



**Employment, Learning, Skills and
Community Policy and Performance
Board**

**Wednesday, 5 June 2013 at 6.30 p.m.
Council Chamber, Runcorn Town Hall**

A handwritten signature in black ink that reads 'David W R'.

Chief Executive

BOARD MEMBERSHIP

Councillor Susan Edge (Chairman)	Labour
Councillor Carol Plumpton Walsh (Vice-Chairman)	Labour
Councillor Lauren Cassidy	Labour
Councillor Harry Howard	Labour
Councillor Peter Lloyd Jones	Labour
Councillor Geoffrey Logan	Labour
Councillor Andrew MacManus	Labour
Councillor Stan Parker	Labour
Councillor Joe Roberts	Labour
Councillor Christopher Rowe	Liberal Democrat
Councillor Geoff Zygadlo	Labour

*Please contact Michelle Simpson on 0151 511 8708 or e-mail
michelle.simpson@halton.gov.uk for further information.
The next meeting of the Board is on Monday, 16 September 2013*

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

Part I

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

REPORT TO: Employment, Learning, Skills and Community
Policy & Performance Board

DATE: 5 June 2013

REPORTING OFFICER: Strategic Director, Policy and Resources

SUBJECT: Public Question Time

WARD(s): Borough-wide

1.0 PURPOSE OF REPORT

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

2.0 RECOMMENDED: That any questions received be dealt with.

3.0 SUPPORTING INFORMATION

- 3.1 Standing Order 34(9) states that Public Questions shall be dealt with as follows:-
- (i) A total of 30 minutes will be allocated for dealing with questions from members of the public who are residents of the Borough, to ask questions at meetings of the Policy and Performance Boards.
 - (ii) Members of the public can ask questions on any matter relating to the agenda.
 - (iii) Members of the public can ask questions. Written notice of questions must be given by 4.00 pm on the working day prior to the date of the meeting to the Committee Services Manager. At any one meeting no person/organisation may submit more than one question.
 - (iv) One supplementary question (relating to the original question) may be asked by the questioner, which may or may not be answered at the meeting.
 - (v) The Chair or proper officer may reject a question if it:-
 - Is not about a matter for which the local authority has a responsibility or which affects the Borough;
 - Is defamatory, frivolous, offensive, abusive or racist;
 - Is substantially the same as a question which has been put at a meeting of the Council in the past six months; or

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

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

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

4.0 POLICY IMPLICATIONS

None.

5.0 OTHER IMPLICATIONS

None.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

6.1 **Children and Young People in Halton** - none.

6.2 **Employment, Learning and Skills in Halton** - none.

6.3 **A Healthy Halton** – none.

6.4 **A Safer Halton** – none.

6.5 **Halton's Urban Renewal** – none.

7.0 EQUALITY AND DIVERSITY ISSUES

7.1 None.

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

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

REPORT TO: Employment, Learning, Skills and Community
Policy and Performance Board

DATE: 5 June 2013

REPORTING OFFICER: Chief Executive

SUBJECT: Executive Board Minutes

WARD(s): Boroughwide

1.0 PURPOSE OF REPORT

- 1.1 The Minutes relating to the Community Portfolio which have been considered by the Executive Board are attached at Appendix 1 for information.
- 1.2 The Minutes are submitted to inform the Policy and Performance Board of decisions taken in their area.

2.0 RECOMMENDATION: That the Minutes be noted.

3.0 POLICY IMPLICATIONS

- 3.1 None.

4.0 OTHER IMPLICATIONS

- 4.1 None.

5.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

5.1 Children and Young People in Halton

None

5.2 Employment, Learning and Skills in Halton

None

5.3 A Healthy Halton

None

5.4 A Safer Halton

None

5.5 Halton's Urban Renewal

None

6.0 RISK ANALYSIS

6.1 None.

7.0 EQUALITY AND DIVERSITY ISSUES

7.1 None.

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

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

APPENDIX 1

Extract of Executive Board Minutes Relevant to the Employment, Learning Skills and Community Policy and Performance Board

EXECUTIVE BOARD MEETING HELD ON 14 MARCH 2013

**EXB172 – VOLUNTARY SECTOR FUNDING – GRANT ALLOCATION
2013/14**

The Board considered a report of the Strategic Director, Communities, on the Voluntary Sector Grant Funding Awards 2013/14.

The Board was advised that voluntary sector organisations had been invited to submit applications for funding in 2013/14. Applications were assessed and recommendations agreed by a Panel consisting of the Executive Board Portfolio holder with responsibility for the Voluntary Sector and Officers from the Communities Directorate.

The report contained details of the recommended annual allocation for the financial year 2013/14.

RESOLVED: That the recommended grant allocations, as detailed in the report, be approved.

REPORT TO: Employment, Learning, Skills & Community
PPB

DATE: 05th June 2013

REPORTING OFFICER: Strategic Director Policy & Resources

PORTFOLIO: Resources

SUBJECT: Performance Management Reports for
Quarter 4 year-end of 2012/13

WARDS: Boroughwide

1.0 PURPOSE OF REPORT

1.1 To consider and raise any questions or points of clarification in respect of performance management for service areas within the remit of the Employment, Learning and Skills and Community Policy & Performance Board, for the 4th quarter to 31st March 2013. The report details progress against service objectives/ milestones and performance targets, and describes factors affecting the service, structured by key priorities as stated in section 3.3 below.

2.0 RECOMMENDED: That the Policy and Performance Board

- 1) Receive the fourth quarter performance management reports;**
- 2) Consider the progress and performance information and raise any questions or points for clarification; and**
- 3) Highlight any areas of interest and/or concern where further information is to be reported at a future meeting of the Policy and Performance Board.**

3.0 SUPPORTING INFORMATION

3.1 Departmental objectives provide a clear statement on what the services are planning to achieve and to show how they contribute to the Council's strategic priorities. Such information is central to the Council's performance management arrangements and the Policy and Performance Board has a key role in monitoring performance and strengthening accountability.

3.2 In line with the revised Council's Performance Framework for 2012/13 (approved by Executive Board in 2012/13), the Policy and Performance Board has been provided with an Employment, Learning and Skills & Community Priority Based overview report; which identifies the key issues arising from the performance in Quarter 4.

3.3 The report has been structured using the below key priorities and key area of focus as stated in the Directorate Plan for 2012-15:

- Supporting Growth and Investment
- Raising Skill Levels and Reducing Unemployment
- Enhancing Residents' Quality of Life

3.4 The full Departmental quarterly reports are available on the Members' Information Bulletin to allow Members access to the reports as soon as they have become available within six weeks of the quarter end. This also provides Members with an opportunity to give advance notice of any questions, points or requests for further information that will be raised to ensure the appropriate Officers are available at the PPB meeting. The two Departmental quarterly monitoring reports (for Economy, Enterprise and Property and Community & Environment) are also available via the following link

<http://hbc/teams/PERFIMP/Quarterly%20Monitoring%20Reports/Forms/AllItems.aspx>

4.0 POLICY IMPLICATIONS

4.1 There are no policy implications associated with this report.

5.0 OTHER IMPLICATIONS

5.1 There are no other implications associated with this report.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

6.1 Departmental service objectives and performance measures, both local and national are linked to the delivery of the Council's priorities. The introduction of a Priority Based Report and the identification of business critical objectives/ milestones and performance indicators will further support organisational improvement.

6.2 Although some objectives link specifically to one priority area, the nature of the cross - cutting activities being reported, means that to a greater or lesser extent a contribution is made to one or more of the Council priorities.

7.0 RISK ANALYSIS

7.1 Not applicable.

8.0 EQUALITY AND DIVERSITY ISSUES

8.1 Not applicable.

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

None under the meaning of the Act.

Employment, Learning, Skill & Community Priority Based Report

Reporting Period: Quarter 4, Period 1 January – 31 March 2013

1.0 Introduction

1.1 This report provides an overview of issues and progress against key service objectives/milestones and performance targets, during the fourth quarter of 2012/13; for services areas within the remit of the Employment, Learning Skill & Community Policy & Performance Board.

The report has been structured using the below key priorities:

- Supporting Growth and Investment
- Raising Skill Levels and Reducing Unemployment
- Enhancing Residents' Quality of Life

1.2 The way in which traffic light symbols have been used to reflect progress to date is explained within the Appendix 8. Please also note initials have been provided to indicate which Operational Director is responsible for commentary to aid members understanding, as shown in the key in the Appendix 8.

2.0 Key Developments

2.1 Raising Skill Levels and Reducing Unemployment (WR)

2.1.1 Work Programme Improvement

Ingeus spent a week in Halton People into Jobs (HPiJ) offices undertaking an observation exercise to identify areas for improvement within a report that would help drive up productivity on the Work Programme contract. Following this, the DM and Employer & Enterprise Services Manager met with Ingeus advisors individually and issued Performance Improvement Plans. Meetings with A4E Advisors also took place in Q4.

The Skills Funding Agency (SFA) undertook an audit of SFA funded courses. The outcome showed a 7.5% error rate, slightly above the variance level allowed, resulting in the division having to undertake 100% audit check. The SFA are to return in Q1 2013/14 to follow up this work.

2.1.2 Adult Learning Service

The Learning and Skills Improvement Service (LSIS) undertook a mock Ofsted inspection across the Adult Learning service. A corresponding report was produced identifying strengths, weaknesses, opportunities and threats. The main message from the report was that the current tutor contracts are no longer fit for purpose and need to be reviewed to ensure the service is more responsive to changing demands. A number of other issues were highlighted and during Q4, a new Observation of Teaching, Learning & Assessment process was developed for implementation in Q1.

2.1.3 Liverpool City Region Apprenticeship Hub

The Divisional Manager has been appointed to chair the first Liverpool City Region (LCR) Apprenticeship 'Hub' and an away day in January resulted in a Hub Action Plan being produced covering Halton and the rest of the City Region. The Apprenticeship Hub, unlike the Strategy Group, is able to attract funding streams directly, which is really good news.

The inaugural LCR Apprenticeship Awards Ceremony took place during National Apprenticeship Week on 12th March. Halton was nominated in all 3 categories for which it submitted nominations. Whilst it didn't achieve any overall winners, it was a fantastic achievement, with Halton Borough Council being shortlisted for the Large Employer category and a HBC Apprentice being shortlisted for the 16-24 Apprentice of the Year category.

A Divisional response on the Government's Traineeships consultation was submitted in Q4 – Traineeships will operate as pre-apprenticeship type programmes and will come into play in September 2013. Following the Richard Review of Apprenticeships in Q3, the Government's response to the Richard Review was published as a further consultation. The LCR Hub will make a formal response on behalf of local authorities.

2.1.4 Halton People into Jobs

The Halton Employment Partnership (HEP) Team working in partnership with HPIJ successfully supported the recruitment of the new Poundland and Poundworld stores in Halton, with over 40 jobs being secured for Halton residents, which is excellent.

2.1.5 Support the delivery of external work programmes

Colleagues from across the Division continued to support the LCR Skills for Growth developments, including attending a 'Skills for Growth' planning day in Knowsley and sitting on a 'Question Time' panel as part of a Youth Unemployment Task Force event.

During Q4, a bid to continue to deliver the National Careers Service within the Division was submitted. The outcome of which will be known in Q1 2013/14.

A presentation was made to Governors about the value of Family Learning and the positive impact it has on families; this was part of the marketing campaign to promote Family Learning across Halton schools.

Very positive feedback for adult and family learning was given during the Warrington Road Children's Centre recent Ofsted inspection

The Divisional Manager has supported Stobarts in its submission for the Smart Business Academy, which would come under the Government's Employer Ownership of Skills pilot.

2.1.6 16-18 year olds Not in Education, Employment or Training (NEET)

Annual performance was published in February 2013 and shows a significant improvement compared to last year. Halton has therefore achieved a very challenging target. 8.8% of 16-18 year olds were NEET towards the end of 2012, this equates to 382 young people and compares to 10.3% last year.

2.2 Enhancing Residents' Quality of Life (CP)

2.2.1 Library & Recreation Services

The public library services in the North West and Yorkshire & Humber regions (30 in total) have been successful in their joint bid to the Arts Council for "Grants for Arts: Libraries" funding for the creative project called "Try Reading". The project will celebrate the Rugby League World Cup 2013 and encourage people to read more and engage in writing and drama.

Over 150 events, including author talks, writing workshops and drama events will take place across the regions between April and November 2013. We will be working with local clubs and supporters' groups as well as schools and other interested organisations. Further details about the events in Halton will be available shortly. The project website has now been launched: www.tryreading.org

The Supporting Change lottery funded project at Halton Lea Library aimed to help reduce the social isolation of older people through engagement in a variety of social activities. It has enabled us to bring in new partners to provide a range of activities, events and services within Halton Lea Library and although the project has now finished we have established a self-sustaining programme of activities and events through volunteers supporting and delivering these added value sessions.

These include a Reading Aloud group, dementia café and knit & natter sessions. Other activities have been mainstreamed including the IT support classes, and community history events. The project helped to raise the profile of the service overall and highlighted the role that libraries play in providing neutral, accessible and non-threatening community venues.

The Reading Activists project gets young people aged 11-19 to volunteer and organise creative reading and writing events alongside librarians. They gain new skills and meet writers, artists and other creative people.

Of the 18 projects nationally, Halton has been selected as one of the five authorities to participate in an additional strand of the project funded by the Dulverton Trust. The Digital Reading Club will provide training and workshops for young people to help them develop their creative media and digital skills whilst encouraging them to engage with reading. This will allow them to lead, manage and develop their own online content. The young people will also interact with journalists and industry professionals to develop their skills

Each Digital Reading Club aims to:

- Provide an introduction to digital technology and creative media;
- Provide training and resources in a variety of creative mediums enabling young people to become social reporters around reading;
- Provide visits from authors and artist to provide participants with opportunities to produce digital content;
- Provide support for young people by skilled professionals covering digital (video, audio) production enabling them to be co-creators of content;
- Provide participants with an accreditation.

The draft Library Strategy has been subject to a delay and will now be presented to Employment, Learning, Skills & Community Policy & Performance Board in June 2013.

2.2.2 Stadium Fitness

Stadium Fitness has seen an increase in membership both pay-as-you-go and monthly. January saw the introduction of a one-off payment membership offer, £50 for 4 months membership. This has proven to be one of our most successful offers ever, cash membership income £50 and casual payments - January to April is £10,170.

After conducting a customer survey, we have also changed the class timetable; adding more Zumba and introducing H.I.T (High Intensity Training) Circuits, both have proven to be extremely popular with our members. Due to the success of one of our most popular classes; karate, we have hosted a karate grading evening in the sports hall.

Already this year at Stadium Fitness, we have hosted several charity nights in the marquee suite; Pink Ball, Rainbow Ball and Mayors Ball. The 'Maureen King' Pink Ball this year raised £6,500, over the past 6 years in total has raised over £35,000 for Breast Cancer Awareness.

We have also hosted several table tennis tournaments both national and regional including Cheshire School Table Tennis Competition; this particular competition saw over 15 schools across Cheshire entering pupils to take part.

Since the arrival of Liverpool Ladies at the stadium, we have accommodated pre-match activities and training via the use of our gym facilities for the players. We have also been welcome to a new community group on regular Thursday for a 'Tea Dance' similar to our current Sequence Dancers, this community ran group encourages both dance and a regular meeting place for vulnerable members of our area.

2.2.3 Stadium Fitness Membership Details

Type of membership	April 2012	April 2013
FULL	691	784
CASUAL ADULT	1676	1720
CASUAL JUNIOR	460	537
Halton Leisure Card	83	112

3.0 Emerging Issues

3.1 Raising Skill Levels and Reducing Unemployment (WR)

3.1.1 Possible Ofsted inspection

The Division is on standby alert for an Ofsted Inspection of Adult Learning & Skills, so a 'Battle Plan' has put in place ready for the notification to arrive.

3.1.2 Efficiency Review

The 'As is' efficiency report is due to be produced in Q1 2013/13. Following on from this, a restructure of the division will take place and this will include a revised Tutor contract as well as some new roles being created.

3.1.3 National Citizen Service (NCS) Bid

The outcome of the National Citizen Service (NCS) bid will determine if NCS will be delivered or not by the division in the future, with outcomes expected in early April 2013.

3.2 Enhancing Residents' Quality of Life (CP)

3.2.1 Sports & Recreation

The Playing Pitch Strategy proposals will require further consultation with local sports clubs to ensure that pitch provision meets the playing requirements in future years. The action plan will require investment and changes to current service delivery.

4.0 Risk Control Measures

4.1 Risk control forms an integral part of the Council's Business Planning and performance monitoring arrangements. During the development of the 2012/13 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 has been undertaken in Quarter 2 and quarter 4. All high risk mitigation measures are being implemented as planned and are therefore not being reported by exception at this time

5.0 Progress against high priority equality actions




- 5.1 The Council must have evidence that it reviews its services and policies to show that they comply with the Public Sector Equality Duty (PSED) which came into force in April 2011. As a result of undertaking a Departmental Equality Impact Assessment no high priority actions were identified for the Directorate to quarter 4 2012 – 2013.

6.0 Performance Overview

- 6.1 The following information provides a synopsis of progress for both milestones and performance indicators across the key thematic priority areas.

Supporting Growth & Investment (WR)

Key Milestones

Ref	Milestones	Q4 Progress
EEP 2	Support Halton's key strategic priorities through bid-writing for large scale bids by March 2013	
EEP 2	Maintain a comprehensive database of all commercial by March 2013	
EEP 2	Deliver the BID Year 5 action plan by March 2013	

Supporting Commentary

Large Scale Bids

Supported successful bids to the value of £1 million; we currently have circa 30 pipeline projects that we are supporting.







