REPORT	FINAL MONITORING REPORT - WIRRAL PLAN PRIORITIES 22/23
DATE	NOVEMBER 2023

1.0 INTRODUCTION

This report provides an update on the Wirral Plan progress since the last report was considered by Policy & Resources Committee in March 2023. This will be the final monitoring report of the Wirral Plan priorities for 22/23. Any outstanding actions will be included in the development of the new Council Plan, which replaces the Wirral Plan and also forms the next stage of the Improvement Plan. A separate final monitoring report to close down the Improvement Plan has also been produced. New monitoring reports and a new Performance Management Framework are being developed as part of the new Council Plan.

This report has been divided into the five Wirral Plan themes:

- Inclusive Economy
- Sustainable Environment
- Safe & Vibrant Communities
- Brighter Futures
- Active & Healthy Lives

2.0 WIRRAL PLAN THEME PROGRESS UPDATES

A summary overview of progress made against each of the Wirral Plan themes is provided, including case study examples, key performance updates and progress against the 11 'Big Ticket Items' identified for 2022/23. The tables will also identify how the theme and key deliverables will be captured as part of the new Council Plan.

WIRRAL PLAN THEME	Inclusive Economy
THEME SUMMARY	Working for a prosperous, inclusive economy - helping businesses to thrive and creating jobs and opportunities for all.

CASE STUDIES

TOPPING OUT CEREMONY WIRRAL WATERS

Miller's Quay, Peel L&P's cornerstone residential scheme at Wirral Waters, reached a special milestone in June 2023 in its construction of 500 highly sustainable one- and two-bedroom waterfront apartments. The topping out ceremony marked reaching the highest point in the construction of the transformational residential development.

In addition to its high levels of sustainability, Miller's Quay is also delivering significant social value with 100 affordable new homes included and a wide range of unique learning and employment opportunities for the local community. Since construction began last July, 319 students from Wirral Met College have already benefitted from the 'live' classroom on its doorstep where students are taking part in a number of activities and learning a wide range of skills.

By collaborating with the employers involved within the wider Wirral Waters regeneration project, Wirral Met College has been able to review its curriculum to ensure its provision is directly aligned to the needs and demands across the modern construction industry. The scheme recently won the 'Development of the Year' at the Insider's Liverpool City Region Property Awards 2023.



VIBRANT
HUB FOR
BUSINESSES
IN
BIRKENHEAD
EXPANDS
AFTER
TOWN DEAL
INVESTMENT

A warehouse container village which provides innovative workspaces for startups and creative businesses in Birkenhead, has expanded.

Located next to the waterfront and the historic Birkenhead Priory, Start-Yard used Town Deal investment to double the space for businesses by introducing 10 new state-of-the-art work pods, as well as a new meeting room called Pow Wow and a café bar called ME+NU.

The building, which was previously used by Cammell Laird as a motor transport depot, also now boasts photography/podcast studios and a green room for video production, to cater to the evolving digital needs of modern businesses.



FIRST WIRRAL YOUTH MARKET SUCCESS

As part of the Council's UK Shared Prosperity Fund (UKSPF) Phase 1 Investment Plan, the Council has developed a youth market programme comprising three youth market events up to March 2025.

The first youth market event took place in Liscard Town Centre on Saturday 22 July 2023 from 10am – 4pm at the Cherry Tree Shopping Centre. Over 3500 people attended the event (average of 583 per hour) and 20 traders attended from 16-29 years of age. The event also hosted 3 performers and the 'Stand Out Trader Award' went to Harrison and Dom from Distinct Sportswear.

Feedback from visitors and traders regarding the event has been overwhelmingly positive, highlighting how the event was well-organised, provided an opportunity for young people to gain valuable work experience, and helped to drive additional footfall to the town centre. Many traders also reported that the number of sales on the day exceeded their expectations and cited demand for more youth market events in future.

Future events are currently being planned at other locations within the Borough, as part of the UKSPF programme.



BIG TICKET ITEMS IDENTIFIED FOR 22/23

DRIVING FORWARD REGENERATION

PROGRESS SINCE MARCH 2023

- Local Plan: Wirral's Local Plan Examination began in April (18th & 19th) 2023. The Examinations were done in public with opportunities to watch via Webcast. The second week of the hearings (9th-11th May) took place virtually. The hearings are due to finish on 8th November 2023 and the sessions have been conducted over 8 weeks. The next step will be for the Inspectors to issue a letter with their initial findings.
- Masterplans: A number of Neighbourhood Frameworks and masterplans have been published for public consultation, focusing on:
 Marine Promenade area of New Brighton, Wallasey Town Hall Quarter, Cleveland Street, Dock Branch Park, Scotts Quay and St
 Werbergh's.
- **LeftBank:** LeftBank Programme Board has been set up to coordinate funding and ensure delivery against the timescales associated with the funding sources. So far more than £100 million of Government funding has been secured by Wirral Council to support this regeneration and help attract even more private sector investment to make this happen.
- Funding: The Council secured £2.3m Brownfield Land Release Fund 2 funding for the demolition and redevelopment of the Wallasey Town Hall North and South Annexes to create new homes. Work is expected to start on site in early 2024.
 - On 13 September 2023, Policy and Resources Committee resolved to accept an invitation to participate in the Department for Levelling Up, Housing and Communities (DLUHC) **Simplification Pilot**, which will help to streamline the delivery of 3 growth funds overseen by it, namely Town Deal, Future High Streets Fund (FHSF) and the Council's Levelling Up Round 1 (LUF1) allocation (overall funding allocation remain unchanged). The Council has since submitted its Investment Plan to DLUHC for consideration and approval. The Investment Plan details how the Council will utilise the funding, as well as an aggregate set of outcomes and outputs and an annual funding forecast across set intervention themes.
- Wirral's UK Shared Prosperity Fund Phase 1 Investment Plan (UKSPF) was approved by the Liverpool City Region Combined Authority in December 2022 and programme delivery has commenced. Projects have included helping with green infrastructure improvements in the council's regeneration priority areas such as tree planting plus adding wildflower sites at Tower Grounds, New Brighton, and Mersey Park, Tranmere. The funding has also been used to fund Wirral's first Youth Market, as highlighted above. Phase 2 of the UKSPF programme is underway with the design and development of bespoke Business Support Initiatives to complement the universal Business Support Service delivered by Wirral Chamber. Phase 3 is due to commence April 2024 for the Employment & Skills Theme.
- Regeneration Projects: Work has been underway to deliver against the projects. Key highlights include launch of the new offices in Birkenhead Town Centre, construction underway at Wirral Waters for the 500 new apartments at Millers Quay, and the submission of planning application for a high-quality housing scheme at Hind Street, in partnership with Ion Developments.
- **Business Support Service:** From 1 March to 30 September, the Council's commissioned Business Support Service has engaged with 651 new businesses, providing intensive support to 198 businesses. 66 new businesses have been created through the business start up programme in this period. 176 jobs have been created by businesses that have received startup support during the same period. Case studies include supporting a local business to implement artificial intelligence tools to improve online marketing campaign effectiveness; supporting the business plan for a now thriving community space and café; supporting a manufacturer to implement a social value impact plan and maximise their environmental, social and corporate governance impact.
- Housing: Work continues to deliver and progress housing and regeneration projects. Key highlights since March 2023 include:

