

Public Document Pack



Safer Halton Policy and Performance Board

Tuesday, 16 March 2010 6.30 p.m.
Council Box, Halton Stadium

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

Chief Executive

BOARD MEMBERSHIP

Councillor Shaun Osborne (Chairman)	Labour
Councillor John Stockton (Vice- Chairman)	Labour
Councillor Marjorie Bradshaw	Conservative
Councillor Susan Edge	Labour
Councillor Martha Lloyd Jones	Labour
Councillor Keith Morley	Labour
Councillor Margaret Ratcliffe	Liberal Democrat
Councillor Linda Redhead	Liberal Democrat
Councillor Colin Rowan	Conservative
Councillor Mike Shepherd	Liberal Democrat
Councillor Dave Thompson	Labour

*Please contact Lynn Derbyshire on 0151 471 7389 or e-mail
lynn.derbyshire@halton.gov.uk for further information.
The next meeting of the Committee is on Date Not Specified*

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

Part I

Item No.	Page No.
1. MINUTES	
2. DECLARATION OF INTEREST (INCLUDING PARTY WHIP DECLARATIONS)	
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.	
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In accordance with the Health and Safety at Work Act the Council is required to notify those attending meetings of the fire evacuation procedures. A copy has previously been circulated to Members and instructions are located in all rooms within the Civic block.

REPORT TO: Safer Halton Policy & Performance Board

DATE: 16 March 2010

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: Safer Halton Policy and Performance Board
DATE: 16 March 2010
REPORTING OFFICER: Chief Executive
SUBJECT: Specialist Strategic Partnership minutes
WARD(s): Boroughwide

1.0 PURPOSE OF REPORT

1.1 The Minutes from the Safer Halton Partnership are attached at Appendix 1 for information.

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.

SAFER HALTON PARTNERSHIP

At a meeting of the Safer Halton Partnership Tuesday, 17 November 2009 Karalius Suite, Stobart Stadium, Widnes

Present	M. Andrews	Community Safety
	S. Blackwell	Cheshire Police
	S. Boycott	Cheshire Police
	D. Cargill	Police Authority
	M. Cleworth	Cheshire Police
	A. Collins	Police Authority
	E. Crisp	Halton and St Helens PCT
	S. Eastwood	HBC Health and Community
	C. Edwards	Cheshire Probation
	S. Henshaw	Cheshire Fire and Rescue Service
	D. Houghton	HBC Policy and Partnerships
	D. Johnson	HBC Health and Community
	G. Jones	Youth Offending Team
	N. Mannion	Neighbourhood Management
	Cllr Osborne	HBC
	D. Parr	Chief Executive
	N. Sharpe	Halton Housing Trust
	C. Walsh	Halton & ST Helens PCT

Action

SHP9 WELCOME

Dwayne Johnson welcomed everybody to the meeting and introductions were made.

SHP10 APOLOGIES

Apologies had been received Norman Oldman, Councillor Wright, Chris Fraser and Gary Finchett.

SHP11 MATTERS ARISING - MINUTES FROM 15 09 09

The minutes of the meeting held on 15th September 2009 were agreed as a correct record, subject to one amendment being that Dwayne Johnson welcomed everybody to the meeting.

SHP12 PRESENTATION - COUNTER TERRORISM UNIT - TENSIONS FOR FAR RIGHT GROUPS IN HALTON

The Partnership received a presentation from DCI Martin Cleworth from Headquarters Counter Terrorism Unit which outlined the following:

- over the last six months the threat level of a terrorist attack had changed to severe;
- there was a growing area in domestic extremism which was governed under four Ps as follows – Prevent, Pursue, Protect and Prepare;
- there were various contest boards and one was in Cheshire;
- awareness was being promoted in areas such as right wing extremism, the growth status of the BNP and the English Defence League had taken route in Cheshire;
- there was a small group of right wing extremists in Halton who had been involved in a small amount of hate crime assaults;
- these had been flagged up to the Local Authorities and their registered social landlords in the appropriate area and the Police were monitoring the groups closely; and
- the Police were aware they were interacting in the community and were feeding intelligence back to the Police.

The Chair thanked Martin Cleworth for an informative presentation.

DAVID PARR IN THE CHAIR

SHP13 PRESENTATION - ALCOHOL DEVELOPMENTS

The Board received a presentation from Colette Walsh, Head of Alcohol Partnership and Commissioning for Halton and St. Helens PCT which outlined the following:

- the scale and extent of the problem;
- the Local Authority LAPE ranking as Halton was in one of the areas for having the highest levels of alcohol related harms;
- details of the harms caused by alcohol;
- the purpose of the Group which was providing a united response to tackle the harms;
- the Commissioning Cycle;
- the Strategy Department which was to tackle the causes, raise awareness, obtain appropriate help and

- routes to recovery;
- high impact changes;
- context for Commissioning Strategy Plans;
- free SP priorities for 2010/11;
- overview of the implementation approach and the key activities stage by stage;
- alcohol attributable factors; and
- next steps.

Arising from the presentation it was noted that the Strategy Programme Development was underway and work had begun on the CSP initiatives. The Partnership was advised that a single point of access for alcohol related harm was required.

The Partnership was informed of the proposals for well-being services which linked into mental health and alcohol problems where the Police could refer as well as GPs or patients themselves. It was noted that the model took a holistic approach to address the lifestyles and medical issues and how to sign post people to this tiered system. Partnership working would also be incorporated, for instance, Probation could screen and process patients and promote the benefits from the services that could be received. A chart was tabled at the meeting which lustrated the mental health/drugs/alcohol interconnectivity and the tiered provision within the stepped care model including the roles of the Core Team.

The Partnership were in full support of the new model.

The Chair thanked Colette Walsh for an informative presentation.

SHP14 DUAL DIAGNOSIS COMMISSIONING STRATEGY

The Board considered a report which set out the development of a Joint Dual Diagnosis Commissioning Strategy 2009 – 2012 for Halton and St. Helens.

It was reported that the strategy documented the current services already in place for people with both substance mis-use and mental health problems, with a view to identifying and analysing the gaps in services and any blockages to delivering a more integrated care pathway.

It was noted that a number of consultation meetings

with all stakeholders in both mental health and substance misuse services had taken place in early 2009. The Partnership considered a model of services that ensured whichever service an individual was referred for help, whether in substance misuse or mental health, they would experience the same care pathway. This designed to improve the care experience for people with dual diagnosis and reduce waiting times between services.

RESOLVED: That the draft Joint Dual Diagnosis Commissioning Strategy be agreed.

SHP15 PRESENTATION - YOT INSPECTION

The Board received a short presentation from Gareth Jones which set out the following:

- an inspection had been conducted recently which involved all the Youth Offending Teams (YOT) in the North West to take part in a trial for a new court case inspection which would be rolled out nationally.
- all 21 Youth Offending Teams were inspected between April and August for 2009.
- Halton had performed exceptionally well in the three main areas: -safeguarding, risk of harm to other people and risk of re-offending;
- the methodology for the inspection involved using 67 cases which was approximately a third of the current caseload.
- Halton's results were 85% for safeguarding, 8% for risk of harm to other people and 77% for risk of re-offending;
- this was an outstanding result when compared with other Youth Offending Teams which were scoring in their mid 50s.

It was reported that the overall assessment was very creditable in terms of what was being delivered to communities. The Chairman thanked everyone involved for the hard work given to achieve these results. In addition, it was noted that MS would circulate electronic copies of all the results for the North West inspection of Youth Offending Teams if required.

SHP16 TASK GROUP UPDATES

The Task Groups provided updates for the first quarter which were circulated and taken as read. In

particular, it was noted that:

- in relation to Performance management and the new style of reporting in order to gain consistency across all SSPs the information in this report was better populated than what was produced for the previous meeting. It was noted that the Strategic Needs Assessment was being revised and would be completed towards early next year;
- the importance of people providing performance information on time was stressed to the Partnership in order to produce the Performance Monitoring Report in line with the scheduled deadlines;
- arising from the discussion, the Partnership felt that the entire document complete with details could be attached as an appendix for information and only the items with exception could be brought to the Partnership. In response, it was noted that this style of reporting would be investigated;
- in relation to alcohol good performance was noted in terms of reducing alcohol related crime and licensed premises had a high visibility of policing presence. There were also more activities in the pipeline with the run up to Christmas and the night time economy;
- in relation to anti-social behaviour, progress made was well under target for this month; and
- with regard to Neighbourhood Management, the Community Payback Scheme had proved successful with Probationers working on landscaped areas. Once this pilot phase had been completed a report would be brought back to a future meeting. With regard to the Crime Action Group, the Partnership requested that an update of the changes of the Customer Service Team had implemented be brought back to a future meeting.

RESOLVED: That the Task Group updates be noted.

SHP17 LPSA2 REWARD GRANT

The Partnership received a report which outlined the expected level of reward grant from Local Public Service Agreement Round 2 (LPSA 2). It was reported that following a recommendation from the Halton Strategic Partnership

Board at their meeting in September, the Safer Halton Partnership were asked to consider how the reward grant could be used and to put forward proposals accordingly. Such proposals should be submitted to the Halton Policy and Partnership Team before 5th January 2010 and would be put to the Halton Strategic Partnership Board Chairs at their meeting on 13th January 2010 for discussion and to the HSPB for their consideration and formal approval of proposals in February 2010.

It was anticipated that the bids would be for more funding than was available, therefore bids that covered a number of key areas were more likely to be successful. Outlined in the report were targets ending in 2008 and the reward grant that was payable. In addition a table was considered which displayed the reward grant that was earned through the efforts of a number of partnerships, which were outlined for information.

RESOLVED: That the report be noted.

SHP18 ANY OTHER BUSINESS

At the close of the meeting the Partnership wished to note their thanks to Gary Finchett for his excellent contribution of work within the Safer Halton Partnership and wished him well for the future.

Meeting ended at 3.58 p.m.

	Members Seminar May 2010	
6	Future meetings The next meeting will be held on Thursday 18 th February 2010 at 1pm, Committee Room 1, Runcorn Town Hall. Sandwiches, tea and coffee will be available from 12.30pm, and the meeting will commence at 1pm.	

REPORT TO: Safer Halton PPB

DATE: 16th March 2010

REPORTING OFFICER: Chief Executive

SUBJECT: Performance Management Reports for 2009/10

WARDS: Boroughwide

1.0 PURPOSE OF THE REPORT

1.1 To consider and raise any questions or points of clarification in respect of the 3rd quarter performance management reports on progress against service plan objectives and performance targets, performance trends/comparisons, factors affecting the services etc. for;

- Health & Partnerships
- Highways & Transportation
- Environmental & Regulatory Services
- Culture & Leisure

2.0 RECOMMENDATION: That the Policy & Performance Board;

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

3.0 SUPPORTING INFORMATION

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

3.2 The quarterly reports are on the Information Bulletin to reduce the amount of paperwork sent out with the agendas and to allow Members access to the reports as soon as they have become available. It also provides Members with an opportunity to give advance notice of any questions, points or requests for further information that will be raised to ensure the appropriate Officers are available at the PPB meeting.

4.0 POLICY IMPLICATIONS

There are no policy implications associated with this report.

5.0 OTHER IMPLICATIONS

There are no other implications associated with this report.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

The quarterly performance monitoring reports demonstrate how services are delivering against the objectives set out in the relevant service plan. Although some objectives link specifically to one priority area, the nature of the cross-cutting activities being reported means that to a greater or lesser extent a contribution is made to one or more of the priorities listed below;

6.1 Children and Young People in Halton

6.2 Employment, Learning and Skills in Halton

6.3 A Healthy Halton

6.4 A Safer Halton

6.5 Halton's Urban Renewal

6.6 Corporate Effectiveness and Efficient Service Delivery

7.0 RISK ANALYSIS

N/A

8.0 EQUALITY AND DIVERSITY ISSUES

N/A

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

Document	Place of Inspection	Contact Officer
N/A		

QUARTERLY MONITORING REPORT

DIRECTORATE: Health & Community
SERVICE: Health & Partnerships
PERIOD: Quarter 3 to period end 31st December 2009

1.0 INTRODUCTION

This quarterly monitoring report covers the Health & Partnerships Department third quarter period up to 31st December 2009. It describes key developments and progress against key objectives and performance indicators for the service.

The way in which RAG symbols have been used to reflect progress to date is explained in Appendix 7

2.0 KEY DEVELOPMENTS

Housing

In line with a national initiative and new guidance, Govt. has awarded the Council £10,000 to promote and develop anti fraud initiatives around unlawful sub letting and non occupation of social housing. Officers are working with RSLs to develop a consistent approach which will be launched in 2010.

As a consequence of Govt. increasing spend by £1.5 billion nationally on new affordable housing (as set out in 'Building Britain's Future'), local authority housing capital allocations in the North West are set to reduce by 40% in 2010/11. At the same time the NW Regional Housing Group has recommended a revised formula for distributing resources that, if approved by 4NW Leaders and the Government, will see Halton's allocation fall from £2.9m this year to £1.6m next year.

Tenders

The Domestic Abuse Service - is now in place, all job vacancies have been filled and feedback from the Police and other external stakeholders is good. A monitoring visit has been scheduled in February 2010. This service now incorporates floating support, IDVA (Independent Domestic Violence Advisor) and the Sanctuary scheme, which enables people to stay in their own tenancy with additional security measures.

The Meals on wheels tender is ongoing. The award of contract will take place February 2010. This service provides 61,445 meals to 204 people.

The Dementia Respite support contract. The award of contract was made to one of the existing Halton services (Caring Hands) on the 23 December 2009. This service will commence in April. This is a 1-year contract to be extended for a maximum of 3 years. (Grant funded)

Minor Adaptations contract - This contract provides low level adaptations (steps, grab rails etc) 120 – 150 jobs each year. The award of contract date is the 11th February 2010 and the contract commences 1st April 2010 – 2012 that can be extended for a maximum of 1 year.

Stairlift framework agreement – Assisted a framework agreement to be used through the Northern Housing Consortium – (Free lift and Stannah) are the chosen contractors. Commencement date, 1st April 2010. This is a 1-year contract to be extended to a maximum of 5 years.

- The QA officers are in the process of using the new electronic tendering system (Due North – pro contracting system). This will be fully implemented in April 2010 by the Council.
- Mental Health provision of accommodation based services. – The consultant has completed the draft version of the findings. This will feed into the new specifications for the Mental Health commissioned accommodation based services.

Service Planning & Training

- The Draft Joint Carers Commissioning Strategy 2009 - 2012 was presented to the Executive Board on 5.11.09
- The updated Joint Strategic Needs Assessment (JSNA) Health & Wellbeing Position Statement 2009 was presented to the Healthy Halton Policy and Performance Board on 12.1.10
- The Training Section have commissioned an external provider to evaluate, including the Return on Investment, specific areas of the Training and Development Programme. The project shall be completed within a 6-month period and will involve colleagues from the Adult of Working Age (18-65) and Older Peoples Divisions.

Commissioning

Decommissioning of existing service for statutory community care assessments of need for children, adults who are deaf or deafblind and their carers is in progress. Arrangements for provision beyond March this year are being progressed with a focus on developing a service with greater community presence.

Direct Payments/ Individualized Budgets

The number of service users in receipt of Direct Payments continues to increase. At the 31st December there were 251 service users and 470 carers receiving their service using a Direct Payment. A number of Direct Payment promotional activities have been organized for operational teams and carers groups and to promote direct payments/ individualized budget and carers break take up.

3.0 EMERGING ISSUES

In line with the directorate’s plan, the QA Team supported the Independent Providers to complete and submit robust Business Contingency Plans that would emphasise specific focus to swine flu planning.

As part of this project, the QA team delivered a comprehensive training package and developed user-friendly documents that could be used as part of the plans.

The training sessions took place over 3 sessions, which saw 28 independent Providers attending.

48 BCM plans have been submitted across Adult Social Care and Supporting People services

Domiciliary Care – all plans returned – 11 in total

Residential Care – plans returned – 25 (2 not yet returned)

Supporting People – plans returned – 12

The QA team worked in collaboration with Corporate Risk Management and assessed all plans that were submitted. Advice was then given to the Providers in a bid to improve the plans.

In addition steering groups have been set up and 12 interagency agreements have been submitted. The interagency document allows Providers to share their resources in the event of a major incident. Some providers have offered the use of vehicles, shared use of staff, offices etc. This agreement is particularly useful for the smaller Providers.

There is a number of problematic services requiring intensive monitoring across adult social care and Supporting People services.

One SP mental health service has been closed down and there is a possibility of a home closure within Older People services.

In addition Halton are in negotiation with all the Providers around the Continuing Health Care rates. This may have a negative impact on some of the nursing homes within Halton.

4.0 PROGRESS AGAINST MILESTONES/OBJECTIVES

Total	16		13		3		0
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Non key milestones/objectives are reported at Q3 only by exception.

In this Quarter three have attracted an amber RAG. One is due to the re-designation of Grangeway court, one refers to the RAS model, which as needs further testing, and the 3 year financial strategy is in need of further clarification with the PCT.

5.0 SERVICE REVIEW

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6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	4		2		1		1
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One indicator is not expected to reach target until 2010/11 (no of temporary homeless. This is due to the re-classification of Grangeway Court. A change in definition also accounts for one indicator attracting an amber RAG for Q3.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

Total	1		0		0		1
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Non key indicators are reported by exception at Q3. One indicator, relating to vacant posts, is not expected to reach target as the situation has been put on hold.

7.0 RISK CONTROL MEASURES

During the production of the 2009-12 Service Plan, the service was required to undertake a risk assessment of all Key Service Objectives.

Where a Key Service Objective has been assessed and found to have associated 'High' risk, progress against the application of risk treatment measures is to be monitored, and reported in the quarterly monitoring report in quarters 2 and 4, but in this quarter have been included at management's request. For further details please refer to Appendix 4.

8.0 PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS

During 2008/09 the service was required to undertake an Equality Impact Assessment. Progress against actions identified through that assessment, with associated High priority are to be reported in the quarterly monitoring report in quarters 2 and 4 but in this quarter have been included at management's request. Please refer to Appendix 5

9.0 DATA QUALITY

The author provides assurances that the information contained within this report is accurate and valid and that every effort has been made to avoid the omission of data. Where data has been estimated, has been sources directly from partner or other agencies, or where there are any concerns regarding the limitations of its use this has been clearly annotated.

10.0 APPENDICES

Appendix 1- Progress against Key Objectives/ Milestones
Appendix 2- Progress Against Key Performance Indicators
Appendix 3- Progress against Performance Indicators
Appendix 4- Progress against Risk Control Measures
Appendix 5- Progress Against High Priority Equality Risk Actions
Appendix 6- Financial Statement
Appendix 7- Explanation of RAG symbols

Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
HP 1	Working in partnership with statutory and non statutory organisations, evaluate, plan, commission and redesign services to ensure that they meet the needs and improve outcomes for the community of Halton	Develop commissioning strategy for challenging behaviour/Autism Spectrum Disorder Mar 2010 (AOF 6 & 30)	<input checked="" type="checkbox"/>	Business case presented in Jan. 2010. Awaiting final decision (Feb 2010).
		Commission combined advice, support and sanctuary service for people experiencing domestic violence Mar 2010 (AOF 6, 30 and 31)	<input checked="" type="checkbox"/>	Complete. Contract awarded to Halton & District Women's Aid.
		Commission feasibility study for Supporting People 'Gateway' or single point of access service Mar 2010 (AOF 6, 30 and 31)	<input checked="" type="checkbox"/>	Feasibility study complete.

