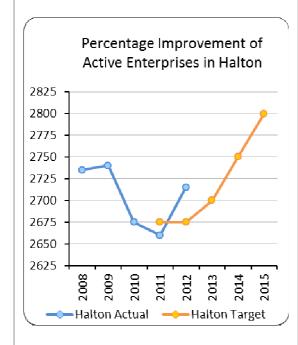
Background Information to Sustainable Community Strategy Partnership Indicators 2011/12 to 2015/16

INDEX

Ref	Description	Partner	Responsible Officer	Page
ELS 1	Increase the number of active enterprises within the Borough (New Measure)	HBC	Tim Leather	2
ELS 2	Increase the proportion of business diversity in the following sectors: (New measure) • Knowledge/Economy • Super port • Low carbon/green • Visitor economy	HBC	Tim Leather	4
ELS 3	Increase the number of people classed as self- employed (New Measure)	HBC	Siobhan Saunders	6
ELS 4	Reduce the proportion of people with no qualifications. (Revised measure)	HBC	Siobhan Saunders	8
ELS 5	Increase the percentage of people achieving NVQ Level 4 and above (Revised NI 165)	HBC	Siobhan Saunders	9
ELS 6	Increase the percentage of adults using a library (Revised NI9)	HBC	Paula Reilly- Cooper	10
ELS 7	Reduce the percentage of people registered unemployed and seeking employment (JSA claimants-NI 152)	DWP / JCP	Janine Peterson	11
ELS 8	Reduce the percentage of the working age population claiming out of work benefits (Revised measure)	DWP / JCP	Janine Peterson	12
ELS 9	Increase the gross weekly earnings by residents (NI 166)	SSP	All/ Wesley Rourke	13
ELS 10	Increase the number of residents accessing welfare rights/ debt advice at a casework level (Local Measure - Placeholder 2012/13)	HBC / Halton CAB	David Gray/ Hitesh Patel	14

ELS 01 - Increase the number of active enterprises within the Borough



Lead Partner:	Halton Borough Council
Responsible Officer:	Tim Leather
Good is:	An increased figure

Indicator Purpose / Brief Description:

Used to show growth of active enterprises within the Borough.

Information from Table B1.1:

http://www.ons.gov.uk/ons/rel/bus-register/uk-

business/index.html

(2012) and NOMIS website

Targets based on current information and subject to known funding level. Targets will require review should funding or priorities be changed.

Data for 2011 released on 05/10/2012, via the above link.

	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Halton Target				2675	2675	2715	2750	2800
Halton Actual	2735	2740	2675	2660	2715			
Benchmarking:								
All England								

7 til Eligiana			
Northwest	Not appropriate for benchmarking		
Relevant Statistical Neighbour			

Supporting Commentary & Target Rationale (2011 / 2012 Onwards):

Links to SCS objective 1 - To develop a strong, diverse, competitive and sustainable local economy.

Given the current economic climate the target rationale is to increase the number of active enterprises within Halton over the 5 year period, with a more immediate target of maintaining the number for the first few years.

This measure is a new measure, although ONS have provided a back calculation for 2008 and 2009 in order to provide some trend analysis.

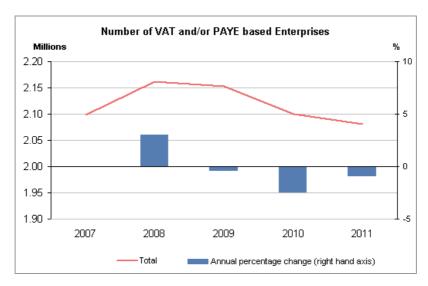
Target updated for 2013/14 from 2700 to 2715 in light of latest actual performance in 2012/13 by Lead Officer and agreed by Operational Director.

