



Safer Policy and Performance Board

**Tuesday, 20 September 2011 at 6.30 p.m.
Council Chamber, Runcorn Town Hall**

A handwritten signature in black ink, appearing to read 'David W R', is written over a faint, illegible stamp.

Chief Executive

BOARD MEMBERSHIP

Councillor Shaun Osborne (Chairman)	Labour
Councillor Pamela Wallace (Vice- Chairman)	Labour
Councillor Arthur Cole	Labour
Councillor Susan Edge	Labour
Councillor Frank Fraser	Labour
Councillor John Gerrard	Labour
Councillor Martha Lloyd Jones	Labour
Councillor Norman Plumpton Walsh	Labour
Councillor Margaret Ratcliffe	Liberal Democrat
Councillor Mike Shepherd	Halton Local Independent Party
Councillor Dave Thompson	Labour
Mr B Hodson	Co-optee

*Please contact Lynn Derbyshire on 0151 471 7389 or e-mail
lynn.derbyshire@halton.gov.uk for further information.*

The next meeting of the Board is on Tuesday, 15 November 2011

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

Part I

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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 Policy & Performance Board

DATE: 20 September 2011

REPORTING OFFICER: Strategic Director, Policy and Resources

SUBJECT: Public Question Time

WARD(s): Borough-wide

1.0 PURPOSE OF REPORT

1.1 To consider any questions submitted by the Public in accordance with Standing Order 34(9).

1.2 Details of any questions received will be circulated at the meeting.

2.0 RECOMMENDED: That any questions received be dealt with.

3.0 SUPPORTING INFORMATION

3.1 Standing Order 34(9) states that Public Questions shall be dealt with as follows:-

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

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

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

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

4.0 POLICY IMPLICATIONS

None.

5.0 OTHER IMPLICATIONS

None.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

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

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

6.3 **A Healthy Halton** – none.

6.4 **A Safer Halton** – none.

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

7.0 EQUALITY AND DIVERSITY ISSUES

7.1 None.

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

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

REPORT TO: Safer Policy and Performance Board
DATE: 20 September 2011
REPORTING OFFICER: Chief Executive
SUBJECT: Specialist Strategic Partnership minutes
WARD(s): Boroughwide

1.0 PURPOSE OF REPORT

The Minutes from the last Safer Halton Partnership meeting, which are subject to approval at the next meeting of the Safer Halton Partnership, are attached for consideration.

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, 10 May 2011 Civic Suite, Town Hall, Runcorn

Present	M. Andrews	Community Safety
	D. Cargill	Police Authority
	L. Crane	Children's Organisation & Provision
	S. Eastwood	DAAT, Communities
	C. Frazer	Riverside Housing
	D. Gordon	Community Safety
	D. Houghton	HBC Policy and Partnerships
	A. Jones	Democratic Services
	G. Jones	Youth Offending Team
	P. McWade	Commissioning & Complex Care
	Cllr Osborne	HBC
	D. Parr	Chief Executive
	R. Strachan	Cheshire Police
	C. Walsh	Halton & ST Helens PCT
	L. Weston	Cheshire Immigration Team - UK Border Agency
	K Taylor	Cheshire Probation

Action

SHP51 WELCOME & INTRODUCTIONS

Richard Strachan welcomed everyone to the meeting and introductions were made around the table.

Inspector David Gordon was introduced to the Partnership, who had replaced Inspector Simon Blackwell in the Community Safety Team.

SHP52 APOLOGIES

Apologies had been received from Dwayne Johnson, Noel Sharpe and Anna Collins.

SHP53 MINUTES FROM PREVIOUS MEETING

The minutes of the last meeting held on 15 February 2011, were agreed as a correct record. It was noted that Lorraine Crane had submitted her apologies in advance of the meeting.

