

# Public Document Pack



## Safer Policy and Performance Board

Tuesday, 11 February 2020 at 6.30 p.m.  
Council Chamber, Runcorn Town Hall

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

**Chief Executive**

### **BOARD MEMBERSHIP**

Councillor Dave Thompson (Chair)	Labour
Councillor Norman Plumpton Walsh (Vice-Chair)	Labour
Councillor Sandra Baker	Labour
Councillor Ellen Cargill	Labour
Councillor Eddie Dourley	Labour
Councillor Valerie Hill	Labour
Councillor Peter Lloyd Jones	Labour
Councillor Kath Loftus	Labour
Councillor Geoffrey Logan	Labour
Councillor Margaret Ratcliffe	Liberal Democrats
Councillor Geoff Zygadlo	Labour

*Please contact Gill Ferguson on 0151 511 8059 or e-mail [gill.ferguson@halton.gov.uk](mailto:gill.ferguson@halton.gov.uk) for further information.*

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

**Part I**

<b>Item No.</b>	<b>Page No.</b>
<b>1. CHAIR'S ANNOUNCEMENTS</b>	
<b>2. MINUTES</b>	<b>1 - 3</b>
<b>3. DECLARATION OF INTEREST (INCLUDING PARTY WHIP DECLARATIONS)</b>	
Members are reminded of their responsibility to declare any Disclosable Pecuniary Interest or Other Disclosable Interest which they have in any item of business on the agenda, no later than when that item is reached or as soon as the interest becomes apparent and, with Disclosable Pecuniary interests, to leave the meeting during any discussion or voting on the item.	
<b>4. PUBLIC QUESTION TIME</b>	<b>4 - 6</b>
<b>DEVELOPMENT OF POLICY ISSUES</b>	
<b>5. INTRODUCTION OF NEW LOCAL POLICE UNIT INSPECTOR</b>	<b>7 - 9</b>
<b>6. EMERGENCY PLANNING</b>	<b>10 - 17</b>
<b>7. DETRIMENT PREVENTED TO HALTON RESIDENTS</b>	<b>18 - 23</b>
<b>8. WHITE RIBBON CAMPAIGN</b>	<b>24 - 27</b>
<b>9. NORTHWEST REGIONAL ORGANISED CRIME UNIT (NWROCU)</b>	<b>28 - 34</b>

***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.***

**SAFER POLICY AND PERFORMANCE BOARD**

*At a meeting of the Safer Policy and Performance Board on Tuesday, 19 November 2019 at the Council Chamber, Runcorn Town Hall*

Present: Councillors Thompson (Chair), Baker, E. Cargill, Dourley, V. Hill, P. Lloyd Jones, K. Loftus, Logan, Ratcliffe and Zygadllo

Apologies for Absence: Councillor N. Plumpton Walsh

Absence declared on Council business: None

Officers present: M. Andrews, C. Patino and G. Ferguson

Also in attendance: Councillor D. Cargill under Standing Order 33. One Member of the press

**ITEM DEALT WITH  
UNDER DUTIES  
EXERCISABLE BY THE BOARD**

	<i>Action</i>
SAF15 MINUTES	
The Minutes of the meeting held on 10 <sup>th</sup> September 2019 were taken as read and signed as a correct record.	
SAF16 PUBLIC QUESTION TIME	
It was reported that no questions had been received	
SAF17 SSP MINUTES	
The minutes from the previous Safer Halton Partnership (SHP) meeting held on 1 <sup>st</sup> May 2019 and 17 <sup>th</sup> July 2019, were presented to the Board for information. Members asked if draft SHP minutes could be submitted to the Board as soon as they were available. It was agreed that the request would be submitted to the Chair of the SHP.	
	Strategic Director Enterprise, Community and Resources
SAF18 WIDNES POLICING UNIT	
This report was adjourned to a future meeting.	

SAF19 GANGMASTERS AND LABOUR ABUSE AUTHORITY – PRESENTATION

The Board received a presentation from Paul Elms, Head of Prevention at the Gangmasters and Labour Abuse Authority (GLAA) to provide a background to their work. The GLAA worked in partnership to protect vulnerable and exploited workers. Through the intelligence they received from their inspections, the public, industry and other government departments they investigated reports of worker exploitation and illegal labour provision as well as offences under the National Minimum Wage and Employment Agencies Acts. They also worked with partner organisations such as the police, the National Crime Agency and other government law enforcement agencies to target, dismantle and disrupt serious and organised crime across the UK.

Arising from the discussion, Members agreed that an appropriate representation be made to Government that there should be an accreditation scheme for businesses where there had been previous incidents of modern day slavery.

RESOLVED: That

1. the presentation be noted; and
2. an appropriate representation be made to Government that there should be an accreditation scheme for businesses where there had been previous incidents of modern day slavery.

Strategic Director  
Enterprise,  
Community and  
Resources

SAF20 THE CHESHIRE & WARRINGTON TRAVELLER TEAM

The Board received a presentation from Dawn Taylor, a representative from the Cheshire and Warrington Traveller Team (CWTT) regarding the work they carried out in the Borough. The CWTT was hosted by Cheshire West and Chester Council and was made up of Officers from Cheshire West and Chester Council and Cheshire Police. The presentation provided information on the number of encampments in Cheshire this year, Police powers regarding directing travellers to a transit site, mapping frequent flyers and the communication strategy.

Halton had a full time Gypsy and Traveller Liaison Officer who was responsible for the day to day management of the Gypsy and Traveller Service including sites, unauthorised encampments, general enquiries and complaints.

RESOLVED: That the presentation be noted.

SAF21 REMEDI "GOT YOUR BACK" PROJECT UPDATE

The Board received a presentation from Lisa Gill on behalf of Remedi on the work that the organisation was doing in partnership with the Local Authority, Police and other local organisations to make Halton safer, in particular the Got Your Back Project. The Board was advised that Remedi were a charity that provided a restorative justice and mediation service across Cheshire. Ms Gill outlined to the Board an overview of Remedi and shared examples of case studies.

