



Urban Renewal Policy and Performance Board

**Wednesday, 25 November 2009 6.30 p.m.
Civic Suite, Town Hall, Runcorn**

A handwritten signature in black ink that reads 'David WR'.

Chief Executive

BOARD MEMBERSHIP

Councillor Ron Hignett (Chairman)	Labour
Councillor Keith Morley (Vice-Chairman)	Labour
Councillor Philip Balmer	Conservative
Councillor Peter Blackmore	Liberal Democrat
Councillor Ellen Cargill	Labour
Councillor Mike Hodgkinson	Liberal Democrat
Councillor Dave Leadbetter	Labour
Councillor Peter Murray	Conservative
Councillor Paul Nolan	Labour
Councillor Christopher Rowe	Liberal Democrat
Councillor Dave Thompson	Labour

Please contact Caroline Halpin on 0151 471 7394 or e-mail caroline.halpin@halton.gov.uk for further information.

The next meeting of the Board is on Wednesday, 6 January 2010

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

Part I

Item No.	Page No.
1. MINUTES	
2. DECLARATIONS OF INTERESTS (INCLUDING PARTY WHIP DECLARATIONS)	
<p>Members are reminded of their responsibility to declare any personal or personal and prejudicial interest which they have in any item of business on the agenda no later than when that item is reached and, with personal and prejudicial interests (subject to certain exceptions in the Code of Conduct for Members), to leave the meeting prior to discussion and voting on the item.</p>	
3. PUBLIC QUESTION TIME	1 - 3
4. EXECUTIVE BOARD MINUTES	4 - 20
5. SSP MINUTES	
<p>The last meeting of the SSP on 21st July 2009 was cancelled therefore there are no minutes to consider at this meeting.</p>	
6. PERFORMANCE MONITORING	
(A) SERVICE PLANS 2010-13	21 - 22
7. DEVELOPMENT OF POLICY ISSUES	
(A) BIODIVERSITY INITIATIVES	23 - 27
(B) LEVEL OF PUBLIC TRANSPORT PROVISION ON HALTON ROAD	28 - 36
(C) WITHDRAWAL OF SUNDAY EVENING COMMERCIAL SERVICE X1 OPERATED BY ARRIVA NORTH WEST	37 - 41
(D) PROPOSED POLICY FOR VEHICLE ACCESS CROSSINGS OVER FOOTWAYS AND VERGES	42 - 65
(E) SCRUTINY REVIEW OF SUPPORTED HOUSING	66 - 157

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: Urban Renewal Policy & Performance Board

DATE: 25 November 2009

REPORTING OFFICER: Strategic Director, Corporate and Policy

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: Urban Renewal Policy and Performance Board
DATE: 25 November 2009
REPORTING OFFICER: Chief Executive
SUBJECT: Executive Board Minutes
WARD(s): Boroughwide

1.0 PURPOSE OF REPORT

- 1.1 The Minutes relating to the Urban Renewal Portfolio which have been considered by the Executive Board and Executive Board Sub 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, Executive Board Sub Committee and 3MG Executive Sub Board Minutes Relevant to the Urban Renewal Policy and Performance Board

EXECUTIVE BOARD MEETING HELD ON 9 SEPTEMBER 2009

32. Halton Core Strategy Preferred Options Document for Public Consultation - KEY DECISION

The Board considered a report of the Strategic Director, Environment which sought approval for a six week period of public consultation (24 September to 5 November 2009) of the content of the Halton Core Strategy Preferred Options document.

The Board was advised that subsequent to the period of public consultation on the Core Strategy Preferred Options document and the collation and consideration of representations made, the team would begin to work on the Core Strategy Publication document. This would be the final stage of significant preparation of the Core Strategy. The Publication document would be published for a six-week consultation period, where representations would be able to be made. However, it was reported that these may only relate to issues of the soundness of the DPD.

The Board was further advised that the preparation of the Publication document was due to commence in November 2009, with it being published for consultation in September 2010. Following this period and the completion of any changes to the document, the Core Strategy would be submitted to the Secretary of State in December 2010. The subsequent public examination of the document was due to commence in April 2010.

In addition, following the public examination, and taking into consideration the Inspector's Binding Report, it was anticipated that the Council would adopt the Core Strategy in October 2011.

Reason (s) For Decision

Under the Planning and Compulsory Purchase Act, the production of a DPD must involve several important stages of preparation. This "Preferred Options" stage of the Core Strategy represents the second crucial stage in

document preparation, and follows from the “Issues and Options” papers, which were subject to public consultation in 2006.

Alternative Options Considered And Rejected

This is a statutory step of plan making that is defined in law and as such there are no alternative options available.

Implementation Date

This decision will be implemented via a public consultation held

between the 24th September and 5th November 2009.

RESOLVED: That

- (1) The Halton Core Strategy Preferred Options document be approved for the purposes of a six-week period of public consultation;
- (2) Further editorial and technical amendments that do not materially affect the content of the Halton Core Strategy Preferred Options document be agreed by the Operational Director - Environmental and Regulatory Services in consultation with the Executive Board Member for Planning, Transportation, Regeneration and Renewal, as necessary, before the document is published for public consultation; and
- (3) The results of the statutory public consultation exercise on the Halton Core Strategy Preferred Options document be reported back to the Executive Board following the consultation period.

EXECUTIVE BOARD MEETING HELD ON 15 OCTOBER 2009

49. Review of Regional Spatial Strategy

The Board received a report of the Strategic Director, Environment, on the Regional Spatial Strategy Partial Review

Consultation Response.

4NW (formerly the North West Regional Assembly) had been tasked to prepare, monitor and review the Regional Spatial Strategy (RSS) in partnership with others. The RSS was a regional plan that had to be taken into account when decisions were made about planning applications. It provided a spatial framework for development in the region and for other regional strategies and promoted sustainable development in the North West.

Members were advised that a partial review of the RSS was underway, due to the need to complete unfinished policy work within the RSS in response to recommendations of the RSS Examination in Public Panel. The Partial Review covered three key subject areas:

- New Draft Policy L6 – Gypsies and Travellers
- New Draft Policy L7 – Travelling Show People
- Revised Policy RT2 – Car Parking Standards

and consultation was open until 19 October 2009.

Draft Policy L6 specifically dealt with the scale and distribution of Gypsy and Traveller pitch provision across the North West Region. The policy made a distinction between permanent and transit pitches. In Halton, an additional 45 permanent and 5 transit pitches would be required by 2016; however ten new transit pitches recently provided at the Warrington Road site would meet and exceed the allocated apportionment under the draft policy.

Draft Policy L7 dealt with accommodation for Travelling Show People. At the present time, Members were advised that there was no provision or demand from these communities in Halton and the draft policy target figure did not require any future provision to be made.

Draft Policy RT2 dealt with the revision of an existing RSS policy and as such there was only an opportunity to comment on the specific minor revisions rather than the policy as a whole.

RESOLVED: That the Board

- (1) agree the content of the report as the formal response to the consultation on the North West Plan Partial

Review;

- (2) recommend that Council strongly objects to the proposals in draft policy L6 for Halton to provide 45 additional pitches for Gypsies and Travellers by 2016, rising to 58 by 2021;
- (3) recommend that Council supports draft policy L7 detailing the Scale and Distribution of Travelling Show People Plot Provision; and
- (4) recommend that Council generally supports the principles of the proposed revisions to Regional Parking Standards (Policy RT2) and suggests some minor amendments to the draft text in the interests of policy clarity.

EXECUTIVE BOARD SUB COMMITTEE MEETING HELD ON 10 SEPTEMBER 2009

22. Review of Warrington Road Transit Site

In approving the pitch charges for the new Traveller transit site on 16th October 2008, the Sub Committee resolved that a report be submitted after six months to review income against costs. In order to consider the effectiveness of the facility and its financial and operational impact in the widest sense a report was considered by Urban Renewal Policy and Performance Board on 17th June 2009. The recommendations from that meeting were noted in the report.

RESOLVED: That the Sub Committee

- (1) note the comments of the Urban Renewal Policy and Performance Board; and
- (2) a further report be submitted to the next Sub Committee meeting on the detailed operation of the site.

EXECUTIVE BOARD SUB COMMITTEE MEETING HELD ON 24 SEPTEMBER 2009

24. Norton Priory Business Case

The Sub-Committee received a report of the Strategic Director, Health and Community which informed Members on the progress of the Catering Contract at Norton Priory which had been provided by Adults with learning Disabilities Day Services since 25th October 2008 and which sought approval for the Business Plan.

The Council, like many other Councils across the UK had found it difficult to meet the Care Quality Commission's objectives of finding people known to Social Care, particularly those with Learning Difficulties, suitable employment opportunities.

In July 2008 negotiations with Norton Priory led to the offer from Norton Priory to Adults with Learning Disability Day Services of a contract (SLA) to provide all the catering at Norton Priory. This included special, local and corporate events as well as the café.

Members were advised that Day Services had existing experience at providing community based catering projects at Murdishaw Café and Country Garden Buffet and had included the Norton Priory contract into its current operations without any increase to the establishment. The report set out the businesses run by Adults with Learning Disability Day Services.

The catalyst that enabled these services to become more recognisable as businesses was the award of the contract to provide the catering at Norton Priory, which began officially on 5th December 2008. This had been a genuinely commercial opportunity. The refectory at the museum was staffed Monday to Sunday with at least one member of staff and between 2 and 6 service users per day. Between the Norton Priory site, Murdishaw Café and Vine Street there were currently five service users receiving permitted earnings.

The feedback at Norton Priory continued to be positive and warm with customers commencing favourably on the quality, cost, variety and the friendliness of the service. The standards were closely monitored and the repeat customer base was steadily increasing.

It was noted that monthly meetings were being held with Norton Priory Trust's management team. The relationship remained strong and mutually beneficial. The success of the service and the healthy relationship had provided further opportunities to cater for fetes and large corporate events.

It was noted that since December 08 CGS's takings from Norton Priory, the buffets and the two days per week at Murdishaw Café amounted to £29,500. Two thirds of this was made up from the

trade at Norton Priory.

Based on this trading history, the figures demonstrated that it was a profitable business. Margins were around 33% although this must be emphasised that the real costs of labour i.e. the costs associated with the staff who supported the service users to provide the services, were already paid for and effectively subsidised the business. This was not to say that in future the projects could not be outsourced or act as stand-alone enterprises. It was noted that with this had come opportunities to diversify into other areas. The report set out a number of projects and businesses that Day Services and colleagues from the Children and Young People Directorate had worked on in the belief that they are both achievable and sustainable.

RESOLVED: That

- (1) the Strategic Director, Health and Community, in consultation with the Portfolio Holder, Health and Social Care be authorised to continue and, where appropriate, extend the contractual arrangements with Norton Priory Trust to provide catering and related services at Norton Priory;
- (2) a further financial report be submitted to the Sub-Committee in 12 months time; and
- (3) further update reports be submitted to the relevant Policy and Performance Board.

25. [Review of Warrington Road Transit Site](#) PDF 40 KB

Minutes:

The Board received a report of the Strategic Director, Health and Community which provided details of operational information and costs incurred during the six months following the opening of the site on the 10th February 2009.

The Board was advised that when setting the £11 per day charge in October 2009 the Board, conscious that many elements of the forecast operational budget were estimates, decided to review the charge after six months of operational experience. Appendix 1 to the report set out the original budget forecast, actual costs incurred during the first six months of operations and a revised budget forecast.

It was noted that Appendix 2 detailed actual occupancy levels achieved for the first half year, and the revised budget forecast in the final column of Appendix 1 was based upon achieving an occupancy

level of 60%, which was more in keeping with experience to date. Some of the costs were still estimated in the absence of bills having been received for certain services and assumptions had been made about the charges over the full year for electricity as winter consumption was likely to be higher than the first half of the year. Nevertheless this budget forecast represented the best estimate that could be made at this stage.

Given the stated assumptions, the site was forecast to produce a deficit of just £1,723 over a full year, but this should be set in the context of the wider savings achieved in not having to deal with the usual level of unlawful encampments.

Financial provision for dealing with unlawful encampments had never appeared as an explicit item in directorate budgets but in May 2007 an exercise was undertaken to try to quantify the cost for the period 2005/6 and 2006/7. The combined results from the relevant sections in each Directorate were set out in the report. This also excluded the substantial Police costs involved as well.

In this respect the Sub Committee received an update from PC Hayes, Cheshire Police which gave details of the number of illegal encampments in Halton compared to surrounding areas and the action taken within Halton on illegal encampments.

The Board was advised that the site had clearly been a success in terms of meeting its original aim of reducing the costly and time consuming problem of unauthorised encampments in Halton. Halton's new approach to managing Traveller issues had been applauded by Traveller associations, the Police and neighbouring Councils and the reduction in encampments had also been welcomed by local businesses. This meant that Halton had already met its targets for the provision of transit site accommodation proposed in the recent draft figures set out under the partial review of the Regional Spatial Strategy.

A report was presented to the Urban Renewal Policy and Performance Board on 17th June 2009 outlining how the site had been operating since it opened on the 10th February 2009 including similar (but not as up to date) information to that included in this report. The recommendations were noted by the Executive Board Sub-Committee on 10th September 2009.

RESOLVED: That

- (1) the Board reviews the current charging arrangements in respect of the transit site;

- (2) a feasibility study to extend the site be undertaken;
- (3) a further financial report be submitted to the Sub-Committee when the winter data was available; and
- (4) a further update reports be submitted to the relevant Policy and Performance Board.

EXECUTIVE BOARD SUB COMMITTEE MEETING HELD ON 15 OCTOBER 2009

27. Landfill Allowance Trading Scheme (LATS)

The Sub-Committee considered a report which set out the implications of the Landfill Allowances and Trading Scheme (LATS) on the Council, and the Authority's current and predicted LATS position until 2013/14.

At a previous meeting of the Sub-Committee it was resolved that delegated powers to trade for Landfill Allowances were given to the Operational Director, Financial Services, in consultation with the Strategic Director, Environment and the Portfolio holders for Environment, Leisure and Sport and Corporate Services, and that authority be granted to purchase or sell LATS permits, provided that the sum value of all such transactions (disregarding whether purchases or sales) in any financial years did not exceed £100,000 and subject to adequate budgetary provision having been made (Minute ES54/2006).

The Sub-Committee was advised that estimates indicated that the financial requirement for future years exceeded the value in the previous resolution. Therefore, additional approvals were now required for future purchases.

In order to avoid future potential fines, Halton could now purchase landfill allowances to cover predicted shortfalls for the year 2010/11 onwards. Based upon current market offers following a request for three written quotations, allowances were currently available at £9 per tonne for 2010/11 and 2011/12 and £10.80 for 2012/13 if purchased in advance. Alternatively, payment could be made each April at these prices plus an RPI increase for each year.

Currently, allowances were not available from the above local authority for 2013/14 due to internal approvals not being available until 2010, therefore the figures shown for 2013/14

were estimates. This offer also provided flexibility with the options of immediate purchase or spreading costs over several years.

Members were advised that only one other quotation was received from another authority that were working to an indicative price level of £13.50 for 2010/11 and 2011/12 rising to £17.50 for 2012/13 and 2013/14.

It was noted that it was DEFRA's view that if landfill allowances were traded for cash, public procurement rules were not engaged because there was no acquisition of supplies or services. Although it was DEFRA's view that it would not be necessary for the Council to go out to tender for the purchase of allowances, in order to deal with the implications of the Council's Standing Orders, the Sub Committee was requested to consider waiver of Standing Order 3.1, which required that three competitive tenders be sought for contracts between £50k and £1m.

Whilst there was no certainty about future prices, which might go up or down, it was believed that the current offer represented good value for money and it was recommended that the Council now secure contractual arrangements for the purchase LATS permits for the period 2010/11 to 2013/14.

RESOLVED: That for the purposes of LATS, the Operational Director – Financial Services, in consultation with the Strategic Director – Environmental and the Portfolio Holders for Environment, Leisure and Sport and Corporate Services, be authorised to;

(1) secure contractual arrangements with other local authorities for the purchasing of permits to enable Halton to meet LATS targets; and

(2) trade up to the value of £125,000 for 2011/12, £175,000 for 2012/2013 and up to £250,000 for 2013/2014 subject to budgetary provision;

(3) Procurement Standing Order 3.1 be waived for the purposes of the exercise of the delegated power; and

(4) further reports be received on LATS as necessary.

28. Housing Growth Point - Initial Progress

The Sub-Committee had been previously advised that Halton, together with St. Helens and Warrington had submitted

expressions of interest in being awarded Growth Point Status. The Department Communities Local Government (DCLG) had subsequently awarded funding for a period of two years of £4.2m. However, in July 2009 DCLG informed all Growth Points that in order to fund the Government's Housing Pledge, there would be a reduction in Capital Grant to Growth Points in the next financial year. For Mid-Mersey this would mean a reduction in notified grant of £999,289 giving a revised total allocation of funding to our Growth Point of £3.2m.

In order to direct the development and delivery of the Growth Point Programme, a Partnership Board had been established under the banner Mid-Mersey Growth Point Partnership Board. The Board comprised of five voting members and two non-voting representatives as follows:

St. Helens Council; Councillor Brian Spencer (Chair)
Halton BC; Councillor Marie Wright
Warrington BC; Councillor Bob Barr
Environment Agency; Area Manager (North)
RSL Representative; Peter Styche (Helena HA)
Homes and Community Agency (non-voting adviser)
GONW (Housing Policy Section) (non-voting adviser)

The Board had met five times to date to approve the submission of the Community Infrastructure Fund bid, the Growth Fund bid, in the form of a programme development and to agree priorities for future action following the announcement of Growth Fund allocations.

The Board had agreed the initial priorities for revenue and capital funding during 2009/10 and details were outlined in the report.

Beyond getting the right structures in place to move the programme of development forward, the Partnership Board focus was on housing delivery, particularly in the current and expected economic climate. The following initiatives were being progressed:

- Helena Housing had been asked to develop its suggested model for an affordable housing subsidy, including the potential to recycle grant monies for re-use by the Board;
- RSLs had been invited to come forward with proposals to deliver new additional social housing;

- fuller information on sites where development could take place and or continue within the Growth Point was being sought, alongside information on where sites were stalled or stopped;
- a Housing Thematic Group had been set up;
- a stakeholder group of RSLs had been established under the Chairmanship of the Board RSL representative along with a stakeholder group of housebuilders;
- the commissioning of a new Strategic Housing Market Assessment for the Growth Point had been agreed by the Board;
- a Green Infrastructure Thematic Group was in place and a framework developed to fit with the LDF;
- a Thematic Group for Transport Infrastructure had been established and work was already underway enabling the successful scheme supported by the CIF to start early next year;
- DFT Strategic Studies budget funding had been achieved for support towards feasibility studies looking at sustainable transport measures across the Growth Point that supports housing;
- the draft Phase 1 Water Cycle Scoping Study had been undertaken; and
- a Growth Point Manager, Richard Tully, had been appointed.

RECOMMENDED: That the Sub Committee

(1) note the grant of Growth Point Status and funding allocation from DCLG;

(2) endorse the contents of the submitted Programme of Development (PoD);

(3) support the establishment, structure and ongoing work of the Mid-Mersey Growth Point Partnership Board; and

(4) support the initial funding priorities identified by the Growth Point Partnership Board and authorise the release of

revenue and capital expenditure in accordance with the priorities as determined by the Growth Point Partnership Board.

3MG EXECUTIVE SUB BOARD MEETING HELD ON 24 SEPTEMBER 2009

2. 3MG HIGHWAY WESTERN ACCESS - HIGHWAY AND RAIL AGREEMENTS

The Board considered a report of the Strategic Director, Environment which sought approval and set out the way in which the Council intended to enter into formal legal Agreements with Knowsley Metropolitan Borough Council and Network Rail in connection with the proposed A5300 Link Road (which provided the 3MG Highway Western Access).

The Board was advised that a significant proportion of the proposed A5300 Link Road was within Knowsley. Traffic generated by the future development on HBC Field would impact upon the highway network in Knowsley, and particularly the A5300-A562 junction. Planning Approval for the Link Road had been secured from both Authorities (Halton and Knowsley). There were a number of conditions associated with the Planning Approval including the implementation of a traffic mitigation scheme at the A5300-A562 junction.

It was reported that Halton would undertake the role of Highway Authority for the rail overbridge and adjoining section of carriageway up to Newstead Road. The report included a plan which detailed areas that Halton would be retaining, Knowsley would be adopting and the area for a traffic mitigation scheme.

It was noted that in order to formalise the agreement it would be necessary for the two authorities to enter into an agreement under Section 8 of the Highways Act 1980. It was further reported that the agreement would also provide the mechanism for payment of a financial contribution by Halton towards a traffic mitigation scheme at the A5300-/A562 junction as required by the terms of the planning permission granted by Knowsley MBC on 17 September 2008. Following negotiation with Knowsley MBC Halton's contribution towards this scheme had been agreed at £400,000.

The Board was advised that the developer would be responsible for the construction of the link road.

Arising from the discussion Members asked if the bridge would be assembled in stages. In response it was noted that it would and no full railway closures would be necessary.

RESOLVED: That

- (1) an agreement under Section 8 of the Highways Act be entered into with Knowsley Metropolitan Borough Council over the adoption of the various proposed Highway elements within Knowsley;
- (2) an Overbridge Agreement and associated standard agreements which includes a Basic Asset Protection Agreement and an Easement Agreement, be entered into with Network Rail to enable the construction and operation of a new highway structure over the Liverpool Branch of the West Coast Main Line; and
- (3) the Chief Executive, in consultation with the Portfolio Holder for Planning, Transportation, Regeneration and Renewal be authorised to take all actions and make any decisions deemed appropriate in connection with the Section 8 and Overbridge Agreements for the proposed A5300 Link Road and that any such actions and decisions be reported back to the next meeting of the 3MG Executive Sub-Board.

3MG EXECUTIVE SUB BOARD MEETING HELD ON 15 OCTOBER 2009

5. NEWSTEAD FARM, LOWER ROAD, KNOWSLEY

The Board considered a report of the Strategic Director, Corporate & Policy which sought approval of the terms for the termination of part of the agricultural holding in Newstead Farm, Lower Road, Halewood.

RESOLVED: That the terms for the termination of part of the agricultural holding at Newstead Farm, Lower Road, Halewood be approved.

MERSEY GATEWAY EXECUTIVE BOARD MEETING HELD ON 24 SEPTEMBER 2009

2. GENERAL PROGRESS REPORT

The Board considered a report of the Strategic Director, Environment which advised of the progress made since the last meeting of the Board in March 2009, during which time a Public Inquiry to consider the formal planning applications and orders had taken place.

The Board was advised that the Inquiry had now closed having sat for 19 days. All the concerns raised by the regulators, such as the Environment Agency, the Mersey Conservator and Natural England had been addressed either before or during the Inquiry, resulting in objections being withdrawn. Many objections received from land owners and businesses affected by the project were also addressed, leading to the objections also being withdrawn. The project continues to benefit from wide support, demonstrated in the letters of support sent to the Inspector from government agencies, neighbouring Councils and businesses.

Members informed they could look into the more detailed discussions and evidence presented to the Inquiry on the website www.persona.uk.com/mersey.

RESOLVED: That the progress made to date be noted.

3. PREPARATION FOR PROCUREMENT

The Board considered a report of the Strategic Director, Environment which advised of the key activities leading up to the commencement of the procurement process for Mersey Gateway.

The Board was advised that the next stage of the project plan was focussed on the delivery of the following key milestone events:-

- i) the Secretaries of State announce their decision on the Orders and Applications submitted by the Council and considered at the Public Inquiry; and
- ii) the Department for Transport (DfT) grants Conditional Funding Approval based on the Outline Business Case submission being approved by both DfT and the Project Review Group (PRG) of HM Treasury.

The Board was further advised that the planning decision by the Secretaries of State was expected early next year. Although the timetable for, and outcome of, such events was always uncertain the fact that the Inquiry had been relatively short and straightforward would help the drafting of a decision letter.

The Planning Inspectorate had advised that the Inspector's Report on the Inquiry would be with the Transport and Works Act Orders Unit towards the end of November. It was noted that the various planning applications and orders submitted for Mersey Gateway would require contributions from a number of different government offices in the drafting of a decision letter.

The second requirement prior to commencing the procurement process was to secure Conditional Funding Approval from DfT Ministers, which involved consultation with the Treasury Ministers after clearing the Outline Business Case through the Project Review Group (explained in Appendix 1 to the report).

It was also reported that the programme for securing the sequence of approvals leading to Conditional Funding Approval being granted by Government was set out at Appendix 2 to the report for Members consideration.

Members were advised that although large PFI contracts had been agreed in recent months the market was still affected adversely by the banking crisis and the current work on procurement would investigate how to allocate risk to get best value bids.

RESOLVED: That the Board note what is required to be achieved to secure the authority to commence the procurement process, as determined by the Council's funding agreement with Government.

5. LAND ASSEMBLY AND AGREEMENTS WITH THIRD PARTIES

The Board considered a report of the Strategic Director, Environment which outlined that during the preparation for the Public Inquiry, the Project Team was able to satisfy a considerable number of concerns expressed by individuals and organisations leading to the avoidance or withdrawal of formal objections to the proposed Applications and Orders for Mersey Gateway. In many cases, the response given to potential objectors had now been compiled in formal agreements. This report advised the Board of the third party agreements entered into and the substantive obligations for the Council.

RESOLVED: That the Board note the Agreements in place and the Council obligations reported.

REPORT TO: Urban Renewal Policy and Performance Board

DATE: 25 November 2009

REPORTING OFFICER: Strategic Director Environment

SUBJECT: Service Plans 2010–13

WARDS: Boroughwide

1.0 PURPOSE OF THE REPORT

1.1 To offer an opportunity for Members to contribute to the development of Service Plans at the beginning of the planning process.

2.0 RECOMMENDED: That the Board indicates priority areas for service development or improvement over the next 3 years.

3.0 SUPPORTING INFORMATION

3.1 The 3-year departmental service plans are reviewed and rolled forward annually. The plans are developed in parallel with the budget. The process of developing service plans for 2010-2013 is just beginning. At this stage Members are invited to identify a small number (3-5 perhaps) of areas for development or improvement that they would like to see built into those plans. Operational Directors will then develop draft plans which will be available for consideration by PPBs early in the New Year.

3.2 Plans can only be finalised once budget decisions have been confirmed in March.

3.3 To assist Members at this stage it is proposed that each Operational Director will give the Board a short presentation setting out the key issues and challenges for their service over the coming 3 years.

4.0 POLICY IMPLICATIONS

4.1 The service plans form a key part of the Council's policy framework.

5.0 OTHER IMPLICATIONS

5.1 Service plans will identify resource implications.

6.0 RISK ANALYSIS

6.1 Risks are assessed in service plans. This report mitigates the risk of Members not being involved in setting service objectives.

7.0 EQUALITY AND DIVERSITY ISSUES

7.1 Equality impact assessments of service plans are conducted and high priority actions will be included in the milestones.

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

8.1 None

REPORT TO:	Urban Renewal Policy and Performance Board
DATE:	25 November 2009
REPORTING OFFICER:	Strategic Director, Environment
SUBJECT:	Biodiversity Initiatives
WARDS:	Borough-wide

1.0 PURPOSE OF THE REPORT

- 1.1 There have been a number of important new initiatives implemented and research projects undertaken in Halton in connection with its natural environment. This report summarises these developments and sets out proposals to hold a seminar, designed to inform elected Members, Council Officers and other stakeholders about the developments and their importance for the area's biodiversity.

2.0 RECOMMENDATION: That the Board comments on the proposal to hold a Biodiversity Initiatives Seminar.

3.0 BACKGROUND

- 3.1 In addition to the regular exchange of biodiversity information and the sharing of expertise, between the Mersey Gateway Team and Landscape Services, there are a number of new initiatives that have either been implemented or are in the process of being implemented, concerning biodiversity in Halton.