**APPENDIX ONE - PROGRESS AGAINST OBJECTIVES/MILESTONES
Health & Partnerships**

Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
		Establish effective arrangements across the whole of adult social care to deliver self directed support and personal budgets Mar 2010 (AOF6)		Transformation Team now established. Good progress being made. Project structure in place. A comprehensive training programme underway and phase 2 being developed.
		Commission supported living services for Adults with Learning Disabilities and People with Mental Health issues Mar 2010 (AOF 6, 30 and 31)		Two people whose deteriorating health Needs required more accessible accommodation have now moved to their adapted home enabling them to continue sharing and avoid admittance to residential care. Contract extension to March 2011 has been approved. The time will be used to examine how we can move away from existing block contracts and shift control to the individual. Progress is being made with residential provider to reconfigure services to offer greater independence. NFTi demonstration site project in collaboration with St Helens Council and the PCT, has been launched and training date set for Inclusion web training.
		Redesign the housing solutions service to ensure the continued		Service redesign is complete, although plans to relocate the

**APPENDIX ONE - PROGRESS AGAINST OBJECTIVES/MILESTONES
Health & Partnerships**

Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
		effective delivery of services Mar 2010 (AOF6 &)		service are on hold until the outcome of the corporate accommodation review.
		Deliver against the government target to reduce by half (by 2010) the use of temporary accommodation to house homeless households Mar 2010 (AOF 6, 30 and 31)		Measures have been put in place to achieve the target, including the re-designation of Grangeway Court as supported housing and negotiations with RSLs to provide a smaller number of units for use as temporary accommodation. Whilst there is every likelihood that the target will be attained by the Govt. deadline of Dec 2010, it is unlikely to be achieved by March 2010.
		Introduce a Choice Based Lettings System to improve choice for those on Housing Register seeking accommodation Dec2010 (AOF 11&30)		It is anticipated that a report will be presented to Exec Board in Jan/Feb 2010 seeking key decisions to endorse a common sub regional allocations policy, the ICT supplier, and cost sharing details. The project is still on track to be implemented in 2010.
		Commission floating services for vulnerable groups Mar 2011 (AOF 6,30,31)		In procurement work plan for 2010/11.
		Work with the Council's Planning Department to introduce an affordable housing policy within the Local		Consultation on the Core Strategy ended 5/11/09. Following formal adoption, work will commence on the Development Plan

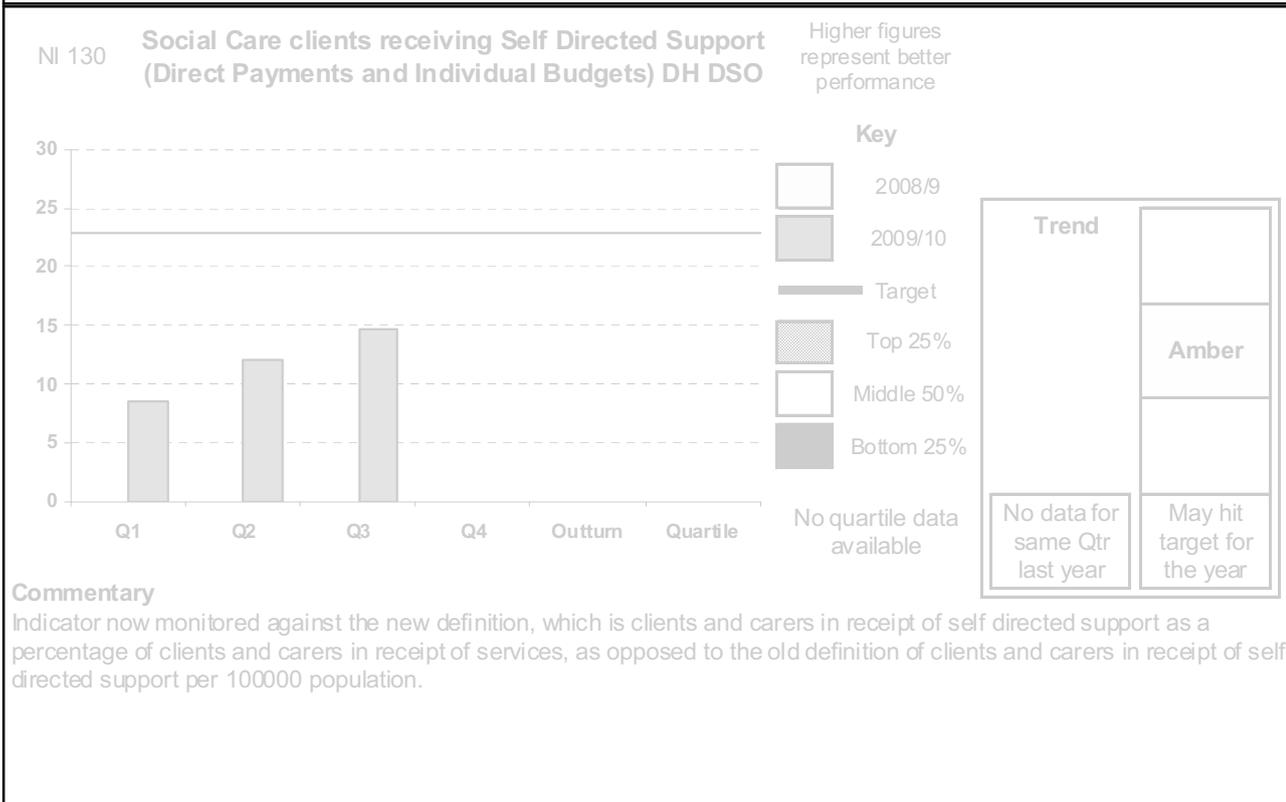
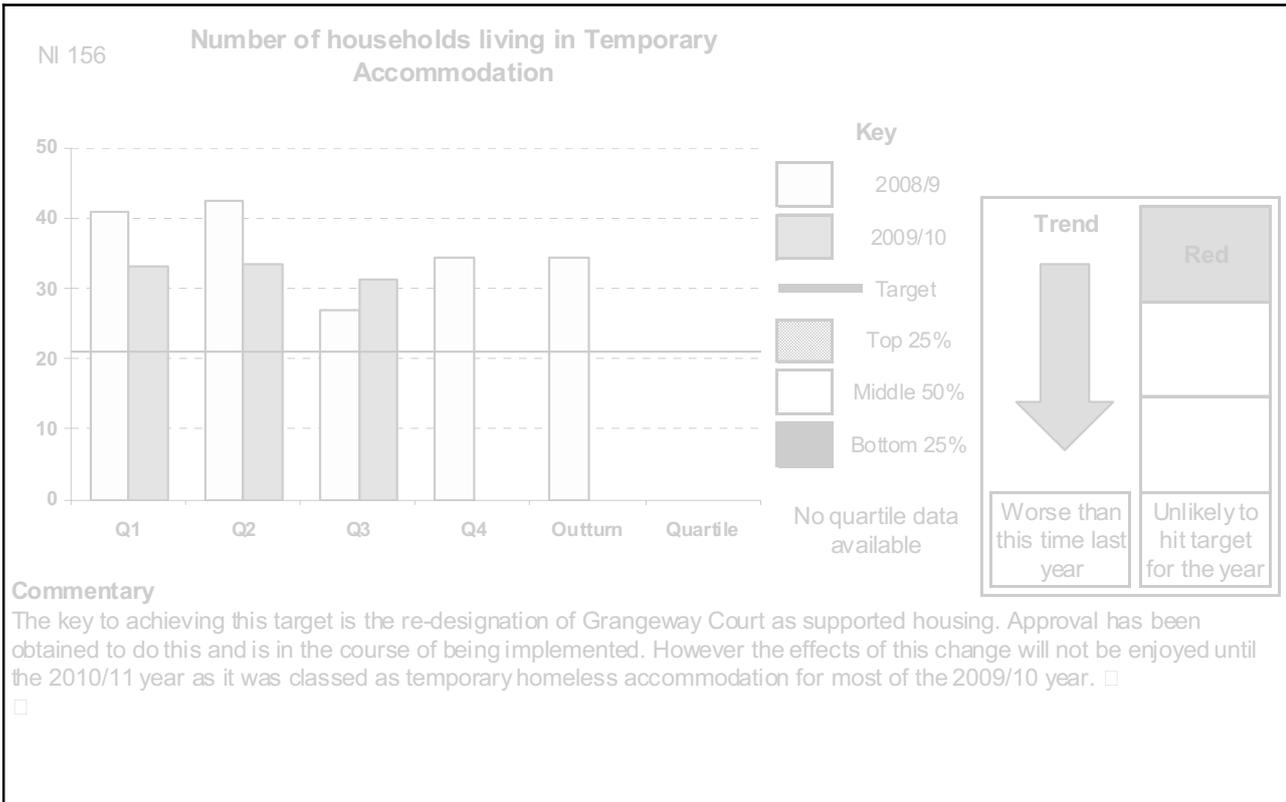
**APPENDIX ONE - PROGRESS AGAINST OBJECTIVES/MILESTONES
Health & Partnerships**

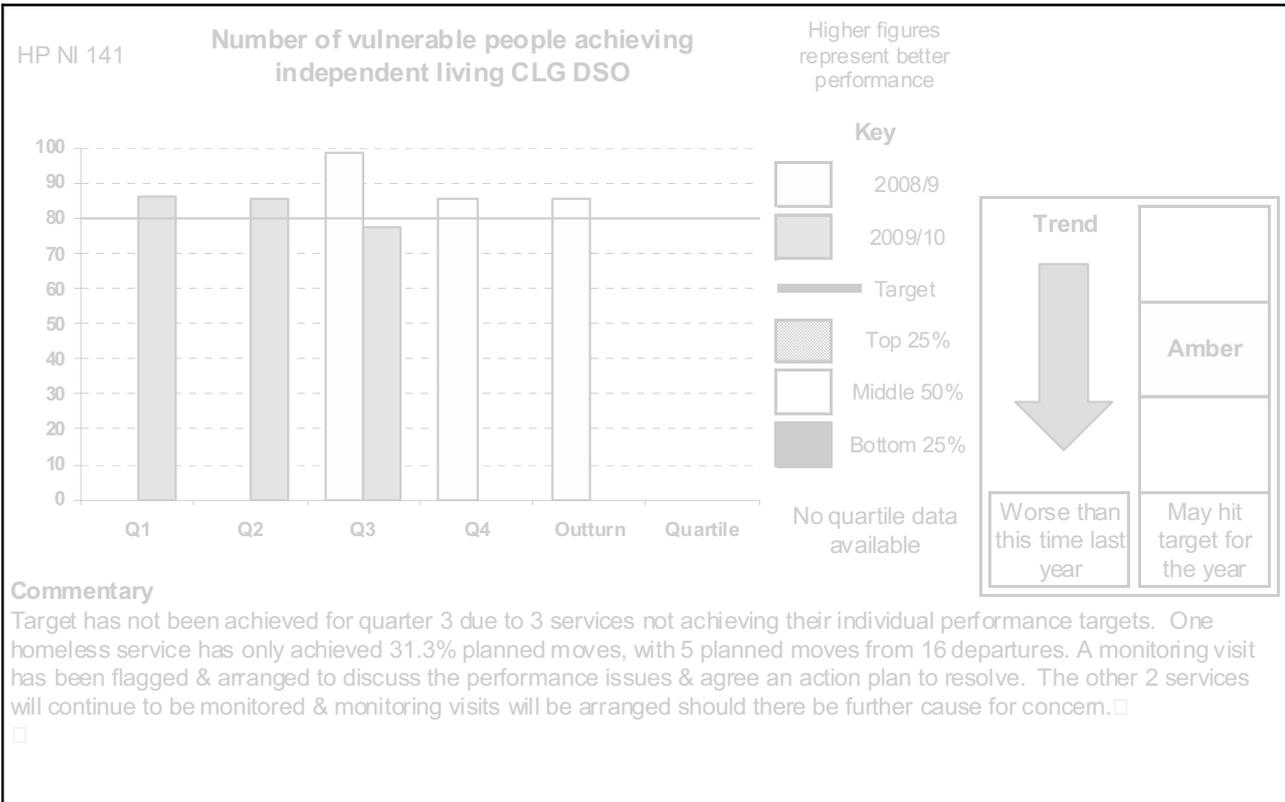
Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
		Development Framework Mar 2011 (AOF 11)		Documents, one of which will be for affordable housing policy. Currently on track to meet target.
HP 2	Effectively consult and engage with the community of Halton to evaluate service delivery, highlight any areas for improvement and contribute towards the effective re-design of services where required	Continue to survey and quality test service user and carers experience of services to evaluate service delivery to ensure that they are receiving the appropriate outcomes Mar 2010 (AOF 32)		Quality of life service data has now been collected and teams are updated on two specific questions respect and safety on a monthly basis as these are deemed to key questions. Data analysis is ongoing. A new carer survey feedback form has been designed and carers have been consulted on it. The design will be finalised shortly and the form will start to be used when it is completed.
HP 3	Ensure that there are effective business processes and services in place to enable the Directorate to manage, procure and deliver high quality, value for money services that meet people's needs	Assess, on a quarterly basis, the impact of the Fairer Charging Policy strategy to ensure that the charging policy is fair and operates consistently with the overall social care objectives Dec 2009 (AOF34)		Revised policy presented to Exec. Board Sub Committee on 10/09. Draft proposals for 2010/11 prepared and submitted.
		Develop a preliminary RAS model and explore impact on related systems Apr 2010 (AOF 34)		Further testing on the RAS model will be undertaken in January 2010 prior to roll out. Feedback from Managers is also contributing to the development of the questionnaire. Training plans well developed.

**APPENDIX ONE - PROGRESS AGAINST OBJECTIVES/MILESTONES
Health & Partnerships**

Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
		Review existing Direct Payment arrangements to ensure alignment with the personalisation agenda May 2010 (AOF 34)		Staffing reviewed and additional capacity created to meet personalisation agenda. Progress made in quarter redesigning Direct Payment guides e.g. Employing a Personal Assistant following service user consultation. The previously piloted North West in line Personal Assistant Register went live in October 2009. To date four direct payment clients have used this service to advertise for a PA vacancy.
		Review & update, on a quarterly basis, the 3 year financial strategy Mar 2010 (AOF 34)		Support to a number of projects is ongoing. The financial impacts of Continuing Health Care funding and the Valuing People Now settlement for Adults with Learning Disabilities are being further clarified with Halton and St Helens PCT.
		Review and deliver SP/Contracts procurement targets for 2009/10, to enhance service delivery and cost effectiveness Mar 2010 . (AOF35)		SP / Contracts procurement projects on target. The ALD tender was given a 12-month extension. A range of measures are being developed to integrate Personalisation and achieve the target date of 31.3.11

**APPENDIX ONE - PROGRESS AGAINST OBJECTIVES/MILESTONES
Health & Partnerships**





The following key indicator cannot be reported for the explanation given;
NI 127 Self expected experience of Social Care Workers: -

Indicator is derived from the Equipment Survey. Value will be reported either at year end if value known or in Quarter 1 2010.

Ref.	Description	Actual 2008/09	Target 2009/10	Quarter 3	Progress	Commentary
Cost & Efficiency						
HP LI 1	% of SSD directly employed posts vacant on 30 September	7.9	8	12.84		With the Efficiency Review and the modernisation agenda of adult social care in full flow during 2009/2010, many vacant posts within Adult Social Care have been put on hold. This has created a variance with the target figure that had been set, and it is unlikely that this figure will alter too much by the end of March 2010.

Key Objective	Risk Identified	Risk Treatment Measures	Target	Progress	Commentary
<p>HP2</p> <p>Milestone: Update JSNA summary following community consultation</p>	<p>Failure to identify resources/skills required to refresh data and summary on an annual basis and produce full JSNA on 3yr basis</p>	<p>Work with colleagues in Public Health, Corporate Intelligence Unit and CYP to identify staff with appropriate skills/knowledge to undertake work</p> <p>Ensure that work on JSNA is built into identified staffs work programmes</p> <p>Establish formal reporting mechanism for progress with JSNA to Health PPB</p>	<p>March 2010</p>	<p>?</p>	<p>Working groups set up- attendance could be improved.</p> <p>Service Development Officer assigned to work on JSNA is off on long-term leave – protracted recruitment process has affected progress with full JSNA. Temporary appointment now confirmed.</p> <p>Draft summary of refresh completed in December. Presented to Health PPB in January.</p>
	<p>Failure to implement comprehensive community consultation</p>	<p>Work with colleagues in Public health, corporate communications and CYP to identify staff with appropriate skills/knowledge to carry out annual consultation.</p> <p>Ensure that work on JSNA consultation is built into</p>	<p>March 2010</p>	<p>?</p>	<p>Road show, street and on-line surveys undertaken in Oct 09.</p> <p>Service Development Officer assigned to work on JSNA is off on</p>

Key Objective	Risk Identified	Risk Treatment Measures	Target	Progress	Commentary
		identified staffs work programmes			long-term leave – protracted recruitment process has affected progress with full JSNA. Temporary appointment now confirmed
<p>HP 2</p> <p>Milestone: Continue to survey and quality test service user and carers experience of services to evaluate service delivery to ensure that they are receiving the appropriate outcomes</p>	<p>Failure to demonstrate outcomes and work with service users to improve them could mean that poor services are provided to the people that need them and ultimately reduce the Directorate's performance rating</p>	<p>Contact Centre Surveys undertaken on new service users to test service experience</p> <p>Surveys undertaken on specific topics through the year so that outcomes are tested and views on service improvements are sought.</p>	<p>Nov 2010</p>		<p>The Contact Centre continue to test Lifeline users but there are plans to replace this with a new survey that will be undertaken at review by the wardens. This will enable direct feedback to those who are responsible for organising and managing the service.</p>
<p>HP 3</p> <p>Milestone: Following the publication of the new national guidance on complaints, review, develop, agree and implement a joint complaints policy and procedure to ensure a consistent and holistic approach</p>	<p>Failure to respond to the statutory performance agenda and care frameworks could impact on the people the Directorate provides services to and the performance rating of the Directorate.</p>	<p>An annual performance strategy is created that details all the checks and balances in place so that performance is monitored appropriately. This includes a timetable of the reporting and testing mechanisms that are used to monitor performance.</p>	<p>September 2009</p>		<p>Complaints are being processed in line with the new national guidelines/legislation. Reports are made to Senior Management Team and other managers quarterly, to report lessons learned and outcomes along with the statutory annual report. Outcomes of complaints and learning are reported to help inform the development of services. Joint complaints procedures have been agreed</p>

