

Departmental Quarterly Monitoring Report

Directorate: Community Directorate

Department: **Relevant Departmental Extracts for:** Community Safety, Drug and Alcohol Action Team, Domestic Violence and Environmental Health.

Period: Quarter 2 - 1st July 2011 – 30th September 2011

1.0 Introduction

This monitoring report covers the Commissioning and Complex Care and the Prevention and Assessment Department extracts for the second quarter period up to 30th September 2011. It describes key developments and progress against key objectives and performance indicators.

This report will provide information concerning those indicators identified within the Community Directorate Plan falling within the remit of the Safer Policy and Performance Board. These are namely Community Safety, Drug and Alcohol Action Team and Domestic Violence Teams now part of the Commissioning and Complex Care Department and Environmental Health now part of the Prevention and Assessment Department. Area partner indicators from the Police, Fire and Probation Services are stated where available.

The way in which the Red, Amber and Green, (RAG), symbols and Direction of Travel symbols have been used to reflect progress is explained within Appendix 5.

2.0 Key Developments

Hate Crime

The opening code for recording Hate Crime/ Incidents has been restored and will be used to monitor figures from Quarter three onwards. During the period July to September 2011 there have been a total of 19 Hate Incidents/Crimes finalised by the Police. In consultation with HBC it was felt that Partner Agencies should have the opportunity to contribute to the quarterly Hate Crime report, with a view to sharing partnership issues and capturing evidence of any positive outcomes. This process is still in the development stage but is anticipated to be included from the Quarter 3 report onwards.

Vulnerable Adults

Safeguarding Adults & Children presentations have been incorporated into Halton Borough Council's Corporate Induction Programme. A 'Positive Behaviour Service' (relating to adults and children) has been set up which has the potential to reduce the number of safeguarding adults referrals that involve 'challenging behaviour' and the response to that behaviour. The service provides support and guidance to both prevent and respond appropriately to those challenges, and is working initially with people with learning disabilities. New laws to help make it easier for children and vulnerable victims and witnesses to give evidence in court, came into force in June 2011.

Substance Misuse or Alcohol Services

There are a number of developments Halton has implemented around this area including restructuring the specialist treatment service, developing treatment processes to ensure current treatment plans are aimed towards successful transition back into education, employment, training and recovery. The mobile outreach service (VRMZ) is actively engaging with young people in 'hotspot' areas, who currently do not access services. A wide range of provision will be delivered from this mobile service including a range of drug and alcohol interventions.

Drugs Services

The recommendation to award the contract to CRI for the delivery of Adult Substance Misuse services from January 2012 was endorsed by the council's Executive Sub Committee. Three way reviews between service users, substance misuse service's key workers and Job Centre Plus have now begun. On average between 6 and 8 people are being seen per week. Data is currently being collected from a wide range of agencies to inform the adult substance misuse needs assessment. A revised strategy will be available for consultation in early 2012. Shadowing opportunities for Integrated Working Support Team (IWST) & Substance Misuse services have now been put into place. In addition, IWST have begun providing a consultation service to key workers in Ashley House. Following the publication of 'Our Invisible Addicts' by the Royal College of Psychiatrists an approach to addressing the issues of substance misuse & older people is being developed.

Navigate Offender Management

Since intervention, there has been a significant shift in the conviction types of repeat offenders with the largest % reductions have been seen around 'Theft / shoplifting', 'criminal damage' and 'assault' though increases have been noted for 'Breach of court orders', followed by 'drunk and disorderly' and 'fail to surrender'. This shift in conviction type will have proven efficiency savings across all organisations involved in Integrated Offender Management and the shift in behaviour of those individuals within the cohort also having a significant impact to the community of Halton. Also, three offenders have gained employment, two have entered training, six have had CVs completed, and three have secured accommodation.

Anti Social Behaviour

Recent analysis undertaken by the Community Safety Partnership has identified

significant reductions in ASB during the summer holiday period of 2011/12 when compared with the same period during 2010/11. The reductions have been linked directly to several services who were delivering the service during the specific days / times where reductions have been identified. These services include VRMZ, CRMZ, HUB, Catch 22 and the Partnership Tasking Vehicle. Youth ASB numbers reduced during this period alone by 38.58% – this equates to 260 less incidents (or potential victims) over a two month period.