Artery of Life Project

- 3.2 The successful 6 year project, Wild About Halton, has drawn to a close, and is being replaced by a new project called Artery of Life. The project will create an Upper Mersey Estuary nature reserve with access and interpretation facilities for local people to enjoy. It is a joint project with Warrington Borough Council and extends up to the tidal limit of the estuary at Howley Weir in central Warrington. The partnership approach will assist in developing links to other major initiatives connected to the estuary, including the Mersey Gateway Project, Mersey Forest and the Mersey Waterfront Regional Park. The project is due to start during the summer, with the appointment of a project officer, and will be managed by Landscape Services.

Mersey Gateway Nature Reserve

- 3.3 The Artery of Life project will benefit from the biodiversity mitigation proposals, developed as part of the Mersey Gateway Project. The mitigation package includes establishing a new 28.5 hectare nature

reserve in a 200m zone either side of the new bridge on the saltmarsh on both sides of the estuary. The management of the saltmarsh is designed to increase its nature conservation value through the creation of scrapes and the re-introduction of grazing by traditional cattle. Although public access will be restricted to the saltmarsh, the project will present opportunities for educational and research initiatives to be developed, via the Artery of Life project.

Establishment of a Charitable Trust

- 3.4 The cost of the Mersey Gateway Nature Reserve will be a fixed cost item, to be included, as part of the Mersey Gateway procurement package and its delivery over the period of the concession has been recognised as potentially challenging for the concessionaire to implement. An approach, which will create a dedicated Trust to manage and deliver the mitigation plan has, therefore, been adopted.
- 3.5 The use of a Trust, to be set up under the guidelines of the Charities Act 2006, will offer a number of advantages:
- a. The Trust could attract new Community Investment Funds (CIF), a type of trust fund for charities that is not available to local authorities.
 - b. It would allow continued Halton Borough Council support through the appointment of appropriate Trustees, including Councillors, in the trust's administration
 - c. It could make the most of established contacts with local environmental community groups and statutory agencies that have a stake in the long-term vision for the area.
 - d. It could tie in with the third sector in recognising the increasingly important role the third sector plays in both society and the economy, including the design and delivery of public services.

Partner activities

- 3.6 In parallel with the Council led initiatives, there are a number of partner activities that are coming forward through the Halton Natural Environment Roundtable (NER). Since 1996, the NER has become firmly established as a community led body working with the local authority on all biodiversity issues in the borough. There are good examples of recent research on Halton's environment carried out by the School of Environment Sciences at Salford University, the findings of which can be considered when reviewing the Council's policies and programmes in the Natural Assets Strategy and complementary documents. In particular, some emerging research comparing breeding bird changes over a 20 year period for Halton and Warrington is being developed by Professor David Norman and Dr Philip James with the prospect of some encouraging results in comparison to the

rest of Cheshire. This is likely to be presented as a major piece of research at an academic conference during 2010.

- 3.7 Other research projects that are coming to their final stages include work on the ponds in Halton, the landscape ecology of the borough and the ecological value of the New Town structure planting. Other activities, that do not always get wide recognition, are the practical tasks undertaken by the NER including butterfly recording, bumblebee surveying, litter picking at Sunnybank Park and building bird nesting boxes.

Proposed Seminar

- 3.8 To ensure that Members, Officers and partner organisations are made aware of these recent developments, it is proposed to hold a half day seminar, for about 40 delegates, targeted at people and organisations that have an interest in the borough's biodiversity programmes. The Council's Chief Officers Management Team has endorsed the plans to hold the Seminar.
- 3.9 The agenda for the 3 hour event will include presentations on the Artery of Life, the Mersey Gateway Nature Reserve proposals and the research by Professor Norman and Dr James, followed by three or four specific studies by Salford University students. The costs associated with the event will be limited to the hire of a room and a light buffet lunch and is expected to be under £500 from the Mersey Gateway budget.

4.0 POLICY IMPLICATIONS

- 4.1 These activities contribute to the action programme of the Natural Assets Strategy, which documents the progress of both Borough Council-led and partner biodiversity activities. In particular, within the Corporate Plan, 2006-2011, the value of enhanced local nature reserves is recognised under Halton's Urban Renewal Area of Focus 12. Examples of future planned activity include "Creating local nature reserves and wild spaces that support the Council's efforts to deliver urban renewal and a better quality of life in Halton."
- 4.2 Such wider biodiversity activities are also reported as part of the CAA process by Corporate & Policy Services, KLOE 3.1 - use of natural resources.
- 4.3 The emerging development plan documents recognise the value of creating an upper Mersey Nature reserve.

5.0 OTHER IMPLICATIONS

- 5.1 Section 41 of the Natural Environment and Rural Communities Act places greater responsibility upon public sector bodies to consider biodiversity in the work they do.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

- 6.1 **Children and Young People in Halton.** There will be opportunities under the new Artery of Life project to contribute to Key Objective E: To ensure that all children and young people in Halton have positive futures after school by embracing life-long learning, employment opportunities and enjoying a positive standard of living.
- 6.2 **Employment, Learning and Skills in Halton.** There will be an indirect contribution to Key Objective B: To develop a culture where learning is valued and to raise skill levels throughout the adult population and in the local workforce.
- 6.3 **A Healthy Halton.** There will be opportunities for biodiversity activities to contribute to Key Objective C: To promote a healthy living environment and lifestyles to protect the health of the public, sustain individual good health and well-being, and help prevent and efficiently manage illness.
- 6.4 **A Safer Halton.** There will be opportunities to contribute to Key Objective C: To create and sustain better neighbourhoods that are well designed, well built, well maintained, safe and valued by the people who live in them, reflecting the priorities of residents. For instance, The Artery of Life project will be targeted towards certain postcode areas, as demanded by the application guidelines.
- 6.5 **Halton's Urban Renewal.** There will be opportunities to contribute to Key Objective E: To enhance, promote and celebrate the quality of the built and natural environment in Halton. Objective E also addresses tackling the legacy of contamination and dereliction to further improve the Borough's image. In particular, in Area of Focus 12, examples of future planned activity include "Creating local nature reserves and wild spaces that support the Council's efforts to deliver urban renewal and a better quality of life in Halton." The Mersey Gateway nature reserve and the Artery of Life project will be a main delivery mechanism for this Area of Focus.

7.0 RISK ANALYSIS

- 7.1 Any risks associated with staging the event will be managed as part of the Stadium's health and safety policies and procedures.

8.0 EQUALITY AND DIVERSITY ISSUES

- 8.1 Biodiversity initiatives provide an opportunity to improve accessibility to services, education and employment for all.

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

Document	Place of Inspection	Contact Officer
Natural Assets Strategy	Picow Farm Road	Paul Oldfield
Files maintained by the Mersey Gateway Project Team	Priority Sites, Widnes	Paul Oldfield

REPORT TO: Urban Renewal Policy and Performance Board

DATE: 25 November 2009

REPORTING OFFICER: Strategic Director, Environment

SUBJECT: Receipt of Petition - Level of Public Transport Provision on Halton Road

WARDS: Halton Brook

1.0 PURPOSE OF THE REPORT

1.1 To inform the Board of a petition that has been received from the residents of Halton Road and surrounding areas regarding the levels of public transport operating via Halton Road.

2.0 RECOMMENDATION: That

- (1) Support be given to extend the 52 bus service so that the last journey departing from Runcorn High Street will be 18.10 (Monday to Saturday), for a period of 6 months to enable an assessment to be made of the benefits;**
 - (2) Following an assessment of the benefits of the extended service, the Operational Director (Highways, Transportation & Logistics) in consultation with the Executive Board Member Planning, Transportation, Regeneration & Renewal makes a decision on whether to continue to operate the extension to the service; and**
 - (3) Organisers of the petition be advised of this decision.**
- 3.1 A petition was received on 21st September 2009, signed by 106 residents, (See Appendix 1), requesting that the Council look again at improving the bus service along Halton Road, since the last review and decision not to continue subsidising the service. The basis of the petitioners' concerns is that they feel excluded from using the facilities in Runcorn Town Centre, including the new street market trading each Tuesday.
- 3.2 Appendix 2 provides details of the timetable for the currently operating 52 bus service. This service operates Monday-Friday inclusive. It can be seen from the timetable that the first bus leaves Runcorn High Street at 09:20 and that the last journey departs at 14:10, which limits the scope for journeys to be made from the town

centre. The inbound journey from Beechwood, stops at the Halfway House, Halton Road at 10:04, with the last stop at 14:54

- 3.3 Unfortunately, there are no direct commercial alternative bus services operating via Halton Road to help address this issue. The nearest service is the 3A/3C and this would require a walk of approximately 700 metres from the junction of Halton Rd and Sea Lane to Halton Brook Avenue. This distance can be compared to the distance recommended for the location of bus stops for new developments, which is approximately every 400m.
- 3.4 Service 52 is subsidised by the Council and is operated under a local bus contract agreement by Anthonys Travel. The cost of the contract currently stands at £20,840 per annum and is subsidised due to there being no alternative commercial service operating via Halton Rd.
- 3.5 It is estimated that the cost of extending the 52 service on a Monday to Saturday daytime to 18:10hrs would be in the region of £14,000/year, which would have to be funded from the Council's 'Bus Support' allocation. This allocation is used to provide socially necessary services, which cannot be operated on a commercial basis.
- 3.6 It is recognised that the existing service does not adequately meet the needs of residents in providing access to Runcorn Town Centre. However, there is considerable pressure on the Council's 'Bus Support' allocation, due to the level of demand and increases in costs of contracts. It is therefore proposed that the 52 service be extended on the current levels of frequency so that the last journey operating from Beechwood to Runcorn High Street will be 17:31hrs and the last journey departing from Runcorn High Street and terminating at Halton Lea will be 18:10 (Monday to Saturday), for a period of 6 months to enable an assessment to be made of the benefits.
- 3.7 It is further proposed at the end of this 6 month trial period that the Operational Director (Highways, Transportation and Logistics), in consultation with the Executive Board Member for Planning, Transportation, Regeneration & Renewal, evaluates the assessment of costs and benefits and makes a decision on whether to continue with the extension of the service, based on passenger numbers and availability of funding.
- 3.8 Finally, it is proposed that the organisers of the petition be informed of the proposed course of action.

4.0 POLICY IMPLICATIONS

- 4.1 There are no specific policy implications resulting from this report.

5.0 OTHER IMPLICATIONS

5.1 **Resource Implications:** The approximate cost of providing the proposed extension to the 52 service would be in the region of £7,000 for a period of 6 months.

5.2 **Social Inclusion Implications:** The proposals contained within the report would help to reduce social exclusion by increasing the accessibility of Runcorn Town Centre.

6.0 IMPLICATIONS FOR COUNCIL'S PRIORITIES

6.1 **Children and Young People in Halton** – There are no direct implications resulting from this report.

6.2 **Employment, Learning and Skills** - There are no direct implications resulting from this report.

6.3 **A Healthy Halton** - There are no direct implications resulting from this report.

6.4 **A Safer Halton** - There are no direct implications resulting from this report.

6.5 **Halton's Urban Renewal** - The proposed extension to the 52 bus service will increase the accessibility of Runcorn Town Centre.

7.0 RISK ANALYSIS

7.1 The risk of undertaking the trial extension to the 52 bus service is that there could be an expectation of the trial becoming permanent.

7.2 The risks of not undertaking the trial extension to the 52 bus service are that accessibility to Runcorn Town Centre could be compromised and complaints could continue to be made.

8.0 EQUALITY AND DIVERSITY ISSUES

8.1 The extension to the 52 bus service will increase accessibility for all sections of the community to Runcorn Town Centre.

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

9.1 None

file:///C:/Documents%20and%20Settings/Omnitimes/Desktop/timetables/52.htm

Beechwood - Runcorn High Street

52

Anthony's Travel

Service 52: From Beechwood to Runcorn High Street. via Beechwood Avenue, Palacefields Avenue, then busway to Halton Lea South and North, busway to Crown Gate then East Lane, Holt Lane, Some journeys via Main Street, Halton Brow, Castlefields Estate Journeys via MAin Street, Stockham Lane, Castlefields Ave South, Castlefields Ave East, Castlefields Ave North, Halton Brow, Halton Road, Bridge Street and High Street, Runcorn High Street Bus Station

Mondays to Fridays except Bank Holidays

Service No	52	52	52	52	52	52
Operator	AT	AT	AT	AT	AT	AT
Beechwood, Beechwood Pub	0941	1034	1141	1234	1341	1434
Beechwood, Hillview School	0943	1036	1143	1236	1343	1436
Halton Lea South, Stand 2	0948	1041	1148	1241	1348	1441
Halton Lea North, Stand 2	0950	1043	1150	1243	1350	1443
Halton Village, Norton Arms	-	1050	-	1250	-	1450
Castlefields, Primrose Close	0956	-	1156	-	1356	-
Castlefields, The Barge	0959	-	1159	-	1359	-
Halton Road, Halfway House	1004	1054	1204	1254	1404	1454
Runcorn, High Street, Stand A	1008	1058	1208	1258	1408	1458

NOTES:

AT Anthony's Travel

Runcorn High Street - Beechwood

52

Anthony's Travel

Service 52: From Runcorn High Street to Beechwood. via Runcorn High Bus Station, Lieria Way, Busway to Bridge Street, Halton Road, Halton Brow, Castlefields Avenue North, Castlefields Avenue South, Stockham Lane, Main Street, Holt Lane, some Journeys: Halton Brow, Main Street, Holt Lane, East Lane, Crown Gate, Busway, Halton Lea South, Busway to Halton Lodge and Beechwood Avenue, The Beechwood Pub.

Mondays to Fridays except Bank Holidays

Service No	52	52	52	52	52	52
Operator	AT	AT	AT	AT	AT	AT
Runcorn, High Street, Stand A	0920	1010	1120	1210	1320	1410
Halton Road, Sea Lane	0925	1015	1125	1215	1325	1415
Castlefields, The Butts	-	1017	-	1217	-	1417
Castlefields, Kingshead Close	-	1018	-	1218	-	1418
Castlefields, The Barge	-	1019	-	1219	-	1419
Castlefields, Primrose Close	-	1022	-	1222	-	1422
Halton Village, Pump Lane	-	1024	-	1224	-	1424
Halton Village, Norton Arms	0928	-	1128	-	1328	-
Halton Village, British Legion	0931	-	1131	-	1331	-
Halton Lea South, Stand 2	0935	1028	1135	1228	1335	1428
Runcorn Heath, Mormon Church	0939	1032	1139	1232	1339	1432
The Beechwood	0941	1034	1141	1234	1341	1434

NOTES:

AT Anthony's Travel

Beechwood - Runcorn High Street

52

Anthony's Travel

file:///C:/Documents%20and%20Settings/Omnitimes/Desktop/timetables/52.htm

Service 52: From Beechwood to Runcorn High Street. via Beechwood Avenue, Palacefields Avenue, then busway to Halton Lea South and North, busway to Crown Gate then East Lane, Holt Lane, Some journeys via Main Street, Halton Brow, Castlefields Estate Journeys via MAin Street, Stockham Lane, Castlefields Ave South, Castlefields Ave East, Castlefields Ave North, Halton Brow, Halton Road, Bridge Street and High Street, Runcorn High Street Bus Station

Saturdays

Service No	52	52	52	52	52	52
Operator	AT	AT	AT	AT	AT	AT
Beechwood, Beechwood Pub	0941	1034	1141	1234	1341	1434
Halton Lea South, Stand 2	0948	1041	1148	1241	1348	1441
Halton Lea North, Stand 2	0950	1043	1150	1243	1350	1443
Halton Village, Norton Arms	-	1050	-	1250	-	1450
Castlefields, Primrose Close	0956	-	1156	-	1356	-
Castlefields, The Barge	0959	-	1159	-	1359	-
Halton Road, Halfway House	1004	1054	1204	1254	1404	1454
Runcorn, High Street, Stand A	1008	1058	1208	1258	1408	1458

NOTES:

AT Anthony's Travel

Runcorn High Street - Beechwood**52****Anthony's Travel**

Service 52: From Runcorn High Street to Beechwood. via Runcorn High Bus Station, Lieria Way, Busway to Bridge Street, Halton Road, Halton Brow, Castlefields Avenue North, Castlefields Avenue South, Stockham Lane, Main Street, Holt Lane, some Journeys: Halton Brow, Main Street, Holt Lane, East Lane, Crown Gate, Busway, Halton Lea South, Busway to Halton Lodge and Beechwood Avenue, The Beechwood Pub.

Saturdays

Service No	52	52	52	52	52	52
Operator	AT	AT	AT	AT	AT	AT
Runcorn, High Street, Stand A	0920	1010	1120	1210	1320	1410
Halton Road, Sea Lane	0925	1015	1125	1215	1325	1415
Castlefields, The Barge	-	1019	-	1219	-	1419
Castlefields, Primrose Close	-	1022	-	1222	-	1422
Halton Village, Pump Lane	-	1024	-	1224	-	1424
Halton Village, Norton Arms	0928	-	1128	-	1328	-
Halton Village, British Legion	0931	-	1131	-	1331	-
Halton Lea South, Stand 2	0935	1028	1135	1228	1335	1428
Runcorn Heath, Mormon Church	0939	1032	1139	1232	1339	1432
The Beechwood	0941	1034	1141	1234	1341	1434

NOTES:

AT Anthony's Travel

* HARD TO TRAVEL *

(106)

(PLEASE SUPPORT LOCAL BUS ROUTE)

PRINT NAME + POSTCODE - THANK YOU

Gloria Banner

WA7 5RL

Geoff Banner

J. Bettley

WA7 5RF

C.R. Jardine

WA7 2BQ

R.B. James

WA7 2JW

L. Mayles

WA7 5RW

J. Watson

WA7 5RW

S. Armani

WA7 5XW

A. Hulace

WA7 2BN

W.G. O'Keefe

WA7 5BY

S. Talbot

S. TALBOT

WA7 3HS

K. Talbot

K. TALBOT

WA7 3HS

D. Parry

WA7 3HR

B. Follows

WA7 3JR

S. E. Smith

WA7 2PR

M. Myers

WA7 2PP

E. Munton

WA7 5RF

B. J. Swift

WA7 5RJ

M. Mayles

WA7 2RL

M. Mayles

WA7 5XW

Post Code

NAME	WA 7	POST CODE
M Antrobus	WA 7	5NL
E J Edwards	WA 7	5RG.
C. La Personne	WA 7	2BB.
E Young	WA 7	5SL
D. Young	WA 7	5SL
P. Dykes	WA 7	5PA
P Owen	WA 7	5AS
B Thomas	WA 7	33W
S J Lopez	WA 7	5NQ
JOHN FLEMING	WA 7	2MR
MRS S ATHERTON	WA 7	2AS.
Mrs R Rawthorne	WA 7	3JA
Mrs Crowley	WA 7	3JW
Mrs B. Meleneux	WA 7	2QL.
ISA. KILBURN.	WA 7	5OX.
Mrs Todd.	WA 7	2AS
M Dundon	WA 7	2BS
Julie Howlinson.	WA 7	6DY
Simon Hodson	WA 7	2LN
GUNTA JAINMIKERE	WA 7	2UH
Mr A Parrington	WA 7	2AP
A Seachurney	WA 7	2JW
V Joyce	WA 7	5XE
M. DIMELOW	WA 7	5HH
S KINSELLA	WA 7	5EX

NAME

NAME

NAME

Post Code

S GRAHAM

WATSEA

H STARKY

L267YH.

M SWIFT

WAT5SA

S HANDS

L33400

B Bennett

WAT5RT

L. JONES

WAT3HR

S. March

WAT3HR

S. Dalton

WAT3HR

I. Ikin

WAT3HR

I. SREOMBE

WAT5NJ

S. SAWHSE

WAT3JA

D. LLOYD

WAT5QZ

MOORE

WAT3JT

E. LLOYD

WAT5QZ

S. MOORE

WAT3ST

R. Hubbs

WAT2LZ

Kilber

WAT3JL

D Temple

WAT2RL

Percival

WAT5NJ

G. Jones

WAT5A

P Brown

WAT2JR

C. Ellis

WAT2QF

Fades

WAT5RL

J. Driscoll

WAT5UL

V. Lownd

WAT5RG

A Driscoll

WAT5NL

S. Hearty

WAT4ND.

E Cooper

WAT3JB

M. S. Lee

~~WAT~~ WAT1RR

C. Shore

WAT5NL

B Russell

WAT1RR

M. Driscoll

WAT5NL

N. Clark

WAT5NP

G Scott

WAT2QF

E. Kulp

WAT3HR.

C. Jones

WAT3HR

T. Ford

WAT5RA

E McWhan

WAT5R

D Cassion

WAT5AL

M. Gifford

WAT5QZ

G Cassion

WAT5RW

N. Bennett

WAT5R

P Owen

WAT5NH

A France

WAT5XU

H. P. Lee

WAT5QE

S. Evans

WAT1RN

B Pennington

WAT2QH

R & E Hill	WA75RL
L Brenn.	WA7 2LZ
P. Charnock	WA7 2L7
S Jackson	WA8 8AL
B. LORCA	WA7 3HY
J LORCA	WA7 3HY
R Ghee	WA7-2RU-
A Temple	WA7-2RU-
H P. Jones	WA7 5RT
P. Garton	WA7 5RH
gh Intworth	WA7 5RS.
M. Cooper	WA7 SRL
S Nelson	WA7 5QZ
B Nelson	" "

REPORT TO: Urban Renewal Policy and Performance Board

DATE: 25 November 2009

REPORTING OFFICER: Strategic Director, Environment

SUBJECT: Receipt of Petition - Withdrawal of Sunday Evening Commercial Service X1 Operated By Arriva Northwest

WARDS: Halton Castle, Windmill Hill, Halton Lea, Mersey, Riverside

1.0 PURPOSE OF THE REPORT

- 1.1 To inform the Board of a petition that has been received from the residents of Murdishaw and surrounding areas following the withdrawal of the commercially operated Arriva Northwest X1 service from Liverpool City Centre, on Sunday evenings from 19:00hrs.

2.0 RECOMMENDATION: That

(1) given the existing alternative services available, an extension to the X1 service should not be supported using Council funding; and

(2) the organisers of the petition be advised of the decision.

- 3.1 A petition was received on 25th August 2009, signed by 37 residents, (see Appendix 1), concerning the withdrawal of the commercial Arriva Northwest X1 service from Liverpool City Centre, on Sunday Evenings from 19:00hrs. The basis of their concerns is that there are a number of elderly people, (some of whom don't have alternative transport), who, on occasions like to go into Liverpool for shopping, theatre and other purposes, but are unable to return home after 19:00hrs, without the added expense of a taxi fare. The accompanying letter also identifies that whilst there is an alternative service, (79C) that could be used to return to Runcorn, this would result in a much longer return journey time. The letter also makes the more general point that the service withdrawal also makes it difficult to go to Liverpool and other locations outside of Runcorn for fear of not getting back on Sunday evenings. The petitioners request that the X1 hours of operation be extended so that the last journey on Sunday evenings departs from Liverpool at 22:00hrs.
- 3.2 Arriva Northwest operate the commercial service X1 Monday – Friday on a half hourly frequency from 06:00hrs until 19:00hrs and then hourly until 22:00hrs, with the last journey leaving Liverpool at 23:15hrs. On

Saturdays, the same frequency is operated, with the exception of the last journey, which leaves Liverpool at 22:00hrs. The Sunday service operates on an hourly frequency commencing at 10:00hrs with the last journey leaving Liverpool at 19:00hrs. The current level of service has been in operation since 6th May 2007.

3.4 There are in fact two alternative public transport services available, should a return journey to Runcorn be required after 10:00hrs on a Sunday. It is, however, accepted that these services would take longer to return to Runcorn, than the X1 service. The alternative services available are:

- The 79C service, which operates on a 30 minute frequency all day Sunday and Sunday evenings until 23:17hrs between Liverpool and Murdishaw Centre. Additional journey time to Runcorn would be approximately 29 minutes; and
- There is also a rail service from Lime Street rail station to Runcorn mainline station in operation with the last journey departing Liverpool at 21:34hrs. However, it would be necessary to change at Runcorn station to get the 79C local bus service to Murdishaw. Additional journey time to Murdishaw would be approximately 20 minutes.

3.5 Arriva Northwest have indicated that the service after 19:00hrs on a Sunday evening is not commercially viable and would therefore only be re-instated with a financial contribution from the Council.

3.6 It is estimated that the annual cost of extending the X1 service on a Sunday evening to 22:00hrs would be in the region of £18,000. The Council currently has a budget to provide socially necessary services, which cannot be operated on a commercial basis. Unfortunately, this budget is under severe pressure and given that there are alternative facilities available, it is felt that it would be inappropriate to fund the extension.

4 POLICY IMPLICATIONS

4.1 There are no specific policy implications resulting from this report.

5.0 OTHER IMPLICATIONS

5.1 **Resource Implications:** There are no resource implications from the recommendations made in this report. However, it is noted that the estimated cost of providing the extended service would be around £18,000.

5.2 Social Inclusion Implications: The proposals contained within the report identify existing alternative public transport services, which although are not as convenient as extending the X1 service, as requested, do provide a means of returning to Runcorn on a Sunday evening .

6.0 Implications for Council's Priorities

6.1 Children and Young People in Halton – There are no direct implications resulting from this report.

6.2 Employment, Learning and Skills - There are no direct implications resulting from this report.

6.3 A Healthy Halton:- There are no direct implications resulting from this report.

6.4 A Safer Halton:- There are no direct implications resulting from this report.

6.5 Halton's Urban Renewal;- There are no direct implications resulting from this report.

7.0 RISK ANALYSIS;- There are no direct risks associated with the recommendations contained within the report.

8.0 EQUALITY AND DIVERSITY ISSUES;- There are no direct implications resulting from this report, as alternative facilities have been identified.

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

9.1 None

L. LAWRENCE -

L Mayer 49 HOODING Close Runcorn -

M. PUGER 68, BOURNEMOUTH CL. MURKHAM -

Mrs. Lemington 7 CROFTS CLOSE PALACEFIELDS -

C J Jones 177 THE UPLANDS PALACEFIELDS RUNCORN -

Smith 5 Schooner Close RUNCORN -

M. LEWIS 8 DOVER CLOSE

T JONES 6 DOVER CLOSE

E. Mearns 22 Baxter Close Runcorn -

J SHERMAN 16 Schoone. Close.

J SHERMAN 18 Bloodhatch. ROAD

~~15 PRINCES CLOSE~~

M J. del.

Coyde

Calendar

M J. Pappan 4 Newington Close

H Dunne 44 Blyth Close

M. QUIRK 8 BLYTH CL. RUNCORN -

M Lee 28 Princes Close Castlefields -

P. FORSTER -

John
Sherman

Dora Steve

Thelma Boyd

ORDON-JUNE Smith 22. COMPASS CLOSE RUNCORN

M. Mae Swann

Lee 29 PRINCES CROSS

B HEALY 16 SPINNAKER CLOSE

Irene Quanta

1 Appleton 29 SEXTANT CLOSE
15. Moorings Close. WAT 6DA.

P. Payne

2 Dalwood Close. WAT 6FL

F. P. SMITH

2 Dalwood Close WAT 6FL

E. Taylor
Newby

6 SUMMER CROSS WAT 2113

J. BAZLEY

38 STENHILLS CRES WAT 5EA

C STRUNKS

9 HAYWOOD PARK AVE RUNCORN WAT 2FL

a ABRONSMITH

41 LUDLOW CRES WAT 4XH

D KLOYD

23 HOLLYBANK ROAD WAT 2AW

N RYAN

22 THE CROFT HAKTON RUNCORN

REPORT TO: Urban Renewal Policy and Performance Board.

