



## Safer Policy and Performance Board

**Tuesday, 12 September 2017 at 6.30 p.m.  
Council Chamber, Runcorn Town Hall**

A handwritten signature in black ink, appearing to read 'David W. R.'

### Chief Executive

### BOARD MEMBERSHIP

Councillor Dave Thompson (Chair)	Labour
Councillor Norman Plumpton Walsh (Vice-Chair)	Labour
Councillor John Abbott	Labour
Councillor Sandra Baker	Labour
Councillor Susan Edge	Labour
Councillor John Gerrard	Labour
Councillor Valerie Hill	Labour
Councillor Peter Lloyd Jones	Labour
Councillor Kath Loftus	Labour
Councillor Shaun Osborne	Labour
Councillor Geoff Zygallo	Labour

**Please contact Gill Ferguson on 0151 511 8059 or e-mail  
[gill.ferguson@halton.gov.uk](mailto:gill.ferguson@halton.gov.uk) for further information.**

**The next meeting of the Board is on Tuesday, 21 November 2017**

**ITEMS TO BE DEALT WITH  
IN THE PRESENCE OF THE PRESS AND PUBLIC**

**Part I**

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<b>3. DECLARATION OF INTEREST (INCLUDING PARTY WHIP DECLARATIONS)</b>	
Members are reminded of their responsibility to declare any Disclosable Pecuniary Interest or Other Disclosable Interest which they have in any item of business on the agenda, no later than when that item is reached or as soon as the interest becomes apparent and, with Disclosable Pecuniary interests, to leave the meeting during any discussion or voting on the item.	
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*In accordance with the Health and Safety at Work Act the Council is required to notify those attending meetings of the fire evacuation procedures. A copy has previously been circulated to Members and instructions are located in all rooms within the Civic block.*

## **SAFER POLICY AND PERFORMANCE BOARD**

*At a meeting of the Safer Policy and Performance Board on Tuesday, 13 June 2017 at the Council Chamber, Runcorn Town Hall*

Present: Councillors Thompson (Chair), N. Plumpton Walsh (Vice-Chair), Abbott, Edge, J Gerrard, V. Hill, P. Lloyd Jones, Osborne and Zygadlo

Apologies for Absence: Councillor S. Baker and K. Loftus

Absence declared on Council business: None

Officers present: M. Andrews, M. Antrobus, C. Patino and G. Ferguson

Also in attendance: Councillors D. Cargill and Nelson and Lynsey McVay from Cheshire Fire and Rescue Service.

### **ITEM DEALT WITH UNDER DUTIES EXERCISABLE BY THE BOARD**

	<i>Action</i>
SAF1 CHAIRMAN'S ANNOUNCEMENTS	
The Chair announced that:	
<ul style="list-style-type: none"> <li>• the Police and Crime Commissioner (PCC) was seeking to appoint a Head of Service and the Police and Crime Panel would consider that appointment;</li> <li>• a new Deputy Police &amp; Crime Commissioner had been appointed;</li> <li>• the PCC had moved his office to Warrington; and</li> <li>• the Board had held a topic visit to the Halton Stadium to review event safety.</li> </ul>	
SAF2 MINUTES	
The Minutes of the meeting held on 21 <sup>st</sup> February 2017 were taken as read and signed as a correct record.	
SAF3 PUBLIC QUESTION TIME	
It was reported that no questions had been received.	
SAF4 WHITE RIBBON CAMPAIGN	
The Board received an update report on the progress	

on the current White Ribbon Campaign (WRC) and an outline of the process for the Council to seek corporate status for the Borough.

The principles of the award were that local authorities should express a commitment to involving men in anti-VAWG (Violence Against Women and Girls) and produce a preliminary action plan on how this commitment would be achieved. The action plan should be aimed at reducing incidents of violence against women such as discrimination, harassment or victimisation and fostering good community relations. It should also have a specific White Ribbon emphasis of increasing male participation in anti-VAWG events and strategies as well as raising awareness and the profile of these issues amongst men.

The WRC team would work with the authority on the development of an action plan, providing feedback and suggestions as necessary. It was suggested that the Community Safety Manager, supported by the local Domestic Abuse Co-ordinator, would act as a liaison point with the WRC and oversee implementation.

The action plan would set out how the Council would:

- Involve and educate men and boys in an anti-VAWG strategy and encourage men and boys to sign the WRC pledge “never to commit, condone, or remain silent about men's violence against women in all its forms.”
- Identify White Ribbon ‘ambassadors’ within the Council and partner organisations.
- Raise awareness and provide training on VAWG within the Council, incorporating the VAWG message into Council informational and promotional materials where appropriate.
- Deliver events to promote the Council’s anti-VAWG commitment, by organising and supporting local activities to assert the unacceptability of VAWG. Examples include:
  - White Ribbon’s “These heels are made for walking” and “These hands are not for hurting!” events, demonstrating solidarity with anti-VAW Campaigns as well as work with sports teams or music venues.
  - Football, rugby and other sporting events to raise

awareness with young people in innovative ways.

- Involve the local community in our WRC campaign through a variety of venues and facilities including Libraries, Schools, Sport clubs, gyms, Social Landlords etc. and by encouraging other organisations and clubs to sign up for the White Ribbon award and sponsor special events e.g. White Ribbon Cup tournament.
- Involve local businesses as partners with substantial resources and contacts through which anti-VAWG can be promoted.

RESOLVED: That the Executive Board be recommended to support an application being made by the Council to obtain White Ribbon corporate status.

Strategic Director  
Enterprise,  
Community and  
Resource

#### SAF5 ANTI SOCIAL BEHAVIOUR

The Board received an update from Mark Antrobus on behalf of the Anti- Social Behaviour (Community Safety Team) on the following areas:-

- The ASB Strategy 2016-2019;
- The Partnership Processes – Information Sharing and Problem Solving Groups;
- ASB interventions (Tools and Powers); and
- The positive work that they are doing in partnership with the Police, Council, Registered Social Landlords (incl. Private), Mental Health Services, Youth Offending, Education etc to make Halton safer.

Arising from the discussion Board members queried the high increase in the crime figures for Halton and was advised that this was due to a change in the way crime figures were recorded. This had resulted in an increase in crime figures nationally.

RESOLVED: That

1. the report be noted; and
2. the Board thanked Mark Antrobus for his detailed presentation.

#### SAF6 CHESHIRE FIRE AND RESCUE ANNUAL REPORT

The Board considered a copy of the Cheshire Fire and Rescue Service Annual report for Halton 2016-17, and

received an update on the Integrated Risk Management Plan 2017-18 (IRMP).

On behalf of Cheshire Fire and Rescue Service, Lynsey McVay attended the meeting and outlined the Service performance in Halton during the past year and compared the different type of incidents attended to previous year performance.

The Board discussed the installation of sprinkler systems in new build properties and in existing high rise buildings. It was noted that the Fire Service had set aside a budget to install sprinkler systems in high rise buildings, however, only a small number of Housing Associations had chosen to proceed. Halton Housing Association had yet to install a sprinkler system at Churchill Mansions.

Members of the Board were invited to contact Ms McVay to arrange a visit to a fire station or to attend the Cheshire Fire and Rescue Service Performance meeting in July.

RESOLVED: That

1. the report be noted; and
2. the Board thanked Lynsey McVay for her informative presentation.

#### SAF7 ORGANISED CRIMINAL GANG BOARD

The Board considered a report detailing the Council's response to Organised Criminal Gangs and in relation to the Government Serious and Organised Crime Strategy. The Serious and Organised Crime Strategy placed significant emphasis on the importance of effective local partnerships. Strong multi-agency working was seen as key in dealing with such a threat.

In order to support this approach, a partnership group, chaired by the Council Chief Executive, had been established to tackle organised crime groups in Halton (Operation Portfolio).

The aim of Operation Portfolio was to deliver an effective partnership response to the threat posed by serious crime and organised crime groups impacting on communities in the Borough. The group had agreed the following key objectives to:

- Identify and research the threat posed to local communities by serious and organised crime in Halton.

- Document the threat posed by serious crime, Organised Crime Groups, Urban Street Gangs, cross border criminality and thematic serious crime threats in a format which could be shared.
- Single or group 'Partnership Profiles' would be the information basis for assessment of specific individuals, Organised Crime Groups, Urban Street Gangs, or locations.
- Partnership Profiles would be produced by Police for each meeting.
- Identify and establish a partnership group to use all available civil, criminal and legal powers to implement enforcement, disruption and safeguarding tactics to reduce the threat.

The group met on a bi monthly basis and a partnership action plan had been agreed. This would be a standing item on the future Safer Halton Partnership agenda.

Arising from the discussion, it was proposed to invite representatives from the national crime agency to a future Board meeting.

RESOLVED: That the report be noted.

*Meeting ended at 8.32 p.m.*

**REPORT TO:** Safer Policy & Performance Board

**DATE:** 12<sup>th</sup> September 2017

**REPORTING OFFICER:** Strategic Director, Enterprise, Community and Resources

**SUBJECT:** Public Question Time

**WARD(s):** Borough-wide

## **1.0 PURPOSE OF REPORT**

- 1.1 To consider any questions submitted by the Public in accordance with Standing Order 34(9).
- 1.2 Details of any questions received will be circulated at the meeting.

## **2.0 RECOMMENDED: That any questions received be dealt with.**

## **3.0 SUPPORTING INFORMATION**

- 3.1 Standing Order 34(9) states that Public Questions shall be dealt with as follows:-

- (i) A total of 30 minutes will be allocated for dealing with questions from members of the public who are residents of the Borough, to ask questions at meetings of the Policy and Performance Boards.
- (ii) Members of the public can ask questions on any matter relating to the agenda.
- (iii) Members of the public can ask questions. Written notice of questions must be given by 4.00 pm on the working day prior to the date of the meeting to the Committee Services Manager. At any one meeting no person/organisation may submit more than one question.
- (iv) One supplementary question (relating to the original question) may be asked by the questioner, which may or may not be answered at the meeting.
- (v) The Chair or proper officer may reject a question if it:-
  - Is not about a matter for which the local authority has a responsibility or which affects the Borough;
  - Is defamatory, frivolous, offensive, abusive or racist;
  - Is substantially the same as a question which has been put at a meeting of the Council in the past six months; or

- Requires the disclosure of confidential or exempt information.
- (vi) In the interests of natural justice, public questions cannot relate to a planning or licensing application or to any matter which is not dealt with in the public part of a meeting.
- (vii) The Chairperson will ask for people to indicate that they wish to ask a question.
- (viii) **PLEASE NOTE** that the maximum amount of time each questioner will be allowed is 3 minutes.
- (ix) If you do not receive a response at the meeting, a Council Officer will ask for your name and address and make sure that you receive a written response.