- 96 new affordable homes completed up to June 2023 with a total scheme value of £15.36m supporting the construction industry and a further 967 on site with 483 estimated to be completed before the end of March 2024.
- 548 households in Wirral have benefitted from improved energy efficiency measures through programmes supported by the Council and via the Liverpool City Region Combined Authority accessing around £5million in national grant programme for the Borough.
- Prevented and relieved homeless for 607 households.
- Increase in provision of temporary accommodation by 9 units and a further 18 in progress to meet demands arising from homeless households, helping to reduce as much as possible the need and time families spend occupying bed and breakfast accommodation.
- **Culture:** In August 2023, thousands of visitors flocked to Thurstaston for 'Imagine Bamboo is Everywhere', one of the highlights of Wirral Country Park's 50th anniversary programme of events. Crowds were treated to large bamboo artwork, bamboo bikes and a bamboo orchestra. Children enjoyed trying their hand at circus skills, limboing and the crafting workshops in the Visitor Centre.
- **Borough of Culture 2024:** Exciting activity is underway to plan the programme for Wirral becoming Borough of Culture in 2024. This is awarded annually on a rotational basis to one of the six local authorities that make up the Liverpool City Region, as part of the Combined Authority's culture programme.
 - Wirral's programme is a collaboration between the Council and a wide range of creative and community partners from across the borough. It has been designed to encourage participation in cultural activity and provide a lasting legacy.
 - The vision for 2024 is that Borough of Culture should be a celebration of Wirral people and places and a showcase for its creative communities and the power of culture and heritage in regeneration. Borough of Culture provides a vital opportunity to highlight how culture plays an essential role in creating places people want to live, work and spend time in and a platform to tell Wirral's story and celebrate its unique heritage.
 - A report to Tourism, Communities, Culture and Leisure Committee on 19th October 2023 set out progress in respect of the plans for next year alongside a detailed programme plan (http://democracy.wirral.gov.uk/ieListDocuments.aspx?Cld=956&Mld=10048).
- Wirral Ways to Work Programme: The Worklessness Support Service, part of the wider Wirral Ways to Work Programme, is delivered by Involve Northwest and provides personalised employment support to residents across the borough who are out of work. In the 12 months to September 2023 this service has engaged with 748 residents, supporting 559 into employment, education and training.

COMMUNITY WEALTH & INCLUSIVE GROWTH

PROGRESS UPDATE FROM MARCH 2023

- **Community Asset Transfer:** A Community Asset Transfer Policy has been adopted and is encouraging the set-up of community-based organisations and cooperatives in the local community. In 2022/23, eleven different assets were considered for potential community asset transfer with positive outcomes agreed for six assets and two currently being developed.
- Community Wealth Building is at the heart of our regeneration:
 - Planning agreements as part of Left Bank developments have been reviewed to secure social value through employment and skills agreements.
 - Innovative methods to increase meaningful community engagement in project/masterplan designs have been developed.
 - Work with the Public Health Team and Community, Voluntary and Faith (CVF) sector is continuing to increase the range and scope of volunteering opportunities.
- **Procurement and Fair Employment:** The Council is working in partnership with anchor organisations in Wirral and across the City Region to focus on Procurement and Fair Employment to embed social value across supply chains to generate economic and social value; apprenticeships for care leavers and employment opportunities.
- Partnership working: Wirral Community Health & Care (WCHC) has become the first NHS organisation to obtain the Level 1 Quality Mark for Social Value. Wirral Met College is working with us to support the regeneration of Birkenhead Town Centre, ensuring access to employment and training for young people.
- Sustainable Inclusive Economy: We know that the Climate emergency means we have to build a sustainable inclusive economy. We have the natural and technological assets to be leaders in the green industrial revolution in Wirral and across the region. Mersey Tidal is one key example, where we are building the case for a globally significant asset that will help the country in moving to predictable, alternative, and long-term energy.

PROGRESS SINCE MARCH 2023

- **Community Asset Transfer:** several asset transfers are progressing for the former libraries towards completion in the next few months. Members have also agreed the transfer of Brackenwood Golf Course which is progressing.
- Sustainable Inclusive Economy: Twenty state-of-the-art construction technology sales jobs will be created in Birkenhead this year, thanks to the launch of a new regional hub by Causeway Technologies. Causeway's new office at Peel L&P's Hythe in Wirral Waters, Birkenhead was officially opened by British hockey star Sam Quek MBE. Hythe is among the top 10 percent of all buildings for its green credentials, achieving a BREEAM Excellent rating by including low carbon procurement initiatives and innovative construction techniques which set high standards in environmental sustainability. Efficient building systems, sustainable urban drainage, the installation of photovoltaic panels, electric car charging points, cycling facilities, and future provisions for bike charging points all contributed to this achievement.

HOW WILL THIS THEME BE CAPTURED MOVING FORWARD		
NEW COUNCIL	The 'Inclusive Economy' theme will be captured under the new Council Plan theme 'People-focused Regeneration'.	
PLAN THEME		
OTHER STRATEGIC	This theme will also be progressed through action plans from the following strategies and plans:	
ALIGNMENT	• Local Plan 2020 – 2035	
	Birkenhead 2040 Framework	
	Housing Strategy	
	Wirral Economic Strategy 2026	
	Community Wealth Building Strategy	
	Community Asset Transfer Policy	

WIRRAL PLAN THEME	Sustainable Environment
THEME SUMMARY	Working towards a clean-energy, sustainable borough that leads the way in its response to the environment & climate emergency and is environmentally friendly.