DATE: 25 November 2009

REPORTING OFFICER: Strategic Director, Environment

SUBJECT: Proposed Policy for Vehicle Access Crossings over Footways and Verges

WARDS: Boroughwide

1.0 PURPOSE OF THE REPORT

1.1 To seek endorsement of a revised enforcement policy for the illegal crossing of vehicles over footways and verges, and to establish a clear policy for the construction of access crossings. The aim is to minimise the problems encountered in enforcement using the existing policy (which was approved by the Executive Board on 16 November 2000 following a report to Policy and Performance Board (Planning, Transportation and Development) on 11 October 2000) and problems experienced in recovering the costs of constructing the access crossings from offenders.

2.0 RECOMMENDATION: The Board supports the following recommendations and forwards its comments to the Executive Board for consideration:

(1) That access crossings only be permitted and constructed in accordance with the criteria set out in 3.2.1 of this report.

(2) The application procedure be adopted as set out in paragraph 3.3.2 of this report.

(3) Should a programmed structural footway maintenance scheme be carried out by the Council within 2 years of an owner/tenant having paid for a crossing, then a partial or full refund will be offered in accordance with Appendix 7. This will be available, if requested, up to 12 months after the completion of the maintenance works. A crossing will also be offered, where appropriate, at a reduced cost or free of charge (depending on the scope of works), if structural maintenance works are to be carried out as set out in paragraph 3.4.2 of this report.

(4) The enforcement procedure set out in the report the Executive Board on 16 November 2000 following a report to Policy and Performance Board (Planning, Transportation and

Development) on 11 October 2000 be amended as set out in paragraph 3.5 of this report.

(5) For the avoidance of doubt, and in accordance with Section 184 of the Highways Act 1980, it is agreed that the Council shall construct any or all access crossings within the Borough and seek to recharge the costs to the frontage property owner.

(6) The revised policy and procedure for the construction and enforcement of crossings over footways and verges be supported.

3.0 BACKGROUND

3.1 Introduction

A vehicle access across a footway (please note that reference to footways throughout this report can also include verges or cycleways) requires a properly constructed access crossing to prevent the footway or any utility apparatus lying under the footway suffering damage as a consequence. The practice of vehicles repeatedly crossing footways, which have not been strengthened, not only causes damage to the surface and to any equipment beneath it, but also in many cases poses a hazard to pedestrians and other lawful users of the footway. In addition, it is also the custom of some property owners to deposit objects such as planks of wood, metal ramps and even concrete in the drainage channel to aid access. These practices could cause serious injury to members of the public and damage to the vehicles that the public may be travelling in or on and may result in claims for compensation being brought against the Council, quite apart from the extra maintenance costs incurred in regularly repairing the damage caused, or removing the unlawful obstructions.

The sections below explain the issues to be considered and proposed courses of action for each of the following:

- Criteria for acceptance of a crossing;
- Application Procedure;
- Incorporation of crossings into the Council's Footway Structural Maintenance Programme (including a refund mechanism); and
- Enforcement & recovery of costs.

3.2 Acceptance of a crossing

3.2.1 Proposed Criteria

It is important when making a decision on the acceptability of any access crossing (whether by request or following an enforcement procedure) that it is based on an assessment of highway safety and on

whether certain planning requirements can be met that would enable planning permission to be given, if required.

It is proposed that the following criteria be used to assess the highway safety of an access proposal, these being:

- The size of curtilage available – a large car must be able to fit within the curtilage of the property without overhanging the footway (or cycleway or highway verge), to avoid causing a hazard to pedestrians (or cyclists) or obstruct access to services. As a general rule the space required within the curtilage for a standard car will be 4.8m x 2.4m but this may vary depending on the specifics of the site;
- There must be sufficient visibility when exiting and entering the driveway in accordance with appropriate highway standards. These take the form of visibility splays and stopping sight distances, which vary depending on the type and speed limit of road;
- The access crossing should usually be situated a minimum of 1.8m from the end of any curve radius leading into or out of a junction, whilst still complying with visibility criteria. However, there may be exceptions on lightly trafficked estate roads, providing that road safety is not compromised; and
- It is considered that, where parallel parking alongside the kerb is happening on a road, this should not preclude an access crossing, and an appropriate number of marked bays may need to be removed. It may also be necessary to install an 'H bar' marking to deter obstruction of the access, where there are no marked bays or loading restrictions. However, perpendicular parking bays are usually privately owned, and access crossings behind these will generally not be permitted, except where a single landowner is involved.

The criteria to be taken into consideration when assessing whether planning permission is required are as follows:

- Planning permission is required to create an opening onto a highway that is a classified road (ie. a road which has a number in the national road system, starting M, A, B or C). The type and speed limit of certain roads (together with the highway safety criteria above) may mean that they are unsuitable for a private access crossing. This would be established during the planning application process; and
- In line with the Pitt Report¹, should the area of the new hard surface within the property exceed 5m², then planning permission will be required where the new hard surface is not porous or does not drain to a soakaway within the property boundary.

It should also be noted, however, that other factors are taken into consideration when assessing a planning application (for an access crossing on a classified road) such as visual amenity as well as highway safety.

1. In response to recommendation 9 of the Pitt Review (Householders should no longer be able to lay impermeable surfaces as of right on front gardens and the Government should consult on extending this policy to back gardens and business premises), from 1 October 2008 new rules have applied for householders wanting to pave over their front gardens. Government advice to householders is as follows:

You will NOT need planning permission if a new driveway uses permeable (or porous) surfacing which allows water to drain through, such as gravel, permeable concrete block paving or porous asphalt, or if the rainwater is directed to a lawn or border to drain naturally. If the surface to be covered is more than five square metres, planning permission will be needed for laying traditional, impermeable driveways that do not control rainwater running off onto roads.

3.2.2 Proposal

Only those access crossings which comply with the requirements outlined in 3.2.1 above should be permitted. It is intended that the above requirements will be summarised, with illustrations, to form the basis of an advertisement in the local press, and a public information leaflet, which will also contain information about the enforcement procedure.

3.3 Application Procedure

3.3.1 Issues

A owner or occupier may request the Council to construct an access crossing at the their own expense, provided it is considered acceptable (in highway and planning terms as outlined above). The application is required to be made by the submission of a letter or e-mail of the request to the appropriate Section Leader. It is proposed that future applications may be submitted via an online application form.

As indicated in 3.2 above, road safety, planning and drainage issues (relating to the Pitt Report) may prevent the construction of an access crossing at the location requested. The householder will be advised that planning permission will be required if the drainage criteria set out in the public information leaflet (Para 3.2.2 above) cannot be met or if the proposal is on a classified road.

3.3.2 Proposal

Subject to a satisfactory site survey and consultation with the Council's Development Control Staff, a letter as shown in Appendix 1A incorporating a quotation for the construction of the crossing will be sent for acceptance and signing by the occupier(s) or by the owner if a tenanted property. Once accepted, works will be programmed for completion within 8 weeks. If the site survey or consultation with Development Control Staff indicates that there would be road safety or planning issues that would warrant a refusal, then a letter will be sent to the occupier(s) (and owner if a tenanted property), indicating the reasons why (See Appendix 1B). Should the occupier(s) then cross the footway illegally, enforcement as per Para 3.5 would follow.

3.4 Incorporation of crossings into the Council's Footway Structural Maintenance Programme

3.4.1 Issues

During the implementation of programmed footway maintenance works, a number of illegal access crossings can be encountered, which, if left, could result in long term damage to the footway and any statutory undertaker's apparatus underneath. In order to address this situation, occupiers are normally offered the opportunity to have a legal crossing constructed, as part of the footway maintenance works.

Occupiers who had recently paid for a legal access crossing have raised concerns that some people were getting them provided free of charge or at reduced rates, as part of the above offer, when they had to pay full price.

3.4.2 Proposal

For future maintenance programmes it is proposed that a letter be sent to occupier(s) (and owner where known if a tenanted property) notifying them of the proposed footway maintenance works (see Appendix 1C) and offering them the opportunity to have a legally constructed vehicle access crossing, if they do not already have one, at a reduced cost or free of charge, depending on the scope of the works to be carried out. In addition, anybody affected by the footway maintenance works, who has paid for a legal access crossing within the last 2 years (which is a reasonably foreseeable interval for programming of footway works) will be offered a full or partial refund, again depending on the scope of the works carried out.

More detail on how this refund mechanism would operate is presented in Appendix 7.

Should anyone with an illegal access crossing not take up the offer and continues to cross the newly constructed footway, illegally, then enforcement as per Para 3.5 would follow.

3.5 Enforcement and Recovery of Costs

3.5.1 Issues

Gaining access to properties by the illegal crossing of footways and verges is still a common Boroughwide occurrence. Briefly, the current enforcement process involves:

- A complaint being received / notification from a highway inspection;

- Notice being served on the offender, currently assumed to be the occupier of the property whether owner or tenant (if the location of the crossing is acceptable); and
- The offender then has three options: 1) comply with the terms of the notice and have the access crossing constructed by the Council at their cost; 2) sign a declaration that he/she will refrain from illegally accessing their property; or 3) they can appeal to the Secretary of State against the notice served on them. However, if the offender does none of the above, then a formal crossing is constructed by the Council's Highways Department, after advising the occupier, and attempts are made to recover the costs from the offender.

The current policy and procedures were set out in the report to the Executive Board on 16 November 2000 following a report to Policy and Performance Board (Planning, Transportation and Development) on 11 October 2000. This is shown in Appendix 2 and outlined the way in which certain enforcement situations would be dealt with.

Whilst there was no protocol for prioritisation of enforcement action included in the October/November 2000 reports, it has become general practice for complaints and notifications regarding illegal access crossings to be prioritised for enforcement, due to limited resources and the volume received. This is on the basis of risk to highway users, with those in an unacceptable position or with hazards such as ramps being given priority. It is intended to continue with this practice.

Recovering the costs of constructing the crossings has posed problems in the past. In some cases bailiffs have been called in to recover debts with limited success, which has resulted in £6k of debt being written off, over the last year.

The installation of bollards, to prevent all cases of illegal crossing, as an alternative to constructing the crossing has been considered. However, due to the provisions of the Highways Act, this could only be carried out if the crossing was deemed detrimental to road safety. ie. unacceptable. (This was actually included in the October 2000 report as a possible course of action). It should be noted that this will also result in a non recoverable cost being incurred by the Council, but is likely to be less than that incurred for a full access crossing construction.

3.5.2 Proposal

It is therefore proposed, where there are illegal crossings but it is possible to construct acceptable crossings that the practice of the Council, as Highway Authority, constructing the crossings and recharging the costs be continued. However a number of additional actions are proposed to encourage offenders to comply:

- Where a property is rented the enforcement letter and notice is to be sent to both the occupier(s) **and** owner if a tenanted property to give additional scope for recovery of the costs;
- Inform the occupier(s) (and the owner if a tenanted property) that should a programmed structural footway maintenance scheme be carried out within 2 years of them having paid for a crossing, then a partial or full refund will be offered, depending on the scope of the work carried out (as described in 3.4 above). This will hopefully encourage them to pay for the crossing and avoid the need for legal proceedings; and
- In the event of the costs being written off, the Council's Land Charges Section be advised to enable a land charge be attached to the property, which would allow for the costs to be recovered when the property is sold.

In addition, where it is deemed that on the grounds of highway safety and / or planning implications, that an access crossing is unacceptable, a letter will be sent to the occupier(s) instructing them to cease using the crossing, as shown in Appendix 3. If the occupier(s) persists in using the access crossing, physical measures, such as bollards, may be used to prevent further use.

Amendments are proposed to the letter of notice (advising of the Council as Highway Authority constructing an access crossing and recovering the costs), as shown in Appendix 4, to also advise of highway scheme implications. The notice would be sent to both the occupier(s) and owner if a tenanted property. This allows more avenues for recovery of costs. The letter has also been amended to formally allow the offender to sign an undertaking that they will no longer cross the footway.

The enforcement procedure would be applied as shown on the flow chart in Appendix 5, with the changes proposed by this report being indicated in bold type. The procedure to be followed should the access position be considered detrimental to highway safety is also shown in the same flowchart.

3.6 REVISED POLICY AND PROCEDURE

The above proposals, together with the existing policy and procedure make up a revised policy and procedure for the construction and enforcement crossings over footways and verges as attached in Appendix 6.

4.0 POLICY IMPLICATIONS

- 4.1 These recommendations serve as an addendum to, but do not replace, the existing enforcement policy for the illegal crossing of vehicles over footways and verges (which was approved by the Executive Board on 16

November 2000 following a report to Policy and Performance Board (Planning, Transportation and Development) on 11 October 2000) with a view to minimising the problems encountered in enforcement using the existing policy and problems experienced in recovering the costs of constructing the access crossings from offenders. The recommendations are also intended to establish a clear policy for the legal construction of access crossings.

5.0 OTHER IMPLICATIONS

5.1 The recommendations would have financial resource implications as follows:

- The full or partial refund of the costs paid by householders would need to be borne by the maintenance scheme budget, as would any crossings constructed for free or at a reduced rate as part of the maintenance scheme. These costs would be able to be accommodated from the existing allocation.
- The costs resulting from enforcing non compliance are currently borne by existing revenue budgets. It is hoped that these costs will be reduced by offering the incentives and the penalties to be imposed as set out in 3.5.2 above.
- Potential for reduction in claims, resulting from the effective removal of potentially dangerous alterations or additions to the footway.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

6.1 Children and Young People in Halton

The recommendations should result in a more effective enforcement process, and a more legible approach to constructing new crossings, creating a safer environment for all, including children and young people.

6.2 Employment, Learning and Skills in Halton

There are no direct impacts, but improvements in the quality of the footway network are likely to encourage walking, which has positive benefits for accessing employment and education.

6.3 A Healthy Halton

There are no direct impacts, but improvements in the quality of the footway network are likely to encourage walking, which has positive benefits for health.

6.4 A Safer Halton

The recommendations should result in a more effective enforcement process, and a more transparent approach to constructing new crossings; creating a safer environment for all, by removing hazards such as damaged footways and placement of obstructions to allow "bumping up" onto kerbs. The policy should also encourage people to park within their own curtilage and reduce on street parking.

6.5 Halton’s Urban Renewal

The recommendations should result in a more effective enforcement process, and a clearer approach to constructing new crossings. This will assist with visual amenity by removing hazards such as damaged footways and placement of obstructions to allow “bumping up” onto kerbs. It will also assist with the adoption of the principles of the Pitt Report to ensure that surface water drainage within new urban development is dealt with in a sustainable manner.

7.0 RISK ANALYSIS

7.1 The only risk relating to the approach described is one of financial resources, should the offering of access crossings, either free of charge or at a reduced rate, not significantly increase the level of compliance with enforcement notices (where it is hoped that savings can be made from not having to write off the costs of constructing illegal crossings due to non payment, and possibly some savings from fewer instances of claims or repairs).

8.0 EQUALITY AND DIVERSITY ISSUES

8.1 There are no direct implications but improvements in the quality of the footway network will be of particular benefit to those members of the public who are elderly or disabled.

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

Document	Place of Inspection	Contact Officer
Highways Act 1980 Section 184	Rutland House	Jonathan Farmer
Enforcement Policy – Vehicle crossings over footways and verges 11 October 2000	Rutland House	Jonathan Farmer
Pitt Report	Rutland House	Jonathan Farmer

Appendix 1A – Quotation Letter

Dear Sir / Madam,

**HIGHWAYS ACT 1980 SECTION 184
VEHICLE ACCESS CROSSING AT ?????, CHESHIRE**

I refer to your recent application for a vehicle access crossing. Below is a quotation for the construction of the access crossing, subject to the following:

1. Halton Borough Council is required to carry out all works within the highway. The cost to construct an access crossing at the above address will be £???. The work will be carried out by the Council's maintenance contractor to the appropriate specification. The cost can be spread over a 6 or 12 month period under a Bank Direct Debit. If you would like to proceed with the works, please sign the enclosed acceptance form and return it with the Direct Debit form (if required) or a cheque for the full amount.
2. This estimate is for the construction of a new / widening your existing vehicle access crossing consisting of ??No. dropped kerbs and ??No. transition kerbs including the formation of footway as marked and agreed on site. This estimate is fixed for a period of three months. Requests for work to be carried out after the expiry date of this quotation will be subject to a review of cost.
3. In carrying out this work the Council will be responsible for the location and adjustment of public utility services should this be necessary. However, all work is confined to the adopted public footway, kerb, verge or carriageway and will not include any work on privately owned land.
4. If you are not the owner of your home, you must obtain permission from your landlord for the work to be carried out. The signature of your landlord, or his authorised representative, must be included on the acceptance form. If your landlord wishes to pay for the cost of the works, they should complete and return the forms with payment.

Please note, this offer of construction of a vehicle access crossing, does not infer the right to construct a hard standing within the curtilage of your property, as this is covered under separate planning legislation. The attached sheet gives further information on this matter.

Yours faithfully

Engineering Technician

*Enclosed: Acceptance Form
Direct Debit Form
Pitt report paragraph*

Appendix 1B – Refusal Letters

Dear Occupier(s),

**HIGHWAYS ACT 1980 SECTION 184 HIGHWAYS ACT 1980
VEHICLE ACCESS CROSSING AT ?????, CHESHIRE.**

I refer to your recent application for a vehicle access crossing. On this occasion, I am unable to agree to the construction of an access crossing at the location requested on the grounds of highway safety/planning considerations, for the following reason(s):

I attach a copy of Section 184 of the Act, together with a copy of Schedule 14 of the Act for your records.

Yours faithfully

Section Leader

Dear Sir/Madam

**HIGHWAYS ACT 1980 SECTION 184 HIGHWAYS ACT 1980
VEHICLE ACCESS CROSSING AT ?????, CHESHIRE**

I refer to your tenant's recent application for a vehicle access crossing. On this occasion, I am unable to agree to the construction of an access crossing at the location requested on the grounds of highway safety /planning considerations, for the following reason(s):

.

I attach a copy of Section 184 of the Act, together with a copy of Schedule 14 of the Act for your records.

Yours faithfully

Section Leader

Appendix 1C – Notification of options in the event of maintenance scheme

Dear Occupier(s),

PROPOSED FOOTWAY RECONSTRUCTION, *** ROAD**

As part of the Council's current structural maintenance programme, it is intended to reconstruct the footway outside your property.

This work could offer you the opportunity to have a legally constructed vehicle access crossing for your property, if one does not already exist. It is an offence under Section 184 of the Highways Act 1980 to permit / take a vehicle across a footway to gain access to a property, unless the footway has been strengthened to protect both the footway and any utility apparatus that lies beneath it.

The construction of this access crossing would be subject to the restrictions detailed on the attached information sheet, and if you are not the owner of the property, confirmation of acceptance from your landlord will be required. Please note that not all properties within the maintenance programme area will comply with these restrictions, so it may not be possible to provide an access crossing to every property.

The cost of this crossing would be greatly reduced from that you would pay if an application were made after the footway has been reconstructed.

Please note, this offer of construction of an access crossing, does not infer the right to construct a hard standing within the curtilage of your property, as this is covered under separate planning legislation. The attached sheet gives further information.

Should you wish to take up this offer, please contact the writer to discuss further.

Yours faithfully

Section Leader

Dear Sir/Madam (for owner - send if known to be tenanted property)

PROPOSED FOOTWAY RECONSTRUCTION, *** ROAD**

As part of the current structural maintenance programme, it is intended to reconstruct the footway outside your property.

I attach a copy of a letter sent to your tenant, offering the construction of a vehicle access crossing at the property, should one be required. Please note the requirement for you to give permission prior to construction of the access crossing.

Yours faithfully

Section Leader

**Appendix 2 – Policy and Procedure from October/November 2000 report
– Enforcement Policy – Vehicle Crossings over Footways and Verges**

The way forward is to establish a Council Policy that clearly defines when enforcement or another course of action is necessary.

Enforcement action is recommended where:

(i) A crossing is considered to be detrimental to road safety.

Action- *Serve notice on owner/occupier stating intention to close access. Where it is considered necessary in the interest of road safety to close an access, and the owner/occupier continues to gain access to the property across the footway a bollard/barrier will be erected to prevent access.*

(ii) The owner/occupier of the property takes/permits a vehicle across the footway to gain access to their property.

Action -*Serve notice on owner/occupier stating intention to construct access crossing and recharge costs.*

(iii) The owner/occupier has deposited an object in the channel to aid access thus creating a hazard to persons lawfully using the highway.

Action – *Remove hazard and serve notice on owner/occupier stating intention to construct access crossing and recharge costs.*

(iv) The access is defective and has been constructed recently by the owner occupier and not Halton Borough Council on their behalf.

Action - *Serve notice on owner/occupier stating intention to reconstruct access crossing and recharge costs.*

Other courses of action are recommended:

(i) Where the access is defective (unless patently brand new).

Action – *Repair under Routine Maintenance Programme.*

(ii) Where a request is received from a member of the public for an access crossing where there is not one at present.

Action – *This will be constructed, if appropriate, by the Council and the costs incurred met by the applicant prior to construction.*

However, it should be noted that under Section 184(11) Highways Act 1980 the highway authority may approve the request with or without modification, or may propose alternative works or reject the request.

In determining how to exercise their powers under this subsection an authority shall have regard to the matters mentioned below:

(a) the need to ensure, so far as practicable, safe access to and egress from premises; and

(b) the need to facilitate, so far as practicable, the passage of vehicular traffic in highways

Where it is considered necessary in the interest of road safety to reject the application, and the owner/occupier continues to gain access to the property across the footway a bollard/barrier will be erected to prevent access.

Any enforcement action taken will be pursued under the highways act 1980 Section 184. Action under this section should:

- (i) Eradicate the unlawful incursion onto the footway, the obstruction of gullies, and danger to highway users (i.e. damaged surfaces, concrete, wood etc in the channels) and,
- (ii) Reduce maintenance costs, and damage to buried pipes, cables etc.

It should also be noted that any access on a classified road would require planning approval prior to any works being undertaken.

This will ensure a correct and consistent standard of construction of access crossings and protect the Council's interests.

Operation of the Policy

It is proposed that the policy be implemented on a Boroughwide basis.

Where a complaint has been received from the general public the area will be visited by a Highway superintendant to establish what course of action is to be pursued e.g. repaired under general maintenance or by enforcement action.

Where a problem is identified by the Highway Superintendant during a section 58 inspection, again this will be dealt with either by general repairs or by enforcement.

Where enforcement action is pursued a standard letter and notice will be served on the owner or occupier if it is a tenanted property.

The Notice will state the Council's intention to construct a vehicular access crossing and recharge the costs incurred in doing so, should the owner/occupier continue to illegally cross the footway.

Where an access crossing has been constructed incorrectly action may be taken however old the access crossing may be. However, the Council will only be able to recover expenditure against the person who built (or authorised the building of) the defective crossing.

Publicity

If the Committee approves the policy, it is proposed to advertise its existence in the local papers to ensure that offenders/potential offenders are aware of the situation,

An information sheet has been prepared and can be supplied on request. Ideally these information sheets should be displayed in all the Council's information centres.

Appendix 3 – Enforcement letter where location is deemed unsafe by the Council as Highway Authority

Dear Sir/Madam,

RE : ILLEGAL ACCESS CROSSING AT

It has been brought to my attention that you take or permit a vehicle to be taken across the footway to gain access to your property at the above location.

The Council in appropriate circumstances can issue notice under Section 184(1) to enforce the construction of an access crossing, but only if it is safe to do so. However, in this location it is unsafe because

Therefore you should cease crossing immediately as failure to do so may result in the Council taking action to prevent access.

If you have any queries or require any further clarification on this matter please contact the above on extension 3130.

Yours faithfully,

Engineering Technician

Appendix 4 – Revised enforcement letter where location is deemed safe by the Council as Highway Authority

Dear Occupier(s) (also send to owner if a tenanted property)

**HIGHWAYS ACT 1980 - SECTION 184.
VEHICLE CROSSINGS OVER FOOTWAYS AND VERGES.
LOCATION:.**

It has been brought to my attention that you take or permit a vehicle to be taken across the footway to gain access to your property at the above location. This is an offence under the Highways Act 1980 and should cease forthwith.

A vehicle access across a footway requires a properly constructed access crossing to prevent the footway or any utility apparatus lying under the footway suffering damage as a consequence. These works can only legally be carried out by the Highway Authority or its contractors.

In view of this, I enclose a formal notice stating that Halton Borough Council as Highway Authority intends to construct an access crossing and recover the expenses incurred from you. Should the Council carry out a structural maintenance programme affecting your property within a 2 year period of the access crossing being constructed, you may be eligible to a full / partial refund depending on the work carried out.

Should you no longer wish to cross the footway, please complete and return the enclosed 'undertaking to cease crossing' form, within the Notice period.

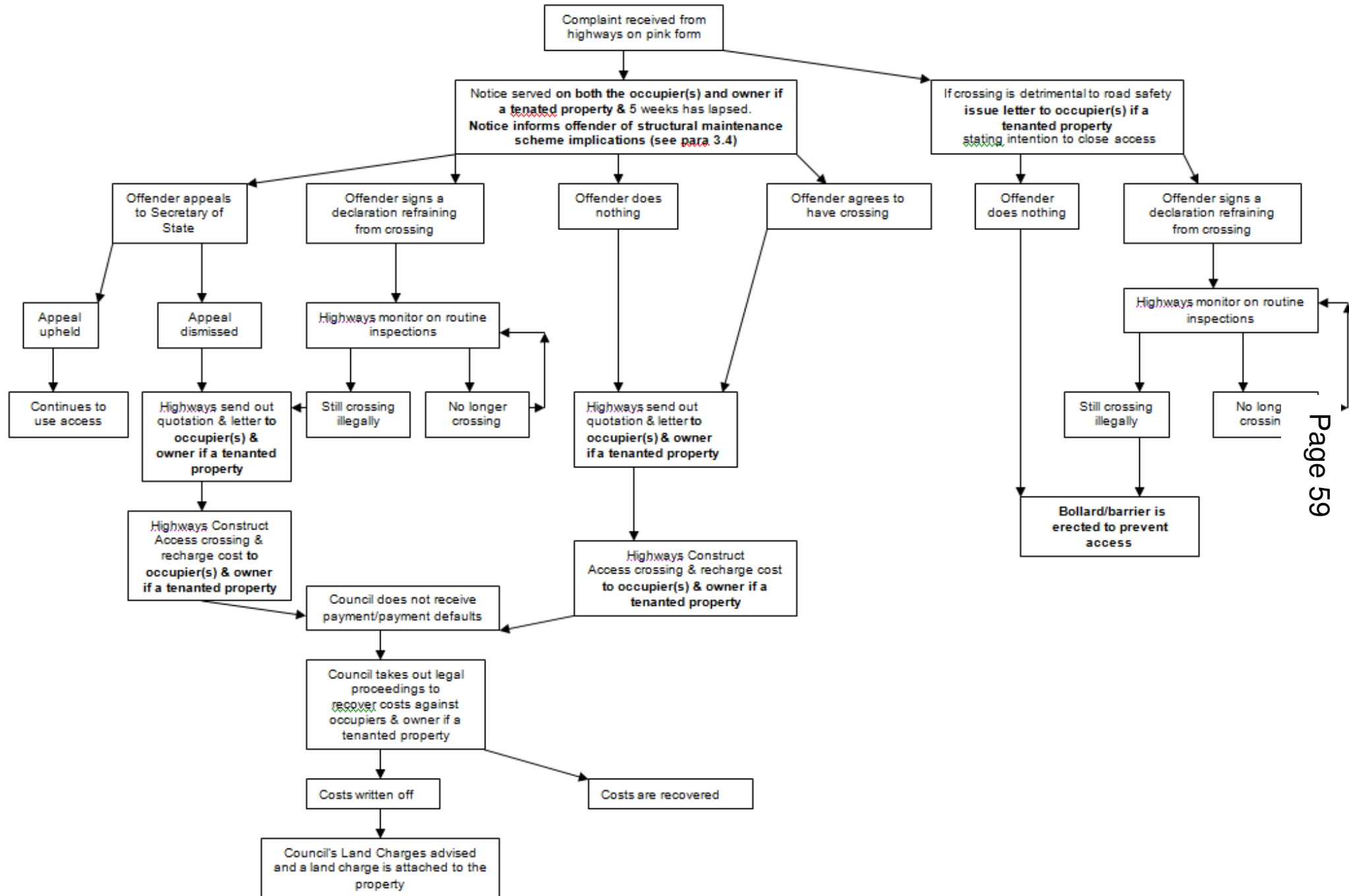
If you are in any doubt as to the meaning of this notice you are strongly advised to obtain your own independent legal advice.

