

Directorate Performance Overview Report

Directorate: Communities Directorate

Reporting Period: Quarter 3 – Period 1st October – 31st December 2014

1.0 Introduction

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

2.0 Key Developments

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

I COMMISSIONING AND COMPLEX CARE SERVICES

Mental Health Services

Operation Emblem was originally set up following a successful trial across Halton and Warrington, as a pilot in late 2013. This project, operated jointly between Cheshire Police and the 5BoroughsPartnership NHS, funded by NHS Halton CCG and supported by Halton Borough Council. The scheme was designed to reduce the large number of inappropriate detentions under section 136 Mental Health Act 1983 (this gives the police the power to detain anyone found in a public place who appears to be mentally disordered and in need of care or treatment). There had been a particular problem in the Northern Division of the Cheshire Police force (which covers Halton), with substantial numbers of people being detained but only relatively low numbers of people then going on to be offered psychiatric help.

Under this scheme, police officers were supported by specialist mental health nurses to assess and triage people who were liable to be detained; this was initially for specified shifts for four days a week. After 12 months, it is clear that Operation Emblem has been extremely effective; the numbers of people being detained under this legislation has dropped by up to 90%, and of those, around 90% are now receiving the psychiatric help that they need. This indicates that the right people are now receiving the appropriate support, and it is proving an effective means of fast tracking people in crisis to specialist help.

The project has now been extended from four days a week to provide full time cover, and it is being rolled out across the whole of Cheshire.

Mental Health Crisis Care Concordat: this policy directive was published by Central Government in February 2014, and requires all relevant organisations to work together to reduce the impact of mental health crisis on individuals and their families, and to ensure that appropriate services and supports are in place. Each locality was required to submit

a declaration by the end of December 2014, committing itself to achieving the aims of the Concordat, and then to have an action plan in place by April 2015.

As a whole, the Halton mental health system has signed up to the declarations submitted across the local authority areas in both Cheshire and Merseyside; this is because, for planning and commissioning reasons, Halton straddles both areas. Halton is actively engaged in supporting the Cheshire partners in developing its action plan; in addition, however, Halton has made its own separate declaration and is developing a local action plan, which will be designed to reflect fully the plans developed across Cheshire and Merseyside. This will be reported on more fully in the next Quarterly Monitoring Report.

GP pilot: for twelve months, the Mental Health Outreach Team has been operating a pilot programme with three local GP surgeries, taking referrals about and working with people with lower level mental health needs, intervening at an earlier stage and aiming to reduce the need for more complex support in the future. This continues to show very promising results and measures are now being taken, in partnership with the CCG, to develop this as a Borough-wide service.

Full Mental Health Review: A major review of mental health services has been commissioned covering 5 regional CCGs and LAs. This review will take an in-depth look into the successes, gaps, and opportunities around the acute care pathway (ACP). This work will also take into consideration mental health acute psychiatric beds. The results and recommendations will be completed by June 2015.

New planning and governance arrangements for mental health services: a new Mental Health Oversight Group - consisting of senior managers from key stakeholders - has now been developed, with responsibility for leading the strategic development of local mental health services, and monitoring and holding to account all organisations responsible for the delivery of those services. A Mental Health Delivery Group, accounting to the above group, has also been set up, with the primary responsibility of delivering the Halton Mental Health Action Plan.

Housing

Subject to contract, the Salvation Army submitted the winning tender for the provision of the housing support service at the new homeless accommodation scheme in Albert Road, Widnes.

Plus Dane submitted the winning tender to retain the contract for the floating housing support service. Both contracts are due to commence in April 2015.

Other developments within the Commissioning and Complex Care Division

Emergency Duty Team: detailed work is now being undertaken to review the role, function and effectiveness of the current arrangements for delivering emergency social service support out of hours. This service is currently delivered in partnership with St Helens Borough Council, and covers both children's and adults services; changes in legislation and increased demands on the service mean that it is timely that this service is comprehensively reviewed. In addition, Warrington Borough Council have indicated that they would like to join the partnership, and they are contributing their own information to the review as a part of this potential development.

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 for 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 was successfully held on the 12th of December 2014 to update those attending of the work progressed since the original event. Our action plan has been uploaded onto the TLAP website.

Winterbourne View

Winterbourne View Review Concordat: Programme of Action was published by the Department of Health in December 2013. Halton CCG and Council are in the process of developing a localised action plan – this will be monitored through the Winterbourne View Strategic Group then reported to the Learning Disability Partnership Board and CCG Quality and Integrated Governance Committee.