Commercial Property Database

The BIG Team continue to maintain a comprehensive database of all commercial property; that is development land, industrial and office space and retail units. A number of initiatives have been put in place over the last twelve months to improve the on-line provision of property searches.

BID5 year Action Plan

All outputs associated with the Business Improvement District (BID) Year 5 Action Plan were delivered on programme and on budget. Having secured a further five years funding for the programme, the BID Team are working with the business community to refine the estate Business Plans which will constitute the work programme over the next five years.

Key Performance Indicators

Ref	Measure	11/12 Actual	12/13 Target	Q4	Current Progress	Direction of Travel
DIS LI 01	Occupancy of HBC Industrial Units	72%	85%	86%		
SCS ELS 01	Increase the number of active enterprises within the Borough	2660 (2011)	2675	2715 Latest available at October 2012		
SCS ELS 02	Increase the proportion of business diversity in the following sectors: Knowledge Economy, Superport, Low carbon/green, Visitor Economy	25.94%	24%	26.3% Latest available at October 2012		

Supporting Commentary

DIS LI 01

St. Michael's and Dewar both at 90% occupancy, Seymoor is continuing to be difficult to let.

SCS ELS 01



In the twelve months to 31 March 2013 Halton Borough Council's Employment, Learning & Skills Division facilitated the creation of 55 new start businesses, bringing the total number of active enterprise to 2715.

SCS ELS 02

October 2012/13 figures are the latest available to report.

Raising Skills Levels & Reducing Unemployment (WR)

Key Milestones

Ref	Milestones	Q4 Progress
EEP3	Deliver Work Programme via sub contract arrangements to Prime Contractors A4E and Ingeus Delotte in line with the contract	
EEP3	Ensure that all monthly reviews of performance of the Work Programme contract are undertaken	

Supporting Commentary

Work Programme







We continue to meet our performance targets on the two Work Programme contracts managed by the Halton People into Jobs team. On the A4E contract we are still on target for achieving the minimum performance levels. The team was the 2nd highest performing provider on Job Outcomes for the period up to end of March 2013. On the Ingeus contract, we have exceeded our targets in the last quarter. This is a real achievement and sets us up well for the remainder of the contract.







Monthly Work Programme Reviews

Monthly reviews took place in January, February and March. The next quarter review will take place April 2013. Monthly reviews consider all operational targets and progress made.

At the end of Q3, A4E issued a Notice to Improve due to underachievement of job starts. A Performance Improvement Plan was submitted and accepted by A4E. Both the Ingeus and A4E contracts will be re-profiled for delivery in Year 3.

Key Performance Indicators

Ref	Measure	11/12 Actual	12/13 Target	Q4	Current Progress	Direction of Travel
SCS ELS 03	Increase the number of people classed as self-employed	5.7% (Sept 10 to Oct 11)	6.5%	5.9% Latest available at December 2012		
SCS ELS 04	Reduce the proportion of people with no qualifications	12.8% (2010 calendar year)	12%	12.1%		
SCS ELS05 Revised NI165	Increase the percentage of people achieving NVQ Level 4 and above	21.3% (2010 calendar year)	23.5%	24.5% Latest available at December 2012		

Ref	Measure	11/12 Actual	12/13 Target	Q4	Current Progress	Direction of Travel
SCS ELS07 NI152	Reduce the percentage of people registered unemployed and seeking employment	5.8%	5.2%	5.2% Latest available at February 2013		
SCS ELS08	Reduce the percentage of the working age population claiming out of work benefits	18.9% (Aug 11)	18%	16.9% Latest available at March 2013		
ELS LI03	Number of starts on DWP Work Programme	1	20	14		

Supporting Commentary

SCS ELS 03

In the twelve months to 31 March 2013 Halton Borough Council's Employment, Learning & Skills Division facilitated the creation of 55 new start businesses, bringing the total number of active enterprise to 2,715.

SCS ELS 04

October 2012/13 figures are the latest available to report.

SCS ELS 05

HBC does not own this NI data which is only available from the Skills Funding Agency 18 months after learners achieve the qualification.

SCS ELS 07

January 2013 figures from JCP show that there are 4,297 JSA claimants, equating to 5.2% of the working age population. This is a slight increase compared to last quarter but a noticeable improvement on the same time last year.

SCS ELS 08

January 2013 figures from JCP show that there are 4,297 JSA claimants, 7,770 ESA and IB claimants and 1,800 lone parents on Income Support – all of working age from an overall working age population of 82,200. Given the new census data, Halton's working age population cohort has increased by 4,500; with the reduction in those claiming JSA, the direction of travel is very positive.

ELS LI 03




260 starts across both Ingeus and A4e Work Programme contracts in Quarter 4 (171 Ingeus starts and 89 A4e starts).

Referrals from the Department of Work W & Pensions have been lower than indicative flows for this quarter; therefore fewer customers have started on programme.

Enhancing Residents' Quality of Life (CP)

Key Milestones

Ref	Milestones	Q4 Progress
CE1	Commence development of new Sports Strategy (2012-2014) by March 2013	
CE1	Use promotional events to increase participation and raise awareness associated with Sporting Excellence and 2012 Olympics by August 2012	
CE4	Undertake CIPFA PLUS survey (public library user survey for Adults) due to take place September 2012	

Ref	Milestones	Q4 Progress
CE4	Deliver a programme of good quality Reader Development activities with at least 1 major event per quarter March 2013	
CE4	Deliver a programme of extended informal learning opportunities including support for digital inclusion through the Race Online and Go ON campaigns meeting identified local targets by March 2013	
CE4	Implement efficiencies in stock procurement processes through the introduction of electronic invoicing, supplier selection and direct delivery by March 2013	

Supporting Commentary

Sports Strategy Development

Halton Sports Strategy 2012 – 2015 was adopted in July 2012.

Raising Sports Excellence Awareness

Join in Local Sport – A 2 week promotion campaign for local sports providers. 55 free sessions; 20 swim for £1 sessions; 6 free junior swim; 1 main event held at Halton Stadium which 500 people attended.

The local Olympic and Paralympic sports makers and torch bearers promoted and assisting with local events with press releases (x 12) and (x 2) radio interviews.

2 new activities have been offered; chair exercise at Queens Close and workplace Zumba at Halton Lea.

012 Gold challenge (1-week of activity) delivered with Millbrow care-home inc. intergenerational event at Kingsway Leisure centre, press cover received. 3 older adult activities sessions delivered.

Halton Sports Awards over 170 people attended to celebrate sporting achievements in Halton, regular press coverage in weekly news.

CIPFA PLUS Survey

CIPFA Public Library User Survey (PLUS) was undertaken during October 2012. The questionnaire was completed by 948 people.

Reader Development

In conjunction with the NW Film Archive 3 Local History film screenings took place at Halton Lea Library this quarter, showing old films of Widnes, Runcorn and Liverpool the events were very popular and attended by over 100 people.

A selection of events are:

- Author John Hughes visited Halton to help celebrate World Book Day with 144 young people from Bankfield School participating.
- 20 children and 10 adults have participated in the World Book Day event “Share your favourite story”, at Widnes Library.
- Tim Quinn author, artist and Marvel Comics editor delivered 2 Comic Art Workshops which were attended by 53 people.
- 11 schools have been engaged in visits to the libraries this quarter with over 1,000 children participating in the sessions.
- 753 children and parents have attended “Rhymetime” sessions in the libraries during Q4 2012/13.

Informal Learning Opportunities

128 one to one support sessions have been delivered this quarter, 47 of which were job related and 71 involving older people seeking support in getting online, online basics, setting up Email accounts, social networking and safe internet use.

The Digital Job Hub has been delivered at both at Halton Lea and Widnes Libraries this quarter with 18 sessions having taken place with 181 attendances.

Work Clubs have been established at Halton Lea and Widnes Libraries.





IT & Biscuits – 79 older people were engaged with the 9 IT support sessions that were held at Halton Lea Library.

Stock Procurement Efficiencies

Library Management System software has been developed to enable electronic invoicing and is in its final stage of testing prior to its implementation.

Supplier selection for Adult and Children's fiction was introduced April 2012. Direct delivery will be introduced once electronic invoicing has been embedded.

Key Performance Indicators

Ref	Measure	11/12 Actual	12/13 Target	Q4	Current Progress	Direction of Travel
CE LI 6	Number of active users of the library service during the last 12 months.	New Measure	22,500	16,468		N/A
CE LI 6a	Number of visits to libraries (annual total).	New Measure	599,000	621,109		N/A
CE LI 7	Percentage of the adult population (16+) participating in sport each week (Previously NI8).	24.5%	24.0%	21.7% (Dec 2012)		

Supporting Commentary

CELI 6, 6a

Increase from last quarter in registered users up from 59,376 to 61,147 but reduction in the number of active users from 16,733 to 16,468. This does not include people using the computers or other facilities in the library, it is purely a measure of the number of people who have borrowed an item in the last 12 months. Alternative format materials as well as online resources are now having an impact on the number of people actively borrowing stock, this downward trend also reflects the national picture.

CE LI 7

Rolling results are next due June 2013 and the survey will be extended to include 14 & 15 year olds.

7.0 Financial Statements




Given that there are a considerable number of year-end transactions still to take place, and in order to avoid providing information that would be subject to further change and amendment, it has not been possible to include Financial Summaries within this report.

The final 2012 / 13 Departmental Financial Statements will be prepared once the Council's year-end accounts have been finalised and made available via the Council's Intranet.




A notice will also be provided within the Members' Weekly Bulletin as soon as they are available.

8.0 Appendix – Explanation for use of symbols

Symbols are used in the following manner:

<u>Progress</u>	<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 is <u>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>

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.

Key for Operational Director Lead

WR – Wesley Rourke - Operational Director Economy, Enterprise & Property

CP – Chris Patino - Operational Director Community and Environment

REPORT TO: Employment, Learning, Skills and Community Performance Board

DATE: 05th June 2013

REPORTING OFFICER: Strategic Director Policy and Resources

PORTFOLIO: Resources

SUBJECT: Sustainable Community Strategy Quarter 4 year-end Progress Report 2012-13

WARD(S) Boroughwide

1.0 PURPOSE OF REPORT

1.1 To provide information to the Employment, Learning, Skills and Community Policy & Performance Board on the progress in achieving targets contained within the 2011 – 2016 Sustainable Community Strategy for Halton.

2.0 RECOMMENDED THAT:

- I. The report is noted
- II. The Board considers whether it requires any further information concerning actions taken to achieve the performance targets contained within Halton's 2011-16 Sustainable Community Strategy (SCS).

3.0 SUPPORTING INFORMATION

3.1 The Sustainable Community Strategy, a central document for the Council and its partners, provides an evidenced-based framework through which actions and shared performance targets can be developed and communicated.

3.2 The previous Sustainable Community Strategy included targets which were also part of the Local Area Agreement (LAA). In October 2010 the coalition government announced the ending of government performance management of local authorities through LAAs. Nevertheless, the Council and its Partners need to maintain some form of effective performance management framework to:-

- Measure progress towards our own objectives for the improvement of the quality of life in Halton.
- Meet the government's expectation that we will publish performance information.

3.3 Thus, following extensive research and analysis and consultation with all stakeholder groups including Elected Members, partners and the

local community and representative groups, a new SCS (2011 – 2016) was approved by the Council on 20th April 2011.

- 3.4 The new Sustainable Community Strategy and its associated “living” 5 year delivery plan (2011-16), identifies five community priorities that will form the basis of collective partnership intervention and action over the coming five years. The strategy is informed by and brings together national and local priorities and is aligned to other local delivery plans such as that of the Halton Children’s Trust. By being a “living” document it will provide sufficient flexibility to evolve as continuing changes within the public sector continue to emerge, for example the restructuring of the NHS and Public Health delivery, and the delivery of the ‘localism’ agenda.
- 3.5 As such, articulating the partnership’s ambition in terms of community outcomes and meaningful measures and targets to set the anticipated rate of change and track performance over time, will further support effective decision making and resource allocation.
- 3.6 Placeholder measures have also been included where new services are to be developed or new performance information is to be captured, in response to legislative changes; for which baselines will be established in 2011/12 or 2012/13, against which future services will be monitored.
- 3.7 Attached as Appendix 1 is a report on progress for the period to year-end 31st March 2013, which includes a summary of all indicators for Employment, Learning, Skills and Community priority within the SCS.
- 3.8 An annual ‘light touch review’ of targets contained within the SCS, has also been conducted to ensure that targets remain realistic over the 5 year plan to ‘close the gaps’ in performance against regional and statistical neighbours. This review has been conducted with all Lead Officers being requested to review targets for 2013/14, 2014/15 and 2015/16. Targets were thus updated where appropriate in the light of actual/ anticipated performance. All SCS measures are included in the draft medium term Directorate Business Plans 2013-16
- 3.10 The Employment, Learning, Skills and Communities Policy and Performance Board is also asked to consider the inclusion of any additional measures to the above set to “narrow gaps” in performance where appropriate or respond to legislative/ policy changes; thereby ensuring that all measures remain “fit for purpose”.

4.0 CONCLUSION

- 4.1 The Sustainable Community Strategy for Halton, and the performance measures and targets contained within it will remain central to the delivery of community outcomes. It is therefore important that we monitor progress and that Members are satisfied that adequate plans

are in place to ensure that the Council and its partners achieve the improvement targets that have been agreed.

5.0 POLICY IMPLICATIONS

5.1 The Sustainable Community Strategy for Halton is central to our policy framework. It provides the primary vehicle through which the Council and its partners develop and communicate collaborative actions that will positively impact upon the communities of Halton.

6.0 ATTACHED DOCUMENTS

6.1 The publication by Local Authorities of performance information is central to the coalition government's transparency agenda.

7.0 IMPLICATIONS FOR THE COUNCILS' PRIORITIES

7.1 This report provides information in relation to the Council's shared strategic priorities.

8.0 RISK ANALYSIS

8.1 The key risk is a failure to improve the quality of life for Halton's residents in accordance with the objectives of the Sustainable Community Strategy. This risk can be mitigated through the regular review and reporting of progress and the development of appropriate interventions where under-performance may occur.

9.0 EQUALITY AND DIVERSITY ISSUES

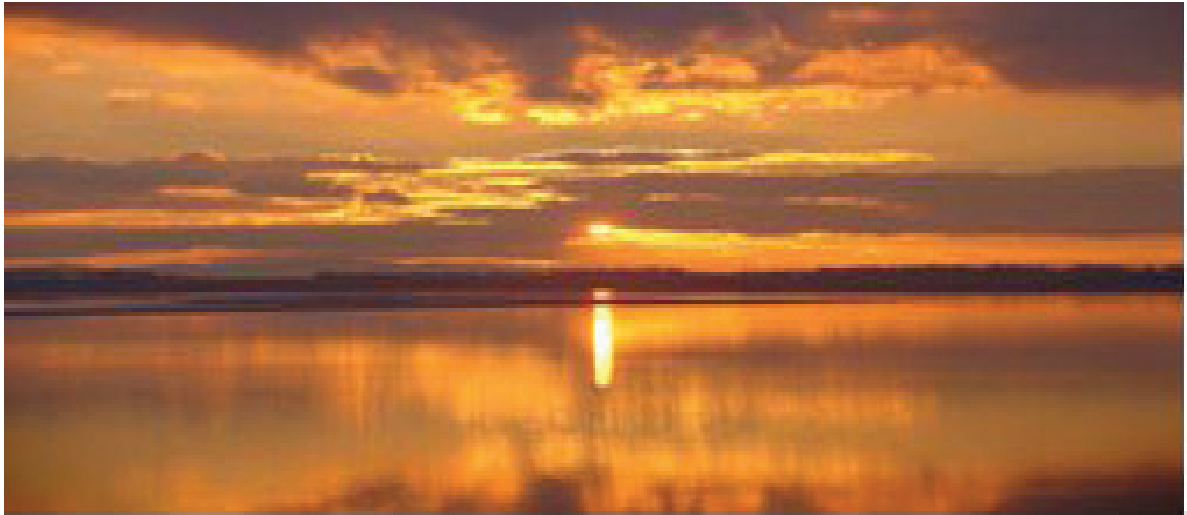
9.1 One of the guiding principles of the Sustainable Community Strategy is to reduce inequalities in Halton.

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

Document Sustainable Community Strategy 2011 – 26

Place of Inspection 2nd Floor, Municipal Building, Kingsway, Widnes

Contact Officer Mike Foy (Performance & Improvement Officer)



The Sustainable Community Strategy

for Halton

2011 – 2016







Year-end Progress Report
01st April 2012 – 31st March 2013

Document Contact (Halton Borough Council)	Mike Foy Performance and Improvement (Policy & Resources) Municipal Buildings, Kingsway Widnes, Cheshire WA8 7QF mike.foy@halton.gov.uk
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This report provides a summary of progress in relation to the achievement of targets within Halton's Sustainable Community Strategy 2011 - 2016.

It provides both a snapshot of performance for the period 1st April 2012 to 31st March 2013 and a projection of expected levels of performance to the year-end.

The following symbols have been used to illustrate current performance as against the 2012 / 2013 target and as against performance for the same period last year.



