257 (2014-15)		2,597 (2017-18)	642 (Apr-Jun 2018)	1,309 (Apr-Sep 2018)	2,042 (Apr-Dec 2018)			n/a	Home adaptations is a demand led service based on clients needs. From April-December 2018 there were 2042 adaptations completed. Trend indicates that we will complete a similar number of adaptations as last years performance.
Reduce homelessness through prevention	Quarterly Higher is better	707 (2014-15)		998 (Apr 2017-Mar 2018)	246 (Apr-Jun 2018)	523 (Apr-Sept 2018)	715 (Apr-Dec 2018)			n/a	Due to the new Homeless Reduction Act, trend comparison against previous years data has been removed. Performance is currently at 715 in response to new legislation and is on track to meet the target of 900 for 2018/19



## Wirral's neighbourhoods are safe

### Overview from Lead Cabinet Member

It is pleasing to see that reports of Anti-Social Behaviour (ASB) continue to fall, with reports down by a third compared to last year. This reduction was particularly evident during the bonfire night and Halloween period, a time period of perennial ASB issues. Operation Bangor on the lead up to bonfire night was carried out to ensure high visibility in areas dealing with the distress of overnight ASB fires; Operation Stay Safe tackling young people involved in risk taking behaviour and an Arson Awareness day. This work continues alongside multi agency engagement with residents through Community Days of Action taking place this quarter in Wallasey and Oxton with 160 properties engaging. Wirral ASB Team supported this campaign by assisting Merseyside Police with door knocks to provide reassurance to the community and to gather any further intelligence.

Crimes reported to the Police have increased by 13% when compared to the same period last year, a similar increase reflected in the latest figures for Violence with Injury. Crime reporting standards are updated annually and this must be taken into consideration when comparing data. There has also been an improvement in recording of crimes and more victims reporting. Wirral continues to maintain the third lowest crime rate amount most similar force groups.

One of the priorities set out in this pledge was to build communities where people feel safe, as part of this work we have commissioned a specialist organisation to deliver specialist age appropriate training to schools, this is being prioritised within schools within communities where racial tensions have been identified.

Working with Wirral Ways to Recovery we have increased the engagement rate for offenders leaving custody, evidence telling us that meaningful engagement with drug and alcohol services reduces reoffending. Collaborative working with the Troubled families team, which has built on good work already taking place has seen significant improvements in data and information sharing being embedded, which will improve outcomes for these families.

Building on the success of the Safer Wirral Hub we are aligning with the Local Policing Model and planning further integrated partnership working as part of Phase 2. Consultation is currently taking place with services/agencies following discussions with Senior Leadership team.

In January we will be holding a Wirral Modern Slavery Conference to raise awareness and understanding of the fastest growing crime in the world. The event will bring together agencies, working with communities to protect our most vulnerable and ensure criminals are held to account using all the powers at our disposal. In February a workshop has been arranged to agree next year's priorities and work programme to ensure we continue to progress the aims of this pledge.

We are delighted that the Safer Wirral Hub has been shortlisted for the highly prestigious Local Government Chronicle (LGC) Awards for 2019 in the Public/Public Partnership category. This is a great testament to this unique partnership which brings together all the public and community safety functions of Wirral Council, Merseyside Police and Merseyside Fire & Rescue Service into one single management structure and operations base.