Performance & Improvement Page 2 of 15

National Picture

Latest data from the ONS (see below chart) noted that the number of UK businesses fell by 0.9% in the year to March 2012, from 2.08 million enterprises registered for VAT and/or PAYE in March 2011, compared with 2.10 million in March 2010, a fall of nearly 20,000 (0.9 per cent)

A reduction in the number of sole proprietors and partnerships was noted of 1% (now 23.3% and 12.7% of total enterprises), while corporate businesses (companies and public corporations now 59.8% of total enterprises) increased by 0.6%



Source: Office for National Statistics (ONS)

The professional, scientific and technical sector accounted for the largest number of businesses with 15.9 per cent of all enterprises registered. This was followed by construction with 12.6 per cent of all enterprises registered, and retail with 9.0 per cent.

The distribution of enterprises by employment size band shows that:

- 88.8 per cent had an employment of less than 10,
- 98.0 per cent had less than 50 employments. Large enterprises,
- Those with 250 or greater employment, accounted for only 0.4 per cent of all enterprises.

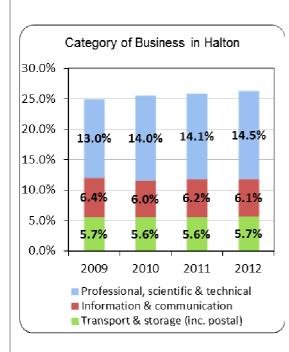
Analysis by age of business shows that 14.7 per cent of businesses were under two years old, and 27.7 per cent were under four years old. A further 44.5 per cent of businesses were 10 or more years old.

Page 3 of 15

Performance & Improvement

ELS 02 - Increase the proportion of business diversity in the following sectors:

- Knowledge Economy
- Super port
- Low carbon/green
- Visitor economy



Lead Partner:	Halton Borough Council
Responsible Officer:	Tim Leather
Good is:	Larger proportion

Indicator Purpose / Brief Description:

The measure is in line with the Liverpool City Region priority agreed sectors for growth.

Standard categories are used to classify businesses, which enables diversity of business within the local area to be measured. These particular categories have been chosen as areas of focus for growth and as representative of the four larger sectors within the local area. The following standard categories have been chosen as a proxy for these priorities:

- Professional, Scientific and Technical
- Information and Communication
- Transport and Storage

Targets based on current information and subject to known funding level. Targets will require review should funding or priorities be changed.

	2009 / 2010	2010 / 2011	2011 / 2012	2012 / 2013	2013 / 2014	2014 / 2015	2015 / 2016	2016 / 2017
Halton Target			23%	24%	25.5%	27%	28.5%	30%
Halton Actual	21% (March 2009)	22% (March 2010)	25.94% (March 2011)	26.34% (March 2012)				
Benchmarking:								
All England	26.3%	26.7%	27.3%	28.1%				
Northwest	23.0%	23.4%	23.8%	24.3%				

Supporting Commentary & Target Rationale (2011 / 2012 Onwards):

Links to objective 1 – To develop a strong, diverse, competitive and sustainable local economy.

http://public.edition-on.net/links/3059 tmp economic reivew 2011.asp

The Mersey Partnership has outlined the priority sectors for growth across the region. It is critical however that there is growth for all sectors (as shown in the previous measure) and that growth in these sectors is not at the expense of growth overall.

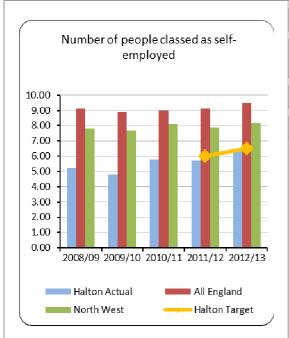
Performance & Improvement Page 4 of 15

For information please see the table below, indicating the sectors where share is currently 5% or above.

Description	2009	2010	2011	2012	Description	2009	2010	2011	2012
Production	10.9%	10.7%	10.3%	10.5%	Information & communication	6.4%	6.0%	6.2%	6.1%
Construction	14.2%	13.6%	13.2%	12.9%	Professional, scientific & technical	13%	14.0%	14.1%	14.5%
	6.0%	6.0%	6.0%	5.5%	Business administration and support services	7.8%	7.9%	7.9%	7.9%
Wholesale	9.1%	8.6%	9.0%	8.7%	Health	3.8%	4.5%	4.9%	5.2%
Retail	5.7%	5.6%	5.6%	5.7%	Arts, entertainment, recreation and other services	5.7%	5.8%	5.5%	5.3%
Transport & storage (inc. postal)	6.0%	5.8%	5.0%	5.7%					

Target updated for 2013/14 from 25.5% to 26% in light of latest actual performance in 2012/13 by Lead Officer and agreed by Operational Director.

