

Directorate Performance Overview Report

Directorate: Communities Directorate

Reporting Period: Quarter 2 – Period 1st July – 30th September 2014

1.0 Introduction

1.1 This report provides an overview of issues and progress within the Directorate that have occurred during the second quarter 2014/15.

2.0 Key Developments

2.1 There have been a number of developments within the Directorate during the second quarter which include:

I COMMISSIONING AND COMPLEX CARE SERVICES

Housing

HCA Affordable Homes Programme 2015/18

The funding bids made by LHT, Plus Dane, and HHT to the Homes and Communities Agency that were reported last quarter have been approved in their entirety. This will result in 365 new dwellings for affordable rent being constructed across 19 sites in Halton.

Nearly 50% of the national Programme funds have been reserved for subsequent in year bids, and we will seek to take advantage of this as and when opportunities arise to maximise housing delivery through continued joint working with local Housing Associations.

Property Pool Plus Housing Allocations Policy

Revisions to the policy made necessary by the Localism Act, new Regulations concerning Armed Forces personnel and a new Code of Guidance are in the process of being endorsed by the Cabinets of the five local authorities participating in this sub regional scheme. Full details of the changes were reported to Halton's Executive Board on the 4th September. It is envisaged the changes will be implemented by January 2015 after a period of staff training.

Widnes Homeless Hostel

The tender for the provision of housing support at the new Widnes hostel has closed and submissions have now been evaluated. The second stage presentation and interviews will be held on 11th and 12th November 2014 and the contract is due to be awarded in December 2014.

Floating Support Services

The tender process has commenced for the provision of Generic and Mental Health housing-related floating support services.

Physical and Sensory Disability Services

Choice, control, Inclusion is the commissioning strategy for adults age 18-64 living with disability whilst SeeHear focusses on the needs of those living with sensory impairment. These strategies set out the priorities for service development over the next five years. Executive Board have endorsed both strategies. They will be taken through CCG governance in November. Oversight of implementation will be through the Better Care Board which reports to the Executive Board and CCG Governing Body.

Keyring Community Living Network

Executive Board have approved the establishment of a pilot network in Halton. The Keyring model is a network of vulnerable people who need some support including mutual support to live safe and fulfilling lives in the community with an emphasis on enablement rather than dependence on high levels of support. Implementation is now underway and a full evaluation will be undertaken at the end of Year 2.

Mental Health

Operation Emblem was set up as a project between Cheshire Police and the 5Boroughs Partnership – and supported by the Halton Mental Health Delivery Group – to manage and reduce the numbers of people in the borough who were being detained under Section 136 Mental Health Act 1983 (this is the provision which allows the police to detain a person found in a public place who appears to them to be mentally disordered, and who may pose a risk to themselves or others). The numbers of people detained under this provision were higher than anywhere else in the county, and the project was designed to support police officers by providing a triage service from a Community Psychiatric Nurse. Since the project began, numbers of people detained in Halton have reduced significantly, which means that there are fewer inappropriate detentions, and that a greater proportion of people are receiving appropriate mental health support at the point that they need it. The effectiveness of this project is being closely monitored by the Halton Mental Health Delivery Group and the Cheshire, Halton and Warrington Strategic Mental Health Partnership.

The Mental Health Crisis Care Concordat was published by central government in February 2014. It is intended to encourage all key partners to work together to reduce the numbers of people who find themselves in mental health crisis, and to improve the types of service and speed of response to such people. All key organisations are asked to sign up to a local declaration that they will work together to achieve these aims by December 2014, and to develop a related action plan by March 2015. Locally a small task and finish group, accountable to the Mental Health Delivery Group, has been set up to take this forward. The Cheshire, Halton and Warrington Strategic Mental Health Partnership is also working with key partners to deliver the aims of the Concordat and this will provide opportunities to work across boundaries to deliver more flexible responses.

In previous Quarterly Monitoring Reports, accounts have been given of the development of the pilot project for the Mental Health Outreach Team to work with a number of local GP surgeries to support people at an earlier stage in their mental health experience. This programme continues to provide promising results, with evidence that the interventions from the team have led to improved confidence and wellbeing, reductions in use of primary and secondary health services and better engagement by people with their own communities. As a result, work is currently being undertaken to establish whether the programme can be widened to the whole of the borough and made permanent.

Other developments within the Commissioning and Complex Care Division

Emergency Duty Team (EDT): this service was established as a partnership with St Helens Borough Council in 2007. Warrington Borough Council has made request to join the partnership and this, along with the substantial changes in service delivery and responsibilities since 2007, has triggered a review of the functions and structure of the service. A further report on this matter will be brought to the Board in due course.

II PREVENTION AND ASSESSMENT SERVICES

Making It Real

We have developed a steering group to take forward the 'Making it real' marking progress towards personalised, community based support in relation to the 'Personalisation' agenda. This helps check our progress and decide what we need to do to keep moving forward to deliver real change and positive outcomes with people. We met with members of the TLAP programme (Think Local Act Personal) and they helped us facilitate a 'Making It Real Live' event that took place on the 4th of June. The event was well attended and involved people using services, a wide cross sector of partners and other agencies, including the independent sector and voluntary agencies. From the event we developed an action plan and identified leads to take forward task finish groups which the steering group will oversee. A follow up event will be held in December 2014 to update those attending the original event.

Learning Disability Nursing Team

The team continue to work proactively with individuals, their family, carers and professionals such as GPs, allied Health professionals etc.