Wirral Plan Indicator	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
Reports of anti-social behaviour (ASB) to Merseyside Police	Quarterly Lower is better	11,837 (2014-15)		8,617 (Apr 2017-Mar 2018)	1,920 (Apr-Jun 2018)	3,628 (Apr-Sep 2018)	4,936 (Apr-Dec 2018)			Better	<p>There has been a reduction in reports of anti-social behaviour of almost one third compared to 7,193 reported incidents in the same period last year. The breakdown of reports during quarter 3 with the biggest reduction (40%) being in October. Increased reports of Anti-Social Behaviour (ASB) across the bonfire night and Halloween period is a perennial issue so it was positive to note the reduction in reports this year.</p> <p>Activities undertaken by Wirral Anti-Social Behaviour Team (WASBT) during the quarter include:</p> <ul style="list-style-type: none"> <li>Multi-agency Operation Stay safe to tackle young people involved in risk taking behaviour, Arson Awareness day in Slaty Road/Devonshire Road, Operation Bangor patrols</li> <li>Operation Bangor (lead up to bonfire night) - high visibility in areas that suffered overnight ASB fires</li> <li>Multi-agency days of action in Wallasey in Rice Lane, Liscard and Seacombe</li> <li>New volunteer training delivered to 7 people for the ROCRestore (Restorative Justice project)</li> <li>Supporting West Kirby residents with ongoing ASB incidents and requesting assistance from colleagues from British Transport Police/Revenue Officers on trains</li> <li>Letter drops completed in Rappart Road, Wallasey, Gannys Meadow Road, Woodchurch</li> <li>Residents meeting in Banning Close, Birkenhead regarding concerns of anti-social behaviour</li> <li>Door knock exercise following report of ASB in Cross Street</li> <li>Met with Merseyside Police and driving instructors to provide advice on reporting and recording incidents of anti-social behaviour within the Birkenhead area.</li> <li>Assisted within the Joint Command Centre for the River of Light event.</li> <li>Multi-agency meeting regarding ongoing ASB issues in the Bentinck Street, Birkenhead.</li> <li>Supported a private landlord in to evict a tenant causing ASB for local residents. Email received from a resident thanking Wirral Anti-Social Behaviour Team for their support.</li> <li>Without notice interim Injunction Order with Power of Arrest obtained for violence against staff member (now awaiting trial).</li> </ul> <p>Individuals causing ASB have also been targeted including: Criminal Behaviour Order, Acceptable Behaviour Contract, home visits and letters sent.</p>
Proportion of residents who state they feel safe when outside in their local area (daytime)	Annual Higher is better	88% (Oct 2015)		90% (Dec 2017)						n/a	Latest data is from the 2017 Wirral Residents Survey.
Proportion of residents who state they feel safe when outside in their local area (After Dark)	Annual Higher is better	55% (Oct 2015)		51% (Dec 2017)						n/a	Latest data is from the 2017 Wirral Residents Survey.
Number of crimes recorded by the police	Quarterly Lower is better	19,061 (2014-15)	Ranking within 15 Most Similar Community Safety Partnership Groups: 3 (Nov 2017-Oct 2018)	23,096 (Apr 2017-Mar 2018)	6,709 (Apr-Jun 2018)	13,318 (Apr-Sep 2017)	19,451 (Apr-Dec 2018)			Worse	<p>There has been a 13% rise in the number of crimes recorded when compared to the same period last year. However Wirral continues to maintain the 3rd lowest crime rate compared to the Home Office 'family' of 15 demographically comparable Community Safety Partnerships. It should be noted that Police recorded crime data has changed over time, with improvements in recording practices, this has had an impact on the number of recorded crimes. Where there is an increase in the number of recorded offences, it is due largely to recording improvements or more victims reporting, rather than a genuine rise in crime. Primarily the case for offences of violence, public order offences, domestic abuse and sexual offences.</p>