ELS 03 - Increase the number of people classed as self-employed



Lead Partner:	Halton Borough Council		
Responsible Officer:	Siobhan Saunders		
Good is:	An increased figure		

Indicator Purpose / Brief Description:

To show that the authority is supporting entrepreneurship by showing how much Halton has increased the number of people classed as self-employed.

Source NOMIS website: % self-employed of those aged 16-64.

Self-employed information for the borough is available from the NOMIS website via the annual Business Register and Employment Survey (BRES). This measure is reported 6 months in arrears. Data for Oct - Sept published April 2012, Update for April - March 12 published July 2012.

	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	
Halton Target				6.0%	6.5%	6.5%	7.0%	7.25%	
Halton Actual	5.2% (Oct 07- Sept 08)	4.8% (Oct 08 - Sept 09)	5.8% (Oct 09 - Sept 10)	5.7% (Oct 10 - Sept 11)	6.4% (July 11 - June 12)				
Benchmarking:									
All England	9.1% (Oct 07 - Sept 08)	8.9% (Oct 08 - Sept 09)	9.0% (Oct 09 - Sept 10)	9.1% (Oct 10 - Sept 11)	9.5% (July 11 - June 12)				
Northwest	7.8% (Oct 07 - Sept 08)	7.7% (Oct 08 - Sept 09)	8.1% (Oct 09 - Sept 10)	7.9% (Oct 10 - Sept 11)	8.2% (July 11 - June 12)				
Relevant Statistical Neighbour	N/A	N/A	N/A	N/A	N/A				

Supporting Commentary & Target Rationale (2011 / 2012 Onwards):

This measure links to objective 2 - to foster a culture of enterprise and entrepreneurship to make Halton an ideal place to grow a business.

From April 2011 the new Enterprise Allowance Scheme was introduced. This scheme is available to Job Centre Plus customers aged 25 years and over who have been claiming JSA for between 6-12 months and who move into employment with an allowance of £65 per week for 26 weeks, £32.50 for the following two weeks. Those new businesses that remain trading after 52 weeks will be able to access a low interest loan to be repaid in a period of 3 years.

Performance & Improvement Page 6 of 15

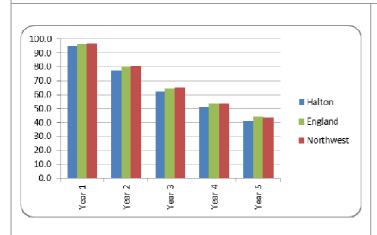
In addition limited business start-up grants are available through Halton Borough Council.

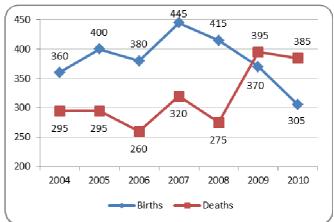
Target has been set to narrow the gap between Halton and the North West average over the five year period based on current funding levels and initiatives in place.

Latest data for the period July 11 to Jun 12 published on 17th October 2012.

Additional information around this priority

Supporting information available includes the business survival rates and the births and deaths of businesses data which shows enterprise sustainability across Halton. Please see charts overleaf.





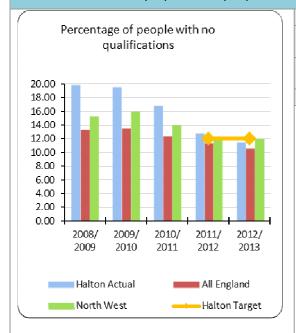
Business Survival rates of those business births in 2004. Source ONS business demography (2009)

Business births and deaths, source ONS

Targets based on current information and subject to known funding level. Targets have been revised downwards given latest trend information on the number of business births and increasing numbers of business deaths (above) over the next three years from 7.0% in 2013/14 to 6.5% and 8.0% in 2015/16 to 7.25%.