Environmental Health

Following confirmation at the Health PPB, Smoke Free playgrounds have been launched in Halton during the October half term. This voluntary code will ask that persons refrain from smoking in the vicinity of a children's playground.

3.0 Emerging Issues

Vulnerable Adults

HBC has plans to develop a new cross-directorate panel procedure for dealing with positive CRB disclosures i.e. those that show cautions or convictions or other information relevant to recruitment decisions. The aim of the planned approach is to provide a consistent, high standard process in all instances that might involve applications to work as paid or unpaid employees who could have contact with vulnerable adults or children, as many such positions occur in directorates other than Communities and Children & Enterprise.

A marketing plan has been agreed for 2011-12, which aims to raise awareness of Adult Safeguarding and ensure people know what to do when they have concerns..

Serious Acquisitive Crime

In the current economic climate and if unemployment continues to rise, the potential for an increase in business related crime is all too apparent with the potential of increasing pressure on retailers who have already seen a reduction in profit margins. Unfortunately, those pressures may mean reductions in staff and security budgets.

Environmental Health

DEFRA (Department of Environment, Food & Rural Affairs) have published a consultation proposing the revision of fees & charges for local air pollution and control (LAPPC) and local authority integrated pollution prevention & control (LA-IPPC) regimes for 2012-13. The consultation covers changes to the prescribed fees & charging schemes in England levied by local authorities to recover the full costs of undertaking their functions under Environmental Permitting Regulations 2010. These changes will affect businesses who wish to apply for the grant, variation transfer or suspensions of an LAPC or LA-IPPC permit. The consultation ends 23rd December 2011. The Division currently issues in the region of 40 Environmental Permits each year.

4.0 Service Objectives/Milestones

4.1 Progress Against 'Key' Objectives/Milestones

Total	3		3		0		0
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All 'key' objectives / milestones are presently on track to achieve annual targets; additional information can be found within Appendix 1.

4.2 Progress Against 'Other' Objectives/Milestones

Total	0		0		0		0
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There are no 'other' objectives/milestones identified relating to Safer Halton.

5.0 Performance Indicators

5.1 Progress Against 'Key' Performance Indicators

Total	2		2		0		0
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All 'key' Performance Indicators are presently on track to achieve annual targets; additional information can be found within Appendix 2.

5.2 Progress Against 'Other' Performance Indicators

Total	18		15		3		0
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Fifteen indicators are presently on track to achieve annual targets, although at this stage there is some uncertainty for three indicators regarding the reduction of hospital admissions for Alcohol related harm, the adult re-offending rates for those under probation supervision and the number of primary fires per 100,000 population.

For the remaining ten partner indicators that cannot be reported at this time; four indicators are new so there is no comparable data available, with baselines being established this year; and six indicators do not have data available at this time due to changes in reporting methods. Further information can be found in Appendix 3.

6.0 Risk Control Measures

During the development of the 2011 -12 Service activity, the service was required to undertake a risk assessment of all Key Service Objectives. No 'high' risk, treatment measures were identified.

Where a Key service objective has been assessed and found to have an associated 'High' risk, progress against the application of this risk treatment measures will be reported in quarters 2 and 4.

7.0 Progress Against High Priority Equality Actions

As a result of undertaking a departmental Equality Impact Assessment no high priority actions were identified for the service for the period 2011 – 2012.

8.0 Data Quality Statement


The author provides assurance that the information contained within this report is accurate and valid and that every effort has been made to avoid the omission of data. Where data has been estimated, has been sourced directly from partner or other agencies, or where there are any concerns regarding the limitations of its use this has been clearly annotated.