- Department of Health have issued Winterbourne View – Time for Change (November 2014), report detailing 11 recommendations to act as a driver for change to make a reality of the Winterbourne pledge. The Council and CCG continue to work on implementing the recommendations.
- Halton has a 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 to return to Halton. 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.
- Joint Health and Social Care Learning Disability SAF is scheduled for submission in January 2015.
- Autism Self Assessment Framework is scheduled for submission in March 2015
- Bryon Unit 5 Borough Partnership Inpatient bed usage currently being monitored. Usage in 2014/15 has returned to previous levels; prior to 2013/14, the bed usage at Bryon Unit was low, approx. 4/5 admissions per year; in 2013/14 this increased to over 10 admissions. The number of admissions for 2014/15 is less than 5 at present. At the end of Q4 a brief overview of bed admissions will be provided.
- Winterbourne View Inpatient review programme – Halton Borough Council and Halton CCG commissioners attended reviews at Calderstones Secure Inpatient Facility in December 2014. All inpatients will be reviewed by January 2015.

Learning Disability Nursing Team

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

- 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 nursing team member has recently supported a lady with Learning Disabilities to return to live within the Halton Borough.
- 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
- Two team members have just completed another successful men's group. Educating people with learning disabilities around relationships, personal hygiene, consent and the law, and awareness of physical health.
- 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.
- Individual one to one work has been successfully completed with a client. This work was in understanding Diabetes, the work was completed in easy read and visual format.

Making Safeguarding Personal

Making Safeguarding Personal (MSP) has prompted a whole system review in the context of safeguarding adults. Significant development work has been undertaken to embed the MSP principles into future day to day practice. This development work focuses on developing effective communication with adults at risk to fully understand what they wish to achieve when the safeguarding process is invoked. It also considers the best approach to recording whether these desired outcomes have been realised, the experience or journey for those people and also considers alternative, previously untried personalised approaches to supporting people to a resolution of their circumstances.

Achievements:

- Reports to Halton Safeguarding Adults Board (HSAB) re involvement in the Project and challenges highlighted – full support and commitment from the Board
- MSP Steering group and Practitioners group (champions) developed to take approach forward, to consider how to embed within day to day practice and evaluation process
- Inter-Agency Policy reviewed and re-designed, including specific reference to MSP; Annual report includes approach via MSP. Procedures have been re-designed, including guidance to support staff in new approach.
- Electronic recording system reviewed and re-designed by MSP Practitioner group to support the change to person-centred practice, capturing outcomes during the adults at risk journey through the safeguarding process and also including a series of questions to record the person's experience to identify what difference has been made.

- Evidence of personalised tools being used within the safeguarding process to support the adult at risk to be involved in resolving their own circumstances ie. 'What's working, what's not working' tool. Re-design of electronic recording system will signpost/link staff to these tools.
- Care Concerns model implemented to ensure that referrals meet the safeguarding adults thresholds-ongoing

III COMMUNITY AND ENVIRONMENT SERVICES

Waste & Environmental Improvement

'TEEP'

During this quarter, an assessment has been carried out to test the Council's compliance with the requirements of the Waste (England and Wales) (Amendment) Regulations 2012 to separately collect 4 key material streams: paper, metal, plastic and glass. The assessment process and the outcome will be the subject of a report to the Council's Executive Board.

Bonfire Removal Initiative

The 2014 Bonfire Removal Initiative again resulted in a reduction in unauthorised bonfires across Halton. The initiative covered Mischief Night and Bonfire and ran from Monday 27th October 2014 through to Friday 7th November 2014. The Bonfire Removal Initiative sets out to improve community safety by removing unauthorised and uncontrolled bonfires before they are ignited. Cheshire Fire and Rescue Services data shows the number of attended unauthorised bonfires in Halton in 2014 was 52% lower than in 2013, with only 27 incidents in 2014 compared to 31 the previous year.

Area Forums

In January, Corporate Services Policy PPB received a report on Area Forums Delivery. Key highlights within the report were that in the last financial year:

- 147 Area Forum projects were delivered across the Borough - the largest category of expenditure was on 'Community' projects
- A further £592,202 was levered in to match Area Forum funding - meaning that for every £1 of Area Forum funding a further £1.10 was levered into the Borough.