SHP54 TASK GROUP UPDATES

The Partnership received detailed updates from each Task Group, highlighting the following:

a) Performance Management

Details were provided of progress for those indicators contained within the Sustainable Community Strategy for the period January to March 2011, and additional details were given on national indicators that were within the remit of the SHP, and outside of the SCS/LAA where the achievement of 2010-11 targets remained questionable. It was noted that a meeting was being held next week to discuss performance monitoring now the indicators had been removed.

b) Alcohol Enforcement

Every On Licence property was visited in February reminding and warning of the penalties for serving intoxicated people. Details of offending outlets would be passed to Lorraine Crane. It was noted that 'The Establishment' situation had abated and there was more cooperation recently from the management.

c) Quarterly Alcohol Update

Competitive tender process was underway for an integrated Substance Misuse Recovery Service in Halton. The anticipated service start date was 17 October 2011. Details were provided in the report on the development of 'Recovery Rooms' for people who have arrived at hospital with alcohol related conditions. The Alcohol Identification and Brief Advice strategy (IBA) was under development together with a training package for use within hospitals. Work was also being undertaken with The Fire Service to train staff in relation to IBA and to develop referral protocols for those identified as requiring further support.

Cllr Osborne raised concerns over illegal fly posting recently taking place in Widnes for alcohol services. This would be monitored by the Police.

d) Anti Social Behaviour (ASB)

The numbers for total ASB and youth ASB continue to reduce. The percentage of total crime relating to youth ASB had reduced significantly, the last quarter of 2010-11 had seen a drop to 26%.

e) Crime Action Group

Serious acquisitive crime had decreased by 3% although in relation to car crime: theft of motor vehicles and theft from motor vehicles was up.

f) Domestic Abuse

The final version of the Domestic Abuse Strategy was available to partnership members upon request. Cllr Osborne noted that councillors had benefitted from the domestic abuse awareness training that was provided last year, and requested that it be repeated to include the new members and those who had missed it the first time. Partnership Members commented that this area should be prioritised for mainstream funding.

g) Drugs

A shared learning day was being planned for June, between the Drug and Alcohol Services and Children's Services Team around the Family. The aim being to promote closer working relationships between the two services with the outcome of reducing the risks associated with parental substance misuse. Steve Eastwood would provide further details nearer the time and Councillors would be welcome to attend.

h) Drugs Enforcement / Prevention

Following a blight of low purity heroin on the streets in Warrington, Runcorn and Widnes, intelligence was requested regarding when a change in purity occurred, so that this could be cascaded through the substance misuse services.

i) Partnership Tasking & Coordination

Statistics relating to 'Operation Staysafe' were provided as were details of recent licensing operations, road side vehicle checks, the partnership tasking vehicle and driver engagement days.

j) Prolific & Other Priority Offending

Funding had been secured for one year for the recruitment of a NACRO worker. Sue Brewen was already in post and based in Ashley House.

k) Blue Lamp Report – Runcorn & Widnes

Seventeen cannabis farms were found in Halton in Q4.

l) Hate Crimes

It was the general consensus of the group that disability hate crime seemed to be under reported. It was noted that there was some XRW activity reported in a local Widnes pub recently, this would be monitored.

SHP55 HATE CRIME STRATEGY & ACTION PLAN

The Partnership received a report from the Strategic Director – Communities, which presented the Draft Hate Crime Reduction Strategy and Action Plan for Halton.

Partnership Members were requested to contact Shelah Semoff directly if they had any comments on the content of the Strategy.

RESOLVED: That Members comment on the content of the Strategy prior to it being presented to the Council's Executive Board on 30 June 2011.

SHP56 SAFER HALTON FUNDING

The Partnership considered a report on the funding available for the Community safety work for the next two years, 2011-12 and 2012-13.

As the Working Neighbourhoods Fund and a number of other funding sources came to an end in March 2011, it had been necessary to make cuts in services and posts.

The report included a financial breakdown of £1,320,980 available for 2011-12; and £391,855 for 2012-13, the latter of which must be pass-ported through to the new Police and Crime Commissioner, so would not be in the control of the SHP.

It was noted that the Safer Halton Partnership would have to look for new and innovate ways that community safety could be delivered with much less money.

The Partnership commented that multi agency working had been crucial to the success of the Community Safety Partnership and that this should be maintained.

RESOLVED: That the report and funding available for community safety work for the next two years be noted.

SHP57 SAFEGUARDING ADULTS

The Partnership received Julie Hunt who presented a report updating them on key issues and progression of the agenda for safeguarding 'vulnerable adults' in Halton, since the previous report to the Partnership in September 2010.

It was reported that the Safeguarding Adults Board's

priorities and work plan had been reviewed and updated, incorporating recommendations arising from a Serious Case Review and the Adult Social Care Inspection, both conducted in 2010. The report went on to provide details of the progress that had been made on the work plan.