Please bear in mind that public question time lasts for a maximum of 30 minutes. To help in making the most of this opportunity to speak:-

- Please keep your questions as concise as possible.
- Please do not repeat or make statements on earlier questions as this reduces the time available for other issues to be raised.
- Please note public question time is not intended for debate – issues raised will be responded to either at the meeting or in writing at a later date.

#### **4.0 POLICY IMPLICATIONS**

None.

#### **5.0 OTHER IMPLICATIONS**

None.

#### **6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

- 6.1 **Children and Young People in Halton** - none.
- 6.2 **Employment, Learning and Skills in Halton** - none.
- 6.3 **A Healthy Halton** – none.
- 6.4 **A Safer Halton** – none.
- 6.5 **Halton's Urban Renewal** – none.

#### **7.0 EQUALITY AND DIVERSITY ISSUES**

7.1 None.

**8.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

8.1 There are no background papers under the meaning of the Act.

**REPORT TO:** Safer Policy and Performance Board  
**DATE:** 12 September 2017  
**REPORTING OFFICER:** Strategic Director – Enterprise Community and Resources  
**PORTFOLIO:** Community Safety  
**SUBJECT:** Domestic Abuse and Sexual Violence  
**WARDS:** All

## **1. PURPOSE OF REPORT**

1.1 To update the Safer Policy and Performance Board in relation to the activities being supported across the Borough in response to domestic abuse and sexual violence.

## **2. RECOMMENDATION: That members of the Board consider and comment on any aspect of this report.**

## **3. SUPPORTING INFORMATION**

3.1 Attached as an Appendix to this report is the latest update report on Domestic Violence that was considered by the Halton Partnership.

## **4. POLICY IMPLICATIONS**

4.1 There are no policy implications contained within this report.

## **5.0 IMPLICATIONS FOR THE COUNCILS PRIORITIES**

### **5.1 A Healthy Halton**

To remove barriers that disable people and contribute to poor health by working across partnership to address the wider determinants of health such as unemployment, education and skills, housing, crime and environment.

Examples:

1. Preventable cause of death / suicide
2. Preventable cause of infant mortality
3. Preventable cause of mental health
4. Preventable cases presenting at A & E

### **5.2 Employment, Learning and Skills in Halton**

One-fifth of employed women take time off work because of domestic violence and 2% lose their jobs as a direct result of abuse. The Equality and Human Rights Commission estimates that 56% of those enduring

abuse are frequently late for work and 54% miss at least three days a year due to abuse.

The direct cost of domestic abuse to UK business is around £1.9 billion per year, excluding lost productivity and performance. The human and emotional costs to individuals affected by the issue are huge, and growing numbers of employers are waking up to the fact that domestic violence is a health and wellbeing issue.

Halton commission services to support victims to increase and manage their income, including access to appropriate, supportive advice services. To assist victims to develop better financial management skills and to address debt through appropriate sign posting to other services and providers.

### **5.3 Children and Young People in Halton**

Children and young people in Halton are emotionally, physically and sexually healthy and Children and young people will feel safe at home, in school and in their communities. For example, ensuring homes are healthy safe environments through offering support to parents and providing access for aftercare support for victims of sexual violence whether a child or young person.

### **5.4 A Safer Halton**

To understand and tackle the problem of domestic abuse in all its forms. For example, through ensuring adult victims have access to protective and supportive measures reduces the level of domestic incidents and the subsequent impact on the environment with regards to crime and ASB.

## **6.0 RISK ANALYSIS**

These are contained within the report.

## **7.0 FINANCIAL IMPLICATIONS**

None.

## **8.0 EQUALITY AND DIVERSITY ISSUES**

8.1 Women and men from minority communities can face very different experiences and barriers. They can experience forms of violence unique to their community such as forced marriage, and crimes in the name of honour. In some communities, the violence can be perpetrated by their own families.

Domestic abuse can take many forms. Parents who force their children to

marry often justify their actions as protecting their children and preserving cultural or religious traditions, but this is a form of domestic abuse. Every major faith condemns forced marriage and freely given consent is a prerequisite of Christian, Jewish, Hindu, Muslim and Sikh marriage.

Up to 17,000 women in Britain are subjected to ‘honour’ related violence and an estimated 1,000 British Asian girls are forced into marriage each year.

Anyone can be a victim of domestic abuse this includes people from the LGBT communities of Cheshire with 1 in 4 people in this community experiencing domestic violence.

Information tells us that often people from the LGBT community feel isolated or lack the confidence to come forward. Sometimes there is little understanding about domestic abuse because there hasn’t been much information or discussion in the LGBT communities about the issue. They can feel isolated from support groups that are seen as just supporting heterosexual women.

Male victims in same sex relationships are particularly vulnerable they often fail to recognise their experience as domestic abuse if it does happen to them or know how to respond. There is a fear of not being believed, ‘outing’ themselves to services and a belief that services may not have the knowledge or resources to work with LGBT individuals.

Halton commissions inclusive services supporting men, women and children from every background without prejudice.

## **9.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

None under the meaning of the Act

## SAFER HALTON PARTNERSHIP TASK GROUP UPDATES

<b>TASK GROUP</b>	<b>Domestic Abuse</b>
<b>REPORTING OFFICER</b>	<b>Sarah Ashcroft</b>
<b>DATE OF SHP MEETING</b>	<b>5<sup>th</sup> May 2017</b>

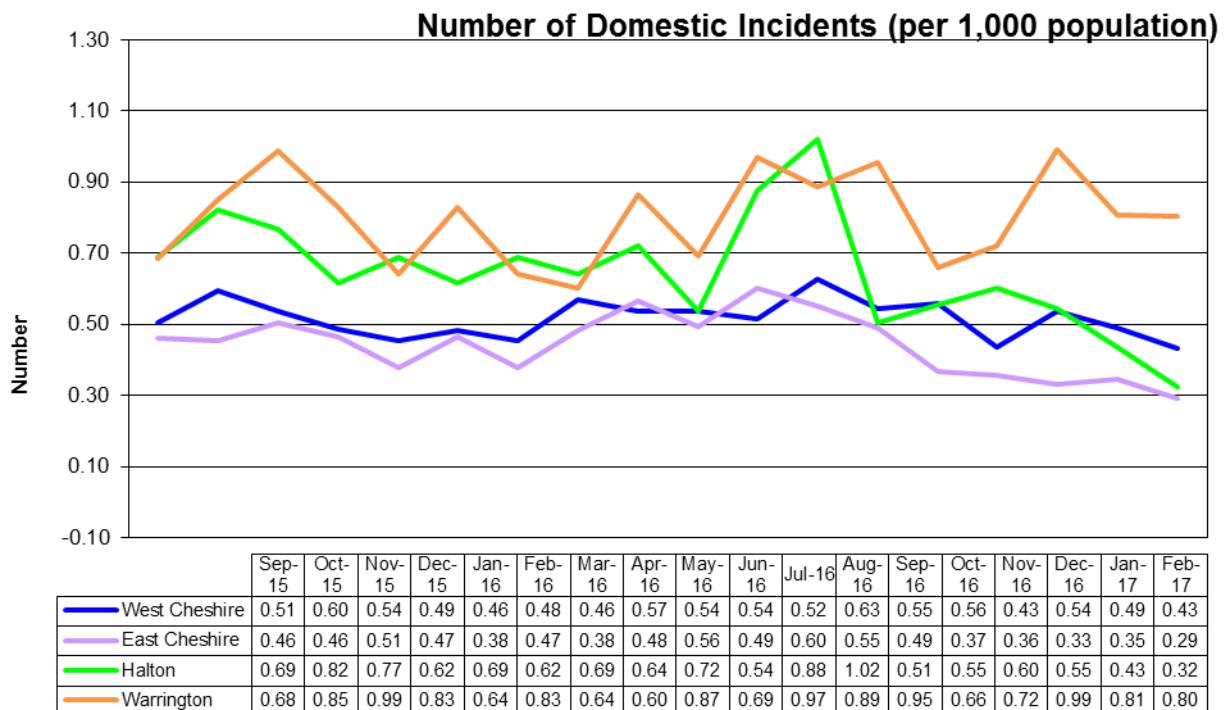
### PROGRESS AGAINST RELATED LAA TARGETS

(Progress on those targets for which the task group has responsibility and associated commentary on direction of travel).

**MARAC** - Halton MARAC has a repeat rate of 24% (Data provided by Safelives, latest data set available January 2016 – December 2016); during this period 287 cases were discussed (same period last year 284 cases). Halton discussed 45 (35 \*previous year) cases per 10,000 population compared to 40 (37\*) per 10,000 Cheshire and the national rate of 34 (33\*) per 10,000.

**Police** – (Data provided by Cheshire Police, latest data set available January and February 2017) The number of domestic abuse incidents reported to the Police in Halton during this period is 96 compared to 165 reported in the same period last year. 23 victims were recorded as male and 65 female. In 63 of the incidents the perpetrator was male compared to 19 being female. 7% of victims reporting domestic abuse to the Police are aged 55 plus; 24% are aged between 16-24 years. The largest proportion of victims are aged between 25-34 years representing just under a third of all victims, 31%.

In 27/96 domestic abuse incidents were recorded as featuring or being affected by alcohol. 8/96 incidents were affected by drugs.



**Domestic Violence Prevention Orders** - During January and February Halton has issued 7 DVPO's.

**Domestic Abuse Community Support Service** – 185 referrals were received during this quarter compared to 284 last quarters.

Risk Level	Active Clients	Pending Clients
Very high	2	0
High	45	4
Medium	79	9
Standard	19	0
Dash	19	4
Omitted/declined /na		

**Sanctuary Scheme** - there were two referrals to the Sanctuary service this quarter, all of whom had Sanctuary measures approved. All clients were contacted on the day of referral, and the longest wait for work to be completed was five days.

#### **Halton Domestic Abuse Case Study – Victim ‘Michelle’**

### **Background Information**

Kerrie is a 28 year old female who had been in a relationship for two years. Kerrie was referred into the service in March 2016 by the Police Referral Unit. The case was graded at High Risk, due to the incident highlighted on the VPA, as well as a considerable number of other unreported incidents. Kerrie originally declined support when contacted by the service. The case was heard at MARAC and a SDAP disclosure was made to Kerrie, but at this point she still declined support. The IDVA service received further reports of incidents from the Police and continued to contact the client in an attempt to encourage her to engage with the service. Eventually Kerrie agreed to engage and received both practical support and support around her emotional wellbeing to enable her to remain safe both emotionally and physically. Work around abusive and controlling behaviours was carried out, and specific work around positive relationships was also completed. Coping strategies were also discussed, as Kerrie felt that she would struggle to remain away from the relationship.

### **Reduced risk of further abuse.**

The risk posed to Kerrie has significantly reduced, due to on-going safety planning and the emotional and practical support offered. The client was also supported to report breaches of bail to the Police. Regular contact was established with Kerrie, where ongoing advice was offered regarding abusive and non-abusive relationships and coping strategies. Sanctuary measures were implemented on her property to enable her to feel physically safe. – see below.