9.0 Appendices

- Appendix 1 Progress Against 'Key' Objectives/Milestones
- Appendix 2 Progress Against 'Key' Performance Indicators
- Appendix 3 Progress Against 'Other' Performance Indicators
- Appendix 4 Financial Statement
- Appendix 5 Explanation of Use of Symbols



Appendix 1: Progress Against 'Key' Objectives/milestones

Ref	Objective
CCC 1	Working in partnership with statutory and non statutory organisations, evaluate, plan, commission and redesign services to ensure that they meet the needs and improve outcomes for people with Complex Care needs

Milestones	Progress Q2	Supporting Commentary
Introduce specialist support provision for victims of a serious sexual offence Mar 2012 (AOF6 & 7)		<p>The Safe Place Project has set up a Sexual Assault Referral Centre (SARC) for Cheshire, Halton and Warrington. SARCs are a national initiative and care for people who have suffered rape or serious sexual assault. It provides forensic medical examination, care and aftercare and has close links with domestic violence.</p> <p>Halton, as part of this project, pays to utilise St Mary's Hospital in Manchester for all forensic medical examinations needs and access to a child Independent Sexual Violence Adviser (ISVA). The crisis service went 'live' on 1 April 2011 and is located at St Mary's Hospital in Manchester and provided by Central Manchester University Hospitals NHS Foundation Trust.</p> <p>There is also an aftercare service funded 50% by the Local Authorities which went 'live' on 1 October 2010 covering Cheshire, Halton and Warrington. The aftercare service is provided by the Rape and Sexual Abuse Support Centre (RASASC). This provides an individual ISVA in our area to provide a service to those aged 13+, with provision increased due to greater capacity of a larger team. This service will now be able to offer family continuity and a more comprehensive service. This post also offers ongoing support to victims in their local area, which can include support with the court process, emotional support and in gaining access to other required services such as counselling and further medical advice. In order to access the service, victims can self-refer, RASASC can offer support. Cheshire Police will transport victims to the facility for cases that have been reported.</p>

Appendix 1: Progress Against 'Key' Objectives/milestones



Ref	Objective
Service Objective: PA 1	Working in partnership with statutory and non statutory organisations, evaluate, plan, commission and redesign services to ensure that they meet the needs and improve outcomes for vulnerable people

Milestones	Progress Q2	Supporting Commentary
<i>Contribute to the safeguarding of vulnerable adults and children in need, by ensuring that staff are familiar with and follow safeguarding processes. Mar 2012 (AOF6)</i>		Auditing processes within supervision, and file auditing ensure processes and quality assurance are adhered to and maintained.
<i>Implement Action Plan to improve on the findings of Care Quality Commission Inspection. Mar 2012 (AOF 6)</i>		Action plan reviewed with outstanding actions highlighted and additional work planned. A number of actions have been completed.



Appendix 2: Progress Against 'Key' Performance Indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 2	Current Progress	Direction of Travel	Supporting Commentary
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Service Delivery

PA 8	Percentage of VAA Assessments completed within 28 days (Previously PCS 15)	78.12	80	90.91			Target achieved. 187 completed cases to date, 170 of which were completed within 28 days.
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Area Partner Local Indicator




PA28	Repeat incidents of domestic violence (Previously NI 32)	Q4 = 29% End of year average = 25%	27%	26%			In real terms, the number of repeat incidents has remained roughly the same.
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Appendix 3: Progress Against 'Other' Performance Indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 2	Current Progress	Direction of Travel	Supporting Commentary
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Service Delivery							
PA9	Percentage of VAA initial assessments commencing within 48 hours of referral	N/A	New Indicator Baseline to be set from this year	62.17	Refer to comment	Refer to comment	To date 674 initial assessments have been received of which 419 were completed within 48 hours. This is a new indicator for this financial year; therefore no comparison can be made from previous years.
PA11	Percentage of existing Halton BC staff that have received Adult Safeguarding Training, including e-learning, in the last 3-years.	N/A	New Indicator Baseline to be set from this year	75%	Refer to comment	Refer to comment	This is a new indicator for this financial year; therefore no comparison can be made from previous years. It is the first quarter when information has been available for reporting.
PA12	Number of Halton BC staff that have received Adult Safeguarding Training, including e-learning, in 2011 – 2012 (new indicator)	N/A	New Indicator Baseline to be set from this year	825	Refer to comment	Refer to comment	This is a new indicator for this financial year; therefore no comparison can be made from previous years. This is the first quarter when information has been available for reporting.