RESOLVED: That the partnership notes the contents of the report.

SHP58 ITEMS FOR INFORMATION

Police & Social Responsibility Bill - The Police and Social Responsibility Bill was attached for information of the Partnership members and made specific reference to issues directly related to Local Authorities. Police reforms would include the replacement of police authorities with directly elected Police and Crime Commissioners.

Domestic Homicide Reviews - Mike Andrews advised that a meeting would take place to discuss and review procedures for future incidents of Domestic Homicide and would revert to the Partnership with an update. This was instigated following the death of a victim in Widnes recently who was from outside the Borough.

SHP59 ANY OTHER BUSINESS

The Youth Offending team – Gareth Jones from the Halton and Warrington Youth Offending Team informed all that they had produced a DVD on restorative justice, which would be launched on 20th May 2011 by the Chair of the Justice Board. He would forward copies of this in due course.

It was noted that the Youth Offending Team had been relocated to the ground floor of the Community Safety Team's building in Unit 10 Turnstone Park, Widnes, with effect from 16 May 2011. They can be contacted on:

Tel: 0151 495 5840/1/2/3
Fax: 0151 495 5849

Meeting Schedule for 2011-12

Monday 12 September 2011 Runcorn Town Hall	9.30 am	Civic	Suite,
Tuesday 15 November 2011 Runcorn Town Hall	2.00 pm	Civic	Suite,
Wednesday 15 February 2012 Runcorn Town Hall	2.00 pm	Civic	Suite,

Tuesday 15 May 2012
Runcorn Town Hall

2.00 pm

Civic Suite, |

Meeting ended at 4.15 p.m.

REPORT TO: Safer Policy & Performance Board
DATE: 20 September 2011
REPORTING OFFICER: Strategic Director, Communities
SUBJECT: Safeguarding Adults
WARDS: All

1.0 **PURPOSE OF REPORT**

1.1 To update the Board on key issues and progression of the agenda for Safeguarding Vulnerable Adults.

2.0 **RECOMMENDATION: That the Board notes the contents of the report.**

3.0 **SUPPORTING INFORMATION**

3.1 Halton's Learning Disabilities Partnership Board held a Business Planning Event where 'Keeping Safe' was a key theme. The resulting Business Plan includes priorities and actions drawn up during the event around safeguarding vulnerable adults and hate crime/hate incidents, including the following, some of which are already being progressed:

- Help people to understand the danger signs
- Support for people and staff to understand how to keep safe
- Talk to more people who may have been a victim of abuse or hate crime.

The following priorities drawn up during the event around personalisation also have the potential to impact on the way in which we support people to stay safe from abuse and exploitation:

- Train personal assistants
- Check that support plans are making a difference to people's lives
- Look at how we can check how good support plans are
- Check that people are being supported to become more independent.

3.2 The interface between the Quality & Performance sub-group and the Policies & Procedures sub-group (of the Safeguarding Adults Board) has been reviewed to ensure clearly defined remits and communication arrangements and efficiency of operation, where their functions interface and could overlap. Each of the sub-groups' terms of reference and work plans will be revised accordingly.

- 3.3 An E-Learning course is being developed to provide training on Dignity in Care. Such training has the potential to prevent abuse where it relates to issues of dignity.
- 3.3 The local Hate Crime Strategy and Action Plan have been reviewed to ensure content relating to safeguarding vulnerable adults.
- 3.4 A combined Action Plan has been developed and is being progressed to combine learning from three different issues:
1. The 'Care and Compassion' Ombudsman's Report into the hospital care and treatment of a number of older people
 2. The 'Six Lives' Ombudsman's report into the care and treatment across health and social care received by six adults with learning disabilities
 3. The development of an Adult Safeguarding pathway within NHS Trusts with which Halton interfaces, taking into account issues of concern that have occurred locally that provide learning opportunities, and national Department of Health guidance.
- 3.5 Halton's Safeguarding Adults Serious Case Review (SCR) Procedure was scheduled for review, following the SCR conducted locally in 2010. In collaboration with neighbouring local authorities and Cheshire Constabulary, it was agreed that a 'Pan Cheshire' approach would be sought and this has resulted in a draft document being produced for consultation: 'Pan Cheshire Safeguarding Vulnerable Adults Inter-agency Serious Case Review Procedure'. This takes into account the Pan Cheshire Safeguarding Children SCR Procedure.
- 3.6 Safer Workforce has been added as a standing item to the agenda for the provider forum (of service providers who contract with Halton Borough Council to provide care and support services), which meets regularly. Safeguarding Adults is already a standing item.
- 3.7 A new cross-directorate panel procedure is being developed for dealing with positive CRB disclosures i.e. those that show cautions or convictions or other information relevant to recruitment decisions. The aim of the cross-directorate approach is to provide a consistent, high standard process in all instances that might involve applications to work as paid or unpaid employees who could have contact with vulnerable adults or children, as many such positions occur in directorates other than Communities and Children and Enterprise.
- 3.8 The Local Government Ombudsman recently published a report about a complaint against the London Borough of Camden, where a child was transported to school the Council's contractors and the driver [who had received criminal convictions abroad for offences against children] sexually abused the child in question. The report was shared by the Safer Workforce sub-group of Halton's Safeguarding Adults Board and