Community Development

In January, the Employment, Learning & Skills PPB received a report on the Community Development Service. Key highlights within the report were that in the last financial year:

- The Community Development (CD) team had supported 133 groups,
- 991 volunteers were involved in the service,
- 14,624 residents benefitted from CD activity
- The CD team levered in £288,387 of external funding to support community groups activity. Hence, for every £1 it costs to provide CD a further £1.30 was brought into the Borough.
- The CD team administers starter, community development and youth grants - 14 new groups were supported with start-up grants of £150. 15 existing groups were supported with their project/group costs, 14 young people were supported with

bursaries of £250 and 12 voluntary youth groups were supported with their project/group costs.

- Members of the Ditton, Broadheath, Hale & Hough Green Area Forum have agreed to pilot an initiative that would see no public Area Forum meetings held for their area in the 2015/16 financial year.

Community Centres

With the support of Area Forum funding, a pilot scheme for delivering improved meals provision for young and old at Upton Community Centre is to be delivered. Should the scheme be successful, consideration will be given to extending the initiative to other community centres.

Open Space Service

Parks

Improvement and refurbishment works restarted at Runcorn Hill & Heath Park as part of the Heritage Lottery Funded scheme that will create an enhanced visitor attraction and one that the Borough's residents and visitors from around the region will be able to enjoy for years to come. The works had stalled earlier in the year when the contractor went into receivership. The new café/visitor centre should be completed in Q1 of 2015/16.

As part of the Runcorn Hill & Heath Park project, two officers funded by the Heritage lottery Fund have been employed to facilitate community involvement. In Q3 they hosted 4 events which have had an attendance of approximately 400. They have worked with a number of local community groups, including scouts, guides and cubs totalling 105 attendees. They have facilitated regular weekly school visits and 153 pupils have undertaken conservation tasks working towards various awards. Groups of between 2 and 6 volunteers have been out on site every week carrying out management tasks on the heathland of Runcorn Hill Park.

Funding was secured in Q3 from Waste Recycling Environment Limited (WREN) that will allow the service to refurbish the locks at Spike Island. It is essential that the locks are refurbished as they are essential for keeping the water levels in the canal where they should be. The works form part of the Sankey Interlocks project, the aim of which is to bring the section of canal between Spike Island and Fiddlers Ferry Marina back into navigation.

Streetscene

Thirty-four new street litter bins were installed throughout the Borough in Q3. Many of the new bins have a section for items that can be recycled. The bins have been funded from the Area Forums and they have replaced worn out street furniture which has improved the visual aspect of many streets and neighbourhoods. In Q4 a further 134 bins will be installed.

Cemeteries & Crematorium

The first of two new cremators was brought into use at Widnes Crematorium in Q3. The second will be completed in Q4. The new cremators are far more fuel efficient and should half the gas consumption thereby delivering a saving on operating costs.

The required permissions were obtained in Q3 that have allowed progress to begin in earnest on the creation of a new cemetery for Widnes. The new cemetery will be called

Peel House Cemetery and it will be located on the former Fairfield High School playing fields.

Brindley, Arts & Events

The Brindley had its busiest period in its ten year history in Q3. Performances have sold well and the annual pantomime was sold out on most evenings. The Brindley now opens for the Bonfire Night firework display and has become a popular venue for spectators.

Stadium

Pitch Activities

The Stadium has continued to attract regional and national events. These include:

- RFL Men's Final – 5 games in one day
- RFL Ladies' Final – 2 games in one day
- RFL and Junior Finals – 4 games in one day
- National Conference Final
- Liverpool won Premiership for second year 12th October
- Liverpool played Linkoping Ladies in UEFA championship league
- Everton's last game against Man City – Everton relegated
- Halton Spartans American Football first game

Events

- Widnes Vikings 89 Dinner – 500 in marquee
- Fawley Towers in conjunction with the Brindley
- Launch Ball of Sam's Diamonds Charity
- Teva Riverside College
- Pensioners Parties
- Christmas Parties
- Halton Business Fayre

Miscellaneous

- North West Contracts upgraded from single to double box
- 'Wife to be' extended Box contract for another two years
- Opening of the Legends Bar
- New Halton Suite opened
- Adam Gill and Doreen Quayle received award from Regional Ambulance for saving life using defibrillator

Stadium Fitness

Fitness Suite

- Impact on membership figures this is due to the opening of the new Pure Gym. Stadium fitness monthly fee is £16.00 while Pure Gym is £9.99.
- Ladies gym is still very busy; there are currently more female members than male ones. Ladies only gym is only £10.99 a month or £40.00 for 4 months.