RESOLVED: That the report and presentation be noted.

*Meeting ended at 8.28 p.m.*

**REPORT TO:** Safer Policy & Performance Board

**DATE:** 11<sup>th</sup> February 2020

**REPORTING OFFICER:** Strategic Director, Enterprise, Community and Resources

**SUBJECT:** Public Question Time

**WARD(s):** Borough-wide

### **1.0 PURPOSE OF REPORT**

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

### **2.0 RECOMMENDED: That any questions received be dealt with.**

### **3.0 SUPPORTING INFORMATION**

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

- Requires the disclosure of confidential or exempt information.
- (vi) In the interests of natural justice, public questions cannot relate to a planning or licensing application or to any matter which is not dealt with in the public part of a meeting.
- (vii) The Chair 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.



<b>REPORT TO:</b>	Safer Policy and Performance Board
<b>DATE:</b>	11 <sup>th</sup> February 2020
<b>REPORTING OFFICER:</b>	Strategic Director – Enterprise, Community and Resources
<b>PORTFOLIO:</b>	Community Safety
<b>SUBJECT:</b>	Introduction of new local Police Unit Inspector Becky Stokes
<b>WARDS:</b>	Borough wide

### **1.0 PURPOSE OF THE REPORT**

- 1.1 The new Local Police Unit Inspector will introduce herself to members of the Board and outline the work that is carried out in the Widnes Policing Unit.

### **2.0 RECOMMENDATION: That**

- 1) **the report be noted; and**
- 2) **the Board consider the information presented and raise any questions of interest or points of clarification following the presentation.**

### **3.0 SUPPORTING INFORMATION**

- 3.1 The Board's attention is drawn to the statements below made by Inspector Stokes in taking on the role.

"I'm exceptionally proud to lead a highly motivated and committed local policing team for Widnes. I will support and develop my team to provide a professional and effective policing service that is visible and responsive to the needs of all the residents and local businesses across Widnes, delivering a service our community can be proud of.

We will work closely with individuals, partners and all our communities to understand their priorities and put in place effective solutions to the issues that matter most."

- 3.2 The wards that comprise the Widnes LPU are

Appleton  
Birchfield  
Broadheath  
Ditton & Hale  
Farnworth  
Halton View  
Hough Green  
Kingsway  
Riverside

3.3 Inspector Stokes went on to say:

“My priorities will be focussed around addressing vulnerability within the community, tackling serious and organised crime, antisocial behaviour, roads policing issues and ensuring we maintain effective community engagement so that Widnes can continue to grow into a vibrant and safe community for all to live and work in.”

3.4 Board members will receive a presentation from Inspector Stokes and have the opportunity to ask her questions.

#### **4.0 POLICY IMPLICATIONS**

4.1 The policy implications of the review relate primarily to the Safer Halton priority. However this is a cross cutting work area which has wider implications on other areas of council business.

#### **5.0 FINANCIAL IMPLICATIONS**

5.1 **None**

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

##### **6.1 Children and Young People in Halton**

The Community Safety Service as a universal service impacts on the health, safety and well-being of young people.

##### **6.2 Employment, Learning and Skills in Halton**

**None**

##### **6.3 A Healthy Halton**

The Community Safety Service as a universal service impacts on the Health, safety and well-being of the residents of Halton.

**6.4 A Safer Halton**

The Community Safety Service as a universal service impacts on the Health, safety and well-being of the residents of Halton.

**6.5 Halton's Urban Renewal**

**None**

**7.0 RISK ANALYSIS**

**None**

**8.0 EQUALITY AND DIVERSITY ISSUES**

**None**

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

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

<b>REPORT TO:</b>	Safer Policy & Performance Board
<b>DATE:</b>	11 <sup>th</sup> February 2020
<b>REPORTING OFFICER:</b>	Strategic Director Enterprise, Community & Resources
<b>PORTFOLIO:</b>	Community Safety
<b>SUBJECT:</b>	Emergency Planning
<b>WARDS:</b>	Boroughwide

### **1.0 PURPOSE OF THE REPORT**

To raise awareness of the role of the Emergency Planning Team and the work undertaken for the period 2019-2020.

### **2.0 RECOMMENDATION: That the report be noted.**

### **3.0 SUPPORTING INFORMATION**

#### **3.1 Background**

Risk & Emergency Planning is a team within the Enterprise, Community & Resources Directorate. The team consists of a Principal Emergency Planning Officer and two Emergency Planning Officers.

#### **3.2 STATUTORY DUTIES:**

Halton Borough Council, as a Local Authority, has a 'Statutory Duty' to comply with the following legislation:

- Civil Contingencies Act (CCA) 2004
- Control of Major Accident Hazard Regulations (COMAH) 2015
- Pipeline Safety Regulations (PSR) 1996

Therefore, the Emergency Planning Team are governed by this Legislation, aiming to ensure the Borough of Halton is safe and resilient.

#### **3.3 Civil Contingencies Act 2004**

As part of the Civil Contingencies Act 2004, the Council has a duty to ensure the resilience of the Council's response to an emergency situation. Part:1 of the Act is designed to deal with preparations by local responders for localised emergencies, such as risk of serious damage to human welfare or the environment. Part:2 is designed for use in very serious emergencies, which affect a larger geographical area.

The Act divides local responders into 2 categories, imposing a different set of duties on each. Category:1 organisations are at the core of the response to most emergencies (e.g. Emergency Services, Local Authorities, NHS bodies).