CASE STUDIES

CLIMATE ACTION ONLINE INFORMATION AND ENGAGEMENT HUB LAUNCHED

In June 2023, the Climate Action Online Information and Engagement Hub was launched. Wirral residents are able to generate a score for their personal carbon footprint then log it on a map of the borough to see how they compare to their neighbours and other residents.

That is one of the features of a new <u>online Climate Action Hub</u> that has launched recently and which is part of a wide-ranging community engagement project on climate action being undertaken by Wirral Council and the Cool Wirral partnership.

The hub provides an introduction as to what partners hope to achieve and gives residents the opportunity to express their opinions and thoughts on climate change – and Wirral's approach to tackling it.



RELAUNCHED WIRRAL TREE WARDEN NETWORK

Relaunched in October 2023, the scheme invites volunteers to play an active role in the care and enhancement of Wirral's trees, hedgerows and woodlands so people can enjoy them both now and for generations to come.

Tree Wardens will have access to a packed calendar of events like tree walks, workshops, tree watering, maintenance and plantings and a book club.

The network is run by the council and affiliated with the national Tree Warden scheme from the Tree Council.



BIG TICKET ITEMS IDENTIFIED FOR 22/23

CONTINUE OUR ENVIRONMENT & CLIMATE EMERGENCY RESPONSE

PROGRESS UPDATE FROM MARCH 2023

Key priority actions were identified for action in 2022/23 to ensure the Council continues the trajectory to keep pace with the carbon budget and meet the net zero target by 2030. These have been outlined below alongside progress made to date:

- Environment & Climate Emergency Declaration: Implement the recommendations and action plan following a detailed audit of the Council's response to the environment & climate emergency declaration. Recommendations from internal audit have been put into a management plan and are being implemented.
- **Green Fleet Strategy:** Establish a Green Fleet Strategy for the Council. The production of the Green Fleet Strategy and a full review of the Council's fleet and its use are underway.
- **Electric Vehicle Strategy:** Develop an Electric Vehicle (EV) strategy for the borough, work has been completed on the production of the strategy which is due to be launched next year.
- **Decarbonisation Plan:** Establish a decarbonisation plan for building emissions and create a 'project pipeline' to enable funding bids.
- **Tree Planting:** Tree planting season is underway for 2022/23 with the aim of planting over 21,000 trees. I-trees survey has completed field collection data from over 200 survey sites and household surveys to collect cultural and social value data. The Pollinator strategy has also been approved by ECE&T Committee.
- Communication/ Resident Engagement: Increasing communication and engagement from residents and communities through a Climate Emergency Communications Strategy. A Community Climate Engagement Strategy is in draft. Proposals have gone to

- Liverpool City Region Combined Authority for a one stop volunteering hub utilising the UK Shared Prosperity Funding. This will incorporate a community climate champion element, as well as grants for community sustainability projects.
- Awards: Aspire to become a Silver award carbon literate organisation and increase awareness and action from internal staff. A further 44 staff have attended carbon literacy training and 2 staff members have been trained to deliver the courses in-house to reduce costs in 2023/24. There is also more information available on Flo for staff and a monthly Climate Literacy newsletter.
- Environment and Climate Emergency Action Plan: Increase accountability through a public facing ECEAP (Environment and Climate Emergency Action Plan) introduction and progress report. The ECEAP public facing report has been developed and published online.

PROGRESS SINCE MARCH 2023

- Climate Emergency Declaration: July 2023 marked four years since the Council unanimously declared a Climate Emergency. In the last 12 months since April 2022, the following progress was made:
 - Planted 21,040 more trees (with the help of our community groups and volunteers)
 - Installed a 1.1km flood wall in West Kirby to protect homes in the area from tidal flooding.
 - Trained our parks teams on eCargo bikes (bikes with capacity to carry tools and items) so our staff can cycle instead of drive for some of their work.
 - Made three of our School Street trials permanent to help make areas around schools safer.
 - Trained 91 more of our staff to be carbon literate.
- **Carbon budget**: Actual carbon dioxide equivalent (CO₂e) emissions in 2022/23 from measures scope 1, 2 and 3 emissions were 5,508t CO₂e which equates to approximately a 60% reduction against the 2019/20 baseline.
- **Zero Waste Framework:** The Liverpool City Region Zero Waste Framework was adopted by Wirral Council in March. The document sets out a number of priorities:
 - 1: Accelerating actions to reduce carbon emissions
 - 2: Improving community-based networks to reuse items
 - 3: Introducing community composting
 - 4: Using waste as a resource to deliver social value
- **Pollinator Strategy:** Wirral Council's commitment to supporting pollinators such as bees, butterflies and other insects is continuing with long grasses and wildflowers growing freely on a number of identified sites across the borough. Prioritising pollinators is part of Wirral Council's response to the Climate Emergency and, depending on the location, these sites might be managed in different ways; by planting pollinator friendly flowers and plants, reducing weed removal in the area or not mowing grass verges when wildflowers of significance are in season. A full list of current sites was published on the Council website, alongside an opportunity for residents to suggest new ways of supporting pollinators.
- Waste Management: The Government has released its Simpler Recycling plan and response to the 2021 public consultation on consistent recycling collections. The Council is currently developing the Waste Collection Strategy to address the requirements detailed in the Environment Act 2021, in line with the Simpler Recycling guidelines and timescales.
- **Street Cleansing:** In total, six solar bins have been installed in West Kirby, three in New Brighton and one in Hoylake. Those in West Kirby replace those removed during the flood wall construction works. The bins use solar power to compact the waste to help manage litter and collection of it.
- Sustainable Travel: A major new cycling and walking route surrounding part of Wirral Waters is now complete.