Progress:

- The team continue to seek the view of customers on their experiences with team members. These are in easy read format and show consistently positive results
- A recent audit has been completed of Nurse triages, and completed assessments completed by the team, has shown a high standard of health support and dynamic thinking/working is being offered to Halton residents.
- A nursing team member has delivered Learning Disability awareness training to the dignity and safeguarding champions at Warrington Hospital to support people with learning disabilities accessing the acute trust. The feedback from this was very positive
- The Big Health Day took place in September, which was a great success. Cancer screening was covered along with demonstrations of checking breasts and testicles and cervical smear tests. A dentist and dental hygienist demonstrated good oral hygiene. Mental well-being was covered including emotions.
- The team have been completing peer observations and management observations to ensure the service provided is of a high quality.
- A team member has been training carers alongside the Health Improvement Team to support people with a learning disability to make healthy lifestyle choices
- Team members have been working with GPs to look at their learning disability register and cleanse the data.

- To support the transition of an individual from an inpatient setting, visits have taken place with potential placements and providers to ensure the placement is of high quality with good outcomes and timely support for the individual.

Winterbourne View

Winterbourne View Review Concordat: Programme of Action was published by the Department of Health in December 2013. Halton CCG and Council have developed a localised action plan – this will continue to be monitored through the Learning Disability Partnership Board and HCCG Quality and Integrated Governance Committee. Assurance is provided to NHS England as per the Concordant Action Plan.

- The Council has continued to work with health colleagues to review all out of area placements regardless of funding arrangements.
- Halton's Winterbourne Strategic task group set up to ensure those placed out of area are managed and monitored appropriately with professionals tasked with reassessing those individuals to enable them return to Halton this meeting meets quarterly. This work has been on-going with successful placements now achieved locally with the co work of the care management teams, health colleagues and the Positive Behaviour team. The out of area action plan is monitored by the complex care board with quarterly updates.
- Joint Health and Social Care Learning Disability 2014/15 validation and assurance to be completed (early 2015).
- Bryon Unit 5 Borough Partnership Inpatient bed usage currently being monitored - usage for 2013/14 was 10 inpatient admissions; usage for 2014/15 to date is 2 admissions. The usage in 2013/14 was higher than previous years, which meant more individuals accessed an inpatient facility. A review of admissions has taken place to understand rationale and appropriateness of the admissions. The usage in 2014/15 is consistent with previous years prior to 2013/14 and continues to be monitored on a monthly basis.

Safeguarding Inter Agency Policy, Procedure and Good Practice

An updated Inter-Agency Policy, Procedure and Good Practice Guidance has been produced by the Integrated Adults Safeguarding Unit, in conjunction with members of Halton Safeguarding Adults Board. The document provides all agencies involved with safeguarding in Halton, with a practical and informative policy, which will ensure that procedures between statutory agencies are consistent across the whole of Halton. The policy was last produced in 2010, during this review of the policy the aim has been to revise all working practices to make sure the safeguarding process is clear and easy to follow.

Deprivation of Liberty Safeguards

In Halton we have seen an overall increase in requests for Deprivation of Liberty Safeguards (DoLS) assessments of 28% since the Supreme Court judgement in March 2014. The increase in assessments has impacted upon the Social Work teams, with an increase in workloads. A number of mitigating actions have already been implemented to minimise the impact on services which includes:

- Training additional BIA's
- Prioritising assessments
- Streamlining processes and reviewing policy
- Establishing additional workforce capacity

To date we have been able to complete all statutory assessments within statutory timescales and Communities Senior Management continues to monitor progress.

III COMMUNITY AND ENVIRONMENT SERVICES

Open Space Services

Cemeteries & Crematorium

In Q2 approval in the form of a section 77 notice for the de-designation of the former Fairfield High School playing fields was given. This means that the council can now create a new cemetery on the site. A report will be going to Executive Board in Q3 to seek the necessary procurement authorisations.

The first of two new cremators was installed in Q2. The new cremator will go into full service in Q3 when work will begin on replacement of the second cremator.

Design & Development

Money was secured from WREN in Q2 which will fund necessary repair works to the lock gates at Spike Island. At present the gates are not working correctly and they are allowing too much water to escape from the canal.

Events

This year's vintage rally held at Victoria Park on 27th September was the busiest yet with an estimated 65,000 visitors.

Brindley

The Brindley theatre was 10 years old in September and celebrations were held over the weekend of 26th to 28th September. The events were well attended and the Brindley has had its most profitable year since opening.

Parks

The Boroughs parks retained their Green Flag Awards (12).

Stadium

Pitch Activities

- National British Drum Corp Championships held here for the second year running and have booked for 2015 and 2016.
- A number of high profile games have figured on SKY this year from the Stadium.

- Widnes Vikings have had their most successful season for many years; they participated in the Semi Final of Challenge Cup and reached Super League Play Offs for the first time as they finished in the top 8.
- The Stadium again hosted the Halton Sports Day.
- The Stadium continues to work closely with our community partners and has again held the Halton Haven Twilight Walk, which saw over 600 walkers leave the Stadium and travel to RTH and back late at night raising thousands for this very worthy cause.
- Liverpool Ladies and Everton Ladies have completed their Ladies Premier League campaign, Liverpool have also staged their first Ladies Champions League match.
- The i-pitch is continuing to be a popular venue for a range of football and rugby clubs in the area with over 60,000 users since it was installed almost three years ago.