Supporting Measure	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
First-time entrants to the youth justice system (10-17 year olds, as a rate per 100,000 of the local general population)	Quarterly Lower is better	380 (Apr 2014 - Mar 2015)	Merseyside YOT (Police Crime Commissioner area): 324 (Apr 2017-Mar 2018)	157 (Oct 2016-Sep 2017)	150 (Jan-Dec 2017)	152 (Apr 2017-Mar 2018)	173 (Jul 2017-Jun 2018)			Worse	Latest data is for July 2017-June 2018. Following a reducing trend over the past 2 years data shows a slight increase when compared to the same period last year (171). Figures are presented as a rate per 100,000 young people aged 10-17 and this equates to 51 young people compared to 50 last year. The Youth Offending Service continues to focus on 'Out of Court' work to maintain Wirral's low rate.
Violence that causes an injury to an individual victim (not including homicide) recorded by the Police	Quarterly Lower is better	1,982 (2014-15)	Ranking within 15 Most Similar Community Safety Partnership Groups: 4 (Nov 2017-Oct 2018)	2,569 (Apr 2017-Mar 2018)	746 (Apr-Jun 2018)	1,506 (Apr-Sep 2018)	2,157 (Apr-Dec 2018)			Worse	There was an increase of 13% in crimes of 'violence with injury' compared to the same period last year, (in which there were 1,912). However this increase is the same for all other 15 Community Safety Partnerships with which Wirral is benchmarked in the Home Office 'Most Similar' Group, as Wirral's ranking remains consistent. Wirral is ranked 4th lowest amongst 15 for violence with injury an improvement from 5th at the same time last year. It should be noted that Police recorded crime data has changed over time, with improvements in recording practices, this has had an impact on the number of recorded crimes. Where there is an increase in the number of recorded offences, it is due largely to recording improvements or more victims reporting, rather than a genuine rise in crime. A significant proportion of this increase can be attributed to successes in victims of domestic violence having the confidence to come forward.
Percentage of Youth Re-Offending (age 10-17 years)	Quarterly Lower is better	51.4% (Jul 2012-Jun 2013)	England: 41.6% (Oct 2015- Sep 2016) Merseyside YOT (Police Crime Commissioner area): 46.2% (Oct 2015-Sep 2016)	42.3% (Apr 2015-Mar 2016)	39.7% (Jul 2015-Jun 2016)	39.6% (Oct 2015-Sep 2016)	41.2% (Jan-Dec 2016)			Worse	Latest data for the percentage of youth re-offending is for the period January-December 2016. At 41.2% it shows a reduction of 1.5% when compared to previous year's figures.

## Attractive local environment for Wirral residents

### Overview from Lead Cabinet Member

During the third quarter we have made progress on a number of the key actions for this year. We have been working hard to support our enforcement contractor Kingdom to overcome operational difficulties such as the recruitment and retention of staff to improve performance. New aspects of the enforcement contract have also been established during this quarter such as 'smoke free' and trade waste. We are pleased with the local environmental quality scores achieved through monitoring this quarter, particularly given the leaf fall programme started in October and then we experienced several powerful and disruptive storms. We have also re-engaged with our Love Where You Live colleagues and supporters and discussed new requirements and support to drive voluntary activity. We continue with the Waste Management Improvement Plan to focus on improving recycling performance and reducing non recycled waste and right at the end of the quarter the Government launched its Waste and Resources Plan to set out new waste management targets and requirements. We are now reviewing the Government's new plan and determining its implications for Wirral and the City Region. We have much to be working on as we move into the final quarter of the year, including making the final recommendations for a dog control PSPO, taking forward actions set out in the SUP Free policy, launching our programme for Year of Environment and completing this year's grot spot action plan. We are on course to complete the Delivery Plan's actions by the end of the year.