 The Greenway, which forms part of the Liverpool City Region Freeport and runs along the north side of Beaufort Road and the east side of Wallasey Bridge Road, provides an attractive and sustainable travel corridor, with a walkway and off-road cycle route.
- **Green Fleet:** Work on developing a Green Fleet Strategy has commenced with an initial review of the Councils fleet usage, vehicle requirement and future requirements being undertaken. Work has also commenced in collating the various approaches undertaken by others to inform a future strategy and delivery model.
- **Electric Vehicle Strategy:** A consultancy are developing the Electric vehicle strategy, due for completion in November 2023. The strategy will be taken to ECET committee anticipated March 2024.
- Tree, Hedgerow and Woodland Strategy: Tree, Hedgerow and Woodland Strategy: Procurement and implementation of new tree management software to improve contract management and performance of the Council's Tree Risk Management System. An i-Tree Eco study in partnership with Forest Research has been completed to better communicate the value of Wirral's tree canopy and inform management decisions as well as policy reform. Recruitment of a Trees and Woodland Community Officer who, will work closely with local communities and stakeholders to develop and deliver projects to value, protect and enhance tree, hedgerow and woodland provision in Wirral. Planting target met for the third year resulting in a net gain of 64,430 trees. A review of the strategy is currently in progress and will include a new chapter on Trees and Development and Natural Regeneration, updated policy references and case studies.
- **Biodiversity**: The Biodiversity and Net Gain Strategy was developed and approved at Environment, Climate Emergency and transport (ECET) committee in October 2023. A Biodiversity Net Gain Coordinator has been appointed and next steps are to develop the Biodiversity Action Plan.
- **Air Quality Management Strategy**: Workshops have been completed, alongside a public consultation and a draft strategy developed. Due to go to ECET committee in December 2023.
- Communication/Resident Engagement: The climate action hub is live and has hosted surveys and consultations on air quality, biodiversity and domestic burning. A complimentary microsite has been developed which launches in November 2023 to provide residents with useful information on how to reduce their carbon footprint. Rollout of a community climate champion initiative and a programme of green grants funded by UKSPF will begin in January 2024. The Eco school programme has been successfully working with schools within the borough and 52 Wirral schools achieved their green flag award in 2022/23. An Eco school council was established in 2023 and will work on various projects during the 2023/24 school year based on the themes earth, water and

HOW WILL THIS THEME BE CAPTURED MOVING FORWARD		
NEW COUNCIL PLAN	This priority will be captured under the new Council Plan theme 'Protect Our Environment'.	
THEME		
OTHER STRATEGIC	This priority will also be progressed through action plans from the following strategies, plans and policies:	
ALIGNMENT	Delivery of the Cool2 Climate Change Strategy for Wirral as a key partner of the Cool Wirral Partnership.	
	Delivery of the Council's Biodiversity & Net Gain Strategy and Action Plan.	
	Delivery of the Council's Greening Fleet and Alternative Transport Strategy.	
	Delivery of the Council's Waste Management Strategy and LCR Zero Waste Strategy.	
	Delivery of the Council's Tree, Hedgerow and Woodland Strategy	
	Delivery of the updated Environment and Climate Emergency Action Plan.	
	Delivery of the Electric Vehicle Infrastructure Strategy	

		Delivery of the Electric Vehicle Illinastructure Strategy		
WIRRAL PLAN THEME		Safe and Vibrant Communities		
THEME SUMMARY		Working for safe and vibrant communities where our residents feel safe and are proud to live and raise their families.		
		CASE STUDIES		
	agency prost affa a combination of the combination of the combination of the covered their profession of t	Community Safety Team has been working as part of of a multi- coartnership - EVOLVE - to address issues in areas of Merseyside fected by incidents of serious and organised crime. EVOLVE uses nation of targeted policing tactics alongside activity from and input from residents to protect communities and ultimately organised crime groups from operating. Latest developments he banner of EVOLVE Wirral include a fund launched in her 2023 that groups or projects within three of Wirral's most de neighbourhoods can use to help reduce the level of crime and had behaviour in their area. Is available for groups in Woodchurch, Beechwood and met to bid for. They can apply for funding of up to £2,000 to heir crime reduction project or initiative, which must focus on hore themes of health and wellbeing, youth hent/intervention, environmental issues or community cohesion. The suggestions on what the funding could be used for are; an mental action day, activities for young people, or an event that he whole community together to build trust and positivity in the dding groups do not have to be based in one of the three areas by EVOLVE Wirral, but they must be able to demonstrate that beiget, if successful, can be delivered in one of these areas only, details about how the fund will be used and highlighting some of lactivity will be forthcoming in the New Year.		
MERSEYSIDE FIRE SERVICE OUTSTANDING	commer	side Fire and Rescue Service (MFRS) has recently been highly nded for its innovative and targeted prevention work, its e to major incidents and for making the best use of its resources serve the public of Merseyside.		
	and Fire	& Rescue Services (HMICFRS) who carried out a detailed on of the Service in May 2023, and judged it as: Dutstanding at preventing fires and other risks Dutstanding at responding to major and multi-agency incidents	WE ARE OUTSTANDING!	

- **Outstanding** at making best use of resources

Chief Fire Officer Phil Garrigan said: "Operational and Support staff across the Service work incredibly hard as one team, putting the community first and keeping each other and the people of Merseyside safe each day. They are inspiring in their passion, dedication and professionalism and this report is a testament to them.

The people of Merseyside should remember that Merseyside Fire & Rescue Service is always here for them when they need us most. Our staff are part of the community and our community is at the heart of everything we do and always will be."

£6.1 MILLION
EARMARKED
TO HELP
WIRRAL
RESIDENTS
THROUGH
COST-OFLIVING
CRUNCH

Earlier this year the Government's Department for Work & Pensions awarded Wirral almost £6.1 million under round 4 of the Household Support Fund - known as HSF4 - as part of an £842 million package for Councils across England. The latest award means that Wirral has secured almost £15.25 million under the Household Support Fund since the scheme was launched in September 2021.