As a Category:1 Responder, Halton Borough Council is subject to a full set of 'civil protection statutory duties' and is required to:

- Assess the 'risk of emergencies' occurring and use this to inform contingency planning;
- Put in place Emergency Plans;
- Put in place Business Continuity Management (BCM) arrangements;
- Put in place arrangements to make information available to the public regarding civil protection matters and maintain arrangements to 'warn, inform and advise' the public in the event of an emergency;
- Share information with other local responders to enhance co-ordination;
- Co-operate with other local responders to enhance co-ordination and efficiency;
- Provide advice and assistance to businesses and voluntary organisations regarding Business Continuity Management.

Category: 2 organisations (e.g. Health & Safety Executive, Transport and Utility Companies) are 'co-operating bodies' which are less likely to be involved in the heart of planning work, however, will be heavily involved in incidents that affect their sector.

### **3.4 Planning for Local Risks**

In line with the CCA, Halton Borough Council have a number of Emergency Plans with the aim to ensure resilience is in place to protect, minimise the effects and reassure the community of Halton; limiting the consequences in the event of a Major Incident / Major Incident Standby within the Borough.

Emergency Planning have prepared a number of key plans to ensure resilience within the Borough of Halton, which are regularly updated and tested.

The CCA identifies two pieces of legislation that relate to Major Accident Hazards at *industrial establishments*, Control of Major Accident Hazards Regulations (COMAH) and to *hazardous pipelines* (Major Accident Hazard Pipelines) (MAHP).

### **3.5 Control of Major Accident Hazard Regulations (COMAH) 2015**

COMAH applies mainly to the chemical industry, some storage activities, explosives and nuclear sites and other industries, where a threshold quantity of dangerous substances identified in the Regulations are kept or used.

The COMAH Regulations require Halton Borough Council, as a Local Authority, to prepare adequate emergency plans to deal with the off-site consequences of possible major accidents at 'Upper Tier' sites and should review and where necessary revise them. They must also test them at specified intervals at least once every three years.

The Seveso Directives are the main EU legislation dealing specifically with the control of on-shore major accident hazards involving dangerous substances. The Seveso III Directive came into force on 1 June 2015, replacing the Seveso II Directive.

The COMAH Regulations 2015, Regulation: 9, places 'nine' industrial sites within Halton as 'Upper Tier' sites. Each of these sites requires an 'external emergency plan' to be in produced and exercised / tested at least once every three years.

The Runcorn Site COMAH Operators is the 'umbrella terminology' which is used to capture the six operators, which is based in Weston Point, Runcorn. This name has been agreed by The Competent Authority (HSE and The Environment Agency), the Operators and Halton Borough Council.

Below is a list of 'Upper Tier COMAH sites' in Halton:

#### **'Upper Tier' - Runcorn sites**

##### **Runcorn COMAH Operators include:**

- INOVYN ChlorVinyls Ltd
- INEOS Enterprises Ltd
- VYNOVA Runcorn Ltd
- Runcorn Membrane Chlorine Plant (MCP) Ltd
- Packed Chlorine Limited and
- Mexichem Fluor Limited

#### **'Upper Tier' - Widnes sites**

- Univar Ltd, Pickerings Road, Halebank, Widnes
- ICoNiChem Widnes Ltd, Moss Bank Road, Widnes
- Emerald Kalama Chemical Ltd, Dans Road, Widnes

### **3.6 COMAH Compliance**

COMAH Regulations requires all 'Upper Tier' COMAH sites to produce and submit a 'Safety Report' to the Competent Authority and this is reviewed every 5 years by them.

These sites are also responsible for producing a Major Accident Prevention Policy (MAPP), which focuses on major accident hazards and details the Safety Management System, which will include the quantities of dangerous substances which are present or likely to be present.

All 'Upper Tier' COMAH sites are required to produce both an 'Internal' and 'External' Emergency COMAH Plan. The 'Internal' Plan is produced by the operator and the 'External' Plan is produced in partnership between Halton Borough Council and the Operator(s). All External Plans have been updated within the past 12 months to reflect changes at the site(s) and/or in line with the new Cheshire Resilience Forum (CRF) COMAH Template. The Competent Authority (HSE and the Environment Agency) schedules an annual compliancy meeting with Halton, the aim to review the External COMAH Planning work. All nine sites within the borough, are compliant.

### **3.7 Exercises / Validation**

Due to the complexity and interconnectivity of the six operators at the Runcorn COMAH site, the External COMAH Plan is tested on an annual basis. This is a recommendation by the Competent Authority and has been implemented for a number of years.

Univar Ltd, Widnes, ICoNiChem, Widnes and Emerald Kalama Chemical Ltd 'External COMAH Plans' are tested / validated every three years. This is in line and in agreement with the Cheshire Resilience Forum (CRF) 3-year cycle.

### **3.8 Lower Tier COMAH Sites**

Halton Borough Council has no statutory duty for 'Lower Tier' COMAH sites. However, these sites remain governed under COMAH Regulations and are required to produce a Safety Report, an 'Internal COMAH Plan' and a Major Accident Prevention Policy. There is also an annual inspection from Cheshire Fire & Rescue Service. All dates of these inspections are circulated to the Emergency Planning Team. Halton has one 'Lower Tier' COMAH sites, Syntor Ltd, which is based on Manor Park, Runcorn.

### **3.9 Further Local Risks**

Halton have a number of further risks within the Borough such as the Mersey Gateway, Severe Weather, Flooding and Cross Border Risks, such as Liverpool John Lennon Airport and Merseyside's COMAH site, Vertellus Specialities UK Ltd. Halton work with partner agencies to produce Emergency Plans and exercise, as appropriate.

### **3.10 Major Accident Hazard Pipeline (MAHP) Regulations 1996**

The Major Accident Hazard Pipeline (MAHP) Regulations 1996, governs all high pressure natural gas supply transmission and distribution network within the Borough of Halton. These substances are known collectively as dangerous fluids, as defined in Schedule 2 of the Major Accident Pipeline Safety Regulations (1996).