Appendix 3: Progress Against 'Other' Performance Indicators



Ref	Description	Actual 2010/11	Target 2011/12	Quarter 2	Current Progress	Direction of Travel	Supporting Commentary
PA13	Number of external staff that have received Adult Safeguarding Training, including e-learning, in 2011 – 2012 (new indicator)	N/A	New Indicator Baseline to be set from this year	300	Refer to comment	Refer to comment	This is a new indicator for this financial year; therefore no comparison can be made from previous years. This is the first quarter when information has been available for reporting.
Quality							
PA17	Achievement in meeting standards for the control system for Animal Health (Previously NI 190)	Level 1	Level 1	Level 1			We remain on track to meet level 1 as predicted. 100% of premises inspected in line with risk assessment.
PA19	Food Establishments in the Area which are broadly compliant with Food Hygiene Law Previously NI 184)	87%	85%	Refer to comment		Refer to comment	This is an annual target and will be reported at the end of the year. We are on schedule to reach the target.

Appendix 3: Progress Against 'Other' Performance Indicators


Ref	Description	Actual 2010/11	Target 2011/12	Quarter 2	Current Progress	Direction of Travel	Supporting Commentary
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Quality							
PA20	a) % of high risk Health & Safety inspections undertaken	100%	100%	Refer to comment		Refer to comment	This is an annual target and will be reported at the end of the year. We are on schedule to reach the target.
	b) Number of unrated premises (and premises not currently high risk) subject to targeted interventions and risk rated under new statutory risk rating system	68	200				







Appendix 3: Progress Against 'Other' Performance Indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 2	Current Progress	Direction of Travel	Supporting Commentary
<p>Area Partner Indicators: The indicators below form part of a Local Indicator Set based on the previous National Indicator Set. Responsibility for setting the target, and reporting performance data, will sit with one or more local partners. As data sharing protocols are developed, baseline information and targets will be added to this section.</p>							
CCC 16	Domestic burglaries per 1,000 households (Previously BVPI 126 & CL L11).	545	545 2010/11 Guide Measure	251			The Community Safety team have supported the community of Halton with 'Respect' weeks of action during Q1 and Q2 of 2011/12 with property marking initiatives, 'smart water' and advice on crime prevention by the Crime reduction advisor. Police now monitor performance against 2010/11 guide measures. There was a 8.06% drop in domestic burglaries compared to 2010/11.
CCC 17	Number of hate crime incidents recorded by the Authority per 100,000 population (Previously BVPI 174 & CL L12).	77.1	N/A	Q1-2 =29 incidents	N/A	N/A	During this quarter 19 hate incident/crimes were finalised by the Police. This is an increase on quarter 1 of 10 reported crimes. These figures can be broken down as follows for quarter 2: Racial 15 Sexual orientation 2 Disability 1 Other 1





Appendix 3: Progress Against 'Other' Performance Indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 2	Current Progress	Direction of Travel	Supporting Commentary
CCC 18	% Of hate crime incidents that resulted in further action.	51.1%	N/A	Refer to comment	N/A	N/A	<p>The number of racist incidents reported by schools for period 1 July to 30 September is 4. The number of incidents for the period 1 April to 30 June was 10.</p> <p>The opening code for recording Hate Crimes/ Incidents has been restored by the Police and will be used to monitor these figures from quarter 3 onwards.</p>
CCC 22	Reduce Hospital Admissions for Alcohol related harm (Previously NI 39) Rate per 100,000	2809 Synthetic estimate by Public Health	2916	1419.1	?		<p>Quarter 1 has been updated with actual data, quarter 2 has been produced based on proxy data for September 2011</p> <p>(1) All Tier 2 and Tier 3 Alcohol Treatment Services have been decommissioned as of 01.01.12. A competitive tender nears conclusion for future Tier 2 and 3 drug and alcohol services (as part of an integrated Recovery Service). Work to support the tender continues. (2) An Alcohol Liaison Nurse Project is being developed in Whiston and Warrington Hospitals. The Clinical service specification received clinical approval at Halton & St Helens Clinical Executive Committee on 15 September 2011 and a Business Case has been approved. The implementation stage of the project has now commenced.</p>