Safeguarding Children's Board, with other relevant departments [e.g. Licensing, Transport Coordination, Commissioning], who have been asked to feed back feed back any actions arising, to the sub-group.

- 3.9 Eight Elected Members (four of whom were newly elected in May 2011) have recently attended dedicated Safeguarding Adults Basic Awareness training.
- 3.10 Safeguarding Adults & Safeguarding Children brief presentations will be incorporated into Halton Borough Council's Corporate Induction Programme from October 2011.
- 3.11 Training courses for 2011-12 have been advertised widely to organisations and representative contacts across all sectors and dedicated advertising has been included e-newsletters issued by, for example, Halton & St Helens Voluntary & Community Action, Bridgewater Healthcare and the 5 Boroughs Partnership. Courses available include:
- E-Learning
 - Referrers course
 - Train the Trainer
 - Investigators course (for Halton Borough Council and NHS staff)
 - Charing Skills course (for Halton Borough Council managers)
- 3.12 A Service Users' Finances Policy, Procedure and Practice Guidance document has been produced for Halton Supported Housing Network. It will be shared with the Safeguarding Adults Board members and contracted providers, with a recommendation to ensure something similar is available in organisations that have responsibility for the security of service user finances.
- 3.13 A Positive Behaviour Service [relating to adults and children] has been set up which has the potential to reduce the number of safeguarding adults referrals that involve inappropriate behaviours by service users towards others. The service provides support and guidance to both prevent and respond appropriately to those challenges, and is working initially with people with learning disabilities.
- 3.14 New laws to help make it easier for children and vulnerable victims and witnesses to give evidence in court come into force in June 2011. The changes include:
- Making all under-18 year olds and witnesses in gun and knife crime cases automatically eligible for Special Measures. These include: giving evidence by live-link or from behind screens and the assistance of an intermediary to help them give their best evidence in court.
 - Giving child witnesses (under-18s) more choice about the way they give their evidence, allowing them to opt-out of giving video-

recorded evidence and instead give evidence in court.

- Giving victims of rape and serious sexual offences the opportunity to give evidence via video-recorded statements automatically - something currently limited to child witnesses. Ensuring children and vulnerable and intimidated adults can have a supporter in the room when they are giving video-link evidence. <http://www.justice.gov.uk/news/press-releases/moj/newsrelease270611b.htm>

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 adults, whilst Halton Borough Council, through its Community Directorate, fulfils its responsibility for coordination of the arrangements. These arrangements are in accordance with 'No Secrets' (DH 2000) national policy guidance and Local Authority Circular (2000) 7/Health Service Circular 2000/007.

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

5.1 **Children & Young People in Halton**

Safeguarding Adults Board membership includes the Divisional Manager for the Children's Safeguarding Unit in the Children and Enterprise Directorate.

Halton Safeguarding Children Board membership includes adult social care representatives.

Joint protocols exist between Council services for adults and children.

The HSAB chair and sub-group chairs meet regularly and will ensure a strong interface between, for example, Safeguarding Adults, Safeguarding Children, Domestic Abuse, Hate Crime, Community Safety, Personalisation, Mental Capacity & Deprivation of Liberty Safeguards.

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

None identified.

5.3 **A Healthy Halton**

The safeguarding of adults whose circumstances make them vulnerable to abuse is fundamental to their health and well-being. People are likely to be more vulnerable when they experience ill-health.