Major Accident Hazard Pipeline Emergency means an occurrence i.e. an explosion, fire or breach of a Major Accident Hazard Pipeline. This is further defined as a Mobile Cloudburst - an incident involving a release of chemicals or toxic substances at any location (usually during transportation) i.e. highways, railways, ships and pipelines and not relating to a specific site i.e. COMAH site.

Halton Borough Council, as the Local Authority has a statutory duty to work with the pipeline operators who have MAHP infrastructure in the area and partners to produce a MAHP Multi-Agency Plan. Consultations have taken place with pipeline operators, Emergency Services, NHS England, Public Health England, HSE and with members of the public via their Elected Members.

The plan for the Borough of Halton has been updated in the past 12 months and was produced in accordance with the legal obligations placed on Halton under the Regulations. The plan has also been updated in line with the new CRF Template.

Under the Regulations there is no specific duty on Local Authorities to test the plan but exercises may be carried out as part of duties under the Civil Contingencies Act 2004. However, it was agreed between Halton, Warrington and Cheshire in partnership with all MAHP Operators across Cheshire to exercise and validate the MAHP Template. This table top exercise took place November 2016. A report has been produced with actions listed to be taken forward.

### **3.11 Public Reassurance**

The 'Community' / Public Information Zone (PIZ) are consulted regarding a COMAH site which is in close proximity to their home / business. This consultation process includes a 'Safety Letter' and 'Information Card' which is circulated, at least every 5 years, and includes actions to be taken in the event of a major incident. This information is also posted on the HBC Website.

Halton also leads and host the Cheshire Resilience Website, where up to date information on risks and resilience work is posted for Cheshire.

As part of the community reassurance, the team have worked, with the local parish councils and schools, where appropriate, with the aim of raising awareness regarding a COMAH Site in their area.



### **3.12 Emergency Centres**

In the event of an emergency, there is a number of Emergency Centres which may be activated in the response to the incident. This depends on the type, nature and severity of the incident.

#### **3.12.1 Local Authority Emergency Centres**

In the event of a Major Incident / Major Incident Standby, Halton has two Local Authority Emergency Centres (LAEC), one is based at Municipal Building and the other at Runcorn Town Hall. All equipment and plans are checked and updated on a monthly basis.

#### **3.12.2 Emergency Survivor Reception Centres**

In the event of a Major Incident / Major Incident Standby, a Survivor Reception Centre may be activated in response to the incident. Within the borough there are approximately 50 designated centres, which are made up of Church Halls, Social Clubs and Hotels. These buildings are used as a secure area where people affected by an Emergency will be taken for short-term shelter. People attending this centre will not require acute hospital treatment, however, may require first aid.

#### **3.12.3 Emergency Rest Centres**

In the event of a Major Incident / Major Incident Standby, a Rest Centre may be activated in response to the incident. Within the borough there are a total of 10 designed Rest Centres, which are made up of Leisure Centres and Community Centres. These buildings are used as temporary accommodation, a place of safety for displaced people. Two of the ten designated establishments are designed care homes, which would be used to move vulnerable people, who have been involved in an emergency evacuation. These establishments all have a Rest Centre box, which is checked on a quarterly basis or before a major event.

### **3.13 Working with Partners**

Halton continues to work with partner agencies as part of exercise planning, training and validation exercises, both within Cheshire and Cross-Border. For example, Halton attend and umpire COMAH Exercises. Also, attending cross border exercises in Merseyside. Halton is also a member of the Liverpool John Lennon Airport Emergency Planning Group.

### **3.14 Working with Cheshire Resilience Forum (CRF)**

Halton is an active member of the Cheshire Resilience Forum. The forum works with partner agencies, such as Cheshire Police, Cheshire Fire & Rescue Service, NWAS and Health Organisations. The aim and objectives of the Cheshire Resilience is to prepare for, respond to and recover from any emergency.

The forum brings together local emergency services, NHS and local authorities, plus other agencies that can help to prepare and respond to any event. Under the Civil Contingencies Act 2004 every part of the United Kingdom is required to establish a Local Resilience Forum, which is a multi-agency group covering a policing area that share information and resources, and respond together to an incident. Cheshire Resilience will not offer immediate information in the event of an emergency. The aim is to work together to protect the community and make Cheshire the best prepared place for any emergency.

The forum works towards the National Risk Register, where these risks are assessed at a Cheshire level and risks assessed at a local level and where appropriate work programme.

### **3.15 Internal Resilience**

Emergency Planning continue to develop SharePoint and the Emergency Planning Portal via the intranet, with the aim to ensure emergency planning documents, Business Continuity Plans, Training Programmes and dates are easily accessible for Emergency Responders.

### **3.16 Training**

Emergency Planning scheduled training and exercises internally, for example First Responder Training, Rest Centre Training, Corporate Business Continuity Exercises and Elected Members Training.

Halton work in partnership with Cheshire Resilience Forum, leading on training which involves external partners, for example, Introduction to Emergency Planning, Recovery, Briefing and Awareness Days and Strategic Exercises.

The service has also incorporated in further partnership working with the Registered Social Care Providers regarding Business Continuity Planning and exercising.

### **3.17 Major Incidents in Halton**

The team has responded to a number of 'Major Incidents / Major Incident Standbys' over the last 12 months. To ensure there is resilience when planning, responding and recovering from incidents, Cheshire use Resilience Direct as an 'emergency planning platform.' To ensure learning is captured following all incidents, a structured debrief will take place, where areas of good practice, areas of development and actions generated from the incident are recorded. A report is produced which incorporates this information, with the aim to improve future responses to incidents.

#### **4.0 POLICY IMPLICATIONS**

There are no policy implications.

#### **5.0 FINANCIAL IMPLICATIONS**

There are no financial implications.

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

##### **6.1 Children and Young People in Halton -**

There are no direct implications on the Council's 'Children and Young People in Halton' priority

##### **6.2 Employment, Learning and Skills in Halton -**

There are no direct implications on the Council's 'Employment, Learning & Skills in Halton' priority.