Events

- The Marquee Suite was stretched to its limits when it hosted Widnes Vikings 25th Anniversary World Cup Challenge dinner when over 500 people attended the event.
- A further three large weddings have been held in the Marquee Suite
- The stadium continues to be one of the most popular venues in the Borough for weddings with over 10 Weddings taking place in the past quarter.
- The Halton Sports Awards were held at The Stadium recognising success, effort and commitment from our amateur sporting champions.
- The annual Cheshire Youth Cricket Dinner was again held at the Stadium – the turnout of over 300 was the highest numbers ever for this event.
- The Stadium continues to be a venue of choice for a wide range of public and private sector companies for conferences and meetings.

Miscellaneous

- Merseyside Police have used the Stadium for 'Drug' exercise with their dogs.
- SW Concourse continual improvements including removable mats and wall coverings being used for various fitness classes.
- Work continued on the new Legend's Bar.
- Sports Bar has now closed and plans are at an advanced stage that will see this area be redeveloped to be the areas most disabled friendly conference centre and will include fully accessible door entry, state of the art audio and visual aided equipment and over 8 dedicated disabled parking bays introduced directly outside the area on the ground floor.

Stadium Fitness

- Current membership is 692.
- Pure Gym has had an impact on the gym figures; we are down by 20% since it opened.
- Ladies gym is still doing really well; we are looking at adding more equipment into the area and the possibility of extending.

Sport and Recreation

Halton Sports Fair

The Halton Sports Fair aimed to showcase sports and physical activities, taking place locally, throughout voluntary sports clubs, and venues in Halton. A variety of sports and physical activities sessions open to young people and adults took place 19 – 26 July.

- 65 sessions promoted
- 17 clubs / organisations delivered the sessions
- 6 free junior swimming sessions
- 20 x swim for £1.00 adult swims
- Change for Life days delivered by places for people leisure

Halton Sports Awards

Over 100 people attended the awards which took place at the Stadium in September. The evening celebrated the success of local sporting individuals and clubs by highlighting their achievements within their given sport. Jack Hunter Spivey gave an inspirational speech on his ambition to compete at the 2016 Paralympic Games in Rio. Some of the winners will now go forward to the Merseyside Sports Award which will be held in November. Winners have also been nominated for other local recognition/award evenings.

Get Active Project

This Lottery funded project commenced in September. New activity sessions have started targeting inactive 25-55 year olds. They include Walking Football, Touch Rugby, Athlefit/jog club and Swim4Health.

Library Service

Efficiency Review

A range of possible options have been considered for the future of the service and two were put forward for public consultation in July. The library consultation period ran for a calendar month, from July 14th to August 14th 2014. The total number of responses received was 1011.

The consultation took the form of an online or paper questionnaire. Respondents were asked a range of questions relating to their use of the libraries, and were presented with two options for possible opening hours. Both options represented a reduction in opening hours as compared to the current operation of the libraries, Option 1 maintaining 85% and Option 2 53% of current opening hours. Respondents were made aware of the potential savings of each option, being in the region of £400,000 and £500,000 respectively.

The consultation also included questions relating to the mobile and housebound services and use of technology both within and in order to access the library service. The responses to the consultation have been analysed by the Council's Customer Intelligence Unit.

There was a significant preference for Option 1 in terms of the opening hours (84%), and the most cited reason for this choice was the additional flexibility that the proposed opening times offered.

Respondents who preferred Option 1 generally were in agreement with the proposed opening times (72%), however, a number of alternative suggestions/preferences were made. As a result of this feedback the recommended opening hours have been agreed and are as follows:

RECOMMENDED OPENING HOURS

	Halton Lea	Widnes	Ditton	Runcorn
Monday	10:00 17:00	10:00 17:00	10:00 17:00	10:00 17:00
Tuesday	09:00 19:00	09:00 19:00	10:00 18:00	10:00 18:00
Wednesday	10:00 17:00	10:00 17:00	CLOSED	CLOSED
Thursday	09:00 19:00	09:00 19:00	09:30 17:00	09:30 17:00
Friday	10:00 17:00	10:00 17:00	10:00 17:00	10:00 17:00
Saturday	10:00 14:30	10:00 14:30	10:00 14:30	10:00 14:30
Sunday	CLOSED	CLOSED	CLOSED	CLOSED
Total Hours	45.5	45.5	33	33

The Council is considered ceasing the mobile library provision but will consult further before a final decision is made, this consultation will commence in October.

A proposed staffing structure will be subject to formal consultation with staff commencing in October.

Summer Reading Challenge 2014

Children's reading can 'dip' during the long summer holidays. The annual Summer Reading Challenge helps gets children into libraries to keep up their reading skills and confidence. It encourages children aged 4 to 11 to read six books during the summer holidays, the theme for this year was the Mythical Maze.

Children could read whatever they liked - fact books, joke books, picture books, just as long as they were borrowed from the library. Every time a child finished a book they received stickers and rewards and for those who finished the challenge received a Mythical Maze medal and certificate. The challenge was open to all school children and is designed for all reading abilities, local schools worked with us to encourage children to take part and we ran 12 themed activity sessions which were attended by 388 children/parents. 870 children embarked on the challenge with 461 finishing the challenge

by reading at least six books, a 53% completion rate. This improves on last year figures with increases in both the number of children participating and the number of children completing the challenge.

School Meals

Universal Free School Meals (UFSM)

Free school meals for all reception, year 1 and year 2 children was introduced in September. Approximately 1500 additional school children are staying for a school lunch. The introduction of this initiative has gone very well.