Performance & Improvement

ELS 04 - Reduce the proportion of people with no qualifications (Revised Former Local Measure)



Lead Partner:	Halton Borough Council			
Responsible	Siobhan Saunders			
Officer:				
Good is:	A smaller proportion and a narrowed gap			
	between Halton and the England average.			
Indicator Purpose / Brief Description:				

To show that Halton is fostering a culture where learning is valued this indicator would assist by showing the number of residents without any qualifications decreasing.

Source: ONS annual population survey (latest survey January to December 2011), which is one year in arrears.

% is a proportion of resident population of area aged 16-64

Targets based on current information and subject to known funding level. Targets will require review should funding or priorities be changed.

Data published July 2012 (January to December 2011)

2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
			12%	12%	11.25%	11%	11%
19.8%	19.5%	16.8%	12.8%	11.5%			
(Jan to Dec 2007)	(Jan to Dec 2008)	(Jan to Dec 2009)	(Jan to Dec 2010)	(Jan to Dec 2011)			
Benchmarking:							
13.3%	13.5%	12.3%	11.3%	10.6%			
(Jan to Dec 2007)	(Jan to Dec 2008)	(Jan to Dec 2009)	(Jan to Dec 2010)	(Jan to Dec 2011)			
15.2%	15.9%	13.9%	12.1%	12.0%			
(Jan to Dec 2007)	(Jan to Dec 2008)	(Jan to Dec 2009)	(Jan to Dec 2010)	(Jan to Dec 2011)			
N/A	N/A	N/A	N/A	N/A			
	19.8% (Jan to Dec 2007) 13.3% (Jan to Dec 2007) 15.2% (Jan to Dec 2007)	19.8% (Jan to Dec 2007) 13.3% (Jan to Dec 2008) 13.5% (Jan to Dec 2008) 15.2% (Jan to Dec 2008) 15.2% (Jan to Dec 2008) 15.2% (Jan to Dec 2008)	19.8% (Jan to Dec 2007) 13.3% (Jan to Dec 2008) 13.5% (Jan to Dec 2009) 13.5% (Jan to Dec 2008) 15.2% (Jan to Dec 2008) 15.2% (Jan to Dec 2009) 15.2% (Jan to Dec 2009) 15.2% (Jan to Dec 2009) 2009)	19.8% (Jan to Dec 2007) 13.3% (Jan to Dec 2008) 13.5% (Jan to Dec 2009) 13.5% (Jan to Dec 2009) 15.2% (Jan to Dec 2008) 15.2% (Jan to Dec 2009) 2010) 12.1% (Jan to Dec 2009) 2010)	19.8% (Jan to Dec 2007)	19.8% (Jan to Dec 2007)	19.8% (Jan to Dec 2007)

Supporting Commentary & Target Rationale (2011 / 2012 Onwards):

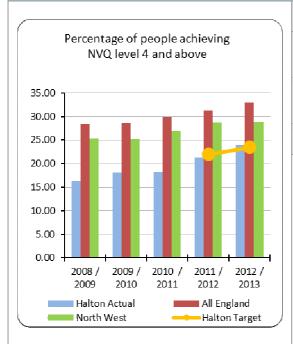
Links to SCS objective 3 – To develop a culture where learning is valued and skill levels throughout the adult population and across the local workforce can be raised.

There is currently funding in place to support those unemployed to attend training and increase their skills, of which those long term unemployed are most likely to have no qualification. Therefore target to reduce to level below that of England average given the significant improvement already seen over the past three years.

Target updated for 2013/14 from 11.5% to 11.25% in light of latest actual performance in 2012/13 by the Lead Officer and agreed by Operational Director with further reductions in 2014/15 from 11.5% to 11% as the number of people with qualifications increases. Availability of funding may impact on further reductions in 2015/16 and onwards. Halton is now below the North West average in terms of the proportion of residents with no qualifications, as Halton has fostered a culture where learning is valued.