Type of membership	April 2014	Dec 2014
FULL	963	682
FULL JUNIOR GYM	39	20
CASUAL JUNIOR GYM	814	893
LADIES ONLY	--	417

Table Tennis

In November the Stadium held the Cheshire Schools Table Tennis Competition. Schools and colleges from all over Cheshire took part.

Library Service

Efficiency Review

Formal consultation with staff on proposed roles, rotas, structure and operating arrangements ran for a 30-day period from 13 October to 12 November 2014. All staff will be provided with the final structure, rotas and job descriptions and notified of their status in mid-January. Implementation date for the new structure is anticipated to be 12 April 2015.

The Executive Board met on 11th December to consider the future of the mobile library service, which included details of the responses to the public consultation exercise. It was agreed that the Council will withdraw the mobile library service. It is expected that the cessation of the service will coincide with the implementation of the library service's new structure in April.

Digital access/workforce development

Now that Universal Credit has been launched in Halton it is even more important for libraries to continue to offer free access to computer facilities and to assist customers getting online. The Library Service offers individual support as well as weekly IT Clinics and Work Clubs.

The service is currently rolling out training to all staff focussing on the libraries' role in supporting people to access information and services online in life-critical areas such as careers and job seeking; health, personal financial information and benefits. Central to this offer is helping people to use vital government online information services.

This Universal Information Offer aims to bring together government and non-government sources of information, which have been researched by information professionals in public libraries, giving a level of quality assurance to the customer and to ensure that staff are continually developing their skills to provide the help some people need to access information and services online.

Sport and Recreation

Children in Care Free Swim Scheme

Launched in December, over 220 membership cards have been distributed. In partnership with the Councils Leisure Centre operator, Places for People Leisure, the scheme is for children in care under the age of 18. The membership entitles not just the fostered child, but the foster parents and their children to a free swim at 'All Welcome'

times at the Council's three swimming pools. All children in Halton under the age of eight can already swim for free if accompanied by a paying adult.

The Merseyside Sporting Champions Dinner

Took place on Friday 28 November at the Britannia Adelphi Hotel, Liverpool. The awards aim to raise the profile of sporting achievements across Merseyside and raise money for the local sports council bursary funds. The evening was hosted by Steve Hothersall from Radio City and special guest former Liverpool FC player Jan Molby. Halton had 6 nominees, Halton Sports Award winners, that competed against the five other boroughs of Merseyside, Knowsley, Liverpool, Sefton, Wirral and St Helens. Kieran Henry (Mersey Storm wheelchair RL club) won the Merseyside Young Volunteer of the Year.

American Football Team, Halton Spartans

Established a team to play in a competitive league. Supported with Constitution, Bank Account, Risk Assessments, Insurance, League Requirements, Funding, Coach Qualifications. The team will play their home fixture at Select Security Stadium, following their very successful first fixture on 14 December, when 500 attended.

Runcorn Cycling club

The Club continues to develop and now has over 80 members. Lucy Martin, GB cyclist, met with the club to provide advice and promote their club sessions.

School Meals

Revised Food Based Standards for Lunches from January 2015

New nutritional standards have been introduced in January 2015. These new standards apply to all maintained schools, academies, pupil referral units and free schools.

The national school food standards are in place to ensure that food provided to pupils is nutritious and of high quality: to promote good nutritional health in all pupils; protect those who are nutritionally vulnerable and promote good eating behaviour. Providing good quality school food improves children's health behaviour and performance.

Full details of the standards are available at www.schoolfoodplan.com/standards

Currently all HBC schools comply with and have exceeded the new food standards since 2006.

Milk now must be served as part of a school lunch. Halton has served milk as part of school lunch since 2006.

One big challenge that Halton schools have is to increase the consumption of wholegrain rice and pasta, pulses and salmon.

Halton School catering service has received 2 prestigious awards for their menus served. Only reputable quality food suppliers are used and their catering staff are continually being trained in new recipes and methods and share good practice between schools.

1500 extra free infant lunches are being served every day. Since September every child (Reception, years 1 and 2 only) has been receiving a free delicious hot meal every day. Free school meals save parents over £440 per year!

Parents are now reporting that their children are eating a wider variety of food at home and are much less fussy eaters due to the wide variety of food that they are eating at school.