Staffing

Providing the additional meals required recruiting additional kitchen additional assistants. Recruiting for staff to work for just 2 hours at lunch time is very difficult as many people need to work a minimum of 16hrs per week.

The Catering Supervisor and their senior assistant attended training courses prior to the introduction of UFS; this additional training given has contributed to the success of the implementation of the project

Kitchen Building work/ New Equipment (29 schools)

In order to cope with the increased capacity of meals to be prepared and served the following schools have required building work and /or additional new equipment

Brookvale	OLPS
Daresbury	OLMS
Ditton	St Basils
Fairfield Infants	St Bedes
Farnworth	St Bertelines
Gorsewood	St Clements
Hillview	St Gerards
Lunts Heath	St John Fisher
Moore	St Marys CE
Moorfield	St Martins
Oakfield	St Michaels
Pewithall	
Spinney Ave	
The Brow	
The Grange	
Victoria Rd	
Westfield	
Woodside	

All but three of the projects were completed on time; three schools were delayed by one day. This was a considerable achievement considering the short time frame available for all the work to be done.

Marketing

An article/advertisement promoting UIFSM was in the free local papers prior to the schools returning in September. Leaflets were also delivered to areas where there are no free papers delivered.

Waste & Environmental Improvement

Environmental Enforcement

Since the 1st April, a total of 838 Fixed Penalty Notices have been issued for environmental offences; 807 for littering and 31 for dog fouling offences.

Waste Collection Services

As part of an on-going review of properties that are served by a 'sack' waste collection service, a further 350 properties were identified as being suitable for the provision of a wheeled bin service during this quarter. This takes the total number of households that have been provided with wheeled bins to approximately 2,400 since the review commenced. Officers are currently reviewing all remaining 'sack' collection properties and it is expected that this exercise will be completed by the end of March 2015.

Community Development Services

Halton's Got Talent

The HGT final was held in July at the Brindley. After three days of auditions 24 acts were chosen to be in the final. A 15-year old from Widnes won the event and has featured live on Radio Merseyside since. All vocal finalists have attended a professional recording studio to produce a HGT CD which is due to go on sale in the autumn with proceeds going to the Mayoral charities. 73 young people took part in this year's event.

Community Centres

The new climbing wall was opened at Upton Community Centre at the end of July and is continuing to prove popular with younger people in the area. Sessions on the wall have been very well attended with over 330 people attending 30 sessions in the first two months since opening. Supervision/tuition is provided by six trained instructors, who attended a two day site specific course.

The wall has been manufactured and routes have been set to ensure they adhere to the GCSE Syllabus. There have been a number of schools in the local area that have expressed an interest, with Ashley School and Riverside College already having attended sessions on the wall.

Community Events

In July, Council delegates attended the official launch of Wat Phra Singh Buddhist temple, the event was well attended with senior members of the Buddhist faith in Halton from the parent temple in Thailand. The Council has established strong links with the temple that is keen to integrate with the local community. This relationship supports diverse dialogue with our faith community in Halton.

In September, the Community Development Team organised a commemorative event at Runcorn East Railway Station featuring a performance of “It will be over by Christmas”. Three local schools participated alongside the Irish Guards, the British Legion and many local community groups. A celebration event was held at Murdishaw Community Centre with 200+ in attendance.

Area Forums

Grange, Heath, Mersey & Halton Brook Area Forum held a ‘themed event’ on the commemorations and focussed on Runcorn’s history associated with war. The event was well attended with some fascinating research on local soldiers emerging. The links made and the research uncovered will support future commemorative focus over the next four years.

Community Safety

Anti-Social Behaviour (ASB)

The first half of 2014 has seen an unprecedented reduction in ASB figures; this is the lowest they have been for over five years in Halton, totalling a 14.4% decrease on comparative figures for 2013. This reduction is being credited to robust structures and governance arrangements now in place, which enables effective communication between partners and good information sharing. All of this enables an enhanced picture of the underlying problems and more importantly a joined up, co-ordinated and responsive range of interventions in tackling the problems.

Domestic Abuse

An increase in domestic abuse ‘calls for service’ has been seen as positive by the Halton Domestic Abuse Forum (HDAF), the multi-agency group formed to provide overall direction for tackling domestic abuse and sexual violence in Halton, due to the continued under-reporting of incidents. However, IDVA (Independent Domestic Violence Advice) and ISVA (Independent Sexual Violence Advice) referrals are down for the period, comparative to the same period last year. MARAC (Multi-Agency Risk Assessment Conferences) numbers are also down.

From July 1st 2014, the National charity ‘Changing Lives’ took up delivery of services to victims of domestic abuse and their families in Halton, including refuge provision and IDVA services. They will work with both men and women fleeing or living with domestic abuse to support them to stay safe and move on positively from abusive situations.

Partnership Tasking and Co-ordination

Total crime reported over the period was 2,168 for Runcorn and 2,211 for Widnes; slightly down on the same period for 2013.

The Safer Partnership continues to work in a co-ordinated way to monitor trends, hot spots and seasonal changes impacting on crime and anti-social behaviour. Profiles of activity are built and observed over time and intervention is made as appropriate.

During the first half of 2014/15 a particular group of young people, known as 'D1' have been watched over and interventions by partners have been made. An escalation of behaviours in July resulted in two arrests being made. In addition to other punitive action a total of 18 warning letters have been issued to parents.

Two 'Staysafe' operations took place over the six-month period. These resulted in nine children being taken to the place of safety under the influence of alcohol and seven children being returned home direct to parents. 83 containers (bottles/cans) of alcohol were seized by officers during the operations.