Kerrie was also supported through the criminal court by staff. The perpetrator was found guilty and a restraining order was granted. Since the restraining has been in place, Kerrie has received no further harassment from her ex-partner, and there have been no further issues reported. Kerrie has also been relocated to a new property unknown to the perpetrator.

### **Sanctuary**

A fire safety assessment was completed and a fire proof letter box fitted. Extra locks were also added to front door.

### **Improved Health and Well Being.**

Kerrie describes feeling like she has her life back again, and is now feeling much stronger. She reports that she is beginning to find herself again, and feels in control of her life, since being supported by the IDVA service. Kerrie stated that she feels much safer and her emotional well-being has improved, due to the on-going support she has received. Kerrie is starting to re-build her life and no longer feels isolated as she is now back in contact with her friends and family.

### **Service user left service in planned way**

Kerrie's exit from service was completed in a planned way and she is fully aware of how to contact the service in the future if support is required.

### **Satisfaction with support from service**

The client completed an exit survey see attached document.

**Refuge** – Total number of referrals to refuge this quarter = 23

End of Month;	Number of Residents
<b>Jan</b>	<b>12</b>
<b>Feb</b>	<b>12</b>
<b>Mar</b>	<b>12</b>

In January, there were **5** referrals, **3** of whom were accepted in to Refuge. **2** were refused as the Refuge was full, and were signposted to alternative services.

In February, there were **6** referrals, of those referrals **4** were accepted in to the service. **1** referral was refused as the service was full, and one referral was refused as there were presenting health and safety implications for another resident.

In March, there were **12** referrals, **6** of whom were accepted in to Refuge.

**3** clients were refused as the service was full at the point of referral, **1** was offered a place but decided not to come in to Refuge, and **1** was unable to take up the place as she had a full time job, and could not afford the accommodation costs. We also had to refuse a referral for a woman due to the fact she had no recourse to public funds, and I am concerned that there needs to be a strategic response to victims of domestic abuse in this situation before there is a serious incident or a domestic homicide.

#### ***Occupancy rates:***

Week Number	% of Occupied Units per week
<b>1</b>	<b>100%</b>
<b>2</b>	<b>100%</b>
<b>3</b>	<b>100%</b>
<b>4</b>	<b>100%</b>
<b>5</b>	<b>83%</b>
<b>6</b>	<b>92%</b>
<b>7</b>	<b>100%</b>
<b>8</b>	<b>100%</b>
<b>9</b>	<b>83%</b>
<b>10</b>	<b>100%</b>
<b>11</b>	<b>100%</b>
<b>12</b>	<b>100%</b>
<b>13</b>	<b>100%</b>

### **Improved Health & Wellbeing:**

**53%** of clients leaving Refuge reported an improvement in their mental health

**53%** of service users reported an improvement in their general health and wellbeing.

**53%** of clients leaving Refuge felt they had been treated with dignity and respect.

**53%** of clients leaving the service reported feeling empowered and in control of their own lives.

**ISVA** – 62 referrals received this quarter, compared to 48 quarter two last year; year-end 2016/17 188 compared to year-end of 190 last financial year. 17/62 (27%) referrals were children aged between 0-17 years compared to 16/48 last year. In 45/52 referrals received the victim knew the perpetrator against 36/48 last year's same quarter report.

### **SUMMARY OF KEY ACHIEVEMENTS OVER LAST QUARTER**

(List important activities or actions that have occurred over the last quarter)

#### **1) Domestic Abuse background / evidence base**

Domestic abuse is defined by the UK government as ‘any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been **intimate partners or family member regardless of gender or sexuality**. This can encompass, but is not limited to, psychological, physical, sexual, financial and emotional abuse’.

Domestic abuse and Sexual Violence are issues that can affect anyone regardless of social group, class, age, race, disability, sexuality or lifestyle.

The impact of Domestic Abuse and Sexual Violence is costly not only to the victim, in terms of personal and emotional cost but also to the local economy with increased costs for health services, the criminal justice system , housing, safeguarding and social care costs and the loss of economic productivity.

Domestic Abuse and Sexual Violence are issues that affect children and young people. Ensuring that young people are able to identify abuse and have the knowledge and information available to them to enable them to make and identify healthy relationships is central to raising expectations both in males and females.

Domestic abuse is a significant problem nationwide with recent figures suggesting police in England and Wales receive on average, over 100 calls for service an hour for this crime alone (ONS, 2016).

National Crime Survey figures for the 12 month period ending March 2015 suggest an estimated 1.3 million women and 600,000 men suffered some form of domestic abuse in England and Wales.

Within Cheshire, domestic abuse accounted for 11% of all reported crime between March 2014 and March 2015. Whilst this equated to a 23% increase in recorded domestic abuse crimes (compared to a 31% increase nationally), improvements in Cheshire Constabularies reporting systems are thought to account for these increases. Whilst greater reporting of domestic abuse is often viewed as an indication of increased confidence in police handling of such cases and intrinsically linked to the support provided by the Independent Domestic Violence Advocates (IDVA's), the need to explore the effectiveness of alternate models of responding to such victim's remains a priority for all partner agencies in Cheshire, Warrington & Halton.

## **2) Operation Enhance Update**

Following the Independent Evaluation of Operation Enhance: Immediate Secondary Response Initiative to Domestic Abuse Calls for Service, The University of Chester. The report produced and the findings are overall very encouraging and point to Operation Enhance being a successful pilot.

The evaluation presented both quantitative and qualitative analysis of the questionnaires and interviews conducted with victims as part of the Operation Enhance initiative. Victims of domestic abuse from Runcorn who received the enhanced secondary response and Widnes who received a typical secondary response, expressed their views about the service they received from the police and IDVA's in the day(s) following the initial call for service. Analytical comparisons were made between these views regarding; satisfaction with the service received, engagement with police, Criminal Justice Service and support services as well as examining victim wellbeing post-secondary response. Evaluation of police and Independent Domestic Violence Advocates experiences of the initiative's effectiveness were also provided.

The Complex Dependency Programme Team has agreed to provide additional resources to support the continuance of Operation Enhance, the pilot is to be rolled out and delivered across the Pan-Cheshire area.

*The below table indicates the award agreed for each locality.*

LA Area	Total Award	June payment	December payment
Cheshire West & Chester	£43,500	£21,750	£21,750
Cheshire East	£42,500	£21,250	£21,250
Warrington	£42,000	£21,000	£21,000
Halton	£32,000	£16,000	£16,000
Evaluation	£10,000	n/a	n/a
Total	£170,000		

***Aims of Operation Enhance:***

- Increased victim engagement with protection and support services earlier in the cycle of domestic abuse
- Increased support for children living with domestic abuse to be safer and develop their resilience
- Challenge and support for perpetrators to reduce current and future risk
- Provide additional capacity for victim support services at the first possible opportunity to enable learning and evaluation evidence to inform the design of future commissioned services

***Principles of service delivery:***

1. Victims and their families need to be at the heart of the system, with the knowledge of how to get help for themselves – or what to do if someone tells them about domestic abuse.
2. Early identification at every public service to identify all victims, their children, young people at risk and perpetrators and get each member of the family the right support quickly and safely.
3. Quality services for all victims, including:
  - Help in the community from a qualified IDVA working as part of a robust multi-specialist team
  - Support from a high-quality MARAC for victims at high risk
  - Targeted help with victims with complex needs
  - Support from universal or volunteer-led services
4. Support for children living with domestic abuse to become safe and develop their resilience.
5. Challenge and support for perpetrators from specialist officers to reduce the risk to the current victim and prevent abuse to future victims and children.
6. Support for the victim and their children to recover and live a life sustainably in safety

7. Commissioners/Coordinators should align their budgets and fund services according to jointly-agreed outcomes that address risk and need in their local population.

### ***Definition of service delivery***

30 June 2017 to 31 March 2018 (pending recruitment processes); Operation Enhance will be delivered Friday-Monday each weekly period, in response to incidents of domestic violence and abuse reported during the hours of 22:00hrs and 02:00hrs on Friday Night into Saturday, Saturday into Sunday and between 20:00hrs and 22:00hrs on Sunday, resulting in additional demand for support and services for vulnerable victims the following day.

*(The National College of Policing has produced a report which has identified that the best outcomes for a victim of domestic abuse has been achieved by conducting follow up visits with the victims the day after the incident).*

### **3) Domestic Abuse Matters – First Responder (Police officer) Training**

In 2013, coercive and controlling behaviour was included in the cross-government definition of domestic violence and abuse, which has been adopted by the police service as its working definition. In 2015, the enactment of Section 76 of the Serious Crime Act introduced a new offence of 'coercive and controlling behaviour in an intimate or family relationship'. It is therefore crucial that frontline police officers are able to identify the pattern of abusive behaviour that characterises coercive control. A thematic inspection by Her Majesty's Inspectorate of Constabulary (2014) concluded, however, that officers often struggle to identify abusive patterns of behaviour, particularly in the absence of physical violence.

Cheshire Police have commissioned the Domestic Abuse Matters, a nationally accredited programme of activity that comprises of training for first responders and supervisors, as well as a peer coaching role. The first responder training is a one-day classroom session involving a mixture of videos, PowerPoint presentations, and group discussions. Key learning outcomes were for officers to be able to explain what is meant by the term 'coercive control', understand the effect of 2 multiple controlling behaviours on victims, and identify why victims can find it difficult to leave an abusive partner.

It is the intention of Cheshire Police to train 75% of all frontline staff within the first rounds of training, with the remaining 25% being targeted from September onwards.

To ensure the programme is embedded, Cheshire Police have supported a number of Police officers / staff who have received the train-the-trainer two day programme, who will in turn continue to train frontline staff in this important subject area in the future. Halton's Domestic Abuse service

provider has been supportive of the programme and local Independent Domestic Violence Advocates have been accredited to deliver the programme in collaboration with Police staff to ensure that the victims voice is consistently heard.

#### **4) Successful Domestic Abuse Funding Bid to the DCLG**

Following on from quarter threes update, Halton worked in collaboration with other Cheshire Authorities and the Complex Dependencies Unit to produce a bid to the Fund for refuges, specialist accommodation based support and service reform to help local areas meet the Priorities for Domestic Abuse Services.

This bid has been successful, the total award for the Pan-Cheshire area is £481,000 for a two year period.

The aim of the additional resources is to:

1. Develop a sub-regional coordination and specialist support model for victims of Domestic Abuse (DA) in Cheshire, improving the quantity, quality and maximise the use of available accommodation options matched with essential family support through our integrated front door system.
2. Reduce the need to export victims out of area by expanding the availability of specialist support provision so that vulnerable victims with complex needs can be helped with the appropriate level of support to enable them to be safe.
3. Extend our dispersed accommodation offer by creating additional bed spaces across the area utilising public sector accommodation assets and expanding our work further with Registered Providers.