	Target is likely to be achieved or exceeded.		Current performance is better than this time last year
	The achievement of the target is uncertain at this stage		Current performance is the same as this time last year
	Target is highly unlikely to be / will not be achieved.		Current performance is worse than this time last year

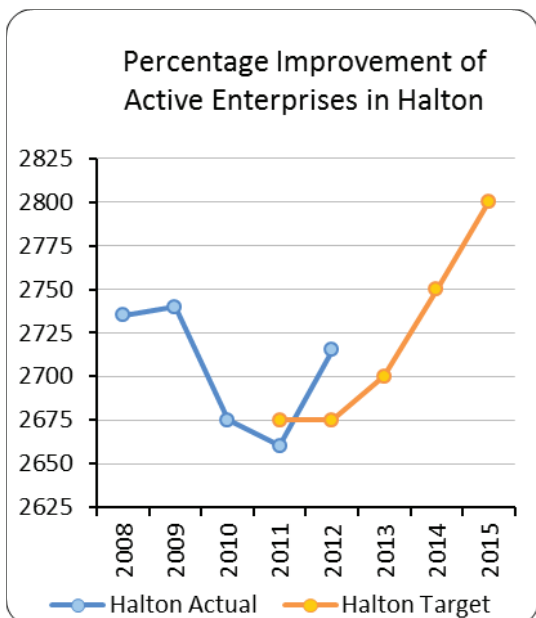
Employment, Learning and Skills in Halton

Page	Ref	Descriptor	2012 / 13 Progress	Direction of Travel
4	ELS 1	Increase the number of active enterprises within the Borough (NEW 2011)		
6	ELS 2	Increase the proportion of business diversity (NEW 2011)		
8	ELS 3	Increase the number of people classed as self-employed (NEW 2011)		
9	ELS 4	Reduce the proportion of people with no qualifications		
11	ELS 5	Increase the percentage of people achieving NVQ Level 4 and above (Revised NI 165)		
12	ELS 6	Increase the percentage of adults using a library (NI 9)		
14	ELS 7	Reduce the percentage of people registered unemployed and seeking employment (JSA claimants) (NI 152)		
17	ELS 8	Reduce the percentage of the working age population claiming out of work benefits (Revised measure)		
19	ELS 9	Increase the gross weekly earnings by residents (NI166)		
20	ELS 10	Increase the number of residents accessing welfare rights/ debt advice at a casework level (Local Measure) a) Debt b) Welfare Rights	 	 

SCS / ELS1

Increase the number of active enterprises within the Borough (New measure)

	2011/12 Actual	2012/13 Target	2012/13 Qtr 2	2012/13 Qtr 4	Current Progress	Direction of Travel
	2660	2675	2715	2715		
Data Commentary:						
<p>Used to show growth of active enterprises within the Borough.</p> <p>Information from Table B1.1: http://www.ons.gov.uk/ons/rel/bus-register/uk-business/index.html (2012) and NOMIS website</p> <p>Targets based on current information and subject to known funding level. Targets will require review should funding or priorities be changed.</p> <p>Data for 2011 released on 05/10/2012, via the above link.</p>						
Performance Commentary:						
<p>Quarter four figure is the latest available data reported for 2012/13.</p>						

**Summary of Key activities taken or planned to improve performance:**

In the twelve months to March 31 2013 Halton Borough Council's Business Improvement and Growth Team managed 246 inward investment or company expansion projects of which 38 were 'converted' into tangible projects which either led to the creation or safeguarding of local jobs.

In total the activities of the Economy, Enterprise and Property Department contributed to the creation of 145 jobs and the safeguarding of a further 225 jobs in 2012/13.

The Employment, Learning & Skills Division work with a range of partners to deliver both a business start-up service and post-start service in Halton.

Halton Borough Council, together with the Cheshire and Warrington local authorities and partners Blue Orchid, Dane Plus Housing, Warrington Ventures and the Princess Trust, deliver start-up and post start-up support, under ERDF Priority 4. The 'Start Up Cheshire' programme is available across the sub-region, including Halton. The programme is delivered in Halton by Blue Orchid.

In 2012/13 the Priority 4 (Blue Orchid) Start-up provision resulted in start-up support being delivered to pre-start businesses.

Halton Borough Council's Enterprise Team also worked directly with pre-start and post-start companies. The Enterprise Team deliver one-to-one business start-up advice to Halton residents through Halton People into Job's Enterprising Halton Service. The Team also provide practical support to individuals with business

planning, cash flow forecast, access to funding/grants, networking, banking, marketing, insurance and HMRC advice.

Halton People into Jobs to continue to deliver the bespoke 'Kick Start' course which provides participants with a more detailed overview and understanding of what is involved in running their own business or becoming self-employed. Similarly, the New Enterprise Allowance scheme are available to Halton residents who are interested in self-employment

Halton Borough Council's Employment, Learning & Skills Division delivers the Work Programme on behalf of Ingues and A4E in Halton. In 2012\13 the division are still on target for achieving the minimum performance levels. The team was the 2nd highest performing provider on Job Outcomes for the period up to end of March 2013. On the Ingeus contract, we have exceeded our targets in the last quarter. This is a real achievement and sets us up well for the remainder of the contract

Business Support in Halton

- ERDF 4.2 Merseyside Business Support Programme

The Liverpool City Region Local Authorities jointly brought forward a funding bid under ERDF 4.2 to address a number of the gaps in current and future business support provision in the City Region. The subsequent programme, entitled 'The Merseyside Business Support Programme' will be delivered across the City Region by 13 partner agencies including the local authorities (excluding St Helens) and voluntary sector organisations.

Delivery in Halton will be by Halton Borough Council (for profit organisations) and St Helens and Halton CVS (social enterprises). The programme will deliver a comprehensive business support service for local SME's which have been trading for 12 months + 1 day. Halton Borough Council provision will deliver an initial evaluation followed by more specific intervention which meets the particular needs of individual businesses.

The service will :-

- provide detailed and tailored support to understand their wider business needs
- provide a broad ranging advice and guidance
- support businesses to make the job opportunities created available to residents in deprived communities
- work with **HEP** to enable local residents to access those job opportunities.

The programme will, therefore, focus upon **second stage growth** and as such will seek to engage with established SME's who have the ambition and capability to grow and expand. The programme will complement existing start-up provisions (Blue Orchid Priority 4.1 + Enterprise Team), Growth Accelerator (Winning Pitch, PERA & Grant Thornton) and others.

It is anticipated that the following outputs will be achieved :-

- | | |
|--|------------|
| ○ Businesses assisted to improve their performance | 146 |
| ○ Number of businesses with improved performance | 94 |
| ○ Jobs created | 115 |
| ○ Jobs safeguarded | 60 |

For the purposes of the project 'support' or intervention will be defined as '2 days active consultancy advice or non-financial assistance (1 day = minimum of 6 hours activity i.e. it excludes lunch and other breaks)'

Rollout of the Halton element of the ERDF 4.2 Business Support Programme began in earnest in January 2013.

Initial enquiries were received from 83 potential SME clients. Of that total 48 local SME's were eligible for support and were referred to the private sector diagnostic provider for the initial action planning phase of the project

To date 19 eligible SME clients have made significant progress towards the production of an Action Plan which will identify additional specialist support required. 4 SMEs have been assisted for more than 12 hours and counted as outputs

Regional Growth Fund Round 3

The Liverpool City Region (LCR) Local Enterprise Partnership (LEP) was successful with a £10m bid to the government's Regional Growth Fund Round 3. The scheme, entitled 'The Liverpool City Region Business Growth Grant', applies only to the Merseyside Local Authority areas, excluding the City of Liverpool, and will last for three years.

RGF 3 can support businesses that plan to invest in capital or equipment that will directly create or safeguard jobs and increase business output. RGF is designed to unlock private sector investment. The grant ratio is 5:1, in other words every £5.00 invested by a business can potentially lead to £1.00 of support from RGF. Businesses can apply for RGF 3 grant between £50,000.00 and £1,000,000.00

Individual Local Authorities will be the application appraisers and key decision makers on award of grant from the fund to businesses in their geographical area

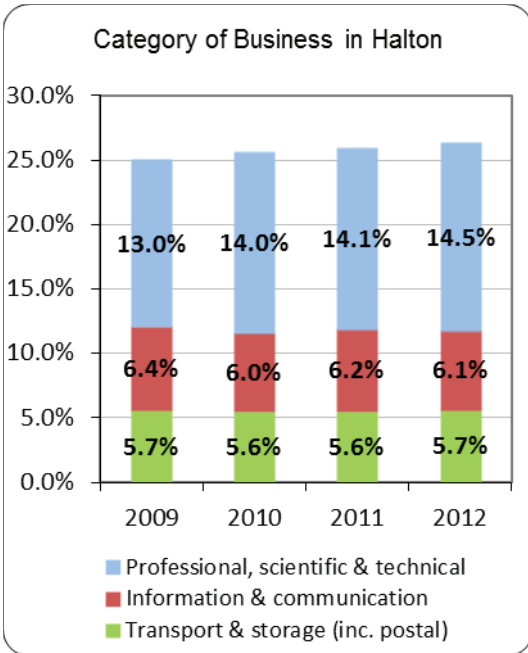
Individual Local Authorities will, therefore, formally contract with applicants and pay grant to the company, once a series of agreed milestones have been reached and expenditure defrayed. The Local Authority will then submit evidence and claim the full amount of the grant paid to the company from the LEP.

It will, therefore, be necessary for the Local Authority to undertake a comprehensive project appraisal and due diligence exercise for each application. It is proposed that an administration fee of £1,500.00 is paid to the Local Authority for each 'successful' application to support the cost of project appraisal and due diligence

SCS / ELS2

Increase the proportion of business diversity in the following sectors: (New Measure)

- Knowledge / Economy,
- Super port
- Low Carbon/ green
- Visitor Economy



2011/12 Actual	2012/13 Target	2012/13 Qtr 2	2012/13 Qtr 4	Current Progress	Direction of Travel
25.94% (2011)	24% (2012)	26.34% (March 2012)	26.34% (October 2012)		

Data Commentary:

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

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

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

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

Performance Commentary:

October 2012/13 figures are the latest available to report.

Summary of Key activities taken or planned to improve performance:

Knowledge / Economy

The Business Improvement and Growth (BIG) Team work across the Authority and with external partners to develop the science, technology and advanced manufacturing (STAM) sector locally. Specifically, the BDT work with colleagues from the Employment, Learning and Skills Team to address the latent need for skilled and competent employees within the sector locally.

For example, information from a study completed by PEAT has been used to influence the Further Education sector to modify their curriculum in order to ensure that local young people are able to access the training they need in order to gain employment in the STAM sector.

The BIG Team have also developed a suite of web resources to promote science business investment and growth;

- www.wheresciencesucceeds.co.uk to provide an information resource for businesses in the science, technology and advanced manufacturing sector
- www.scipodonline.co.uk to enthuse young people about science
- www.sciencehalton.com to provide young people and careers professionals with an online 'careers route way' illustrating available support, opportunities and useful courses and qualifications

The BIG Team have also made numerous presentations to local schools and colleges about careers in science and technology, worked with Careers Academies UK to promote the development of science, technology, engineering and maths (STEM) Career Academies in Halton at, for example, St Chad's Catholic and Church of England High School and supported Bankfield School's five Primary feeder schools to obtain PSQM (Primary Science Quality Mark).

The Economy, Enterprise and Property Department continue to work with JV partners Langree Group and the Science, Technology and Facilities Council (STFC) to deliver a thirty year master plan to develop 'big science' and 'open innovation' at Daresbury Science and Innovation Campus. DSIC has recently been awarded Enterprise Zone (EZ) status and a considerable amount of funding has been secured from Growing Places Fund, Regional Growth Fund and the DFT Pinch Point Programme to facilitate infrastructure development at DSIC

The Technology Strategy Board (TSB) has recently announced that a 'Materials and Manufacturing North West Launchpad' will be centred at DSIC and The Heath Business and Technical Park. The TSB will invest £2 million in the programme to facilitate the development of a material and advanced manufacturing cluster in Halton

The BIG Team are also working with Liverpool City Region Local Enterprise Partnership to roll out the Advanced Manufacturing Supply Chain Initiative (AMSCI) in Halton

The £125 million AMSCI scheme seeks to upscale supply chains of aerospace and automotive industries. Stream 1 is for projects over £1 million from consortia seeking to make sectoral-level impact and collaboration to create world supply chains while Stream 2 is for bids over £200,000 from manufacturing organisations operating as part of an aerospace or automotive supply chain

The Liverpool City Region (LCR) Local Enterprise Partnership (LEP) was successful with a £10m bid to the government's Regional Growth Fund Round 3. The scheme, entitled 'The Liverpool City Region Business Growth Grant', applies only to the Merseyside Local Authority areas, excluding the City of Liverpool, and will last for three years.

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It will, therefore, be necessary for the Local Authority to undertake a comprehensive project appraisal and due diligence exercise for each application. It is proposed that an administration fee of £1,500.00 is paid to the Local Authority for each 'successful' application to support the cost of project appraisal and due diligence

Super Port

The BIG Team work closely with the SuperPort Sector Manager from Liverpool City Region Local Enterprise Partnership to provide detailed and up to date information about sites and properties within the Borough of Halton which complement the wider LCR SuperPort portfolio of sites. The BDT also work with colleagues from Major Project and the Employment, Learning and Skills Teams to facilitate the development of 3MG and associated sites and work closely with specific inward investing companies within the logistic sector who want to locate to Halton.

Low Carbon/ Green

The BIG Team work closely with the Low Carbon Sector Manager at Liverpool City Region Local Enterprise Partnership to identify opportunities for local companies in, for example, the growing off shore wind market

The Business Improvement District or BID programme at Astmoor and Halebank industrial estates has introduced numerous energy efficiency measures, for example an estate wide recycling team. The Business Parks Manager is also working with a number of agencies, for example Enviolink, Groundwork Cheshire and the major utilities provides, particularly e.on and Scottish Power, to bring forward Smart Grid, micro-generation and PV technologies at Astmoor and Halebank

Visitor Economy

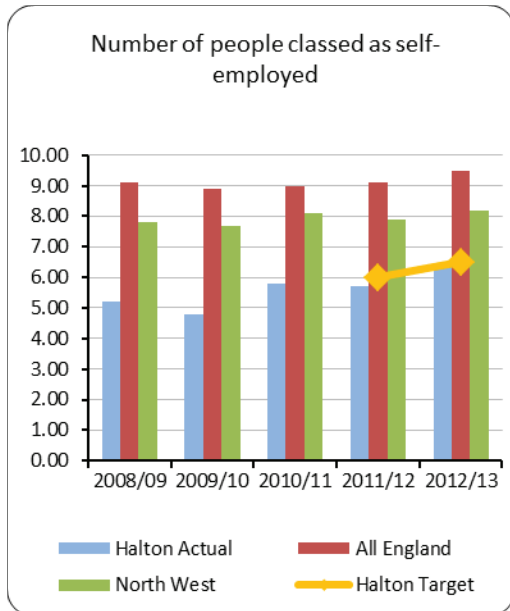
The BIG Team supports the visitor economy in Halton through the management of the Tourism Business Network which brings together representatives from the Borough's hotels and visitor attractions to share information and develop activities of mutual benefit, the management of the web site www.visithalton.com, tourism blogs and four public information kiosks across the Borough. The 'Visit Halton' web site is currently benefiting from a major upgrade funded by the Borough Council and Liverpool City Region Local Enterprise Partnership

The Team also facilitate the management, in partnership with Halton Chamber of Commerce and Enterprise, of the annual Halton Business and Tourism Awards. The 2013 awards took place on Friday 26 April.

SCS / ELS3

Increase the number of people classed as self-employed (New measure)



	2011/12 Actual	2012/13 Target	2012/13 Qtr 2	2012/13 Qtr 4	Current Progress	Direction of Travel
	5.7% (October to September 11)	6.5%	6.4% (July 11 - June 12)	5.9% December 2012		
Data Commentary:						
<p>To show that the authority is supporting entrepreneurship by showing how much Halton has increased the number of people classed as self-employed.</p> <p>Source NOMIS: % self-employed of those aged 16-64.</p> <p>Self-employed information for the borough is available from the NOMIS website via the annual Business Register and Employment Survey (BRES). This measure is reported between September and December for the previous year.</p> <p>Targets based on current information and subject to known funding level. Targets will require review should funding or priorities be changed.</p>						
Performance Commentary:						
<p>HBC does not own this NI data. The latest data available from ONS relates to 2011/12. However, 19 learners accessing HPIJ's Enterprising Halton service have become self-employed during quarter 4. Actual data for 2012/13 will not be available from ONS until June 2013.</p>						
Summary of Key activities taken or planned to improve performance:						
<ul style="list-style-type: none"> • Start-up Cheshire and the DWP's New Enterprise Allowance scheme continue to be available to Halton residents who are interested in self-employment • HBC's Enterprise Officers continue to deliver one-to-one business start-up advice sessions to Halton residents through Halton People into Job's Enterprising Halton Service • HBC's Enterprise Officers to work in partnership with Blue Orchid to provide practical support to individuals with business planning, cash flow forecast, access to funding/grants, networking, banking, marketing, insurance and HMRC advice • HBC's Enterprise Officers to work with Council's Investment and Development Services to source appropriate premises for new starts up to deliver their new business from 						



- HBC's Enterprise Officers to work closely with the Council's Trade and Liaison/Regeneration Officer to promote Widnes/Runcorn Markets as being suitable venues for new start ups
- A series of workshops to be delivered to provide practical advice around Procurement (The Chest) and Health and Safety (Risk Assessing Premises)
- Completion of an Enterprise mapping exercise to take place in April 2013 to gather up to date information in services and support available to Halton residents
- HBC's Enterprise Officers to continue to work in partnership with key organisations that provide Enterprise services across Halton i.e. Princes Trust, Blue Orchid, Riverside College and Halton Chamber of Commerce to ensure that local residents receive the most appropriate service to meet their individual needs
- The Riverside College curriculum offer includes a course designed to support individuals aiming to start their own business. Entrepreneurship is also embedded into the vocational curriculum with units on customer service and business essentials.