Hate Crime and Community Tensions

61 incidents of recorded hate crime occurred over the period. As a result of variations to reporting no comparative figures are available for the same period last year. While hate crime is a serious issue and convictions are sought where possible, it does not represent a high proportion of activity within the borough.

3.0 Emerging Issues

3.1 A number of emerging issues have been identified during the second quarter that will impact upon the work of the Directorate including:

I COMMISSIONING AND COMPLEX CARE SERVICES

Housing

Halton's Housing network continues through the Efficiency Review process. Day Services are due to start a new commercial venture in Simms Cross Widnes. Adult Placement Service has put forward service development proposals to increase the support for people with Dementia.

Mental Health Services

As a part of the work on the Mental Health Crisis Care Concordat, an approach has been made to a North West university to engage in research about two aspects of the use of the Mental Health Act: the experience for the patient of the assessment and detention process, and an understanding of the steps that could have been taken earlier in the person's life which might have avoided the need for detention in hospital at a later stage. Although very sensitive, this research should assist the delivery of more personalised and dignified use of the Act, and in improving practice may well help people to seek support at an earlier stage in the life of their mental health condition. A better understanding of the types of intervention that would have helped earlier in people's lives should help with improved targeting of preventive services.

Work has been taking place with Warrington Borough Council to introduce into Halton a successful scheme to divert people with mental health needs from the criminal justice system. The Support 4 Change programme screens people who are passing through the criminal justice system, and where appropriate provides support and structured follow-up to people who are vulnerable because of mental health issues, a learning disability or drugs and/or alcohol problems. Funding has been secured for 12 months and the service

has already begun in Halton, with three staff in place. This will be reported on in subsequent Quarterly Monitoring Reports.

II PREVENTION AND ASSESSMENT SERVICES

The Personal Budgets Outcomes and Evaluation Tool (POET)

POET has been developed over a number of years by In Control and the Centre for Disability Research at Lancaster University. Its aim is to provide a national benchmark on the impact that personal budgets are having on people's lives. The Care Services Minister Norman Lamb has recommended that all councils should be checking people's experiences of using personal budgets, through tools such as POET. Staff have been identified to complete the surveys with people and carers using services. Halton completed the evaluation tool last year. This year's work will contribute to the 'Making it Real' follow up event in December 2014.

The Care Act and Safeguarding

The Care Act 2014 has been heralded as 'an historic piece of legislation that will make a difference to some of the most vulnerable people in society for many years to come'. The Act aims to put adult safeguarding on a statutory footing.

The main areas of safeguarding adults responsibilities contained within the Act are:

- Make safeguarding adults boards statutory;
- Make safeguarding enquiries a corporate duty for councils;
- Make serious case reviews mandatory when certain triggering situations have occurred and the parties believe that safeguarding failures have had a part to play;
- Place duties to co-operate over the supply of information on relevant agencies;
- Place a duty on councils to fund advocacy for assessment and safeguarding for people who do not have anyone else to speak up for them;
- Abolish, on human rights grounds, councils' power to remove people from insanitary conditions under section 47 of the National Assistance Act, albeit with recourse to the Public Health Act still possible for nearly the same outcome;
- Re-enact existing duties to protect people's property when in residential care or hospital;
- Place a duty of candour on providers about failings in hospital and care settings, and create a new offence for providers of supplying false or misleading information, in the case of information they are legally obliged to provide.

An action plan has been developed to ensure that Halton is compliant and HSAB will monitor progress.

III COMMUNITY AND ENVIRONMENT SERVICES

Runcorn Hill Park

During Q2 the contractor working on the restoration of existing buildings and the new park centre went into receivership. This resulted in all work stopping. A new contractor is expected to be appointed in Q3.

Liverpool Road Playing Fields Project

Unfortunately, construction has been delayed. It is hoped that the building will be operational early in 2015. The Get Active year 1 delivery plan included a number of activity sessions taking place at Liverpool Road; amendments to the Year 1 delivery plan have been agreed with Sport England to ensure that these activities can still be delivered once the building is open.

‘TEEP’

In accordance with the requirements of The Waste (England and Wales) (Amendment) Regulations 2012, from 1st January 2015, every Waste Collection Authority must, when making arrangements for the collection of waste paper, metal, plastic or glass, ensure that those arrangements are by way of separate collection. The requirement to separately collect applies when:

- It is necessary to ensure that waste undergoes recovery operations, and to facilitate or improve recovery; and
- It is technically, environmentally and economically practicable (“TEEP”)

The new duties also mean that all reasonable steps must be taken wherever this is necessary to produce high quality recyclates.

Co-mingling of waste (i.e. putting recyclables all together into one bin or box as per the Council’s current policy) will be permissible after 2015 where it does provide high quality recyclates or where separate collection is not practicable.

A report will be produced for Members to provide evidence to support current or proposed collections systems in order to comply with the relevant legislation.

4.0 Risk Control Measures

Risk control forms an integral part of the Council’s Business Planning and performance monitoring arrangements. As such Directorate Risk Registers were updated in tandem with the development of the suite of 2014 – 15 Directorate Business Plans.

Progress concerning the implementation of all Directorate high-risk mitigation measures is included as Appendix 1.

5.0 Progress against high priority equality actions

Equality issues continue to form a routine element of the Council’s business planning and operational decision making processes. Additionally the Council must have evidence to demonstrate compliance with the Public Sector Equality Duty (PSED) which came into force in April 2011.