A Domestic Abuse Refuge Accommodation Project implementation group has been set up to steer the delivery of these funds in line with the application for funds.

Key features of the funding include: the recruitments of a team of staff who will be able to assess victims of domestic abuse that also require additional services/resources due to complex needs as well as those affected by Post-traumatic stress, extreme anxiety and personality disorder conditions which require considered understanding and clinical intervention; a dedicated coordinator for the Pan-Cheshire area that will effectively match accommodation and dedicated wrap around support options to our most vulnerable survivors; additional workforce development training and communications; as well as a proposal to identify an additional 6/8 accommodation facilities across the Pan-Cheshire area specifically for those victims that are unable to access traditional refuge facilities due to a range of additional support needs they exhibit or require.

## 5) Pan-Cheshire Communication Strategy.

In January 2016, the Cheshire Strategic Domestic Abuse Board commissioned a pan-Cheshire, joint agency domestic abuse communications programme.

A domestic abuse strategic communications group has been created to take responsibility for the development and implementation of a campaign brand, communications strategy and implementation plan. This will be delivered by the communications group, subject to Board approval and oversight.

This strategy outlines the terms in which the communications group will deliver the strategy. Stakeholder membership and participation in this group, and having a clear strategy defining roles and responsibilities, will be critical to the campaign's success.

The campaign strategy will support the Strategic Domestic Abuse Board's communication aims and incorporate a delivery plan. It will provide a tool kit for use at local level to ensure communication activities across Cheshire is under one 'umbrella' brand. It will also provide tactics that enable the campaign to be delivered year-round, ensuring a co-ordinated approach and on-message.

The following work streams will support the development and implementation of this strategy:

- **Campaign brand** - A campaign brand will be developed and incorporated into marketing tools and tool kits to support the ongoing delivery plans.
- **Website** - Development and maintenance of a website will signpost victims to help and support from services local to them.
- **Campaign delivery plans** - A phased approach will be adopted when devising and implementing delivery plans, which will support all target audiences. This will be based on evidence gained through data, demographic profiling and consultation with victims.

## 6) The Rape & Sexual Abuse Support Centre (Cheshire & Merseyside) RASASC Annual Report

Provides specialist support services to adults and children who have experienced sexual violence, including rape; sexual assault and childhood sexual abuse. We strive to provide high quality, specialist care within a safe, non-judgemental environment. Each client is at the centre of all decisions relating to the criminal justice system; health & social care; and therapeutic

interventions. Our service has no lower age limit so we can develop services to support children and families.

### **Working in partnership for seamless pathway of support**

Our work covers the counties of Cheshire and Merseyside and RASAS are currently commissioned to provide a seamless aftercare service to survivors of sexual violence. This support is offered in close partnership with the two local Sexual Assault Referral Centres (SAFE Place Merseyside and St Mary's).

In Cheshire RASASC are funded by a consortium that includes; Cheshire police and Crime Commissioner, NHS England and the 4 local authorities.

#### **Core Services:**

- Information Line
- Independent Sexual Violence Advisors (ISVAs)
- Specialist Counselling
- Group Work
- Training and Awareness Raising

*Please see full report for more information.*

Budget	£100,140
Quarter 4 expenditure	£97,102
<b>Balance</b>	<b>£3,038</b>

### **EMERGING ISSUES**

### **LIST OF ADDITIONAL REPORTS/PAPERS SUBMITTED FOR INFORMATION**

Any additional paperwork supplied should be listed below. Copies will be attached for information.



RASASC AGR  
2016.pdf

**REPORT TO:** Safer Policy and Performance Board

**DATE:** 12 September 2017

**REPORTING OFFICER** Strategic Director –  
Enterprise, Community and Resources

**PORTFOLIO:** Community Safety

**SUBJECT:** Alcohol and Substance Misuse in Halton

**WARDS:** Borough Wide

## 1.0 PURPOSE OF THE REPORT

- 1.1 **To update the board on the work carried out to tackle Alcohol and Substance misuse across the partnership in the Borough.**

## 2.0 RECOMMENDATION: That

- 1) The report be noted; and
- 2) The Board consider the information presented and raise any questions of interest or points of clarification following the presentation.

## 3.0 SUPPORTING INFORMATION

- 3.1 **Trading Standards North West Survey:** The Young Persons' Alcohol and Tobacco Survey has been conducted in the North West every two years since 2005. Fieldwork for the latest survey took place between January and April 2017.

Key findings of the 2017 survey included

- The percentage of young people in the North West drinking alcohol once a week or more continues to fall (44% in 2007 to 9% in 2017)
- Regular and occasional binge drinking levels have also fallen in the last two years amongst young people in the North West.
- Latest figures also indicate that young people in the North West are drinking less alcohol per week compared to previous years.
- There appears to be a continuing fall in young people drinking in pubs and clubs, instead choosing to drink supervised at home or their friends' houses.
- Young people mainly getting alcohol from family
- The percentage of young people in the North West claiming to purchase alcohol themselves is unchanged (13%), and they are most often buying from off licences and shops.

- There appears to have been a significant fall in the percentage of young people in the North West being asked for ID when buying alcohol.
- Where they have bought alcohol themselves, 1 in 7 young people claim to have used someone else's ID. Increases significantly amongst 17 year olds.
- Young people appear to becoming more sensible towards alcohol. There has been a fall in the percentage of young people who think that getting drunk is normal and fun, although attitudes towards drinking do change significantly amongst 17 year olds.
- Young people's understanding of the legislation regarding them buying and drinking alcohol appears to have fallen in the last two years

**3.2 Opiate Clients:** During quarter 4, Halton's opiate successful completion rate is performing below the CGL (Drug and Alcohol Service) and Public Health England (PHE) national averages. As a service CGL have recognised that improvement is required, and in response to recent data, the service has developed an action plan to address some key areas.

One action has highlighted the need for a review of all current service users in conjunction with recovery co-coordinators and support staff. This has led to the provision of workshops to enable staff to develop skills in working with service users 'stuck' in treatment. In addition, the service has provided additional training workshops, internally monitored performance at fortnightly management performance meetings and has increased visible recovery across both Widnes and Runcorn sites. The service will also review the current staffing structure to ensure there is adequate and safe staffing across the service.

At the end of Q4, the service reviewed the opiate new treatment journeys for opiates to establish if there was an increase in treatment for those who were in treatment for the first time (known as treatment naïve). Due to the limitations of the data collected, the information reviewed relies on the accurate disclosure of service users when they engaged in service. Of the 137 opiate service users who engaged in treatment, 133 were taken onto the structured caseload for treatment. Of this 133, 107 had previously been known to treatment services. Of the 26 that were not known to service, 2 had disclosed that they had been in treatment in other services previously, leaving a remainder of 24 'treatment naïve' individuals.

**3.3 Flu vaccinations:** Throughout the flu campaign Halton service has vaccinated 100 service users which will have a great impact on the Halton service users especially as these service users tend to be the hard to reach cohort.

**3.4 Mental Health:** Following publication in November 2016 of Nice Guidance 'Coexisting severe mental illness and substance misuse: community health and social care services', CGL took the opportunity to review the current dual diagnosis pathways and improve joint working between mental health services and CGL. There has been an agreement to increase interagency work between mental health and substance misuse services in Halton with emphasis being placed on all teams being flexible and problem solving together.

This will include joint appointments for CGL and Mental Health Staff and a monthly joint dual diagnosis formulation meeting. The partners have agreed that a flexible approach would be adopted to promote the engagement and assessment of individuals referred to the Halton Assessment Team by CGL, and there would be closer working on the Wards at the Brooker Centre.

**3.5 ETE – The Work Company:** During this year the Work Company have supported 73 individuals affected by substance misuse to address their education, training and employment needs. Support can vary from confidence and self-esteem building, to interview preparation and CV building. In addition, education and employment options are discussed, with links made with local employers to support service users into work.

Since April 2016, The Work Company has supported individuals in gaining 114 qualifications. These have been in a range of different courses including First Aid, CSCS, Food Safety, Counselling, Computers, Mathematics and English. During the same period, we have seen 3 individuals commence voluntary work, with 29 individuals gaining employment within various sectors.

## 4.0 PROGRESS AGAINST RELATED TARGETS

### 4.1 Reducing the harm from alcohol

Ref	Objective		
PH 04	Reduction in the harm from alcohol: Working with key partners, frontline professionals, and the local community to address the health and social impact of alcohol misuse:		
Milestone	Progress Q4	Supporting Commentary	
Implement the Halton alcohol strategy action plan working with a range of partners in	<input checked="" type="checkbox"/>	Good progress is being made towards implementing the Halton alcohol strategy action plan. Key activity includes: <ul style="list-style-type: none"> <li>▪ Developing a coordinated alcohol awareness campaign plan.</li> <li>▪ Delivery of alcohol education within local school settings (Healthitude,</li> </ul>	

Milestone		Progress Q4	Supporting Commentary			
Ref	Description	Actual 2015/16	Target 2016/17	Quarter	Direction of Travel	Supporting Commentary
PH LI 07 (SCS HH 1)	Admission to hospital episodes for alcohol-related conditions (narrow) (Rate per 100,000 population)	841.9	841.9	846.7 (Q3 2016/17)		The Q3 2016/17 rate suggests that the admission rate has increased slightly from the end 2015/16. At the moment the rate is slightly above the target for 2016/17.

#### 4.2 Substance Misuse

Sustainable Community Strategy Area Partner Indicators						
CCC 19 SCS SH7a	Increase the percentage of successful completions (drugs) as a proportion of all treatment (over 18)	29.7% (2015/16)	Above NW Average	17.3% (2016/17)		Successful completions (according to the NDTMS website) show good progress against the national (15.3%) and North West (16.8%) averages. The Halton percentage has decreased from the previous year (29.7%).
CCC 20 SCS SH8a	Reduce the number of individuals re-presenting within 6 months of discharge	8.0% (Mar 16)	Below NW Average	8.9% (Mar 17)		Re-presentations within 6 months (according to the NDTMS website) are lower compared to the national (10.7%) and North West (10.3%) averages. The Halton percentage has increased since last year (8.0%).

#### 5.0 CHILDREN AND YOUNG PEOPLES SERVICES

## 5.1 School and college based alcohol education programmes:

***Healthitude programmes:*** All schools in Halton have been offered the *Healthitude* programme. During Q1 the *Healthitude* programme has continued to be delivered in schools in Halton, with 150 young people engaged in alcohol sessions.