Key Objective	Risk Identified	Risk Treatment Measures	Target	Progress	Commentary
					locally and are being developed regionally.
HP3 Milestone: Develop a preliminary RAS model and explore impact on related systems	Failure to follow a staged approach to developing the preliminary RAS model will not highlight areas of concern and meet NI 130 targets.	A ongoing monitoring of performance development, highlighting findings and taking appropriate action to amend the RAS	March 2010	?	The Personalisation team is evaluating Halton's bespoke questionnaire. Points allocated will feed into the developing Desktop RAS which will be available at the end of January 2010 to test a further 20 physical and sensory disability service users, with a working model rolled out in April 2010. The Personalisation team has also evaluated the National RAS and questionnaire and has decided to continue with the development of the existing model given current ownership from staff and recognition of informal care in Halton's model.
	Failure to review on going performance development to ensure RAS is continually updated	Regularly review RAS with appropriate managers, and provide progress reports on a monthly basis	March 2010	?	All social work teams have been informed of their Direct payment/ Individualised budgets targets for service users and carers for 2009/10 with monthly performance monitoring reports used to monitor progress to date. Feedback from Managers is also contributing to the development of

Key Objective	Risk Identified	Risk Treatment Measures	Target	Progress	Commentary
					the questionnaire and RAS future model.
	Failure to explore areas of concern on related systems and flag issues with manager	Regularly review RAS with appropriate managers, and provide progress reports on a monthly basis	March 2010	?	Progress is reported via the Finance Work stream Group, TASC Board and Self Directed Support Board to address areas of concern. Training Plans have also been put in place for the Mental Health Team.
HP3 Milestone: Review existing Direct Payment arrangements to ensure alignment with the personalisation agenda	Not consulting with all relevant parties throughout the process may delay the alignment of the agenda	Regular meetings of the Self Directed Support Groups will ensure all parties are informed and any areas of concern highlighted and considered. Consultation with service users arranged.	May 2010	✓	Various consultation events have been held this quarter by the Direct Payments/ Individualised Budgets team e.g. Meeting with Carers forums, Social Work Teams to promote the use of Direct payments and IBs. A support group for service users and their carers receiving a DP has also re-commenced which will be held every two months to update and engage service users on the progress of the personalisation agenda. Quarterly Newsletters also provide useful feedback.
HP3 Milestone: Review and deliver SP/Contracts procurement targets for	Failure to secure/retain adequate staffing resources within team to project manage tender process	Secure support from SMT to resource team at level needed to complete 2009/10 work programme Limit opportunities for	March 2010	✓	Additional staff were recruited in order to complete work programme. Seconded staff now returned to the QA Team in order to strengthen the skills and knowledge of current

**APPENDIX FOUR - PROGRESS AGAINST RISK CONTROL MEASURES
Health & Partnerships**

Key Objective	Risk Identified	Risk Treatment Measures	Target	Progress	Commentary
2009/10, to enhance service delivery and cost effectiveness		<p>secondment to reduce loss of skills/knowledge within the team</p> <p>Agree priority work areas (based on risk) and offer advice and guidance only in respect to projects/tenders deemed low risk</p>			<p>team.</p> <p>Advice and guidance is offered to the projects that are lower risk and not detailed on work plan</p>
	Unable to award contract due to lack of or poor quality of tender submissions	<ul style="list-style-type: none"> • Maximise opportunities for providers to submit comprehensive tenders by building in sufficient time for returns at each stage of the tender process. • Advertise tenders on a national basis. • Develop contingency plans for the extension of existing services subject to tender. 	March 2010	<input checked="" type="checkbox"/>	<p>Sufficient time is built into the workplan for tender, though the officers are now using the Due North tendering system at present which is adding to the time allocated. This is the new system that the Council will be fully implementing from April 2010.</p> <p>All tenders are advertised through the national trade journals and local press.</p> <p>Currently working on the contingency plans for the extensions of services prior to tendering.</p>

Strategy/Policy/Service	HIGH Priority Actions	Target	Progress	Commentary
Housing	Private Sector Housing Conditions survey to be carried out, with resulting data disaggregated and analysed for race and disability	March 2010	<input checked="" type="checkbox"/>	Survey complete. Draft report on finding to be delivered by April 10.

HEALTH & COMMUNITY - HEALTH AND PARTNERSHIP

Revenue Budget as at 31st December 2009

	Annual Revised Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
Employees	4,405	3,186	3,185	1	3,372
Premises Support	121	78	75	3	75
Other Premises	44	34	32	2	55
Supplies & Services	521	376	372	4	374
Training	96	20	16	4	16
Transport	19	14	21	(7)	22
Departmental Support Services	174	0	0	0	0
Central Support Services	787	590	590	0	590
Agency Related	219	136	106	30	130
Supporting People Payments to Providers	7,222	4,685	4,684	1	4,684
Unallocated Grants	65	0	0	0	0
Asset Charges	963	0	0	0	0
Total Expenditure	14,636	9,119	9,081	38	9,318
Income					
Sales	-15	-11	-10	(1)	-10
Receivership Income	-69	-52	-62	10	-62
Rents	-122	-121	-138	17	-138
Departmental Support Services Recharges	-3,687	0	0	0	0
Supporting People Main Grant	-7,411	-5,640	-5,637	(3)	-5,637
Social Care Reform Grant	-559	-559	-559	0	-559
Adult Social Care Workforce Grant	-364	-273	-273	0	-273
Supporting People Admin Grant	-113	-84	-85	1	-85
Training Support Implementation Fund	-83	-83	-91	8	-91
Homelessness Grant	-30	-30	-30	0	-30
Disabled Facilities Grant	-40	-40	-40	0	-40
Mortgage Rescue Scheme	-38	-38	-38	0	-38
Other Grants	-68	-64	-68	4	-68
Re-imbursments	-145	-195	-199	4	-199
Other Income	-170	0	0	0	0
Total Income	-12,914	-7,190	-7,230	40	-7,230
Net Expenditure	1,722	1,929	1,851	78	2,088

Comments on the above figures:

In overall terms revenue spending at the end of quarter 3 is £78k below budget profile, due in the main to the overachievement of income targets and expenditure incurred to date relating to bed & breakfast accommodation being less than anticipated at this stage of the financial year.

Receivership income continues, for a third quarter in succession, to overachieve against budget profile despite lower interest rates reducing income from fees.

The additional income generated is being used to fund a post in order to meet the increased demand of appointee service users requesting to be managed by the Appointee & Receivership team.

Rents received during the period continue to be higher than expected at budget setting time.

Health & Partnership**Capital Budget as at 31st December 2009**

	2009/10 Capital Allocation £000	Allocation To Date £000	Actual Spend To Date £000	Allocation Remaining £000
IT	28	10	0	28
Total Spending	28	10	0	28

Housing Strategy & Support Services**Capital Projects as at 31st December 2009**

	2009/10 Capital Allocation £'000	Allocation To Date £'000	Actual Spend To Date £'000	Allocation Remaining £'000
<u>Private Sector Housing</u>				
Housing Grants/Loans	354	150	80	274
Disabled Facilities Grants	1,501	975	540	961
Home Link	10	0	3	7
Energy Promotion	100	66	43	57
Choice based lettings	50	0	0	50
Handy Person Van	12	0	0	12
Contingency	50	0	0	50
	2,077	1,191	666	1,411

The RAG symbols are used in the following manner:

	<u>Objective</u>	<u>Performance Indicator</u>
<u>Green</u>	 Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.	Indicates that the <u>target is on course to be achieved</u> .
<u>Amber</u>	 Indicates that it is <u>unclear</u> at this stage <u>whether the objective will be achieved</u> within the appropriate timeframe.	Indicates that it is either <u>unclear</u> at this stage or too early to state whether the target is on course to be achieved.
<u>Red</u>	 Indicates that it is <u>highly likely or certain</u> that the <u>objective will not be achieved</u> within the appropriate timeframe.	Indicates that the <u>target will not be achieved</u> unless there is an intervention or remedial action taken.

QUARTERLY MONITORING REPORT

DIRECTORATE: Environment
SERVICE: Highways, Transportation & Logistics
PERIOD: Quarter 3 to period end 31st December 2009

1.0 INTRODUCTION

This quarterly monitoring report covers the Highways, Transportation & Logistics Department third quarter period up to 31 December 2009. It describes key developments and progress against “key” objectives and performance indicators for the service.

The way in which traffic lights symbols have been used to reflect progress to date is explained within Appendix

2.0 KEY DEVELOPMENTS

Mersey Gateway

The ongoing position with the land assembly process is that during the intervening period between the close of the Public Inquiry and receipt of the Secretaries of State’s decision the MG Land Assembly Team is continuing to pursue acquisitions by agreement. These negotiations in advance of Compulsory Purchase Orders/Transport and Works Act are being conducted in accordance with the guidance provided in Government Circular 06/2004 and the Mersey Gateway Relocation Strategy.

3.0 EMERGING ISSUES

None at this time.

4.0 PROGRESS AGAINST OBJECTIVES / MILESTONES

Total	8		7		1		9
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With the exception of bridge maintenance all objectives / milestones are progressing as planned and additional details are provided in Appendix 1.

5.0 SERVICE REVIEW

The are currently no issues of service review to be reported.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	0		0		0		0
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There are presently no indicators that can be reported at this period as data does not become available until year-end. Further information will be provided next quarter.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

Total	0		0		0		0
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Refer above.

7.0 RISK CONTROL MEASURES

During the production of the 2009-12 Service Plan, the service was required to undertake a risk assessment of all Key Service Objectives.

Where a Key Service Objective has been assessed and found to have associated 'High' risk, progress against the application of risk treatment measures is to be monitored, and reported in the quarterly monitoring report in quarters 2 and 4.

8.0 PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS

During 2008/09 the service was required to undertake an Equality Impact Assessment. Progress against actions identified through that assessment, with associated High priority are to be reported in the quarterly monitoring report in quarters 2 and 4.

No actions have been identified as high priority for the service.

9.0 DATA QUALITY

The author provides assurance that the information contained within this report is accurate and valid and that every effort has been made to avoid the omission of data. Where data has been estimated, has been sourced directly from a partner or other agencies, or where there are concerns regarding the limitations of its use this has been clearly annotated.

10.0 APPENDICES

Appendix 1- Progress against Objectives/ Milestones
Appendix 2- Details of performance indicators to be reported at Q4
Appendix 3 - Financial Statement
Appendix 4 - Explanation of traffic light symbols

Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
HTL 1	Mersey Gateway – Complete the procedural processes to achieve all necessary orders for the construction of Mersey Gateway within the timescales required	Complete Public Inquiry into objections raised to enable scheme to progress in accordance with required timescales. Aug 2009		The Public Inquiry was formally closed by the Inspector on 28 July. The Inspectors report and recommendations were due to be submitted to the DfT Planning Inspectorate by mid December 2009.
		Secretary of State confirms the necessary orders for the construction of the Mersey Gateway. Feb 2010		Decision pending.
HTL 2	Mersey Gateway – Commence the procurement process for the construction of Mersey Gateway to ensure that the project can be completed within the required timescales	Conditional funding approval. Mar 2010		Decision pending – subject to Secretary of State decision on the orders for the construction of the Mersey Gateway.
HTL 3	LTP Capital Programme - Deliver the LTP Capital Programmes to ensure that the transport system is maintained and developed to meets local needs	To deliver the 2009/10 LTP Capital Programme Mar 2010		Ongoing monitoring is taking place to ensure that the LTP is delivered on time and within budget.
HTL 4	Local Transport Plan 2 – Submit progress reports as required by DfT and monitor progress against the Council's transport objectives to meet statutory requirement and ensure progress is maintained	Progress report to Members Sept 2009		Report was approved by Urban Renewal PPB, 16 th September 2009.

Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
HTL 5	Silver Jubilee Bridge Complex Major Maintenance— Secure funding, complete procurement and deliver works to enable the bridge and associated structures to reach a steady state of maintenance	Initiate delivery of PRN Grant funded programme of works through the HBC Bridge Maintenance Partnership Apr 2009		Balvak Ltd have been appointed as Works Partner for the HBC Bridge Maintenance Partnership and have commenced delivery of the 2009/10 works programme.
		Review progress, revise SJB maintenance Strategy document and deliver 2009/10 works programme Mar 2010		<p>Expenditure to Q3 is below the anticipated profile. The disruption created by the insolvency of the contractor originally appointed to undertake the works through the Bridge Maintenance Partnership contract delayed progress with works delivery by approx 3 months.</p> <p>Measures for managing any potential underspend associated with this are being determined.</p> <p>The maintenance strategy is being amended to reflect work completed and full refresh will be commissioned by end of financial year. This will include assumptions regarding consequences of Mersey Gateway de-linking for future bridge maintenance in the SJB Complex.</p>

Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
HTL 5	Silver Jubilee Bridge Complex Major Maintenance– Secure funding, complete procurement and deliver works to enable the bridge and associated structures to reach a steady state of maintenance	In conjunction with framework consultants and Mersey Gateway Project Team, consider issues associated with integration of existing SJB Complex Major Scheme Bid into business case for delivery of Mersey Gateway and formalise full response to DfT Jun 2009	<input checked="" type="checkbox"/>	<p>DfT have advised that priority should be given to consideration of the standalone SJB Complex Major Maintenance Bid. Formalisation of a full response regarding integration of SJB Complex Major Maintenance Bid has been deferred accordingly.</p> <p>In response to DfT queries, further information was submitted to DfT in July/August 2009 regarding the formal Project Management intended for delivery of the major maintenance activity. Further dialogue with DfT has taken place regarding revisiting the cost benefit analysis model to see how the completion of the activity being funded through PRN Grant in advance of the Bid has affected the BCR for the bid. HBC meeting DfT in January to scope this though DfT have confirmed that it feasible that a maintenance scheme such as this with procurement already established could progress straight through to Conditional Funding stage.</p>

The following “Key” indicators will be reported at year end:

HTL LI6 - No. of passengers on community based accessible transport

NI 175 - Access to core services and facilities by individuals through public transport, walking and cycling (NB 4 parts)

NI 176 - Percentage of people of working age living within a catchment area of a location with more than 500 jobs by public transport and/or walking

NI 177 - Number of local bus passenger journeys originating in the authority area in one year

HTL LI10 - No. of people killed or seriously injured (KSI) in road traffic collisions. (Previously BVPI 99ai)

HTL LI11 – No. of children (<16) killed or seriously injured (KSI) in road traffic collisions. (Previously BVPI 215b)

HTL LI12 - No. of children (<16) killed or seriously injured (KSI) in road traffic collisions. (Previously 99bi)

HTL LI15 - Condition of Unclassified Roads (% unclassified road network where structural maintenance should be considered). (Previously BVPI 224b)

NI 47 - People Killed and Seriously Injured

NI 48 - Children Killed and Seriously Injured

NI 168 -Percentage of principal road network where structural maintenance should be considered

NI 169 - Non principal roads where maintenance should be considered

NI 178 - Bus service punctuality

NI 189 – Flood and coastal erosion risk management.

Note: NI 167 - Congestion during morning peak times – monitoring only is required using DfT data. NI 198 – Mode of children travelling to school, data to be supplied by DfT in August 2009.

HIGHWAYS, TRANSPORTATION & LOGISTICS
Revenue Budget as at 31st December 2009

	Annual Revised Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
Expenditure					
Employees	3,436	2,599	2,577	22	2,599
Premises Support	615	350	351	(1)	351
Other Premises	156	112	74	38	95
Hired & Contracted Services	305	229	174	55	231
Supplies & Services	332	257	256	1	325
Highways Insurance	482	361	361	0	361
Street Lighting	1,810	1,055	1,052	3	1,140
Highways Maintenance	2,348	1,113	1,106	7	2,004
Bridges	127	89	73	16	81
Eastern Relief Road (met by grant)	214	72	67	5	98
Other Transport	218	141	151	(10)	151
Central Support Services	923	692	692	0	692
Departmental Support Services	338	0	0	0	0
NRA Levy	57	43	60	(17)	60
Subsidised Bus Routes	794	595	573	22	649
Halton Hopper	153	114	152	(38)	152
Out of Zone Transport	51	38	39	(1)	67
Grants to Voluntary Organisations	122	122	122	0	122
Asset Charges	5,025	0	0	0	0
Total Expenditure	17,506	7,982	7,880	102	9,178
Income					
Halton Hopper Sales	-153	-114	-114	0	-164
Sales	-45	-34	-29	(5)	-93
Out of Zone Transport	-51	-51	-46	(5)	-46
Other Fees & Charges	-209	-51	-100	49	-126
Support Service Recharges	-1,078	0	0	0	0
Grants & Reimbursements	-523	-380	-381	1	-381
Recharge to Capital	-662	-152	-173	21	-228
Total Income	-2,721	-782	-843	61	-1,038
Net Expenditure	14,785	7,200	7,037	163	8,140

Comments on the above figures:

In overall terms revenue spending at the end of quarter 3 is below budget profile. This is due to a number of expenditure budget areas.

Staffing is below budget to date mainly in the Highways Engineers section and also in Transport Section due to vacancies.

Other premises is below budget due to the NNDR bills for car parks being lower than budgeted and maintenance costs also being lower than budgeted.

Subsidised Bus Routes is below budget due to quarterly charges not yet received from other authorities and Merseytravel. This budget will be fully spent at the financial year-end, as indicated by the actual including commitment figure.

With regards to income, there has been a larger than normal number of Temporary Prohibition Notices issued which has resulted in additional income.

At this stage it is anticipated that overall spend will be in line with the Departmental budget by the financial year-end.

HIGHWAYS, TRANSPORTATION & LOGISTICS
Capital Projects as at 31st December 2009

	2009/10 Capital Allocation £'000	Allocation To Date £'000	Actual Spend To Date £'000	Allocation Remaining £'000
Local Transport Plan				
Bridges & Highway Maintenance				
Bridge Assessment, Strengthening & Maintenance	7,281	4,630	2,149	5,132
Road Maintenance	1,493	1,122	1,037	456
Total Bridge & Highway Maintenance	8,774	5,752	3,186	5,588
Integrated Transport	1,831	695	506	1,325
Total Local Transport Plan	10,605	6,447	3,692	6,913
Halton Borough Council				
Mersey Gateway Development Costs	0	0	0	0
Mersey Gateway Early Land Acquisition	9,500	7,125	6,441	3,059
Flood Defence	214	186	110	104
Street lighting – Structural Maintenance	200	150	192	8
Bringing Roads to Adopted Standard	200	18	2	198
Total Halton Borough Council	10,114	7,479	6,745	7,094
Section 106/External Funded Work				
Upton Rocks Distributor Road	225	225	279	-54
A56/Eastern Expressway Improvements	220	220	405	-185
Road Safety Grant	72	72	72	0
Transport Asset Management	39	35	34	5
Total Section 106/External Funded Work	556	552	727	-234

HIGHWAYS, TRANSPORTATION & LOGISTICS
LSP, External or Grant Funded Items as at 31st December 2009

	Annual Revised Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
Accessible Transport	26	26	26	0	26
Neighbourhood Travel Team	60	41	32	9	34
Links To Work	51	38	14	24	19
Total Local Strategic Partnerships Funding	137	105	72	33	79

The traffic light symbols are used in the following manner:

	<u>Objective</u>	<u>Performance Indicator</u>
<u>Green</u>	 Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.	Indicates that the <u>target is on course to be achieved</u> .
<u>Amber</u>	 Indicates that it is <u>unclear</u> at this stage, <u>whether the milestone/objective will be achieved</u> within the appropriate timeframe.	Indicates that it is either <u>unclear</u> at this stage or too early to state whether the target is on course to be achieved.
<u>Red</u>	 Indicates that it is <u>highly likely or certain</u> that the <u>objective</u> will not be achieved within the appropriate timeframe.	Indicates that the <u>target</u> will not be achieved unless there is an intervention or remedial action taken.