5.4 **A Safer Halton**

The effectiveness of Safeguarding Adults arrangements is fundamental to making Halton a safe place of residence for adults whose circumstances make them vulnerable to abuse.

5.5 **Halton's Urban Renewal**

None identified.

6.0 **RISK ANALYSIS**

6.1 Failure to address a range of Safeguarding Adults issues could expose individuals to abuse and leave the Council vulnerable to complaint, criticism and potential litigation.

7.0 **EQUALITY AND DIVERSITY ISSUES**

7.1 It is essential that the Council addresses issues of equality, in particular those regarding age, disability, gender, sexuality, race, culture and religious belief, when considering its safeguarding policies and plans. Policies and procedures relating to Safeguarding Adults are impact assessed with regard to equality.

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

8.1 None under the Meaning of the Act

REPORT TO : Safer Halton Policy & Performance Board

DATE : 20th September 2011

REPORTING OFFICER : Strategic Director, Communities

SUBJECT : Domestic Abuse and Sexual Violence

WARDS : All

1.0 PURPOSE OF REPORT

1.1 To update the Safer Halton Policy and Performance Board in relation to the activities being supported across the Borough on domestic abuse and sexual violence.

2.0 RECOMMENDATION : That the PPB comment on the content of the report.

3.0 SUPPORTING INFORMATION

3.1 Domestic violence and abuse can be experienced regardless of race, gender, age, disability, sexuality and lifestyle. We know that at least 1 in 4 women and 1 in 6 men will experience domestic abuse in their lifetime, whilst 750,000 children will witness it per year. In Halton we believe that tackling domestic abuse and sexual violence is vital to building stronger, safer and healthier communities.

3.2 Halton Domestic Abuse Forum (HDAF) has been established and is a multi agency partnership across statutory and voluntary agencies working to increase the safety of victims and take steps to reduce repeat victimisation common with domestic abuse and sexual violence and have implemented and supported a number of initiatives locally. The Portfolio Holder for Community Safety is an important member of the Forum.

3.3 The Halton Sanctuary Scheme aims to make it possible for victims of domestic violence and abuse to remain in their homes and feel safe. It hopes to avoid the associated traumas and inconvenience of being forced to relocate to other areas away from family networks, employment and schooling, and reduce the need for temporary accommodation. A protocol has been produced by HDAF and the Housing Partnership in association with specialist providers. It sets out how victims of domestic violence and abuse can access the sanctuary scheme and the processes to enable additional security measures to be installed in the victim's home.

3.4 Many victims of domestic violence are reluctant to pursue the

prosecution of perpetrators as it may put them at risk of further incidents in the future. Victims are also known to be reluctant in court because of their relationship with the perpetrator, particularly where children are involved. Many feel vulnerable and intimidated and find the prospect of going to court daunting.

- 3.5 The SDVC (Specialist Domestic Violence Court) was established to tackle the problem of low levels of prosecutions for domestic violence cases. Halton SDVC aims to provide an increased level of support to victims to address the issues of victims withdrawing for the criminal justice system. 75% of cases had successful court outcomes and the Crown Prosecution Service reports that successful prosecutions are at 81% which is higher than the 69% recorded in the same period last year.
- 3.6 On the 14th April 2011, it became a statutory duty to conduct Domestic Homicide Reviews (DHR). A Multi-Agency Domestic Homicide Review process for Halton is currently in draft, this will ensure that Halton is able to respond to the need should a Domestic Homicide take place in the Borough.
- 3.7 The purpose of Multi Agency Risk Assessment Conferences (MARAC's) is to share information on the highest risk domestic abuse cases between representatives of Cheshire Police, Probation, Health, Child Protection, Housing Providers, Independent Domestic Violence Advisors and other specialists from the statutory and voluntary sectors. The primary focus of the MARAC is to safeguard the adult victim, to safeguard any associated children and to manage the behaviour of the perpetrator.
- 3.8 During quarter one 42 cases were discussed at MARAC involving 31 children. Increasingly younger victims and perpetrators are coming to the attention of the MARAC, and Connexions are offering additional support to young people through the Sexual Health Team.
- 3.9 During quarter one of this year 218 incidents of domestic abuse were reported from the Halton area to Cheshire Constabulary this is a reduction of 100 when compared against the same period for 2010-11.
- 3.10 There has also been a significant reduction in the incidents of domestic sexual offences during this quarter with only one being recorded compared to 10 during the same period on 2010-11.
- 3.11 In order to work toward nationally recognised guidelines, (to increase referrals to MARAC from agencies other than the Police), DASH (Domestic Abuse, Stalking and Harassment and Honour based Violence) training has been offered to free of charge to a number of partnership agencies and teams across Halton to raise awareness of the risk assessment tool and encourage increased usage.