Yours faithfully,

Operational Director

*Enclosed: Formal Notice
Undertaking to cease crossing pro forma*

Appendix 5 - Enforcement procedure flowchart



Appendix 6 – Revised policy and procedure for the construction and enforcement of crossings over footways and verges

Criteria for acceptance of a crossing

Only those access crossings which comply with the requirements outlined below should be permitted:

Relating to highway safety:

- The size of curtilage available – a large car must be able to fit within the curtilage of the property without overhanging the footway (or cycleway or highway verge), to avoid causing a hazard to pedestrians (or cyclists or obstruct access to services). As a general rule the space required within the curtilage for a standard car will be 4.8m x 2.4m but this may increase depending on the specifics of the site;
- There must be sufficient visibility when exiting and entering the driveway in accordance with appropriate highway standards. These take the form of visibility splays and stopping sight distances, which vary depending on the type and speed limit of road;
- The access crossing should usually be situated a minimum of 1.8m from the end of any curve radius leading into or out of a junction, whilst still complying with visibility criteria. However, there may be exceptions on lightly trafficked estate roads, providing that road safety is not compromised .
- It is considered that, where parallel parking alongside the kerb is happening on a road, this should not preclude an access crossing, and an appropriate number of marked bays may need to be removed. It may also be necessary to install an 'H bar' marking to deter obstruction of the access, where there are no marked bays or loading restrictions. However, perpendicular parking bays are usually privately owned, and access crossings behind these will generally not be permitted, except where a single landowner is involved.

Relating to planning:

- Planning permission is required to create an opening onto a highway that is a classified road. The type and speed limit of certain roads (together with the highway safety criteria above) may mean that they are unsuitable for a private access crossing. This would be established during the planning application process.
- In line with the Pitt Report¹, should the area of the new hard surface within the property exceed 5m², then planning permission will be required where the new hard surface is not porous or does not drain to a soakaway within the property boundary.
- It should also be noted, that other factors are taken into consideration when assessing a planning application, which would be for an access crossing on a classified road, such as visual amenity as well as highway safety.

Application procedure

A owner or occupier may request the Council to construct an access crossing at their own expense, provided it is considered acceptable (in highway and planning terms as outlined above). The application is required to be made by the submission of a letter or e-mail of request to the appropriate Section Leader. It is proposed that future applications may be submitted via an online application form.

Road safety, planning and drainage issues (relating to the Pitt Report) may prevent the construction of an access crossing at the location requested. The householder will be advised that planning permission will be required if the drainage criteria set out above cannot be met or if the proposal is on a classified road.

Subject to a satisfactory site survey and consultation with the Council's Development Control Staff, a letter as shown in Appendix 1A incorporating a quotation for the construction of the crossing will be sent for acceptance, and signing by the occupier(s) or by the owner if a tenanted property. Once accepted, works will be programmed for completion within 8 weeks.

However, it should be noted that under Section 184(11) Highways Act 1980 the highway authority may approve the request with or without modification, or may propose alternative works or reject the request. In determining how to exercise their powers under this subsection an authority shall have regard to the matters mentioned below:

- (a) the need to ensure, so far as practicable, safe access to and egress from premises; and
- (b) the need to facilitate, so far as practicable, the passage of vehicular traffic in highways

If the site survey or consultation with Development Control Staff indicates that there would be road safety or planning issues that would warrant a refusal, then a letter will be sent to the occupier(s) (and owner if a tenanted property), indicating the reasons why (See Appendix 1B). Should the occupier(s) then cross the footway illegally, enforcement would follow as set out below ie. erection of bollard.

Incorporation of crossings into the Council's Footway Structural Maintenance Programme

For future maintenance programmes it is proposed that a letter be sent to occupier(s) (and owner where known if a tenanted property) notifying them of the proposed footway maintenance works (see Appendix 1C) offering them the opportunity to have a legally constructed vehicle access crossing, if they do not already have one, at a reduced cost or free of charge, depending on the scope of the works carried out. In addition, anybody affected by the

footway maintenance works, who has paid for a legal access crossing within the last 2 years (which is a reasonably foreseeable interval for programming of footway works) will be offered a full or partial refund, again depending on the scope of the works carried out.

More detail on how this refund mechanism would operate is presented in Appendix 7

Should anyone with an illegal access crossing not take up the offer and continues to cross the newly constructed footway, illegally, then enforcement would follow as set out below.

Enforcement and Recovery of Costs

Where there are illegal crossings but it is possible to construct acceptable crossings, the Council, as Highway Authority, will construct the crossings and recharge the costs, following the service of a notice. The following is proposed to encourage offenders to comply:

- Where a property is rented the enforcement letter and notice is to be sent to both the occupier(s) **and** owner, if a tenanted property, to give additional scope for recovery of the costs;
- Inform the occupier(s) (and the owner, if a tenanted property) that should a programmed structural footway maintenance scheme be carried out within 2 years of them having paid for a crossing, then a partial or full refund will be offered, depending on the scope of the work carried out (as described above). This will hopefully encourage them to pay for the crossing and avoid the need for legal proceedings; and
- In the event of the costs being written off, the Council's Land Charges Section be advised to enable a land charge be attached to the property, which would allow for the costs to be recovered when the property is sold.

In addition, where it is deemed that on the grounds of highway safety and / or planning implications, that an access crossing is unacceptable, a letter will be sent to the occupier(s) instructing them to cease using the crossing, as shown in Appendix 3. If the occupier(s) persists in using the access crossing, physical measures, such as bollards, may be used to prevent further use.

The letter of notice (advising of the Council as Highway Authority constructing an access crossing and recovering the costs) as shown in Appendix 4 also advises the offender of highway scheme implications. The notice should be sent to both the occupier(s) and owner if a tenanted property. This allows more avenues for recovery of costs. The letter also formally allows the offender to sign an undertaking that they will no longer cross the footway.

The enforcement procedure should be applied as shown on the flow chart in appendix 5.

Enforcement action is recommended where:

(j) A crossing is considered to be detrimental to road safety / or may have planning implications making it unacceptable:

- **Action** - *Where it is deemed that on the grounds of highway safety and / or planning implications, that an access crossing is unacceptable, a letter will be sent to the occupier(s) instructing them to cease using the crossing, as shown in Appendix 3. If the occupier(s) persists in using the access crossing, physical measures, such as bollards, may be used to prevent further use.*

(ii) The owner/occupier of the property takes/permits a vehicle across the footway to gain access to their property.

- **Action** -*Serve notice on owner/occupier stating intention to construct access crossing and recharge costs.*
- *Where a property is rented the enforcement letter and notice is to be sent to both the occupier(s) **and** owner, if a tenanted property, to give additional scope for recovery of the costs;*
- *Inform the occupier(s) (and the owner, if a tenanted property) that should a programmed structural footway maintenance scheme be carried out within 2 years of them having paid for a crossing, then a partial or full refund will be offered, depending on the scope of the work carried out (as described above). This will hopefully encourage them to pay for the crossing and avoid the need for legal proceedings; and*
- *In the event of the costs being written off, the Council's Land Charges Section be advised to enable a land charge be attached to the property, which would allow for the costs to be recovered when the property is sold.*

(iii) The owner/occupier has deposited an object in the channel to aid access thus creating a hazard to persons lawfully using the highway.

- **Action** – *Remove hazard and serve notice on owner/occupier stating intention to construct access crossing and recharge costs.*
- Also apply the last 3 bullet points in ii)

(iv) The access is defective and has been constructed recently by the owner occupier and not Halton Borough Council on their behalf.

- **Action** - *Serve notice on owner/occupier stating intention to reconstruct access crossing and recharge costs.*
- Also apply the last 3 bullet points in ii) above

Other (non enforcement) action is proposed

- i) Where the access is defective (unless patently brand new).

- **Action** – *Repair under Routine Maintenance Programme.*

Any enforcement action taken will be pursued under the Highways Act 1980 Section 184. Action under this section should:

- (j) Eradicate the unlawful incursion onto the footway, the obstruction of gullies, and danger to highway users (i.e. damaged surfaces, concrete, wood etc in the channels) and,
- (ii) Reduce maintenance costs, and damage to buried pipes, cables etc.

It should also be noted that any access on a classified road would require planning approval prior to any works being undertaken.

This will ensure a correct and consistent standard of construction of access crossings and protect the Council's interests.

Operation of the Policy

It is proposed that the policy be implemented on a Boroughwide basis.

Where a complaint has been received from the general public the area will be visited by a Highway Superintendent/Inspector to establish what course of action is to be pursued e.g. repaired under general maintenance or by enforcement action.

Where a problem is identified by the Highway Superintendent/Inspector during a routine inspection, again this will be dealt with either by general repairs or by enforcement.

Where enforcement action is pursued a standard letter and notice will be served as set out above.

The notice will state the Council's intention to construct a vehicular access crossing and recharge the costs incurred in doing so, should the owner/occupier continue to illegally cross the footway.

Where an access crossing has been constructed incorrectly, action may be taken however old the access crossing may be. However, the Council will only be able to recover expenditure against the person who built (or authorised the building of) the defective crossing.

APPENDIX 7**SCOPE OF REFUNDS DUE TO FOOTWAY RECONSTRUCTION SCHEMES**

Anybody affected by the footway maintenance works, who has paid for a legal access crossing within the last 2 years (which is a reasonably foreseeable interval for programming of footway works) will be offered a full or partial refund, depending on the scope of the works carried out.

Actual invoiced amounts to occupants are based on constructional costs plus HBC and contractors' administrative costs. Any refunds given would be based on constructional costs only.

TYPE OF SCHEME	TYPE OF REFUND
Full reconstruction including kerbs	Full refund less administrative costs
Full reconstruction excluding kerbs	Full refund less costs associated with additional kerbing required to form access crossing, less administrative costs
Resurfacing including kerbs	Full refund less costs associated with sub base required to form access crossing, less administrative costs
Resurfacing excluding kerbs	Full refund less costs associated with additional kerbing and sub base required to form access crossing, less administrative costs
Surface course overlay including kerbs	Refund of costs associated with additional kerbing required to form access crossing.

REPORT TO: Urban Renewal Policy & Performance Board

DATE: 25 November 2009

REPORTING OFFICER: Strategic Director – Health & Community

SUBJECT: Final report from the Topic Team on the scrutiny review of supported housing

WARD(S) Borough-wide

1.0 PURPOSE OF THE REPORT

1.1 To present the final report and recommendations from the Topic Team following the scrutiny review of supported housing.

2.0 RECOMMENDATION: That:

(1) the Urban Renewal PPB considers the scrutiny report and comments on the content and recommendations, as summarised in section 4 of this covering report.

(2) the scrutiny report, subject to any amendments arising from the above, is presented to the Executive Board for decision as soon as is reasonably practicable.

3.0 SUPPORTING INFORMATION

3.1 In March 2005 the Health PPB agreed to include supported housing as a scrutiny review topic during 2005/06. The original brief for the scrutiny topic was:

- To review current provision for supported housing in the Borough.
- To review the priorities for supported housing identified within the Housing and Supporting People strategies and to establish that they have been based on the best available information and relative need.
- To review the constraints affecting the development of supported housing services including capital and revenue resources and the availability of land.
- To consider the deliverability of current priorities in the light of the review of constraints.

3.2 The review commenced October 2005 but was suspended in March 2006 pending an announcement by the Department of Communities and Local Government on the long-term funding arrangements for Supporting People (SP), which is the main source of revenue

funding for supported housing schemes in the borough.

3.3 As a result of the changes to the portfolios of Policy and Performance Boards in 2006, responsibility for Strategic Housing and therefore the Supporting People programme, was transferred from Health to Urban Renewal. Subsequently, approval was given by the Urban Renewal PPB to accept supported housing as a topic for scrutiny within its remit.

3.4 The Scrutiny Topic Team was reconvened in April 2008 to consider priorities for Supported Housing in Halton following the announcement of confirmed Supporting People funding allocations up to March 2011.

3.5 A final series of meetings and visits was held with the Topic Team in September/October 2009 to approve the content of the final report and recommendations which is attached in the Appendices.

4.0 POLICY IMPLICATIONS

4.1 For each of the three areas outlined in section 3.5 above recommendations have been made within the report as summarised below:

4.1.1 Commissioning and procurement

Recommendations:

- 1) That the Supporting People commissioning plan aims to redistribute funding to facilitate greater spending on the socially excluded groups where there is unmet need, as evidenced by the North West Needs Assessment model, local strategies plus the CLG distribution formula.
- 2) That services are procured as summarised in the table below and as outlined in the commissioning and procurement action plan.

Service type	Tender	New contracts
Learning disability & mental health	Jan 2010	July 2010
Socially excluded including homeless & generic floating support	Sep 2010	April 2011
Older people services	Sept 2011	April 2012

4.1.2 Performance and Governance

Recommendations:

- 1) That scrutiny of the SP programme as a whole is transferred from the Urban Renewal Policy and Performance Board to the Healthy Halton Policy and Performance Board with the potential for exception reporting to the Safer Halton Policy and Performance Board as necessary.
- 2) That governance of the SP programme as a whole is transferred from the Urban Renewal Strategic Partnership to the Healthy Halton Strategic Partnership with the potential for exception reporting to the Safer Halton Strategic Partnership as necessary.
- 3) That overall strategic direction of the SP programme continues to be provided by the Supporting People Commissioning Body
- 4) That, to ensure continued representation from all relevant parties, membership and terms of reference of the Supporting People Commissioning Body be reviewed to ensure effective engagement with appropriate Local Implementation Teams, LSP sub-groups plus providers and service users.
- 5) That, in light of the review of the Supporting People Commissioning Body membership and terms of reference, consideration be given, as part of an overall governance review, to end the Supporting People Core Strategy Development Group.
- 6) That the SP 5 year strategy be reviewed and updated in 2010 to ensure that the programme aligns with the aims and targets contained within Halton's Community Strategy and LAA.
- 7) That consideration is given to include NI 141 within Halton's next LAA in order to capture the success of SP in delivering positive outcomes to people within the socially excluded groups.

4.1.3 Communication and Engagement

Recommendations:

- 1) That the actions carried out to date around communication and engagement are noted and that the revised action plan be used to ensure that excellence is achieved in this area.
- 2) That an accessible communications strategy document is produced for circulation amongst stakeholders and service users.

5.0 OTHER IMPLICATIONS

5.1 None.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

Effective management of the Supporting People programme contributes to the achievement of the Council's Corporate Plan by providing services that help to achieve targets in each of the areas of focus listed below. In addition the SP programme helps to achieve targets set out in the Local Area Agreement against the National Indicators listed.

6.1 Children & Young People in Halton

- Area of Focus 14 – To improve outcomes for looked after children by increasing educational attainment, health, stability and support during transition to adulthood
- Area of Focus 18 – to reduce the conception rate among women under 18 by providing awareness, education and relevant support
- NI 112 – Under 18 conception rate
- NI 117 – 16-18 year olds not in education, training or employment

6.2 Employment, Learning & Skills in Halton

None identified.

6.3 A Healthy Halton

- Area of Focus 4 – Helping people to manage the effects of ill-health, disability and disadvantage
- Area of Focus 6 – Providing services and facilities to maintain the independence and well-being of vulnerable people within our community
- Area of Focus 7 – Providing services and facilities to maintain existing good health and well-being
- NI 124 – people with a long-term condition supported to be independent and in control of their condition
- NI 139 – people over 65 who say that they receive the information, assistance and support needed to exercise choice and control to live independently
- NI 142 – number of vulnerable people supported to maintain independent living
- NI 150 – Adults in contact with secondary mental health services in employment

6.4 **A Safer Halton**

- Area of Focus 30 – Improving the social and physical well-being of those groups most at risk within the community
- NI 39 – Alcohol-harm related hospital admission rates
- NI 40 – Drug users in effective treatment

6.5 **Halton's Urban Renewal**

NI 7 – Environment for a thriving third sector - most SP funded support services are provided by voluntary sector organisations.

7.0 **RISK ANALYSIS**

7.1 The scrutiny topic report covers the major areas of Halton's Supporting People programme. Failure to adopt the recommendations could have an adverse effect on the future management of the programme and the achievement of corporate targets.

8.0 **EQUALITY AND DIVERSITY ISSUES**

8.1 All Supporting People funded services provide support to the most vulnerable people in our community. All recommendations within the scrutiny report have been made with full consideration of the impact on end users of the services.

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

9.1 None.



Overview and Scrutiny

Supported Housing

A report by the Topic Team

October 2009

Contents

- 1.0 Purpose of the report**
- 2.0 Scope of the review**
- 3.0 Methodology**
- 4.0 Context of the review**
- 5.0 Influencing factors**
- 6.0 Commissioning and Procurement**
- 7.0 Performance and Governance**
- 8.0 Communication and Engagement**

Appendices

- 1. Short-term bids list**
- 2. NW Supported Housing Needs Assessment Model**
- 3. Procurement and commissioning plan**
- 4. NI 142 & NI 141 performance graphs**
- 5. Annual performance reports**
- 6. Outcomes case studies**
- 7. Supporting People governance and links to LSP**
- 8. Communication and engagement action plan**

1.0 Purpose of the report

The purpose of the report is to present the final recommendations of the scrutiny review of supported housing.

2.0 Scope of the review:

In 2005 it was agreed that supported housing should be a topic for scrutiny review in 2005/06. The key aims of the review at that time were to consider the current and future needs for supported housing in the borough and the barriers or constraints to delivery. In 2008 Tribal consultants carried out a review of Halton's SP programme as a whole and identified three main areas for improvement. As a consequence, these areas also came into scope for the scrutiny review.

The key outputs for the review can be grouped under three main areas:

a) Commissioning and Procurement:

- To review the current provision for supported housing in the Borough and consider future priorities for commissioning
- To review the constraints affecting the development of supported housing services including capital and revenue resources and the availability of development land

b) Performance and Governance:

- To consider the key strategic priorities addressed by the Supporting People programme and the corporate targets it will help to achieve
- To ensure appropriate governance and reporting mechanisms are in place to meet LAA targets

c) Communication and Engagement:

- To ensure that there is full involvement from service users in the development and delivery of the SP programme
- To ensure that communication with all relevant stakeholders is timely and appropriate

3.0 Methodology

3.1 Membership of the review group:

Table 1: scrutiny review group members

Members	Officers
Cllr Ellen Cargill	Angela McNamara – Planning & Commissioning Divisional Manager
Cllr Pamela Wallace	Steve Williams – Housing Strategy Manager
Cllr Marie Wright	Chris Edwards – Assistant Chief Officer Probation Services

3.2 Summary of actions

- Four meetings of the review group held between October 2005 and March 2006 at which relevant strategies and benchmarking data was reviewed to allow group members to assess gaps in provision.
- March 2006 – review suspended pending announcement from Communities & Local Government (CLG) on future funding allocations for SP as this was the major constraint on any future plans for service delivery and expansion.
- April 2008 – review group reconvened to consider commissioning priorities in light of confirmed SP allocations up to 2010/11
- May 2008 – visits carried out by review group members to a variety of SP funded schemes.
- Subsequent meetings arranged in August and November 2008 to consider the draft Communication & Engagement Strategy and to look at the results from the North West Needs Assessment Model for Supported Housing.
- Three Scrutiny Board Meetings arranged in Sept/Oct 2009 including further visits to schemes and presentations from relevant services. Each meeting considered the issues relating to one particular cluster group of client needs ie. socially excluded, support with care or older people.
- The meeting on 5th October 2009 considered the full draft report and appendices and made final comments on the content and recommendations.

4.0 Context of the review

- 4.1 The National Supporting People programme was introduced in April 2003 and brought together diverse funding streams such as transitional housing benefit into a single pot. The Supporting People programme in Halton commissions and funds housing related support services for vulnerable people and is

administered by Halton BC with the SP Grant being allocated centrally by CLG.

- 4.2 The Supporting People programme in Halton in 2003/4 received grant funding of £8.2m. According to the Government's allocation formula Halton had an SP grant pot that was higher than would be expected based on demographic needs analysis and therefore there has been a reduction each year in the SP grant. The grant allocation for 2009/10 is £7.2m with a further reduction for 2010/11 of £361,122k making an overall reduction since the start of the SP programme of over £1.3m.
- 4.3 The Halton SP programme has already achieved significant efficiency savings since its implementation in April 2003 within a context of reduced grant funding as shown in table 2 below.

Table 2: summary of service provision and costs since 2003

Year	Grant	Services	Service users
2003	£8,191,775	109	2593
2009	£7,222,437	111 (incl. short-term services)	3616

- 4.4 The table above gives an indication of the efficiency gains that have been made to date via negotiation and tendering. In addition, the contract monitoring and review process over the past 6 years has ensured that, alongside expanded and enhanced service provision, the quality of the service delivery has been monitored effectively and a culture of continuous improvement embedded throughout the programme. Section 7.1.6 gives further details on the achievements made in terms of quality assurance.
- 4.5 The services provided in Halton cover a diverse range of client groups and these can be clustered into three groups in line with CLG's "super user groups" of client needs as shown in table 3 below

Table 3: super user group clusters

Cluster	Needs groups
Independence with Support	Older people with support needs, frail elderly people, older people with mental health problems
Support with Care	People with learning disabilities, people with physical or sensory disabilities
Socially Excluded	Single homeless people with support needs, homeless families with support needs, people with mental health problems, people who misuse alcohol or drugs, travellers,

teenage parents, young people leaving care, young people at risk, women fleeing domestic violence, offenders and those at risk of offending, members of the BME community, families at risk of homelessness due to their anti-social behaviour

- 4.6 SP funded services can be delivered in specific accommodation based schemes or can be delivered on a floating support basis to people living in the community.
- 4.7 The basis of Halton's SP programme is to offer vulnerable people the opportunity to improve their quality of life by providing positive support services that enable them to have greater independence and control in making choices within their lives. A key focus of the programme is on prevention of crisis situations such as homelessness or hospital admissions. Examples of the type of support are:
- help accessing benefits and accommodation
 - support with budgeting
 - signposting and liaison with other agencies
 - advice and advocacy
 - help in maintaining the safety and security of the dwelling

5.0 Influencing factors

5.1 External influences

- 5.1.1 "Strong and Prosperous Communities" 2006 ([strong & prosperous communities weblink](#)) connects the agencies responsible for a local area into a Local Strategic Partnership (LSP) which is responsible for delivering the goals set out in the Sustainable Community Strategy. LSPs comprise representatives from Local Authorities, PCTs, Police and other partner agencies.

Local Area Agreements (LAAs) are a contractual framework agreed between central and local Government and the LSPs which underpin the Sustainable Community Strategy. Each LAA contains a number of targets set against the National Indicator set. Area Based Grants, an un-ringfenced funding delivery mechanism has the potential to give LSPs increased freedom to plan how services are commissioned and streamline the commissioning process.

From April 2009, for the first time, Supporting People has been allocated to councils as a non-ringfenced named grant.

- 5.1.2 From April 2008 the new national indicator set developed as part of the comprehensive Spending Review 2007 replaces all other

sets of indicators that central government has used to measure the performance of local government. The new performance framework cuts the number of national performance indicators to 196 outcome-focused National Indicators, the delivery of which will be assessed by the Comprehensive Area Assessment. Two of the 196 National Indicators relate directly to the delivery of housing-related support: NI 141 – number of vulnerable people achieving independent living & NI 142 – number of vulnerable people who are supported to maintain independent living. The framework assessment criteria allows housing-related support services to be designed to achieve shared and common outcomes within a local area.

This new performance framework should allow more productive partnerships between different services and stakeholders and allows for housing-related support services to be integrated into a comprehensive commissioning environment.

- 5.1.3 In 2008 the North West Supported Housing Needs Assessment Model was introduced as a way of trying to accurately predict needs within specific NW boroughs based on current and expected demographic factors within an area, plus the supply and demand for housing related support services across the full range of client groups up to 2020. ([NW needs model report 2009](#))

This is the first time that a model has been available to analyse need on a broader level across a region and this information will form part of the analysis of needs for Halton. It is expected that this model will form part of the evidence base on which future decisions around capital funding via the Homes & Community Agency will be made and as such Halton should ensure that its priorities align with the results shown in this model. The initial high level findings of this model are set out in 6.4 and appendix 2.

- 5.1.4 A CLG document issued on 7th July 2009 has provided quantitative evidence of the financial benefits of the SP programme in supporting vulnerable people due to a consequent reduction in costs for other services and an overall net gain in terms of public spend. The overall net saving resulting from the national SP programme has been estimated as £3.4 billion per year with SP services preventing costs associated with crime, homelessness, residential care for older people and taking children into care. (<http://www.communities.gov.uk/publications/housing/financialbenefitsresearch>).

Halton data has been entered into the financial benefits model and the estimated total net financial benefit for HBC is around

£9.9m per annum, based on an SP spend of £6.6m. Further detail on this is shown in section 7.1.6 and on the attached performance reports, appendix 5.

5.2 Internal influences

5.2.1 A decision was taken by HBC to include National Indicator 142 in the targets within the LAA. This indicator is directly related to the number of vulnerable people within the borough who are supported to maintain independent living and the reporting on this target is a good opportunity to highlight the success of the SP programme in achieving corporate goals for the benefit of the community. Indicator 142 is included within the Healthy Halton block of the LAA.

5.2.2 Local Implementation Teams (LITs) – a number of LITs are currently in operation within Halton which cover client groups within the SP programme such as Older People, Mental Health, Learning Disabilities. These LITs provide an opportunity for a two-way communication process around priorities for these groups and where SP services contribute.

5.2.3 In 2008 Tribal consultants were asked to carry out a “healthcheck” of Halton’s SP programme and to deliver an action plan outlining the main areas for improvement to ensure the programme is being effectively managed. This resulted in the widening of the original scope of the scrutiny review into the three areas outlined in section 2.

6.0 **Commissioning and procurement**

6.1 Why do we need a commissioning plan?

6.1.1 A commissioning and procurement plan is required in order to balance the desire to improve and extend services in a context of reducing funds.

6.1.2 The commissioning and procurement of housing related support services carry with them a significant level of risk. Supporting People services are, by their nature, being delivered to some of the most vulnerable people in society. Many of these services are also high value providing support to service users with multiple and complex needs. The combination of high risk and high value strengthens the need for the Supporting People programme in Halton to have a planned and structured approach to commissioning and procuring services.

6.1.3 The programme is still built upon a foundation of legacy services that were inherited from numerous funding streams that were brought together under the SP programme. Support service

providers within Halton have undergone a significant period of change and uncertainty as they have come to terms with the new funding regime and the related administrative arrangements. A clear commissioning approach and imaginative and innovative procurement solutions have to be balanced with providing security and stability in the marketplace.