Fresh Fruit Mix is served every day these are very popular with children. Like adults they also prefer fruit already cut up for them.

A wide range of vegetables are served the most popular are broccoli and sweet corn. Additional vegetables are also included in the tomato sauce for homemade pizzas and spaghetti bolognese.

The new Food Standards are great guidelines for children's diets. Halton's children can still enjoy the traditions of a Roast Dinner being served every Wednesday and Fish and chips on a Friday. Alternatives are always available on these days. School Lunchtime is a really enjoyable time of day.

A 2 course hot school meal and drink costs junior children only £11.00 per week. A typical week's packed lunch costs at least £14 per week.

Only 1 % of packed lunches from home are nutritionally balanced. Children need a hot tasty nutritionally balanced lunch every day to give them more energy and concentrate better. Key highlights of the meal service:

- The numbers of children having a school meal keeps on increasing!!
- An award winning service using quality ingredients from reputable suppliers
- All freshly prepared in each school
- We use the same fruit and vegetable supplier as many prestigious restaurants and hotels in the North West
- We use British Meat and Poultry
- Halton was the first local authority in the country to use Free range eggs
- Sustainable fish certified by MSC
- Low Fat Minced Beef
- All chicken we use is whole chicken breast
- Award winning pork sausages
- Really Tasty and Nutritionally Balanced meals

Further information on free meals and eligibility for such can be sourced from Student Services Team, TEL 0151511 7188 or Halton Direct Link in Runcorn or Widnes or at website www.halton.gov.uk/schoolmeals. Free school meals applications are also available from schools.

Community Safety

During October, November and December, Halton saw a 2.7% reduction in Anti social behaviour (ASB) when compared to the same period in 2013.

Operation Treacle (October Mischief Planning) and RESPECT weeks of action were delivered during the busy period of Mischief Night and Halloween in October. During this period we saw:

- 53% decrease in bonfire clearances.
- Over 90 ASB dispersals were issued over the period, primarily in the Palacefields and Murdishaw area to combat the problem of youth ASB.
- 55% decrease in deliberate fires for 2014.
- 49% increase in ASB during Mischief Night (30th October) and Halloween (31st October). Criminal Damage has also increased by 4%.

Mischief Night falls on a Friday in 2015.

During October the Government introduced new ASB legislation, which includes community trigger, Criminal Behaviour Orders, Public Space Protection Orders, Closure Notice/Orders and Dispersals). During this period total crime went down by 5%.

3.0 Emerging Issues

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

I COMMISSIONING AND COMPLEX CARE SERVICES

Mental Health Services

Mental Health Act Code of Practice: a full and detailed review of the Code of Practice to the Mental Health Act has been conducted by the Department of Health, and Halton Borough Council made a substantial contribution to the national consultation. The revised Code will be issued in Quarter 4 and will then be the subject of detailed training for key staff; relevant policies and procedures will also need to be revised.

Review of the Acute Care Pathway (ACP): the ACP was developed within the 5Boroughs in 2013 as a model for the delivery of services to people under the age of 65 with complex mental health problems. The CCGs across the footprint of the 5Boroughs - supported by the Local Authorities - are now taking forward a review of the ACP as a whole, to establish the level of positive outcomes that have been achieved.

Redesign of Borough Council services for people with mental health problems: given the positive results coming from the pilot programme run by the Mental health Outreach Team with GP surgeries, the decision has been made to review in detail the way that social services as a whole are provided for local residents with mental health problems. Although there will always be a need to provide comprehensive support to people with the most complex needs and levels of risk, the intention is to establish the extent to which social services can engage at an earlier stage with people and reduce the need for complex interventions. This should result in greater opportunities to support partner agencies – particularly the police, children’s services and the local housing bodies – to manage and support people whose needs can be very challenging, but who do not fit the criteria for referral to the specialist psychiatric services. This review will also involve a detailed examination of the pathways into step-down services with lower levels of support,

to ensure that the right services are provided to people at the right time. The Review is designed to complement the review of the ACP, described above.

5Boroughs locality-based service: following an internal restructure, the 5Boroughs are moving to develop a more borough-based approach to the delivery of their services, so as to match local commissioning requirements more exactly. This is welcomed by the Borough Council and it should continue the effective engagement by the 5Boroughs in local strategic planning processes.

Halton Supported Housing

Halton Supported Housing Network continues to work to bring back people to the borough, closer to family and friends. The shop in Widnes should be open in the next 5 weeks and we are in the process of selecting goats for our cheese and milk production.