QUARTERLY MONITORING REPORT

DIRECTORATE: Environment
SERVICE: Environmental & Regulatory
PERIOD: Quarter 3 to period end 31st December 2009

1.0 INTRODUCTION

This quarterly monitoring report covers the Environment & Regulatory Services Department third quarter period up to 31st December 2009. It describes key developments and progress against key objectives and performance indicators for the service.

It should be noted that this report is presented to a number of Policy and Performance Boards. Those objectives and indicators that are not directly relevant to this Board have been shaded grey.

The way in which symbols have been used to reflect progress to date is explained in Appendix 5

2.0 KEY DEVELOPMENTS

LANDSCAPE SERVICES

Q3 represents the last full Quarter in which the Landscape Services Division will exist. Following the Efficiency Programme a new Open Space Service will take over the roles and responsibilities of Landscape Services from February 2010.

PLANNING & POLICY

Local Development Framework Policy Documents

The results from the six week consultation on the Core Strategy Development Plan Document have been analysed and the key issues summarised. These issues will be presented to Chief Officers and Members on the Local Development Framework Working Party in due course. The next stages of the Core Strategy production process are to meet with Government Office and the Planning Inspectorate to discuss the key issues in preparation for a public consultation in November / December 2010 on the Submission version of the Core Strategy. The aim is to submit this to the Secretary of State in February 2011.

Evidence Base

A following technical documents have been finalised in the last quarter:

- Landscape Character Assessment – Provides a framework for describing an area’s character in terms of which landscapes need protecting, conserving and enhancing and provides guidelines to inform future policy decisions.
- Renewable Energy Study Phase 1 – This joint Merseyside sub-regional report looks at the potential for different types of renewable energies in the Sub-region. Phase 2 of the study will look in more detail. Both phases will be made publically available once completed.

Development Management Summary Stats for Q3:

Applications Received – 134 (includes applications withdrawn and returned)

Applications Decided - 104

Applications on hand (undecided) - 118

Pre-applications Received – 95

Pre-applications Closed – 80

Pre-applications on hand - 60

N.B. There are certain applications (such as tree preservation orders) that are not counted in the statutory CLG speed of processing statistics (NI 157). This accounts for the difference between the figures reported above and the figures given for NI157.

Summary of major applications received (but not necessarily decided) over the last Quarter.:

09/00426/HBCFUL - Proposed construction of an equipped children's play area on Land Off Roehampton Drive, Runcorn, Cheshire.

09/00430/FUL - Proposed residential development comprising 18 houses (2, 3 and 4 bedroom) and 8 apartments (2 bedroom) with private areas of hard standing for access, parking and servicing, secured private gardens and landscaped areas on Land Off Brackendale, Runcorn, Cheshire, WA7 2EF

09/00493/FUL - Proposed restoration of land by demolition of existing buildings and other structures and infilling with inert and non-inert waste materials together with the formation of a HGV haulage road along the western side of the production building at Eternit UK Ltd, Derby Road, Widnes, Cheshire, WA8 9ND.

09/00505/FUL - Proposed construction of new plant bakery consisting of a main production floor, distribution warehouse, engineering workshops, two storey offices, hardstanding for heavy goods vehicles, car parking and landscaping on Sector B, Manor Park 3, Blackheath Lane, Runcorn, Cheshire.

09/00512/FUL - Proposed erection of 74 No. dwellings, garages, car parking, landscaping and associated works on Land Off St Aidens Drive, Widnes, Cheshire.

09/00529/OUT - Outline application (with appearance, landscaping, layout and scale matters reserved) for redevelopment of vacant land to provide 26 No. 3/4/5 bedroom dwellings with associated infrastructure upgrades on Land To Rear Of 6-42 Norlands Lane And 31-51 Cronton Lane Widnes Cheshire.

10/00025/FUL - Proposed revision of approval 07/00739/FUL for a 90 No. unit (C2) Extra Care Apartment Scheme (for the elderly) on Land At Terrace Road, West Bank, Widnes Cheshire WA8 0DL.

WASTE MANAGEMENT

Pilot Multi-Material Recycling Box Scheme

A new pilot kerbside multi-material recycling collection service using recycling boxes was introduced in this quarter. This service is being provided to 3,300 properties in the Appleton, Norton South and Windmill Hill Wards. As with the blue bin kerbside recycling service, residents included in the pilot scheme are able to place plastic bottles, cans, glass bottles and jars, paper and cardboard into their blue box for recycling. The result from the pilot will be used to inform the extension of kerbside recycling services to all properties by the Summer of 2010.

Pilot Rewards for Recycling Scheme

The pilot 'rewards for recycling' scheme was launched in quarter 3. The scheme, which is run in partnership with an American company called RecycleBank, encourages increased levels of recycling by providing rewards to residents who recycle using their blue wheeled bins. The 6 month pilot is being delivered to over 10,000 residents in the wards of Daresbury, Grange, Heath, Halton Castle, Broadheath, Hough Green and Halton View.

In the pilot scheme, residents are rewarded with points for the amount of recyclable material they put into their blue recycling bin. The points can then be exchanged for money off goods and services at over 100 local and national shops, restaurants, leisure and entertainment facilities. On average, residents can earn over £135 in rewards value in a full year for their recycling efforts.

Subject to the completion of a successful pilot, and subsequent approval, it would be proposed that the 'rewards for recycling' scheme be rolled out to all areas of the borough from the summer of 2010.

3.0 EMERGING ISSUES

The Joint Merseyside and Halton Waste Development Plan Document (DPD) has reached the Preferred Options stage and public consultation is expected to be undertaken during March 2010, subject to Council approvals.

4.0 PROGRESS AGAINST MILESTONES/OBJECTIVES

Total	12		11		0		1
--------------	-----------	-----------------------------------------------------------------------------------	-----------	-----------------------------------------------------------------------------------	----------	-------------------------------------------------------------------------------------	----------

With one exception, relating to the refurbishment of the play area at Town park, Runcorn, all milestones / objectives are progressing as planned.

5.0 SERVICE REVIEW

Staff within Spatial Planning have been put 'at risk' and the transition of 'non-transaction' staff into a new 'Centre for Excellence' is about to take place. The production of the Local Development Framework will be undertaken by a team in the new Policy and Strategy Division.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	6		6		0		0
--------------	----------	------------------------------------------------------------------------------------	----------	------------------------------------------------------------------------------------	----------	--------------------------------------------------------------------------------------	----------

All key performance indicators are likely to achieve or exceed the annual target and additional details are provided within Appendix 2.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

Total	16		12		4		0
--------------	-----------	-------------------------------------------------------------------------------------	-----------	-------------------------------------------------------------------------------------	----------	---------------------------------------------------------------------------------------	----------

Of the remaining indicators for the service only four, relating to additional homes provided and waste collection / recycling, are presently uncertain of achieving their annual target For further details regarding these indicators are provided within Appendix 3.

7.0 RISK CONTROL MEASURES

During the production of the 2009-12 Service Plan, the service was required to undertake a risk assessment of all Key Service Objectives.

Where a Key Objective has been assessed and found to have associated 'High' risk, progress against the application of risk treatment measures is to be monitored, and reported in the quarterly monitoring report in quarters 2 and 4.

8.0 PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS

During 2008/09 the service was required to undertake an Equality Impact Assessment. Progress against actions identified through that assessment, with associated High priority are to be reported in the quarterly monitoring report in quarters 2 and 4.

No High priority actions were identified for the Department in 2009/10.

9.0 DATA QUALITY

The author provides assurance that the information contained within this report is accurate and valid and that every effort has been made to avoid the omission of data. Where data has been estimated, has been sourced directly from partner or other agencies, or where there are any concerns regarding the limitations of its use this has been clearly annotated.

10.0 APPENDICES

Appendix 1 - Progress against Key Objectives/ Milestones
Appendix 2 - Progress against Key Performance Indicators
Appendix 3 - Progress against Other Performance Indicators
Appendix 4 - Financial Statement
Appendix 5 - Explanation of symbols

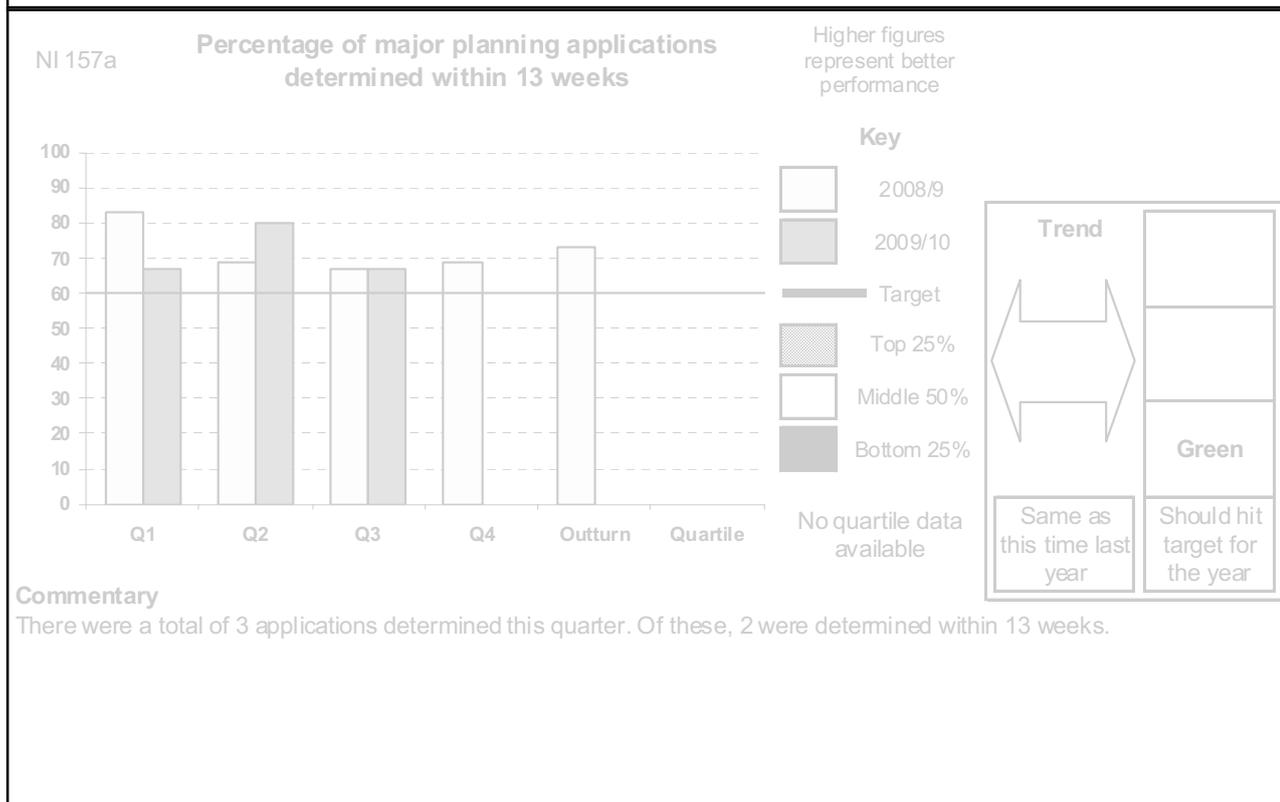
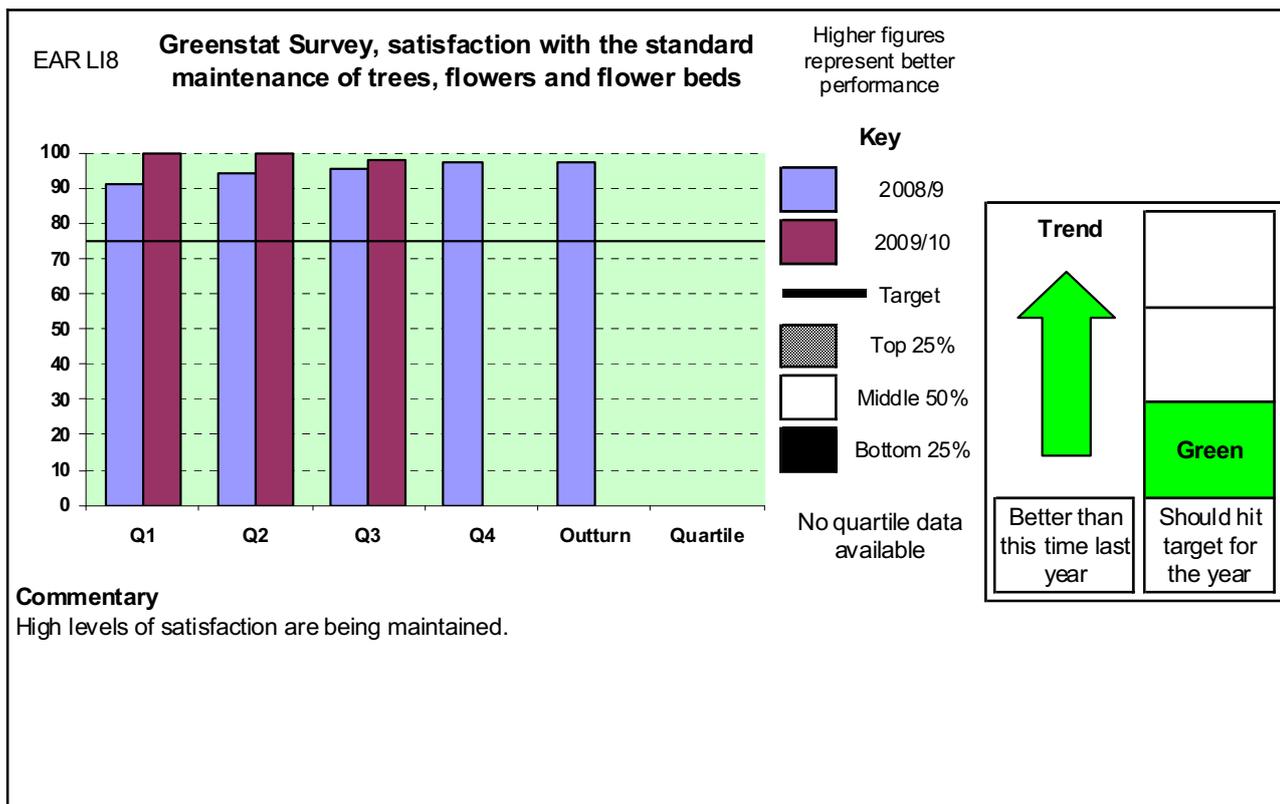
Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
EAR 1	Continue to improve Parks, Sports Grounds, Open Spaces and Local Nature Reserves (LNR's).	Undertake refurbishment and improvements at Runcorn Town Hall Park including additional imaginative play facilities for all age groups. March 2010		This project was completed in Q2
		Construct an imaginative new play area as part of the Playbuilder and Big Lottery programme at Spike Island and secure additional funding for refurbishment of the park and St Helen's Canal (links with South Widnes SPD), March 2010		Project underway and Playground element due for completion in Q4
		Deliver key elements, including the construction of a new Play Area, improvement to paths and entrance features, of the Hale Park 'Parks for People' project. Commence year 1 events programme. March 2010		Completed in Q1 and ongoing.
		Refurbish and enhance the play area at Town Park (Stockham Lane), September 2009 .		Project was not completed by September 2009. A staff vacancy within the Landscape Services Design Team meant that the project was not able to be progressed until Q3. Design work was completed in Q3 and tenders for work issued.