6.1.4 The SP programme is also inextricably linked to housing, which brings with it a degree of inertia in redirecting resources and developing new opportunities. The inherent delays in the planning and building of many accommodation-based services have to be recognised in the commissioning context. While fully aware of the opportunities that are presented by the removal of a direct link between Supporting People and particular types of tenure the Supporting People programme cannot ignore the significant financial and emotional investment in buildings that is expressed by our partners, providers and service users.

6.2 What are our objectives?

The intentions in adopting a commissioning plan are to:

- achieve efficiencies from the Supporting People programme in Halton;
- recycle the savings from the efficiencies that are delivered into higher quality and a greater quantity of services; and
- stimulate innovation in the provision of housing related support services and challenge the status quo.

At the centre of all these objectives are the service users. The commissioning and procurement plan is a key tool in meeting the needs of vulnerable people in Halton.

6.3 Current position in Halton

6.3.1 Cluster analysis – The table below compares our projected levels of spend against the level of grant awarded to each client group area under the CLG distribution formula. The projections are shown with and without the short term bids (STBs), which are time-limited projects funded by SP utilising the year on year under spend on the SP budget. The approved STBs were to fill gaps in provision and the first of them commenced in 2006/07. Appendix 1 shows the current STB projects.

6.3.2 Based on predicted spend levels in 2011/12 it is clear, in the table below, that some progress has already been made in the redistribution of spend (information in table 4 excludes spend on generic services):

Table 4: levels of spend in relation to CLG indicative figures

Super user group	Level of projected spend under or over distribution formula (without STB's)	Level of projected spend under or over distribution formula (with STB's)
Older People	38% over	39% over
Support with care	20% over	33% over
Socially excluded	21% under	5% under

One of the key intentions of the Commissioning and Procurement plan will be to bring the split of funding between clusters in Halton broadly in line with the CLG's indicative figures, subject to locally expressed demand and supply.

The commissioning of short-term services has proved relatively successful in reducing the significant under spend against socially excluded groups. However, spend on older people and support with care services remains above the indicative level of grant (CLG distribution formula).

6.4 Needs Analysis for Halton

6.4.1 The first iteration of the North West Supported Housing Needs Assessment model was produced in November 2008 including locally amended figures on supply and demand for accommodation and non-accommodation based housing support services. The locally amended information submitted by the SP team included feedback from the scrutiny board on where it felt the needs in Halton were. Appendix 2 shows the results of the locally amended information as well as the original values.

For Halton the model indicates:

- a significant requirement of around 470 units of additional accommodation based and non-accommodation based support services for the socially excluded groups, particularly for young people and single homeless.
- a need for increased accommodation provision for frail elderly (ie. extra care) but an oversupply of "traditional" sheltered housing
- a limited requirement for additional non-accommodation based services for the "support with care" client groups.

Further work is required on this model to refine the results and the SP team will be submitting additional local information in December 2009 using the toolkit which has been issued.

In particular there needs to be some refinement around the figures for drug and alcohol misuse services as it is believed that many of these clients are already accessing services which have a different “primary need” categorisation. This may also be the case for offenders and young people.

The pattern of supply and needs for Halton reflects that of the North West region as a whole. The web link in section 5.1.3 of this report gives the report produced in March 2009 summarising the overall findings of the iterative process in terms of unmet need for the region.

6.4.2 Other strategies within HBC have identified needs for services and these include:

- an additional service of around 30 accommodation units with support for single people, based in Widnes (HBC Homelessness Strategy)
- 196 units of extra care accommodation by 2017 (HBC Commissioning Strategy for Extra Care)
- an increase in the use of telecare solutions for older people (Telecare Strategy)
- provision of additional services for people with mental health needs (Mental Health Accommodation & Support Strategy)

6.5 Funding constraints

As outlined in section 4 all decisions relating to commissioning and procurement of SP services must be taken within the constraints of a reducing level of grant. However, as the grant will no longer be ring-fenced there is the opportunity to commission in more innovative and “joined up” ways that will build on the achievements already made within the SP programme in meeting Halton’s corporate objectives and the needs of vulnerable people within the borough.

There is, however, also a significant risk to the existing programme as a result of this reduction in funding levels unless efficiencies are made via the commissioning and procurement plan.

➤ **Recommendations**

- 1) ***That the Supporting People commissioning plan aims to redistribute funding to facilitate greater spending on the socially excluded groups where there is unmet need, as evidenced by the North West Needs Assessment model, local strategies plus the CLG distribution formula.***
- 2) ***That services are procured as summarised in the table below and as outlined in the commissioning and procurement action plan.***

Table 5: Initial procurement timetable

Service type	Tender	New contracts
Learning disability & mental health	Jan 2010	July 2010
Socially excluded including homeless & generic floating support	Sept 2010	April 2011
Older people services	Sept 2011	April 2012

7.0 Performance and Governance

7.1 Performance

- 7.1.1 Performance measurement within the SP programme has been via a series of Key Performance Indicators and Service Performance Indicators reported to CLG. The performance information is submitted by providers and verified as part of the contract review process.

From June 2007 the CLG introduced an “outcomes framework” for SP which highlights the actual outcomes for service users accessing an SP funded service. These are grouped into 5 high-level outcome areas:

- Achieve economic well-being
- Enjoy and achieve
- Be healthy
- Stay safe
- Make a positive contribution

- 7.1.2 National Indicator 142 has been included within the Healthy Halton block of the Local Area Agreement. This indicator

measures the number of vulnerable people who are supported to maintain independent living. Quarterly performance reports are produced which measure success against NI 142. Appendix 4 shows performance against target for the last 3 years plus the first quarter of 2009/10.

As the graph illustrates the performance is steadily improving and the year to date figure is currently only 0.39% under the target within the LAA. This has been a result of some close monitoring and review with providers who were previously significantly under-performing on this indicator. The nature of this indicator is that only a very small number of “outcome failures”, eg. an older person moving into residential or nursing care, can have a significant negative impact on this target.

The other performance indicator for which data is collected relates to the National Indicator 141, ie. the number of vulnerable people achieving independent living. Whilst this indicator is not currently included in Halton’s LAA it is a useful measure of the success of SP services within the socially excluded group short-term services. The performance for NI 141 is also shown at appendix 4.

- 7.1.3 In 2009/10 SP grant was paid to Local Authorities as a named grant within the Area Based Grant (ABG). It is not expected to remain as a named grant from 2010/11. The most significant effect of this change will be that SP programmes will need to demonstrate the effectiveness of services in order to compete against other local services for ABG to meet the cost of SP services. In preparation for this, the scrutiny review group has considered current performance information and the format and reporting mechanisms will be included as part of the governance review recommended in section 7. Appendix 5 contains the annual performance information currently available for each of the three super user groups.
- 7.1.4 The format and content of the performance reports is currently being reviewed so as to include trend analysis and to present information in a more visual format. Particular attention will be paid to the reporting of outcomes for service users to help to underline the actual benefits to service users and to the achievement of corporate objectives for Halton. Appendix 4 and appendix 6 are part of the proposed new reporting format.
- 7.1.5 The facts and figures relating to SP do not always show the actual benefits to vulnerable people or the links with other corporate priorities. Some of these more qualitative factors can be better summarised in case studies of clients who have accessed SP services. Examples of case studies linked to the outcomes framework are attached at appendix 6.

7.1.6 The main areas to highlight within the performance reports for each of the 3 super user groups are:

Older People

Current services in Halton

Table 6: Accommodation services for older people

No. of schemes	No. of units	Client group	Providers
1	40	Frail Elderly – extra care	Halton BC
17	560	Older people – sheltered schemes	Abbeyfield Anchor Arena English Churches Guinness Trust Halton Housing Trust Hanover Housing 21 Pentecostal Riverside William Sutton Trust
1	1	Adult placement	PSS

Totals – 19 schemes and 601 units

Table 7: Non-accommodation, community based services

No. of schemes	No. of units	Client group	Providers
1	136	Older people with support needs – floating support	Halton BC
5	1965	Older people with support needs – dispersed alarms, peripatetic warden service	CDS/Plus Dane Riverside Arena English Churches Halton BC
1	70	Home Improvement Agency	Halton BC

Totals – 7 schemes and 2171 units

Table 8: Other SP funded services for older people

Project name	Provider
Hospital Discharge support service	Red Cross
Advice and support, installation of keysafes	Age Concern

The schemes in table 8 have been funded on a short-term basis with a view to including those that are strategically relevant within future

procurement plans. It is envisaged, at this stage, that SP funding for both these services will come to an end in March 2010.

Needs of clients accessing SP services - Client record forms are not required for sheltered housing schemes, peripatetic warden services, home improvement agencies or community alarm services. Therefore, in terms of client needs information for older people, it is only the community based floating support services that report primary or secondary client needs.

For 2008/09 the needs information for older people on floating support services is outlined in table 9 and 10 below.

Table 9: Primary needs analysis 2008/09

Primary Need	Number of Clients
Physical or sensory need	79
Older people with support needs	11
Older people with mental health problems	3
Frail elderly	2

Table 10: Secondary need analysis 2008/09

Secondary Need	Number of Clients
Frail Elderly	69

Points of note:

- The overwhelming majority of clients are recorded as needing support due to a physical or sensory need with the secondary need as frail elderly.
- From this it can be seen that older clients accessing SP funded support are likely to have limiting long-term health conditions.
- The majority of referrals to these services come from the Community Mental Health Team, Social Services or voluntary agencies.

Actions to be taken:

- Analysis of trends within older peoples services to be included within the new performance reporting format.

Outcomes - information collected for Older Peoples services is taken from a 10% sample, which is submitted throughout the year. Halton Supporting People (SP) has received outcomes data for service users residing in SP funded services between April 2008 & March 2009 from Centre for Housing Research (CHR). Please note that an outcome is captured where a support need has been identified in the client's support plan. Therefore not all outcome domains will apply to all clients.

Table 11: outcomes for a sample of SP service users 2008/09

Sustained economic wellbeing	Number of Clients
Have maximised income – includes collecting correct welfare	10

benefits	
Have managed debt – have reduced their overall debt	1

Supported to enjoy and achieve	Number of Clients
Have been able to take part in Leisure / Cultural / Faith/Information or Learning activities	8
Have accessed external services	6
Have maintained access to groups / family and friends	7

Supported to be healthy	Number of Clients
Have been supported to manage physical health	11
Have been supported to manage mental health	4
Have been supported to manage substance misuse	1

Supported to stay safe	Number of Clients
Have been supported to maintain accommodation	5
Have been supported with self harm issues	1

Supported to make a positive contribution	Number of clients
Have been supported to have choice & control and sustain Involvement	6

Case studies

Please refer to appendix 6 case study number 1.

Financial benefits – initial work on the CLG financial benefits model indicates that, for this client group in Halton, there is a net financial benefit from the SP programme of **£3.9m** on a current spend of **£1.5m**. This is mainly due to the reductions in costs for residential care and health costs as a result of the support provided by SP funded services.

Quality Assessment Framework – during the initial quality assessment review programme in 2006 all providers of services for older people were assessed as a level D ie. their performance levels were unsatisfactory. Since then, the SP team has worked with providers via action planning and training to ensure that all services are now achieving at least a level C with 2 service providers currently achieving level B.

Support with Care – learning disability and physical or sensory disability

Current services in Halton

Table 12: accommodation services for support with care client groups

No. of schemes	No. of units	Client group	Providers
39	115	Supported living -ALD	Alternative Futures Carr-Gomm Creative Support CIC Halton BC Lifeways

			European Wellcare PSS United Response
1	1	ALD	Private adult placement
4	4	ALD	Adult placements

Totals - 44 schemes and 120 units

Table 13: Non-accommodation, community-based services

No. of schemes	No. of units	Client group	Providers
1	27	Floating support - ALD	Halton BC
1	28	Floating support - PSD	Halton BC

Totals – 2 schemes and 56 units

Table 14: Other SP funded services for support with care groups

Project name	Provider
Housing and care coordinator for ALD	Halton BC
Employment support for people with mental health needs	Halton BC
PSD Accessible homes register	Halton BC

The schemes in table 14 have been funded on a short-term basis with a view to including those that are strategically relevant within future procurement plans. The current expectation is that the first project will end March 2012 with the others ending March 2011.

Needs of clients accessing SP services - Needs information is submitted for the services covering these client groups. However, the information about primary need follows the designation of the service types ie. the learning disability services are accessed by people with that primary need and the same applies for physical and sensory disability services. Very few services define a secondary need so the information received is not statistically significant.

Outcomes - information collected for Support with Care services is taken from a 50% sample, which is submitted throughout the year. Halton Supporting People (SP) has received outcomes data for service users residing in SP funded services between April 2008 & March 2009 from Centre for Housing Research (CHR). Please note that an outcome is captured where a support need has been identified in the client's support plan. Therefore not all outcome domains will apply to all clients.

Table 15: Outcomes for a sample of SP service users 2008/09

Sustained economic wellbeing	Number of Clients
Have maximised income – includes collecting correct welfare benefits	20
Have managed debt – have reduced their overall debt	4
Have taken part in paid work	1
Have participated in paid work	2

Supported to enjoy and achieve	Number of Clients
Have been able to take part in Leisure Cultural / Faith/ Information or Learning activities	25
Have participated in work like activities	6
Have accessed external groups	24
Have maintained access to family and friends	22

Supported to be healthy	Number of Clients
Have been supported to manage physical health	23
Have been supported to manage mental health	6
Have been supported to obtain adaptations	2

Supported to stay safe	Number of Clients
Have been supported to maintain accommodation	24
Have been supported with self harm issues	2
Have been supported to manage behaviours harmful to others	5
Have been supported with harm from others issues	24

Supported to make a positive contribution	Number of clients
Have been supported to have choice & control and sustain Involvement	26

Case studies

Please refer to appendix 6 case study number 2.

Financial benefits - initial work on the CLG financial benefits model indicates that for Halton there is a net financial benefit from the SP programme of **£2.7m** on a spend of **£2.4m** for this client group. This is mainly due to the reductions in costs for residential care, home care and health costs as a result of the support provided by SP funded services.

Quality Assessment Framework – during the initial quality assessment review programme in 2006 all providers of services for this client group people were assessed as a level D ie. their performance levels were unsatisfactory. Since then, the SP team has worked with providers via action planning and training to ensure that all services are now achieving at least a level C with 6 service providers currently achieving level B.

Socially excluded client groups

Current services in Halton

Table 16: accommodation services for socially excluded client groups

No. of schemes	No. of units	Client group	Providers
6	31	Mental health needs	C.I.C. Imagine Making Space

			Creative Support
2	89	Single homeless	C.I.C. YMCA
2	32	Young people at risk	C.I.C
1	16	Women fleeing violence	Halton Womens Aid
1	32	Homeless families	Arena
1	6	Offenders	Adullum
1	5	Substance mis-use	Lighthouse Foundation
1	22	Travellers	Halton BC

Totals – 15 schemes and 233 units

Table 17: Non-accommodation, community based services

No. of schemes	No. of units	Client group	Providers
3	72	Mental health needs	Imagine Halton BC
1	10	Offenders	SHAP
1	20	Teenage parents/homeless young people	Carr-Gomm
3	66	Substance mis-use	SHAP
2	98	Generic floating support	Carr-Gomm SHAP
1	10	Families at risk of homelessness due to anti-social behaviour	CDS
1	30	Travellers	Halton BC
1	25	Women fleeing violence	SHAP
1	15	BME community	CDS/Plus Dane
1	90	Homeless intervention	Halton BC

Totals – 15 schemes and 436 units

Table 18: Other SP funded services for socially excluded groups

Project name	Provider
Ys Up project – advice service for young people	YMCA
Sanctuary Scheme – support and property adaptations for people at risk of violence	HHT/Relationship Centre
Nightstop – service to coordinate emergency accommodation for young people	YMCA
Service User Involvement project	SHAP

The schemes in table 18 have been funded on a short-term basis with a view to including those that are strategically relevant within future procurement plans. The “Ys Up” project is due to end in March 2010 as it will have achieved its aims and is not felt to be required on a long-term basis.

Needs of clients accessing SP services

As part of the client record forms, which all providers must complete for each client through the service, assessment is made of the client’s

primary need for support. In addition providers are able to identify a secondary need for each client. For the socially excluded groups for 2008/09 the primary and secondary needs are shown in the tables below:

Table 19: Primary needs analysis 2008/09

Primary Need	Number of Clients
Single homeless	181
Homeless families	148
Generic	89
Women fleeing violence	76
Mental health needs	70
Young people at risk	38
Alcohol Problems	17
Drug Problems	12
Offenders or at risk of offending	8
Rough Sleeper	8
Teenage Parents	4
HIV/AIDs	1

Table 20: Secondary needs analysis 2008/09

Secondary Need	Number of Clients
Rough sleepers	18
Young people at risk	8
Offenders or risk of offending	7
Drug problems	7
Women fleeing violence	5
Mental health needs	5
Single homeless	4
Teenage parents	4
Complex needs	4
Alcohol problems	4
Physical or sensory disability	2
Frail elderly	1
Adults with learning difficulties	1
Refugees	1

Points of note:

- By far the highest proportion of clients present with primary needs relating to homelessness.
- It is apparent that few services identify a secondary need.
- The relatively high number of rough sleepers identified as a secondary need relates mainly to a couple of services for single homeless people.
- The completion of a client record form is intended to be carried out using a client's own definition of their primary and secondary needs. However, it is likely that in many cases service providers use their own interpretation in completing this information.

Actions to be taken:

- Further analysis of client record form information is required, as part of this years input into the NW Supported Housing Needs Assessment model to assess actual needs being met by particular services.
- Discussion to be had with providers around their interpretations of needs, particularly those who are identifying rough sleepers as a secondary need
- Analysis of trends to be included within the new performance reporting format.

Outcomes - Information collected for Socially Excluded services outcomes is taken when a client exits from a service, these records are usually submitted on a 28 day basis. For the mental health & generic floating support services a 50% sample from services are submitted and are classed as long term outcomes, which are submitted throughout the year. Halton Supporting People has received outcomes data for service users residing in SP funded services between April 2008 & March 2009 from Centre for Housing Research (CHR)

Table 21: outcomes for a sample of service users 2008/09

Sustained economic wellbeing	Number of Clients
Have maximised income – includes collecting correct welfare benefits	403
Have managed debt – have reduced their overall debt	212
Have taken part in paid work	16

Supported to enjoy and achieve	Number of Clients
Have been able to take part in Leisure / Cultural / Faith/ Information or Learning activities	85
Have taken part in training	53
Have taken part in work like activities	30
Have accessed groups	308
Have maintained access to family and friends	242

Supported to be healthy	Number of Clients
Have been supported to manage physical health	163
Have been supported to manage mental health	78
Have been supported to manage substance misuse	57

Supported to stay safe	Number of Clients
Have been supported to acquire adaptations	13
Have been supported to maintain accommodation	208
Have been supported with self harm issues	21
Have been supported to manage behaviour harmful to others	22
Have been supported with harm from others issues	59
Have been supported through statutory orders	26

Supported to make a positive contribution	Number of clients
Have been supported to have choice & control and sustain involvement	344
Have contributed at service level	14

Have contributed to the wider community	1
Have contributed to both service & community	1

Case studies

Please refer to appendix 6 case studies numbered 3, 4 & 5.

Financial benefits - initial work on the CLG financial benefits model indicates that for Halton there is a net financial benefit from the SP programme of **£3.3m** on a spend of **£2.7m** for this client group. This is mainly due to the reductions in costs associated with crime, housing and homelessness, re-offending rates and costs for taking children into care.

Quality Assessment Framework – during the initial quality assessment review programme in 2006 all providers of services for the socially excluded groups people were assessed as a level D, ie. their performance levels were unsatisfactory. Since then, the SP team has worked with providers via action planning and training to ensure that all services are now achieving at least a level C with 2 service providers currently achieving level B.

7.2 Governance

7.2.1 Current arrangements – currently there is a Supporting People Core Strategy Development Group reporting through to the Supporting People Commissioning Body with scrutiny provided by the Urban Policy and Performance Board and overall governance of the programme sitting within the Urban Renewal Strategic Partnership.

7.2.2 In view of the potential changes to the SP programme brought about by the removal of the ring-fence, plus the changes in the inspection regime to be implemented as part of the Comprehensive Area Assessment, the governance arrangements should be reviewed to ensure that they are robust and inclusive. In particular there should be consideration given to the effective involvement of providers and service users in order to achieve excellence in the management of the programme.

➤ **Recommendations**

- 1) ***That scrutiny of the SP programme as a whole is transferred from the Urban Renewal Policy and Performance Board to the Healthy Halton Policy and Performance Board with the potential for exception reporting to the Safer Halton Policy and Performance Board as necessary.***

- 2) That governance of the SP programme as a whole is transferred from the Urban Renewal Strategic Partnership to the Healthy Halton Strategic Partnership with the potential for exception reporting to the Safer Halton Strategic Partnership as necessary.**
- 3) That overall strategic direction of the SP programme continues to be provided by the Supporting People Commissioning Body**
- 4) That, to ensure continued representation from all relevant parties, membership and terms of reference of the Supporting People Commissioning Body be reviewed to ensure effective engagement with appropriate Local Implementation Teams, LSP sub-groups plus providers and service users.**
- 5) That, in light of the review of the Supporting People Commissioning Body membership and terms of reference, consideration be given, as part of an overall governance review, to end the Supporting People Core Strategy Development Group.**
- 6) That the SP 5 year strategy be reviewed and updated in 2010 to ensure that the programme aligns with the aims and targets contained within Halton's Community Strategy and LAA.**
- 7) That consideration is given to include NI 141 within Halton's next LAA in order to capture the success of SP in delivering positive outcomes to people within the socially excluded groups.**

8.0 Communication and Engagement

- 8.1 In 2008 Tribal Consultants carried out a "healthcheck of the SP programme within Halton. This identified that one of the key factors to the success of the programme, in achieving outcomes for services users and contributing to corporate goals for Halton, is the implementation of an effective strategy for communicating with stakeholders and facilitating meaningful involvement from service users.
- 8.2 Tribal drafted a Communication and Engagement Strategy from which an action plan was drawn up. This draft plan was discussed by the scrutiny review group as part of the meeting in November 2008 and recommendations included in a revised action plan. The SP team has made considerable progress in achieving many of the action points within the original plan, including:

- a review of the directory of services with information in an easily accessible visual format ([SP directory link](#))
- the website has been updated including a link from the CLG SP website and the “Babel fish” application on the HBC website translates the information into various languages ([Supporting People | Halton Borough Council](#))
- information leaflets are being reviewed and service user feedback will be sought on the format and distribution methods
- the SP newsletter has been re-vamped and includes a section requesting feedback from readers ([SP newsletter link](#))
- the SP team has been working with LBV Television to promote SP services via a community roadshow taking place at Halton Lea shopping centre during September 2009
- a database of service user involvement opportunities at every SP funded scheme has been compiled with the intention to make this available on the website, subject to overcoming potential issues around confidentiality of scheme addresses.

8.3 One of the most significant achievements from the action plan has been the tender and appointment of a specialist contractor to focus on service user involvement. This contract formally commenced on 1st September 2009 but significant work was undertaken prior to this date to ensure that a clear action plan is in place for the contractor to achieve the targets set within the contract.

This contract gives Halton a real opportunity to greatly increase the levels of service user involvement within the SP programme and demonstrates a high level of commitment to the principles of meaningful engagement. The main targets for the service user involvement contract are:

- to assess the level of service user involvement within current SP funded services using the Ladder of Participation model ([Ladder of Participation link](#))
- to help individuals to access the knowledge, support and services that they require
- to enable service users to participate in the improvement of Supporting People services through involvement in the monitoring and review process
- to make sure that the views of the people who use the services have the chance to be heard in order to make real sustainable changes.

- 8.4 The service user involvement contract is at a very early stage but the prospects for improving the levels of involvement are excellent if all the targets in the contract are achieved and effectively monitored. Many of the actions within the overall communication and engagement plan are linked closely to the success of this contract.
- 8.5 A re-assessment of Halton's current position in respect of communication and involvement has been carried out using the Audit Commission's Key Lines Of Enquiry (KLOE) framework for Supporting People. A large number of the elements of the KLOE relate to effective communication and engagement of all parties and the new action plan has been drawn up to help achieve excellence in this area.
- 8.6 As recommended in the original Tribal report there is a need for a clearly written and accessible communication strategy document which can be shared with all stakeholders and service users.