The £6.01 million awarded under the latest phase must be spent by 31 March 2024 and will be used to provide the following support:

- Financial Support with Fuel and with Fuel & Water Debt (£1,800,000)
- Small Grants Programme (£1,300,000)
- Early Years Essential Hampers & School Food Pantries (£1,300,000)
- Support for Vulnerable Families (£500,000)
- Emergency Support Fund (£200,000)
- School Food Pantries Fresh Food Provision (£186,000)
- Crisis support with white goods (£160,000)
- Out of School activities Holiday Activities and Food Support (£150,000)
- Housing Support Costs (£100,000)
- Quality of Life Support for Over 65s (£100,000)
- Care Leavers Food Pantry (£67,600)
- Heating & plumbing appliance repair/replacement (£46,000)
- Targeted Support (£30,000)



BIG TICKET ITEMS IDENTIFIED FOR 22/23

SUPPORTING RESIDENTS WITH THE COST-OF-LIVING CRISIS

PROGRESS UPDATE FROM MARCH 2023

- **Cost of Living Action Group:** A Cost-of-living Action Group has been established to respond to strategic and operational issues being reported by residents and officers delivering front line services.
- **Communications:** Three-point Communications Plan (along with cost-of-living branding) has been developed to signpost residents to the range of support available across the borough from a wide range of partners.
- Warm Hubs: We continuing to work with partners on Warm Hubs and have developed a directory of community, voluntary and faith sector organisations and groups providing warm hubs which has been mapped in Infobank and is updated weekly.
- **Partnerships:** A Cost-of-Living Partnership Summit took place on 16th November 2022, which brought together partners to discuss the cost-of-living crisis in Wirral and what more could be done to support residents.
- **Businesses & Cost of Living:** The Economic Growth Team is aiming to mitigate the impact on businesses and the employment market. The team is working closely with the LCR Growth Hub and our Public Health Team to monitor the impact of the cost-of-living rise on the local economy, coordinate relevant interventions wherever possible and eligible through national funding streams, and manage any immediate requests for support from other Cost of Living workstreams.

PROGRESS SINCE MARCH 2023

Wirral Council continues to lead a wide range of support with partner organisations across the borough. A key part of this is coordinating effective communication to ensure that people in Wirral know about all of the support that is available to them and how to access it in one place. Information about the support available for people struggling to make ends meet is constantly updated on the Wirral Council website https://www.wirral.gov.uk/benefits-and-money/cost-living

Wirral Infobank contains detailed information on the wide range of support available Wirral Infobank is available here. There is also a helpline on 0151 606 2005 for people unable to go online.

- Cost of Living Small Grants: In June 2023, 44 local groups successfully applied for up to £20,000 to address welfare needs in their areas. Up to £1,000 was also awarded to each organisation to help with the overhead costs of running their projects. The funding was used to support residents struggling with food costs, energy and water bills, and other essentials. Organisations will be invited to apply for funding to deliver essential support over the winter period under a second bidding round, launched in October 2023.
- **Fuel Poverty Grants:** The Fuel Poverty Service commissioned to support residents. Since December 2022 the service has supported 505 residents with benefits and welfare advice, maximised residents benefits to the total of £909,585.08, supported 744 individuals with their attendance allowance and pension credit claims amounting to £1,639,199. 74 individuals have been provided with specialist fuel advice and 272 have been provided with a fuel voucher, 150 homes have received insulation support, 38 people have been given white goods and 16 people have been supported to switch energy supplier. The helpline has also supported 560 local residents with information and advice.
- **Cost of Living CVF Grants:** £1.4 million in grants distributed to the CVF sector to support local people and communities affected by cost-of-living.
- Warm Hubs Provision of Warm Hubs is being led by the Community, Voluntary and Faith (CVF) sector. There are currently over thirty public areas where people can go to keep warm and socialise, spread right across the borough. Full details of all the Warm Hubs can be found here.

A detailed update about the wide range of partner activity and support taking place across the Borough will be considered at Wirral Health and Wellbeing Board in December 2023 see here for more information.

https://democracy.wirral.gov.uk/mgCommitteeDetails.aspx?ID=630

CONTINUE TO REDESIGN A WIDER HEALTH AND NEIGHBOURHOOD MODEL & RESPONDING TO LOCAL NEEDS

PROGRESS UPDATE FROM MARCH 2023

• **Neighbourhoods & Responding to Local Needs:** Work is underway to redesign a wider health and neighbourhood model, based on a 'bottom up' approach to deliver more targeted support to local areas. A multi-agency Steering Group has also been established to develop a proposed neighbourhood model.

PROGRESS SINCE MARCH 2023

- **Neighbourhoods & Responding to Local Needs:** From 2nd August, families were able to experience the 'one stop shop' model of support, set to be a hallmark of the borough's family hubs, for the first time with support for a range of topics available under one roof.
- Seacombe Family Hub: The Family Hub will be the first of several planned to be opened across the borough. The Hub builds upon the existing Children's Centre offer, with families able to access support for many issues their family may be facing including child development, relationship and SEND support alongside the usual Children's Centre timetable. The aim is to make services easier to navigate and more joined-up, ensuring families receive the right service at the right time. (Note: This is a cross-cutter with Brighter Futures)
- Safer Wirral Tracker: Wirral Intelligence Service won the Public Sector Transformation Award Certificate of Excellence 2023 for the development of the Safer Wirral Tracker with the Community Safety Team. The tracker is a community safety tool, enabling both the council and partner organisations through the Safer Wirral Partnership Board to access crime and anti-social behaviour data in an interactive environment, giving access to a wide range of insights. It aims to help Wirral become safer a place by both reducing offending rates and reducing people's risk of being a victim of crime or anti-social behaviour. The council and partners use it to focus on the most vulnerable and those at risk of entering the criminal justice system, helping plan targeted initiatives to disrupt offenders and networks and build defence for vulnerable people and communities. This is an invaluable tool, which is turning data into real life change improving lives and reducing the burden on services in the longer term.

HOW WILL THIS THEME BE CAPTURED MOVING FORWARD

NEW COUNCIL PLAN THEME This priority will be captured under the new Council Plan theme 'Safe, Resilient and Engaged Communities'.

OTHER STRATEGIC
ALIGNMENT

• The Health and Wellbeing Board is taking strategic responsibility for the borough's response to cost-of-living challenges given the need for a borough-wide response.

WIRRAL	DIAR	THE	NAC
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Brighter Futures

THEME SUMMARY

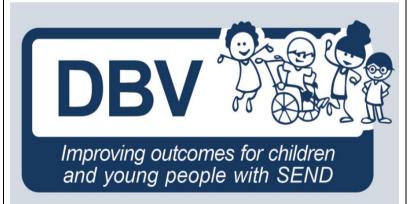
Working together for brighter futures for our children, young people and their families by breaking the cycle of poor outcomes for all regardless of their background.

CASE STUDIES

PROGRAMME TO PROVIDE BETTER OUTCOMES FOR YOUNG PEOPLE WITH SEND BEGINS A national project aiming to improve ways of working for children and young people with special educational needs and disabilities (SEND) was unveiled in August 2023.