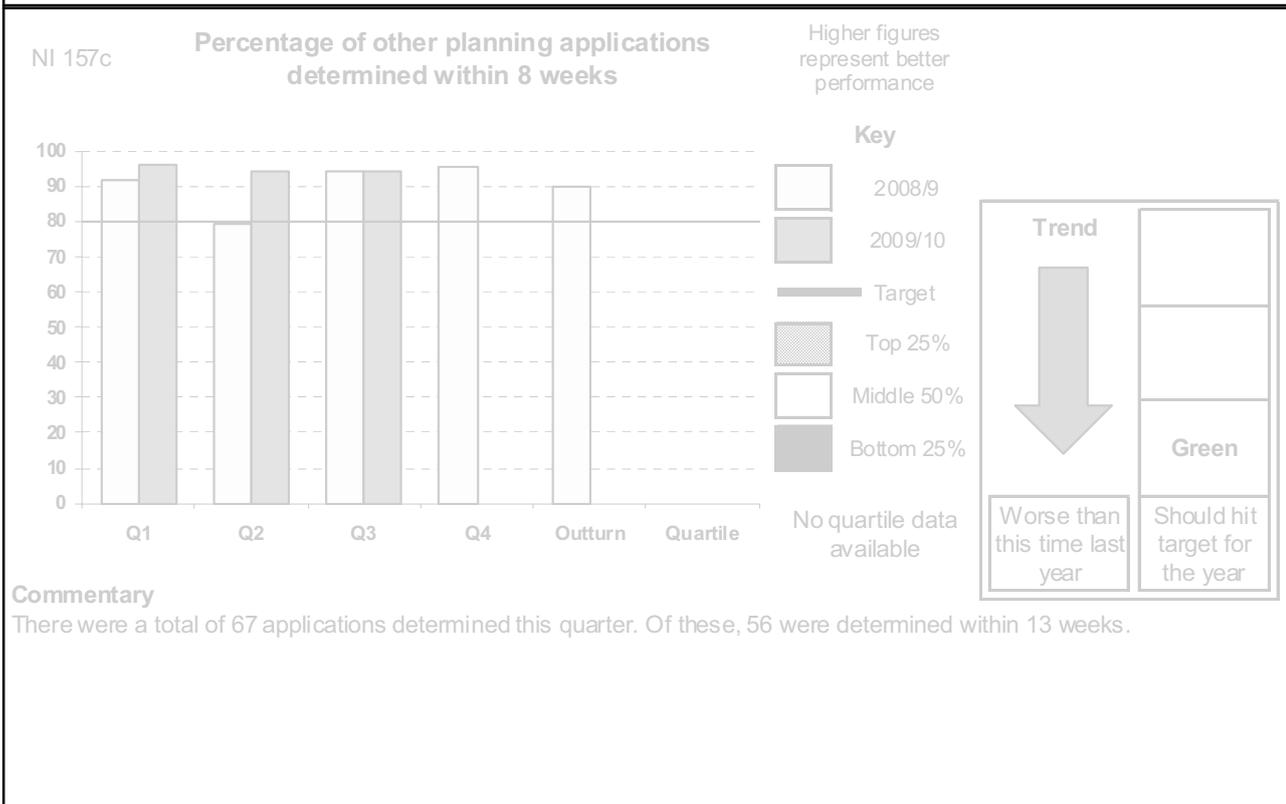
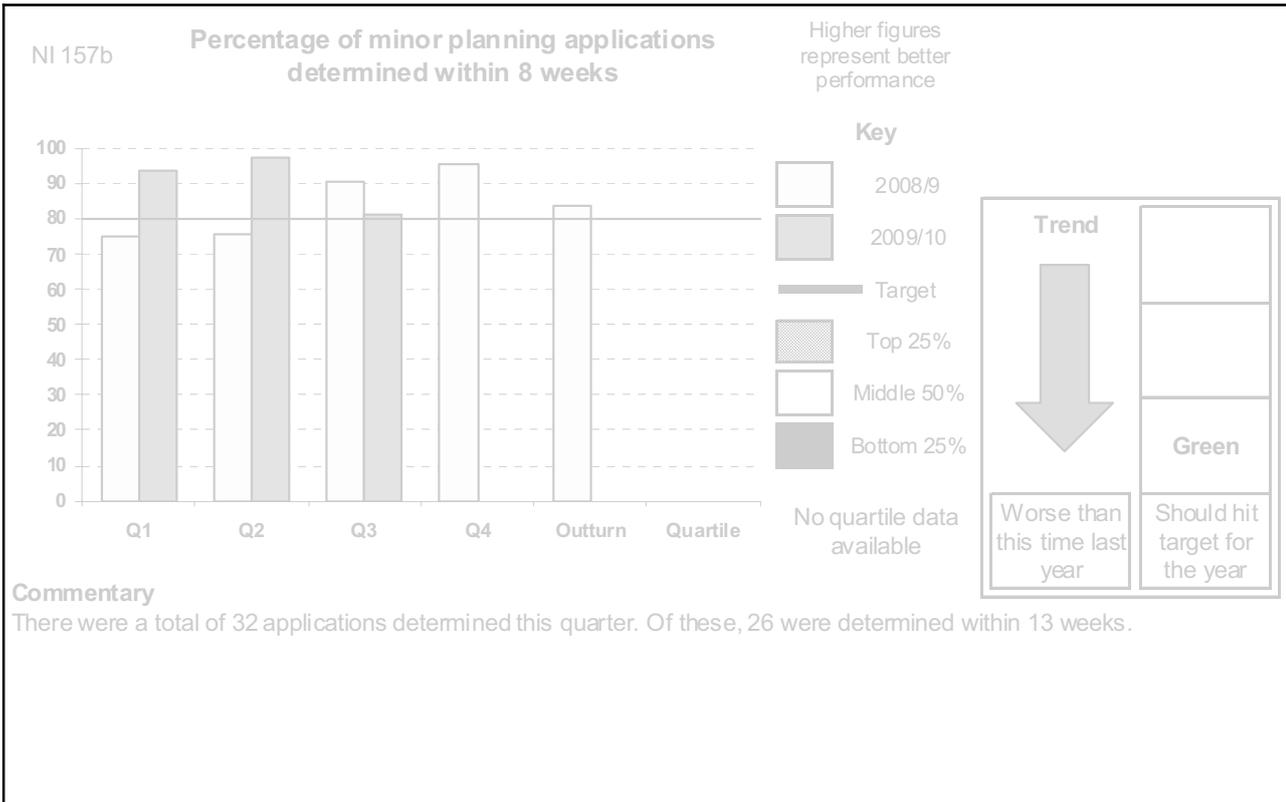
**APPENDIX TWO - PROGRESS AGAINST KEY PERFORMANCE INDICATORS
Environmental & Regulatory**

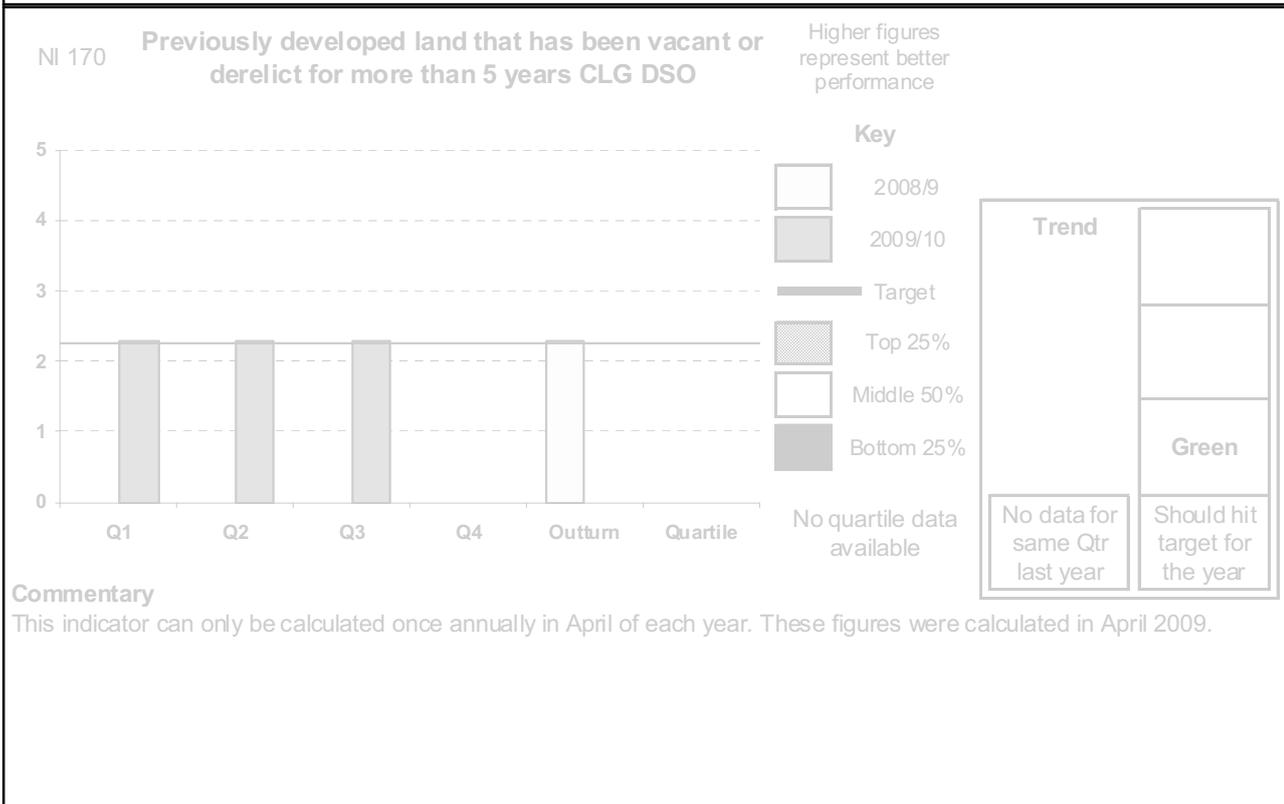
Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
EAR 2	To prepare and adopt a local development framework (LDF) and to review the LDF on a regular basis ensuring that an up to date development plan is available (statutory requirement). To achieve this by producing the following targets set out in the LDS 2009	Preferred Options for the Core Strategy placed on public consultation Sep 2009		The Core Strategy Preferred Options was placed on public consultation from 24th Sept until 5th November.
EAR 3	Implementation of actions to meet the objectives of the Council's Waste Management Strategy and Waste Action Plans	Extension to kerbside wheeled bin multi-material recycling service. Sep 2009		This target was met with the extension of the blue bin recycling scheme to a further 16,000 properties in quarter 2.
		Extension to kerbside wheeled bin green waste collection service May 2009		This target was met with the a further 5,000 properties being added to the green waste collection scheme in February 2009
		Extension to the network of neighbourhood recycling 'Bring Sites'. March 2010		Work is on-going to identify suitable new recycling sites

Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
EAR 3 Cont'd	Implementation of actions to meet the objectives of the Council's Waste Management Strategy and Waste Action Plans	Development and delivery of a co-ordinated Environmental Education and Communications Campaign. July 2009		This target was met with the delivery of a recycling information pack to 42,000 households in July 2009 as part of the roll-out of the kerbside recycling services. The Council's campaigns to increase awareness and understanding of waste issues remain on-going.
EAR 4	Carry out local Streetscene environmental improvements. (Street Scene is part of the Council's Environment Directorate that incorporates a number of services that have an important impact on the "street" and public open spaces in terms of their appearance and condition. It is one of the few services that in some way affects everyone using the Borough. Keeping our streets and our open spaces looking clean and tidy and well maintained	Undertake 20 small scale environmental improvements. Will include items such as installation of new street furniture, repair of existing street furniture and improvements to soft landscape. Dec 2008		Streetscene teams carried out 20 small scale improvements in Q3 including the installation of new street furniture such as bins and benches.

Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
EAR 6	To support initiatives to address obesity within Halton by introducing the Halton Early Years Food Award (HEYFA) to all Pre-school settings in the Borough and to develop a Healthy Eating award (HEAFB) to be initially introduced in Business canteens in the Borough	Establish the HEYFA in 70% of Pre-school settings in Halton. Mar 2010		The award was developed in partnership with Environmental Health, the Community Paediatric Dietician, Oral Health Promotion and the Pre-School Learning Alliance. The partnership has implemented the early years food award in 38% of pre-schools in the borough (19/50). There are currently a further 5 working towards the standard. they are on target to achieve the year target of 70%
		Initiate discussions with PCT and nutritionist for Healthy Eating Award for Businesses (HEAFB). Mar 2010		This is to be piloted in two large employers (one Runcorn and one Widnes). This will involve working to ensure food provided in the canteen facility complies with the Merseyside Food Charter.







Ref.	Description	Actual 2008/09	Target 2009/10	Quarter 3	Progress	Commentary
Service Delivery						
NI 154	Net additional homes provided PSA 20	395	518	75	?	<p>Completions to date for 2009/10 (Q1,Q2,Q3) are 162</p> <p>Of the 12 major sites under construction Quarter 3 there are:</p> <ul style="list-style-type: none"> • 75 completions this quarter. (54 of these are affordable housing) • 4 sites now wholly completed. • Currently 214 dwellings under construction , of these only expect approximately 37 completions Q4 .Reason for the low yield (42 apartments halted base only on Evolution Site) and 40 apartments only just restarted build on The Decks Runcorn and 33 dwells on Castlefields site just started .
NI 191	Residual household waste per head Defra DSO	889.79	856	620.92	?	Waste production is subject to seasonal variation, and it is unclear at this stage whether the end of year target will be met.
NI 192	Household waste recycled and composted	28.6	31	30.95%	?	Waste production is subject to seasonal variation, and it is unclear at this stage whether the end of year target will be met.
NI 193	Municipal waste land filled Defra DSO	73.56	63	68.33%	?	Waste production is subject to seasonal variation, and it is unclear at this stage whether the end of year target will be met.

ENVIRONMENTAL HEALTH & BUILDING CONTROL DIVISION

Revenue Budget as at 31st December 2009

	Annual Revised Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
Expenditure					
Employees	1,482	1,118	1,233	(115)	790
Premises Support	189	142	142	0	94
Other Premises	9	2	0	2	0
Supplies & Services	183	132	116	16	143
Transport	72	47	45	2	35
Central Support Services	390	292	292	0	226
Departmental Support Services	270	0	0	0	0
Agency Related	19	19	18	1	19
Asset Charges	2	0	0	0	0
Total Expenditure	2,616	1,752	1,846	(94)	1,307
Income					
Sales	-45	-34	-33	(1)	-27
Building Control Fees	-372	-279	-119	(160)	-76
Pest Control	-67	-50	-62	12	-55
Other Fees & Charges	-13	-9	-5	(4)	-3
Grant Funding	0	0	-12	12	0
Reimbursements	-12	-4	0	(4)	0
Total Income	-509	-376	-231	(145)	-161
Net Expenditure	2,107	1,376	1,615	(239)	1,146

Comments on the above figures:

In overall terms, revenue net expenditure at the end of quarter 3 is above budget profile.

With regards to expenditure, staffing is above budget to date due to the expected staff savings expected for the year having not yet been implemented. Although supplies and services appears to be below budget to date this is not the case when the commitments are taken into account.

With regards to income, Building Control fees are less than budget to date as a result of increased competition from the private sector and the current economic climate.

This item underachieved income by £125k last financial year and is forecast to underachieve again this financial year. Hence this budget will be monitored closely throughout the year.

At this stage it appears the only significant issue is the low Building Control income.

Revenue Budget as at 31st December 2009.

	Annual Budget £'000	Budget Revised £'000	Actual To Date £'000	Variance (Overspend) £'000	Actual Including Committed Items £'000
<u>Expenditure</u>					
Employees	3,597	2,712	2,734	(22)	2,734
Operational Building	110	82	82	0	82
Other Premises Costs	49	40	37	3	37
Supplies and Services	338	364	381	(17)	381
Recycling	174	60	60	0	60
Hired & Contracted Services	84	74	100	(26)	100
Trade Waste Tipping	140	105	77	28	77
Agency Services	62	47	40	7	40
Waste Disposal - Fridges	21	16	7	9	7
Waste Disposal - Green Waste	43	43	43	0	43
Waste Disposal - Other	567	258	176	82	176
Waste Disposal - HWC"s	1,854	1,391	1,079	312	1,079
Waste Disposal - Domestic Refuse	594	446	482	(36)	482
Waste Disposal - Landfill Tax	1,697	1,273	1,185	88	1,185
Transport	1,332	1,001	986	15	986
Environment Overheads	280	212	212	0	212
Capital Finance	86	69	64	5	64
Asset Charges	24	18	18	0	18
Central Support Costs	575	433	433	0	433
Total Expenditure	11,627	8,644	8,196	448	8,196
<u>Income</u>					
Sales	-1	0	0	0	0
Fees & Charges - Trade Waste	-582	-437	-260	(177)	-260
Fees & Charges - Bulky Waste	-163	-122	20	(142)	20
Fees & Charges - Other	-84	-64	-26	(38)	-26
Support Cost Income	-86	-65	-72	7	-72
Building Cleaning Recharges	-760	-570	-596	26	-596
School Cleaning Recharges	-687	-516	-544	28	-544
Miscellaneous St Cleansing Recharges	-164	-123	-64	(59)	-64
Total Income	-2,527	-1,897	-1,542	(355)	-1,542
Net Expenditure	9,100	6,747	6,654	93	6,654

Comments

Although the service is operating within budget there are still the underlying issues surrounding the income from Trade Waste & Bulky Waste. It continues to be a problem and it is unlikely that we will achieve the annual target.

Environment DirectorateCapital Expenditure - 2009/2010Environmental & Regulatory ServicesExpenditure as at 31st December 2009.

Code	Scheme	2009/2010 Capital Allocation £'000	Allocation To Date £'000	Actual Spend To Date £'000	2009/2010 Allocation Remaining £'000
H300	Litter Bins	20	15	0	20
N012	Recycling Bins	120	115	167	(47)
N002	Drainage Works at Household Waste Site	50	0	0	50
		190	130	167	23

Environment Directorate.Environment & Regulatory Services.Local Strategic Partnership 2009/2010.Expenditure as at 31st December 2009.

Code	Scheme	Annual Budget	Budget To Date	Actual To Date	Variance To Date (overspend)
		£'000	£'000	£'000	£'000
7301	Area Forum 1. BroadHealth/Ditton/Hough Green	110	82	3	79
7302	Area Forum 2. Kingsway/Riverside/Appleton	89	67	20	47
7303	Area Forum 3. Farnworth/Birchfield/Halton	87	65	1	64
7304	Area Forum 4. Halton Brook/Health/Mersey/Grange	127	95	49	46
7305	Area Forum 5. Casthefields/Murdishaw/Norton	114	86	46	40
7306	Area Forum 6. Beechwood/Brookvale/Palacefields	53	39	35	4
7307	Area Forum 7. Hale, Daresbury, Moore & Preston Brook	20	15	5	10
7372	Pride Of Place Action Team	33	25	25	0
7377	Area Forum Co-ordinator	42	31	31	0
7382	Anti- Social Behaviour	50	37	31	6
7480	ASB Commissioned Services	350	262	107	155
		1,075	804	353	451

Application of RAG symbols:

	<u>Objective</u>	<u>Performance Indicator</u>
<u>Green</u>	 Indicates that the milestone/objective <u>will</u> be achieved within the identified timeframe.	Indicates that the annual target <u>will</u> , or has, been achieved or exceeded.
<u>Amber</u>	 Indicates that at this stage it is <u>uncertain</u> as to whether the milestone/objective will be achieved within the identified timeframe.	Indicates that at this stage it is either <u>uncertain</u> as to whether the annual target will be achieved.
<u>Red</u>	 Indicates that the milestone/objective <u>will not</u> , or has not, been achieved within the identified timeframe.	Indicates that the annual target <u>will not</u> , or has not, been achieved.

QUARTERLY MONITORING REPORT

DIRECTORATE: Health & Community
SERVICE: Culture & Leisure
PERIOD: Quarter 3 to period end 31st December 2009

1.0 INTRODUCTION

This quarterly monitoring report covers the Culture & Leisure Department third quarter period up to 31st December 2009. It describes key developments and progress against 'key' milestones and performance indicators for the service.

The way in which RAG symbols have been used to reflect progress to date is explained in Appendix 5

2.0 KEY DEVELOPMENTS

Widnes Recreation Club closed at the end of the year. The use of the playing pitches and changing rooms is being maintained whilst the future of the facility is determined.

HBC's Olympic initiative, the Get Inspired programme has received national recognition from the British Olympic Committee, and has publicly been praised by Lord Coe.

Monies have been made available through the North West Regional Efficiency Board to introduce Radio Frequency self-service (RFID) with Ditton, Kingsway and Runcorn Egerton Street libraries, phased throughout 2010.

3.0 EMERGING ISSUES

The application for capital funding (£385k) for developing changing facilities at Kingsway Leisure Centre under the Governments Free Swimming initiative has passed Phase 1 scrutiny. Out of 28 applications in the North West, only 8 were successful. We now enter Phase 2, the outcome of which is expected in April 2010.

The recommendations for voluntary sector grant funding will be presented to Executive Board in March 2010.

4.0 PROGRESS AGAINST OBJECTIVES / MILESTONES

Total	5		4		1		0
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All key objectives/milestones are on target except one. This is a joint project with partners and currently requires further discussions, following the commissioning of a desk top review.
 Non key objectives/milestones are reported by exception at Quarter 3 Appendix 1 refers.

5.0 SERVICE REVIEW

A response has been made by the Merseyside Cultural Forum on the national Library Review.

The Cultural Forum also asked that a Merseyside view was made to the Regional Strategy 2010 in respect of culture and leisure.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	4		3		0		1
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A number of key indicators cannot be reported as they are derived from national surveys, such as Place Survey, Public Library Users Survey, which are biennial or annual
 Appendix 2 refers

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

Total	2		0		2		0
--------------	----------	-------------------------------------------------------------------------------------	----------	-------------------------------------------------------------------------------------	----------	---------------------------------------------------------------------------------------	----------

Non key indicators are reported by exception in quarter 3
 Appendix 3 refers

7.0 RISK CONTROL MEASURES

During the production of the 2009/10 Service Plan, the service was required to undertake a risk assessment of all Key Service Objectives.