The Council’s latest annual progress report in relation to the achievement of its equality objectives was published on the Council website during quarter 4 and is available via:








http://www3.halton.gov.uk/Pages/councildemocracy/pdfs/EandD/Equality_-_objectives_progress_report_-_April_2013.pdf

6.0 Performance Overview

The following information provides a synopsis of progress for both milestones and performance indicators across the key business areas that have been identified by the Communities Directorate. The way in which the Red, Amber and Green, (RAG), symbols have been used to reflect progress to date is explained at the end of this report.

Commissioning and Complex Care Services

Key Objectives / milestones

Ref	Milestones	Q2 Progress
CCC1	Continue to monitor effectiveness of changes arising from review of services and support to children and adults with Autistic Spectrum Disorder. Mar 2015. (AOF 4)	
CCC1	Continue to implement the Local Dementia Strategy, to ensure effective services are in place. Mar 2015. (AOF 4)	
CCC1	Continue to implement 5Boroughs NHS Foundation Trust proposals to redesign pathways for people with Acute Mental Health problems and services for older people with Mental Health problems. Mar 2015 (AOF 4)	
CCC1	The Homelessness Strategy be kept under annual review to determine if any changes or updates are required. Mar 2015. (AOF 4, AOF 18)	
CCC1	Conduct a review of Domestic Violence Services to ensure services continue to meet the needs of Halton residents. Mar 2015 (AOF11)	
CCC2	Ensure Healthwatch is established and consider working in partnership with other Councils to deliver this. Mar 2015 (AOF 21)	
CCC3	Undertake on-going review and development of all commissioning strategies, aligning with Public Health and Clinical Commissioning Groups, to enhance service delivery and continue cost effectiveness, and ensure appropriate governance controls are in place. Mar 2015. (AOF 21 & 25)	

Supporting Commentary

CCC1 - Services / Support to children and adults with Autism

The Autism Strategy group continues to monitor the progress of the Autism Strategy 2012 – 2016 action plan.

Refresh of the Autism Strategy Action Plan 2014 to reprioritise key areas to reflect local needs and national guidance, linking into the Department of Health recent

publication Think Autism (2014). The update action plan will be presented to the Autism Strategy Group on 27th October 2014 then the LD Partnership Board in November 2014.

CCC 1 Dementia Strategy

Progress against the strategy delivery plan will now be monitored through the newly established Mental Health Oversight Board. In Q2 the Case Finding Pilot has started and the 'ground work' for the establishment of a Halton Dementia Action Alliance has been initiated.

CCC1 Mental Health

Work continues with the 5BP NHS Foundation Trust to review inpatient and community services for older people with mental health problems. An options appraisal should be available to elected Members over the coming months.

CCC1 Homelessness Strategy

The 2013/18 Homelessness Strategy was approved by Executive Board on 27th March 2014. Designated sub groups will continue to meet on a bi monthly basis to discuss and implement the strategic action plan. The focus is presently around improving the monitoring & performance of the service, with further emphasis to develop prevention initiatives around Health.

CCC1 Domestic Violence

This has now been completed with the commencement of the new Halton Domestic Abuse service on 1st July 2014.







CCC 2 HealthWatch

Healthwatch continues to develop and events for local residents are scheduled. Discussion with partner Councils related to advocacy services are underway to ensure the best possible service is delivered.

CCC 3 Review and development of commissioning strategies to align with Public Health and Clinical Commissioning Groups

Work in this area is progressing as scheduled. The Integration Agenda continues to move towards greater alignment around governance and the integrated approach to performance management.

Key Performance Indicators

Ref	Measure	13 / 14 Actual	14 / 15 Target	Q2 Actual	Q2 Progress	Direction of travel
CCC 4	Adults with mental health problems helped to live at home per 1,000 population	2.64	3.5	2.54		
CCC 5	The proportion of households who were accepted as statutorily homeless, who were accepted by the same LA within the last 2 years (Previously CCC 6).	0	1.2	0		
CCC 6	Number of households living in Temporary Accommodation (Previously NI 156, CCC 7).	11	12	12		

Supporting Commentary

CCC 4 Adults with mental health problems helped to live at home per 1,000 population

This figure is likely to improve in the next Quarter as the work from the pilot project by the Mental Health Outreach Team (MHOT) into GP surgeries is included. The pilot focusses on early intervention, support, and reablement for people with mental health problems who are in primary care services. GPs make referrals to MHOT for one-to-one support with individuals. Work is also taking place to refocus the social work service to ensure that more people are supported within primary care.

CCC 5 The proportion of households who were accepted as statutorily homeless, who were accepted by the same LA within the last 2 years

Halton forms part of the Merseyside Sub Regional, No Second Night Out scheme which is proven to be a successful resource and fully utilised across the Merseyside Authorities. The service provides an outreach service for rough sleepers and has successfully worked in partnership with Halton to identify and assist this vulnerable client group. The Authority will continue to strive to sustain a zero tolerance towards repeat homelessness within the district and facilitate reconnection with neighbouring authorities.








CCC 6 Number of households living in Temporary Accommodation

The Housing Solutions Team has taken a proactive approach to preventing homelessness. There are established prevention measures in place and the Housing Solutions team will continue to promote the services and options available to clients.

The changes in the TA process and amended accommodation provider contracts has had a positive impact upon allocation placements. The emphasis is focused on early intervention and further promotes independent and sustainable living. The improved service process has developed stronger partnership working and contributed towards an effective move on process for clients. The Authority will strive to sustain the reduced TA provision.