SCS / ELS4

Reduce the proportion of people with no qualifications.

	2011/12 Actual	2012/13 Target	2012/13 Qtr 2	2012/13 Qtr 4	Current Progress	Direction of Travel
	12.8% (Jan to Dec 2010)	12%	11.5% (Jan to Dec 2011)	11.5% (Jan to Dec 2011)		
Data Commentary:						
<p>To show that Halton is fostering a culture where learning is valued this indicator would assist by showing the number of residents without any qualifications decreasing.</p> <p>Source: ONS annual population survey (latest survey 2010)</p> <p>% is a proportion of resident population of area aged 16-64</p> <p>Targets based on current information and subject to known funding level. Targets will require review should funding or priorities be changed.</p>						
Performance Commentary:						
HBC does not own this NI data. However, 138 learners accessing HBC Skills for Life & Employability courses have achieved Literacy/Numeracy qualifications between Q1 to Q4.						

Summary of Key activities taken or planned to improve performance:

HBC's Employment, Learning and Skills Division has delivered 132 Skills for Life and Employability programmes from April to March 2013, broken down as follows:



- 41 Literacy
- 52 Numeracy
- 39 Employability/HEP courses

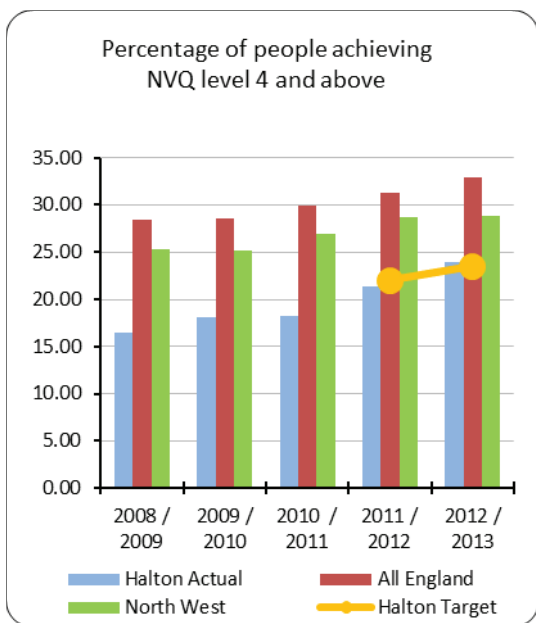
Following the withdrawal of funding for the Adult Literacy and Numeracy qualifications from August 2012, the Skills for Life and Employability team has introduced Functional Skills in English and Maths. It is expected that learners will take longer to achieve the new qualifications. In the main, Functional Skills learners in English and Maths have expected end dates of July 2013. However, 21 learners have achieved unit accreditations as they progress towards the achievement of the full qualification by July 2013.

Riverside College has embarked on several projects designed to target areas of the community with a history of low engagement in education and training. Partnership working (with Halton Borough Council, Job Centre Plus, and social housing organisations) has been central to this approach so that people who otherwise wouldn't travel to undertake training, or who would otherwise be NEET, have access to education and training. Partnership work remains a central element of the college's strategic plan and widening participation postcodes are used in curriculum planning and support for student processes so that the proportion of people with no qualifications within Halton can be reduced.

SCS / ELS5

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

2011/12 Actual	2012/13 Target	2012/13 Qtr 2	2012/13 Qtr 4	Current Progress	Direction of Travel
21.3% (Jan to Dec 2010)	23.5%	24.0% (Jan to Dec 2011)	24.0% (Jan to Dec 2011)		



Data Commentary:

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

Source: ONS annual population survey

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

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

Performance Commentary:

HBC does not own this NI data which is only available from the Skills Funding Agency 18 months after learners achieve the qualification

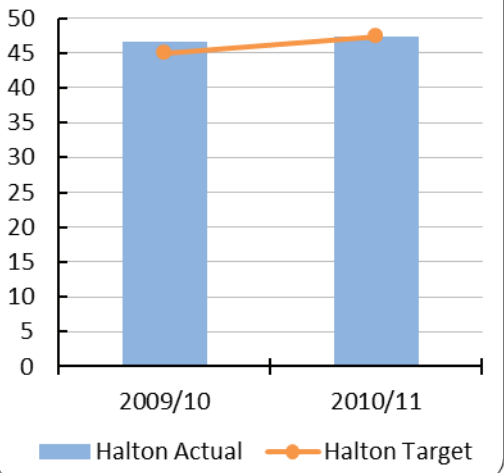


Summary of Key activities taken or planned to improve performance:

Riverside College has set challenging widening participation targets for recruitment to its Higher Education provision. It is aiming to recruit 280 individuals onto its Higher Education provision and has produced a marketing plan with a focus on recruitment from the local population to courses at level 4 and above.

A sales force has been established at Riverside College to promote Higher Education courses to local employers, and to members of the community. Sessions have also been delivered to existing students exploring the benefits of further study and the increased opportunities that come with achievement at level 4 and above.

SCS / ELS6

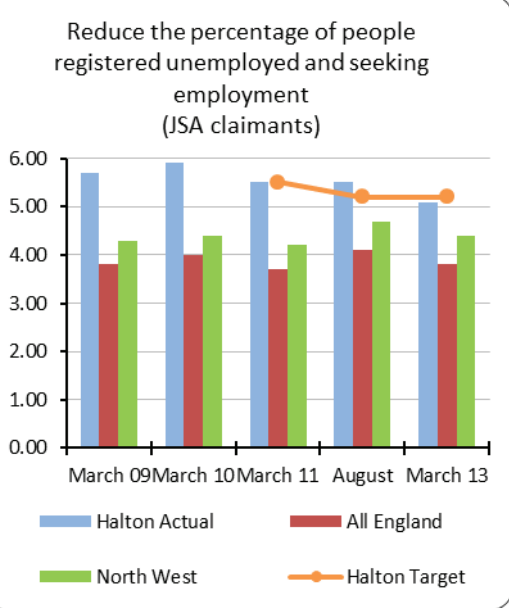

Increase the percentage of adults using a library (NI 9)

	2011/12 Actual	2012/13 Target	2012/13 Qtr 2	2012/13 Qtr 4	Current Progress	Direction of Travel									
<p data-bbox="150 472 520 521">% of Adults (16+) saying that they have accessed the library in the last 12 months</p>  <table border="1" data-bbox="81 577 587 1048"> <caption>% of Adults (16+) saying that they have accessed the library in the last 12 months</caption> <thead> <tr> <th>Year</th> <th>Halton Actual</th> <th>Halton Target</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>47.3%</td> <td>~45%</td> </tr> <tr> <td>2010/11</td> <td>47.3%</td> <td>~48%</td> </tr> </tbody> </table>	Year	Halton Actual	Halton Target	2009/10	47.3%	~45%	2010/11	47.3%	~48%	47.3%	Maintain position in Top Quartile in the Region for Satisfaction	Satisfaction rate - Adults 94%	Satisfaction rate - Adults 94%		
Year	Halton Actual	Halton Target													
2009/10	47.3%	~45%													
2010/11	47.3%	~48%													
Data Commentary:															
<p data-bbox="624 678 1513 824">As NI 9 – the Use of public libraries which was collected through the Sport England Active People Survey was discontinued in 2010, a replacement measure “Public Library User Satisfaction” has been agreed.</p> <p data-bbox="624 835 1513 1021">The CIPFA Public Library Users Survey (PLUS) measures user satisfaction levels of various aspects of the service ranging from opening hours, standard of customer care, computer facilities, book stock and is undertaken for Adults and Children once every three years.</p> <p data-bbox="624 1032 1513 1256">The Adult survey was undertaken in October 2012 and the last Children’s survey was undertaken in 2010. The survey’s will be repeated in Autumn 2013 (Children’s) and Autumn 2015 (Adults) The indicator to be used is the proportion, who view their library as Very Good/Good (Over 16’s) / proportion who view their library as Good (Under 16).</p>															
Performance Commentary:															
No targets are to be set against this data as the data source is no longer available.															
Public Library User Satisfaction - Performance will be reported first in 2013 and then again in 2016 and therefore this is a placeholder measure where the target will be to improve performance from 2012/13 to 2015/16.															
Summary of Key activities taken or planned to improve performance:															
<p data-bbox="81 1615 1513 1682">To increase the percentage of people using a library an number of initiatives have been undertaken during the year to date:</p> <ul data-bbox="129 1693 1513 2074" style="list-style-type: none"> • Library Strategy being developed which will define the priorities of the service over the next 3-4 years including standards of service • Delivering Lottery Project at Halton Lea Library which focusses on older people and has established the building as a key facilitator for access to information, support for IT and a hub for social interaction – IT and Biscuits, Dementia Café, Reading Groups to support mental wellbeing. • Reading Families Project – national project working with publishers to promote and encourage reading as a family activity, improving digital skills and exploring the use of social media to raise the profile of the service and to promote reading for pleasure • Delivered new library facility in Runcorn; self-service library resource facilities established at Castlefields Community Centre 															

- Delivered the Summer Reading Challenge which encourages children to continue reading over the summer
- Community Pathfinders signposting to help and support for employment and training
- Digital Job Hubs now being delivered at Halton Lea and Widnes Libraries
- Continued delivery of story time, Class Visits and other reading activities and events for children and young people.

SCS / ELS7

Reduce the percentage of people registered unemployed and seeking employment (JSA claimants) NI 152

 <p>Reduce the percentage of people registered unemployed and seeking employment (JSA claimants)</p>	2011/12 Actual	2012/13 Target	2012/13 Qtr 2	2012/13 Qtr 4	Current Progress	Direction of Travel
		5.8% (March 2012)	5.2% (March 2013)	5.5% (August 2012)	5.2% (Feb 2013)	
Data Commentary:						
<p>JSA claimant count records the number of people claiming Jobseekers Allowance (JSA) and National Insurance credits at Jobcentre Plus local offices. People claiming JSA must declare that they are out of work, capable of, available for and actively seeking work during the week in which the claim is made.</p> <p>The percentage figures express the number of claimants resident in an area as a percentage of the population aged 16-64 resident in that area. Data is available one month in arrears.</p> <p>Targets based on current information and subject to known funding level. Targets will require review should funding or priorities be changed.</p>						

Performance Commentary:

The JSA count up to February 2013 is 4271 which is 5.2% of the working age population. This is a decrease of 8.1% on the JSA count during February 2012.



Summary of Key activities taken or planned to improve performance:

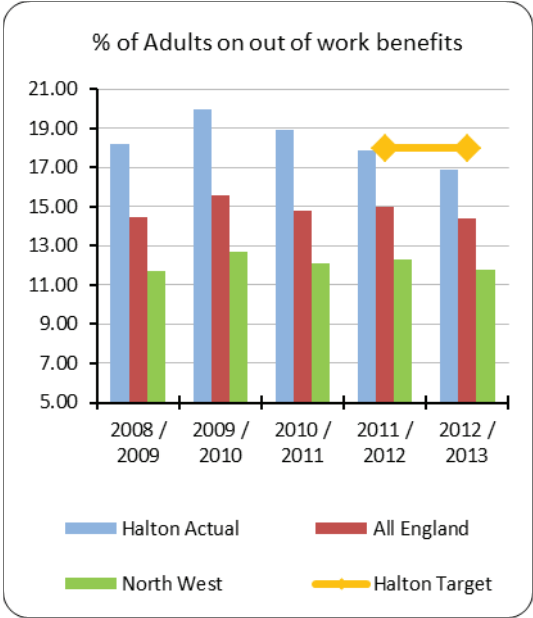
- Jobcentre Plus is an active member of all ELS & SSP sub-group
- The Governments 'Get Britain Working' measure have seen an increase from January 2013 to March 2013 with:
 - Work Experience – 373 starts for the operational year.
 - SBWA that have been hosted during the operational year – 167 across Merseyside.
 - Work Clubs – 9 (2 specialist for Ashley House & Probation).
 - Digital Job Hubs – 2 (Library Service).
 - Enterprise Clubs – 3.
- Jobcentre Plus utilise New Enterprise Allowance for customers who are interested in self employment.
- JCP are working with local partners including RSL's to look at the digital agenda for residents in readiness of the Welfare Reform.
- JCP are issuing Wage Incentive vouchers to eligible customers, to self market themselves to prospective employers.

- JCP have 7 Internet Access Devices (P.C. with Internet access) across the Halton JCP offices for customers to access to jobsearch and to make claims to benefit.
- JCP are working with NAS promoting Apprenticeships with employers
- JCP sit on the strategic NEET Groups to support vulnerable customers
- JCP has had approval for NEET Data Sharing with the Local Authority.
- Supporting 50+ customers with Jobsearch advice and IT skills with referrals to SFA Provision and none contracted provision.
- JCP hosted an event with SFA Providers to look at the Skill Conditionality offer across the Borough to ensure training is demand led cross referencing against Local Labour Market
- Halton Borough Council via HEP will start hosting CV Workshops for customers from April 2013.
- Working with HBC transport team to try to improve access to employers boarding outskirts of Halton.
- Data Sharing Protocol being established to allow more freedom & flexibility of JCP sharing customer details to support moving customers closer to the Labour Market
- JCP Advisers are in Children's Centres to offer advice and support to customers
- National Careers Service are collocated in each of the Jobcentres to offer careers advice
- A youth event will be undertaken in Runcorn targeting 16-24 year olds informing them about training and employment opportunities. The event will take place on 20/05/13 at Halton Lea Library.
- Jobcentre Plus refers eligible customers to the ESF Support for Families with Multiple Problems programme to enhance customers' skills\jobsearch and to move them closer to the Labour market.
- JCP sit on the Inspiring Families Strategic Board.
- JCP have awarded ad-hoc flexible support fund monies to Liverpool Community College to host training provision with a sports theme for customers.
- JCP have hosted 9 events in partnership with Halton Children Centre's targeted at families to inform them about Welfare Reforms and support for training\employment.

SCS / ELS8

Reduce the percentage of the working age population claiming out of work benefits (Revised measure)

	2011/12 Actual	2012/13 Target	2012/13 Qtr 2	2012/13 Qtr 4	Current Progress	Direction of Travel
	18.9% (August 2011)	18% (March 2012)	18.23% (August 2012)	16.9% (March 2013)		
Data Commentary:						
<p>Out of work benefits includes Job seekers allowance, ESA (Incapacity Benefits), Lone parents and other income related benefits.</p> <p>Data is taken from the Department for work and Pensions claimant figures via the office of National statistics NOMIS reporting system.</p> <p>Data is available quarterly and is released six months in arrears.</p> <p>Targets based on current information and subject to known funding level. Targets will require review should funding or priorities be changed.</p>						



Performance Commentary:

The Employment Support Allowance and Incapacity Benefit statistics for August 2012 is 7660.

The Income Support (Lone Parents) statistics for August 2012 is 1700.

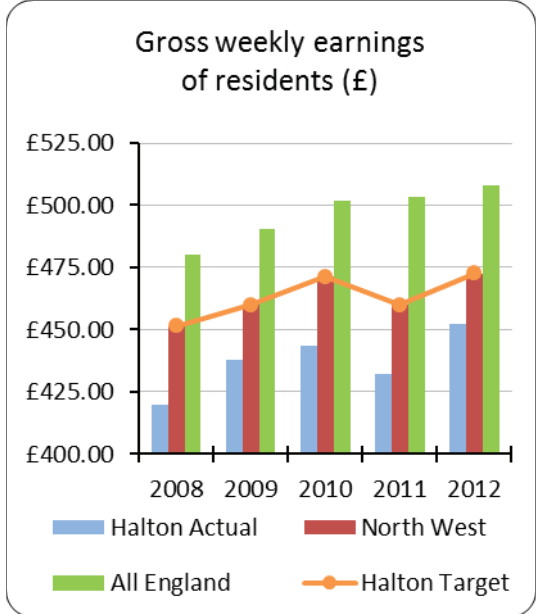


Summary of Key activities taken or planned to improve performance:

- JCP work closely with all Halton Children Centres to support lone parents and families with jobsearch advice and support. Personal Advisers are currently undertaking outreach work in Runcorn\Widnes Children Centre's.
- JCP have hosted 9 events in partnership with Halton Children Centre's targeted at families to inform them about Welfare Reforms and support for training\employment.
- Jobcentre Plus sit on the Advisory Boards of the Children Centre's to support Economic agenda.
- Jobcentre Plus is working with the NHS on training provision for customers with health conditions.
- Jobcentre Plus has membership of the Local Authorities Child Poverty Groups.
- IB reassessment is currently under way and will be completed by 2014. Customer moving onto the ESA (Work Related Activity Group) will be assigned a named Personal Adviser who will support customers to move them closer to the Labour market.