##### **6.3 A Healthy Halton -**

There are no direct implications on the Council's 'A Healthy Halton' priority

##### **6.4 A Safer Halton -**

There are no direct implications on the Council's 'A Safer Halton' priority

##### **6.5 Halton's Urban Renewal -**

There are no direct implications on the Council's 'Halton's Urban Renewal' priority

#### **7.0 RISK ANALYSIS**

No full risk assessment is required

#### **8.0 EQUALITY AND DIVERSITY ISSUES**

None

#### **9.0 KEY DECISIONS ON THE FORWARD PLAN**

These proposals do not constitute a key decision and are not included in the Forward Plan.

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

February 2017	Introduction to the Emergency Planning Service
February 2018	Annual Emergency Planning Service update
February 2019	Annual Emergency Planning Service update
February 2020	Annual Emergency Planning Service update

<b>REPORT TO:</b>	Safer Policy and Performance Board
<b>DATE:</b>	11 <sup>th</sup> February 2020
<b>REPORTING OFFICER:</b>	Strategic Director, People
<b>PORTFOLIO:</b>	Trading Standards
<b>SUBJECT:</b>	Detriment Prevented to Halton Residents
<b>WARDS:</b>	Borough wide

## **1.0 PURPOSE OF THE REPORT**

1.1 The report describes how, through its various activities, Trading Standards has prevented detriment and saved Halton consumers at least **£262.2k**. An infographic summarising the savings is appended to this report. There are many other activities of the Service which are essential to protecting consumers and businesses from harm but which do not result in savings for Halton residents and so those activities are outside the scope of this report.

**2.0 RECOMMENDATION: That the report be noted.**

## **3.0 SUPPORTING INFORMATION**

### **3.1 The ACTSO Impacts and Outcomes Framework**

3.1.1 National performance indicators for Trading Standards were dispensed with by the government many years ago. The Association of Chief Trading Standards Officers (ACTSO) and the Trading Standards community considered this a barrier to Services demonstrating their impact.

3.1.2 In 2019, ACTSO developed and launched an Impacts and Outcomes Framework covering three themes: tackling detriment and preventing harm, supporting the local economy and promoting health and wellbeing.

3.1.3 Halton Trading Standards used the assessment tool and the Halton results fed into the national report 'The Value of Trading Standards'. Some of the data produced for the report has been used in this paper to calculate the total detriment prevented for Halton consumers. The national report is outside the scope of this paper, an electronic version can be circulated upon request.

### **3.2 Savings and detriment prevented by the consumer advice service**

3.2.1 Halton's consumer advice service provides advice and support tailored to the needs of the consumer. In some instances, the consumer will only need expert advice to resolve the dispute with the trader. Other cases will require higher levels of support including letter writing or contacting the trader on the consumer's behalf. Wherever possible the service tries to assist parties to resolve disputes and avoid court action. Where such a resolution is not achieved, the service can assist consumers with the court process or represent the consumer in court where they are not able to represent themselves.

3.2.2 In the last financial year (2018-19) Halton's consumer advice service saved Halton residents **£32,001**. This figure represents money refunded and the value of free repairs and replacements. All of the cases that the advisors deal with have already been through the normal advice stages at the Citizen's Advice Consumer Helpline so they are by their nature difficult cases to resolve. In reality, the figure is likely to be much higher since only a relatively small percentage of consumers let us know the outcome of their complaint.

3.2.3 The consumer advice service provides the greatest support to consumers who need it most. Many of the consumers we deal with are facing severe challenges in their lives (such as illness, unemployment, bereavement) at the same time as being unable to resolve serious consumer issues which have often been unresolved for significant periods of time. Such consumers can suffer considerable detriment where the goods or services involved are necessary to meet their everyday basic needs e.g. a car needed for work or a kitchen or bathroom which leaves them without cooking or bathing facilities.

### **3.3 Detriment prevented by responding to live doorstep crime incidents**

3.3.1 Doorstep Crime describes the practice of rogue trading where the rogue targets a consumer and deliberately over-charges for poor quality work or work that is not needed. They fail to complete or even start work. They will usually put pressure on the consumer to pay in cash, often before work starts. They always fail to honour the consumer's statutory rights and always leave the consumer seriously out of pocket and emotionally drained. Some rogue traders cold-call and some advertise in the press and social media.

3.3.2 Halton Trading Standards has an agreement with the Citizens Advice Consumer Helpline that they will make a hot referral where a consumer reports a doorstep crime incident that is in progress. Wherever possible we will provide an immediate response, attending the property with police support. We provide advice to the consumer about their rights to cancel the contract and end their liability to pay the remainder owing

under it. We also speak to the trader about his responsibilities and try to negotiate a refund to the consumer where that is appropriate.

3.3.3 In the last financial year, we have saved Halton residents **£10,790** through our rapid response to doorstep crime incidents.

#### 3.4 **Detriment prevented through Scams work.**

3.4.1 Halton Trading Standards has two part-time scams officers who are dedicated to working with people who have been caught out by scams (on a one-to-one basis) and raising awareness with partner agencies, HBC services and community groups.

3.4.2 Last year we worked on a one-to-one basis with 66 individuals who had been caught out by scams. Many had been repeatedly targeted over long periods and had responded for a significant time.

3.4.3 In such cases, in order to support the person it is essential to learn about their life history and social, economic, psychological and physical situation so that the utility and meaning of the scam to the individual can be understood. Key life events (such as bereavement, job loss, ill health) affecting the individual that may have contributed to their becoming involved in scams also needs to be considered. By developing rapport and trust, explaining how scammers work and how many of us can get caught out when we're in a vulnerable situation, most of the 66 individuals are now able to identify scams and have stopped responding to them.

3.4.4 In the last financial year, the people that we worked with who have stopped responding to scams have saved **£104,618**, the collective amount they were spending on scams each year.