Carers Respite

A new specification is being developed to cover a range of areas related to Carers respite. This new specification is aimed at improving outcomes as well as value for money. It is envisaged that the specification will be completed by February 2015.

Information Model

Work has begun on co-producing an information model that will help local people to navigate through the challenges of accessing information. This work is being carried out as a response to the implementation of the Care Act that comes into operation in April 2015.

II PREVENTION AND ASSESSMENT SERVICES

The Personal Budgets Outcomes and Evaluation Tool (POET)

POET is a survey that has been developed over the last 10 years by In Control and Lancaster University as a way of measuring what is and isn't working with personal budgets. The Government recommends that all councils use the tool. Two surveys have been carried out in Halton – one with Personal Budget (PB) recipients (73 respondents) and the other with carers of PB holders (62 respondents). Surveys were conducted by the Direct Payments Team, mostly over the telephone but also face-to-face and via post. Responses were inputted directly onto the In Control website system to allow them to complete analysis and reporting. The report from the survey feedback from In Control is being analysed and will be taken through the respective reporting mechanisms.

Independent Living Fund (ILF)

The Independent Living Fund (ILF) delivers financial support to disabled people so they can choose to live in their communities rather than in residential care. On 8th December 2014 the High Court upheld the Government's decision to close the ILF. This will affect approximately 18,000 disabled people across Britain and more specifically 54 people in Halton. On 30th June 2015, funding for ILF users will be transferred to the Local Authority to administer. A task and finish group will be set up to ensure that all ILF recipients in Halton are assessed prior to the transfer and to develop a transition plan. ILF are working with Halton to ensure a timely transfer.

III COMMUNITY AND ENVIRONMENT SERVICES

Leisure Management Contract

The current Leisure Management Contract expires January 2016. A paper is to be presented outlining options for the leisure provision in Halton; this will be a Key decision.

DCLG to consult against HWRC charges

Proposals preventing councils from charging residents to use household waste recycling centres (HWRCs) have been announced by the Department for Communities and Local Government (DCLG). A public consultation document published in January invites views on how HWRCs at risk of closure can remain open without local authorities resorting to charging residents for the service. An increasing number of councils in England have implemented or discussed charges for HWRC use in response to cuts to local government funding and a requirement to save money on 'essential' services. The consultation claims that long-standing legislation enshrined in both the Civic Amenities Act 1967 and the Environmental Protection Act 1990 require local authorities to provide free-to-use HWRCs for their residents. Under proposals outlined in the document, DCLG intends to prevent local authorities charging any entry or exit fee for using a 'discretionary HWRC' service, as well as any fee relating to the quantity of household waste and recycling that is deposited. Apparently the rules would not prevent authorities from charging for household waste deposited by non-residents, waste delivered from commercial premises or non-household waste or recycling from both residents and non-residents. The consultation is due to end on February 18th 2015 and seeks views from councils, waste disposal authorities, the waste industry and the Local Government Association.

Defra to consult on new anti-waste crime measures

The government has given senior waste industry representatives an outline of its plans to consult on new regulations aimed at curbing waste crime. Defra officials outlined some of the proposals likely to be included in a planned consultation on new regulations, which would make it easier for the Environment Agency to prosecute perpetrators of waste crime. These include giving the Environment Agency greater powers to suspend licences of sites that are operating outside of the law, and increased intervention at poor performing sites which are thought to be at risk of non-compliance. Defra is also looking to consider new laws to allow the Environment Agency to re-charge waste sites for the clean-up costs of illegal sites, similar to the way in which water polluters are made to pay for pollution. It is expected that a consultation on the measures will be launched before the General Election, although Defra is continuing to assess the impact of any new measures on existing regulations.

4.0 Risk Control Measures

Risk control forms an integral part of the Council's Business Planning and performance monitoring arrangements. During the development of the **2014/15** Business Plan, the service was required to undertake a risk assessment of all key service objectives with high risks included in the Directorate Risk Register.

As a result, monitoring of all relevant 'high' risks will be undertaken and progress reported against the application of the risk treatment measures in Quarters 2 and 4.

5.0 Progress against high priority equality actions








There have been no high priority equality actions identified in the quarter.

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	Q3 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.

Key milestones have been:

- Autism Capital Funding completed to develop and amend local services to meet the needs of individuals with Autism.
- Autism Self-Assessment will be submitted in March 2015.
- Supported Accommodation being developed through 2014/15 to meet the needs of individuals with autism.