Prevention and Assessment Services

Key Objectives / milestones

Ref	Milestones	Q2 Progress
PA 1	Fully implement and monitor the effectiveness of the complex care pooled budget March 2015 . (AOF 2,3,4,10,21)	
PA 1	Continue the integrated provision of frontline services including multidisciplinary teams, care homes, safeguarding services and urgent care March 2015 (AOF 2,3,4,10,21)	
PA 1	Develop a Care Management Strategy to reflect the provision of integrated frontline services for adults March 2015 (AOF 2,3,4,10,21)	
PA 1	Work within adult social care to focus on preventative service to meet the needs of the population March 2015 (AOF 2,3,4,10,21)	
PA 1	Develop an integrated approach to the delivery of Health and Wellbeing across Halton March 2015 (AOF 2,3,4,10,21)	
PA 2	Continue to establish effective arrangements across the whole of adult social care to deliver personalised quality services through self-directed support and personal budgets March 2015 (AOF 2, 3,4,10,21)	
PA 2	Continue to review the quality of commissioned services and continue to develop the role of the integrated safeguarding unit March 2015 (AOF 2, 3,4,10,21)	

Supporting Commentary

PA 1 Complex care pooled budget

The Boards associated with the pooled fund have changed their names to the Better Care Board and the Better Care Executive Commissioning Board to reflect the addition of the Better Care Fund from April 2015. The boards continue to monitor the work of the fund to meet the key strategic objectives and the use of the financial resources. The pool fund is project to have a slight underspend at the end of year.

PA 1 Integrated provision of frontline services

The Care Homes project has been agreed for permanent staffing. The evaluation demonstrated the need for additional resources to improve the quality of care with nursing and pharmacy staff in recruitment process. Work continues with GP practices, community nursing and social care on the delivery of the multi-disciplinary approach for those with complex needs. Additional resources have been released from central government to support increased demand during the winter period. This includes significant investment in the 2 acute hospitals, support for the ambulance service, additional beds in the community and support for the developing Urgent Care Centres.

PA 1 Develop a Care Management Strategy

Early draft of Care Management strategy now completed and finalised draft aimed to be delivered November 2014.

PA 1 Work within Adult Social Care focussing on Preventative Services

The Initial Assessment Team continues to develop close working with Sure Start/Bridge Building, Telecare and also offering better sign posting.

PA 1 Develop an integrated approach to the delivery of Health and Wellbeing across Halton

On target for completion.





PA 2 Personalisation/Self-directed Support



To ensure effective arrangements for 'Personalisation' across adult social care, we have developed a steering group to take forward the 'Making it Real' agenda. TLAP (Think Local Act Personal) supported us to facilitate a 'Making It Real Live' event that took place on 4th June. From the event we developed an action plan and have now identified leads to take forward task finish groups which the steering group will oversee. A follow up event will be held in December 2014 to update those attending the original event.

PA 2 Integrated Safeguarding

We are currently developing a care and safeguarding dashboard to enable professionals to receive up to date information across the Halton.

Key Performance Indicators

Ref	Measure	13 / 14 Actual	14/15 Target	Q2 Actual	Q2 Progress	Direction of travel
PA 2	Numbers of people receiving Intermediate Care per 1,000 population (65+)	81.31	82	38.2		
PA 3	Percentage of VAA Assessments completed within 28 days	87.69%	85%	85.3%		

Ref	Measure	13 / 14 Actual	14/15 Target	Q2 Actual	Q2 Progress	Direction of travel
PA 7	Percentage of items of equipment and adaptations delivered within 7 working days	96.3%	97%	96.4%		

Supporting Commentary

PA 2 Numbers of people receiving Intermediate Care per 1,000 population (65+)

Although referral numbers are slightly down when comparing Q2 14/15 with Q2 13/14, we are on course to meet this target.

PA 3 Percentage of VAA Assessments completed within 28 days





We have exceeded the target.

PA 7 Percentage of items of equipment and adaptations delivered within 7 working days

On line to meet this target.

Community and Environmental Services

Key Objectives / milestones

Ref	Milestones	Q2 Progress
CE 1	Continue to implement the Sports Strategy (2012-15) March 2015. (AOF 1 & 2)	
CE 2	Identify areas for improvement in line with the Business Plan and Marketing Plan January 2015. (AOF 1, 2, 19 & 22)	
CE 3	Deliver a promotion and educational campaign - September 2014 and January 2015. (AOF 1)	
CE 4	Implement the new Library Strategy 2013-16 March 2015. (AOF 6, 7, 13, 14, 22)	
CE 4	Deliver a programme of extended informal learning opportunities including support for digital inclusion meeting identified local targets March 2015 (AOF 6, 7, 13, 14, 22)	

Supporting Commentary

CE 1 – Sports Strategy Implementation

A monthly report is produced by the Sport and Recreation Team highlighting the key areas of work under the Strategy headings.