#### 3.5 **Detriment saved because of iCAN warnings**

3.5.1 iCAN is an email alert system that is provided free of charge to Halton residents, community groups and partner agencies. iCAN is used to warn residents about doorstep crime incidents, current scams and product recalls.

Wherever possible, explanations as to how we know something is a scam are provided.

The messages contain information about how members can protect themselves from scams and what to do if they have been caught out by one.

Members who do not have access to email and who had been targeted by scammers are able to receive printed copies of the messages via post.

3.5.2 iCAN has 767 email members and 153 postal members. A survey of members was undertaken between the 4<sup>th</sup> and 27<sup>th</sup> of September 2019. Ninety-nine members responded.

3.5.3 Ninety five per cent of members are Halton residents. On average, each respondent passed on individual messages to 14 other people in Halton, which means that each message reached 12880 people.

3.5.4 In the last financial year, Trading Standards sent 24 messages warning about scams. Sixty two percent (61 members) said the information provided had saved them money. The average lost by individuals who are caught out by scams is £1862 (National Trading Standards Scams Team). Using the average loss per scam, it is likely that iCAN saved **£113,582** for the survey respondents.

### 3.6. **Detriment saved by the free loan of call-blocking devices**

3.6.1 Trading Standards have 11 trueCall units that are loaned out to people who have been caught out by scams and those receiving a high volume of nuisance and scam calls. The units let calls from the consumer's 'trusted numbers' straight through, it blocks unwelcome callers (nuisance and scams), and asks unrecognised callers to identify themselves before it puts them through.

3.6.2 In the last financial year, the units blocked 1,536 nuisance calls and 294 scam calls. The likelihood of falling for a scam phone call is one in 169 or 0.006%. Applying this to Halton, it is likely that two scams were prevented. Using The National Trading Standards Scams Team average loss, the figure saved in Halton last year was **£3229**.

3.6.3 It is also estimated, using data provided by the call-blocking device supplier, that an additional £2918 was saved in costs for social care and the NHS. This figure is calculated using research from the UK and USA which says that those who have fallen for a scam report a change to their quality of life as a result of the crime; are over twice as likely to have died or moved into full time care within 2 years of their loss; almost a third will have suffered a major depressive episode in the 20 months following the fraud and, 45% will have suffered a generalised anxiety disorder.

## 4.0 **POLICY IMPLICATIONS**

None

## 5.0 **FINANCIAL 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**

Tackling rogue traders is important because of the unfair advantage they have over legitimate businesses.

**6.3 A Healthy Halton**

The range of Trading Standards activities covered in this paper contribute to tackling detriment, preventing harm and promoting health and wellbeing. Dealing with consumer advice problems, scams and doorstep crime is incredibly stressful for the individual who may also be experiencing challenging life events or ill health.

**6.4 A Safer Halton**

Tackling rogue traders makes Halton a safer place to live.

**6.5 Halton's Urban Renewal**

None

**7.0 RISK ANALYSIS**

None – the report is for information only.

**8.0 EQUALITY AND DIVERSITY ISSUES**

None

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

None under the meaning of the Act.



# HALTON TRADING STANDARDS

## In 2018-19 we saved Halton residents

### £32k

In the form of cash refunds, free repairs or replacements.

CONSUMER  
SUPPORT INTERVENTION  
ADVICE

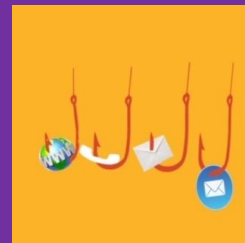


### £10K

Not handed over to doorstep criminals because we attended live incidents.

### £104k

Saved for those who have been caught out by scams



### £113k

Saved by warning iCAN members about scams and doorstep crime.

### £3.2k

Saved by residents who have one of our call-blocking devices to stop scam calls



<b>REPORT TO:</b>	Safer Policy and Performance Board
<b>DATE:</b>	11 <sup>th</sup> February 2020
<b>REPORTING OFFICER:</b>	Strategic Director – Enterprise, Community and Resources
<b>PORTFOLIO:</b>	Community Safety
<b>SUBJECT:</b>	White Ribbon Campaign
<b>WARDS:</b>	Borough wide

## **1.0 PURPOSE OF THE REPORT**

- 1.1 To update the Board on the progress on the current scheme and to outline the proposed action plan to achieve White Ribbon Status.

## **2.0 RECOMMENDATION: That**

- 1) **the report be noted; and**
- 2) **the Board consider the information presented and raise any questions of interest or points of clarification following the presentation.**

## **3.0 SUPPORTING INFORMATION**

- 3.1 Every year three million women and girls experience rape, domestic violence, forced marriage, stalking, sexual exploitation and trafficking, female genital mutilation (FGM) or honour crimes in the UK. There are clear connections between violence against women and social problems such as child poverty, social exclusion and homelessness and the vast majority of violence against women is perpetrated by men.
- 3.2 More specifically, violence against women, domestic abuse and sexual violence are also significant problems at a national and local level. Whilst there is significant partnership working ongoing to target domestic abuse and violence against women, such as the Specialist Domestic Violence Court, third party reporting and early intervention work with families, clearly there remains a need to raise further awareness of the issues associated with domestic abuse and violence against women and girls.
- 3.3 The principles of the award are that local authorities should express a commitment to involving men in anti-VAWG (violence against women and girls) and produce a preliminary action plan on how this commitment will be achieved.

The action plan should be aimed at reducing incidents of violence against women such as discrimination, harassment or victimisation and fostering good community relations. It should also have a specific White Ribbon emphasis of increasing male participation in anti-VAW events and strategies as well as raising awareness and the profile of these issues amongst men.

- 3.4 The WRC (White Ribbon Council) team will work with the authority on the development of an action plan, providing feedback and suggestions as necessary. The authority should appoint a senior individual to act as a liaison point with the WRC and to oversee implementation. It is suggested that the senior, nominated officer for Halton is the Council's Community Safety Manager, supported by the local Domestic Abuse Coordinator.