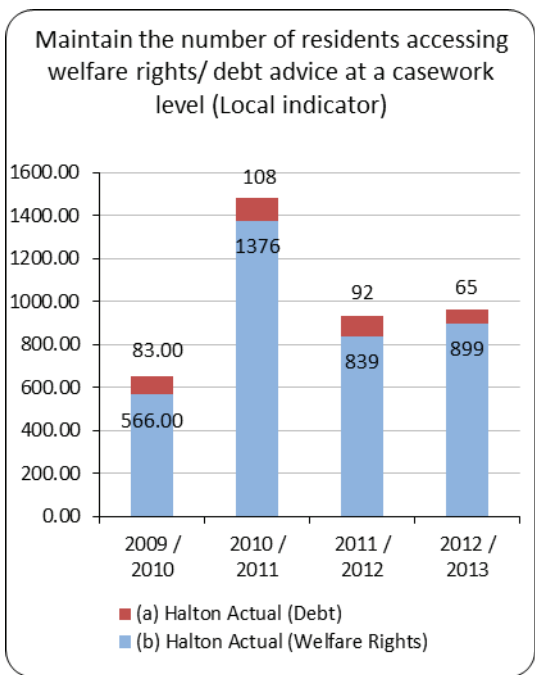




- Jobcentre Plus has a Disability Employment Adviser in each site to support customers who require additional support to move closer to the labour market. There are programme such as Work Choices which support customers with the highest needs and helps move them into employment.
- Access to Work can support customers with equipment requirements to support a return to employment for customers with disabilities.
- The Governments 'Get Britain Working' measure have seen an increase from January 2013 to March 2013 with:
 - Work Experience – 373 starts for the operational year.
 - SBWA that have been hosted during the operational year – 167 across Merseyside.
 - Work Clubs – 9 (2 specialist for Ashley House & Probation).
 - Digital Job Hubs – 2 (Library Service).
 - Enterprise Clubs – 3.Jobcentre Plus utilise New Enterprise Allowance for customers who are interested in self-employment.
- JCP have 7 Internet Access Devices (P.C. with Internet access) across the Halton JCP offices for customers to access to jobsearch and to make claims to benefit.
- Jobcentre Plus refers eligible customers to the ESF Support for Families with Multiple Problems programme to enhance customers' skills\jobsearch and to move them closer to the Labour market.
- JCP sit on the Inspiring Families Strategic Board.

SCS / ELS9

Increase the gross weekly earnings by residents (NI166)

 <p>Gross weekly earnings of residents (£)</p>	2011/12 Actual	2012/13 Target	2012/13 Qtr 2	2012/13 Qtr 4	Current Progress	Direction of Travel
	£432.30p (Dec 11)	Close gap with NW average	£432.30p (Dec 11)	£452.20p (Mar 12)		
Data Commentary:						
<p>The gross median weekly earnings of residents showing an increase would show that people are able to maximise their potential and rise out of poverty. Data obtained from NOMIS.</p> <p>Suggested target should be to close the gap to the North West average.</p>						
Performance Commentary:						
<p>Compared with the previous survey the gap between gross average weekly pay of full-time workers in Halton has narrowed by £6 but interestingly there has been a narrowing of the gap at a national level, by 2.5%”</p>						
Summary of Key activities taken or planned to improve performance:						
<p>Economic Growth – Work continues to attract new employers and support the expansion of existing ones in sectors of the economy likely to see sustained growth. Examples include the recently launched Sci-Tech Enterprise Daresbury Zone and The Hive in Widnes which are attracting new employers to Halton.</p>						
<p>Fostering Entrepreneurship - The provision of new services and signposting towards expert information and advice for new and growing SME’s (Small & Medium sized Enterprises) continues, led by local partners with knowledge and experience in this specialised area of work.</p>						
<p>Maximising incomes – Equipping our local labour force with the skills, knowledge and confidence to compete for new jobs, both in Halton and across the city region. Examples include the delivery of the Single Work Programme and the Inspiring Families project by local partners, promotion of careers in science, technology and advanced manufacturing (STAM), promoting apprenticeships and work by HEP with new and expanding employers all contributes towards maximising the proportion of new jobs filled by Halton residents.</p>						
<p>Reducing poverty – Partners are preparing for the start of the new means-tested benefit system to be introduced from April 2013 – Universal Credit, and the significant potential impact upon the income of households in employment, especially those in rented accommodation.</p>						

SCS / ELS10 **Maintain the number of residents accessing welfare rights/ debt advice at a casework level (Local Measure)**
a) Debt
b) Welfare Rights

<p>Maintain the number of residents accessing welfare rights/ debt advice at a casework level (Local indicator)</p>  <table border="1"> <caption>Welfare Rights and Debt Advice Casework Data</caption> <thead> <tr> <th>Year</th> <th>Welfare Rights (b)</th> <th>Debt (a)</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>2009 / 2010</td> <td>566.00</td> <td>83.00</td> <td>649.00</td> </tr> <tr> <td>2010 / 2011</td> <td>1376</td> <td>108</td> <td>1484</td> </tr> <tr> <td>2011 / 2012</td> <td>839</td> <td>92</td> <td>931</td> </tr> <tr> <td>2012 / 2013</td> <td>899</td> <td>65</td> <td>964</td> </tr> </tbody> </table>	Year	Welfare Rights (b)	Debt (a)	Total	2009 / 2010	566.00	83.00	649.00	2010 / 2011	1376	108	1484	2011 / 2012	839	92	931	2012 / 2013	899	65	964	2011/12 Actual	2012/13 Target	2012/13 Qtr 2	2012/13 Qtr 4	Current Progress	Direction of Travel
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<p>a) 92</p> <p>b) 839</p>	<p>To maintain 2011/12 performance</p>	<p>a) 44</p> <p>b) 421</p>	<p>a)65</p> <p>b)899</p>																							
																										
<p>Data Commentary:</p>																										
<p>The number of people accessing a welfare benefits or debt advice agency and receiving a specialist casework service.</p> <p>This is a numeric indicator, taken as a simple total which will reflect the level of uptake of specialist services to assist an individual to better their economic circumstances. To assist an individual to manage their income, both debt and benefits advice will be necessary and neither service in isolation is sufficient to address the needs of most individuals who need to access support. Much specialist welfare rights casework involves “in work” benefits such as Disability Living Allowance and Tax Credits and income maximisation.</p> <p>Target is to maintain the performance from 2011/12 through to 2015/16. Chart details HBC information only.</p>																										

Performance Commentary:

The demand for Welfare Rights and Debt advice services remains high and all services are at capacity. The number of advisers in large part determines how many people are assisted. There is a fall in casework figures from 2010/ 2011 to 2011/12 due to a reduction in the number of advisers. However, it is expected that if the number of advisers is maintained then 2011/12 will be an effective baseline year to measure performance and that the number of local residents given specialist help will broadly stabilise. There will always be small variations reflecting the fact that cases vary in complexity.

However, we have seen an increase in demand for specialist advice linked into the welfare reform agenda. This is especially from those who are receiving Incapacity Benefit and need to be assessed by Jobcentre Plus against the harsher criteria for Employment Support Allowance. This increase is essentially for more complex casework advice. Debt cases have increased in complexity with an unprecedented demand for assistance with Debt Relief Orders. Therefore overall case numbers have reduced but the demand remains extremely high.

The welfare reform agenda is radical and the introduction of a Personal Independence Payment and a Universal Credit is expected to have a significant effect locally. It is predicted the demand for complex casework will increase further in both welfare benefits and debt advice and it may be the number of specialist advisers that determine to what degree this need is met. Substantive impending reform will see changes to service delivery as the team attempts to serve those most in need as reforms affect different client groups and gather pace.

Summary of Key activities taken or planned to improve performance:

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

It is therefore necessary to focus on a clear, easily measurable statistic, which avoids undue complications in definition. This statistic also largely avoids “double counting” which can easily happen with lower tier advice. Anecdotally, all specialist advice services have been working at capacity and the definition will illustrate reductions and increases in advice provision.

It is recognised that not all cases counted are equal in terms of content, but this does not matter because the indicator is measuring service access, and not being used as a method of inter-agency comparison. The statistics given have a value for comparative work within Halton, but external benchmarking has previously been found to be both complex and potentially very misleading.

This links to objective to maximise an individual’s potential to increase and manage their income, including access to appropriate, supportive advice services in the Sustainable Community Strategy. Also, the statistic provided will link into both the advice required to fulfil obligations under the Child Poverty Strategy.

REPORT: Employment, Learning, Skills and Community Policy and Performance Board

DATE: 5 June 2013

REPORTING OFFICER: Strategic Director Children and Enterprise

PORTFOLIO: Economic Development

SUBJECT: Annual Report 2012/13

WARDS: Boroughwide

1.0 PURPOSE AND CONTENT OF REPORT

1.1 To receive the Employment, Learning, Skills and Community Policy and Performance Boards' Annual Report for 2012/13.

2.0 RECOMMENDED: That the 2012/13 Annual Report be recommended to Full Council.

3.0 SUPPORTING INFORMATION

3.1 Article 6 of the Constitution requires each Policy and Performance Board to submit an Annual Report to Council outlining their work, making recommendations for future work programmes and amended working methods as appropriate.

3.2 The Annual Report (see attached) has been submitted to the Employment Learning and Skills Policy and Performance Board for consideration.

4.0 POLICY IMPLICATIONS

4.1 None

5.0 OTHER IMPLICATIONS

5.1 None

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

6.1 Children and Young People in Halton
None

6.2 Employment, Learning and Skills in Halton
None

6.3 A Healthy Halton

None

6.4 A Safer Halton

None

6.5 Halton's Urban Renewal

None

7.0 RISK ANALYSIS

7.1 None

8.0 EQUALITY AND DIVERSITY ISSUES

8.1 None

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

9.1 None under the meaning of the Act

**ANNUAL REPORT
EMPLOYMENT LEARNING, SKILLS AND COMMUNITY POLICY AND
PERFORMANCE BOARD
APRIL 2012 – MARCH 2013**



Cllr. Sue Edge
Chairman

Introduction from Councillor Sue Edge

Chair of the Employment Learning, Skills and Community Performance Board

This has been my third year as Chair of this committee, and this year has perhaps been both the most challenging and rewarding to date. This is because a number of national legislative and policy changes have specifically impacted on the Employment Learning and Skills and Community agendas. For example, the Localism Act is making us reflect on how we manage our community assets, (libraries and community centres), as well as our relationships and responsibilities in supporting community groups. The Government's welfare reforms place added pressure on our Employment, Learning and Skills services as we strive to help people improve their employment opportunities in a difficult economic climate. That said, through Halton's ELS and C PPB we have overseen a number of positive activities aimed at helping people to find work, growing our local businesses and increase the skills and qualifications of our residents. The review below provides a snapshot of these activities.

I would like to take this opportunity to thank my Member colleagues for their valuable contributions and the support they have shown throughout the year. I feel that we have a really good balance between new and established Council Members on this committee and there is a wide range of experience and knowledge around the table, which really does ensure that the quality of the discussions is excellent.

I would also like to thank officers for working with me to develop an interesting and important range of topics and agenda items for consideration.

Although, it is unlikely that the challenges we face will recede in the next Municipal Year, I am confident that this PPB will continue to explore new and innovative ways of working to ensure that we provide the best possible Employment, Learning, Skills and Community services to the people of Halton.

I look forward to continuing this you in the next Municipal Year

Councillor Sue Edge

Chair, Employment, Learning, Skills and Community Policy and Performance Board

MEMBERSHIP AND RESPONSIBILITIES

During 2012/13, the Board comprised eleven Councillors – Councillors Edge (Chair) C Plumpton Walsh (Vice Chair), Cassidy, Howard, Lloyd-Jones, Logan, McManus, Parker, Roberts, Rowe Zygodllo

REVIEW OF THE YEAR

The full Board met four times during the year. Set out below are some of the main initiatives that the Board has worked on:

Library Services

The Board received a report on the library service achievements for the period up to 31 March 2013. It was reported that the library service undertook a CIPFA evaluation of the service in October 2012, and overall satisfaction was shown that 94% of users rated the service as good / very good. In addition it was noted that there had been 82,000 visits recorded in the last year.

The following highlights had contributed to the positive results:

- Runcorn Library opening in April 2012;
- Supporting Change Lottery Funding at Halton Lea Library;
- Community Pathfinders Project at Halton Lea and Widnes Library;
- Reading activities project;
- Reading families project;
- Library strategy;
- Home delivery service; and
- Koha library management system.

Community Services

The Board received an annual report on Community Centres. Members learned that the Centres provide programmes of community activities, varying models of community cafés and service outlets, i.e. children's centres, youth centres and day services. Many centres act as a community hub and are often a central point at the heart of communities for residents to enjoy chosen activities and receive services in their neighbourhoods.

International Festival of Business 2014

The Board were informed of proposals for the development of an International Festival of Business in the Liverpool City Region and were also advised of the opportunities that the event could bring to the Borough. The Festival takes place in June and July 2014.

The event had been described as a Mini Shanghai Expo and will bring together world and UK cities for 61 days of themed events, exhibitions and showcases. It is anticipated that the Festival would attract 250,000 visitors from across the globe and bring £100 million worth of investment.

Apprenticeships

The Board received a report which provided an update on apprenticeships in Halton. It was reported that apprenticeships took between one and four years to complete and covered 1,400 job roles in a wide range of industries.

Earlier in the Municipal year, Members at participated in an Apprenticeships Topic Group which had been used to make recommendations to the Executive Board on key actions needed to develop an apprenticeships culture in the borough.

Common Inspection Framework for Further Education and Skills

The Board received a report which provided details of the new Further Education Common Inspection Framework, advising Members on the preparations which were underway within the Employment, Learning and Skills Division should they receive a two day notification of inspection and informed the Board on how they could support the Ofsted inspection process.

City Deal – Employment Learning and Skills

The Board received a report of the Strategic Director, Children and Enterprise which provided an update on the implementation of the Liverpool City Region Deal (LCRD)

and outlined how it related to Halton's Employment, Learning and Skills priority.

It was reported that the Liverpool City Region Deal was launched with Government on 5 July and was signed off on 18 September. The Deal includes the following:

- establishment of a Skills for Growth Bank;
- piloting payment by results in the skills system;
- customer choice in the Work Programme;
- extension of New Enterprise Allowance eligibility; and
- Youth Unemployment Task Force.

Members were advised that the Deal and the associated Implementation Plan were a culmination of a significant amount of effort from colleagues across the City Region and Government and indicated the desire of the City Region to work together cohesively to drive the economic growth of the City Region.

Global Entrepreneurship Week

The Board considered a report which informed Members of the activities and events which took place in Halton during Global Entrepreneurship Week (12th – 18th November 2012).

Hidden Unemployment

The Board received a report produced by Sheffield Hallam University entitled the "Real Level of Employment". It was reported that this was the fourth report in the series and attempted to identify 'hidden' groups of unemployment in addition to those groups that were officially counted.

Business Improvement Districts

The Board received a report which provided a view of the first five years of the Business Improvement District (BID programmes at Astmoor and Halebank Industrial Estates). The report detailed the measures that had been put in place to secure a positive vote from the business community to continue to deliver the programmes for a further 5 years.

It was reported that BIDs were a partnership between local authorities and local businesses to provide additional services or improvement to a specific area funded by an additional levy to the non-domestic rates.

Members were advised that all rate payers in the BID area had the opportunity to vote on the proposed BID and approval of a BID had to meet two tests. Firstly a simple majority of those voting in the BID ballot must vote in favour. Secondly, those voting in favour must represent a majority by rateable value of the rateable properties of those voting. It was reported that BIDs were completely private sector lead so local businesses had control over how the resources of the BID were spent. Local businesses could therefore develop local solutions to address local issues and by investing collectively in those solutions they could make a real impact on their business area.

Members of the Public are welcome at the meetings of the Board. If you would like to know where and when meetings are to be held or if you would like any more information about the Board or its work, please contact Wesley Rourke on 0151 511 8645 or e-mail: Wesley.rourke@halton.gov.uk

REPORT TO:	Employment Learning Skills and Communities Policy & Performance Board
DATE:	5 th June 2013
REPORTING OFFICER:	Strategic Director, Communities
PORTFOLIO:	Neighbourhood, Leisure and Sport
SUBJECT:	Library Strategy
WARD(S)	Borough-wide

1.0 **PURPOSE OF THE REPORT**

1.1 Purpose of this report is to present Halton's Library Strategy as a draft for comment.

2.0 **RECOMMENDATION: That:**

(1) The Board note and comment on the content of the draft Library Strategy.

3.0 **SUPPORTING INFORMATION**

3.1 The library service has a statutory responsibility to provide "a comprehensive and efficient library service" as set out in the Public Libraries and Museums Act 1964. There has never been a clear definition of what constitutes "a comprehensive and efficient service" although the national library standards did provide a framework for a time these have now been abolished and local authorities are able to determine the level and priorities of their own library services.

3.2 Several authorities have determined the level and priorities of their library services and a number have found themselves subject to legal challenge with their proposals for change being overturned in the courts.

3.3 The draft Library Strategy defines the priorities for the service in Halton over the next 3 years to ensure we fulfil our statutory responsibilities whilst contributing to the strategic priorities of the Council and delivering the service within available resources. It provides a strong set of priorities so that our financial resources are targeted where they are most needed and will be most effective.

3.4 Since 2009 there have been numerous reports and studies commissioned by government departments and other organisations about what libraries should offer to their communities. This strategy

takes into account all previous published reports but focuses on the two current documents which will influence the development of the service in the future. These are:

Universal Offers - The Society of Chief Librarians has recently announced four universal offers which constitute the service areas that modern users regard as integral to public libraries. These are Health, Reading, Information and Digital

Envisioning the Library of the Future – The final report of the Arts Council's research and consultation programme will be published shortly and will provide a strategic framework outlining the vision and role for public libraries.

3.5 The strategy has been developed by taking these documents into account along with other national and local drivers for change, and the needs and priorities of the local community including information from a number of public and staff consultations.