Wirral Plan Indicator	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
Maintain local environmental quality (LEQ) via the street cleansing of litter, detritus, graffiti. (Main Gateways and Retail Areas)	Quarterly Higher is better	97.5% (2014-15)		98.1% (2017-18)	Blue Actual: 96.7% Target: 93.3% (Q1 2018-19)	Blue Actual: 98.7% Target: 93.3% (Q2 2018-19)	Blue Actual: 98.9% Target: 93.3% (Q3 2018-19)			Better	The 2018 Q3 figures continue to show that Local Environmental Quality in key gateway and shopping areas exceed the target score of 93.3%, with an increase in performance on the previous quarter. The quarter 3 performance of 98.9% is particularly impressive given the time of year with leaf fall and a number of weather storms. The strong LEQ performance also demonstrates that behaviour change in terms of littering is beginning to occur with a reduction in cigarette litter.
Achieve 50% kerbside recycling of domestic waste by 2020.	Quarterly Higher is better	36.30% (2014-15)		33.20% (2017-18)	Red Actual: 34.10% Target: 38.50% (Q1 2018-19)	Red Actual: 33.50% Target: 38.50% (Q2 2018-19)				Same	79% of councils in England saw a reduction in the recycling rate compared with the same quarter last year and there was an average drop of 2.2 percentage points, which is consistent with the reduction experienced by Wirral Council. This is likely to be due to the low quantity of garden waste collected this quarter, as a result of a particularly warm and dry summer (not good growing conditions). Projects to help increase capture of Wirral's available recycling are continuing (updates further down in this report).
Supporting Measure	Indicator	Wirral Plan Start	Benchmark Data	Year End 2017-18	2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4	Year End 2018-19	Trend (See Key)	Comment
Number of FPN's issued for environmental offences (Littering)	Quarterly Higher is better	(n/a)		7,797 (2017-18)	Red Actual: 1,672 Target: 2,000 (Apr-Jun 2018)	Red Actual: 3,018 Target: 4,000 (Apr-Sep 2018)	Red Actual: 4,205 Target: 5,750 (Apr-Dec 2018)			Worse	We have been working closely with Kingdom and providing the support they need to improve performance in enforcing against environmental crime through optimum officer numbers. The close working relationship and focus has helped drive improved litter enforcement performance during quarter 3. During this quarter we have also launched an interactive map of litter enforcement via the Council's website enabling residents to view exactly where action has been taken.
Number of FPN's issued for environmental offences (dog fouling)	Quarterly Higher is better	(n/a)		192 (2017-18)	Red Actual: 35 Target: 45 (Apr-Jun 2018)	Red Actual: 45 Target: 90 (Apr-Sep 2018)	Red Actual: 61 Target: 130 (Apr-Dec 2018)			Worse	The Council expects to see an increase in notices issued for dog fouling offences, with volumes comparable to last year. The support given to Kingdom to get officer numbers back up to optimum have enabled Kingdom to improve their performance in enforcing against dog fouling during quarter 3. As for littering offences the interactive map also includes details of dog fouling enforcement enabling residents to view exactly where action has been taken.
Reduce the overall collected general waste (non-recycling) per household	Quarterly Lower is better	502.15 (2014-15)		545.98 (2017-18)	142.98 kg/hh (Apr-Jun 2018)	131.60 kg/hh (Apr-Sep 2018)				Better	
Increase level of school recycling	Annual Higher is better	35.00% (2014-15)		48.00% (2017-18)						n/a	Data available Month after year-end. 107 of Wirral schools are on the Council's waste and recycling collection and one other school is just receiving a recycling collection. 79% of these schools are recycling at least 50% of their rubbish (16% are recycling over 60% of their rubbish). Only 8 schools are recycling less than 30% and these are receiving additional advice to help them to change from rubbish bins to recycling bins.
Increase the number of garden waste subscribers	Quarterly Higher is better	(n/a)		39,565 (2017-18)	36,772 (Apr-Jun 2018)	39,010 (Apr-Sep 2018)	39,331 (Apr-Dec)			Better	There are 157 more subscribers than at the same point last year. However, this is still far short of the 40,121 subscribers achieved in 2016/17. An offer was introduced in December for a reduced price subscription (£18) for December to May 2019. The number of new subscribers in December more than doubled as a result.
Using targeted communications, increase kerbside (green and grey bin) recycling rate for the ten lowest performing rounds to at least 25%	Quarterly Higher is better	(n/a)		21.20% (2017-18)	20.23% (Apr-Jun 2018)	21.90% (Apr-Sep 2018)	21.61% (Apr-Dec 2018)			Better	The recycling rate is slightly lower than expected, but is an improvement on last year's recycling. The Recycle Right campaign is being rolled out in Qtr 4.

## Report Key

**Trend** - Performance is shown as Better, Same or Worse compared with the last reporting period except for: Increase the number of events in Wirral's parks, beaches and open spaces, Number of smokers helped to stop smoking, Number of smokers still quit at 4 weeks, Number of pregnant women helped to stop smoking, Number of people helped to lose weight, Bring 1,250 empty properties brought back into use, Reduce homelessness through prevention, Reports of ASB to Merseyside Police, Number of crimes recorded by the police, Violence that causes an injury to an individual victim (not including homicide) recorded by the Police, Kerbside Recycling, Littering FPN, Dog Fouling FPN, Household Waste and Garden Waste and recycling lowest performing rounds, which are compared with same period the previous year.

**Target** - Where targets apply, these are shown as either Blue, Green, Amber, Red based on the agreed tolerance range for individual measures.

**Action** - These are shown as either:

- Green (on track to deliver on time)
- Amber (off track but action being taken to deliver on time)
- Red (off track and won't deliver on time)