➤ **Recommendations**

- 1) That the actions carried out to date around communication and engagement are noted and that the revised action plan be used to ensure that excellence is achieved in this area.**
- 2) That an accessible communications strategy document is produced for circulation amongst stakeholders and service users.**

Appendix 1 - Update on SP funded Short-term bids (STBs)

Super Client group	Project	2009/10	2010/11	2011/12	Exit strategy
Socially Excluded	YMCA – Ys Up	56,911	0	0	Project ends March 2010
	MH Bridgebuilders	261,375	0	0	Project ends March 2010
	Gateway scheme	120,000	120,000	123,000	Homeless/floating support tender 2010
	Homeless intervention	70,349	72,108	73,911	Homeless/floating support tender 2010
	Bond scheme	51,250	52,531	53,844	Homeless/floating support tender 2010
	YMCA nightstop	37,142	38,070	39,022	Homeless/floating support tender 2010
	SHAP substance mis-use	76,875	78,796	80,766	Homeless/floating support tender 2010
	SHAP alcohol service	65,206	66,836	68,507	Homeless/floating support tender 2010
	Imagine - resettlement	42,537	43,600	44,690	Homeless/floating support tender 2010
	BME floating support	42,497	43,559	44,648	Homeless/floating support tender 2010
	Gypsy Liaison	25,000	26,265	26,922	Included in STBs 2011/12
	SHAP - domestic violence	42,025	43,075	44,152	Being tendered – included in STBs 2011/12
Sanctuary Scheme	36,346	37,255	38,186	Being tendered – included in STBs 2011/12	
Support with Care	Carers Centre staffing	0	0	0	Project ended
	ALD Housing coordinator	34,850	20,100	20,100	Project ends March 2012 – included in STBs figure 2011/12
	Employment support for MH	30,000	30,750	0	Project ends March 2011
	PSD Accessible Homes register	67,240	68,921	0	Project ends March 2011
	ALD team - inclusion	17,230	17,661	18,102	Included in STBs 2011/12
Older People	Red Cross	52,531	0	0	Project ends March 2010
	Age Concern	192,803	0	0	Project ends March 2010
Generic	Service User Involvement	50,000	51,250	52,531	Included in STBs 2011/12
	Choice Based Lettings	0	50,000	51,250	Included in STBs 2011/12
	Individual Budgets support	81,654	83,695	85,787	Included in STBs 2011/12

Projects with agreed end dates

To be included in homeless/floating support tender = total £528,388

Included in table as STBs for 2011/12 = total £337,030

Appendix 2 NW Needs Assessment Model findings

Halton

Current Year: 2008

Selected Year: 2008

	Local Summary									
	Locally Amended Values				Original Values				Difference	
	Local People in Need number	Units needed in this Year	Net Supply	Net Additional Units Required	Local People in Need number	Units needed in this Year	Net Supply	Net Additional Units Required	Gross Units Diff From Original	Gross % Diff From Original
SUPER CLIENT GROUPS (ABS)										
Socially Excluded	699	554	227	327	437	319	236	83	235	73.6%
Support and Social Care	137	138	117	21	67	67	146	-79	71	106.2%
Older People	614	631	601	30	494	508	611	-103	123	24.2%
	1450	1322	945	377	998	893	993	-100	429	48.0%
SUPER CLIENT GROUPS (NABS)										
Socially Excluded	511	383	229	154	314	235	205	30	148	62.9%
Support and Social Care	133	120	56	64	106	96	64	32	24	25.3%
Older People	857	771	2021	-1250	917	825	784	41	-54	-6.6%
	1501	1275	2306	-1031	1337	1157	1053	104	118	10.2%
Client Group totals - ABS										
Older people with support needs	429	441	561	-120	429	441	601	-160	0	0.0%
Older people with dementia/mental health problems	28	29	0	29	28	29	0	29	0	0.0%
Frail elderly	157	161	40	121	37	38	10	28	123	324.7%
Single homeless with support needs	180	142	89	53	61	45	118	-73	98	218.3%
Rough sleepers	8	5	0	5	8	5	0	5	0	0.0%
People with mental health issues	64	47	31	16	64	47	37	10	0	0.0%
People with learning disabilities	119	120	117	3	49	49	146	-97	71	145.0%
People with physical or sensory disability	18	18	0	18	18	18	0	18	0	0.0%
People with HIV/AIDS	2	1	0	1	2	1	0	1	0	0.0%
Drug misuse	101	73	5	68	101	73	5	68	0	0.0%
Alcohol misuse	81	59	0	59	20	14	0	14	45	315.2%
Women escaping domestic violence	53	38	16	22	27	20	16	4	19	94.0%
Refugees and asylum seekers	3	2	0	2	3	2	0	2	0	0.0%
Travellers	10	8	22	-14	10	8	22	-14	0	0.0%
Teenage parents	20	15	0	15	20	15	0	15	0	0.0%
Young people leaving care	54	59	0	59	2	2	0	2	58	3790.6%
Young people at risk	37	41	26	15	23	17	0	17	24	142.7%
Offenders and those at risk	20	15	6	9	21	15	6	9	-1	-4.2%
Mentally disordered offenders	3	2	0	2	3	2	0	2	0	0.0%
Homeless families with support needs	63	46	32	14	73	53	32	21	-7	-13.9%
	1450	1322	945	377	998	893	993	-100	429	48.0%
Client Group totals - NABS										
Older people with support needs	796	717	2021	-1304	796	717	784	-67	0	0.0%
Older people with dementia/mental health problems	52	47	0	47	52	47	0	47	0	0.0%
Frail elderly	8	7	0	7	68	62	0	62	-54	-88.0%
Single homeless with support needs	27	20	12	8	9	7	12	-5	13	194.0%
Rough sleepers	0	0	0	0	0	0	0	0	0	0.0%
People with mental health issues	96	72	66	6	96	72	69	3	0	0.0%
People with learning disabilities	70	63	27	36	43	39	31	8	24	62.2%
People with physical or sensory disability	63	57	28	28	63	57	32	24	0	0.0%
People with HIV/AIDS	2	1	1	0	2	1	1	0	0	0.0%
Drug misuse	62	46	28	18	62	46	28	18	0	0.0%
Alcohol misuse	72	54	4	50	17	13	4	9	41	315.2%
Women escaping domestic violence	21	16	15	1	11	8	15	-7	8	94.0%
Refugees and asylum seekers	6	4	1	3	6	4	1	3	0	0.0%
Travellers	7	5	15	-10	7	5	1	4	0	0.0%
Teenage parents	39	29	20	9	39	29	25	4	0	0.0%
Young people leaving care	29	22	4	18	1	1	4	-3	21	2502.4%
Young people at risk	9	7	12	-5	6	4	12	-8	3	62.3%
Offenders and those at risk	91	68	20	49	19	14	20	-6	54	392.1%
Mentally disordered offenders	11	8	0	8	11	8	0	8	0	0.0%
Homeless families with support needs	39	29	30	-1	28	21	12	9	8	35.7%
	1501	1275	2306	-1031	1337	1157	1053	104	118	10.2%

Appendix 3: Procurement and Commissioning Plan



Halton Borough Council

Supporting People
Commissioning and Procurement Action Plan

October 2009

General Introduction

The Commissioning and Procurement Action Plan draws upon the DCLG best practice guide entitled “A Guide to Procuring Care and Support Services” published in October 2006. This guide was based upon the work of Value Improvement Projects conducted by Plymouth and Leeds Supporting People teams.

The intention of this plan and guidance is to complement the approach to joint commissioning and procurement of Halton Borough Council.

General Context

The Supporting People (SP) programme was launched on 1st April 2003 with the aim to bring together into one grant pot all previous funding streams for the provision of housing related support to vulnerable people, which enable them to live independently and maintain their tenancies. The SP programme allows a more integrated approach to the commissioning of high quality and strategically relevant support services. Supporting People is administered by Halton Borough Council on behalf of the Commissioning Body, which comprises representatives from Probation and Health as well as Halton BC.

The commissioning and procurement of housing related support services carry with them a significant level of risk. Supporting People services are, by their nature, being delivered to some of the most vulnerable people in society. Many of these services are also high value providing support to service users with multiple and complex needs. The combination of high risk and high value strengthens the need for the Supporting People programme in Halton to have a planned and structured approach to commissioning and procuring services.

The programme is still built upon a foundation of legacy services that were inherited from numerous funding streams that were united within the Supporting People funding pot. Service providers have undergone a significant period of change and uncertainty as they have come to terms with the new funding regime and the related administrative arrangements. A clear commissioning approach and imaginative and innovative procurement solutions have to be balanced with providing security and stability in the marketplace.

The programme is also inextricably linked to housing, which brings with it a degree of inertia in redirecting resources and developing new opportunities. The inherent delays in the planning and building of many accommodation-based services have to be recognised in the commissioning context. Whilst fully aware of the opportunities that are presented by the removal of a direct link between Supporting People and particular types of tenure the Supporting People programme cannot ignore the significant financial and emotional investment in buildings that is expressed by our partners, providers and service users.

From 2009, for the first time, Supporting People funding is being paid to Local Authorities as an un-ringfenced named grant within the Area Based Grant.

Local Context

Halton outlined its vision for the SP programme and commissioning priorities within its Supporting People 5 year strategy document 2005 –2010. The Commissioning Body and its partners agreed the following vision for the programme

“To improve the quality of life of vulnerable adults in Halton by offering diverse and flexible housing support services, which respond to their needs and aspirations, enabling them to reach their potential for independent living and ensuring their health and wellbeing”.

The services provided in Halton cover a diverse range of client groups and these can be clustered into three groups in line with the Communities and Local Government (CLG) “super user groups” of client needs as shown in table 1 below.

Table 1: current services within Halton

Cluster	Needs groups
Independence with Support	Older people with support needs, frail elderly people, older people with mental health problems
Support with Care	People with learning disabilities, people with physical or sensory disabilities
Socially Excluded	Single homeless people with support needs, homeless families with support needs, people with mental health problems, people who misuse alcohol or drugs, travellers, teenage parents, young people leaving care, young people at risk, women fleeing domestic violence, offenders and those at risk of offending, members of the BME community, families at risk of homelessness due to their anti-social behaviour

One of the key intentions of the Commissioning and Procurement Plan will be to bring the split of funding between clusters in Halton broadly in line with the CLG’s indicative figures, subject to locally expressed demand and supply.

Financial context in Halton

Our commissioning and procurement intentions clearly have to sit within the parameters of the money that is available to fund Supporting People services. In December 2007 the CLG published the levels of funding that the Supporting People programme can expect to receive up until 2010/11. For Halton this announcement set out a reduction in funds:

Table 2 : Funding projections for the Halton Supporting People programme

Year	Grant	Decrease
2008/9	7,602,565	201,149
2009/10	7,222,437	380,128
2010/2011	6,861,315	361,122

The Halton SP programme has already achieved significant efficiency savings since its implementation in April 2003 within a context of reduced grant funding as shown below:

Table 3 : Efficiency gains since the implementation of SP

Year	Grant	Services	Service users
2003	£8,191,775	109	2593
2009	£7,222,437	111 (incl. short-term services)	3616

The table above gives an indication of the efficiency gains that have been made to date via negotiation and small scale tendering. In addition, the contract monitoring and review process over the past 6 years has ensured that, alongside expanded and enhanced service provision, the quality of the service delivery has been monitored effectively and a culture of continuous improvement embedded throughout the programme.

What do we mean by commissioning?

Commissioning is the process of specifying, securing and monitoring services to meet people's needs at a strategic level. Commissioning is an ongoing process, it deals with whole groups of people - which distinguishes it from the process of buying individual services.

What do we mean by procurement?

The Supporting People commissioning body in Halton has borrowed a phrase taken from the CLG's guide to help define what the scope of the procurement process is.

"Procurement is ... the acquisition of goods and services from third party suppliers under legally binding contractual terms where all the conditions of a legally binding contract have been met."

Procurement needs to be distinguished from commissioning. Commissioning is the process of agreeing **what** the local Supporting People partnership wants to buy. This will entail the detailed consideration of local needs, local supply, local priorities and agreeing a strategic direction for the programme. Procurement is the process of **how** the local Supporting People partnership will make the purchase.

What are our guiding principles?

In preparing the commissioning and procurement action plan particular attention has been paid to:

- the legal framework within which procurement operates including EU directives (see appendix 1)
- developing an approach that is transparent and open to scrutiny; and
- being mindful of best practice as demonstrated by others

What are our objectives?

Through the adoption of this plan and guidance our intentions are to:

- support the achievement of the vision of Halton's 5 year SP strategy 2005-2010
- improve the quality of Supporting People funded housing related support services in Halton;
- achieve efficiencies from the Supporting People programme in Halton;
- recycle the savings from the efficiencies that are delivered into higher quality and a greater quantity of services; and
- stimulate innovation in the provision of housing related support services and challenge the status quo.

At the centre of all these objectives are the service users. The ambitions of the over-arching five year Supporting People strategy can only be achieved in terms of higher quality and a broader range of services through the most effective use of resources. The commissioning and procurement plan is a key tool in meeting the needs of the vulnerable people of Halton.

Governance and management

The commissioning priorities for the Supporting People programme will be agreed by the Commissioning Body. These priorities will reflect the proposals set out in the 2005-10 Supporting People strategy and the broad aims of the Halton Strategic Partnership.

The timetable for the procurement action plan will be reviewed annually by the Commissioning Body to accommodate any significant changes arising from shifts in strategic direction.

The delivery of the procurement action plan will be the responsibility of the Supporting People Accountable officer. Day-to-day management of the procurement plan will be the responsibility of the Supporting People Lead Officer.

The Commissioning Body remains ultimately responsible for the governance of the procurement action plan and sanctioning all procurement decisions. The reporting arrangements for the Commissioning Body through to the relevant Strategic Partnerships are currently subject to discussion and final agreement.

Commissioning Plan

Context

The plan needs to be firmly based in the reality of the funding arrangements for Supporting People services. The Supporting People programme in Halton is faced with a reduction in revenue. Table 2 sets out this funding reduction.

This ongoing reduction in funding makes the effective use of resources to meet our priorities all the more important.

Within the original 5 year SP strategy the analysis of supply and need highlighted the priorities shown in table 4 below.

Table 4 : SP 5 year Strategy priorities 2005-2010

CLIENT GROUP	NEED	UPDATE
Single Homeless with Support Needs, Young People at Risk and Leaving Care	1 st Priority for increased provision	Still remains a priority although additional support services implemented through short term projects.
People with Physical and Sensory Disability	2 nd Priority for increased provision	Accessible homes register implemented.
People with Mental Health Problems	3 rd Priority for increased provision	Mental health and accommodation strategy is to deliver proposals.
Frail Elderly and Older People with Support Needs	4 th Priority for increased provision	40 unit scheme developed. Plans in place for additional units with RSLs/private developers.
Mentally Disordered Offenders	Small increase in provision required	Spot purchase as necessary.
Offenders / People at Risk of Offending	Increased provision	Additional support being provided through expanded and short-term community based services.
Teenage Parents	Increased provision	Generic support services picking up these clients.
People with HIV/AIDS	Monitor need and identify provision	Monitor need and identify provision as necessary
Refugees and other Black and Minority Ethnic (BME) Groups.	Arrangements for the dispersal of asylum seekers to Halton are possible	Specific support service for BME community commissioned from Nov 2008.
People with Drug and Alcohol Problems	Small increase in provision required	Specific floating support services have been expanded.
Generic	Reduction in generic provision	Additional services have been developed on a specific client needs basis so the proportion of generic services has reduced
People with Learning Disabilities	Reduction in spending	Significant reduction in spending achieved through application of eligibility criteria
People with Drug Problems	Reduction in unit costs	Achieved through review and value for money process.

In recognition of these strategic priorities considerable work has already been undertaken to meet the identified needs and to reduce costs in line with eligibility and value for money criteria as outlined in the update column.

These priorities were reviewed again in early 2009 and further refined to take into account new supply and demand information highlighted in local strategies as well as evidence from the North West Supported Housing Needs Assessment Model.

Current Needs Analysis for Halton

The first iteration of the North West Supported Housing Needs Assessment model was produced in November 2008 including locally amended figures on supply and demand for accommodation and non-accommodation based housing support services..

For Halton the model indicates:

- a significant requirement of around 470 units of additional accommodation based and non-accommodation based support services for the socially excluded groups, particularly for young people and single homeless.
- a need for increased accommodation provision for frail elderly (ie. extra care) but a potential oversupply of “traditional” sheltered housing
- a limited requirement for additional services for the “support with care” client groups, ie. learning disabilities and sensory or physical disabilities.

Further work is required on this model to refine the results and the SP team will be submitting additional local information in December 2009 for the next iteration.

In particular there needs to be some refinement around the figures for drug and alcohol misuse services as it is believed that many of these clients are already accessing services which have a different “primary need” categorisation. This may also be the case for offenders and young people.

The pattern of supply and needs for Halton reflects that of the North West region as a whole.

Other strategies within HBC have identified needs for services and these include:

- an additional service of around 30 accommodation units with support for single people, based in Widnes (HBC Homelessness Strategy)
- 196 units of extra care accommodation by 2017 (HBC Commissioning Strategy for Extra Care)
- provision of additional services for people with mental health needs (Mental Health Accommodation & Support Strategy)

The SP allocation for Halton faces a reduction and this is combined with Halton's aspirations for increased service provision. The business case for the commissioning and procurement plan is the need to resolve this disparity.

The funding arrangements

Significant work has already been undertaken to manage the financial constraints on the Supporting People programme in Halton and ensure a prudent approach to budget management. Reductions to the original funding levels have already been implemented in particular for services for people with learning disabilities. These reductions have been managed through the stringent application of the Supporting People programme's eligibility criteria and a requirement for all providers to demonstrate value for money in service provision.

Currently some of the Supporting People budget is utilised to fund innovative short-term projects. However, particularly to avoid uncertainty over funding streams for our service providers, the intention is to develop more permanent funding arrangements. In some instances this may mean that short-term projects are confirmed as permanent projects where they meet the strategy objectives.

Commissioning Action Plan proposals

The needs analysis and strategic priorities indicate where additional SP funding is required as a priority. In addition further services will be required, particularly within the socially excluded groups, in order to meet likely demand over future years. This has to be achieved within the context of a diminishing un-ringfenced SP allocation.

The procurement plan will deliver more detail with regard to how this will be achieved. Prior to undertaking commissioning decisions each proposal will have to deliver a clear a specification of services required and needs to be met. Delivery of a detailed specification will include close consultation with all partners, joint commissioning managers, service users and, where appropriate, neighbouring authorities in the case of cross boarder initiatives.

Further amendment of the Commissioning Action Plan will also have reference to Supporting People's linkage to the Local Strategic Partnership.

Procurement Action Plan

Context

Evidently there is a linkage between the commissioning proposals for Supporting People services in Halton and the procurement arrangements. Procurement will have a central role in delivering the additional services outlined in the commissioning plan. In addition successful procurement will maintain and enhance the quality and quantity of existing services.

All Supporting People services were systematically reviewed over the period 2004 to 2007. These reviews considered the cost, quality and strategic relevance of services. The result of this service review exercise is that those providers who have been deemed fit have been offered a steady state contract. In some cases there have been agreed extensions of these contracts pending the full procurement process.

Procurement options

Recommendations will be made regarding the future delivery of existing services through the continued emphasis on service reviews. The review process will inform decisions about procurement and recommendations will set out the most effective solutions for future procurement in the service area.

Potential options include:

- The cessation of services, in whole or in part;
- The transfer and externalisation of services;
- The market testing of all or part of the services;
- The restructuring or enhancement of in-house services;
- The renegotiation of existing contracts;
- The use of public sector consortia;
- The use of non-profit organisations; and
- The joint commissioning or delivery of services.

Consideration of all of these options will benefit from professional advice, where necessary, from the Corporate Procurement Team and, where appropriate, advice from the Council's HR, financial and legal advisers.

The development of the market

The programme will promote the opportunities for providers to understand the procurement opportunities in Halton. This promotion of interest and healthy competition will be achieved through a number of initiatives.

1. Communication with existing suppliers will be enhanced through:
 - existing methods such as the provider forum will relay regular guidance on opportunities that are arising; and
 - information on procurement on Halton's Supporting People website
2. Competition will be encouraged through:

- specific procurement events to raise awareness among providers about the expectations of the procurement process;
 - developing clear requirements and information for all procurement activity;
 - the wide advertising of procurement to attract interest from beyond the existing pool of providers; and
 - the imaginative use of contracts that incentivise providers to deliver high quality services.
3. Best practice will be encouraged through:
- the Supporting People team seeking out good procurement practice from other Administering Authorities

Proposed procurement timetable

Table 5: proposed procurement timetable

Service type	Tender	New contracts
Domestic Violence services	May 2009	Dec 2009
Learning disability & mental health	Jan 2010	Sept 2010
Socially excluded including homeless & generic floating support	Sept 2010	April 2011
Older people services	Sept 2011	April 2012

The timetable in table 5 is indicative only and may be subject to amendment depending on internal and external influences on the process.

Appendix 1

EU Procurement Directives - an outline

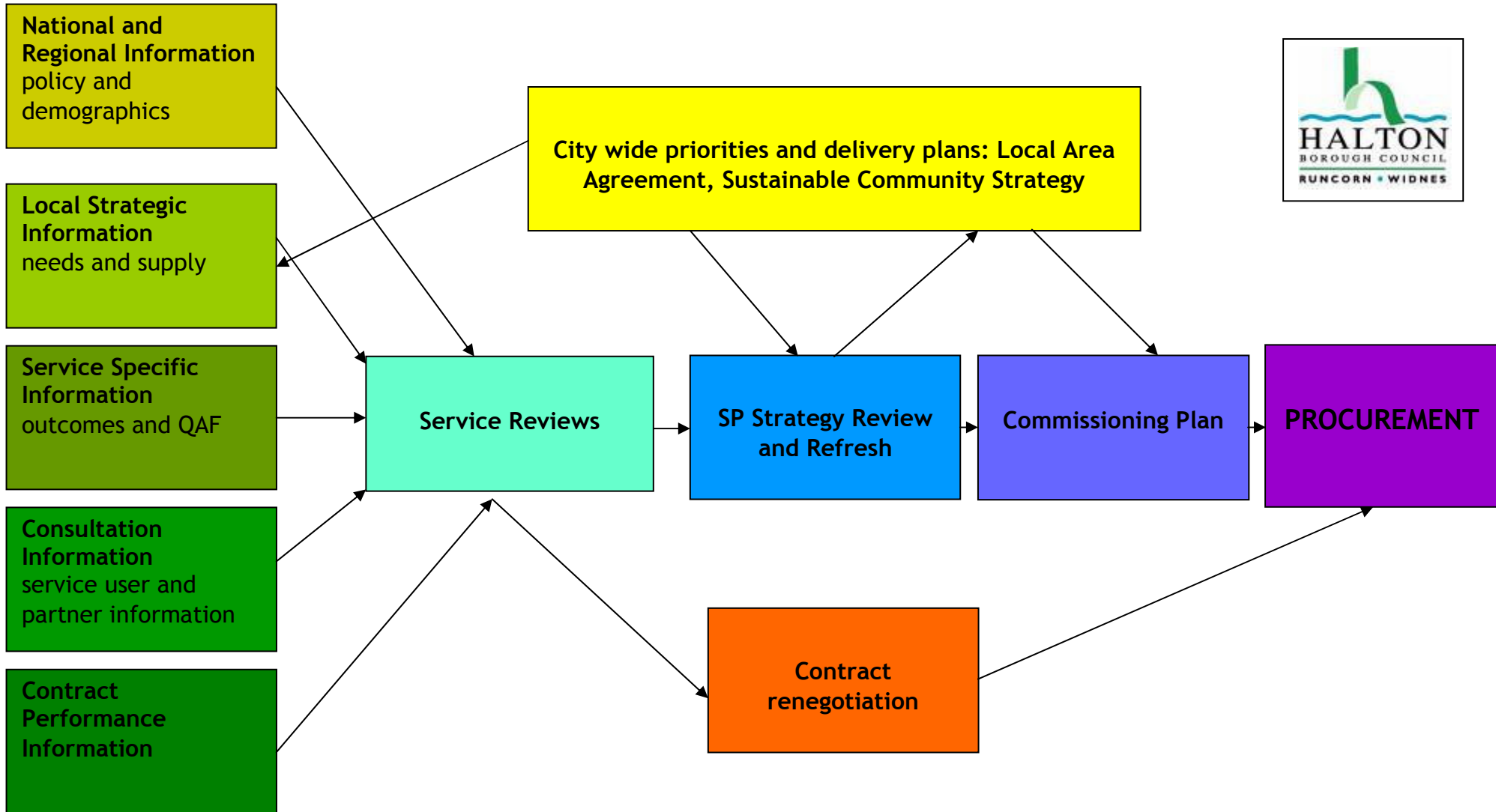
The European Union (EU) procurement directives, and the Regulations that implement them in the UK, set out the law on public procurement. Their purpose is to open up the public procurement market and to ensure the free movement of goods and services within the EU.

The rules apply to purchases by public bodies and certain utilities which are above set monetary thresholds. They cover all EU member states and, as a result of international agreements, their benefits also extend to a number of other countries worldwide. Where the regulations apply, contracts must be advertised in the Official Journal of the EU and there are other detailed rules that must be followed. The rules are enforced through the courts, including the European Court of Justice.

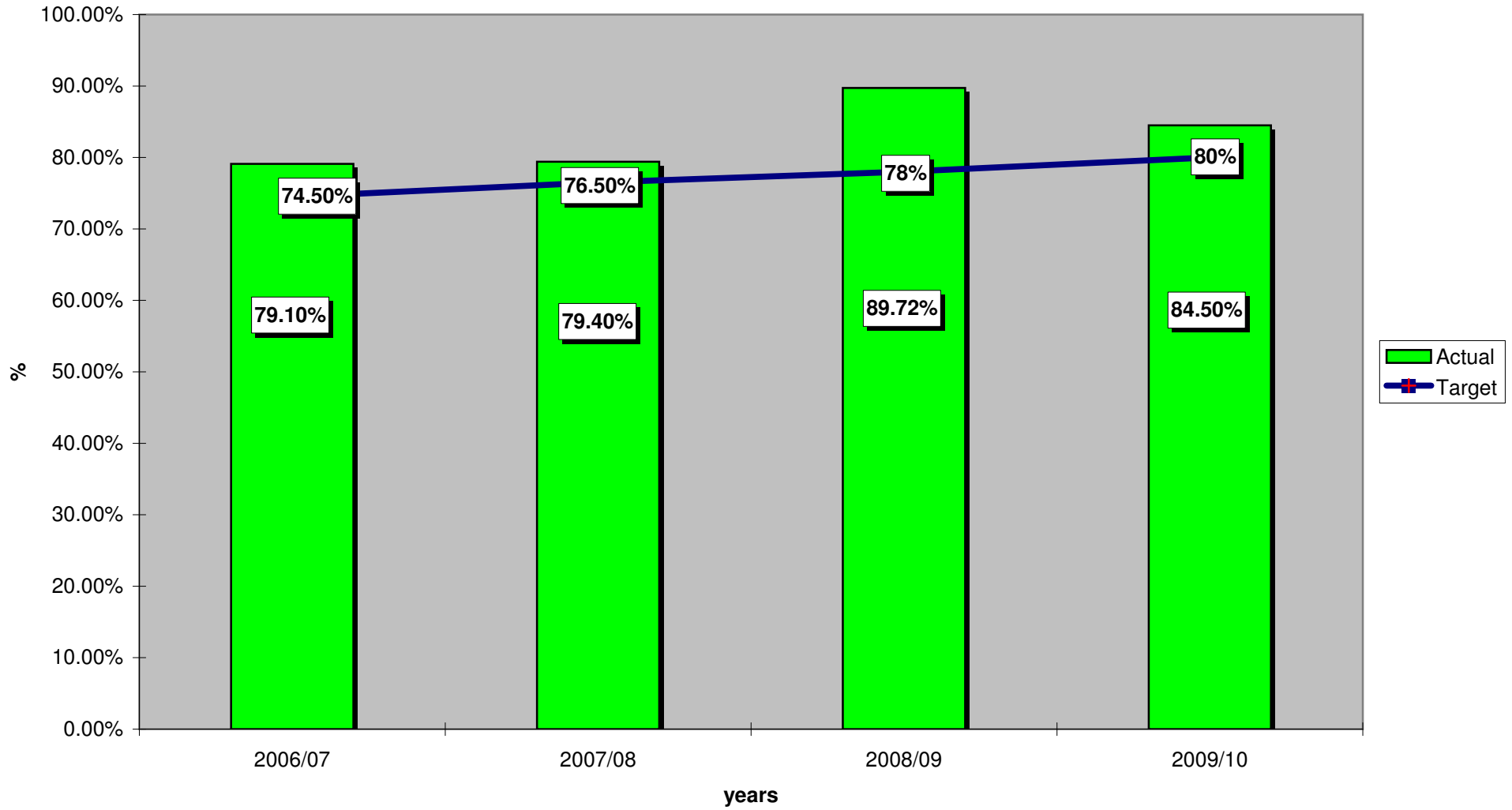
In general the directives set out the following approach:

- equality of opportunity in bidding for all public procurement contracts - all suppliers in the EU and certain other states including the USA have rights of access to these contracts;
- the legislation applies to contracts over the relevant threshold value these are altered bi-annually;
- EU-wide advertisement of contracts well in advance of need with common lead in times around six to nine months;
- open technical specifications;
- limitations on the length of commercial agreements, with great emphasis placed on the need for periodic public competition; and
- reporting of the reasons for procurement decisions to participating suppliers and to the European Commission.

Appendix 2



NI 141 - (Achieving Independence) Performance Progress





Supporting People Performance Report – Older People

Supporting People services provide support that enables older citizens in Halton to maintain their independence. Support services are provided to:

- **Older people who are frail who have a physical or mental illness**
- **Older people with support needs**

Supporting People – Performance Report – Older People

TABLE OF CONTENTS

Page

1. Contents	2
2. Introduction.....	3
3. Financial Benefits of Supporting People.....	4
4. Outcomes.....	5
<i>4a. Long Term Outcomes</i>	
5. Performance Indicators.....	6
<i>5a. National Indicator Set</i>	
<i>5b. Throughput</i>	
6. Client Records.....	7
<i>6a. Primary Needs</i>	
<i>6b. Referral Source of New Clients</i>	
7. Quality Assessment Framework.....	7

2. Introduction

Reporting performance and monitoring contracts primarily through performance indicators is no longer an acceptable position. Increasingly, local government authorities and Primary Care Trusts must be able to evidence to central government, department of health, inspection agencies and the public, that the money is being spent strategically and delivered to the public through services that are of high quality and outcome focussed around the client.

This performance report aims to provide a high-level performance summary of the Supporting People programme. The reporting requirements for Older People Services are shown in the table below.