Performance & Improvement

ELS 05 - Increase the percentage of people achieving NVQ Level 4 and above (Revised NI 165)



Lead Partner:	Halton Borough Council
Responsible Officer:	Siobhan Saunders
Good is:	A larger proportion and a narrowed gap between Halton and the North West average.

Indicator Purpose / Brief Description:

Showing the number of people achieving NVQ Level 4 and above qualifications show that residents within the borough are reaching a high level of educational attainment. NVQ4 equivalent and above: e.g. HND, Degree and Higher Degree level qualifications or equivalent.

Source: ONS annual population survey, % is a proportion of resident population of area aged 16-64.

Targets based on current information and subject to known funding level. Targets will require review should funding or priorities be changed. Latest data for 2011 published 18th July 2012.

	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Halton Target				22.0%	23.5%	24.25%	24.5%	24.75%
Halton Actual	16.4% (Jan to Dec 2007)	18.1% (Jan to Dec 2008)	18.3% (Jan to Dec 2009)	21.3% (Jan to Dec 2010)	24.0% (Jan to Dec 2011)			
Benchmarking:								
All England	28.5% (Jan to Dec 2007)	28.6% (Jan to Dec 2008)	29.9% (Jan to Dec 2009)	31.3% (Jan to Dec 2010)	32.9% (Jan to Dec 2011)			
Northwest	25.3% (Jan to Dec 2007)	25.2% (Jan to Dec 2008)	27.0% (Jan to Dec 2009)	28.7% (Jan to Dec 2010)	28.9% (Jan to Dec 2011)			
Relevant Statistical Neighbour	N/A	N/A	N/A	N/A	N/A			

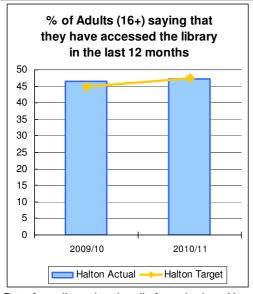
Supporting Commentary & Target Rationale (2011 / 2012 Onwards):

Links to SCS objective 3 – To develop a culture where learning is valued and skill levels throughout the adult population and across the local workforce can be raised. There is a current emphasis on high level apprenticeships driven from central government. Research underway to determine what our local employers require in order to influence local delivery of appropriate level 4 qualifications. Growth not expected to be significant for first few years due to time taken to achieve level 4.

Target has been set to narrow the gap between Halton and the North West average over the five year period based on current funding levels and initiatives in place. Target updated for 2013/14 from 24.0% to 24.25% in light of latest actual performance in 2012/13 by the Lead Officer and agreed by Operational Director with a slower rate of increase given the availability of funding and time taken to attain these qualifications from 26% to 24.75% in 2015/16

Performance & Improvement Page 9 of 15

ELS 06 - Increase the percentage of adults using a library



Data for collected nationally from the last, Use of Public Library surveys through the Sport England Active People Survey, discontinued in 2010. (2010 = 47.3%)

Lead Partner:	Halton Borough Council					
Responsible Officer:	Paula Reilly-Cooper					
Good is:	A larger number					
Indicator Purpose / Brief Description:						

As NI 9 – the Use of public libraries which was collected through the Sport England Active People Survey was discontinued in 2010, a replacement measure has been hence agreed.

The CIPFA Public Library Users Survey (PLUS) measures user satisfaction levels of various aspects of the service ranging from opening hours, standard of customer care, computer facilities, book stock etc and is undertaken for Adults and Children once every three years.

The Adult survey was undertaken in October 2012 and the last Children's survey was undertaken in 2010. The survey's will be repeated in Autumn 2013 (Children's) and Autumn 2015 (Adults)

The indicator to be used is the proportion, who view their library as Very Good/Good (Over 16's) / proportion who view their library as Good (Under 16).

	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Halton Target		45.0%	47.4%	-	Maintain position in Top Quartile in the Region for Satisfaction			
Halton Actual		46.6%	47.3%	Adult 95% Children 86%	Adult 94%	Children's' Survey	Adults' Survey	
Benchmarking:								
All England	N/A	N/A	N/A	TBC				
Northwest	N/A	N/A	N/A	TBC				
Relevant Statistical Neighbour	N/A	N/A	N/A	ТВС				

Supporting Commentary & Target Rationale (2011 / 2012 Onwards):

Links to SCS Objective 3 – to develop a culture where learning is valued and skill levels throughout the adult population and across the local workforce can be raised.