Appendix 3: Progress Against 'Other' Performance Indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 2	Current Progress	Direction of Travel	Supporting Commentary
CCC 23	Drug users in effective treatment (Previously NI 40).	456 (Nov 2010)	N/A	N/A	Refer to comment	N/A	Data for this is no longer provided by the National Treatment Agency (NTA). As per Q1 an alternative local measure is being investigated in line with the new 'Drugs & Alcohol' Strategy. Therefore this indicator will be removed from future reports.
CCC 24	Serious violent crime rate (Previously NI 15).	88	2010/11 Guide measure 44 (Qtr 1 & 2)	34 Rate 0.29 per 1,000			This figure is the cumulative figure for Halton for Qtr 1 & 2. The figure for Q1 was 14. Police now monitor performance against 2010/11 guide measures.
CCC 25	Serious acquisitive crime rate (per 1,000 population) (Previously NI 16).	13.65	2010/11 Guide measure 826 (Qtr1 & 2)	6.41			The cumulative figure for the period April 2011 to September 2011 is 6.41 for Halton per 1,000 population. The serious crime rate has slightly decreased compared to Q2 last year This figure includes the following: <ul style="list-style-type: none"> Household burglaries 251 incidents (132 Runcorn, 119 Widnes) Vehicle crime 472 incidents (264 Runcorn, 208 Widnes) Of which theft from a vehicle constitutes 327crimes recorded and 145 incidents of theft of a vehicle. Robbery 34 (Runcorn 15, Widnes 19) of which 26 incidents were personal robbery and 8 from a business.
CCC 26	Adult re-offending rates for those under probation supervision (Previously NI 18).	Q4 10/11 8.88 %	No target Set by MOJ	Q2 11/12 Not available till March 2012			Qtr 1 and Qtr 2 of 11/12 are not available. The measure is due to change soon. Although Halton's re-offending has been above the









Appendix 3: Progress Against 'Other' Performance Indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 2	Current Progress	Direction of Travel	Supporting Commentary
							predicted rate, there has been a consistent reduction in the level of increase which at Q4 10/11 was only 4 re-offenders above those predicted.
CCC 27	Rate of proven re-offending by young offenders (Previously NI 19). 2011/12 Rate of proven re-offending by young offenders in IOM Cohort. (To be agreed)	45.7% N/A	N/A Baseline year	Refer to comment	Refer to comment	Refer to comment	The previous NI 19 has now been removed from YOT reporting submissions and will be reported directly to the Ministry of Justice by Police National Computer. We have included the outturn for 2010/11. However the new target of measure reoffending of the IOM Cohort has for 2012/13 onwards will be set from the baseline year 2011/12.
CCC 28	Assault with less serious injury crime rate (per 1000 population) (Previously NI 20). Violence Crime with Injury (re NI 15: Serious Violent Crime plus NI 20: Assault with Injury)	8.23 (Rate per 1,000 population old NI 20)	10.10 2010/11 Guide measure 537	439 Includes Qtr 1 & Q2			Cheshire Police following recent requests, the figure for "NI20: Assault with Injury" has been replaced with a figure for "Violent Crime with Injury". Where, "Violent Crime with Injury" = ("NI15: Serious Violent Crime" plus "NI20: Assault with Injury"). Cumulative totals are stated from April 2011 to September 2011.
CCC 29	Serious knife crime rate (NI 28).	80	2010/11 Guide measure	0.18 21 incidents			Q1 0.07, Q2 = 0.11 rate per 1,000 population relating to 21 incidents.