3.6 The Libraries Vision is supported by five overarching strategic objectives each with specific commitments and goals. The priorities under each of the objectives will be identified in our annual action plan.

3.6.1 **Libraries Vision**

We aim to achieve the best outcomes for the people of Halton and to ensure that the libraries are focal points for the community providing access to free information and resources tailored to local needs, within available resources. We will promote reading, learning and support people to develop their skills and fulfil their potential and encourage participation in the cultural and community life of the borough.

3.6.2 **Strategic objectives**

- **Inspiring a community of readers and learners**
We will engage people with books, reading and learning by providing them with inspiring collections and high quality information resources. We will create opportunities to share the enjoyment of reading and learn together, in libraries, in a relaxed and informal environment.
- **Employment, enterprise and developing online skills**
We will ensure all residents of Halton can learn to access the Internet for free in libraries with appropriate support.
- **Extending access through innovation and new technology**
We will grasp the opportunities offered by new technology to widen access to the library service and attract new audiences. We will put more information resources online and create digital content so that more people are able to discover, access, share, download and re-use our collections and services
- **Providing a relevant and responsive library service**

We will deliver a library service that is highly valued and highly rated by customers for its effectiveness and efficiency

- **Workforce development**

We will develop and maintain an enthusiastic and dedicated workforce with customer service excellence at the heart of our delivery. The library workforce will be welcoming and highly skilled so that using libraries is an enjoyable and enriching experience for everyone.

3.7 **Next Steps**

Barring the need for any major changes to the document as a result of consultation, it is intended that the final draft strategy is presented to Executive Board for consideration and adoption at the end of June 2013

4.0 **POLICY IMPLICATIONS**

4.1 The Library Strategy will set the priorities for the service for the next 3 years to ensure that we fulfil our statutory responsibilities.

5.0 **FINANCIAL IMPLICATIONS**

The Library Strategy will set the priorities for the service so that financial resources are targeted where they are most needed and will be most effective. It provides the context for reviewing the service and an opportunity to consider service delivery within resources available.

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

6.1 **Children & Young People in Halton**

The Library Strategy supports the development of reading as a key skill and through subsequent action plans will ensure close working relationships with partners to support the Council's priorities

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

The Library Strategy identifies the key areas of work to support literacy, learning, access to information and digital inclusion and will ensure a close working relationship with partners to support the Council's priorities

6.3 **A Healthy Halton**

The Library Strategy will raise the profile of the service to ensure that the library offer complements and supports the work of partners and becomes an integral part of the work to improve the health and wellbeing of the community

6.4 **A Safer Halton**

None identified.

6.5 Halton's Urban Renewal

The Library Strategy supports the development of facilities for public use and will ensure that services are accessible both physically and virtually are open to all and become focal points of the community within available resources.

7.0 RISK ANALYSIS

7.1 The Library Services Strategy does not present any obvious risk however there may be risks associated with the resultant action plans. These will be assessed as appropriate.

8.0 EQUALITY AND DIVERSITY ISSUES

8.1 This is in line with all equality and diversity issues in Halton.

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

None under the meaning of the Act.



LIBRARY STRATEGY

2013-2016

April 2013

Foreword

Our library service is successful because it has constantly adapted to meet need. In these times of financial constraint, we will need to be even more innovative if we are to continue to evolve the service with fewer resources in the foreseeable future.

This strategy sets clear ambitions for our library service, which seeks to continue to provide a high quality service with safe and accessible environments, well-equipped to meet the needs of our citizens.

Over recent years we have maintained our commitment to modernise our libraries despite the changed economic climate. Since 2010 almost 15% of all UK libraries have been lost. At a time when other areas have closed libraries we opened a new one in a more accessible location.

Our commitment to introduce Wi-Fi provision in all our libraries and self-service points have been delivered as promised, as was our commitment to 24/7 online access.

In the coming years our aim to further enhance services includes:

- Improving the home delivery service to our more vulnerable citizens who cannot easily visit our buildings, particularly our older citizens
- The introduction of e-book provision. This will form part of our on-going commitment to technological innovation for new and existing users.
- Our commitment to expand library membership and partnership working.
- The development of homework clubs and services to job seekers.
- The digitisation of local history records.

I am confident that the priorities and commitments set out in this, our first library strategy for Halton is responsive to local needs and will ensure that our libraries continue to innovate and develop to enrich the lives of our citizens.

Cllr Phil Harris.
Executive Board Member for Libraries.

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1. Library Services Strategy

The Library Strategy defines the priorities for Halton Libraries over the next 3 years to ensure that we fulfil our statutory responsibilities whilst contributing to the corporate and strategic priorities of the Borough as set out in the Sustainable Community Strategy.

The key challenge is to continuously improve and modernise the way we deliver the service, keeping pace with changes to customer needs and with technological innovations. In order to maintain an efficient and effective service we need to be flexible and responsive to ensure that the challenges facing us over the next few years can be met.

2. Halton Libraries

Halton has a vibrant and innovative library service delivered through 4 public libraries, a mobile library, a satellite facility in Castlefields Community Centre, an outreach service for the housebound and through digital access. The libraries are key resources in their local communities providing books, information and technology which promotes lifelong learning, digital inclusion and celebrates reading. They are important community spaces which offer a welcoming, neutral environment and host a range of cultural activities, events and opportunities for all sectors of the community.

On a national level there were approximately 6 static libraries per 100,000 population in April 2012, the proportion in Halton is significantly lower than this with the 4 library buildings providing our core offer to a population of 125,700. 65% of the population lives within 1 mile of a static library, 94.3 % live within 2 miles.

Access to the Internet and quality assured online resources are available in all libraries through more than 100 public computers/laptops. All the buildings are Wi-Fi enabled providing additional flexibility for customers and also offer self service facilities for borrowing and returning materials. 24/7 access to services is available through a virtual library presence offering an enquiry service and the ability to search for, reserve and renew items remotely via the online catalogue.

The Library Service has a track record of innovation, we were the first public library service in the country to implement a non-commercial library management system which is more cost effective and provides greater flexibility for us to develop and enhance the system to improve the customer experience without significant additional costs. The system will enable us to continue to streamline the process of buying new materials.

Halton Libraries work collaboratively with many partners – we benefit from being members of the NW book purchasing consortium and NW reader development Time to Read Partnership by achieving significant discounts for new materials and a collaborative approach to book promotions, author visits and events. We also have partnership

agreements with Children's Centres, Cheshire Archives Service, Job Centre Plus and we work closely with other council services and health providers and are proactive in developing new partnership opportunities.

We have been successful in attracting external funding through lottery and other grants to refurbish buildings and to work with specific group's i.e. older people, young people and the unemployed.

The service is valued by customers the Public Library Users Survey revealed that 94% of users rated the service as good or very good.

In 2011-2012 a total of 492,003 items were borrowed, there were 141,721 computer sessions and the libraries received 555,703 visits. The number of items borrowed in 2012-2013 has followed the national trend and declined by 12.8% but visits have risen by 11.6% and computer sessions have also risen by 3.6%.

The library service has 61,147 registered members with 16,468 having borrowed items from the libraries in the last 12 months. This equates to 51% of the population who are registered as members, 26.9% who are registered have actively borrowed in the last 12 months however against the total population this reflects a low number, 14% of people borrowing in the last 12 months.

The library services net budget for 2013-14 is £2,423,000. Over the last 3-4 years the service has realised budget savings of approximately £375,000 which have been achieved through reductions in staffing, opening hours and, buildings and procurement efficiencies.

3. Purpose of strategy

Despite recent successes we recognise that the way people are using libraries has changed over the last few years. New technology has brought in a range of different users with demand for new services, whilst book borrowing has been declining. The strategy will provide a focus for the service over the next 3 years. We want to ensure that we have a strong set of priorities so that our financial resources are targeted where they are most needed and will be most effective.

4. Context

Although there has never been a clear definition of what constitutes the statutory requirement of "a comprehensive and efficient library service" as set out in the 1964 Public Libraries and Museums Act there is detailed research and evidence. As background and context to the current position these documents are detailed in Appendix 1 but the main documents which we have been referenced in the strategy are:-

- **Universal Offers** - The Society of Chief Librarians has recently announced four universal offers which have been developed with partners (Arts Council and The Reading Agency) which constitute the service areas that modern users regard as integral to public libraries. These are Health, Reading, Information and Digital.

The implementation of the Universal Offers is the first integrated national approach to library services defining what public libraries should provide and what users should expect. They also identify where libraries can provide real value to local people and where they will be working collectively to deliver impact in difficult times.

- **Envisioning the Library of the Future** - The Arts Council's research and consultation programme has developed a strategic framework outlining the vision and role for public libraries. "Our libraries are at the heart of our civic society connecting individuals and communities to a rich mix of arts and cultural resources contributing to community"

The final report "Envisioning the Library of the Future" will be published shortly. From the work so far the following themes have emerged as important for libraries in the 21st Century:

- Importance of the physical and virtual library space.
 - The value of libraries to children and young people as space where they learn and gain skills and behaviour in life. Equally important libraries are viewed as places of enjoyment for children.
 - Libraries are trusted gateways to knowledge, culture and information which is curated, trusted and free from commercial interest.
 - The vital role that libraries play in supporting social opportunity and equality.
 - Tension between the desire of some for traditional library services and those wanting to be adopters of new technologies.
- **Future Libraries Programme** - a partnership between the Museum Libraries & Archives Council and the Local Government Group which involved 32 local authorities across the country piloting ten projects to develop and share good practice in delivering innovation in library services. The programme identified four models of reform for library services to help deliver improved efficiency and effectiveness.
 1. Reviewing service location and distribution
 2. New provider models
 3. Shared services across council boundaries
 4. Empowering communities to do things in their own way.

We are committed to providing a comprehensive library service and will explore the feasibility of alternative ways of doing so in the most efficient way possible. We believe there are other ways of delivering services that can improve the quality of the service offer and provide better value for money. Halton already uses shared services and other good practice, however we will continue to explore best practice and learning from

other authorities to inform how we reshape local services in the changed economic climate. This will include continuing to explore opportunities for partnership working to improve quality, efficiency and value for money.

Alongside these documents there are a number of national and local drivers for change.

5. National and local drivers for change

- **Digital revolution** – Technology is transforming the way people interact with each other and the world around them, and libraries can offer access to technology, information and resources to help people develop confidence and skills to be able to interact online.

The provision of computers and access to the Internet is an integral part of the library service and we need to ensure we continuously improve and develop our digital offer, and the skills of staff, to keep pace with technological developments as well as the changing needs of the local community.

Changes to the way Government services are accessed will have a huge impact on how people apply for services and benefits. The majority of transactions will be undertaken online and libraries through free Internet access and skilled support will play an important role in helping people that are digitally excluded get online and to develop digital and information skills.

Demand for resources which can be accessed via wireless networks through handheld and mobile devices is increasing and we need to ensure that the community can benefit from this more flexible approach by offering access to high quality online resources and information. The demand for e-books has increased alongside the ownership of tablet devices and we need to establish the best way to progress the development of this area of the service.

- **Population** – The population of Halton has increased steadily from 118,200 (2001) to its current estimate of 125,700 (2011), this rise was mainly in the working age range (16-64) whilst older people (65+) displayed the largest relative increase of 15%. In the long term (to 2021) Halton's population is projected to grow by 3%, with a 10% increase in children/young people (0-15yr olds), a decline of 5% in working age (16-64) with older people projected to grow a further 33%.

Year	Total	0-15	16-64	65+
2001	118,200	25,600	76,600	16,000
2011	125,700	24,900	82,300	18,500
2021	129,300	27,100	77,600	24,600

Over the next ten years there will be increases in the number of school aged children and older people. The ageing population means more people are at risk of becoming

socially isolated as the proportion of people over the age of 80 increases. The project work we have undertaken with older people in 2012-13 has highlighted the demand for our services with this age group.

The key priority will be to attract new users to the service whilst ensuring we continue to meet the needs of existing users, including changes to family dynamics and working patterns and to prepare for the increase in both children's and older people's use of the service.

- **Skills gap** – the unemployment rate in Halton (% of residents aged 16-64) claiming job seekers allowance) is currently 5.2% (February 2013). This is higher than the North West (4.4%) and the England rate (3.8%).

Libraries support learning and have a clear role in helping develop the skills required for the future workforce. Libraries support mainstream education and provide an informal learning environment that encourages people to participate in activities that contribute to their learning and skills development.

Information about careers and job opportunities, and support for employment through digital job hubs, work clubs, 1 to 1 support, online resources, skills for life and adult literacy resources are part of the libraries offer.

- **Global financial climate** - it is important to have a strong sense of priorities so that our financial resources are targeted where they are most needed and will be most effective. The Council, as a result of the Government led drive to cut public spending and reduce the national deficit, needs to make further reductions to its budget in future years. The Library Service has already made significant cost reductions and through the strategic objectives set out in the strategy will ensure resources are targeted at priority areas as well as exploring collaborative and partnership opportunities to secure cost benefits.

The needs and priorities of the people of Halton are articulated in the Sustainable Community Strategy and libraries have an important role to play in contributing to these priorities.

The Library Strategy has been developed based on these needs and priorities and through public and staff consultation. In 2012 consultation was undertaken to garner opinion on what this strategy should focus on. A number of priorities were highlighted and are discussed in the following section. A comprehensive Chartered Institute of Public Finance and Accountancy (CIPFA) Public Library User Survey on the current use of the service was also undertaken to ensure we could evaluate existing provision. Information has also been included from Halton 2000 and customer comments forms.

6. Key findings from consultation:

- Satisfaction with library services is high, 62% rated the library *very good* overall, 32% rated the library *good* overall – 94% in total (CIPFA Public Library Users Survey)
- Access to books is the most important service we provide, 329 out of a total of 385 respondents used the service primarily to borrow books.
- 22% of respondents stated the provision of tables and seating is average.
- 35% of respondents said they would borrow e-books but 11% of respondents did not know what e-books were.
- 38% of respondents had heard of the Home Delivery Service with 13% of these having used it.
- 57% of respondents said the Home Delivery Service should be promoted more to customers and volunteers
- Customer service expectations are very high and staff support was rated as the second most important service provided, it will therefore be an important element and a core requirement of any future library provision.
- Access to computer facilities is a fundamental part of the library offer and valued by customers, it was rated as the third most important service provided.
- Library services are viewed as valuable, particularly in providing community meeting and quiet spaces for study, but the extent of the resources and provision available through libraries is not widely understood.

The data gathered from Halton residents about libraries inform us on one level what the needs and expectations are for the service.

- *The current level of satisfaction is high and this needs to be maintained through targeted services.*
- *We need to maintain the core service providing access to books and reading to our existing customers and increase these numbers through outreach. We need to develop new services to encourage readers and improve access to electronic books and online resources.*
- *Workforce development is essential, having the right staff with the right skills, delivering the right services in all libraries.*
- *There is a requirement to maintain library access to the Internet and to offer support for customers new to technology or developing new skills.*
- *Traditional services are the most highlighted in responses but key partnerships and project work needs to be better advocated and the profile of the service as a whole needs to be raised*

The core purpose of the library service is to provide a comprehensive and efficient service that meets the needs of the people who live work and study in Halton, this statutory responsibility together with national and local priorities and influences has led to our vision for the service which is supported by the five strategic objectives which have emerged for the development of the service.

7. Our Vision:

We aim to achieve the best outcomes for the people of Halton and to ensure that the libraries are focal points for the community providing access to free information and resources tailored to local needs, within available resources. We will promote reading, learning and support people to develop their skills and fulfil their potential, and encourage participation in the cultural and community life of the borough.

The vision is underpinned by five strategic priorities

- Inspiring a community of readers and learners
- Employment, enterprise and developing online skills
- Extending access through innovation and new technology
- Providing a relevant and responsive library service
- Workforce development

8. Overview of the strategic priorities:

Inspiring a community of readers and learners – Libraries core purpose is to provide and promote access to books, reading, information and online resources to people of all ages. This strategic priority will ensure that we develop and support reading as a key life skill and provide access to quality resources and a learning support programme to meet the needs of those engaged in developing new skills.

We will increase tailored provision to meet the needs of those groups identified for significant population growth. We will provide access to collections for those who may have special requirements such as materials in alternative formats, in different languages, those struggling with reading or where English is not their first language and those who may be socially isolated.

We will identify sections of the community with low membership or who are hard to reach and will through outreach and targeted provision encourage and develop take up of the service. We will continue to work closely with schools and early years settings to ensure children and young people can benefit from accessing early intervention services, resource materials and develop library and information skills.

We will enhance the health and well-being of the local community by promoting and providing access to self-help resources, health information, outreach collections, signposting

and opportunities for social and recreational reading. We will explore all relevant external funding opportunities. We will work in partnership where appropriate to deliver this strategic priority.

Employment, enterprise and developing online skills – This strategic priority will help people to gain information and communications technology (ICT) skills that will enable them to access government services, new or better jobs, social networking and information to help support study or shop online. We will provide an informal learning environment that encourages people to participate and improve their digital and information literacy skills and gain confidence in using the Internet for everyday transactions and thereby reduce digital inequality. This work will be delivered in partnership where appropriate.

Extending access through innovation and new technology - Technological change is happening at a tremendous pace, this strategic priority will ensure that we keep abreast of developments in order to attract new customers and also to remain relevant to our current customer base. Subject to resources we will introduce new and innovative solutions to enhance the customer experience and help to drive down costs.