Where a Key Service Objective has been assessed and found to have associated 'High' risk, progress against the application of risk treatment measures is to be monitored, and reported in the quarterly monitoring report in quarters 2 and 4.

There are no Service Objectives for this service that have been assessed and found to have associated 'High' risks. Therefore, there is no progress to report.

8.0 PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS

During 2008/09 the service was required to undertake an Equality Impact Assessment. Progress against actions identified through that assessment, with associated High priority are to be reported in the quarterly monitoring report in quarters 2 and 4.

There are no High priority actions for this service; therefore, there is no progress to report.

9.0 DATA QUALITY

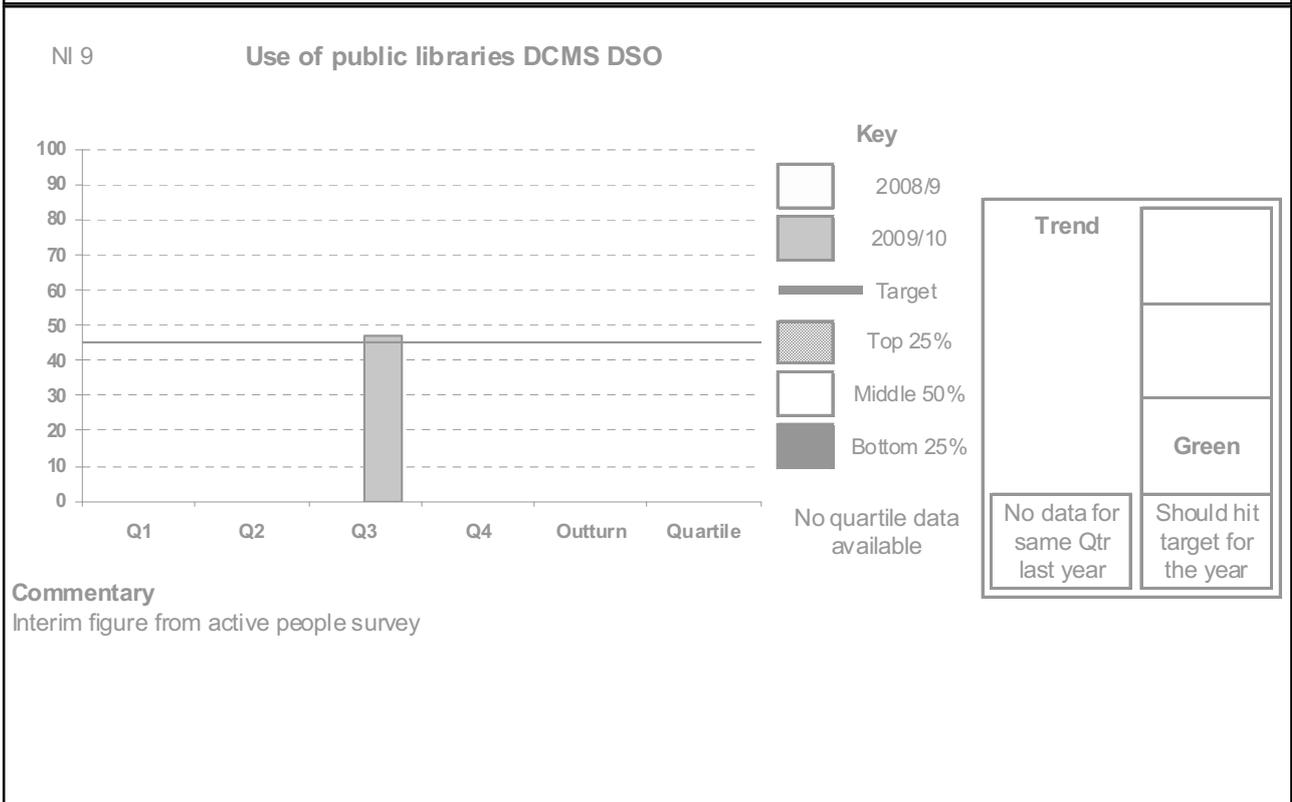
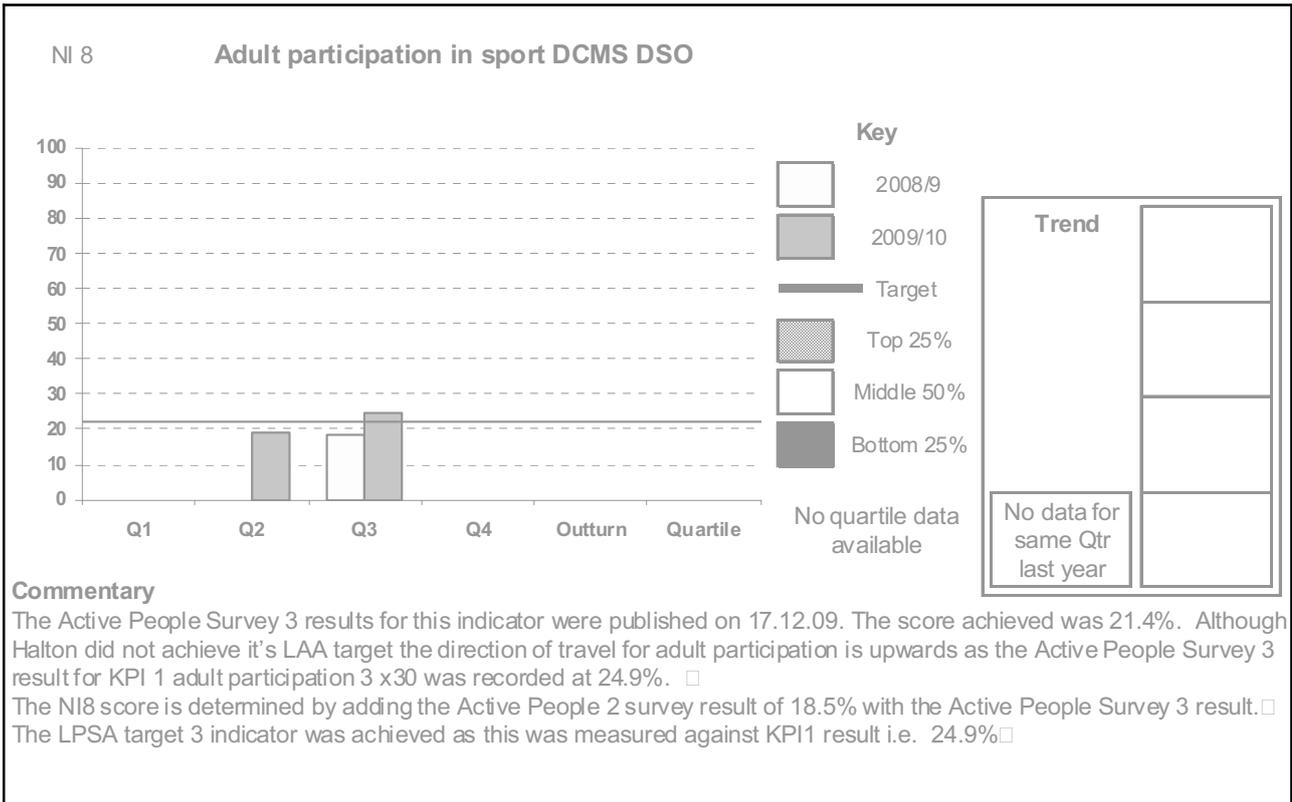
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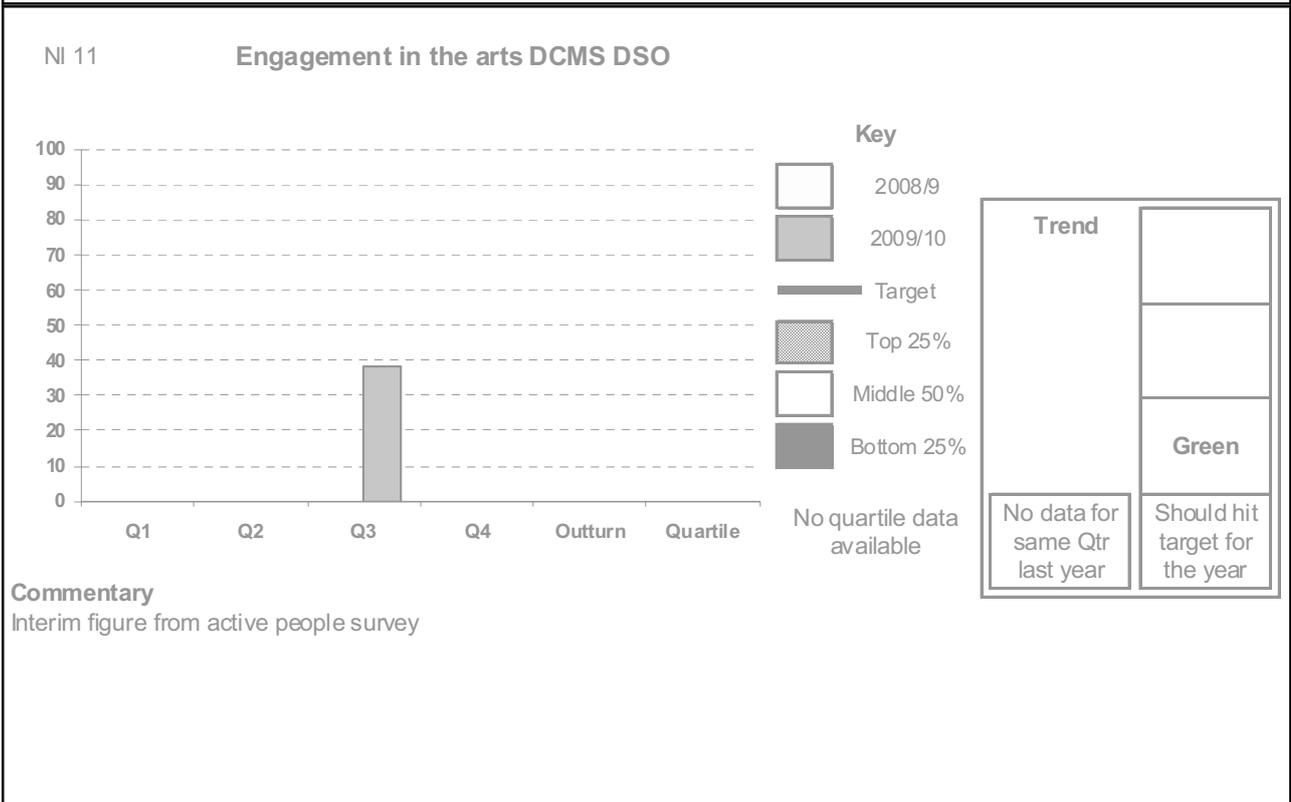
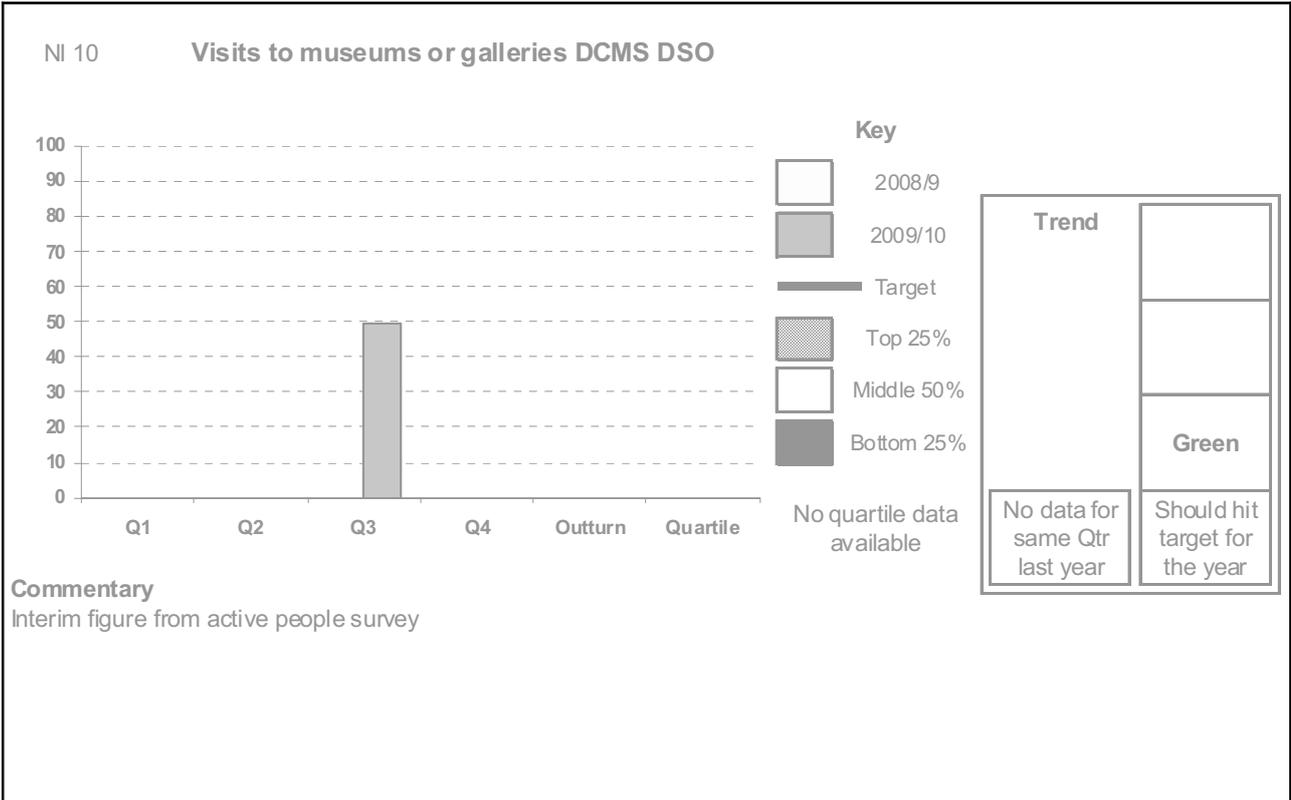
10.0 APPENDICES

Appendix 1- Progress against Objectives/ Milestones
Appendix 2 – Progress against Key Performance Indicators
Appendix 3- Progress against Other Performance Indicators
Appendix 4- Financial Statement
Appendix 5- Explanation of RAG symbols

Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
CL 2	Increase the use of libraries promoting reader development and lifelong learning, thereby encouraging literacy skills and quality of life opportunities.	Building refurbishment at Halton Lea Library complete and extended facilities fully operational. Sept 2009. (AOF 15,26)		Library open and operational in August 2009.
		Deliver a programme of good quality Reader Development activities with at least 1 major event per quarter. March 2010 (AOF 15,26)		3 major events held in 3rd quarter, including the launch of Headspace, the teenage area, which was organised by the Volunteers from the Young People's Steering Group.
		Deliver a programme of lifelong learning activities including IAG targets. March 2010 (AOF 15,21)		Various lifelong learning activities delivered including over 100 Information and Advice sessions
CL 3	Increase use and satisfaction with parks and open spaces, promoting healthy lifestyles and providing diversionary activities for young people. Manage the re-furbishment of Runcorn Town Hall Park to establish a 21 st century facility with appropriate facilities and functions.	Re-furbish Runcorn Town Hall Park (AOF12 & 2) Completion March 2010 (AOF 12 & 2)		12 Green Flags achieved. Runcorn Town Hall Park phase 1 new play area completed.

Service Plan Ref.	Objective	2009/10 Milestone	Progress to date	Commentary
CL4	Improve drug and alcohol services through the re-tendering of the contract.	<p>Finalise specification. April 2009 (AOF 30,3)</p> <p>Tender short-listing and interviews. October 2009 (AOF 30,3)</p> <p>Contract signed December 2009. (AOF 30,3)</p> <p>Handover/TUPE January – March 2010 (AOF 30,3)</p>	?	Halton, together with Warrington & St Helens Drug Action Teams have commissioned Mott McDonald to undertake a desk top review with a view to establishing a business case for collaborative commissioning across the three areas. A report has been produced that will be discussed by the three areas at the beginning of February





The following key indicators have not been reported at quarter 3 for the reasons stated: -

CL LI4 % Overall satisfaction of Library Users (Previously BVPI 118c): -
CIPFA Public Library Users Survey being undertaken in Qtr 4

CL LI5 % of residents satisfied with sport and leisure (Previously BVPI 119a): -
Figure taken from bi-annual Place Survey, next survey October 2010

NI 17 Perception of anti-social behaviour: -
Figure taken from bi-annual Place Survey, next survey October 2010

At the time of producing this report no Quarter 3 information was available for the following key performance indicators: -

CL LI1 – Domestic burglaries per 1000 households

NI 20 – Assaults with injury crime rate

NI 33 – Arson incidents

Area Partner National Indicators:

The indicators below form part of the new National Indicator Set introduced on 1st April 2008. Responsibility for setting the target, and reporting performance data will sit with one or more local partners. As data sharing protocols are developed, baseline information and targets will be added to this section

Ref ¹	Description	Actual 2008/9	Target 09/10	Quarter 3	Progress	Commentary
NI 32	Repeat incidents of domestic violence	N/Av	28%	31%	?	Data is for Apr – Oct 09(GONW MARAC report).
NI 40	Drug users in effective treatment	467	528	29	?	Data is provided by the NTA 3 months in arrears and is currently at month 5 (Aug 09). The actual number reported for August 09 is 429 - 11 below the expected figure for August of 440. The percentage of new treatment journeys (YTD) in effective treatment at 98% (49/50) is the highest in the country.

¹ Key Indicators are identified by an **underlined reference in bold type**.

Cultural & Leisure Services

Revenue Budget as at 31st December 2009

	Annual Revised Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
Expenditure					
Employees	4,401	3,332	3,334	(2)	3,334
Grounds Maintenance	2,854	0	0	0	0
Premises Support	1,202	904	904	0	904
Other Premises	633	434	426	8	619
Book Fund	216	162	162	0	163
Hired & Contracted	908	597	588	9	717
Promotions	385	289	284	5	358
Other Supplies & Serv.	2,000	1,223	1,219	4	1,908
Transport	52	33	31	2	31
Leisure Mgt. Contract	1,395	930	930	0	930
Grants	653	613	615	(2)	615
Other Agency	68	3	8	(5)	9
Asset Charges	1,745	0	0	0	0
Support Services	1,914	785	785	0	785
Total Expenditure	18,426	9,306	9,287	19	10,373
Income					
Sales	-258	-193	-194	1	-194
Fees & Charges	-1,033	-739	-756	17	-756
Rents	-18	-13	-25	12	-25
Support Recharges	-1,097	0	0	0	0
Grant Funding	-851	-420	-419	(1)	-419
Reimbursements	-2,187	-1,375	-1,371	(5)	-1,371
Total Income	-5,443	-2,742	-2,766	24	-2,766
Net Expenditure	12,983	6,564	6,521	43	7,607

1

Comments on the above figures:

In overall terms revenue spending to the end of quarter 3 is below the budget profile.