***Young Addiction:*** During Q1 Young Addiction delivered weekly drop in sessions at the following schools:

- 5.0 Ormiston Bolingbroke Academy
- 6.0 Ormiston Chadwick Academy
- 7.0 Saints Peter & Paul Catholic College

The average number of young people accessing weekly session was 19. Information was given around alcohol and its impact on decision making, self-esteem and risk taking behaviour. During Q1 Young Addiction ran a Half Term programme, engaging and offering diversionary activities open to the young people of Halton, where information and interventions were given around alcohol. Activities included:

- Graffiti Art, Ice Skating, Velocity, Movie & Activity Days, Trips

In total 88 young people accessed the provisions of diversionary activities during half term break with each young person receiving a brief intervention around alcohol.

During Q1 Young Addiction encouraged YP to download the My Health Passport App and a further 61 downloads occurred. Current number of downloads sits at 781 for young people – this is on line media platform to share messages with young people.

### ***Amy Winehouse Resilience Programme:***

During Q1 the Amy Winehouse Resilience programme was delivered across Halton.

- P&P school – 6 week skills 4 change programme (covers substance misuse) to 11 young people
- Grange School Health day – 181 pupils given life story share and brief intervention
- Ashley School – 28 pupils given life story share and brief intervention
- Oakfield Primary School – Parents event giving advice around substance misuse to young people

## 5.2 Community based alcohol activity:

During Q1 Young Addaction delivered a series of alcohol awareness sessions across the 1 week of the half term at the following youth clubs, Mayors Award sessions and DofE sessions.

- Murdishaw
- Upton
- Halebank
- Hale
- CRMZ
- HUB
- West Runcorn

In total 272 young people were given a brief intervention within the youth club they attended.

During Q4 Young Addaction deployed the VRMZ and Street based team for a total of 129 hours (evening, weekend and during the day in the school holidays). In total 689 young people were given information, advice and guidance around alcohol (and other subjects) during the period and the holidays.

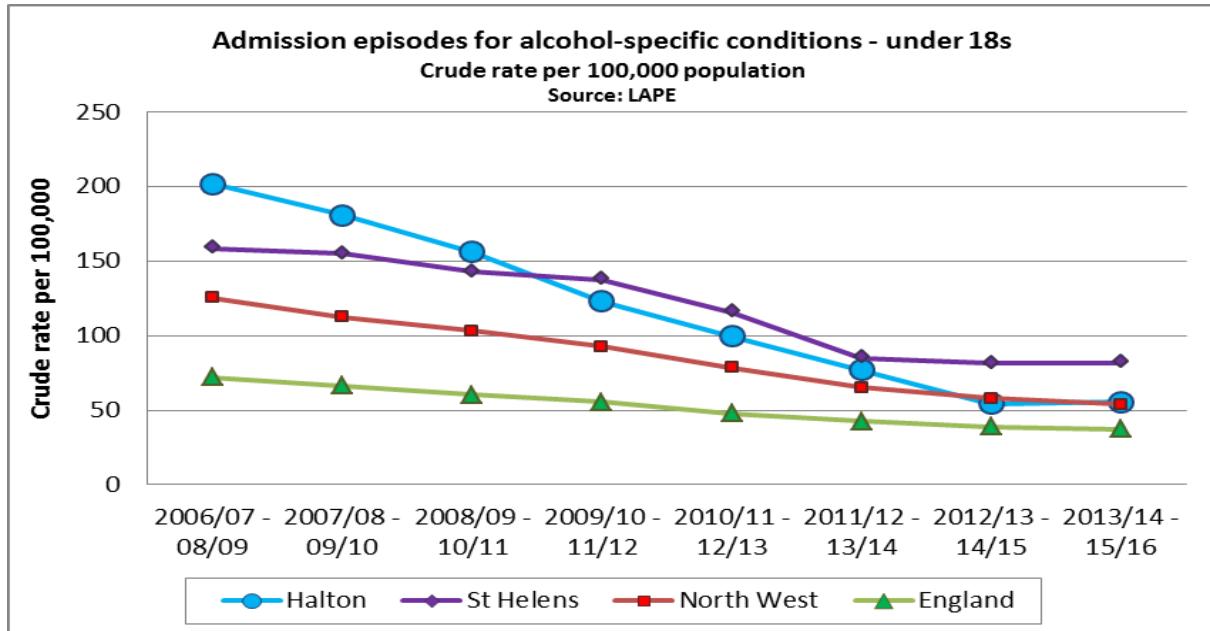
### **5.3 Early identification and advice**

During Q1 the Halton Health Improvement Team delivered Alcohol Identification and Brief Advice (Alcohol IBA) training to key staff working with young people within Halton. This included a presentation delivered to carers and family members of young people affected by addiction.

### **5.4 Treatment data**

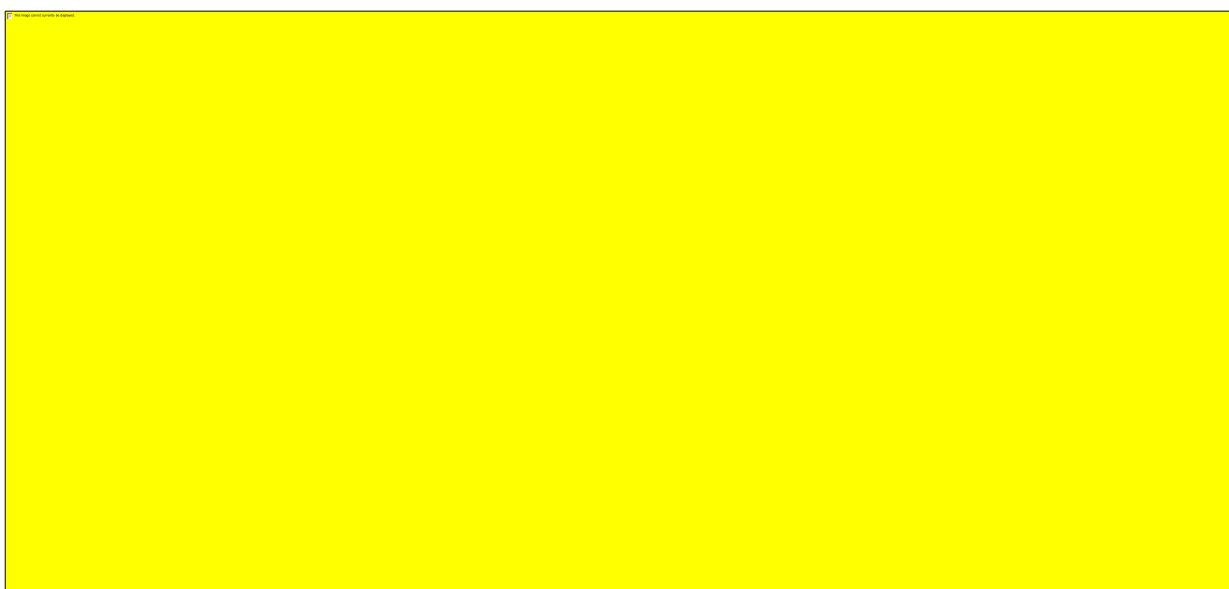
***Under 18 admission episodes:*** Public Health England recently released the 2015/16 hospital admissions due to alcohol. This latest release has seen a slight change in the way the under 18 rate is calculated. Rather than one admission for each individual being used (as in previous years), it now uses all admissions. This means that if a person is admitted multiple times during the year, all of these admissions are included.

Halton has seen a greater reduction (72%) in under-18 admission episodes due to alcohol-specific conditions compared to England (48%), the North West (57%) and St Helens (48%), since 2006/07-2008/09. Despite this decrease, the Halton rate remains significantly higher than the England average. However, the rate is similar to the



North West average and lower than the St Helens rate.

**Admissions to hospital for substance misuse in people aged 15 – 24** have demonstrated a continued increase and are higher in Halton than both the North West and National averages. Work is underway to develop consistent health promotion messages and to target interventions where they will have the most impact. This work will include the Youth Service, Health Improvement Team, School Nursing and the Police as well as all other partners with an interest in this area.



**Community Specialist Treatment:** At the end of Q1 the Halton's young person's substance misuse service delivered by Young Addaction had 93 young people in service across HH, Tier 2 and Tier 3, with 29 being in treatment for substance misuse, of these 16 cited alcohol as their primary substance.

**Support for children and young people affected by parental/sibling alcohol misuse:** During Quarter 1, 24 new young people accessed the Young Addaction Hidden Harm Service, 17 of those young people had parents whose main substance issue was stated as Alcohol. Referrals came from the adult substance misuse provider and GPs.

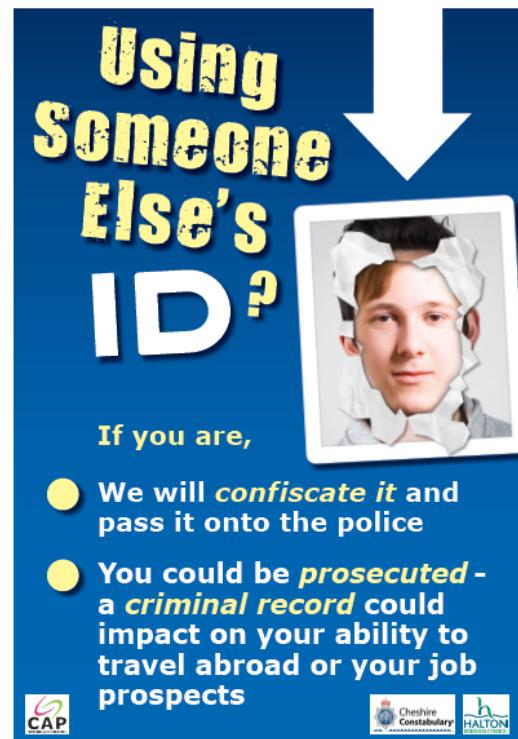
**6.0 Reducing underage drinking and associated anti-social behaviour – The Community Alcohol Partnership (CAP):**

- 6.1** Work is underway as part of the Halton CAP to develop diversionary activity for young people with the local boxing club.

2 teachers from Ormiston Bolingbroke Academy Murdishaw attended the Alcohol Education Trust teacher training day and received the work books and training packs provided by Alcohol Education Trust.

An alcohol action day was arranged with Ormiston Bolingbroke Academy for Wednesday 19<sup>th</sup> July. Partners involved in the CAP including, Cheshire Police, AET, Young Addaction and Public Health all committed to being involved. CAP partners have also attended the Phoenix Park Experience family event during the summer holidays.

A campaign has also begun to educate young people of the consequences of under-18s using other people's passports/driving licences. A fake ID poster has been developed and partners have also circulated material via social media.