#### **4.0 WHITE RIBBON PLEDGE ACTION PLAN**

- 4.1 The action plan will need to set out how we will:

- Involve and educate men and boys in an anti-VAWG strategy and encourage men and boys to sign the WRC pledge “never to commit, condone, or remain silent about men's violence against women in all its forms.”
- Identify White Ribbon ‘ambassadors’ within the Council and partner organisations.
- Raise awareness and provide training on VAWG within the Council, incorporating the VAWG message into Council informational and promotional materials where appropriate.
- Deliver events to promote the Council’s anti-VAWG commitment, by organising and supporting local activities to assert the unacceptability of VAWG. Examples include:
  - White Ribbon’s “These heels are made for walking” and “These hands are not for hurting!” events, demonstrating solidarity with anti-VAW campaigns as well as work with sports teams or music venues
  - Football, rugby and other sporting events to raise awareness with young people in innovative ways.
- Involve the local community in our WR campaign through a variety of venues and facilities including Libraries, Schools, Sport clubs, gyms, Social Landlords etc. and by encouraging other organisations and clubs to sign up for the White Ribbon award and sponsor special events e.g. White Ribbon Cup tournament.

- Involve local businesses as partners with substantial resources and contacts through which anti-VAWG can be promoted.

## **5.0 POLICY IMPLICATIONS**

5.1 The policy implications of the review relate primarily to the Safer Halton priority. However this is a cross cutting work area which has wider implications on other areas of council business.

## **6.0 FINANCIAL IMPLICATIONS**

6.1 There are limited financial implications in achieving White Ribbon status. There is an annual cost of £400 for achieving and maintaining the award, which can be met from within existing Council and partnership budgets.

## **7.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

### **7.1 Children and Young People in Halton**

The Community Safety Service as a universal service impacts on the health, safety and well-being of young people.

### **7.2 Employment, Learning and Skills in Halton**

**None**

### **7.3 A Healthy Halton**

The Community Safety Service as a universal service impacts on the Health, safety and well-being of the residents of Halton.

### **7.4 A Safer Halton**

The Community Safety Service as a universal service impacts on the Health, safety and well-being of the residents of Halton.

### **7.5 Halton's Urban Renewal**

**None**

## **8.0 RISK ANALYSIS**

**None**

## **9.0 EQUALITY AND DIVERSITY ISSUES**

**None at present**

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

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

<b>REPORT TO:</b>	Safer Policy and Performance Board
<b>DATE:</b>	11 <sup>th</sup> February 2020
<b>REPORTING OFFICER:</b>	Strategic Director – Enterprise, Community and Resources
<b>PORTFOLIO:</b>	Community Safety
<b>SUBJECT:</b>	Northwest Regional Organised Crime Unit (NWROCU)
<b>WARDS:</b>	Borough wide

## **1.0 PURPOSE OF THE REPORT**

- 1.1 To consider the presentation from NWROCU introducing the unit and outlining the priorities and themes of their work. They will also discuss their partnership working approach with Local Authorities and other partners. The report provides a brief overview of that role and responsibilities.

## **2.0 RECOMMENDATION: That**

- 1) **the report be noted; and**
- 2) **the Board considers the information presented and raise any questions of interest or points of clarification following the presentation.**

## **3.0 SUPPORTING INFORMATION**

- 3.1 The North West Regional Organised Crime Unit (NW ROCU) provides specialist capabilities to tackle serious and organised crime that crosses borders in the region.

Established in 2009, the unit is a collaboration between the six North West Police Forces in Cheshire, Cumbria, Greater Manchester, Lancashire, Merseyside and North Wales.

- 3.2 It's made up of officers and staff from across the region who offer specialist skills and additional resources.

The mission of the unit is simple – to identify, disrupt and dismantle organised crime groups causing the most harm to the North West. This

is done by working with partners to gather intelligence, cracking the most serious and organised crime networks and then seizing the assets of the criminals involved.

- 3.3 The North West ROCU is led by Temporary Police Assistant Chief Constable Chris Green.

Within the ROCU, there are a number of specialist units including;

3.4 **Protective Persons Unit**

The Protected Persons Unit, (NWPPU), protect and care for people who are considered to be at real and immediate risk of serious harm.

They operate discreetly with full co-operation from the people who they are looking after. The unit makes it possible for victims and witnesses of crime to give evidence against offenders, in the knowledge that they are safe from harm.

The unit is supported by the Central Services, who are part of the National Crime Agency, providing strategic support, practical help and advice to officers supporting 'protected persons',

3.5 **Regional Organised Crime Threat Assessment Unit (ROCTA)**

The Regional Organised Crime Threat Assessment Unit (ROCTA) work with their counterparts in the North West Forces to identify and review organised crime groups, vulnerabilities and 'high priority individuals' in the North West Region.

'Organised crime' is serious crime which is planned, coordinated and carried out by people working together on a continual basis. Their motivation is often, but not always financial gain. Organised criminals working together for a particular criminal activity or activities are called an organised crime group.

'High priority individuals' also commit serious and organised crime, but they carry it out independently, not as part of a group.

The ROCTA gather intelligence from a number of organisations including police forces, the NCA and HM Revenue & Customs. They use this information, together with an assessment tool called 'MoRiLE', to assess, score, and prioritise organised crime groups and high priority individuals, based on the threat, harm, and risk they pose to our region.

This information provides the NWROCU and the six forces with a more accurate threat picture. The Forces are able to use this information to influence how they best use their resources to target those individuals causing the most harm to our communities.

### 3.6 **Regional Intelligence Unit**

The Regional Intelligence Unit (RIU) is part of a national infrastructure, set up to provide a meaningful intelligence map of organised crime groups (OCG's) across the UK.

They gather intelligence from the North West police forces and link into government agencies such as the National Crime Agency and HM Revenue and Customs, to provide an informed map of cross-border criminal activity.