The "Other Premises Costs" budget heading is currently showing expenditure of £8,000 below the budget profile. However, expenditure on energy costs will need careful monitoring in the final quarter. In particular, expenditure on gas and electricity costs are anticipated to increase in the later stages of the year as a result of seasonal trends. Remedial action may be needed to ensure a balanced budget is achieved.

Income budgets are running slightly above target at this stage of the financial year. This results mainly from increased income generation at the Brindley Arts Centre, and the Community Centres. However, some of the surplus will be offset by increased costs resulting from the income generation.

At this stage it is anticipated that overall revenue spending will be in line with the Departmental budget by the end of the financial year.

Cultural & Leisure Services
Capital Projects as at 31st December 2009

	2009/10 Capital Allocation £'000	Allocation To Date £'000	Actual Spend To Date £'000	Allocation Remaining £'000
<u>Show Pitches</u>	20	0	0	20
<u>Improvements To Pavilions/Changing Facilities</u>	28	28	23	5
<u>Skate Park</u>	100	50	0	100
<u>Halton Lea Library Refurbishment</u>	790	790	118	672
<u>Multi Use Games Areas</u>	200	0	0	200
<u>Electronic Access Bollards - Parks</u>	72	15	0	72
<u>Runcorn Town Hall Park</u>	354	245	176	178
<u>Improvements To Allotments</u>	60	30	27	33
	1,624	1,158	344	1,280

Cultural & Leisure Services

WNF, External or Grant Funded Items as at 31st December 2009

	Annual Revised Budget £'000	Budget To Date £'000	Actual To Date £'000	Variance To Date (overspend) £'000	Actual Including Committed Items £'000
<u>Priority 1: Healthy Halton</u>					
Sports Partnership	61	46	35	10	37
Health & Physical Activity	40	30	24	6	24
Alcohol Harm Reduction	225	169	0	169	0
Enhanced Sports	75	56	10	47	10
Sub Total	401	301	69	232	71
Priority 4: Employment Learning & Skills					
Citizen's Advice Bureau	68	51	36	17	36

Sub Total	68	51	36	17	36
Priority 5: Safer Halton					
Youth Splash	128	96	86	10	89
Blue Lamp	505	378	252	126	252
Domestic Violence	100	75	36	39	85
Prolific & Persistent Offenders	45	34	22	11	22
Sub Total	778	583	396	186	448
	1,247	935	501	435	555

Comments on the above figures:

Regular monitoring reports are sent to the Local Strategic Partnership (LSP) in respect of all LSP projects and any areas of concern are dealt with throughout the year by the LSP support team and individual project managers. Some variances against the budget to date are expected, as the LSP have deliberately over-programmed in order to ensure that the full allocation of Working Neighbourhoods Fund grant is spent during the year.

FAIR TRADING & LIFE EVENTS

Revenue Budget as at 31st December 2009

	Annual Revised Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
<u>Expenditure</u>					
Employees	436	331	335	(4)	335
Premises Support	332	135	135	0	135
Other Premises	119	89	51	38	82
Hired & Contracted Services	23	17	24	(7)	25
Supplies & Services	60	45	52	(7)	59
Transport	33	23	11	12	11
Support Services	310	223	223	0	223
Contract Recharge	423	247	245	2	245
Asset Charges	59	0	0	0	0
Total Expenditure	1,795	1,110	1,076	34	1,115
<u>Income</u>					
Sales	-91	-63	-75	13	-75
Fees & Charges	-674	-451	-413	(38)	-413
Grants	-1	-1	-1	0	-1
Rents	-4	0	0	0	0
Support Recharge	-4	0	0	0	0
Total Income	-773	-515	-489	(25)	-489
Net Expenditure	1,022	595	587	9	626

Comments on the above figures:

In overall terms the revenue spending to the end of quarter 3 is £9000 below the budget profile.

The under spend on the "Other Premises" budget head relates to the maintenance budgets for the cemeteries and crematoria. An under spend is projected as a result of remedial action required to offset the forecast under-achievement on burials and cremations income.

Income from burials & cremations are running approximately £38,000 below the budget profile for the first three quarters of the year. This is partially offset by £13,000 income above target to date. It is proposed to defer expenditure on the repair and maintenance budgets in order to meet the remaining deficit. Other income budgets are running broadly to budget at this stage in the financial year.

At this stage it is anticipated that overall revenue spending will be in line with the Departmental budget by the end of the financial year.

Capital Projects as at 31st December 2009

	2008-09 Capital Allocation £'000	Allocation To Date £'000	Actual Spend To Date £'000	Allocation Remaining £'000
Headstone Safety Programme	25	19	19	6
Screened Tip Area	25	25	0	25
Total	50	44	19	31

WNF, External or Grant Funded Items as at 31st December 2009

	Annual Revised Budget £'000	Budget To Date £'000	Actual To Date £'000	Variance To Date (overspend) £'000	Actual Including Committed Items £'000
Budgeting Skills Project	33	24	17	7	17

Regular monitoring reports are sent to the LSP in respect of all LSP projects and any areas of concern are dealt with throughout the year by the LSP support team and individual project managers. Some variances against the budget are expected, as the LSP have deliberately over-programmed in order to ensure that the full allocation of Working Neighbourhood Fund grant is spent during the year.

The RAG symbols are used in the following manner:

	<u>Objective</u>	<u>Performance Indicator</u>
<u>Green</u>	 Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.	Indicates that the <u>target is on course to be achieved</u> .
<u>Amber</u>	 Indicates that it is <u>unclear at this stage whether the objective will be achieved</u> within the appropriate timeframe.	Indicates that it is either <u>unclear</u> at this stage or too early to state whether the target is on course to be achieved.
<u>Red</u>	 Indicates that it is <u>highly likely or certain that the objective will not be achieved</u> within the appropriate timeframe.	Indicates that the <u>target will not</u> be achieved unless there is an intervention or remedial action taken.

REPORT: Safer Halton Policy and Performance Board
DATE: 16 March 2010
REPORTING OFFICER: Strategic Director Environment
SUBJECT: CCTV - Presentation
WARDS: Borough-wide

1.0 PURPOSE AND CONTENT OF REPORT

1.1 To receive a report outlining the provision of CCTV in Halton.

2.0 RECOMMENDED: That

(1) The presentation be received.

(2) Members of the Board raise any issues regarding the provision of CCTV in Halton.

3.0 SUPPORTING INFORMATION

3.1 The provision of CCTV is one means of helping to create a safe environment, and contributes to low enforcement within the Borough.

3.2 It is within the remit of this PPB to monitor the provision of CCTV in Halton.

3.3 The Principal Engineer responsible for CCTV will give a presentation to the Board outlining the current provision of CCTV, how the system works and is used and the effect of CCTV.

4.0 POLICY IMPLICATIONS

4.1 The presentation will describe the current approach to the provision of CCTV in Halton.

5.0 OTHER IMPLICATIONS

5.1 None associated with the presentation.

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

CCTV can help protect the whole community, and contributes to crime reduction.

6.5 Halton's Urban Renewal

CCTV contributes to the protection of buildings and open spaces.

7.0 RISK ANALYSIS

N/A.

8.0 EQUALITY AND DIVERSITY

The use of CCTV is regulated.

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

9.1 None under the meaning of the Act.

REPORT TO: Safer Halton Policy and Performance Board

DATE: 16th March 2010

REPORTING OFFICER: Strategic Director – Health and Community

SUBJECT: Anti-Social Behaviour Minimum Standards of Response

WARDS: Borough Wide

1.0 PURPOSE OF THE REPORT

1.1 To update the Policy and Performance Board on the introduction of Anti Social Behaviour (ASB) minimum standards as a pioneer area.

2.0 RECOMMENDATION: That

- (1) The report be received and noted.
- (2) The policy and performance board raises any issues regarding the introduction of the minimum standards.

3.0 SUPPORTING INFORMATION

3.1 The Home Office expects that every Crime and Justice Pioneer Area will agree and publicise local minimum service standards for tackling anti-social behaviour. These standards will vary from area to area, but at a minimum should cover a commitment from partners to:

- Reduce perceptions of ASB year on year
- Take reported cases of ASB seriously; recording, investigating and keeping victims informed of action taken
- Provide regular information to residents on what action is being taken in their area
- Offer support and practical help to victims of ASB
- Ensure an effective link between neighbourhood policing and neighbourhood management
- Provide residents with a right to complaint to (Crime & Disorder Reduction Partnership (CDRPs) / Community Safety Partnership (CSPs) if effective action is not taken by local agencies through existing channels.

3.2 The standards will then form part of an education and marketing campaign for residents, community groups, front line staff, local members, Police Community Support Officer's and housing providers.

4.0 POLICY IMPLICATIONS

None

5.0 RISK ANALYSIS

5.1 None associated with this report

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

This new set of measures will help to improve the way local partners deal with anti social behaviour in Halton

6.5 Urban Renewal

None

7.0 EQUALITY AND DIVERSITY

None

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

9.1 None under the meaning of the act

REPORT TO: Safer Halton Policy and Performance Board

DATE: 16th March 2009

REPORTING OFFICER: Strategic Director, Health and Community

SUBJECT: Safer Homes Project Update

WARDS: Borough Wide

1.0 PURPOSE OF THE REPORT

- 1.1 To update the Policy and Performance Board on the introduction of the Safer Homes Scheme.

2.0 RECOMMENDATION: That

- 2.1 The report from Halton Voluntary Action is attached at Appendix 1 for information.

3.0 POLICY IMPLICATIONS

- 3.1 None

4.0 RISK ANALYSIS

- 4.1 None associated with this report

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

The increase in third sector involvement and the transfer of skills and learning to community members

- 5.3 A Healthy Halton

None

- 5.4 A Safer Halton

The project will lead to increased security of properties within Halton and a decrease in domestic burglaries. The work will also support the existing work of the Crime Reduction Advisors.

5.5 Urban Renewal

None

6.0 EQUALITY AND DIVERSITY

None

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

7.1 None under the meaning of the act

HALTON VOLUNTARY ACTION SAFER HOMES PROJECT

Key deliverables:

200 homes in the Halton area will have property security improved by:

- The training of volunteers to carry out in-home security checks and identification of actions to make homes safer
- Carrying out home security surveys
- Referrals to other agencies to fit home security equipment as necessary
- Producing and distributing security improvement material

HVA's Involvement:

HVA recruited 11 groups via voluntary sector meetings & events, Halton radio, word of mouth, via capacity building and advertising in the Newsletter. Each group had to produce two volunteers for the training in Safer Homes and then carry out a maximum of 40 Safer Homes' surveys. HVA arranged for CRB checks for those who did not already have one in place.

HVA in consultation with Halton Community Safety team, Safer Homes' trainer and the internet compiled a survey form that would be suitable for use in this field. Once the survey was carried out the top copy would be put into a pack for the householder that contained promotional leaflets and Safer Homes booklets.

A Safer Homes' Trainer was recruited and HVA put on two separate day courses which the volunteers could attend. These volunteers then went out into the community and through their group's activities and contacts they recruited the local householder for the survey. Each group was allowed a maximum of 40 surveys. Each householder to be given a Smartwater Kit so that marking the contents of their homes can aid to reducing the risks of burglary.

The Survey forms are numbered and signed by the householder and the surveyor. Copies are kept with HVA so they know exactly which householder has had a survey. The survey shows the checking procedures and also the recommendations to the householder where home safety improvements could be made. Referrals to the Age Concern Handyperson project are noted on the survey forms and then passed on by HVA to Age Concern. A record of Smartwater Kits issued is kept by HVA.

The final part is a small survey that is carried out by the volunteer surveyor which is returned to HVA and recorded on a master. This will be used by the Safer Homes Project to measure the impact of the programme.

The scheme has proved so popular that we are anticipating that we shall exceed the 200 homes surveyed. At the beginning of February we had already achieved 170 homes. Halton Safer Partnership

Has readily provided, information and back up as required. Our groups have been invited to attend Safer Homes events.

By the end of the project each group will have earned £500 (for attending the training) plus £30.00 for each survey, releasing a potential earning of £1700.00 per voluntary group. This is unrestricted funding for the benefit of the group and its activity.

This project has ticked many boxes:

It is a project with a difference that has cascaded down from HVA to the individual householder and everyone has derived a benefit of some kind. The group has benefited financially, the volunteer surveyor has been trained to the standard of a professional, developing an awareness for safer homes where the householder has benefited from advice and Smartwater.

Partnership working - HVA working with Community Safety Team, Neighborhood Management
Age Concern, British Red Cross, Smartwater.

It has been a project that involves local community groups with the local residents of Halton.

The impact will be that many more homes (more than 200) will be more secure.

Pam Young
18.2.10

REPORT TO: Safer Halton Policy & Performance Board

DATE: 16 March 2010

REPORTING OFFICER: Strategic Director – Health & Community

SUBJECT: Safeguarding Vulnerable Adults

WARDS: All

1.0 **PURPOSE OF REPORT**

1.1 To update the PPB on key issues and progression of the agenda for the protection of vulnerable adults in Halton.

2.0 **RECOMMENDATION:**

- i) That the PPB note and comment on the report's content.
- ii) PPB note and comment on the reviewed Anti-Bullying Policy, Procedure and Practice document attached as Appendix 1.

3.0 **SUPPORTING INFORMATION**

Since the last report to the PPB in November 2009, key issues to report are:

3.1 **Locally**

3.1.1 Dwayne Johnson, Strategic Director, took over the Chair of the Safeguarding Adults Board (SAB) to increase the level of leadership, link in more firmly with related forums and take forward the Portfolio.

3.1.2 The SAB terms of reference, sub-groups, structure and reporting arrangements were reviewed in January 2010 and a Policy & Procedures sub-group has been established.

3.1.3 Safer Recruitment is being considered in terms of sub-group remits and will be and incorporated since a gap was identified.

3.1.4 Dignity and Personalisation leads report regularly to the SAB, including Self-directed Support/Safeguarding Adults Task Group updates.

3.1.5 SAB chair and sub-group chairs will begin to meet regularly early in 2010 and will ensure a strong interface between safeguarding adults, safeguarding children, domestic abuse and mental capacity & deprivation of liberty safeguards.

3.1.6 Regular reports of the SAB activity will be brought to the Safer Halton

and Healthy Halton PPBs from early 2010.

- 3.1.7 St Helens & Knowsley NHS Hospitals Trust recently appointed to a new post of Safeguarding Adults Coordinator and the 5 Boroughs Partnership NHS Trust to a new post of Senior Safeguarding Adults Practitioner.
- 3.1.8 A Safeguarding and Personalisation specific task group is being established, to address this emerging agenda.
- 3.1.9 Riverside College have recently reviewed and updated their Safeguarding Adults Policy & Procedure. The college Safeguarding Lead will be attending Safeguarding Adults courses, to enable him to ensure the safeguarding training he delivers to college staff is current. In addition, the College have been asked to join the Safeguarding Adults Board again.
- 3.1.10 Voluntary sector training needs have been considered [with HVA Training lead] who confirmed that courses available would meet training needs. Further follow up being undertaken, to confirm whether any dedicated or evening session[s] are needed.
- 3.1.11 Consideration is being given to whether customised training is needed for the Local Involvement Network (LINKs) Board.
- 3.1.12 An event specific to the voluntary sector will be hosted in May 2010.
- 3.1.13 Course outline and objectives for courses related to Challenging Behaviours have been revised and updated to ensure they are in line with a newly developed [draft] Restrictive Physical Interventions Policy, Procedure and Guidance, which will be implemented by HBC and the PCT.
- 3.1.14 The SAB considered training attendance April – Sept 2009. Action taken includes:
- HBC's Quality Assurance Manager reported that many of the Supporting People providers have their own training departments and access a wealth of training courses; HBC is in the process liaising with its training departments and the Supporting People providers to encourage greater take up of training, in particular the safeguarding courses.
 - Residential Social Landlords (RSLs) are being contacted about low attendance rates.
- 3.1.15 The easy read/accessible version of public/service user information leaflet has been updated and revised (in draft). It will be distributed, but later also launched at an event in April 2010.
- 3.1.16 An easy read/Accessible Hate Crime leaflet being produced [will be

launched at an event in April 2010]. Police are being consulted in its content.

- 3.1.17 Demonstration/information packs are taken to prospective clients of the Community Alarm (Lifeline) service, following a request or referral for the service, contain public information flier [Safeguarding]. HBC complete a demonstration and installation where leaflets and paperwork are left with the client [who is in need of community alarm] and their family.
- 3.1.18 The task group being set up to focus on safeguarding and personalization will consider information and awareness-raising. Draft booklets intended for DP/PB recipients have been considered in respect of safeguarding.
- 3.1.19 CQC have confirmed that an Inspection of Adult Social Care, including an emphasis on Safeguarding, will be undertaken in 2010. Further details will be reported when confirmation is received.
- 3.1.20 The multi agency Anti Bullying Policy, Procedure and Practice document has been updated, after consultation. A copy of the draft document is attached as Appendix 1 and comments are invited from the PPB.
- 3.1.21 The Adult Protection Committee approved the original Anti Bullying Policy & Procedure in March 2006. The refreshed document will go to the Halton Safeguarding Adults Board to be ratified after any further comments have been received. A sub-group of the SAB will consider 'roll out'. This policy interfaces with and should be used in conjunction with, 'Adult Protection in Halton Inter-Agency Policy, Procedures and Guidance'.

3.2 **Nationally**

- 3.2.1 It was recently announced that, in response to the Government's consultation on strengthening protection for vulnerable adults, new legislation will be introduced to enshrine in law the need for every local area to have in place a Safeguarding Adults Board - a body made up of the local social services authority, the police, the NHS and working with all other groups involved in protecting vulnerable adults. The board will ensure that vulnerable adults who suffer abuse will have quick and easy access to the people who can help them best.
- 3.2.2 The Government, working with stakeholders, will now set in train a programme of work to lead and support all agencies involved in safeguarding adults. It will ensure that everyone involved in the care of vulnerable adults has the skills to protect them.
- 3.2.3 There will also be a new cross Government Ministerial group which will oversee the safeguarding of vulnerable adults, set priorities, work up new policy and provide national leadership.

3.2.4 The Government is also working with the General Social Care Council on a system of registration for home care workers. This will strengthen protection of vulnerable people, raise the quality of care provided and help prevent abuse.

4.0 **POLICY, LEGAL AND FINANCIAL IMPLICATIONS**

4.1 There are no policy, legal or financial implications in noting and commenting on this report.

4.2 All agencies retain their separate statutory responsibilities in respect of safeguarding vulnerable adults/adult protection, whilst Halton Borough Council's Health and Community Directorate has responsibility for coordination of the arrangements.

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

5.1 **Children & Young People in Halton**

Review of the SAB and sub-groups took account of the need for strong links between safeguarding adults and safeguarding children & young people, to ensure they are robust.

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

None identified.

5.3 **A Healthy Halton**

The safeguarding of vulnerable adults is fundamental to their health and well-being.

5.4 **A Safer Halton**

The effectiveness of Adult Protection/Safeguarding Adults arrangements is fundamental to making Halton a safe place of residence for vulnerable adults.

5.5 **Halton's Urban Renewal**

None identified.