Appendix 3: Progress Against 'Other' Performance Indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 2	Current Progress	Direction of Travel	Supporting Commentary
CCC 30	Gun crime rate (NI 29).	24	2010/11 Guide measure	0.11 12 incidents			Q1 was 0.08, Q2 = 0.03 rate per 1,000 population relating to 12 incidents.
CCC 31	Re-offending rate of prolific and priority offenders (Previously NI 30).	Q3 4.62%	No Target Set	Not available-measure changing	Not available-measure changing	Not available-measure changing	Q4 of 10/11 out-turn has not been published. The measure is changing soon.
CCC 32	Drug-related (Class A) offending rate (Previously NI 38).	0.64	No Target Set	Refer to comment	Refer to comment	Refer to comment	Data not included in information currently available from the Police for Halton.
CCC 33	Domestic violence – murder (Previously NI 34).	0	2010/11 Guide measure	0			This is reported quarterly via Police National Indicator Data.
CCC 34	Arson incidents (Previously NI 33). Total deliberate fires (per 10,000 population).	52.77	30.77 End of Q2	24.98			Deliberate fires are a key component of anti-social behaviour which is a priority for Halton. Currently, performance for both primary fires and secondary fires is positively under target year to date and represent a year on year decrease compared to quarter 2 of 2011/12. As deliberate fires and anti-social behaviour are such a priority in Halton, there are many initiatives being undertaken to reduce these incidents, most notably the Phoenix Project.
CCC 35	Offenders under probation supervision living in settled	87%	80%	Qtr 1 11/12			Qtr 2 of 11/12 will not be available till late October 2011. Qtr 1 of 11/12

Appendix 3: Progress Against 'Other' Performance Indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 2	Current Progress	Direction of Travel	Supporting Commentary
	and suitable accommodations at the end of their order or licence (Previously NI 143).			90%			Performance above target.
CCC 36	Offenders under probation supervision in employment at the end of their order or licence (Previously NI 144).	48%	40%	Qtr 1 11/12 is 52%			Qtr 2 11/12 not available till late October 2011. Qtr 1 11/12 Performance above target.
CCC 37	Number of primary fires per 100,000 population(NI49 i) Related fatalities due to Primary Fires per 100,000 population (NI 49ii) Non-fatal casualties, (excluding precautionary checks) per 100,000 population (NI 49iii).	167.81 201 Actual 0 7.48 Actual 9	158.42 189 Actual 0 6.04 Actual 7	85.50 102 Actual 0 2.51 Actual 3	  	  	Data reported by the Fire Service for Quarter 2. There were no reported fatalities this year and last year with the number of non fatal casualties also fell against target. The Number of fires though above target, was within 8% of target at this point in the year being too early to conclude if this target would be achieved.

Appendix 4: Financial Statement

COMMUNITIES DIRECTORATE




Local Strategic Partnership Schemes as at 30th September 2011

WNF grant has ceased so these projects are now funded by the priorities funding or WNF grant carried forward from last year.

	Annual Budget	Budget to Date	Actual to Date	Variance to Date
	£000	£000	£000	£000
Priority 5 A Safer Halton				
Vikings In the Community	35	18	8	10
Youth Splash	127	64	40	24
Blue Lamp	390	195	98	97
Pride of Place	33	33	33	0
Area Forum Co-ordinator	42	21	18	3
Domestic Violence	117	59	43	16
Integrated Offender Management (POPO)	40	20	10	10
Alcohol Enforcement Task Group	130	65	1	64
Alcohol Harm Reduction	60	30	36	-6
ASB Commissioned Services	155	78	-3	81
TOTAL	1,129	581	284	297




Appendix 5: Explanation of Symbols

Symbols are used in the following manner:

Progress	<u>Objective</u>	<u>Performance Indicator</u>
Green	 Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.	<i>Indicates that the annual target <u>is on course to be achieved</u>.</i>
Amber	 Indicates that it is <u>uncertain or too early to say at this stage</u> , whether the milestone/objective will be achieved within the appropriate timeframe.	<i>Indicates that it is <u>uncertain or too early to say at this stage</u> whether the annual target is on course to be achieved.</i>
Red	 Indicates that it is <u>highly likely or certain</u> that the objective will not be achieved within the appropriate timeframe.	<i>Indicates that the target <u>will not be achieved</u> unless there is an intervention or remedial action taken.</i>

Direction of Travel Indicator

Where possible performance measures will also identify a direction of travel using the following convention

Green	 Indicates that performance is better as compared to the same period last year.
Amber	 Indicates that performance is the same as compared to the same period last year.
Red	 Indicates that performance is worse as compared to the same period last year.
N/A	Indicates that the measure cannot be compared to the same period last year.