**6.2 Operation Stay Safe:**

No Op Staysafe was carried out during Q1. The Community Safety Team (CST) and partners have reviewed and evaluated the Staysafe

Operation over the past 24 months and the information and results would indicate that the problem (alcohol and young people) is not as prevalent as it was prior to 2015, data from Quarterly reports which include A+E admissions would verify this. Due to the significant reductions in young people found with alcohol and the demands on partnership resources on a Friday night to deliver the Operation it has been momentarily stopped, however Cheshire Constabulary will continue to collect intelligence and provide patrol plans to youth congregation hotspots e.g. Fir Park, Victoria Park, Runcorn Hill, particularly during exam week and the summer holidays to see if Op Staysafe (with partners) is necessary and more importantly to ensure the safeguarding of young persons and substance misuse.

## **7.0 SPECIALIST COMMUNITY SERVICES FOR ADULTS**

**7.1 Prevention and Early Identification activity:** During Q1 the Halton Health Improvement Team used the non-Alcohol Bar, beer goggles and glasses showing alcohol units to inform people around safe and sensible drinking and the new safe drinking guidelines at the following workplace events for Mechicem work sites:

- Rocksavage 55 people
- The Heath 26 people

Other groups receiving non - Alcohol bar and information on safe and sensible drinking were:

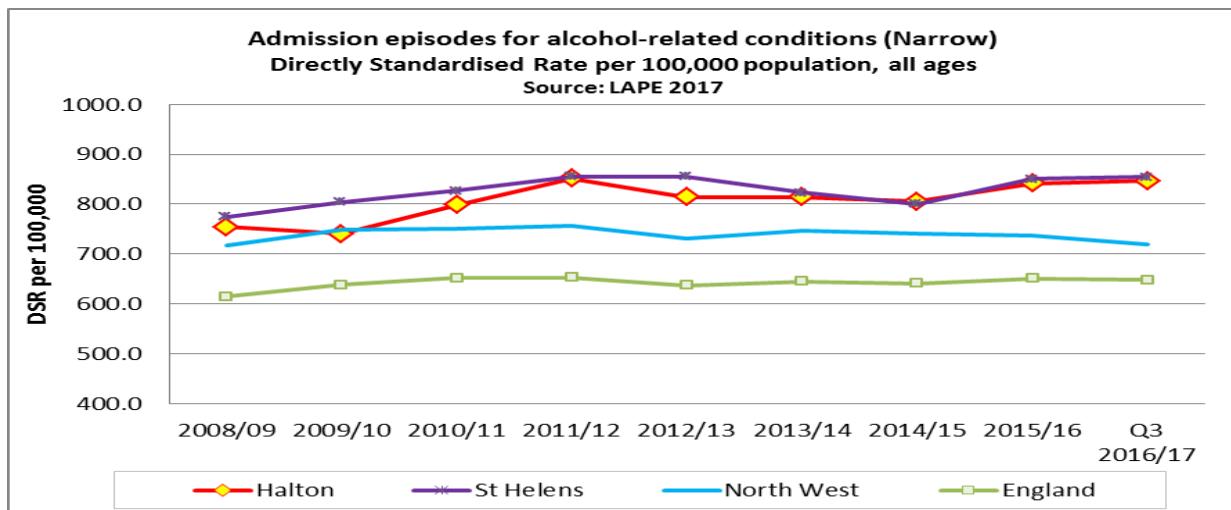
- Adults affected by addiction – Presentation delivered to carers and family members.
- Health Trainers delivered alcohol awareness presentation to 40 new clients.

During Q1 the Halton Health Improvement Team delivered Alcohol Identification and Brief Advice (Alcohol IBA) training to key staff working with adults in Halton including Carers Centre Staff

## **7.2 Treatment and recovery**

**Hospital Alcohol admission data:** Admissions due to alcohol related conditions (narrow) have decreased from a peak in 2011/12, however, the rate did increase between 2014/15 and 2015/16. Despite this increase, it is the lowest within Merseyside during 2015/16; however the rate remains significantly higher than the England average.

The Q3 data for 2016/17 (Q4 15/16 to Q3 16/17) suggests a slight increase in the admission rate.



**Alcohol Liaison Nurse Service:** The review of both the Whiston and Warrington services is still underway. Halton CGL continues to work with the neighbouring CGL service in Warrington to provide in reach support to Warrington hospital. This includes daily contact with a hospital in reach worker and onsite support at Warrington hospital one day per week.

Work with Whiston Hospital is developing – CGL are developing in reach activities and the ALN service will now ensure that staff are dual trained so that they can support both alcohol and drug use. The Trust has started to build drug related expertise in the Hospital and will use the ALN service to gather intelligence re drug use and begin to sharpen the response in particular to any presentation of Novel Psychoactive Substances (NPS).

**Community Treatment Services:** During Q4, the service received 73 new referrals for alcohol only (50) or alcohol and non-opiate problems (23).

Local data suggests that by the end of Q4 120 individuals were engaged in structured treatment where alcohol was the primary concern, and 78 were involved in post treatment recovery support. A further 46 clients were in receipt of support for non-opiate and alcohol problems. For Q4, 38.7% of individuals who have commenced extended brief interventions (EBI) have completed successfully.

**Alcohol Detoxification services:** From the end of year data, CGL have supported 46 detoxes - 7 medically assisted detoxes, 35 in-patient detoxes and 4 alcohol reductions. In addition the service has supported 89 individuals to successfully complete an alcohol programme to address their alcohol consumption. Extended Brief Interventions (EB) are without medical intervention and utilise a group work programme and peer support.

**Effective Engagement of New Drug Treatment Journeys:** The number of new treatment journeys year to date (May 2017) excluding

Alcohol clients is 281. The latest CGL internal report (May 2017) shows Halton has an effective engagement rate of 96.3% for problematic drug users (PDU). For all drug users 18+, Halton is 98.5%, which is 2nd highest among other CRI NW services.

**Treatment Exits, Completed Treatment:** Latest CGL internal report (May 2017) shows Halton has a Recovery Rate (same as PHOF Indicator 2:15) for Problematic Drug Users (PDU) of 6.1% which is the 5th highest of all other CGL NW Services. For all drug 18+ (excluding Alcohol) the figure is 16.9%, 4th highest in CGL NW Services, including Alcohol clients the figure is 36.9%, 3<sup>rd</sup> highest in CGL NW Services.

**Harm Reduction:** The percentage of eligible new treatment journeys (YTD) offered Hep B vaccination is higher than the 90% target and is currently at 100%. The percentage of new treatment journeys (YTD) offered Hep B vaccination who have started or finished a course of vaccination is above the 40% target at 58%. The percentage of new treatment journeys (YTD) previously or currently injecting who have been offered Hep C screening is 100% (YTD) which is same as last year (100%).

## 8.0 EMERGING ISSUES

### 8.1 Cheshire and Merseyside Five Year Forward View Alcohol Board

**Established:** The Cheshire and Merseyside FYFV programme plan sets out actions which if delivered at scale will prevent alcohol-related harm, improve health and social outcomes for individuals and communities and reduce demand on local services across health, social services and criminal justice settings. A multi-agency board has been established to provide oversight and drive this work forward.

### 8.2 Drink Less Enjoy More Campaign:

Halton, along with the other areas in Cheshire and Merseyside has agreed to take part in the Drink Less Enjoy More campaign which aims to reduce drunkenness by improving awareness that it is illegal to serve or buy alcohol for someone who is clearly drunk, and to improve compliance with these laws.

The Objectives of the campaign are to:

- Raise awareness amongst night time economy (NTE) visitors that they won't get served if they are drunk
- Raise awareness that it's illegal to buy alcohol for someone (e.g. a friend) who is drunk
- Raise awareness amongst bar staff that it's illegal to serve drunks and potential repercussions
- Encourage binge drinkers to drink less before visiting the city-centre
- Encourage binge drinkers to drink less whilst in the city-centre
- Reduce sales of alcohol to patrons who are excessively drunk

Evaluation of the campaign in Liverpool has demonstrated significant benefits including reduction in pre-loading, reduced tolerance drunken behaviour, increased knowledge and confidence of bar staff in not serving drunks.



- 8.3 Service User Deaths:** Between 01/04/2016 until 31/03/2017 there have been 20 service user deaths reported in Halton Integrated Recovery Service. Eleven of these service users were recorded as residing in Widnes and nine as residing in Runcorn. Of the deaths reported 18 service users were male. CGL have recognised that this information corresponds with the office of national statistics report which explored 'deaths related to drug poisoning in England and Wales 2015'. Within this report it states '*Males were almost 3 times more likely to die from drug misuse than females (65.5 and 22.4 deaths per million population for males and females respectively).*

The investigation found the number of service users deaths were at its highest at the age range of 45-54. Of the 20 deaths CGL's investigation has found that 10 accessed the service for support with alcohol use, 5 opiate, 1 opiate and cocaine, 1 cannabis, 1 amphetamine and 2 alcohol and cocaine.

Halton Integrated Recovery Service has witnessed a significant increase in complexity of need for alcohol service users. A number of the alcohol deaths that occurred has been referred to the service whilst in hospital accessing treatment for acute health needs. From the investigation CGL have established that better liaison with the local hospitals is required to establish whether or not their physical health is their primary presenting issue and if recovery orientated services are suitable at that time.

- 8.4 Hepatitis:** There have been a number of advances in treatments for Hepatitis that completely change the nature of the treatment process and the possibilities of fully clearing the virus. The delivery of these treatments is managed through operational delivery networks and there are variable numbers of people referred for treatment from each area.

There are many potential barriers to accessing treatment for clients in drug treatment including denial or a lack of awareness of infection, fear of treatment due to a lack of knowledge about new treatments, ill health

or practical barriers such as location of treatment. It is essential that efficient systems are in place to allow as many people as possible to overcome barriers and access treatment.

With this in mind an event will shortly take place to bring together commissioners, drug treatment provider leads and hepatitis treatment providers to consider current pathways for Hepatitis screening, diagnosis, treatment and support in each local authority area, agree best practice and put together joint action plans to move towards an ideal pathway for each area and some consistency across Cheshire and Merseyside.

- **LIST OF ADDITIONAL REPORTS/PAPERS SUBMITTED FOR INFORMATION**

## **9.0 FINANCIAL UPDATE**

No significant impacts within the quarter from a financial perspective.

## **10.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

### **10.1 Children and Young People in Halton**

The Community Safety Service as a universal service impacts on the health, safety and well-being of young people.

### **10.2 Employment, Learning and Skills in Halton**

**None**

### **10.3 A Healthy Halton**

The Community Safety Service as a universal service impacts on the Health, safety and well-being of the residents of Halton.

### **10.4 A Safer Halton**

The Community Safety Service as a universal service impacts on the Health, safety and well-being of the residents of Halton.

### **10.5 Halton's Urban Renewal**

**None**

### **10.6 RISK ANALYSIS**

**None**

### **10.7 EQUALITY AND DIVERSITY ISSUES**

**None**

**10.7.1 LIST OF BACKGROUND PAPERS UNDER SECTION 100D  
OF THE LOCAL GOVERNMENT ACT 1972**

There are no background papers under the meaning of the Act.