Wirral was one of 55 local authorities taking part in the Department for Education's Delivering Better Value (DBV) in SEND programme. The scheme will provide financial support and examples of best practice to improve outcomes for children and young people with SEND, and manage financial pressures, in a sustainable way.

The programme is split into two phases: diagnostic and implementation, with the expectation that the project will be completed by December 2023. During the diagnostic phase, action plans will be developed to deliver different approaches that will support better outcomes for young people and throughout this phase the government will collate information from participating councils to identify good practice and use it to inform future national policy. Wirral is currently taking part in this phase, with schools, education and health partners as well as parents and carers soon to be invited to partner workshops later this year. The implementation phase will deliver on the findings from the diagnostic phase.



BIG TICKET ITEMS IDENTIFIED FOR 22/23

CONTINUE CHILDREN'S SERVICES IMPROVEMENT: PREVENTION FRAMEWORK.

PROGRESS UPDATE FROM MARCH 2023

- **Joint Targeted Area Inspection:** A Joint Targeted Area Inspection of the multi-agency response to children and families who need help in Wirral took place from 12 to 16 December 2022. The inspection was positive, with key headline findings outlined below.
- **Prevention**: A multi-agency Prevention Steering Group has been established and will provide support to those wishing to apply a preventative approach to services. Prevention programmes in other areas are also being progressed.
- **Early Help Alliance:** A newly commissioned Early Help Alliance has been implemented. Since launching on 4th April 22, the Family Toolbox has had over 3,000 unique users viewing over 19,000 pages in its first month.

PROGRESS SINCE MARCH 2023

- Wirral's Local SEND offer: A new website publicising the 'local offer' of support options for young people with special educational needs has launched in Wirral. Launched on 18 September 2023, the 'SENDLO' website (standing for SEND Local Offer) will share the most relevant, up-to-date and easily accessible information with families across the borough. Co-produced with parents, young people and a range of partners the new website has been developed to raise awareness of the SEND local offer in Wirral and signpost families to the support and services they need.
- **Fostering Support:** Foster families enjoyed a chance to connect and support each other as part of a dedicated activity morning in Birkenhead Park in August 2023. Set up specifically to encourage Wirral Council's foster carers and children who are looked after to meet, connect and share their experiences, the event was full of games, arts and crafts. Events like these are just one example of how the council works with foster families, along with regular training, peer mentors, and financial support.
- **Family Hubs:** The first Family Hub opened in Seacombe in August 2023. The Hubs will serve families with children aged 0-19 (up to age 25 with SEND) prioritising ease of access, building connections and strengthening relationships. Family Hubs will also provide information and support to adults in those families, whether that may be for women's health issues, or advice on lifelong learning and employment. Seacombe Family Hub will offer a wide range of services for families including:
 - Group activities for families to support their child's development
 - Accessing health appointments with midwives
 - Health visitors
 - Accessing services when relationships in your life might need some support
 - Library and foodbank services
 - Ofsted recently published national research into Joint Targeted Area Inspections highlighting good practice from across the country. Wirral was one of the areas referenced, with highlighted activity including:
 - Wirral had a 'care navigator' role. These care navigators helped families get early support while waiting for mental health services. It linked to child and adolescent mental health services (CAMHS) but had a positive impact on children and families by concentrating on wider needs, such as helping people access housing services, parenting courses or food and fuel vouchers. These oversight roles meant that leaders could respond to gaps in services on the ground.
 - The 'social workers in schools' pilot project worked well. Following positive feedback from the local authority and the participating schools, the area had matched funding to roll the project out to primary schools in the area.
 - Some areas, such as Wirral, made their early help offer as accessible as possible. Services were located where they were needed, and people could walk in off the street to get help. Other areas encouraged an open-door policy by running family sessions, which encouraged families to engage with workers without judgement and without needing to give information.
 - The domestic abuse hub in Wirral is a good example of accessible multi-agency local service design. The hub offers safe, confidential, in-person support to survivors of domestic abuse. It brings together workers from children's social care, Merseyside Police and local charities. This helps survivors of domestic abuse to access a range of help in one place. The positive work it does in the community is spread through word of mouth. The fact that anybody can make contact encourages people to use it. The hub is located with other facilities for parents, such as somewhere to have tea and coffee or to bring children to play, as well as a family drop-in centre. This all makes it more appealing and potentially less stigmatising.

The police fund a team in the hub focusing on the assessment of perpetrators. They carry out a comprehensive analysis of the risk posed to anyone, including parents and children. Information can then be shared with other relevant agencies, for example with social workers, who can assess the risk presented by perpetrators. This means their investment in specialist work is also enhancing the work of other agencies.

- Wirral used a comprehensive area needs analysis to develop an approach based on the area's specific needs. It engaged hundreds of families and agencies through a consultation in order to assess its offer of services in areas with highest need. The needs analysis identified a lack of trust towards services. Leaders focused on reducing barriers around trust and created an 'earliest help' approach, to make initial support easy to access and build an alliance with communities.

Wirral also set up specific services following the analysis, such as 'Cradle to Career' and the 'Early Help Alliance', part of which involved developing a family toolbox website clearly detailing its services. Building and establishing relationships with a lead professional can provide very effective support for families. In Wirral, police community support officers (PCSOs) involved in early interventions were praised for their direct work with children. This included talking to children in settings they had chosen, such as while playing pool. Families noticed what a positive impact the safety and support that PCSOs provided had on their lives. HOW WILL THIS THEME BE CAPTURED MOVING FORWARD This priority will be captured under the new Council Plan theme 'Early Help for Children and Families'. **NEW COUNCIL PLAN** THEME This priority will also be progressed through action plans from the following strategies, plans and policies: OTHER STRATEGIC **ALIGNMENT** Family Help and Early Intervention Model Breaking the Cycle Programme Deliver the Partnership Accommodation Programme Deliver the Children-Looked After Sufficiency Strategy Deliver the Edge of Care Strategy Delivering the Domestic Abuse Strategy Delivering the Wirral's Combatting Drugs Strategy Youth Justice Annual Plan Delivering the Safer Adolescence Strategy

WIRRAL PLAN THEME	Active & Healthy Lives
THEME SUMMARY	Working to provide happy, active and healthy lives for all, with the right care, at the right time to enable residents to live longer and healthier lives

CASE STUDIES

WIRRAL
WEIGHT
MANAGEMENT
PROGRAMME
WINS
NATIONAL
AWARD

A project to improve the health and wellbeing of people in Wirral has scooped a prestigious national award.