The team consists of highly specialised officers and staff including analysts and researchers. They use a number of analytical and operational products, assessment tools and problem profiles, to better identify and understand threat, risk and harm across the North West Region. They use this information to identify gaps and opportunities to disrupt criminal networks wherever possible.

### 3.7 **Sensitive Intelligence network**

The Sensitive Intelligence Network is a secure environment which is able to receive, assess, analyse, enhance and disseminate covertly obtained intelligence. It does this by providing a 'firewall' which protects covert sources and methods, but allows investigators to get the full benefit of the intelligence.

The Sensitive Intelligence Network has an overview of covert and sensitive intelligence and operational activity within all six North West police forces. This means that the team are better informed to advise and support forces, so that they are able to make the most efficient use of their resources.

### 3.8 **Regional Asset Recovery Team (RART)**

The North West RART use financial skills, techniques and legislation to disrupt organised crime by identifying, restraining and seizing assets from criminals.

Within the RART there are officers from Crown Prosecution Service and the Police.

They work together to provide a bespoke, expert service that identifies, investigates and prosecutes criminals and removes their assets using criminal and civil powers. The team are able to provide expertise in financial investigation, money laundering and fraud prosecutions, the enforcement of confiscation orders and revisits, seizure of cash and valuable goods, civil recovery and the management of all restraint orders within the region.

The specialist areas within the team are:



## **RART**

Their financial investigators and trained detectives work with a number of different agencies to investigate the finances of organised crime groups. They support ongoing criminal investigations being run by other departments within the region, and work to identify assets and gather evidence of finances linked to serious and complex offences in order to disrupt and dismantle these criminal groups. Their work results in confiscation orders being made against high-profile regional criminals, to remove any assets they've accrued.

Since 2004, they've secured orders with an available amount worth over £85 million and cash seizures worth £2.8 million.

## **Regional Fraud Team**

Their function is to tackle organised crime groups by investigating fraud, corruption and money laundering offences by maximising partnership working opportunities and the ability to provide links between local, regional and national teams.

## **Asset Confiscation Enforcement Team (ACE)**

The ACE team assist the Crown Prosecution Service (CPS) and Her Majesty's Court & Tribunal Service (HMCTS) with the enforcement of confiscation orders on behalf of the North West police forces and other agencies. They also undertake revisit investigations in respect of confiscation orders where individuals have not fully repaid their debt to society, and have benefits or assets outstanding. They seek to work with various agencies including HMCTS & CPS to recover funds from criminals.

Since October 2014, the North West ACE Team have recovered £7,646,146.36 from criminals across the region.

### **3.9 Cyber Crime Team**

The Regional Cyber Crime Unit tackle cyber-crimes, which includes all cyber-dependent or 'pure cybercrimes' as they are known, costing the UK economy billions of pounds each year.

At the NW ROCU, there is a dedicated cybercrime team who work proactively and reactively on significant cybercrime investigations. The team work with other national and international partners to identify and prosecute cyber criminals who are active or impacting upon the North West.

The majority of cybercrimes can be prevented by taking basic security measures – so teams also work hard to protect communities by engaging with businesses and communities, offering free training and

advice to prevent them from being victimised. Similarly, the team works hard to identify and deter people at risk of becoming involved in cybercrime, so that their efforts can be channelled into positive opportunities that exist in the cyber security industry.

**3.9 The team have three distinct functions; Protect, Prevent and Pursue.**

**Protect Team**

The Cyber Protect Officers work with organisations and members of the public across the North West, advising them on how to protect themselves from the threat of Cybercrime by using government advice and guidance.

As experts in their field, they see so many people fall victim to Cyber-attacks and believe the only way to combat these threats is through education and working together to ensure the North West is one of the safest places to work and socialise online.

**Prevent Team**

The role of the Cyber Prevent Officers is to prevent individuals from engaging in cybercrime and/or from re-offending.

The officers work closely with schools across the North West, highlighting opportunities available within the IT and Cyber Security sector and encouraging youngsters to put their skills to use in industry. The team also seek to intervene and divert young people away from committing cybercrime at an early stage to prevent progression into more serious offending.

**Pursue Team**

The role of the Cyber Pursue Officers is to identify and target people who are actively engaged in cyber criminality either emanating from or impacting upon the North West.

The team use all lawful means with the support of other partners to share intelligence, target, disrupt and prosecute cybercrime offenders. The team are experienced investigators from a variety of backgrounds, all of whom have a keen interest in cyber and technology. Recent prosecutions and hefty prison sentences brought about by the team demonstrates that cybercrime offenders don't go unnoticed and that they aren't as anonymous as they'd like to believe.

**3.10 Regional Prison Intelligence Unit**

The Prison Intelligence Unit identify, disrupt and dismantle organised crime groups that cause significant harm across the region from inside prisons.

They do this through the gathering and sharing of intelligence to disrupt criminals who continue to commit crime from within prisons.

The team consists of officers and staff who cover 16 prisons across the North West.

#### **4.0 POLICY IMPLICATIONS**

- 4.1 The policy implications of the review relate primarily to the Safer Halton priority. However this is a cross cutting work area which has wider implications on other areas of council business.

#### **5.0 FINANCIAL IMPLICATIONS**

- 5.1 **None**

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

##### **6.1 Children and Young People in Halton**

The Community Safety Service as a universal service impacts on the health, safety and well-being of young people.

##### **6.2 Employment, Learning and Skills in Halton**

**None**

##### **6.3 A Healthy Halton**

The Community Safety Service as a universal service impacts on the Health, safety and well-being of the residents of Halton.

##### **6.4 A Safer Halton**

The Community Safety Service as a universal service impacts on the Health, safety and well-being of the residents of Halton.

##### **6.5 Halton's Urban Renewal**

**None**

**7.0 RISK ANALYSIS**

**None**

**8.0 EQUALITY AND DIVERSITY ISSUES**

**None**

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

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