Type of Service	No of Units	Client Record Form	NI142 (KPI1) Key Performance Indicators	Long Term Outcomes	Quality Assessment Framework
Floating Support	136	Required	Required	Required	Required
Dispersed / Community Alarms	105	Exempt	Not Mandatory	Exempt	Required
In-House, Integrated Lifeline Service		Exempt	Not Mandatory	Exempt	Required
Peripatetic Warden	1860 *	Exempt	Required	Required	Required
Extra Care	40	Exempt	Required	Required	Required
Sheltered	560	Exempt	Required	Required	Required
Private Adult Placement	1	Required	Required	Required	Required

* This service provides three levels of cover, the lowest level being alarm only, the middle level includes alarm, peripatetic warden and low level smart technology and the highest level provides alarm, peripatetic warden and full smart technology. There isn't any performance information being collected for this service at this time as it is currently undergoing changes. It is recommended that performance information be collected following consultation with the provider.

In terms of services in Halton, there is one dedicated Older Persons In-House Floating Support service offering 136 places. In addition there are five generic floating support services with 218 places which can also provide services for older people as identified from client record information. There are seventeen sheltered schemes with day time support from a scheme manager providing 560 units of accommodation, these services also have either their own in-house alarm systems or buy in from either the Integrated Lifeline service or other approved alarm service. There are four dispersed/community alarm providers providing support to 105 persons. Halton has one extra care scheme with 40 units of accommodation. The In-House integrate lifeline which includes the peripatetic warden service has capacity to provide services to 1,860 persons.

3. Financial benefits of the SP programme for Older People - £3.9m

The CLG commissioned research into the financial benefits of the SP programme and the results were issued on 6th July 2009 with an estimated total net saving of £3.4 billion for the national SP programme. A model has been issued which allows local authorities to input their own local data to assess the net financial benefits locally.

Information has been entered into this model for each of the SP client groups showing the number of units of support and the cost per unit for Halton BC. There is some fine-tuning to be carried out around these figures and the short-term bids have not been included at this stage. However, **the estimated total net financial benefit for Halton BC is around £9.9m per annum on a Supporting People spend of £6.6m.**

The model is based around the principle of estimating the costs that would be incurred if the preventative support services funded by SP were not available to each of the different client groups. The model currently has assumed costs for services such as residential care, housing, health services and those associated with crime.

Examples of the types of financial benefits for this particular client group are reductions in:

- costs for residential care,
- health service costs,
- costs associated with tenancy failure.

In addition to the financial benefits there are other uncoded benefits achieved by SP services. These include:

- improved quality of life including greater independence,
- improved health,
- reduced burden of care for carers,
- decreased fear of crime,
- increased participation in the community and decreased isolation.

For older people the estimated net financial benefits from the SP programme in Halton is **£3.9m.**

4. Outcomes

The Centre for Housing Research (CHR) collates outcome data, submitted by providers, for all service users in Halton Supporting People services.

4a. Long Term Outcomes Framework

Information collected for Older Peoples services is taken from a 10% sample, which is submitted throughout the year. Halton Supporting People (SP) has received outcomes data for service users residing in SP funded services between April 2008 & March 2009 from Centre for Housing Research (CHR), these outcomes are listed in section 4b.

4b.

The Outcomes framework is broken down into five high-level outcome domains:

- Achieve economic wellbeing
- Enjoy and achieve
- Be healthy
- Stay safe
- Make a positive contribution

Sustained economic wellbeing	Number of Clients
Have maximised income – includes collecting correct welfare benefits	10
Have managed debt – have reduced their overall debt	1

Supported Enjoy and Achieve	Number of Clients
Have been able to take part in Leisure / Cultural / Faith/Information or Learning activities	8
Have accessed external services	6
Have maintained access to groups / family and friends	7

Supported to Be Healthy	Number of Clients
Have been supported to manage physical health	11
Have been supported to manage mental health	4
Have been supported to manage substance misuse	1

Supported to stay safe	Number of Clients
Have been supported to maintain accommodation	5
Have been supported with self harm issues	1

Supported to make a positive contribution	Number of clients
Have been supported to have choice & control and sustain Involvement	6

Please note that an outcome is captured where a support need has been identified in the clients support plan. Therefore not all outcome domains will apply to all clients.

5. Performance Indicators

Key performance indicators for short and long-term services are now included within the health and wellbeing section of the new National Indicator Set (NIS).

Performance information for NI142 is collected quarterly from Service Providers using a Communities and Local Government (CLG) performance workbook.

5a. National Indicator Set – NI142

The performance indicator NI142 is used to measure longer-term services performance in providing support to service users to maintain their independence within SP services. The target for long-term Older Peoples services in 2008/09 was set to enable 98.7% of service users to 'maintain independence' therefore being able to stay in their own homes thus avoiding a move into institutional care. Supporting People services for Older People achieved 99.05% out performing the agreed target. This equates to 688 service users currently receiving support and 44 who have regained their independence and no longer need support.

5b. Throughput

The performance workbook also enables collection of information relating to how many people are using the service and how many no longer require support as they have established independence. The following table highlights how the service users have exited the service.

Completed support programme	To independent housing	To sheltered housing	To long-term supported housing	Died	To a long-stay hospital or hospice	To a care home	To a nursing care home	Unknown / lost contact
1	8	11	1	44	1	10	3	2

Throughput information 2008/09 shows that SP services to older people are enabling service users to maintain their independence. A positive outcome for older people services is the increase in the number of service users dying in their own home, in 2004/5 the number was twenty-eight increasing to forty-four in 2008/09.

In 2008/09 sixty-five service users maintained their independence with only sixteen having to seek alternative service types.

6. Client Record (Fair Access) Data

The Centre for Housing Research (CHR) collates client level data, submitted by providers, for all new service users joining a Halton SP service. The exceptions are sheltered housing schemes, Peripatetic Wardens, Home Improvement Agencies and Community Alarms.

6a. Primary Needs - New Clients – Floating Support Services

During 2008/09 Supporting People services across Halton provided support to clients from four floating support services. Eleven clients identified primary need was 'Older People with support needs'. Three clients reported primary need was for 'Older People with mental health problems' and a further two clients had a primary need of 'frail elderly'.

Seventy-nine clients from Halton's in-house older peoples service had a physical or sensory primary need with sixty-nine of these clients having a 'Frail Elderly' secondary need the remaining were Older People with support needs.

Primary Need		Secondary Need	
Older People with Support Needs	11	Not Available	
Older People with Mental Health Problems	3	Not Available	
Frail Elderly	2	Not Available	
Physical or Sensory Need	79	Frail Elderly	69

6b. Referral Source of New Clients – Floating Support Services

The main primary need referral routes reported on the client records for older people during 2008/09 were as follows:

- Community Mental Health Team
- LA Housing Department
- Nominations
- Social Services
- Voluntary Agencies

7. Quality Assessment Framework (QAF)

Supporting People services are required to self assess against a stringent quality assessment framework. In 2003/04 many of the services were performing at the lowest level within the framework, which is level D. Following reviews and continuous monitoring to date SP has supported Providers to raise the level of service quality and all are achieving at least level C, with two older people services reaching B in all areas of the framework.

The QAF has recently been changed to allow Providers to be more innovative in the way they show how they work with service users at levels A and B of the framework. The refreshed QAF now has a link to 'every child matters' and includes the once supplementary outcome 'service user involvement' as a core element of the framework. The new QAF was piloted by a group of Halton Providers on behalf of Communities and Local Government and is now being implemented throughout Halton from October 09.

Providers have been given specialist training for the refreshed QAF, the outcomes framework, client records and key performance indicators NI141 & NI142 during April to July of this year. This appears to have been quite productive in helping organisations form processes and data quality when collecting information and identifying areas of best practice.



Supporting People Performance Report – Support with Care

Supporting People services provide support that enables citizens in Halton to maintain their independence. Support with care services are provided to:

- **People with a learning disability**
- **People with a physical and sensory disability**

Supporting People – Performance Report – Support with Care

TABLE OF CONTENTS

Page	
1. Contents	2
2. Introduction.....	3
3. Financial Benefits of Supporting People.....	4
4. Outcomes.....	5
<i>4a. Long Term Outcomes</i>	
5. Performance Indicators.....	6
<i>5a. National Indicator Set</i>	
<i>5b. Throughput</i>	
6. Client Records.....	7
<i>6a. Primary Needs</i>	
<i>6b. Referral Source of New Clients</i>	
7. Quality Assessment Framework.....	7

2. Introduction

Reporting performance and monitoring contracts primarily through performance indicators is no longer an acceptable position. Increasingly, local government authorities and Primary Care Trusts must be able to evidence to central government, department of health, inspection agencies and the public, that the money is being spent strategically and delivered to the public through services that are of high quality and outcome focussed around the client.

This performance report aims to provide a high-level performance summary of the Supporting People programme. The reporting requirements for Services in the super group Support with Care are shown in the table below.

Type of Service	No of Units	Client Record Form	NI142 (KPI1) Key Performance Indicators	Long Term Outcomes	Quality Assessment Framework
Floating Support	55	Required	Required	Required	Required
Supported Living	109	Required	Required	Required	Required
Adult Placements	4	Required	Required	Required	Required
Private Adult Placement	1	Required	Required	Required	Required

In terms of services in Halton, the super group support with care has one in-house 'adults with learning disabilities' (ald) floating support service offering 27 places. The Halton has one service for people with 'physical or sensory disabilities' (psd) with 28 places. In addition there are five generic floating support services with 218 places which may also provide services for these client groups as identified from client record information. There are thirty- eight supported living schemes with day time support and some have waking night or sleep-in cover, these services have a total capacity of 109 units of accommodation. There are two organisations offering 4 adult placement places. Halton has one private adult placement service with 1 service user. Funding has been made available through the short term bids for direct payments. Two supported living services have been remodelled to allow the service users to benefit from direct payments.

3. Financial benefits of the SP programme – Support with Care - £2.7m

The CLG commissioned research into the financial benefits of the SP programme and the results were issued on 6th July 2009 with an estimated total net saving of £3.4 billion for the national SP programme. A model has been issued which allows local authorities to input their own local data to assess the net financial benefits locally.

Information has been entered into this model for each of the SP client groups showing the number of units of support and the cost per unit for Halton BC. There is some fine-tuning to be carried out around these figures and the short-term bids have not been included at this stage. However, **the estimated total net financial benefit for Halton BC is around £9.9m per annum on a Supporting People spend of £6.6m.**

The model is based around the principle of estimating the costs that would be incurred if the preventative support services funded by SP were not available to each of the different client groups. The model currently has assumed costs for services such as residential care, housing, health services and those associated with crime.

Examples of the types of financial benefits for this client group are a reduction in:

- costs of residential care
- costs associated with GP and hospital services
- costs of home care provision
- costs of homelessness

In addition to the financial benefits there are other uncosted benefits achieved by SP services. These include:

- increased independence
- reduced reliance on informal carers
- benefits for physical and mental health
- increased access to employment
- reduced social exclusion

For client groups classed as “support with care” the estimated net financial benefit from the SP programme in Halton is **£2.7m.**

4. Outcomes

The Centre for Housing Research (CHR) collates outcome data, submitted by providers, for all service users in Halton Supporting People services.

4a. Long Term Outcomes Framework

Information collected for Support with Care services is taken from a 50% sample, which is submitted throughout the year. Halton Supporting People (SP) has received outcomes data for service users residing in SP funded services between April 2008 & March 2009 from Centre for Housing Research (CHR), these outcomes are listed in section 4b.

4b.

The Outcomes framework is broken down into five high-level outcome domains:

- Achieve economic wellbeing
- Enjoy and achieve
- Be healthy
- Stay safe
- Make a positive contribution

Sustained economic wellbeing	Number of Clients
Have maximised income – includes collecting correct welfare benefits	20
Have managed debt – have reduced their overall debt	4
Have taken part in paid work	1
Have participated in paid work	2

Supported to Enjoy and Achieve	Number of Clients
Have been able to take part in Leisure / Cultural / Faith/Information or Learning activities	25
Have participated in work like activities	6
Have accessed external groups	24
Have maintained access to family and friends	22

Supported to Be Healthy	Number of Clients
Have been supported to manage physical health	23
Have been supported to manage mental health	6
Have been supported to obtain adaptations	2

Supported to stay safe	Number of Clients
Have been supported to maintain accommodation	24
Have been supported with self harm issues	2
Have been supported to manage behaviours harmful to others	5
Have been supported with harm from others issues	24

Supported to make a positive contribution	Number of clients
Have been supported to have choice & control and sustain Involvement	26

Please note that an outcome is captured where a support need has been identified in the clients support plan. Therefore not all outcome domains will apply to all clients.

5. Performance Indicators

Key performance indicators for short and long-term services are now included within the health and wellbeing section of the new National Indicator Set (NIS).

Performance information for NI142 is collected quarterly from Service Providers using a Communities and Local Government (CLG) performance workbook.

5a. National Indicator Set – NI142

The performance indicator NI142 is used to measure longer-term services performance in providing support to service users to maintain their independence within SP services. There is no individual target for long-term Support with Care services; the overall target agreed with Government Office North West within Haltons LAA is 98.5%. All Support with Care services are performing above this level at 100%.

5b. Throughput

The performance workbook also enables collection of information relating to how many people are using the service and how many no longer require support as they have established independence. The following table highlights how the service users have exited the service.

Completed support programme	To independent housing	To sheltered housing	To long-term supported housing	Died	To a long-stay hospital or hospice	To a care home	To a nursing care home	Unknown / lost contact
n/avail	3	1	none	5	none	none	none	none

Throughput information 2008/09 shows that SP support with care services are proving extremely effective at enabling service users to maintain their independence, with five service users dying at home and no service users going into residential or nursing care.

6. Client Record (Fair Access) Data

The Centre for Housing Research (CHR) collates client level data, submitted by providers, for all new service users joining a Halton SP service. The exceptions are sheltered housing schemes, Peripatetic Wardens, Home Improvement Agencies and Community Alarms.

6a. Primary Needs - New Clients – Floating Support (FS) & Accommodation based Services (AB)

The table below illustrates the primary and secondary needs of new clients accessing support with care services during 2008/09.

Primary Need		Secondary Need	
People with Learning difficulties (FS)	41	Resettlement	2
Physical or Sensory need (FS)	5	Refuge/Resettlement	2
People with Learning Difficulties (AB)	1	Foyer	1
Physical or Sensory Need (AB)	1	Not Available	-

6b. Referral Source of New Clients – Floating Support Services

The referral routes reported on the client records for support with care services during 2008/09 were as follows:

- Community Mental Health Team
- LA Housing Department
- Nominations
- Social Services
- Voluntary Agencies
- Self referral/Direct application
- Police

7. Quality Assessment Framework (QAF)

Supporting People services are required to self assess against a stringent quality assessment framework. In 2003/04 many of the services were performing at the lowest level within the framework, which is level D. Following reviews and continuous monitoring to date SP has supported Providers to raise the level of service quality and all are achieving at least level C, with **six** support with care services self assessing as level B in all areas of the framework.

The QAF has recently been changed to allow Providers to be more innovative in the way they show how they work with service users at levels A and B of the framework. The refreshed QAF now has a link to 'every child matters' and includes the once supplementary outcome 'service user involvement' as a core element of the framework. The new QAF was piloted by a group of Halton Providers on behalf of Communities and Local Government and is now being implemented throughout Halton from October 09.

Providers have been given specialist training for the refreshed QAF, the outcomes framework, client records and key performance indicators NI141 & NI142 during April to July of this year. This appears to have been quite productive in helping organisations form processes and data quality when collecting information and identifying areas of best practice.



Supporting People Performance Report – Socially Excluded

Supporting People services help to support citizens in Halton experiencing or vulnerable through social exclusion. Support is provided to:

- **People with mental health problems**
- **Homeless families and families under threat of homelessness**
- **Single people and young people at risk, experiencing or under threat of homelessness**
- **People with drug or alcohol misuse issues**
- **Ex-offenders and people at risk of offending**
- **People who have experienced or are at risk of domestic violence**
- **People experiencing exclusion through ethnicity**
- **Teenage parents**

Supporting People – Performance Report – Socially Excluded

TABLE OF CONTENTS

Page

1. Contents	2
2. Introduction.....	3
3. Financial Benefits of Supporting People.....	4
4. Outcomes.....	5
<i>4a. Long Term Outcomes</i>	
5. Performance Indicators.....	6
<i>5a. National Indicator Set</i>	
<i>5b. Throughput</i>	
6. Client Records.....	7
<i>6a. Primary Needs</i>	
<i>6b. Referral Source of New Clients</i>	
7. Quality Assessment Framework.....	8

2. Introduction

Reporting performance and monitoring contracts primarily through performance indicators is no longer an acceptable position. Increasingly, local government authorities and Primary Care Trusts must be able to evidence to central government, department of health, inspection agencies and the public, that the money is being spent strategically and delivered to the public through services that are of high quality and outcome focussed around the client.

This performance report aims to provide a high-level performance summary of the Supporting People programme. The reporting requirements for Socially Excluded Services are shown in the table below.

Type of Service	No of Units	Client Record Form	NI142 (KPI1) Key Performance Indicators	NI141 (KPI2) Key Performance Indicators	Short Term /Long Term Outcomes	Quality Assessment Framework
Floating Support	276	Required	Required	N/A	Required	Required
Warden Support	22	Required	Required	N/A	Required	Required
Accommodation Based	205	Required	N/A	Required	Required	Required

In terms of services in Halton, there is one dedicated floating support service offering 17 places for clients with mental health problems. In addition there are five generic floating support services with 218 places, which can also provide services for socially excluded groups as identified from client record information. There are seven accommodation-based services for clients with mental health problems with a total of 31 places. There are two services for single homeless with a total of 91 units of accommodation, two for young people at risk with 26 units of accommodation and one service for women fleeing domestic violence, which has 16 units. Halton has one service for Homeless families with 32 units of accommodation. Halton's Traveller site offers warden support to 22 clients. There are two offender services, the accommodation service has 6 units and there are 10 places on the floating support service. There is a floating support service for teenage parents, which can support 20 clients and there are two drug and alcohol services, which have a floating support capacity of 11 and an accommodation capacity of 4.

3. Financial benefits of the SP programme for Socially Excluded - £3.3m

The CLG commissioned research into the financial benefits of the SP programme and the results were issued on 6th July 2009 with an estimated total net saving of £3.4 billion for the national SP programme. A model has been issued which allows local authorities to input their own local data to assess the net financial benefits locally.

Information has been entered into this model for each of the SP client groups showing the number of units of support and the cost per unit for Halton BC. There is some fine-tuning to be carried out around these figures and the short-term bids have not been included at this stage. However, **the estimated total net financial benefit for Halton BC is around £9.9m per annum on a Supporting People spend of £6.6m.**

The model is based around the principle of estimating the costs that would be incurred if the preventative support services funded by SP were not available to each of the different client groups. The model currently has assumed costs for services such as residential care, housing, health services and those associated with crime.

Examples of the types of financial benefits for this client group are reductions in:

- costs associated with crime
- housing and homelessness costs
- re-offending rates
- costs for taking children into care
- health and social care costs associated with drug and alcohol problems

In addition to the financial benefits there are other uncosted benefits achieved by SP services. These include:

- improved quality of life and decreased vulnerability
- greater stability
- reduced fear
- improved educational achievement
- families able to live independently
- improved life skills
- greater involvement in the community
- improved mental health

For the socially excluded groups the estimated net financial benefits from the SP programme in Halton is **£3.3m.**

4. Outcomes

The Centre for Housing Research (CHR) collates outcome data, submitted by providers, for all service users in Halton Supporting People services.

4a. Short Term Outcomes Framework

Information collected for Socially Excluded services outcomes is taken when a client exits from a service, these records are usually submitted on a 28 day basis. For the mental health & generic floating support services a 50% sample from services are submitted and are classed as long term outcomes, which are submitted throughout the year. Halton Supporting People (SP) has received outcomes data for service users residing in SP funded services between April 2008 & March 2009 from Centre for Housing Research (CHR), these outcomes are listed in section 4b.

4b.

The Outcomes framework is broken down into five high-level outcome domains:

- Achieve economic wellbeing
- Enjoy and achieve
- Be healthy
- Stay safe
- Make a positive contribution

Sustained economic wellbeing	Number of Clients
Have maximised income – includes collecting correct welfare benefits	403
Have managed debt – have reduced their overall debt	212
Have taken part in paid work	16

Supported Enjoy and Achieve	Number of Clients
Have been able to take part in Leisure / Cultural / Faith/Information or Learning activities	85
Have taken part in training	53
Have taken part in work like activities	30
Have accessed groups	308
Have maintained access to family and friends	242

Supported to Be Healthy	Number of Clients
Have been supported to manage physical health	163
Have been supported to manage mental health	78
Have been supported to manage substance misuse	57

Supported to stay safe	Number of Clients
Have been supported to acquire adaptations	13
Have been supported to maintain accommodation	208
Have been supported with self harm issues	21
Have been supported to manage behaviour harmful to others	22
Have been supported with harm from others issues	59
Have been supported through statutory orders	26

Supported to make a positive contribution	Number of clients
Have been supported to have choice & control and sustain Involvement	344
Have contributed at service level	14
Have contributed to the wider community	1
Have contributed to both service & community	1

Please note that an outcome is captured where a support need has been identified in the clients support plan. Therefore not all outcome domains will apply to all clients.

5. Performance Indicators

Key performance indicators for short and long-term services are now included within the health and wellbeing section of the new National Indicator Set (NIS).

Performance information for NI142 forms part of the LAA and is collected quarterly from Service Providers using a Communities and Local Government (CLG) performance workbook. NI141 information is also collected on the workbook but is not part of Halton's LAA.

5a (i). National Indicator Set – NI142

The performance indicator NI142 is used to measure longer-term services performance in providing support to service users to maintain their independence within SP services. There is no individual target for longer-term services. In 2008/09 the overall target for all Halton SP Services was set to enable 98.5% of service users to 'maintain independence', services achieved 98.1%, just under the target.

This equates to 1124 service users receiving support to stay in their own homes thus avoiding a move into institutional care and 110 who regained their independence and no longer need support.

5a (ii). National Indicator Set – NI141

The performance indicator NI 141 is used to collect short term service performance data. This indicator is not part of Halton's LAA group of National Indicators. The target set for the short term services for clients achieving independence in 2008/09 was 76.5% with services actually achieving 85.8%.

5b. Throughput

The performance workbook also enables collection of information relating to how many people are using the service and how many no longer require support as they have established independence. The following table highlights how the service users have exited the service.

Staying with friends	Staying with family members	Staying in B&B	Renting privately owned accommodation	RSL tenancy (General Needs)	Local authority general needs tenancy	Returned to previous home	Taken into custody	Unknown / lost contact
62	35	7	23	147	68	43	7	16

Throughput information 2008/09 shows that SP services to socially excluded groups are enabling service users to become independent and to maintain their tenancies.

Positive outcomes for socially excluded clients are the increase in the number of service users taking up and keeping their own tenancy with the support of SP funded services. In 2008/09 two hundred and sixty-one service users took up tenancies and gained their independence. Forty-three service users returned to a previous home.

6. Client Record (Fair Access) Data

The Centre for Housing Research (CHR) collates client level data, submitted by providers, for all new service users joining a Halton SP service. The exceptions are sheltered housing schemes, Peripatetic Wardens, Home Improvement Agencies and Community Alarms.

6a. Primary Needs - New Clients – Floating Support & Accommodation based Services

During 2008/09 Supporting People services across Halton provided support to clients whose primary need was homelessness or had a range of problems that made their lifestyle chaotic.

The table below lists the primary and secondary needs of clients presenting to services in 2008/9:

Primary Need		Secondary Need	
Alcohol Problems	17	Alcohol Problems	4
Drug Problems	12	Complex Needs	4
Generic	89	Drug Problems	7
Homeless Families	148	Frail Elderly	1
Mental Health Problems	70	Adults with learning difficulties	1
Offenders or at risk of offending	8	Mental health problems	5
HIV/AIDs	1	Offenders or at risk of offending	7
Rough Sleeper	8	Physical or sensory disability	2
Single Homeless	181	Refugees	1
Teenage Parents	4	Rough sleepers	18
Women at Risk of Domestic Violence	76	Single homeless	4
Young People at Risk	38	Teenage parents	4
-		Women at risk of Domestic violence	5
-		Young people at risk	8

6b. Referral Source of New Clients – Floating Support Services

The main primary need referral routes reported on the client records for socially excluded groups during 2008/09 were as follows:

- Community Mental Health Team
- LA Housing Department
- Nominations
- Social Services
- Voluntary Agencies
- Health Service/GP
- Self referral/Direct Application
- Internal transfer
- Probation service/prison

- Youth offending team
- Police
- Relocation through a recognised National, Regional or Sub regional housing mobility scheme.

7. Quality Assessment Framework (QAF)

Supporting People services are required to self assess against a stringent quality assessment framework. In 2003/04 many of the services were performing at the lowest level within the framework, which is level D. Following reviews and continuous monitoring to date SP has supported Providers to raise the level of service quality and all are achieving at least level C, with two socially excluded services reaching B in all areas of the framework.

The QAF has recently been changed to allow Providers to be more innovative in the way they show how they work with service users at levels A and B of the framework. The refreshed QAF now has a link to 'every child matters' and includes the once supplementary outcome 'service user involvement' as a core element of the framework. The new QAF was piloted by a group of Halton Providers on behalf of Communities and Local Government and is now being implemented throughout Halton from October 09. Providers have been given specialist training for the refreshed QAF, the outcomes framework, client records and key performance indicators NI141 & NI142 during April to July of this year. This appears to have been quite productive in helping organisations form processes and data quality when collecting information and identifying areas of best practice.

Appendix 6: outcomes case studies

Outcomes Case Study 1 – Hanover Housing Sheltered Scheme	
Background information	
<p>Mr A is 72 years old and was living in a first floor sheltered accommodation flat with Hanover Housing. He started to have mobility problems, became unwell and was diagnosed with a life limiting condition. Prior to this, client had been very active.</p> <p>In partnership with Hanover Housing, Mr A has transferred to ground floor accommodation to enable his greater independence.</p>	

Economic Wellbeing	
Maximise income, including receipt of the right benefits	Mr A receives all relevant retirement & disability benefits plus full housing benefit and council tax
Reduce overall debt	Family help with managing finances
Enjoy and Achieve	
Participate in chosen leisure/cultural/faith/informal learning activities	Attends day care locally
Establish contact with external service/family/friends	Has been supported to maintain contact with a network of family, friends and health care professionals
Be Healthy	
Better manage physical health	Mr A's transfer to ground floor accommodation has had a positive impact as he is now able to get out and about with help from family
Better manage mental health	The transfer to ground floor accommodation has also had a positive impact on his mental health for the same reasons.
Better manage independent living as a result of assistive technology/aids and adaptations	Mr A has had a level access shower and grab rails fitted, together with ramped access to his flat which has enabled greater independence both within and outside his flat.
Make a Positive Contribution	
Greater choice and/or involvement and/or control at service level and within the wider community	Client has choice over level of service provided by housing provider & medical services and participation within the wider community

Outcomes Case Study 2 – Carr-Gomm Halton Road Service

Background information

C was referred to Carr-Gomm by his parents in the summer of 2008. C is a 29 year old man with learning disabilities who had been living at home with his parents. C was accessing Social Services, had a social worker, attending a variety of voluntary agencies and undertaking voluntary work. C and his family wished to develop further independence and take the move to independent living and to secure suitable housing for him. C was assessed by staff as needing support around all of his life skills, budgeting, managing correspondence, accessing social activities and to safeguard against offending behaviour.

In the past, C had some difficulties with relationships and had some intervention/involvement from police. C can on occasion form inappropriate relationships with female peers and needs support to develop his friendships. C is vulnerable and needs assistance with safeguarding from peers at the services he attends.

C has been living at the service for 8 months now and visits his parents only for a few hours a week, having integrated well into the scheme and working well towards greater independence.

It is envisaged C's support next year will be weighted towards move on and will be working with C to raise appropriate support plans around securing general housing with floating support.