Providing a relevant and responsive library service - This strategic priority will help provide appropriate engagement and feedback to ensure we continuously improve the service we deliver. We will identify the hard to reach and vulnerable groups/individuals which we will focus on. To ensure we reach our target audiences we need to increase membership through partnership work, outreach and alternative methods of engagement. We will meet the reading and information needs of those who are unable to visit their local library through an improved and extended Home Delivery Service. We will develop libraries as cultural and community spaces and provide a broad range of creative events including reading groups, author events, local history talks and exhibitions.

Robust methods of seeking and listening to the views of customers will ensure we focus on local needs and requirements. We will continue to develop opportunities for volunteers to engage with the service.

Workforce development – To deliver the Library Strategy we require a workforce that is able to deliver all the digital elements of provision and provide excellent customer service. This strategic priority will ensure we provide a welcoming and highly skilled workforce so that libraries are enriching experiences and provide access to resources and information that the community wants and requires. We will review the current staffing roles and structure and implement change to ensure that we can deliver the priorities of the service.

9. Strategic priorities:

Inspiring a community of readers and learners

We will engage people with books, reading and learning by providing them with inspiring collections and high quality information resources. We will create opportunities to share the enjoyment of reading and learn together, in libraries, in a relaxed and informal environment.

- Through our adoption of the Public Libraries' Universal Reading Offer we will provide a full programme of creative reading promotions and events which will offer opportunities for people to come together to share and extend their reading experiences.
- Residents of Halton will have access to an excellent range and choice of books and other materials, in and through their local library, which meet their reading and information needs.
- Information will be made available in printed and digital formats; the library workforce will act as information navigators to ensure that customers are able to make well-informed judgements about information quality and accuracy.
- Widening participation in learning through strong partnerships.
- Through our adoption of the Public Library Universal Health and Wellbeing Offer we will provide access to mood boosting collections in all our libraries.
- Libraries will be the repository of local history and will act as the collective memory of the borough by conserving, interpreting and making accessible historical documents and other published resources relating to the Halton area.

By 2016 we aim to have:

- Delivered a full programme of activities to commemorate the centenary of WWI.
- Established homework clubs in a two of our libraries.
- Delivered class visits in all of our libraries.
- Established a programme of creative reading opportunities for children and adults based on the Public Libraries' Universal Reading Offer.
- Implemented the new Books on Prescription scheme including the Mood Boosting Books Programme.
- Grown library membership by promoting the service and its core offer to all those who live, work and study in Halton.

Supporting Halton Borough Council Corporate Plan 2011-2016 – Areas of Focus 1, 4, 5, 6, 7 & 13

Employment, enterprise and developing online skills

We will ensure all residents of Halton can learn to access the Internet for free in libraries with appropriate support.

- We will commit to the provision of the Public Library Universal Digital Offer.
- Library members will have free access to the Internet in libraries.
- Libraries will provide support for customers, partnership agencies and their clients to develop and enhance their online skills.
- Libraries will provide access to information online, safely, through trusted sources.
- Libraries will play a key role in enhancing digital skills and digital citizenship so that Halton residents are able to access essential public services online.

By 2016 we aim to have:

- Helped Halton residents become ICT literate in line with Government policy and the Public Library Universal Digital Offer, through a programme of targeted activities including the promotion of www.gov.uk
- All library staff will be able to provide basic online support for job seekers
- Strengthened the relationship between libraries and job centre plus to promote and extend job clubs to all libraries.

Supporting Halton Borough Council Corporate Plan 2011-2016 – Areas of Focus 1, 5, 6, 7, 9 & 13

Extending access through innovation and new technology

We will grasp the opportunities offered by new technology to widen access to the library service and attract new audiences. We will put more information resources online and create digital content so that more people are able to discover, access, share, download and re-use our collections and services.

- Libraries will provide public computers and access to the Internet.
- Technology solutions will be employed to improve the access to the library service. Library members will have 24/7 access to downloadable resources, online subscriptions and digitised collections through the virtual library portal.
- Libraries will keep pace with technological developments in publishing, information provision, social networking and mobile communications to ensure that services are responsive to the evolving needs and expectations of members.

By 2016 we aim to have:

- Developed a strategy to replace and upgrade our public access IT infrastructure subject to resources.
- Moved to a roving customer service model by identifying and securing funding to provide staff with tablets to answer customer enquiries anywhere in the library.
- Streamlined back room procedures by exploiting new technologies to provide greater value for money through direct delivery, e-invoicing and supplier selection.
- Extended the range of e-books and online subscription services available in libraries and explored the options of becoming the hub for all HBC subscriptions.
- Created a virtual library portal bringing together all electronic resources into one online location, including implementing a smart phone app for the library service.
- Enhanced the library catalogue by introducing interactive and personalised features including book reviews, ratings, discussion threads and social tagging.
- Exploited social media to engage new audiences for reading and to keep customers informed of service developments and events.
- Digitised unique resources from the local history collection to increase their availability to historians and researchers.

Supporting Halton Borough Council Corporate Plan 2011-2016 – Areas of Focus 1, 5, 6, 7, 22, & 26

Providing a relevant and responsive library service

We will deliver a library service that is valued and highly rated by customers for its effectiveness and efficiency.

- The library service will seek out and listen to the views of our customers to ensure that services are developed and improved in line with local needs and requirements.
- The library service will work with partners to access hard to reach and vulnerable groups and ensure they are engaged in using our resources.
- The library service will meet the reading and information needs of people unable to visit their local library through the Home Delivery Service.
- Libraries in Halton will be vibrant public spaces that connect people and communities, providing opportunities for people to meet together and participate in the social and cultural life of their local communities.
- The library service will deliver the aims of the strategy within available resources
- Library services will be focused on continually improving provision to customers by collecting and using key performance data to inform service developments. Data will also be used to communicate the value and impact made by the library service.
- Volunteering in the library service will be encouraged and supported. There will be a clear volunteer programme that encourages and supports residents to participate in the library service by sharing their enthusiasm, skills and interests.

By 2016 we aim to have:

- Reviewed information services and resources including re-balancing print and digital resources.
- Completed a review of our Home Delivery Service / mobile library service and implemented the recommendations of the review.
- Developed action plans and service targets in line with strategy outcomes.
- Developed a comprehensive volunteer programme.
- Completed a focus group review of the service against the standards.
- Completed CIPFA (Chartered Institute of Public Finance and Accountancy) and CIPFA Public Library User Surveys (PLUS) in all libraries and shared the results with customers and staff.
- Targeted library outreach services to those people not currently accessing library services, including hard to reach and vulnerable groups, by developing improved partnerships.

Supporting Halton Borough Council Corporate Plan 2011-2016 – Areas of Focus 22, 24, & 26

Workforce Development

We will develop and maintain an enthusiastic and dedicated workforce with customer service excellence at the heart of our delivery. The library workforce will be welcoming and highly skilled so that using libraries is an enjoyable and enriching experience for everyone.

- The experience of using libraries will be excellent with high levels of customer satisfaction. The workforce will be highly skilled and will respond to changing patterns of library use by delivering more personalised services for customers.
- We will provide access to learning and development opportunities, and offer career progression within a revised staff structure.
- We will deliver a library workforce with the skills and abilities to advocate for the service, and ensure libraries are positioned within the community and able deliver Halton Borough Council priorities.

By 2016 we aim to have:

- Achieved a recognised customer service standard through Customer Service Excellence.
- Created and launched a formal induction training programme for all staff
- Developed an in-house mentoring programme to support staff in achieving professional qualifications from CILIP (The Chartered Institute of Library and Information Professionals).
- Revised our staff structure to facilitate improved service delivery to our customers.

Supporting Halton Borough Council Corporate Plan 2011-2016 – Areas of Focus 21, 22 & 26

10. Delivering the strategy - priorities for action

Action plans for each of the strategic themes will set out the work programme on an annual basis and will contain performance measures and targets. The action plans will be reviewed and progress will be reported in the normal monitoring cycle. Draft action plans for 2013-14 are contained in Appendix 1.

Appendix 1**Draft action plans 2013-14**

Inspiring a community of readers and learners	
Identify Universal Reading Offer spikes for 2013/14 & allocate officers	April 2013
Launch & market Books on Prescription / Mood Boosting Books	July 2013
Set targets for new members and review on a quarterly basis	April 2013

Employment, enterprise and developing online skills.	
Plan work club schedule 2013/14	May 2013
Identify target groups for IT skills development	April 2013
Schedule a programme of IT events / activities in partnership where appropriate	Review annually

Extending access through innovation and new technology.	
Devise project and implementation plan for transition to roving customer service model	Jan 2014
Conduct ICT hardware/software needs analysis for library service	Jan 2014
Implement back room efficiencies	April 2014
Produce social media strategy for library service & integrate with operational activities	April 2014
Develop schedule of digitisation – identifying & prioritising WWI material	April 2014
Investigate HBC subscriptions	Jan 2015
Create consolidated pages on library catalogue website for access to E-books & online subscriptions	July 2013
Develop smartphone application	Dec 2013
Launch interactive library catalogue features	May 2013
Make digitised material available through library website	July 2014
Implement changes to DVD provision	August 2013

Providing a relevant and responsive library service	
Identify potential non-user customer groups & partners for access	April 2014
Implement print / digital proposal & review annually in line with needs & financial resources	Sept 2014
Identify volunteer roles / responsibilities & market offer in line with projects	Oct 2014
Undertake Children's CIPFA Survey	Autumn 2013
Review of current home delivery service/ mobile library & implementation of revised service	June – Dec 2013

Workforce Development	
Identify customer service standard & produce customer service action plan	April 2014
Analyse outcomes of strategy consultation & identify priorities of delivery	June 2013
Devise staff structure options & undertake required processes	Sept 13 - April 14

APPENDIX 2

Statistical information

	Total number of members	
	Active members – March 2013	Registered members - March 2013
Halton Lea	7,765	27,813
Widnes	5,623	22,963
Ditton	1,068	4,132
Runcorn	1,541	3,973
Mobile	471	2,286
TOTAL	16,468	61,147

Ages	Population	Members age profile	
		Active	Registered
0-4	8400	1136	2426
5--9	7400	2565	6673
10--14	7600	1635	6992
15-19	8100	661	4944
20-24	8000	768	5452
25-29	8100	788	5120
30-34	7700	873	4484
35-39	8300	793	3796
40-44	9000	838	3717
45-49	9300	784	3252
50-54	8800	734	2815
55-59	8100	805	2601
60-64	8500	1000	2584
65-69	5800	1084	2449
70-74	4600	755	1616
75-79	3600	502	1146
80-84	2500	330	754
85-89	1300	141	343
90+	600	58	186

	Hours open per week	Issues		Visits		Computer sessions	
		2011-12	2012-13	2011-12	2012-13	2011-12	2012-13
Halton Lea	49.5	219,387	174,140	217,837	203,727	71,795	70,125
Widnes	52.5	191,450	165,058	201,880	256,009	52,875	52,689
Ditton	43.5	34,863	29,771	61,578	61,778	8,072	9,511
Runcorn	36	31,037	45,760	63,480	89,726	8,979	14,530
Mobile	22.75	15,266	14,034	10,928	9,702		
TOTAL	204.25	492,003	428,763	555,703	620,942	141,721	146,855

APPENDIX 3

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REPORT TO: Employment Learning and Skills and
Community PPB

DATE: 5th June 2013

REPORTING OFFICER: Strategic Director Children & Enterprise

PORTFOLIO: Children, Young People and Families

SUBJECT: Read On – Volunteer Readers’ Project

WARDS: All

1.0 PURPOSE OF THE REPORT

The purpose of the report is to inform Members that the Council’s Employment, Learning & Skills Division has launched its Volunteer Readers’ Project for 2013. The report provides Members with information on the origins of the project and on progress to date.

2.0 RECOMMENDATIONS: That

- (1) Members note the contents of the report;
- (2) Members welcome the launch of the Read On Volunteer Readers’ Project

3.0 SUPPORTING INFORMATION

Background to the Read On Volunteer Readers’ Project

- 3.1 Despite the millions spent on the National Skills for Life Strategy over the past 10 years, the latest Skills for Life survey (2011) shows that the number of adults at Entry 1 level or below has actually increased from 3.4% in 2003 to 5% in 2011. When converting qualifications to school attainment points, Entry 1 level is worth 10 points, which compares to 16 points for GCSE Grade G (the lowest GCSE pass), whilst below Entry 1 level will include those who cannot read. Appropriate provision to support adults in Halton who have Entry 1 or below level literacy skills was an identified gap, with public funding focused on Levels 1 and above. The Read On Volunteers project is meeting this identified need in the borough.
- 3.2 A pilot Volunteer Readers’ project and a piece of action research in 2012 tracked learner progress and volunteer development. The current programme is based on the findings of both. Both the 2012 and 2013 projects are managed by Louise Faint, the Adult & Family Learning Manager within the Employment, Learning & Skills Division.

The different elements of the Read On Volunteer Readers' Project

- 3.3 The 2013 project commenced with a press release in the local paper in September 2012 outlining the project and calling for volunteers. A briefing session for 12 people who expressed an interest in volunteering was held on 25th October 2012 to outline the requirements/purpose of the project. This was followed by 4 twilight sessions (over 4 weeks) for the volunteers beginning 15th November. All 12 volunteers attended all sessions, which was an excellent outcome.
- 3.4 Volunteers were then interviewed on a one to one basis by the Adult & Family Learning Manager to determine whether any of the training needed recapping or whether they had any concerns about working with a learner.
- 3.5 Participants were identified to take part in the project through 2 sources. Firstly, referrals came from Work Programme advisors who had identified clients with literacy issues; secondly, adult learners who accessed the Skills for Life Assessment service who were assessed as having pre Entry literacy skills were referred to the Adult & Family Learning Manager.
- 3.6 Learners were then interviewed to ensure their suitability for the project – referrals with moderate/severe learning difficulties could not be considered suitable due to the specialist nature of the support they would require. It is not considered ethical to expect a volunteer without training to meet the needs of these learners. However, learners with mild difficulties such as dyslexia, dyspraxia etc could be supported.
- 3.7 The next stage of the project was for the volunteers and learners to be paired up according to interests, available times/dates, and preference for Runcorn or Widnes meetings. All 'pairings' were encouraged to meet for the volunteer sessions in one of Halton's libraries or another public place.
- 3.8 The project has been supported through a positive partnership arrangement with Halton's Library Service, which has bought the relevant text books (10 @ £35 each) and created a new 'volunteer' category for library tickets, which entitles volunteers to free printing and free photocopying. This arrangement has been welcomed and highlights the synergies between the Adult Learning service and Libraries.
- 3.9 Volunteers are given 1:1 support by the Adult & Family Learning Manager. This is offered in 2 ways; through email on an ongoing basis and in catch up meetings. In addition, there are opportunities for the volunteers to network and share good practice every half term

Next Steps

- 3.9 The majority of volunteers have met with their learners at least twice by the end of January 2013. The meetings will continue and the project will run for a further 5 months initially. After this time learner progress will be assessed and the learners / volunteers will be advised on a suitable next step or will set further learning goals for an additional period of time.

4.0 POLICY IMPLICATIONS

- 4.1 Success of the project will provide all learning providers within the borough with a referral route for learners with reading difficulties.
- 4.2 Work Programme advisers supporting non-reading customers will be have a meaningful referral route of support.
- 4.3 Links could be made to the Inspiring Families programme as research illustrates the correlation between low levels of literacy and numeracy and a range of adverse social and educational factors: unemployment, lack of further education and training, having large families early in life, separation and divorce, physical and mental health problems, and low participation in public activities.

5.0 OTHER IMPLICATIONS

- 5.1 The project enables the council to offer good quality volunteering opportunities to residents able to offer a high level of service; 7 of the current volunteers are ex professionals in teaching or training.
- 5.2 Success of the project will support the Division during Ofsted inspections as it demonstrates that learning opportunities offered by the team are high quality, inclusive, value for money and related to the organisations strategic priorities.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

6.1 Children and Young People in Halton

Development of parent reading skills will enable parents to become reading role models to their children and will boost parents' involvement in their children's learning. It can also encourage parents to connect with schools and participate in other, non-threatening learning opportunities available in the borough such as Family Learning in schools and Children's Centres. Recent data analysis by the children's data service has shown a positive correlation between family learning and children's attainment (report available upon request).

6.2 Employment, Learning and Skills in Halton

Many non-readers taking part in the project are out of work and have participated in previous 'back to work' initiatives that have required them to attend courses and other learning activities. Without the ability to read these activities are meaningless. This project now offers non-readers an opportunity to progress their skills and move further towards the workplace.

6.3 A Healthy Halton

None

6.4 A Safer Halton

None

6.5 Halton's Urban Renewal

None

6.6 Corporate Effectiveness and Business Efficiency

The use of skilled volunteers to support an activity not ordinarily provided through other means increases the effectiveness of the organisation, supports council priorities and increases value for money.

7.0 RISK ANALYSIS

7.1 HR have confirmed that volunteers no longer require a CRB check.

8.0 EQUALITY AND DIVERSITY ISSUES

8.1 Non-reading adults can often present with a learning difficulty. Whilst the project can effectively work with adults experiencing mild learning difficulties such as dyslexia and dyspraxia it is not considered ethical to expect untrained or inexperienced volunteers to work with more severe learning difficulties that require more specialist support.