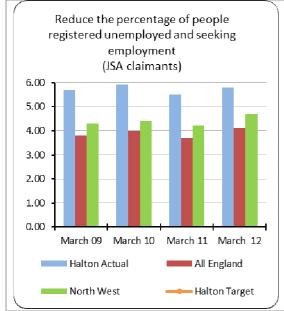
The target will be to maintain /improve upon performance in for Adults and Children from 2013 to 2015 in Halton and remain in the top quartile in the region in terms of Public Library User Satisfaction.

Adult – Actual performance 12/13 - Proportion who view their library as Very Good/Good - 94%, whilst this still records a very high level of satisfaction this is down by 1% from the previous survey which reflects the changes to levels of provision i.e. reduced opening hours

Children – Baseline data - Proportion who view their library as Good - 86%, target 1% increase in 2013.

Performance & Improvement Page 10 of 15

ELS 07 - Reduce the percentage of people registered unemployed and seeking employment (JSA claimants)



' '	3 1 3 ()
Lead Partner:	Department of Work & Pensions / Job Centre Plus
Responsible Officer:	Janine Peterson (Job Centre Plus)
Good is:	A larger proportion and a narrowed gap between Halton and the North West average.

Indicator Purpose / Brief Description:

JSA claimant count records the number of people claiming Jobseekers Allowance (JSA) and National Insurance credits at Jobcentre Plus local offices. People claiming JSA must declare that they are out of work, capable of, available for and actively seeking work during the week in which the claim is made.

The percentage figures express the number of claimants resident in an area as a percentage of the population aged 16-64 resident in that area. Data is available one month in arrears.

Targets based on current information and subject to known funding level. Targets will require review should funding or priorities be changed. Information is available monthly.

	2008 /09	2009 /10	2010 /11	2011 /12	2012 /13	2013 /14	2014/15	2015/16
Halton Target				5.5%	5.5%	5.2%	4.8%	4.4%
Halton Actual	5.7% (March 2009)	5.9% (March 2010)	5.5% (March 2011)	5.8% (March 2012)				
All England	3.8%	4.0%	3.7%	4.1%				
Northwest	4.3%	4.4%	4.2%	4.7%				
Relevant Statistical Neighbour	N/A	N/A	N/A	N/A				

Supporting Commentary & Target Rationale (2011 / 2012 Onwards):

Links to SCS objective 4 - To promote and increase the employability of local people and remove barriers to employment to get more people into work

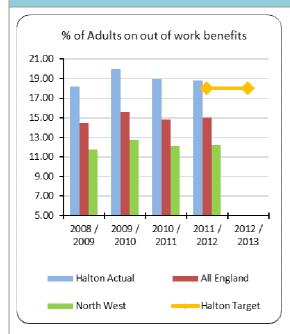
The % of people seeking work will change with the introduction of universal credit scheduled for introduction in 2013.

Targets suggested are based on the need to narrow the gap with the North West average.

JSA Claimant rate at August 2012 = 5.5%

To update at the meeting with Job Centre Plus

ELS 08 - Reduce the Percentage of the working age population claiming out of work benefits.



Lead Partner:	Department of Work & Pensions / Job Centre Plus
Responsible Officer:	Janine Peterson (Job Centre Plus)
Good is:	A larger proportion and a narrowed gap between Halton and the North West average.

Indicator Purpose / Brief Description:

Out of work benefits includes Job seekers allowance, ESA (Incapacity Benefits), Lone parents and other income related benefits.

Data is taken from the Department for work and Pensions claimant figures via the office of National statistics NOMIS reporting system.

Data is available quarterly and is released six months in arrears e.g. Data for the year ended Nov 11 available May 2012

Targets based on current information and subject to known funding level. Targets will require review should funding or priorities be changed.