Economic Wellbeing	
Maximise income, including receipt of the right benefits	<p>When C moved into the service, he was supported to contact the Benefits Agency to inform them of his change in address, as it had been established C was already in receipt of his correct benefits.</p> <p>C was also supported to apply for housing and council tax benefit and submit any required documentation at the local direct link office.</p>
Obtain paid work/participate in paid work	<p>When C moved into the service he was already participating in paid work and has been supported to continue with that work. C thoroughly enjoys working one day a week, as this has added to his confidence and self esteem and he feels he is making a positive contribution to society.</p>

Enjoy and Achieve	
Participate in chosen training and/or education, and where applicable achieve desired qualifications	C has participated in in-house training, including equal opportunities training and a choosing staff workshop. Following this C has been involved in the staff recruitment process. C requested to be nominated as designated tenant representative for the service and, since being voted in during July, is now accessing training to fulfil the role.
Participate in chosen work like/voluntary/unpaid work activities	When C moved into the service he was already participating in voluntary work 3 days per week. C is currently being supported to become involved with Halton Voluntary Action and look for alternative voluntary work as one of his voluntary placements has now ended.
Establish contact with external service/family/friends	C has regular contact with his family and friends, and attends Empower on a regular basis. C has been on numerous holidays and trips with Empower and participates one night per week in a leisure activity. C is being supported to continue healthy relationships with his female friends.
Stay Safe	
Maintain accommodation and avoid eviction	C is supported to ensure his rent is paid on time via housing benefit, and with setting up a weekly standing order for his personal contribution towards his rent. This support is giving C a better understanding around budgeting and developing his life skills in regards to looking to move on in the future.
Better manage self harm, avoid causing harm to others, minimise harm/risk of harm from others	Staff, through relationship advice and guidance, monitor C's relationships with his female friends. C has needed support to deal with a number of incidents, including dealing with the police regarding these matters. Incidents are becoming less frequent and staff continually monitor this through weekly support sessions. C is now considering developing his own PCP (person centred planning) support plan accessing Carr-Gomm's PCP facilitator.
Make a Positive Contribution	
Greater choice and/or	C is successfully managing his first tenancy

<p>involvement and/or control at service level and within the wider community</p>	<p>with staff support. His life skills and budgeting have improved and he has settled into the service well. C has developed friendships, both within the service and in the wider community. C has participated positively at service level and has recently been voted by the other clients at the service as the client house representative, this involves listening to the clients views and concerns and advocating on behalf of the clients. This has brought C a lot of confidence and has added to his self esteem and independence.</p>
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Outcomes Case Study 3 – Carr-Gomm Teenage Parent Service

Background information

X is an 18 year old new mother who was referred to the service by her health visitor who had concerns about her living environment. X was staying with her two month old baby and partner in her partner's parent's home. There were issues around alcohol, conflict and violent behaviour towards X from her in-laws. X fled this environment and went to stay with her own mother but had to share a single bed with her sister and her baby.

Therefore the goal on her support plan was to secure safe, independent accommodation for herself, her partner and their two month old baby. X had been registered with some housing associations for a couple of years with no offers of accommodation forthcoming. X was supported by Carr-Gomm for approximately 6 months and within 4 weeks of applying to Halton Housing Trust she had been made an offer of accommodation via the nominations process, which she accepted.

X was not aware that she was eligible to apply for a Community Care Grant and was supported with this process. X was turned down and offered a loan instead, did not feel she had the confidence to fight the decision and was supported to lodge an appeal. When this was turned down X asked Carr-Gomm to advocate on her behalf and an appeal made to the Independent Review Service. She was eventually awarded over £700 via a grant as the initial decision not to award it was deemed to be wrong. Without the advice from Carr-Gomm floating support service X may have had to get in to debt or take out credit to furnish her house and definitely would not have appealed.

At the time of sign off X had settled very well into her new home, she had completely furnished and decorated it and had coped very well with moving to an unfamiliar area. The family are doing extremely well.

Economic Wellbeing	
Maximise income, including receipt of the right benefits	X was not in receipt of child tax credits, and was not sure how to claim housing and council tax benefit. X was supported to complete and submit the relevant forms for these benefits and they went into payment correctly. X was also advised how to apply for a Community Care Grant and what she could claim it for, and was assisted with the form filling and provided with a supporting letter. X needed to open a bank account and Carr-Gomm provided information on basic bank accounts to enable X to choose the most appropriate one for her. X now has the knowledge and confidence to deal with claims for benefits.
Reduce overall debt	When X initially moved into her own property she owed a small amount of arrears on the rent that housing benefit would not cover. X was supported to agree an arrangement with her landlord to enable the arrears to be paid off weekly.
Enjoy and Achieve	
Establish contact with external services	Initial meetings between X and Carr-Gomm took place in a neutral community based venue at Brookvale Children's Centre, and this also introduced X to the services and facilities available there. Carr-Gomm arranged an appointment at the Direct Link with a Homeless Prevention Officer from Housing Solutions who accepted X for the Rent Bond Scheme in order to obtain a privately rented property of her own choice if required. Carr Gomm also advised X of all the registered social landlords, assisted with the application form filling, provided with letters of support and accompanied to the subsequent housing interviews.
Be Healthy	
Better manage physical health	X has been encouraged to maintain links with her health visitor.
Stay Safe	
Maintain accommodation and avoid eviction	Carr-Gomm worked closely with X to ensure her rent and council tax was being paid on time via benefits, that her utilities were set up correctly and that she had payment cards for her meters. X's budgeting skills improved and she did not get into any adverse credit
Better manage self harm, avoid causing harm to others,	X is now safely away from her previous living environment where she was involved in conflict with

minimise harm/risk of harm from others	her in-laws (verbal aggression and alcohol abuse). Her relationship with her partner is strengthened by them living together as a family unit with their baby.
Make a Positive Contribution	
Greater choice and/or involvement and/or control at service level and within the wider community	X is no longer being supported by Carr-Gomm and has successfully completed her programme of support. X is successfully maintaining her first tenancy, she keeps in contact with her housing provider and is capable of identifying and dealing with any issues regarding her accommodation. X has settled well into her new area, and her baby is thriving and will be attending the local nursery when she is old enough.

Outcomes Case Study 4 – YMCA

Background information

Z was referred to the YMCA by the Homeless Team after being asked to leave his brother's property. On interviewing Z, YMCA discovered he was currently living in a park and in the last year had lost both grandparents who had been his carers since the age of one.

Z presented as a pleasant young man with mild learning difficulties. He advised YMCA that he attended a school for individuals with additional learning needs and was under Social Services Children's Disability Team until the age of sixteen.

Economic Wellbeing	
Maximise income, including receipt of the right benefits	Z has been supported to ensure he is receiving all appropriate benefits.
Enjoy and Achieve	
Participate in chosen training and/or education, and where applicable achieve desired qualifications	YMCA Foyer contacted the jobcentre on behalf of Z regarding the A4E training course he was due to commence. YMCA felt the A4E course would be intimidating for Z due to his learning disabilities and negotiated with the jobcentre for Z to transfer to the YMCA Learning Power Award (LPA) where he is working very well with all staff involved. Z is working very hard on this course and is well on track for the qualification. Z regularly attends YMCA Skills for Life training, to assist him with his basic skills.
Participate in chosen	Z has attended Positive Activities For

leisure/cultural/faith/informal learning activities	Young People (PAYP) activities, within Halton YMCA, including DJ sessions, cooking sessions and social events.
Establish contact with external service/family/friends	Z has been referred to Social Services Adult Learning Disability Team, has attended an assessment and is currently awaiting the outcome of this assessment. Z is being supported by YMCA regarding this referral and it is being monitored closely.
Be Healthy	
Better manage physical health	Z attends regular keep fit sessions as part of his PAYP activities
Stay Safe	
Maintain accommodation and avoid eviction	Z has acquired basic life skills and been given advice on budgeting which enabled him to maintain his accommodation.
Make a Positive Contribution	
Greater choice and/or involvement and/or control at service level and within the wider community	Z's participation in PAYP has resulted in his improved self confidence which is benefiting him in all aspects of his life.

Outcomes Case Study 5 – YMCA

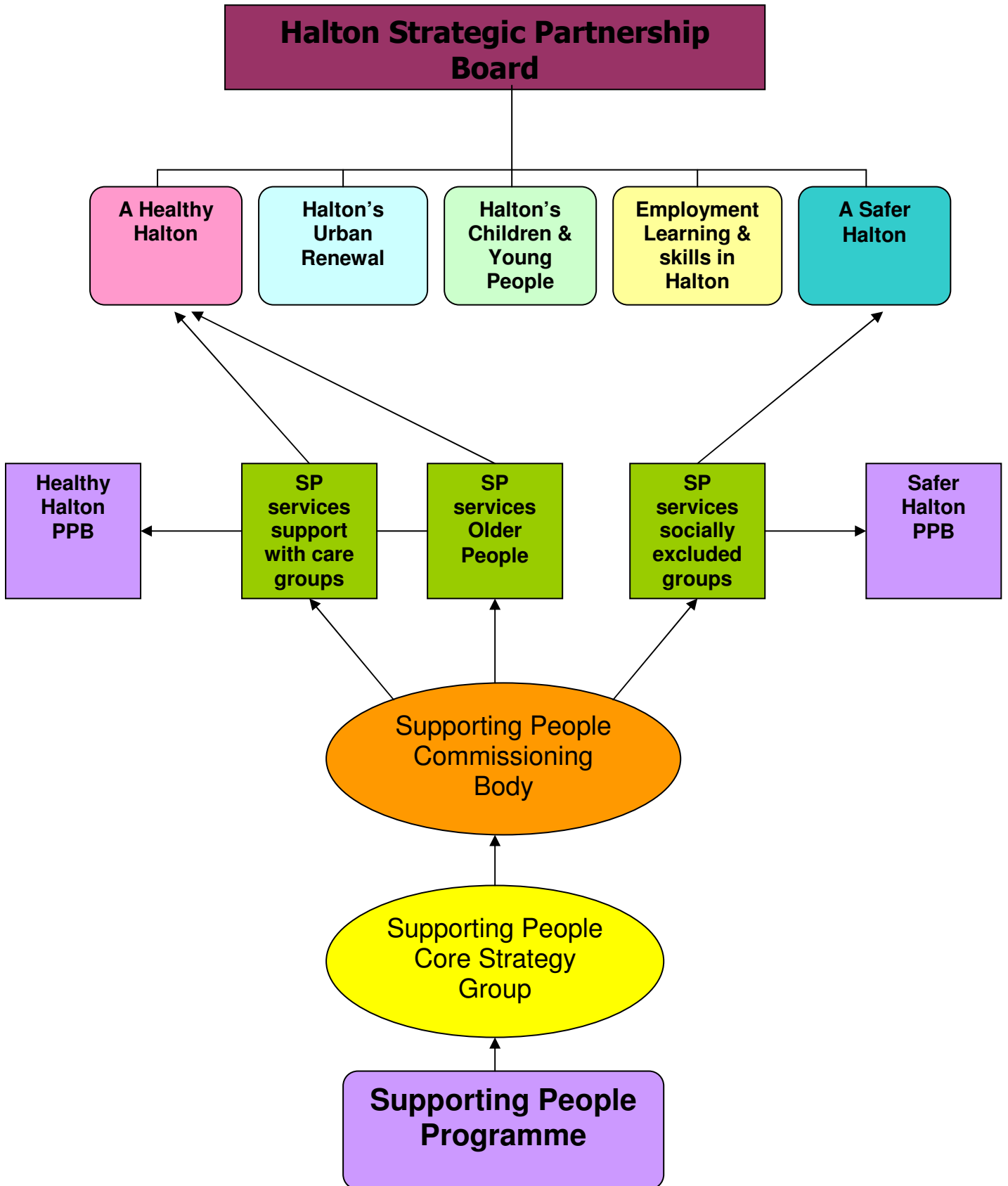
Background information

C was referred for accommodation at the YMCA by Connexions. C had a turbulent relationship with his family and was not in contact with his Mum. He had been staying with a friend but due to his mental health problems, had to give up the flat making him homeless.

C had issues with his confidence and self esteem and had been self harming for some time. C had past involvement with the Mental Health Team but had no recent contact. C presented as a vulnerable young man who was willing to access support to deal with his problems and become involved with activities to develop his confidence and self esteem.

Economic Wellbeing	
Maximise income, including receipt of the right benefits	C has been supported to ensure all benefits are in place.

Enjoy and Achieve	
Participate in chosen training and/or education, and where applicable achieve desired qualifications	C has attended training sessions and Positive Activities For Young People (PAYP) and participated in motivation and confidence building sessions. C has enrolled on the YMCA Learning Power Award (LPA) programme.
Participate in chosen leisure/cultural/faith/informal learning activities	C was encouraged to attend several fun activities for self development.
Participate in chosen work like/voluntary/unpaid work activities	C has participated in voluntary work, attending community clean up days on two occasions
Be Healthy	
Better manage physical health	C is a member of a local gymnasium and attends on a regular basis.
Better manage mental health	C has been referred back to the Mental Health team to address the issues relating to lack of self esteem and confidence
Stay Safe	
Better manage self harm, avoid causing harm to others, minimise harm/risk of harm from others	Through his involvement with the Mental Health team C is beginning to address his issues around self harm
Make a Positive Contribution	
Greater choice and/or involvement and/or control at service level and within the wider community	<p>C has been actively involved in the YMCA Residents Committee and attended a Lakeside Residential arranged by the Committee. Through this involvement, C has become an advocate for other residents.</p> <p>C together with another resident made a successful application to the Youth Bank for funding to take a residents' group on a physical activity day.</p> <p>Along with other residents, C recently took part in a 'clean up day' at a local community centre with other YMCA residents.</p> <p>C is now presenting as a much more confident young man who makes a positive contribution to the local community</p>



Appendix 8: KLOE self-assessment - Communication & Engagement action plan

KLOE Ref.	Key Line Of Enquiry (KLOE)	Evidence	Actions Required	Deadline	Resp.
1.0	<u>GOVERNANCE & PARTNERSHIPS</u>				
1.2	<u>Commissioning Body or equivalent</u> Opportunities for service user input and feedback.	Service specification for Service User Involvement Project (SUIP) included a requirement for capacity building for service users to enable meaningful involvement in governance of SP.	Review of Governance arrangements to be carried out to develop proposals to achieve involvement from service users. SUIP to be monitored against agreed action plan targets	Jan 2010 6 weekly meetings	SPDM (Supporting People Development Manager)
1.3	<u>Core Strategy Group or equivalent</u> Representation from key stakeholders – providers and service users effectively engaged	CSDB meetings held at SP schemes, with providers & service users invited to attend 'open' part of meeting.	Review of Governance arrangements to be carried out to develop proposals to ensure full engagement with stakeholders – including links to SSPs and LITs	Jan 2010	SPDM
1.6	<u>Service Providers</u> Regular briefings, provider -led forum, support for small providers, provider expertise accessed by ALA, level playing field between internal & external providers, partnership role with providers can be	Social Inclusion Forum meeting now being chaired by providers. Bi-annual inclusive forums held. Sept 09 forum focussed on sharing good practice around Service User Involvement (SUI) Marketplace at forums allows for networking of providers Feedback sought from providers after forum and acted on for	To consult providers on implementation of revised format for outcomes reporting. To encourage providers to lead on agenda setting for future forums. Include examples of good practice obtained from service reviews within future newsletters	Dec 2009 Feb 2010 Feb 2010	SPDM

	evidenced, CLG outcomes framework successfully adopted and understood, evidence of continuous service improvements, providers able to identify programme delivery improvements as a result of consultation process	future events SP newsletter “revamped” Sept 09 to include more information on current services and to request input from providers. Outcomes framework adopted – training given to providers. Format for reporting reviewed Sept 09 to make links to outcomes more explicit.	Produce a consultation document for the commissioning and procurement plan.	Dec 2009	
3.0	<u>DELIVERY ARRANGEMENTS</u>				
3.6	<u>Individual Budgets/Direct Payments</u> Staff trained and issues discussed with partners including providers and service users.	Specific team within Halton BC which encourages and implements direct payments for service users. SP funding has contributed towards projects to encourage take-up of direct payments	Review levels of knowledge around Individual Budgets within SP and contracts team and provide training as required. Liaise with team leading on personalisation for HBC to obtain relevant information and to agree most appropriate communication with providers and service users.	March 2010 March 2010	SPDM
	Identify, capture and disseminate positive practice from providers and service users.	Good practice information captured within service reviews	Improve methods of disseminating good practice via newsletters or website - consult with providers and service users about the most appropriate methods	March 2010	SPDM

KLOE Ref.	Key Line Of Enquiry (KLOE)	Evidence	Actions Required	Deadline	Resp.
4.0	<u>COMMISSIONING, PROCUREMENT & QUALITY ASSURANCE</u>				
4.5	<u>Quality Assurance</u> Service users understand the QAF and its implications for their services.		Article explaining the QAF from a user perspective in the SP Newsletter. Newsletter article to be placed on SP website. Specific service user session on the QAF at the Inclusive Forum.	Feb 2010 Feb 2010 March 2010	SP Publicity & Information Officer SPDM
5.0	<u>VALUE FOR MONEY (VFM)</u>				
5.2	<u>Methodology for Contracted Services (VFM)</u> Services users, advocates and carers have been involved and understand the process. Views have been sought from providers and service users and this has informed the approach.		Communication group to consider how best to inform and involve people in the VFM approach.	June 2010	Communication group

KLOE Ref.	Key Line Of Enquiry (KLOE)	Evidence	Actions Required	Deadline	Resp.
6.0	<u>SERVICE USER INVOLVEMENT</u>				
6.1	<p><u>Opportunities</u> Expertise has been sought to enable involvement.</p> <p>Wide range of opportunities identified and used – to disseminate information and to enable the active participation of service users in the planning and review of services.</p>	<p>HBC are members of the North West Supported Housing Strategic Group and the Regional Supported Housing Group.</p> <p>Consultants (Tribal Group) carried out a service user involvement assessment in 2008 and their recommendations have been incorporated into this action plan.</p> <p>SP funded contract in place Sept 09 for specialist provider to engage with service users and to link with service providers on their SU involvement activity. Currently have residential and domiciliary groups operating.</p> <p>Inclusive Forum is held biannually currently for stakeholders and providers but will also include service users from Spring 2010.</p>	<p>Attend North West SPSG meetings</p> <p>Attend SP Operational Group</p> <p>Monitoring of SUIP contractor North West Advocacy Service (NWAS)</p> <p>Develop representative service user and advocacy groups;</p> <ul style="list-style-type: none"> - Care and Support - Older People - Socially Excluded - Advocacy <p>Hold bi-annual inclusive forum for users, stakeholders and providers. Involve users in the organisation and running of the “Inclusive Forum”.</p>	<p>Quarterly</p> <p>Bi-monthly</p> <p>6 weekly</p> <p>March 2010</p> <p>March 2010</p>	<p>SPDM</p> <p>Contract Officer</p> <p>SPDM</p> <p>SPDM</p>

	All vulnerable groups can access information on user involvement.	New BME service commissioned from Nov 08. Part of remit is to ensure service users are able to access appropriate information SUIP – remit includes ensuring information is accessible	Set up Communication sub-group including external stakeholders and service users. Carry out Equality Impact Assessment on communication plan as part of remit of communication sub-group	Feb 2010 March 2010	Communication group
KLOE Ref.	Key Line Of Enquiry (KLOE)	Evidence	Actions Required	Deadline	Resp.
6.1 cont.	SP is integrated into established forums. Carers and advocacy groups actively engaged. Evidence of outcomes - improvements in programme delivery and services as a direct result of user	Tender process on service user involvement and advocacy completed and provider appointed with effect from 1 st September 2009. Database of provider service user involvement has been collated. SUIP action plan framed around outcomes.	Implementation of proposals following governance review to ensure appropriate links with local groups and LITs Update and develop the database of provider service user involvement to allow links to contract review process. Agree local performance indicators for carer/advocacy engagement. Report to be submitted to the SP Commissioning Body twice yearly evidencing the impact users views has had on operations and policy.	March 2010 Dec 2009 Dec 2009 Dec 2009 June 2010	SPDM SPDM/ North West Advocacy Service (NWAS) SPDM

<p>6.2</p>	<p>involvement.</p> <p><u>Involvement in contracting and monitoring</u> Service users, their carers and advocates are kept informed: their views are sought and are actively involved in procurement and contract monitoring arrangements. Service users are provided with feedback following monitoring and improvement planning and delivery</p>	<p>Service user feedback is sought on individual services as part of the contract review process</p> <p>SP newsletter has been “revamped” and article included seeking input from readers.</p>	<p>SUIP to link with existing forums and develop new ones where appropriate so that there are clear mechanisms for service users and their advocates to be engaged.</p> <p>Development of service user reviewing of SP funded services</p> <p>Different methods to be implemented to ensure meaningful engagement eg. questionnaires, peer reviewing.</p>	<p>To be agreed as part of SUIP action plan</p>	<p>SPDM/NW AS</p>
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KLOE Ref.	Key Line Of Enquiry (KLOE)	Evidence	Actions Required	Deadline	Resp.
6.2 cont.	Training is in place to improve the capacity of service users to participate.	Service specification of SUIP included a requirement to deliver training to service users to build capacity for active engagement.	Agreed training plan to be developed with NWAS Put systems in place to monitor the effectiveness of the training.	To be agreed as part of SUIP action plan	SPDM/NWAS
6.3	<p><u>Outcomes from user involvement</u> Evidence is available to show the impact of user involvement.</p> <p>Specialist advocacy and support groups' expertise has been sought and secured. CSG regularly review the arrangements and report progress to CB.</p>	<p>SUIP to include agreed PIs and outcomes measures to show the impact of the service.</p> <p>SUIP specification included a requirement to produce a quarterly newsletter</p> <p>SUIP contract in place from 1st Sept 2009</p> <p>CSDB and CB have been kept informed of progress of SUIP to date</p>	<p>Measurable local performance indicators to be drawn up in conjunction with service users.</p> <p>Quarterly SP newsletter to include a section written on involvement and outcomes on an ongoing basis.</p> <p>To agree format and reporting frequency for SP CSDB to receive regular reports against agreed performance indicators.</p> <p>To agree format and reporting frequency for SP Commissioning Body to receive regular reports against agreed performance indicators.</p>	<p>In line with SUIP action plan</p> <p>Feb 2010</p> <p>Dec 2009</p> <p>Dec 2009</p>	<p>SPDM</p> <p>SP Publicity & Information Officer</p> <p>SPDM</p>
KLOE	Key Line Of Enquiry	Evidence	Actions Required	Deadline	Resp.

Ref.	(KLOE)				
7.0	<u>ACCESS TO SERVICES & INFORMATION</u>				
7.2	<p><u>Information</u> Accessible information is available to existing and potential service users.</p> <p>Formats are sensitive to the diverse needs of Supporting People service users – developed with input from service users</p>	<p>Information is available in print and on Halton’s SP website including a link from CLG’s site.</p> <p>The SP Directory has been reviewed and updated and the leaflet about Supporting People has also been reviewed and is available for wide distribution.</p> <p>SP newsletter been reviewed to ensure more information and greater accessibility.</p> <p>All documents on the website can be easily translated into common local languages using the “Babel Fish” application.</p> <p>Halton’s Direct Link and call centre has access to Languageline.</p> <p>All documents are offered in different formats.</p> <p>Website offers translation services</p>	<p>Make users and potential users aware of the Council’s;</p> <ul style="list-style-type: none"> - interpreter service - document translation service - signing and hearing loop service. <p>Where appropriate, produce publications/leaflets based on Super Groups.</p> <p>Publications/Leaflets required;</p> <ul style="list-style-type: none"> - Fairer Charging - FAQ (website) - SU Involvement newsletter <p>Make information available at;</p> <ul style="list-style-type: none"> - SP Providers - Direct Links - CAB - Libraries - Doctor’s surgeries <p>Communication group to look at this – will also form part of Equality Impact Assessment</p>	<p>Dec 2009</p> <p>Feb 2010</p> <p>Feb 2010</p> <p>Dec 2009</p> <p>Jan 2010</p> <p>April 2010</p>	<p>NWAS</p> <p>SPDM</p> <p>NWAS</p> <p>SPDM/NWAS</p> <p>SPDM/ NWAS</p>

KLOE Ref.	Key Line Of Enquiry (KLOE)	Evidence	Actions Required	Deadline	Resp.
7.2 cont.	Regular reviews and revisions take place including to the Better Care:Higher Standards Charter. – reviewed in partnership with service users, carers and advocates	Documents and website reviewed Sept 09.	Review all SP Publications (including website) annually for accuracy and conformity. Communications group to draw up action plan and timetable for reviews of specific documents. Include input from service users and carers via appropriate forums.	Annually	SPDM/ NWS Communication group NWS
7.3	<u>Directory of Services</u> The directory of services can be accessed via the CLG hub and at local information points. The Directory is up-to-date and provides clear information on access with contact details. It is produced and reviewed in partnership with providers, service users and advocacy groups.	Directory reviewed and updated Sept 09 and launched at Inclusive Forum. Link set up on CLG hub to Halton's SP page and directory Directory updated Sept 09 with icons and clear contact details to improve clarity and accessibility for all users Providers and other stakeholders have been asked to provide comment on the format of the directory.	Directory to be distributed more widely to local community facilities such as health centres. To be reviewed annually Directory to be updated annually. Communication group to consider how best to involve service users and advocates in review process	Nov 2009 Sept 2010 June 2010	SPDM SP Publicity & Information Officer Communication group
7.4	<u>Website</u> The ALA's website has accessible information available.	Up to date information on Halton documents, events and performance reporting dates is available.	Publicity & Information Officer to maintain website as part of ongoing workplan	Ongoing	SP Publicity & Information Officer

	Information is easy to find and the website is easy to navigate.	A link has been set up on the CLG website to access Halton's SP site with clear links to relevant documents and other websites.	Publicity & Information Officer to maintain website as part of ongoing workplan	Ongoing	SP Publicity & Information Officer
KLOE Ref.	Key Line Of Enquiry (KLOE)	Evidence	Actions Required	Deadline	Resp.
7.4 cont.	Clear links to other pages and web sites including those of partners.	Some relevant website links are highlighted on the Halton site.	Consider linking to wider range of relevant websites on issues such as service user involvement	Jan 2010	SP Publicity & Information Officer
8.0	<u>DIVERSITY</u>				
8.3	<u>Cultural Sensitivity</u> Gaps in provision have been identified in partnership with users, potential users, their advocates, carers and representative groups.	New service to support the BME community has been operating since November 2008 as this was identified as a gap in provision. Other gaps in provision have been filled by short-term bid proposals	To develop mechanisms for identifying gaps in provision in partnership by linking to appropriate community groups.	March 2010	SPDM
9.0	<u>OUTCOMES FOR SERVICE USERS</u>				
9.1	<u>SP Improvements</u> Service users are involved and engaged in service improvements.	SUIP remit includes an expectation to develop peer reviewing of SP services.	Monitoring of SUIP to ensure this outcome is achieved.	6 weekly meetings	SPDM

<p>9.4</p>	<p><u>Outcome Measurement</u> Outcomes from monitoring arrangements are shared with partners including service users.</p>		<p>Develop enhanced outcomes monitoring framework as part of review of performance reporting, including consultation with partners and case studies.</p> <p>Agree method of reporting these outcomes to partners and services users.</p> <p>Include a section in the quarterly SP Newsletter and on SP website about outcomes and good practice.</p> <p>Report to appropriate groups on outcomes.</p>	<p>Jan 2010</p> <p>Jan 2010</p> <p>Feb 2010</p> <p>In line with meeting dates</p>	<p>SPDM</p>
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