Quarter 2 activities included:

Community Sports coaches delivered **370** hours coaching; **2378** coaching contacts and **84** training opportunities. **1** workshop delivered 10 attendees; **8** clubs attended funding and information clinic. Other activities included: **38** Young people aged 9 – 13 years attended Sports Leaders UK Playmaker course. **30** coaches attended workshop, delivered by inspirational speaker Damien Hughes

- Haltons Walking for Health scheme was accredited, having passed all the criteria. Accreditation valid for two years
- Activity review undertaken -currently 48 sets of social sport equipment out on loan to 27 different user groups (mainly older adult groups), feedback suggests 374 individuals are using the equipment for activity sessions on a regular basis
- New tai Chi session set-up at St John Fisher church following falls prevention week
- Supported and provided exercise bands to Woodend Court chair-based exercise sessions
- Provide support, admin and promotion to over 50 community activities per

week on Social Sport; Community Exercise and Zumba timetables and Health walks schedule. Q2: 47 male, 110 fem: 157 total (299 cumulative new participant total)

- Widnes Tennis Academy and Runcorn Sports Club community events coordinated, unfortunately, both affected by bad weather, however, both events accepted by Community Games, and received a shining light nomination from them.
- Halton Sports Partnership, Executive Committee held their AGM
- Grass Sports Hire, all teams applying for a Council pitch have been allocated a pitch. Despite being vandalised over the summer Arley Drive reopened for the start of the 2014/15 season.
- 22 volunteers have signed up from 5 sports clubs
- 5 Sportivate activities operating (for 14 – 25 year olds)
- 2 Door Step clubs launches (for 14 – 25 year olds)
- 156,285 Leisure Centre visits during Q1 (3477 HLC visits) Year to date 306,272 (total including spectator visits 361,554)
- 11 bursaries and 1 group grant awarded
- 19 sports coaching bursaries awarded = £2,510.00 distributed to 6 clubs
- 1016 Halton Leisure Cards issued.

CE 2 Business and Marketing Planning

A number of areas have been targeted for this year, the programmed improvement in these areas should have a positive impact on the financial performance of the Stadium.

CE 3 Promotion and Educational Campaign

A number of promotional activities have taken place, the Universal Free School Meals have been introduced very smoothly and over 1,500 additional meals are being served on a daily basis compared to this time last year. Banners. Parental leaflets, Advertisements in local press, Leaflet drops. Parents evenings, Tasting sessions have been used to raise the awareness of UIFSM and also of the quality of Halton School Catering Service.

CE 4 New Library Strategy

Strategy priority - Inspiring a community of readers and learners

Summer Reading Challenge

Children aged four to eleven took part in this year's Summer Reading Challenge which aimed to keep them reading throughout the summer holidays, this year's theme was "Mythical Maze". Participants had to read six books of their choice over the summer to gain rewards. 388 children /parents took part in the 12 themed activities Minecraft, Paper Dens, Reptacular Reptiles, Mythical Masks and the Heroes and Heroines Parties.

In total 870 children joined in the Mythical Maze Summer Reading Challenge with 461 finishing the challenge. This is a 5% increase of children taking part in last year's challenge and a 14% increase in the completion rate. The feedback from parents and children was very positive, one 9 year old wrote "This summer my books have come to life! MAGIC!"

Schools - 11 schools have been engaged in activities with the service this quarter including staff delivering assemblies in 7 schools to promote the Summer Reading

Challenge. Over 1,900 children and young people participated in the class visits/assemblies.

Reading Groups – 18 Reading Group sessions have been held this quarter with 103 attendees.

Other events






The library service also attended the Widnes Market, Widnes on Sea events, Fun Days at Halton Lodge and Castlefields, the Carers Forum Event, delivered training to new Home Delivery and Young volunteers and undertook two talks to parents at Our Lady’s Mother of Saviour School.

CE 4 Extended Informal Learning Opportunities

The Library Service has supported various online GoOn activities this quarter. IT Clinics has been delivered at both Halton Lea and Widnes Libraries with 28 sessions having taken place with 171 attendances.

22 work clubs sessions supported by GMB have been delivered this quarter with 209 attendances.

Key Performance Indicators

Ref	Measure	13 / 14 Actual	14 / 15 Target	Q2 Actual	Q2 Progress	Direction of travel
CE LI 4	Diversity – number of community groups accessing stadium facilities	N/A	15	24		N/A
CE LI 6	Number of new members of the library service during the last 12 months	N/A	7,000	1,777		N/A
CE LI 6a	Number of physical and virtual visits to libraries (annual total)	675,989	680,000	170,759		N/A
CE LI 7	% of adult population (16+) participating in sport each week (Previously NI8).	23.1%	24%	24% [Qtr 1 reported]	N/A	N/A
CE LI 8	% Take up of free school meals to those who are eligible - Primary Schools	85.12%	85%	TBC	N/A	N/A
CE LI 9	% Take up of free school meals to those who are eligible - Secondary Schools	75.81%	75%	69.84%		

Supporting Commentary

CE LI 4 Diversity – number of community groups accessing stadium facilities

The stadium is now an integral part of the local community and is used by many and varied community user groups.

CE LI 6 Number of new members of the library service during the last 12 months

Performance has improved compared to Qtr. 1 this year. As usage is seasonal it is still too early to say at this stage whether the annual target will be achieved.

CE LI 6a Number of physical and virtual visits to libraries (annual total)

Performance has improved compared to Qtr. 1 this year. As usage is seasonal it is still too early to say at this stage whether the annual target will be achieved.

CE LI 7 Percentage of adult population (16+) participating in sport each week

No new figure to report, actual results expected December 2014.

CE LI 8 Percentage Take up of free school meals to those who are eligible - Primary Schools




This period is unable to be reported as the free school meal entitlement plus the UIFSM numbers have still to be confirmed.

CE LI 9 Percentage Take up of free school meals to those who are eligible - Secondary Schools

The take-up for this period is slightly down.




APPENDIX: 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.