CCC 1 Dementia Strategy

During Q3 the Dementia Partnership Board identified funding and endorsed the decision to commission an Admiral Nurse service in Halton to further strengthen community dementia provision. This action will be progressed during Q4.

During Q3 achievement of the 67% diagnosis rate target was a priority, supported by the roll out of the NHSE Data Quality Tool Kit. The Dementia Partnership Board continues to work with local GP Practices to achieve this target by end of March 2015.

It was agreed in December 2014 that 'ward rounds' will be undertaken by a consultant psychiatrist in two residential care homes, commencing in February 2015.

CCC 1 Mental Health

The Council continues to work closely with both the 5Boroughs and the CCG to monitor the delivery of the Acute Care Pathway (ACP) and the Later Life and Memory Service. A detailed review of the effectiveness of the ACP is being put in place, developed by the CCG but fully supported by the Council. In addition a review is taking place of the roles and tasks of the social work and outreach services (see above), which will feed directly in to the ACP review.

CCC 1 Homelessness Strategy

The 2013/18 Homelessness Strategy has been implemented and a number of actions within the action plan have been achieved. The 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. The strategy will be reviewed on an annual basis to ensure it is a working document that captures future change, trends and demands

CCC 1 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. A report is going to the Council's Executive Board in the near future with options to the provision of advocacy.

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. For example, new Governance arrangements for Mental Health and other work streams have been put in place.

Key Performance Indicators

Ref	Measure	13 / 14 Actual	14 / 15 Target	Q3 Actual	Q3 Progress	Direction of travel
CCC 4	Adults with mental health problems helped to live at home per 1,000 population	2.64	3.5	2.57		
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	4		

Supporting Commentary

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

This month's figures are part of a continuing trend, arising from the reduced numbers of people who are managed through the 5Boroughs Partnership, following the introduction of the Acute Care Pathway last year. The redesign of the social care services (described earlier) is anticipated to increase this figure.

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

Merseyside Sub Regional, No Second Night Out scheme which provides an outreach service for hard to reach clients and rough sleepers. The service has proven invaluable and the organisation has successfully worked in partnership with Halton to identify and assist this vulnerable client group.

The contract is due to end March 2015 and each Authority is looking to develop an exit strategy to ensure that adequate services are made available 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 changes in the TA process and amended contracts for accommodation providers has had a positive impact upon allocation placements and resulted in the reduction of TA accommodation.

The Housing Solutions Team has taken a proactive approach to preventing homelessness which has had a positive impact upon service provision and reducing the level of homelessness within the district.







There are established prevention measures in place and the Housing Solutions team will continue to promote the services and options available to clients to reduce and prevent homelessness.


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	Q3 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

Fully implemented.

PA 1 Integrated provision of frontline services

These teams are now fully operational.

PA 1 Develop a Care Management Strategy

The Care Management Strategy has been presented to Senior Management Team; it will now follow a period of consultation and be presented to respective boards and partners.

PA 1 Work within Adult Social Care focussing on Preventative Services

The Initial Assessment team (IAT) continues to work closely with Sure Start/Bridge Building Teams and Telecare. IAT is starting to look at better signposting and capturing information that ensures positive outcomes for people using services. There has been improved delivery of stair-lifts for people with end of life care needs.

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

The Health Improvement Team (HIT) has now transferred to the local authority and is working well.

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. The Action Plan has now been loaded on the TLAP website. A follow up event was now held in December 2014 to update those attending the original event. This work is ongoing with work-streams adopting a co-production approach working with people who use services.

PA 2 Integrated Safeguarding

Continuing to develop and embed a care and safeguarding dashboard which will enable professionals to receive up to date information across the Halton landscape.

Key Performance Indicators

Ref	Measure	13 / 14 Actual	14/15 Target	Q3 Actual	Q3 Progress	Direction of travel
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Ref	Measure	13 / 14 Actual	14/15 Target	Q3 Actual	Q3 Progress	Direction of travel
PA 2	Numbers of people receiving Intermediate Care per 1,000 population (65+)	81.31	82	58.3		
PA 3	Percentage of VAA Assessments completed within 28 days	87.69%	85%	87.2%		
PA 7	Percentage of items of equipment and adaptations delivered within 7 working days	96.3%	97%	96.3%		

Supporting Commentary

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

On track to meet end of year target. Please note though current figures are approximate as awaiting further data from Whiston hospital team.