Please Note: All percentages have been calculated using the 2011 Census population for working age (16-64).

	2008 / 2009	2009 / 2010	2010 / 2011	2011 / 2012	2012/ 2013	2013/ 2014	2014/ 2015	2015/ 2016
Halton Target				18%	18%	17%	16.5%	16%
Halton Actual (%)	18.2% (Nov 2008)	20.0% (Nov 2009)	18.9% (Nov 2010)	18.8% (Nov 2011)				
Halton Actual (Number of People)	14,150	15,520	14,700	14,570				
Benchmarking:								
All England	14.5%	15.6%	14.8%	15.0%				
Northwest	11.7%	12.7%	12.1%	12.2%				
Relevant Statistical Neighbour	N/A	N/A	N/A	N/A				

Supporting Commentary & Target Rationale (2011/2012 Onwards):

Links to SCS objective 4 - To promote and increase the employability of local people and remove barriers to employment to get more people into work. To update at the meeting with Job Centre Plus

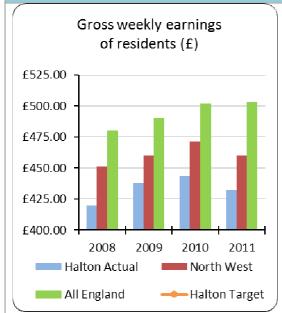
The % of people seeking work will change with the introduction of universal credit scheduled for introduction in 2013.

Targets suggested are based on the need to narrow the gap with the North West average.

Latest data for Feb 2012 19.0% in Halton, 15.3% North West and 12.5% All England for 14,750 people.

Performance & Improvement Page 12 of 15

ELS 09 - Increase the gross weekly earnings by residents



Lead Partner:	Employment / Lifelong Learning & Skills SSP				
Responsible	All/ Wesley Rourke Lead Officer				
Officer:					
Good is:	An increase in gross earnings.				
Indicator Burnaga / Priof Deparintion:					

Indicator Purpose / Brief Description:

The gross median weekly earnings of residents showing an increase would show that people are able to maximise their potential and rise out of poverty.

Data obtained from NOMIS based on the ONS annual survey of hours and earnings - resident analysis.

No lead partner or responsible officer identified to set targets.

Suggested target should be to close the gap to the North West average.

2008 /9	2009 /10	2010 /11	2011 /12	2012/13	2013/14	2014/15	2015/16	
			To close the gap to the CIPFA statistical neighbour comparator.					
£419.90	£438.10	£443.60	£432.30					
(Dec 08)	(Dec 09)	(Dec 10)	(Dec 11)					
£480.00	£490.50	£501.80	£503.10					
(Dec 08)	(Dec 09)	(Dec 10)	(Dec 11)					
£451.30	£460.00	£471.20	£460.00					
(Dec 08)	(Dec 09)	(Dec 10)	(Dec 11)					
N/A	N/A	N/A	N/A					
	£419.90 (Dec 08) £480.00 (Dec 08) £451.30 (Dec 08) N/A	£419.90	£419.90 £438.10 £443.60 (Dec 08) (Dec 09) (Dec 10) £480.00 £490.50 £501.80 (Dec 08) (Dec 09) (Dec 10) £451.30 £460.00 £471.20 (Dec 08) (Dec 09) (Dec 10) N/A N/A N/A N/A	£419.90 £438.10 £443.60 £432.30 (Dec 08) (Dec 09) (Dec 10) (Dec 11) £480.00 £490.50 £501.80 £503.10 (Dec 08) (Dec 09) (Dec 10) (Dec 11) £451.30 £460.00 £471.20 £460.00 (Dec 08) (Dec 09) (Dec 10) (Dec 11) N/A N/A N/A N/A N/A	\$\frac{\cuperbox{\cu	\$\frac{\text{\$\}\$}}\$}\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\text{\$\c	£419.90 (Dec 08) £438.10 (Dec 09) £443.60 (Dec 10) £432.30 (Dec 11) £480.00 (Dec 09) £490.50 (Dec 10) £501.80 (Dec 11) £503.10 (Dec 11) £451.30 (Dec 09) £460.00 (Dec 10) (Dec 11) £460.00 (Dec 11) £460.00 (Dec 11) N/A N/A N/A N/A N/A	