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

None under the meaning of the Act

REPORT TO:	Employment Learning and Skills and Community PPB
DATE:	5 th June 2013
REPORTING OFFICER:	Strategic Director Children and Enterprise
PORTFOLIO:	Economic Development
SUBJECT:	Presentation on Halton's ERDF 4.2 Business Support Programme
WARDS:	Borough Wide

1.0 PURPOSE OF THE REPORT

- 1.1 The purpose of the report is to advise Members that there will be a presentation on progress regarding the Halton Business Support Programme (ERDF 4.2)

2.0 RECOMMENDATION: That the Executive Board

- (1) Notes the progress made to date on Halton's Business Support Programme;
- (2) Members welcome the additional investment being allocated to deliver Business support activities in Halton.

3.0 SUPPORTING INFORMATION

A report to the Executive Board (29 November 2012) provided information in relation to the outputs, timetable, delivery arrangements and financial implications of the Halton element of a pan-Merseyside European Development Fund (ERDF) Business Support Programme.

The project is being managed by the Council's Business Improvement and Growth team within the Economy, Enterprise and Property Department.

The presentation to the Employment Learning and Skills and Community PPB will report upon the delivery arrangements for the project, the number of businesses engaged, the outputs achieved and initial responses of the businesses to the Halton initiative.

Members will note that it has been government policy to migrate business support from the public to the private sector. As a consequence a number of business support agencies, which traditionally played a role in the Borough of Halton, either ceased to exist or curtailed their activities, for example Business Link, North West Development Agency and a number of cluster agencies and Sector Skills Councils.

As a result, the provision of business support to certain types of company in the Liverpool City Region declined.

The Liverpool City Region Local Authorities and partners, therefore, jointly brought forward a funding bid under ERDF Priority 4.2 to address a number of the gaps in current and future business support provision in the City Region.

3.1 The presentation will reinforce the fact that The ERDF Business Support Programme is based upon four key principles :-

- Providing the infrastructure for growth and investment;
- Stimulating enterprise and innovation;
- Capturing the economic potential of all communities;
- Transforming perceptions of deprived communities.

The programme is enabling us to provide a business support service in Halton which :-

- makes contact with all existing businesses
- provides detailed and tailored support to understand their wider business needs
- provides broad ranging advice and guidance but with a specific focus on enhancing the human resource available to the business
- supports businesses to make the job opportunities created available to residents in deprived communities
- works with colleagues to enable local residents to access those job opportunities.

The allocation of ERDF allows Halton Borough Council to augment and add value to its existing business support services by enabling us to buy in specialist Project Manager input, for two days per week to ensure that the service provided offers tailored and focused business support for Halton businesses, whilst meeting the complex ERDF audit procedures and requirements.

It is also enabling us to complement our existing 'new' business support provision by allowing us to assist existing businesses, which is particularly important in the current economic climate.

Similarly, ERDF will enable us to provide 1:1, face to face, specialist business provided by business professionals. This specialist service cannot be provided by the Council and, therefore the expertise will be procured through the Council's Matrix web-based services procurement application.

4.0 POLICY IMPLICATIONS

The programme will deliver benefits to both the local business community and the wider community of Halton and in so doing contribute to the realisation of a number of the Council's key strategic objectives described in the Community Strategy.

Halton Council and its partners recognise the importance of supporting local economic growth, but also acknowledge that future resources and interventions will need to be prioritised. This proposal links to work that the Council and its

partners are developing in terms of the types of employers and businesses with which we need to engage in the future.

5.0 OTHER IMPLICATIONS

The Halton Employment Partnership has developed initiatives which promote employability and recruitment support to businesses. The ERDF Merseyside Business Support Programme will add to the businesses support offer by providing tailored advice to help local companies to improve business performance and plan for growth.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

6.1 Children and Young People in Halton

Improving business sustainability and performance will create more employment opportunities for the Borough's young people

6.2 Employment, Learning and Skills in Halton

The programme will engender a learning culture amongst, potentially, one hundred and fifty local entrepreneurs through the provision of tailored 1 :1 business support

6.3 A Healthy Halton

Access to employment is a contributor to the health of both individuals and communities. The project will both create and safeguard local jobs and thereby make a positive contribution to the health of the Borough

6.4 A Safer Halton

Access to employment is one of a number of contributors to anti-social behaviour. The project will create tangible employment opportunities for local people.

6.5 Halton's Urban Renewal

The project will contribute to the continuing diversification of the Borough's economic base and increased levels of entrepreneurship thereby contributing to the economic renewal of Halton

7.0 RISK ANALYSIS

Significant risk associated with the projects include :-

Risk	Mitigation
The duration of the programme has been reduced from 36 months to 24 months, the number of outputs to be	Put in place robust project management, monitoring and audit systems Procure high quality business support

<p>achieved has increased and the financial resources to realise those outputs has been reduced. Realising the prescribed outputs will, therefore, be a challenge Potential claw back if outputs are not met</p>	<p>professionals Aggressively market the project to the local business community Ensure outputs are met and that every aspect of the project is auditable</p>
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8.0 EQUALITY AND DIVERSITY ISSUES

There are no equality and diversity issues

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

None under the meaning of the Act

REPORT TO:	Employment Learning and Skills PPB
DATE:	5 th June 2013
REPORTING OFFICER:	Strategic Director Children and Enterprise
PORTFOLIO:	Economic Development
SUBJECT:	Topic Group: The Impact of Welfare Reform on Employment Learning and Skills Provision in Halton
WARDS:	Borough Wide

1.0 PURPOSE OF THE REPORT

The purpose of this report is to update Members on the topic group which has been established to consider the main impacts of the Welfare Reform changes on Employment Learning and Skills provision in the borough.

2.0 RECOMMENDATION: That

- 2.1 Members note the summary of key considerations and actions from the Topic Group's first meeting on 29th April.
- 2.2. An evaluation report is presented to the ELS and Community PPB no later than September 2013.

3.0 SUPPORTING INFORMATION

3.1 Background

The *Welfare Reform Act* received Royal Assent in March 2012. It introduces a number of new measures which the ELS and C PPB Scrutiny Topic Group is considering.

The Chair of the PPB has requested that a short update report be provided to outline the scope and remit of the proposed topic group.

4.0 POLICY IMPLICATIONS

There are a number of considerations that the topic group has started to assess and discuss which will ultimately inform and influence the Council's response to the Welfare Reform Act These considerations are set out below.

- What are the problems and impacts facing pilot areas?
- Rules and changes and more being introduced and we need to assess this.

- Bill/Act is quite broad; impact of how we cope from both Member and Officer perspective.
- Use of the Topic Group to set KPIs to evaluate impact.
- Consider impact on housing associations.
- Assess and map out systems already in place.
- Impact of and on Welfare Rights Service.
- Map out Training facilities – what is available?
- The impact on access to services.
- Possible use of Schools.
- Need to factor in bedroom tax and partner input.
- Also Housing Strategy and whether this reflects changes in Welfare Reform

Key Actions:

At the first meeting of the Topic Group, Members identified key actions which would inform the contents of future meetings as follows:

1. Gathering a Partner View and Expert Opinion from Colleagues.
2. Mapping out what support can and will be provided.
3. A Literature Review which summarises what the legislation says.
4. Identify opportunities for service development
5. Identify problems → and solutions.
6. Determine which partners are doing what.
7. What information do we need to set a baseline and how do we measure/establish the impact?
8. Targeting of resources. How we do this.
9. Impact on debt/debt recovery.
10. Universal credit – budgeting and support → e.g. identification of training needs.
11. Impact on wider economy e.g. retail sector.
12. Pilot scheme – how this is working.

A further meeting of the group is scheduled for 23rd May and, therefore, a verbal update will be provided at the meeting.

5.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

5.1 Children and Young People in Halton

Not applicable

5.2 Employment, Learning and Skills in Halton

There are a number of potential implications for this priority, and the Topic Group is starting to consider the implications in more detail.

For example, employers and employees will be required to learn and understand new in-work benefit changes. There are, for example, changes to benefits in respect of part time employees which may have an impact on the ability of an organization to have a flexible and responsive workforce

There will be a potential increase in demand for specialist advice services on finances, debt, and eligibility for benefits which could put extra strain on service providers, in particular Job Centre Plus and Citizens' Advice Bureau.

However, there may also be an increase in demand for the adult education services provided by the Council and other partners as residents will need a sound ICT, literacy and numeracy skills.

Equally, given the focus on people finding work, it is possible that there will be a demand for the borough's job brokering and employment services.

5.3 A Healthy Halton

It is possible that the reforms will lead to raised levels of stress amongst the borough's workforce which could lead to an increase in the need for support from the healthcare sector.

5.4 A Safer Halton

Not Applicable

5.5 Halton's Urban Renewal

Not applicable

6.0 RISK ANALYSIS

There are no anticipated risks associated with the implementation of this topic group

7.0 EQUALITY AND DIVERSITY ISSUES

The Topic Group will focus on how we can ensure that our most vulnerable residents are supported in responding to the challenges presented in the Welfare Reform Act.

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

None under the meaning of the Act

REPORT TO: Employment Learning and Skills and
Community PPB

DATE: 5th June 2013

REPORTING OFFICER: Strategic Director Children & Enterprise

PORTFOLIO: Children, Young People and Families

SUBJECT: Ofsted Inspection of Halton Borough
Council Adult Learning & Skills
Development Service

WARDS: All

1.0 PURPOSE OF THE REPORT

- **To provide Members with details of the outcomes of the recent Ofsted inspection of the Adult Learning & Skills Development Service**

2.0 RECOMMENDATION: That

(1) The report is noted

3.0 SUPPORTING INFORMATION

- 3.1 The Adult Learning & Skills Development service operates within the Further Education & Skills sector. The work is governed by the framework for the inspection of further education and skills (The Common Inspection Framework), the overall aim of which is to evaluate how efficiently and effectively education and training provision meets learners' needs.
- 3.2 The Common Inspection Framework comprises the principle criteria that inspectors must consider when inspecting every education and training provider. The inspectors make a judgement based on adequacy from the two categories: adequate and inadequate. A provider will be deemed to be inadequate if it is graded inadequate for 'overall effectiveness'. For all other grades, the provider is deemed adequate.
- 3.3 Learning and skill providers receive two working days' notice before a planned Ofsted inspection. On Friday 19 April, the Adult Learning Service received a telephone call from the Lead Inspector, Harmesh Manghra, informing an Ofsted inspection would take place from Tuesday 23 April to Friday 26 April and that a team of 6 inspectors would undertake the inspection, each with a key area of focus.

- Lead Inspector (Outcomes for Learners)
- Assistant Lead Inspector (Leadership & Management)
- Quality Inspector (Quality of Teaching, Learning & Assessment)
- Employability provision Inspector
- Community Learning Inspector

The Quality Inspector was being mentored by an experienced HMI, making the Inspection Team up to 6.

- 3.4 On receipt of the 'phone call, the Adult Learning Service had to provide the following information by close of play on Friday 19 April:
- the number and type(s) of sector subject areas they deliver teaching/training/assessment in
 - information about current volumes and types of learners
 - timetables/schedules of assessment or learning sessions
 - information about the provider organisation with staff names and responsibilities
 - location and numbers of subcontractors
 - names and email addresses of any employers whose premises the inspection team intends to visit; this should be submitted to the inspection team on the first inspection day or agreed during the planning phone call.
- 3.5 During the period of Friday 19 April and Sunday 21 April, the Divisional Manager Employment, Learning & Skills discussed the scope of the inspection with the Lead Inspector. It was agreed to change the scope of inspection to better reflect the work of the Adult Learning Service as part of a wider Employment, Learning & Skills Division. The inspection would examine and make 'key aspect' judgements on 3 areas:
- Outcomes for learners
 - Quality of teaching, learning and assessment
 - Effectiveness of leadership and management

An 'Overall Effectiveness' grade for the service would then be determined based upon the grades for the 3 key aspects.

In addition, the inspection would examine and grade two other areas:

- Employability provision
- Community Learning (including maths, English, Family Learning, Childcare, Counselling, Floristry, ICT, Art & Design, Languages)

- 3.6 In making their judgements, inspectors would evaluate the evidence for each against the grade characteristics:

Grade 1: outstanding	Grade 2: good
Grade 3: requires improvement	Grade 4: inadequate.

Impact for Local Authority/Provider

- 3.7 The Adult Learning & Skills Development service has been through 2 previous inspections. In November 2005 it was inspected and achieved a Grade 2 (Good) for Overall Effectiveness. In June 2009 it was inspected and again achieved an overall Grade 2 (Good) with some 'outstanding' elements.

4.0 The inspection process

- 4.1 The inspection process involved a wide range of activity including:

- Observations of Teaching, Learning & Assessment across all centres, including schools and Children's Centres
- Meetings with learners
- Meetings with tutors
- Meetings with stakeholders
- Meetings with senior HBC managers
- Meeting with Portfolio Holder
- Desk top research including examination of learners' portfolios and course files
- Visits e.g. Castlefields Community Art Subway Project
- Meetings with managers from the Adult Learning Service.
- Meetings with staff responsible for provision of information, advice and guidance to learners.

- 4.2 The identified 'nominee' from the Adult Learning Service was the Divisional Manager Employment, Learning & Skills and she acted as the main contact between HBC and the Lead Inspector. Ofsted regard the nominee as a member of the Inspection Team and it is the nominee's role to ensure the evidence is made available and to negotiate, as a result of evidence, on judgements being made.

- 4.3 Daily meetings between the nominee and the Inspection Team took place, as did daily meetings with just the Ofsted team. Each day of the inspection involved the Inspection Team gathering their evidence to back up their judgements.

5.0 Ofsted Inspection Outcomes

5.1 The final grades for the Adult Learning Service Ofsted inspection were very positive, as follows:

Aspect	Grade
Overall Effectiveness of provision	GOOD (2)
<ul style="list-style-type: none"> Effectiveness of Leadership & Management 	OUTSTANDING (1)
<ul style="list-style-type: none"> Outcomes for Learners 	OUTSTANDING (1)
<ul style="list-style-type: none"> Quality of Teaching, Learning & Assessment* 	GOOD (2)
Curriculum Grades:	
<ul style="list-style-type: none"> Employability 	OUTSTANDING (1)
<ul style="list-style-type: none"> Community Learning 	GOOD (2)

** This is a 'limiting' grade; i.e. the Overall Effectiveness of provision grade can never be higher than the grade awarded for the Quality of Teaching, Learning & Assessment.*

5.2 Whilst the Overall Effectiveness grade awarded matched the last 2 inspections' Overall Effectiveness grade, the service has never been awarded any Outstanding grades. To have received 3 areas of outstanding practice is a massive improvement for HBC's Adult Learning Service and one to be commended.

5.3 The Inspection Team was particularly impressed with the range of services offered across the wider Employment, Learning & Skills Division and how the Adult Learning Service and the Enterprise & Employment Service have integrated so effectively to offer a comprehensive 'learner/client journey'.

5.4 Key findings included:

- Learners develop outstanding levels of personal, social and employability skills to benefit themselves, their families and communities;
- Teaching, learning and assessment are good with some inspirational teaching
- Support from well-qualified, experienced, enthusiastic staff who have a clear sense of purpose
- Excellent information, advice and guidance that help, guide and support learners to engage, enjoy, learn and progress

- Excellent leadership and management, including a clear vision, strategic planning, partnerships, data, quality improvement and a well established self-assessment process.

5.5 The areas that Ofsted identified as areas for improvement were as follows:

- Improve retention and success rates for a small number of learners on English and mathematics through a more appropriate curriculum design, better monitoring of attendance, evaluation of pilot activities and a stronger focus on improving the quality through existing good quality processes;
- Plan community learning to better target those groups that would benefit most from the provision;
- Further improve the proportion of outstanding teaching, learning and assessment.

6.0 Next Steps

6.1 The Adult Learning Service already has a comprehensive Quality Improvement Plan (QIP) in place. The recommendations from the Inspection will be factored into the QIP. In addition, the Service is already consulting with the community on preferences for Adult Learning provision in the next academic year.

6.2 Changes to how the Skills Funding Agency funds adult learning provision together with a more flexible Adult Learning Tutor contract will mean that the service can better and more quickly respond to changing demands from September 2013.

6.3 An already implemented new 'Observation of Teaching, Learning & Assessment' policy and procedure includes 'outstanding' tutors supporting other tutors in aspiring to improve their observation grades.

7.0 POLICY IMPLICATIONS

7.1 The production of a Post Inspection Action Plan will be required; however, given the positive outcome from the Ofsted Inspection, the Adult Learning Service will be free from further Ofsted inspections for a period of 4 years.

8.0 OTHER IMPLICATIONS

8.1 A positive inspection grade places the service in a good position in terms of being able to bid for future Adult Learning funding.

9.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

9.1 Children and Young People in Halton

The delivery of Family Learning was inspected and was deemed to be very good. Inspectors were also impressed with the piece of research recently undertaken that evidenced the impact of Family Learning on the SATs results of the children who took part in Family Learning programmes.

9.2 Employment, Learning and Skills in Halton

Given the main focus for the Division is the delivery of employment, learning and skills services, a successful Ofsted inspection has provided public recognition that the services offered by the council are of a very high standard.

9.3 A Healthy Halton

None

9.4 A Safer Halton

None

9.5 Halton's Urban Renewal

None

9.6 Corporate Effectiveness and Business Efficiency

A review of the Adult Learning Tutor contract is currently underway to ensure the Adult Learning Service can offer a more responsive curriculum offer to meet the needs of the community and employers.

10.0 RISK ANALYSIS

11.0 EQUALITY AND DIVERSITY ISSUES

The Inspectors commented on the good quality data that the Service collects in terms of monitoring and auctioning issues relating to equality and diversity.

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

None under the meaning of the Act