Wirral Council was among six councils vying for the top slot in the 'Best Health and Wellbeing Initiative (including Social Care)' category at the Association for Public Service Excellence (APSE) Service Awards 2023, for its Active Wirral Wellbeing Weight Management Project.

The project was set up to address high levels of obesity being observed in Wirral and set out to deliver a high-impact programme that supports residents to lose weight, become more active and improve their overall wellbeing.



STATE-OF-THE-ART SPORTS & ACTIVITY CENTRE REOPENS ITS DOORS IN BIDSTON After temporarily closing in March 2022, Bidston Sports and Activity Centre (formerly Wirral Tennis and Sports Centre) has undergone a transformation and now offers Wirral residents and visitors access to a brand-new gym, immersive studio, active zone and cafés.

Following £2.7 million of improvements and upgrades, Bidston Sports and Activity Centre reopened in September 2023. The centre boasts a brand new high-specification gym with free weights area and access to the interactive TRAKK app, allowing users to track their workouts and progress.

The Active Zone allows younger visitors to blow off some steam with a vibrant soft play area for those aged seven and under, and a state-of-the-art 'Tag Active' area for over-eights to have fun while keeping active. This is the only Tag Active experience of its kind in Wirral.



PERFORMANCE UPDATE

Support People to Live Independently

New adult social care model (Three conversations) Social work teams for adults have implemented a new model of social work across the Borough called the 3 Conversations that emphasises peoples own support networks and helps them to live as independently as they can, individual outcomes are improving as a result of this approach.

Technology Enabled Care Over 500 more people during 2023 are being supported with Assistive Technology in their own homes. This is helping to keep people safe and well and in touch with their families.

People needing support out of Hospital we said that we would improve support for people coming out of Hospital this has been improved significantly with half as many people waiting for discharge as in 2022, improved timeliness of support has made a big difference to hundreds of people. Much of this positive performance has been achieved due to investment in the care sector as well as improved systems and a joined up discharge hub run by the Hospital and the Council.

Improve the range and choice of Extra care Housing During 2022/2023 Four new schemes have been commissioned by the Council for older people and for people with learning disabilities around the Borough these increase choice and improve outcomes for people that want to continue to live independently but need support available every day.

BIG TICKET ITEMS IDENTIFIED FOR 22/23

CONTINUE TO IMPLEMENT HEALTH AND SOCIAL CARE REFORMS & TACKLING HEALTH INEQUALITIES & IMPROVING MENTAL HEALTH

PROGRESS UPDATE FROM MARCH 2023

- **Health and Wellbeing Strategy:** The Health and Wellbeing Strategy, which is the overarching strategy to reduce inequalities and improve health outcomes on a population-level, was adopted by the Health and Wellbeing Board on 29th September 2022 and has since been shared with a range of key committees and groups across Wirral. An Implementation Group has been tasked with ensuring progress across the following 5 priorities:
 - Create opportunities to get the best health outcomes from the economy and regeneration programmes.
 - Strengthen health and care action to address differences in health outcomes.
 - Ensure the best start in life for all children and young people.
 - Create safe and healthy places for people to live that protect health and promote a good standard of living.
 - Create a culture of health and wellbeing, listening to residents and working together.

• Partnership working:

- Reducing inequalities has been embedded in all priorities within the Wirral Place Based Partnership 2022/23 Operational Plan.
- Greater partnership working between the NHS and anchor institutions to focus on the 'causes of the causes' of health inequalities.
- Cheshire and Wirral Community Mental Health and Wellbeing Alliance has been established to design and deliver community mental health transformation.
- Wirral Place Group has been established to deliver the 'Core 20 Plus 5' programme.
- **Sports and Physical Activity Strategy:** Other Wirral strategies have been developed that are contributing to tackling health inequalities and improving mental health e.g., Sports and Physical Activity Strategy.

PROGRESS SINCE MARCH 2023

- Health and Wellbeing Centre: Marine Lake Health and Wellbeing Centre in the heart of West Kirby officially opened to the public in May 2023. It is a partnership project between Wirral Community Health and Care NHS Foundation Trust (WCHC), Marine Lake and Estuary Medical Practice and Age UK Wirral. The multi-million-pound centre built brings together primary and community care in one place, as well as access to specialist health and care services. The 2,037sq m bespoke, state of the art centre which spans three floors, is a major investment in community-based healthcare and brings many benefits for local residents, patients and the wider community.
- **Sports Health Pass:** A reduced-price fitness and leisure membership is offering residents who meet certain criteria the chance to get moving, for less. Active Wirral now offer a health membership as part of their We Are Undefeatable project. Active Wirral will take referrals from health care professionals such as GPs, Health Coaches and Social Prescribers.
- Excellence in Drug and Alcohol Service Provision: In July 2023, the Office for Health Improvement and Disparities (OHID) visited Public Health to review the system and range of services being delivered in Wirral, in relation to substance misuse. OHID met a wide range of local partners engaged around this agenda across drug and alcohol support services, health, criminal justice and CVS partners. The feedback was extremely positive.
- Qualitative Insight Team: The team established and produced key insight work through engagement with local people to help inform key council projects such as Dock Branch Park, Sexual Health re-commission, Cost of Living and Drug and Alcohol joint strategic needs assessment.
- Visit from Professor Carla Treloar: In August Wirral hosted a visit from Scientia Professor Carla Treloar, a very distinguished researcher recently appointed as a Member of the Order of Australia (AM) for her significant service to social research. Her visit to the UK was by invitation of OHID and after a tour of the Wirral service provision, Professor Treloar discussed the stigma reducing potential within the new Wirral Drug Strategy 2023-2027, the Wirral Ways Drug Treatment and Recovery Service offer, and the work that has taken place in Wirral to reduce Blood-Borne Viruses.
- **Single Front Door for Volunteering Awarded:** Wirral CVS has been awarded the eighteen month contract, funded with UKSPF monies, to co-ordinate and deliver a single front door for volunteering across the borough including supporting the green champions and a grants programme to support grass roots organisations with green projects.

- **CVF Grants:** £1.5 million distributed to the CVF sector to aid recovery from Covid and support local communities to re-establish following Covid-19.
- Information and Advice Service: Ask Us Wirral service currently being jointly re-commissioned between Wirral Council and Wirral NHS, with increased investment to support local people with help in accessing benefits and welfare advice. New service will be operationally April 2024.