6.0 **RISK ANALYSIS**

6.1 Failure to address a range of safeguarding adult issues could expose individuals to abuse.

7.0 **EQUALITY AND DIVERSITY ISSUES**

- 7.1 It is essential that the Council addresses equality issues, in particular those regarding race, gender, sexuality, age and disability when considering its safeguarding policies.



Policy, Procedure and Practice

Anti Bullying

2010

Areas	<p> All organisations that are members of the Halton Safeguarding Adults Partnership Board: Halton Borough Council Halton & St Helens NHS Halton & Warrington Hospitals Trust St Helens & Knowsley Hospitals Trust 5 Boroughs Partnership Cheshire Constabulary 3rd Sector Partners Private Sector Partners </p>
Date effective from	TBA
Responsible officer(s)	Service Development Officer (Health), Halton Borough Council
Date of review(s)	TBA
Status: <ul style="list-style-type: none"> • Mandatory (all named staff must adhere to guidance) • Optional (procedures and practice can vary between teams) 	Mandatory
Target audience	All managers, staff and volunteers working in those organisations who are a member of the Halton Safeguarding Adults Partnership Board who have contact with Service Users and/or Carers
Date of Committee/SMT decision	HBC SMT - To be confirmed Safeguarding Adults Board – To be confirmed
Related document(s)	<ul style="list-style-type: none"> • 'Adult Protection in Halton – Inter-agency Policy, Procedures & Guidance • Smile, No Bullying Guide for Adults with Learning Disabilities • Mental Capacity Act 2005 and associated policies, procedures and guidance • Deprivation of Liberty Safeguards [DoLS]
Superseded document(s)	Anti-Bullying Policy and Procedure, April 2006
File reference	To be confirmed

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Ref.	POLICY	PRACTICE
<p>1</p> <p>1.1</p> <p>1.2</p> <p>1.3</p> <p>1.4</p>	<p>Policy Statement</p> <p>The aim of this Policy is to ensure a unified approach is practiced across the Borough Council and all its partner agencies within Halton when dealing with bullying behaviour towards vulnerable adults. This Anti-Bullying Policy provides employees, service providers, partner agencies, care staff, family carers and advocates working with adults aged 18 or over with learning disabilities, mental health problems, physical disabilities and/or sensory impairments, including older people, with an outline of what constitutes bullying and what to do when an incident occurs.</p> <p>Halton's inter-agency Safeguarding Adults Board and Halton Borough Council (which has a lead responsibility for coordinating arrangements for safeguarding vulnerable adults in Halton) recommend that partner agencies and carers adopt and implement this Anti-Bullying Policy and Procedure.</p> <p>Some instances of bullying and harassment will constitute a criminal offence. This Policy does not offer advice or guidance on what to do when a criminal offence has been committed. In these circumstances individuals and their parents/carers should be advised to contact the Police.</p> <p>This policy will interface with the 'Adult Protection in Halton – Inter Agency Policy, procedures and Guidance' with regards to taking decisions on whether that be implemented or this Anti Bullying policy is applied.</p>	<p><i>This policy should be applied in conjunction with:</i></p> <p><i>'Adult Protection in Halton – Inter-agency Policy, Procedures & Guidance'</i></p> <p><i>Halton Borough Council's 'Mental Capacity Act 2005 - Policy, Procedure and Guidance (March 2007).'</i></p>
<p>2</p> <p>2.1</p> <p>2.2</p> <p>2.3</p> <p>2.4</p> <p>2.5</p>	<p>DEFINITIONS FOR THE PURPOSE OF THIS POLICY</p> <p>Policy: This policy is a statement about what the Partnership Board plans to do to carry out its responsibilities in relation to preventing/dealing with Bullying of Vulnerable Adults</p> <p>Procedure: The steps that need to be taken to carry out the policy will follow each key principles of the policy</p> <p>Practice: Practice material identifies good professional practice in order to meet the Service User's needs.</p> <p>Bullying: Bullying behaviour may be defined as 'the unjustified display of verbal or physical aggression on the part of one individual or group towards another'. Anyone can be a bully – friends, family members, members of staff, members of the public.</p> <p>Bullying tends not to be a one-off incident, but something that happens again and again over a period of time. Often as an incident it does not warrant any Police intervention.</p>	

2.6	<p>Bullying involves some form of _____ of power and sometimes involves hitting or kicking, but threats, teasing and taunting are more common and can be more damaging. An individual's perception of bullying, or tolerance to behaviour that might be perceived as bullying, will be different from person to person. Behaviours that one person does not perceive as bullying may be perceived as bullying by another. Bullying can take one or more forms, including:</p> <ul style="list-style-type: none"> • Verbal, eg, name calling, swearing or making abusive comments. • Indirect, eg, ignoring or excluding another person. • Material, eg, when possessions are stolen or damaged or extortion takes place. • Emotional/Psychological, eg, when intimidation is used or pressure to conform is applied. • Physical, eg, when a physical assault is made Some people know that they are bullying others and they mean to bully, ie, there is intent. However, some people bully others without knowing that what they are doing is bullying. 	
3	<p>MENTAL CAPACITY ACT 2005</p> <p>3.1 Individual's who lack capacity to make decisions regarding their health and wellbeing maybe covered by the Mental Capacity Act 2005 in order to protect their right to access appropriate health and well being services.</p> <p>3.2 The Mental Capacity Act applies to all individuals in England and Wales who are aged 16 and above and who lack capacity to make decisions. Hence everyone directly involved in the care of such individuals or employed in health and social care will be subject to the Act.</p> <p>3.3 An individual demonstrably lacking capacity will need someone to make decisions on their behalf. The more important the decision the greater the likelihood that more people will be involved. An assessment must be made for each decision.</p>	
4	<p>CONTEXT</p> <p>4.1 Vulnerable adults face prejudice and widespread discrimination in all areas of their lives - at work, in shops and leisure centres, in residential homes and day centres, in their community, on public transport - and so simple activities such as leaving the house, walking to work or catching a bus can often be upsetting and distressing experiences. Such experiences can often make people feel like outcasts and prevents them from taking a full part in society.</p> <p>4.2 The effect of regular bullying can be devastating. Being called a name may appear trivial in itself but it becomes significant when it happens all the time to the same person. Such intimidation constantly weighs on the daily lives of those people and can</p>	

4.3	<p>have cumulative and devastating</p> <p>Bullying is stressful and, therefore, produces the same problems as other forms of stress. It is embarrassing and humiliating and undermines both the self-confidence and self-esteem of vulnerable adults and their confidence in those around them. It can also add to feelings of being different and isolated that many older people or people with a learning disability, a mental health problem, physical disability or sensory impairment already experience.</p>	Page 103
5	<p>RIGHTS & RESPONSIBILITIES</p> <p>5.1 All agencies involved in the provision of services to vulnerable adults and supporting this Policy share a common set of values to ensure that vulnerable adults have:</p> <ul style="list-style-type: none"> • The same human rights as everyone else to not live in fear and to be free from bullying and harassment. • The right to live as a valued and equal member of the community while being shown respect and afforded privacy. • The right to exercise informed choice about the way they live their lives and in the take-up of services. • The right to high quality, flexible and accessible services and a support network of professionals. • The right to their independence, to achieve their full potential and to live according to their wishes and beliefs. • The right to have a voice and their views listened to in the planning and provision of services available. • The right to have the same opportunities in life as others and not be bullied, harassed or discriminated against because of their disability. <p>As per National Minimum Standards for Care, fundamentally care and support workers should ‘treat others as you would wish to be treated yourself’</p> <p>5.2 Halton Safeguarding Adults Partnership Board and its partner agencies recognise that all vulnerable adults are potentially at higher risk of discrimination, bullying and harassment and have therefore developed this Anti-Bullying Policy, and Procedure which applies to all vulnerable adult groups and complements ‘Adult Protection in Halton – Inter-agency Policy, Procedures and Guidance’</p> <p>5.3 Every employee of member agencies in the Halton Safeguarding Adults Partnership Board and its partner agencies, service providers, care workers or advocates working with vulnerable adults have the responsibility to be aware of,</p>	<p><i>The Disability Discrimination Act 1995 makes it unlawful to discriminate against disabled persons in the provision of facilities and services. Under the Disability Discrimination Act 2005, all public bodies have a duty to have regard to the need to eliminate discrimination and harassment on grounds of disability and promote positive attitudes towards disabled people. Tackling disability bullying is a key part of fulfilling this duty.</i></p>

notice and pass on allegations immediately. Whether the incident is observed or reported, prompt action should be taken to ensure the safety of the victim and to challenge and address the behaviour of the bully.

5.4

Employees of the Halton Safeguarding Adults Partnership Board members and its partner agencies, service provider, care workers and advocates have a responsibility to:

- Respond immediately to any observed incident of bullying
- Do not ignore any observed or alleged incident of bullying
- Take any allegation seriously, however insignificant it may seem to them.
- Where the allegation comes directly from the alleged victim or their carer, to accept it and avoid making any judgements or comments other than to be comforting and sympathetic. People's tolerance levels and perceptions of behaviours vary from person to person. If a person reports that they feel like they are being bullied, this is enough reason to address the behaviours.
- Urgently report concerns to their Supervisor / Manager.
- State their concerns clearly.

6

THE SIGNS OF BULLYING

6.1

There is no certain way of spotting that a person is being bullied, however, the following physical and behavioral signs can be indicators that bullying has or is taking place :

- Significant changes in normal behaviour or attitude
- Challenging behaviour
- Upset
- Anger
- Being withdrawn
- Quietness
- Depression
- Appearing frightened or subdued in the presence of particular people
- Refusal to eat or join in
- Unwillingness to travel on public transport
- Not wanting to go to a certain venue
- Starting to bully others
- Incontinence
- Vomiting
- Unexplained illness
- Claims of feeling unwell
- Bruising or physical marks
- Torn clothing
- Unexplained loss of money or goods
- Sleepless nights
- Repeating words the perpetrator has said to them, eg, "shut up or I'll hit you".

Staff should be vigilant when dealing with service users to identify any of these physical or behavioural changes in a person as soon as possible.

<p>1</p> <p>1.1</p>	<p>PROCEDURE</p> <p>If any employee or service provider is worried about a service user or becomes aware that a service user is being bullied via a colleague, another service provider, partner agency, parent/guardian, care worker, family carer or advocate, they should try to sensitively bring this up at an appropriate time with the service user and invite them to communicate their experience in whichever way is appropriate to them. The following guidelines should be used:</p> <ol style="list-style-type: none"> 1. Find out what support the victim will need before talking to them about their experience. People with a disability may not always have the communication skills to report, effectively and in detail, specific incidents of being bullied and will need specific assistance with this. For example, he/she may wish to have another person present, such as a friend, carer or advocate, or may require the use of communication aids. <p>!Many people will find it upsetting to talk about their experience of bullying and will need emotional support during and after the meeting.</p> <ol style="list-style-type: none"> 2. Ensure the meeting takes place in a quiet place without interruptions. 3. Try to establish what type of bullying is taking place and where. 4. Try to establish who is carrying out the bullying. 5. Try to establish how often the bullying is happening. 6. Try to establish how the victim is responding to the bullying. 7. Ask the victim to write everything down that the alleged perpetrator has said or done, or ask the person they have been accompanied by to do this for them. 8. Advise the victim not to hit out at the bully or bullies as they themselves may end up being accused of bullying. 9. Establish what outcome the victim wants. 10. Discuss options to resolve the situation. 11. Agree actions. <p>! Action(s) agreed may not always solve a bullying situation, but they can help.</p> <ol style="list-style-type: none"> 12. Reassure the victim that they have done the right thing
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13. Advise the victim of what happens next.

!The end of the meeting is as important as the start. The victim should feel as though the problem is being resolved.

14. Arrange to speak with the alleged perpetrator, if known, and/or other relevant people. If the perpetrator is unable to be dealt with due to a bullying incident occurring in public, emotional support should be provided to the victim, together with advice on how to deal with such incidents if they re-occur. For example, if the service user is being bullied by a fellow tenant he/she should be advised to report this to their landlord; if the service user is being bullied by a fellow student at college he/she should be advised to report it to a lecturer.

15. Consider why the alleged perpetrator is bullying - think about their environment, relationships and communication. Bullies can have distress in their own lives and use fighting and threatening behaviour as a way of coping

16. Define the experience from each person's view.

!Information should only be disclosed on a need to know basis.

17. Keep a written record of what has been said to you, your responses and any other actions taken.

18. After following the above guidelines it is the Manager's responsibility to determine whether further action is required, e.g. referral for the matter to be considered or to be dealt with through the inter-agency Adult Protection Procedures, permanent or temporary exclusion from services, police involvement, etc.

19. Information will be kept on the service user's file and each incident will be monitored to minimise the possibility of reoccurrence and ensure that any further action needed is taken.

1.2

Decisions around if the 'Adult protection in Halton – Inter Agency Policy, Procedures and Guidance' should be adopted over this Anti Bullying Policy will depend on the nature of the allegations or concerns, their gravity, the level of risk to the individual or others and whether the 'victim' can and wants to engage in the process and the 'victim's level of vulnerability and ability. Referring to the 'Adult protection in Halton – Inter Agency Policy, Procedures and Guidance will assist in identifying if concerns should be taken down the adult protection procedures route or whether this policy would be appropriate. However, if this Anti Bullying Policy is initially adopted to deal with concerns/allegations, should they escalate,

	<p>this may be a trigger for the adult Page 107 implemented, especially if there is need for other investigations or possible sanctions.</p>	<p>dures to be or if there is a</p>
<p>2</p> <p>2.1</p> <p>2.2</p> <p>2.3</p> <p>2.4</p>	<p>PROFESSIONAL CONDUCT</p> <p>In talking with a victim about their experience of being bullied remember to:</p> <ul style="list-style-type: none"> • Be patient • Listen • Not judge • Take the allegation seriously • Not interrogate the victim • Show that you care • Avoid promising confidentiality <p>Some people bully others without knowing that what they are doing is bullying, therefore, the alleged perpetrator must also be listened to and supported and not be judged or interrogated.</p> <p>Sometimes an individual can provoke another to such an extent that they are then bullied themselves or are bullying others. We should all be aware of our own actions and the effect they might have or are having on other people.</p> <p>In some instances, talking about bullying can be a key that unlocks the door to unhappy secrets and those dealing with bullying must be prepared to deal with any problems they find.</p>	
<p>3</p> <p>3.1</p> <p>3.2</p> <p>3.3</p>	<p>RELATIVES AND ADVOCATES</p> <p>It is beneficial to everyone to inform a relative sooner rather than later of incidents of bullying and to let them know that the procedures within this Policy will be followed. Relatives and advocates of service users who are alleged as bullying may find it hard to believe or accept that the individual is capable of such behaviour. It is therefore important that discussions are based on well-documented evidence.</p> <p>Often it is useful to use a problem-solving approach, for example by saying “It seems your son/daughter and ‘x’ have not been getting on very well lately” rather than “Your son/daughter has been bullying or has been bullied”. They should also be advised of independent agencies that may be able to offer additional support, such as independent advocacy services and the Patient Advisory and Liaison Service (PALS).</p> <p>Strong measures, including temporary or permanent exclusion, may sometimes be necessary as an outcome, but only after risk assessment and, where appropriate, other plans and talking have been tried and have not worked.</p>	

3.4	<p>If a relative or advocate reports b</p> <ul style="list-style-type: none"> • Recognise that they may be angry or upset. • Keep an open mind. • Remain calm and understanding • Make clear that you care and that something will be done. • Agree to meet or speak with them further to explain the procedure and actions. • Follow the guidelines in Section 7.1. 	
4	<p>STAFF/PAID CARERS ACCUSED OF BULLYING</p>	
4.1	<p>Allegations against staff and paid carers must be taken seriously and should be dealt with through the adult protection procedures and relevant employer's disciplinary procedures followed.</p>	
5	<p>COMPLAINTS</p>	
5.1	<p>The Halton Safeguarding Adults Partnership Board is committed to listening to people who may use or are affected by the services we provide and to dealing with complaints and suggestions in a positive and constructive manner. People may voice their dissatisfaction through the member organisations complaints procedure.</p>	
6	<p>ROLE OF THE POLICE</p>	
6.1	<p>It is the responsibility of the Police (not The Halton Safeguarding Adults Partnership Board) to investigate allegations of crime. When a crime is being investigated in Halton, Cheshire Police are committed to working in accordance with 'Adult Protection in Halton – Inter-Agency Policy, Procedures and Guidance' and will consult and work with other agencies and individuals as appropriate.</p>	
6.2	<p>Where a person believes that a criminal offence may have been committed they should speak to the victim and encourage them to contact the police or where there is a risk of harm to the individual the referrer should consider contacting the police themselves</p>	
7	<p>CONTACT NUMBERS</p>	
7.1	<p>Referrals for assessment, support, investigation through the inter-agency Adult Protection Procedures via Halton Borough Council's 24 Hour Contact Centre:</p> <p>Telephone: 0151 907 8306 (for Safeguarding Adults referrals)</p> <p>The Emergency Duty Team operates when day offices within Social Services are closed and can be contacted directly on 0845 050 0148</p>	

7.2	Police: Vulnerable Adults Officer Cheshire Constabulary Telephone: 01244 613937.	
7.3	For more information about safeguarding vulnerable adults / adult protection, visit Halton's website at www.halton.gov.uk/adultprotection	

Why do we have an Anti Bullying Policy?

We have a responsibility to safeguard vulnerable adults who we provide services for.

What is in the Anti Bullying Policy?

The policy sets out the rights and responsibilities of service users and staff on relation to bullying.

It contains definitions of bullying and signs and signals for staff to be vigilant of that may indicate that a person has been, or is being bullied.

The policy provides procedures to deal with allegations of bullying.

The policy outlines the key principles of professional conduct in dealing with a potential bullying situation

What to do if you suspect, witness or hear of bullying of a service user

(summary of procedure, full procedure found in main policy, procedure and practice document):

- Record what you saw/heard/were told using exact wording
- Talking to alleged victim them about their experience. He/she may wish to have another person present, such as a friend, carer or advocate, or may require the use of communication aids.
- Try to establish what type of bullying is taking place and where, how often the bullying is occurring, who is carrying out the bullying and how the victim is responding to the bullying
- Ask the victim to write everything down that the alleged perpetrator has said or done, or ask the person they have been accompanied by to do this for them.
- Advise the victim not to hit out at the bully or bullies as they themselves may end up being accused of bullying.
- Discuss options to resolve the situation, agree actions advise the victim of what happens next.
- Arrange to speak with the alleged perpetrator, to be able to define the experience from each person's view
- Keep a written record of what has been said to you, your responses and any other actions taken.
- After following the above guidelines it is the Manager's responsibility to determine whether further action is required, e.g. referral for the matter to be considered or to be deal with through the inter-agency Adult Protection Procedures, permanent or temporary exclusion from services, police involvement, etc.

Do NOT:

- Keep concerns, allegations, disclosures or your own worries to yourself.
- Speculate
- Ask leading questions
- Stop someone who is freely recalling a significant event
- Make promises you can't keep (eg This wont happen again)
- Pass on information anyone who doesn't have a need to know