4.0 POLICY IMPLICATIONS

4.1 A Multi-Agency Domestic Homicide Review process for Halton is currently in draft, this will ensure that Halton is able to respond to the need should a Domestic Homicide take place in the Borough.

4.2 A draft Halton Sanctuary Scheme Policy, Procedure and Practice has been developed.

5.0 IMPLICATIONS FOR THE COUNCILS PRIORITIES

5.1 Healthy Halton

To remove barriers that disable people and contribute to poor health by working across partnerships to address the wider determinants of health such as unemployment, education and skills, housing, crime and environment. For example, reducing early deaths by ensuring domestic homicides are avoided.

5.2 Children and Young People in Halton

Children and young people in Halton are emotionally, physically and sexually healthy and Children and young people will feel safe at home, in school and in their communities. For example, ensuring homes are healthy and safe environments through offering support to parents and providing access for aftercare support for victims of sexual violence whether a child or young person.

5.3 Safer Halton

To understand and tackle the problem of domestic abuse in all its forms. For example, through ensuring adult victims have access to protective and supportive measures reduces the level of domestic incidents and the subsequent impact on the environment with regards to crime and ASB.

5.4 Employment, Learning & Skills in Halton

To maximise an individual's potential to increase and manage their income, including access to appropriate, supportive advice services. For example, through support services assisting victims to develop better financial management skills and to address debt through appropriate sign posting.

6.0 RISK ANALYSIS

6.1 These are contained within the report.

7.0 FINANCIAL IMPLICATIONS

- 8.1 The main Council funding for domestic violence services is via the Supporting People budget and Working Neighbourhood Funding (WNF).

8.0 EQUALITY AND DIVERSITY ISSUES

- 8.1 An Equality Impact Assessment is in the process of being completed for the Multi-Agency Domestic Abuse and Sexual Violence Strategy.

WNF will cease on 31 March 2012 and options for alternative ways of providing services and funding existing services are being explored.

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 & Performance Board

DATE: 20 September 2011

REPORTING OFFICER: Strategic Director, Communities

SUBJECT: Community Safety

WARDS: Borough Wide

1.0 PURPOSE OF THE REPORT

1.1 To update members of the Board on a range of community safety issues.

2.0 RECOMMENDATION: That the report be received and noted.

3.0 SUPPORTING INFORMATION

3.1 Future Funding (2012/2013)

3.1.1 The future for funding from Central Government for community safety is still not clear, we have been advised that the Safer and Stronger Communities Fund allocation for 2012/2013 will be paid directly to the new Police and Crime Commissioner (PCC) and not the Local Authority.

3.1.2 The PCC will then control this element of the budget for the four Local Authorities in Cheshire. This could then be used to commission service across Cheshire at the discretion of the elected PCC.

3.1.3 At this present time there will be no external funds from Central Government being paid to Local Authorities for Community Safety priorities. This means that there will be a significant deficit in the funding streams.

3.1.4 This reduction will have a significant affect on the Safer Halton Partnerships ability to deliver projects to combat quality of life issues such as Anti Social Behaviour.

3.1.5 The Community Safety Team are currently working on a revised business plan and team structure for 2012, which will enable key work streams to continue and meetings are being held with key partners to explore these issues.

3.1.6 The major risk to the Authority will be identifying main stream funding where none has existed before and the implications for the partnership should this work cease.