LEADING WIRRAL'S PARTNERSHIP

PROGRESS UPDATE FROM MARCH 2023

- Partnership Working: The Council continues to lead successful partnership working with public, private and community & faith sector partners to improve the borough. A Partnership Summit took place on 16th November 2022 and the Wirral Place Based Partnership Board met for the first time on 13th October 2022.
- Wirral Strategic Partnership Review: Review of Wirral's Strategic Partnership is underway to propose refreshed partnership arrangements, building on successful arrangements already in place. Significant progress during 2022 to establish new Health and Care Partnership working inaugural meetings of the NHS Cheshire and Merseyside, the ICB for Cheshire and Merseyside, came into being on 1 July 2022.
- Liverpool City Region/ Neighbouring Partners: The Council is playing a key role in the Liverpool City Region Combined Authority, driving Wirral's interests and securing substantial funding to deliver Wirral priorities. Wirral Chairs the Mersey Dee Alliance (MDA), driving further opportunities to link Wirral, the City Region the wider region and beyond. The MDA is a successful partnership that supports strategic economic growth across North East Wales, West Cheshire and Wirral. Recognised as a single economic subregion and having a population close to 1 million, the Mersey Dee area is a pivotal location in the UK.

PROGRESS SINCE MARCH 2023

- Partnership Working: The Council continues to lead successful partnership working with public, private and community & faith
 sector partners to improve the borough. Some examples of partnership working are (other examples have been referenced as part
 of other theme updates):
 - Over the Summer period partners worked together (including Wirral Council, Wirral Coast Guard, Wirral Park Rangers, Merseyside Fire and Rescue Service and British Transport Police) to launch an initiative, called 'Openspace'. The initiative seen police officers working alongside partners to prevent serious violence and anti-social behaviour in key tourist hotspot areas, concentrating on popular parks throughout the Wirral and along the coastal areas in West Kirby and New Brighton.
 - In June pupils from across the borough, and partners including Asthma Lung UK, Living Streets, Alder Hey and LJMU, at Eureka! Science + Discovery to talk about their findings for improving air quality.
 - Partners pulled together in June to plan a series of events as part of a nationwide recognition of what the United Nations called the biggest post-war atrocity to happen in Europe: Remembering Srebrenica. The commemorations in Wirral were coordinated by the Wirral Deen Centre, Remembering Srebrenica North West and the Wirral Branch of the National Education Union, with the support of Wirral Council, Merseyside Police and other local organisations.
 - Wirral CVS: Wirral CVS was awarded an initial twelve month contract in May 2023 to assist the Community, Voluntary and Faith (CVF) sector with co-ordination and implementation of the Coming Together Plan. Key elements of the contract include supporting the delivery of the Health and Wellbeing Strategy, supporting the delivery of the neighbourhoods programme and supporting small groups to grow and flourish.

HEALTH PROTECTION & LIVING WITH COVID

PROGRESS UPDATE FROM MARCH 2023

- Wirral Health Protection Board: Re-established the multi-agency Wirral Health Protection Board which is responsible for the oversight of health protection arrangements in Wirral and providing assurance to the Health and Wellbeing Board that there are safe, effective, integrated arrangements and plans in place across the borough to protect the health of the population.
- Wirral Health Protection Service: The Wirral Health Protection Service within the Public Health Team is fully established and ensures a continued sustainable local approach to living with COVID-19 and to build on existing partnerships/working relationships developed during the pandemic.
- Partnership working: Partnership work has been undertaken to develop a Wirral Health Protection Strategy 2023-2027. An effective local approach to health protection is vital to improve health and wellbeing, protect the local economy, and reduce health inequalities. The Strategy sets out our collective approach to ensuring we have a resilient health protection system in Wirral to protect people from infectious diseases, environmental hazards and ensure we are prepared for future emergencies.
- Council Buildings: Activity is underway to assess ventilation within Council buildings and ventilation. This includes:
 - Building/ventilation surveys completed.
 - Phased installation programme of CO2 monitors
 - Natural ventilation is being maximised where possible.

PROGRESS SINCE MARCH 2023

- **Spring Booster:** Since the latest phase of the NHS COVID-19 Vaccination Programme started in April, more than 174,000 spring doses have already been given in the region by June 2023.
- **Health Protection Strategy delivery:** Wirral Council has co-developed a Health Protection Strategy with members of Wirral's Health Protection Board. The Board is a subgroup of Wirral's Health and Wellbeing Board with members from a range of Council services, NHS Cheshire and Merseyside Integrated Care Board (ICB), local NHS Trusts, NHS England and the UK Health Security Agency.
- Winter preparedness: The Health Protection Team have been working with partners to support the development of system winter plans with strong focus on prevention. This has included developing a respiratory infection system response plan, co-ordinating Winter Wellness communications, developing sector-specific winter preparedness checklists and rolling out e-Bug training sessions.
- **Air Quality Strategy:** The Health Protection Team have been supporting Environmental Health to co-develop an Air Quality Strategy for Wirral which is scheduled to be published by the end of the year.

• Collaboration to Reduce the Impact of Antimicrobial Resistance: Wirral Health Protection Service along with local health partners have recently won a national award for their work relating to antimicrobial resistance, which reduced hospital admissions in the over 65s by 22%. The project won the Infection Prevention Society for excellence Impact gold award for collaboration between the Wirral Council's Health Protection Service, Wirral Community NHS Foundation Trust Infection Prevention and Control Team, and the Antimicrobial Stewardship Lead employed by WUTH.



• **Hepatitis C Micro-Elimination:** Wirral is now successful in achieving hepatitis C micro-elimination - leading the way as the first area with a large treatment provider to achieve this goal. This achievement will reduce risk to individuals, and the wider community. Micro-elimination is a new way of tackling hepatitis C in local areas, using targets to make sure that people are being diagnosed and getting the treatment they need quickly and easily.

NEW COUNCIL PLAN	This priority will be captured under the new Council Plan theme 'Promoting Independence & Healthier Lives.
THEME	
OTHER STRATEGIC	This priority will also be progressed through action plans from the following strategies, plans and policies:
ALIGNMENT	Health and Wellbeing Strategy
	Sports and Physical Activity Strategy
	Health Protection Strategy