<b>REPORT TO:</b>	Safer Policy and Performance Board
<b>DATE:</b>	12 September 2017
<b>REPORTING OFFICER:</b>	Strategic Director – Enterprise, Community and Resources
<b>PORTFOLIO:</b>	Community Safety
<b>SUBJECT:</b>	Community Safety Team – Youth Engagement Officer, Safer Schools Partnership
<b>WARDS:</b>	Borough wide

## **1.0 PURPOSE OF THE REPORT**

- 1.1 To consider the presentation from the Safer Halton Partnership outlining the work that is carried out in schools.

## **2.0 RECOMMENDATION: That**

- 1) the report be noted; and
- 2) the Board consider the information presented and raise any questions of interest or points of clarification following the presentation.

## **3.0 SUPPORTING INFORMATION**

- 3.1 The role of the School Liaison Officer (SLO) was implemented in Cheshire Constabulary in April 2002. In 2008, Cheshire Constabulary revised their Youth Strategy. The process included scanning local and national best practice. As a result, the new strategy included the aim of developing the Safer Schools Partnership model in Cheshire and a Safer Schools and Young Person's Officer was appointed for the force.
- 3.2 At this time the force conducted an audit of educational premises, which was then shared with partnership colleagues and negotiations commenced to recruit a further six Officers who would join the team and be based within schools. In 2015/2016 the Force again reviewed the aims of the Partnership which brought about the change in name for both the partnership and the Officers who worked within it. All eleven Officers who now work within the Safer Schools & Young Person's Partnership are now the Forces' designated Youth Engagement Officers.

- 3.3 The Safer Schools & Young Person's Partnership consists of a Lead/Coordinator, 8 Area Officers, 1 School Based Officer, (with the opportunity to engage with further identified schools as and when the need is identified) 1 designated Alternative Provision Officer and seconded Officers/PCSO's to the Princes Trust. All the Officers are experienced Police Officers/PCSOs. They have been handpicked for the positions and between them hold a vast knowledge of police, community and partnership workings. They all work closely with educational establishments, staff and pupils to provide community support locally.

Halton has two of these officers as listed below:

Youth Engagement Officer Widnes LPU PC Jane Tetlow  
Email: Jane.Tetlow@cheshire.pnn.police.uk

Youth Engagement Officer Runcorn LPU  
PC Suzi Williams  
Email: Suzi.Williams@cheshire.pnn.police.uk

- 3.4 The Safer Schools & Young Person's Partnership also involves multi-agency working, fostering positive relationships between the schools and Police service. The main role of the Safer Schools & Young Person's Partnership is to provide the young people of Cheshire, Halton and Warrington with the relevant tools to facilitate self-awareness and self-insight. This will help them to make informed, sound decisions to avoid becoming offenders or victims of crime. This results in a positive effect on the school and wider community, reducing incidents of anti-social behaviour and other crimes, creating a safer environment.
- 3.5 The Safer Schools & Young Person's Partnership takes a three tier approach: Please see appendix 1

#### **4.0 POLICY IMPLICATIONS**

- 4.1 The policy implications of the review relate primarily to the Safer Halton priority. However this is a cross cutting work area which has wider implications on other areas of council business.

#### **5.0 FINANCIAL IMPLICATIONS**

- 5.1 **None**

#### **6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

##### **6.1 Children and Young People in Halton**

The Community Safety Service as a universal service impacts on the health, safety and well-being of young people.

**6.2 Employment, Learning and Skills in Halton**

**None**

**6.3 A Healthy Halton**

The Community Safety Service as a universal service impacts on the Health, safety and well-being of the residents of Halton.

**6.4 A Safer Halton**

The Community Safety Service as a universal service impacts on the Health, safety and well-being of the residents of Halton.

**6.5 Halton's Urban Renewal**

**None**

**7.0 RISK ANALYSIS**

**None**

**8.0 EQUALITY AND DIVERSITY ISSUES**

**None**

**9.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

9.1 There are no background papers under the meaning of the Act.

**Appendix 1**

Tier 1	Local Policing Unit	<p>Can offer a rolling programme, or a visit through using the Cop Stars, Junior Safety Officers or E-Safety Officers programme.</p> <p>Support Early Years and Primary settings around delivering key safety messages.</p>
Tier 2/3	Youth Engagement Officers	<p>Based in each Local Policing Units. Their main role is to assist and help:</p> <ul style="list-style-type: none"> <li>• Reduce victimisation, criminality and anti-social behaviour within the school communities</li> <li>• Work with the 3 top identified schools on each area to ensure that they are engaged fully with the Safer Schools &amp; Young Persons Partnership.</li> <li>• To liaise with the Lead of the Safer Schools &amp; Young Persons Partnership in relation to delivering appropriate key prevention messages to all young people.</li> <li>• Work with beat managers and coordinate all school/youth related inputs/projects.</li> <li>• Identify and work with children and young people at risk of becoming victims or offenders</li> <li>• Ensure the full time education of young offenders</li> <li>• Support vulnerable children and young people through periods of transition</li> <li>• Create a safer environment for children to learn in</li> <li>• Engage with local partners and organisations in ensuring a consistent approach in delivering key messages to young people</li> <li>• Point of contact for the schools, education authorities, partners and the community regarding school related/based incidents.</li> <li>• Form part of steering groups to develop crime and disorder protocols and policies e.g. E-safety.</li> <li>• Help to plan and facilitate multi-agency events/initiatives e.g. anti-bullying conference, National E-safety Day event, etc.</li> <li>• Undertake tasks from T&amp;C e.g. problem profiles, alcohol related enquiries, etc.</li> <li>• Assist NPU's regarding school/community related enquires to support investigations.</li> <li>• SHARP (School Help Advice Reporting Page) / UpBeat (Cheshire Young Persons website) Promote the systems within the schools and offer support to ensure good intelligence is obtained.</li> <li>• Help develop and deliver LPU/PCSO training to improve their competency when delivering sessions within the junior</li> </ul>

**Appendix 1**

		<p>schools.</p>
Tier 3	Youth Engagement	<p>These Officers are based within the Safer Schools &amp; Young Persons Partnership. Their roles are to specifically support the Alternative Education Provisions. / Identified Schools and the Princes Trust Programme</p> <ul style="list-style-type: none"> <li>• Work closely with the Lead of Safer Schools &amp; Young Persons Partnership in establishing programmes to address the offending and disruptive behaviour.</li> <li>• They will establish links within each of the schools</li> <li>• Visit each school on a regular basis and or Based within identified schools</li> <li>• Assist NPU's regarding school/community related enquires to support investigations.</li> <li>• Engage with local partners and organisations in ensuring a consistent approach in delivering key messages to young people</li> <li>• Identify and work with children and young people at risk of becoming victims or offenders</li> <li>• Reduce victimisation, criminality and anti-social behaviour within the school communities</li> <li>• Create a safer environment for children to learn in</li> <li>• Work as a team leader within the Princes Trust Programme, addressing the Police Priorities and breaking down barriers</li> <li>• Key figures during each programme as they will provide support to ensure that all young people are provided the maximum opportunities to reach their full potential.</li> </ul>

**REPORT TO:** Safer Policy and Performance Board

**DATE:** 12<sup>th</sup> September 2017

**REPORTING OFFICER:** Director of Public Health

**PORTFOLIO:** Environmental Services

**SUBJECT:** Consumer Advice

**WARDS:** Borough wide

## 1.0 PURPOSE OF THE REPORT

- 1.1 The report describes the work of the Trading Standard's consumer advice service, explains how it works with the national Citizen's Advice Consumer Helpline and provides some case studies from the last financial year.

## 2.0 RECOMMENDATION: That the report be noted.

## 3.0 SUPPORTING INFORMATION

### 3.1 The consumer advice landscape

- 3.1.1 In the early 2000s the Department of Trade and Industry created Consumer Direct, a national helpline providing the first response advice on behalf of Trading Standards Services. A change in government in 2010 saw the responsibility for delivering the helpline transfer to Citizens Advice (NACAB as was), the service was re-named to the Citizens Advice Consumer Helpline but the commercial contractors remained responsible for providing the service. Citizens Advice decided to undergo a tender exercise when the commercial contracts were up for renewal, restricting applications to local Citizens Advice bureaux.

The tender exercise was completed in the autumn of 2016 and the service began to transfer to the new providers (8 centres in total – 2 large call centres and 6 smaller ones) in February 2017. The transition is now complete. All staff working in the new service are employees who have undergone specific training for the Helpline, there are no volunteers and generic CAB staff will not be used on the Helpline.

### 3.2 How Trading Standards works with the Citizens Advice Consumer Helpline

- 3.2.1 The helpline provides initial advice to callers who have a consumer advice problem and the details of all calls are added to a national

database. This is particularly important so that Trading Standards can get a national picture of what's going on. When callers require complex advice they are referred to their local Trading Standards for that advice. In the majority of cases the helpline can provide this initial advice over the phone without having sight of documents etc.

- 3.2.2 When there is an allegation or suspicion that a criminal offence may have been committed the helpline notifies the relevant Trading Standards service. Trading Standards evaluate such cases and decide whether or not action can or should be taken - the investigation or otherwise of any criminal aspect to a complaint will not have any bearing on the ability of a consumer to pursue their civil claim. Individual complaints do not necessarily lead to immediate enforcement action as sometimes a number of complaints are needed to take effective action. The information is, however, valuable intelligence allowing Trading Standards to properly prioritize their activities. In general, Trading Standards will only contact the consumer if we need further information or if we need to see documents or other evidence.
- 3.2.3 The Trading Standards Service receives thousands of complaints each year, working in this way with the helpline allows us to concentrate our support on the vulnerable, and those consumers who need our help the most, whilst ensuring that all receive a level of advice to enable them to resolve the issue independently. It also allows Trading Standards to focus our regulatory work on those traders who cause the most detriment to other businesses and consumers in the Borough.
- 3.2.4 Halton's consumer advice service provides advice and support tailored to the needs of the consumer. In some instances the consumer will only need expert advice to resolve the dispute with the trader. Other cases will require higher levels of support including letter-writing or contacting the trader on the consumer's behalf. Wherever possible the service tries to assist parties to resolve disputes and avoid court action. Where such a resolution is not achieved the service can assist consumers with the court process or represent the consumer in court where the consumer is unable to represent themselves.

### **3.3 The law that applies when you buy goods and services**

- 3.3.1 Since 2015 there have been some significant changes to consumer legislation which were intended to make consumer rights simpler and clearer. Even so, this remains a very complex area of law.
- 3.3.2 The rights that a consumer has depends upon the type of contract they have (for goods, for goods and services or for services only), the time that has elapsed since they made the contract or were supplied with the goods or service and the way that the contract was made (on the trader's premises, in their home or by distance methods such as online, postal or over the phone).