PA 3 Percentage of VAA Assessments completed within 28 days



We are on track to meet this target.

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

Performance continues to improve. It is expected that target will be met.

Community and Environmental Services

Key Objectives / milestones

Ref	Milestones	Q3 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

The Councils Sport and Recreation Team continue to deliver and support activity against the key themes and objectives contained in the Sports Strategy. The service produces a monthly report to highlight the key areas of work

Quarter 3 activities include:

Community Sports coaches delivered 200 hours coaching; 2224 coaching contacts and 80 training opportunities. Safeguarding and First Aid workshops delivered - 32 attendees, 10 coaching bursaries, 9 bursaries and 1 group grant. Other activities included;

- Get Active project launch at Upton CC 50 participants registered
- 200 new participants registered with Get Active project, Touch Rugby, Athlefit and Swim4Health new sessions
- Supported Halton Disability Sports Coordinator and established links with local sports clubs
- On-going support to community exercise classes, over 50 groups. Q3: new participants supported 30 male, 61 female: 91 total (390 cumulative total).
- Merseyside Sports Awards 6 nominations – 1 award winners
- 136,766 Leisure centre visits during Oct/Nov/Dec. Total visits since 1 April 2014 434,895
- 1,261 Halton Leisure Card applications

- 8 Sportivate activities operating 73 participants (sport sessions for 14 – 25 year olds)
- How to deliver engaging sessions for young people workshop – 12 attendees from 6 different organisations

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

Just 6 Minutes

Research has shown that Just 6 Minutes absorbed reading has a significant impact on stress. Halton Libraries are participating in the latest North West Reading promotion “Just 6 Minutes” to help improve stress levels, improve health and provide a feel good factor with mood boosting book recommendations.

Memory Bags

Following the popularity of the Memory Boxes which are suitable for residential homes and small groups, the library service has now introduced memory bags which are smaller and more portable than the boxes and can be used by individuals in their own homes.

Reading Activists Project

The young volunteers planned and organised the Christmas Extravaganza event at Widnes Library providing games, crafts, stories, balloon animals, badge making and lots of fun for the Under 11’s. Over 150 children and parents participated in the event.

Schools - 7 schools have been engaged in activities with the service this quarter with 550 children and young people participating in class visits.

Reading Groups – 15 Reading Group sessions have been held this quarter with 83 attendees.

Rhymetime

Over 990 children and parents attended 38 Rhymetime sessions in this quarter.

Other events

The library service attended Moorfields Primary Reading Afternoon engaging with 60 children; provided themed “Wimpy Kid” activities during half term with 40 participants and undertook sessions for the Children’s Centre Terrific 2’s and Brownies.








CE 4 Extended Informal Learning Opportunities

The Library Service has worked in partnership with O2 to provide 2 workshops covering the topics of CV & Interviews and Digital Confidence and Online Safety.

IT Clinics has been delivered at both Halton Lea and Widnes Libraries with 21 sessions having taken place with 116 attendances.

17 workclubs sessions supported by GMB have been delivered this quarter with 221 attendances.

Key Performance Indicators

Ref	Measure	13 / 14 Actual	14 / 15 Target	Q3 Actual	Q3 Progress	Direction of travel
CE LI 4	Diversity – number of community groups accessing stadium facilities	N/A	15	22		N/A
CE LI 6	Number of new members of the library service during the last 12 months	N/A	7,000	1,140		N/A
CE LI 6a	Number of physical and virtual visits to libraries (annual total)	675,989	680,000	137,841		N/A
CE LI 7	% of adult population (16+) participating in sport each week (Previously NI8).	23.1%	24%	N/A	N/A	N/A
CE LI 8	% Take up of free school meals to those who are eligible - Primary Schools	85.12%	85%	84.59%		
CE LI 9	% Take up of free school meals to those who are eligible - Secondary Schools	75.81%	75%	75.48%		

Supporting Commentary

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

This represents an excellent result at this time of year.

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

Performance has fallen this quarter in line with seasonal usage. It is uncertain 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 fallen this quarter in line with seasonal usage. It is uncertain at this stage whether the annual target will be achieved.

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

No results published during this quarter.

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




This figure is astounding; the UIFSM's has increased the number of pupils taking a lunch by around 1,500 per day.

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

Another excellent result, Halton has the fourth highest uptake in Secondary Schools in the country.




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.