Supporting Commentary & Target Rationale (2011 / 2012 Onwards):

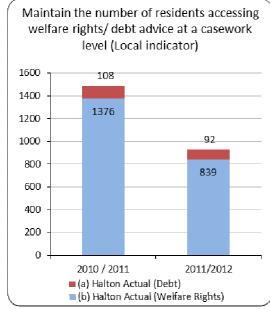
Links to SCS objective 5 - To maximise an individual's potential to increase and manage their income, including access to appropriate, supportive advice services.

This measure also links to the Child Poverty Strategy.

Benchmark revised from the North West average to the nearest neighbour statistical comparator group average as request by the Lead Officer as a more meaningful comparator.

Performance & Improvement Page 13 of 15

ELS 10 - Increase the number of residents accessing welfare rights/ debt advice at a casework level (Local Measure) Placeholder 2012/13



Lead Partner	HBC / Halton CAB					
Responsible Officer:	David Gray/ Hitesh Patel					
Good is:	An increased figure.					
Indicator Purpose / Brief Description:						

Indicator Purpose / Brief Description:

The number of people accessing a welfare benefits or debt advice agency and receiving a specialist casework service.

This is a numeric indicator, taken as a simple total which will reflect the level of uptake of specialist services to assist an individual to better their economic circumstances. To assist an individual to manage their income, both debt and benefits advice will be necessary and neither service in isolation is sufficient to address the needs of most individuals who need to access support. Much specialist welfare rights casework involves "in work" benefits such as Disability Living Allowance and Tax Credits and income maximisation.

(Completed by HBC David Gray)

	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Halton Target				Baseline to be established	To maintain	performance	at the 2011/1	2 baseline
Halton Actual (Debt)	59	83	108	92				
Halton Actual (Welfare Rights)	N/A	566	1376	839				
Benchmarking:								
All England	N/A	N/A	N/A	N/A				
Northwest	N/A	N/A	N/A	N/A				
Relevant Statistical Neighbour	N/A	N/A	N/A	N/A				

Supporting Commentary & Target Rationale (2011 / 2012 Onwards):

This indicator measures the uptake of relevant advice services at a specialist level. It is necessary to draw a distinction between the provisions of advice via a leaflet, self-completed pro forma, or lower level tier assistance. This has a value but a distinction must be made between this and specialist work. This may involve as examples, financial negotiation for a client, court representation, a Debt Relief Order or appeal tribunal representation. It is not possible to gain a full picture of the advice sector with a single statistic and to be comprehensive would entail numerous performance indicators measures being measured and undue complexity. Commentary will be provided on key developments/ initiatives undertaken on a six monthly basis to provide further detail in monitoring reports.

It is therefore necessary to focus on a clear, easily measurable statistic, which avoids undue complications in definition. This statistic also largely avoids "double counting" which can easily happen with lower tier advice. Anecdotally, all specialist advice services have been working at capacity and the definition will illustrate reductions and increases in advice provision. It is recognised that not all cases counted are equal in terms of content, but this does not matter because the indicator is measuring service access, and not being used as a method of inter-agency comparison. The statistics given have a value for comparative work within Halton, but external benchmarking has previously been found to be both complex and potentially very misleading.

This links to objective to maximise an individual's potential to increase and manage their income, including access to appropriate, supportive advice services in the Sustainable Community Strategy. Also, the statistic provided will link into both the advice required to fulfil obligations under the Child Poverty Strategy. Data provided above is from David Gray (HBC) to establish a baseline.

Performance & Improvement Page 14 of 15

Supplementary Information Provided by Halton Citizen Advice Bureau – Hitesh Patel

CAB Clients Receiving a Casework Service for:	2011/12 Actual	2012/13 Qtr 2
Debt	854	429
Welfare Rights	976	439

Please note this supplementary information should not be used to compare agencies but for internal performance monitoring, as the measurements for what constitutes a case and formal advice, as noted above may be quite different and thus not comparable.