- 3.3.3 In some instances the consumer has the responsibility to prove that the goods or service is faulty and in other situations the trader has this burden of proof.
- 3.3.4 Generally, if a trader visits a consumer at home and a contract is made or if a consumer enters into a contract via distance means, the consumer is entitled to a 14 day cancellation period and should be informed of this at the time the contract is made. If the consumer is not given the cancellation notice they are entitled to cancel the contract (at any time up to 12 months and 14 days after the contract was made), making the goods available for the trader to collect and they don't have to pay for any services that the trader has provided under the contract. N.B. the legislation exempts specific goods or services from the right to cancel so a right to cancel contracts concluded by distance or off-premises means cannot be assumed.
- 3.3.5 If a trader misleads the consumer or uses an aggressive practice to entice them into a contract the consumer may have additional rights:

- A full refund within 90 days of the contract being made
- The right to receive a discount of between 25% and 100%(depending on the amount of harm and the impact on the consumer)
- The right to claim damages for additional losses or harm they have suffered.

The adviser will have to consider how influential the trader's act was on enticing the consumer to enter into the contract because the above rights are only available if the trader's action was a significant factor in the consumer's decision to enter into the contract.

- 3.3.5 Where a consumer has been unable to resolve a dispute with a trader they have the right to take a claim in the Small Claims Court. The system is designed so that consumers can take the action themselves without the need of a solicitor. In reality, it can be very difficult to navigate the Small Claims process for non-professionals in cases which involve disputes over whether goods or services are faulty because there are approximately 50 civil procedure rules supplemented by practice directions. Generally the more complex the case e.g. those requiring expert reports and witnesses, the more complex the process is.

#### **3.4 Performance of Halton Trading Standards Consumer Advice service**

- 3.4.1 A satisfaction survey of service users is undertaken quarterly which shows that consistently over 98% of users are either very satisfied or

satisfied with the service they have received (although it should be noted that the response rate is fairly low).

After contacting the service, respondents say they benefitted from the following:

- Reduced worry and stress (70%)
- Avoided paying extra bills and charges (22%)
- Avoided extra postage costs or telephone charges (13%)
- Saved time (39%)
- Reduced time of work (22%)
- Felt better able to deal with a similar problem in the future (97%)

3.4.2 Responses to the satisfaction surveys provide an indication of the profile of service users:

- 91% are 50 or over
- 36% are 70 or over
- 39% are disabled
- 16% are carers

3.4.3 The satisfaction survey provides an option for respondents to make comments. Respondents have told us:

*'I found the T (*trader*) appeared more responsive once TSD (*Trading Standards Department*) became involved'*

*'Thank you so much for your help, it has been invaluable and I am so grateful that with your understanding and support this matter is now resolved.'*

*'Excellent service I was getting nowhere until TSD (*Trading Standards Department*) intervened'*

*'The help I've received has been invaluable as I was at my wits end and my mental health was in jeopardy. At least I am sleeping better now and more able to deal with other problems from day to day. Thank you.'*

3.4.4 In the last financial year the consumer advice service obtained at least £39,476 redress for Halton consumers. Only a relatively small percentage of consumers let us know the outcome of their complaint and so in reality the figure is likely to be much higher than this.

### 3.5 Individual case studies

3.5.1 The consumer advice service provides the greatest support to consumers who need it most. Many of the consumers we deal with are facing severe challenges in their lives (such as illness, unemployment,

bereavement) at the same time as being unable to resolve serious consumer issues which have often been unresolved for significant periods of time. Such consumers can suffer considerable detriment where the goods or services involved are necessary to meet their everyday basic needs e.g. a car needed for work or a kitchen or bathroom which leaves them without cooking or bathing facilities. The following are very brief outlines of the cases that Trading Standards have been able to resolve in the last year (further details are provided in Appendix A):

### **3.5.2 Case Study 1**

A consumer who was living with a brain tumour and coping with other challenging family circumstances (her husband was recovering from a heart-attack, her daughter had mental health problems, her son had learning difficulties and both her and her husband had lost close family) contacted us after she had been without her car for 3 months and been unable to get the trader to fix it. A Small Claims Court procedure was commenced once negotiations with the trader failed. Within 48 hours before the court date the trader offered an out of court settlement for the amount the consumer was claiming - £5372.

### **3.5.3 Case Study 2**

A consumer had been caught out by a rogue timeshare re-seller who charged her £4680 to bring two timeshare agreements to an end but failed to do anything. The consumer was facing challenging circumstances in her life: her husband had a mental health problem and he had accrued significant debt without her knowledge resulting in them having to sell their family home. Whilst we were helping this lady her husband was sectioned and her mother was diagnosed with dementia. Despite repeated resistance we were eventually able to secure a full refund for this lady from her credit card company.

### **3.5.4 Case Study 3**

The consumer had used all his savings for a full house refurbishment in May 2016 at a cost of £31,700. His wife was living with cancer and her mobility was restricted. The consumer believed that the work wasn't satisfactory but had been unable to resolve the dispute with the trader. Despite the trader refusing to return to the property we have secured a partial refund and will hopefully be successful in obtaining the balance without the need for court.

### **3.5.5 Case Study 4**

The service was contacted by the son of a 92 year old man who had been cold-called by a T offering to do work on his home. He had been persuaded to pay a £700 deposit. The trader had failed to give him the

required notice of cancellation rights. We secured a £500 refund for the consumer.

### **3.5.6 Case Study 5**

The consumer entered into a contract with a trader for a fitted kitchen at a cost of £3,500. There were various problems with the kitchen including a gas pipe being bent after the cooker was forced into place by the trader. The trader responded to occasional letters that were sent to him by the consumer but did not accept liability for any of the problems, blaming the fitter. As a result of our intervention, after 16 months of the consumer having a kitchen which was defective, the trader agreed to replace the kitchen and offer compensation.

### **3.5.7 Case Study 6**

We were contacted by the son of an 85 and 95 year old who had bought a stairlift for £950 because one of them was virtually bed-bound. The stairlift was faulty but the trader was claiming that it had been damaged by the consumer. After much negotiation, the trader agreed to remove the stairlift and refund £780 - they insisted on retaining £170 for the alleged damage.

## **4.0 POLICY IMPLICATIONS**

None

## **5.0 FINANCIAL IMPLICATIONS**

None

## **6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

### **6.1 Children and Young People in Halton**

None.

### **6.2 Employment, Learning and Skills in Halton**

None

### **6.3 A Healthy Halton**

The consumer advice service provides expert tailored advice to consumers to empower them to deal with their own consumer problems and to intervene on behalf of those who are unable to resolve the problem themselves. Often those requiring the greatest help are facing challenging life situations such as poor health, bereavement or debt and

problems with goods or services that they require to meet their basic needs.

#### **6.4 A Safer Halton**

None

#### **6.5 Halton's Urban Renewal**

None

### **7.0 RISK ANALYSIS**

None – the report is for information only

### **8.0 EQUALITY AND DIVERSITY ISSUES**

None

### **9.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

None under the meaning of the Act.

## Appendix A

### Case Studies

- 1 A consumer was facing serious health problems herself (she had a brain tumour) and with her family (her husband had a heart attack, their daughter had mental health problems and their son had learning difficulties) and both herself and her husband had lost close family members around the same time. The consumer had bought a car from a main dealer but it had failed within six months. The consumer had been trying to resolve the dispute for several months before contacting the advice service but the trader claimed that the consumer had caused the problem with the car. Attempts to negotiate a settlement failed and so the service supported the consumer to file a claim in the Small Claims court.

The case was further complicated because the trader's head office was based in Glasgow and so a different process was required to have the case heard in an English court. Another complication was that the car had been stored outside at the trader's premises for 21 months and had become badly corroded, making it difficult to obtain evidence.

A consumer advisor was set to represent the consumer at court (her health issues meant that she was not able to represent herself) but within a couple of days of the hearing date the trader offered an out of court settlement of £5372 which was the amount the consumer was claiming. The consumer would not have been able to pursue this claim without our help.

2. The consumer had entered into two timeshare agreements some years ago and was being pursued for maintenance fees. She was contacted by a company who told her that they could bring these contracts to an end at a cost of £4,680 which she paid on 23 October 2014, paying a deposit on her credit card.

This service wrote to both the company and the credit card company. The credit card company refuted the claim, after further negotiations they offered to refund 50% and finally a full refund was secured for the consumer. During this time her husband suffered mental health issues and was sectioned. He had got into debt without the consumer's knowledge which resulted in them having to sell their home to pay off the debt. Her mother was also diagnosed with dementia during this time.

3. The consumer entered into a contract for a full house refurbishment in May 2016 at a cost of £31,700. The consumer has complained to the trader on several occasions regarding work that has not been carried out with reasonable care and skill. Since our involvement we have discovered that the boiler installed by T was not commissioned or registered with gas safe (a potential safety issue). The windows

installed were not compliant with Building Regulations as safety glass was not installed, which is particularly concerning because the consumer's wife has to use crutches. Despite the trader refusing to return to the property to look at what is being alleged, we have secured a partial refund and will hopefully be successful in obtaining the balance without the need for court.

4. The service was contacted by the son of a 92 year old man who had been cold called by a T offering to do work on his home. He had been persuaded to pay a £700 deposit. The trader had failed to give him the required notice of cancellation rights. We contacted the Trading Standards local to the trader and obtained contact details for him. We wrote to and rang the trader and eventually secured a £500 refund for the consumer. We offered to support the consumer to take action in the Small Claims Court but he chose not to pursue it any further.
5. The consumer entered into a contract with a trader for a fitted kitchen at a cost of £3,500 in December 2015. There were various problems with the kitchen including a gas pipe being bent after the cooker was forced into place by the trader. Although the consumer and his wife were capable of dealing with the issue the trader was known to our service, which influenced our decision to intervene. The trader responded to occasional letters that were sent to him by the consumer but did not accept liability for any of the problems, blaming the fitter. This service wrote to the trader advising him that the company were liable for the fitting. The trader still did not resolve the situation and so the service drafted court papers for the consumer. After the claim was issued the trader agreed to attend a meeting at the consumer's home. We advised the trader that in our view the consumer would stand a reasonable prospect of being successful in his claim at court. After 16 months of the consumer having a kitchen which was defective, the trader agreed to replace the kitchen and offer compensation.
6. We were contacted by the son of an 85 and 95 year old. One of his parents was virtually bed bound and because of this they had paid £950 to have a stairlift installed. The stairlift was faulty but the trader was claiming that it had been damaged by the consumer. Following contact from this service the trader offered to collect the stairlift for inspection and take it back to their premises on the understanding that if no further damage had been caused they would refund minus £170 for the damage allegedly caused by a 90 year old lady. After much negotiation, the trader agreed to remove the stairlift and refund but they would not change their stance on the £170 damage.