3.2 Government Approach to Community Safety and Policing

3.2.1 **ASB Tools and Powers review**

3.2.2 We have been advised that publication of the Government's consultation on '**ASB tools and powers review**' would be delayed by a couple of weeks and we are not sure when this will now be published. What we know is in the review, is summarised below:

- the term, asbo will be dropped but aspects of the 'asbo regime' will be continued
- the number of anti-social behaviour offences (categories) will be cut from 19 to 5 as part of the process of rationalising/simplifying the available tools and powers

3.2.3 The five reported measures designed to simplify the system are outlined as:

- A "criminal behaviour order" that could, for instance, see someone who is convicted of being drunk and disorderly banned from a town centre for two years.
- A civil "crime prevention injunction" which could be obtained within "hours rather than months".
- Court orders to close a property where there has been persistent disorder.
- Fines for people who have been a persistent nuisance and harmed the quality of life in an area.
- A "direction to leave" which will see any individual causing or likely to cause crime directed away from a particular place and "related items" confiscated.

3.2.4 Additionally, Police Officers will be given more discretion to deal with offenders such as forcing them to make amends, rather than pursuing formal legal interventions.

3.3 **New powers to tackle gang problems**

3.3.1 New civil injunctions to prevent gang-related violence by adults came into effect on 31 January 2011.

3.3.2 The 'gang injunctions' are designed to break down gang culture and prevent further incidents of gang-related violence by imposing certain prohibitions and requirements on the recipient.

3.3.3 These could include:

- Not entering a certain geographical area
- Not being in public with a particular species of animal, for example a dog which had previously been used as a weapon
- Not wearing certain 'gang colours' in public

- Participating in positive activities such as entering a mentoring programme.

3.3.4 The police and local authorities will be able to apply for the injunctions which will be issued by a county court (or the High Court). The injunctions will last for up to two years and will be for adults who have been proven to have engaged in, encouraged or assisted gang-related violence.

3.3.5 The injunctions differ from anti-social behaviour orders (ASBOs) as they target a higher level of criminality. There is no minimum term for a gang injunction, no criminal record for breach and positive requirements can be attached to the injunction. However, the Government is clear that those involved in gang-related violence should be prosecuted under criminal law if there is sufficient evidence and it is in the public interest to do so.

3.3.6 The statutory provision for gang related injunctions against adults can be found at Part 4 of the Policing and Crime Act 2009.

3.4 New “RESPECT” Standard for Housing Providers

3.4.1 The new Respect Charter was launched in Harrogate on the 22nd June 2011 by the Chartered Institute of Housing, the Social Landlords Crime and Nuisance Group and House Mark.

3.4.2 The new Charter is the sector-owned replacement for the former Respect Standard for Housing Management. It has been developed through wide consultation, led by CIH, SLCNG and House mark, and is endorsed by two key national tenant organisations – TPAS and TAROE. It is essentially an updating of the earlier Standard. Indeed, the consultation process demonstrated that the ‘Respect’ name is well recognised and valued by landlords and tenants across the sector.

3.4.3 The Charter continues to be voluntary, and is a key part of the new, co-regulatory approach within housing. It is not intended to be a wider community safety charter – it is about landlords’ ASB services. However, the importance of partnership working in improving outcomes for service users is acknowledged throughout the Charter.

3.4.4 The Charter is outcome-focused and not prescriptive or process-driven. Its purpose is to improve ASB services, and consists of a series of commitments and building blocks based on sector good practice.

3.4.5 Landlords signing up to the Charter, are making public their commitment to provide a high quality ASB service and their accountability to tenants for its delivery.

- 3.4.6 The Charter will continue to be based on a self-assessment approach and can be used as a framework for improvement, tailored to local needs and priorities.

3.5 Cutting Crime Together (key points)

- 3.5.1 This section outlines the government's reform agenda and future funding.

3.6 Partnerships

- 3.6.1 Community Safety Partnerships (CSPs) will continue to be statutory and Government want them to be partnership focused on taking actions and achieving outcomes – cutting crime and reducing harm – not process and bureaucracy. We are freeing partnerships from central reporting burdens and prescriptions.

3.7 Police Crime Commissioners

- 3.7.1 The introduction of Police and Crime Commissioners from May 2012 will give the public direct influence over crime in their local area. Crime mapping down to neighbourhood level in the New Year will provide the public with the information to hold partners to account..
- 3.7.2 Once Police and Crime Commissioners (PCCs) are introduced they will be responsible and democratically accountable for tackling crime at a local level, working alongside local partners. The public will be able to raise any concerns directly with them, and PCCs will have the power to respond.
- 3.7.3 As such, once PCCs are in a position to commission services locally, the majority of Central Government funding for crime and community safety programmes will be devolved to them and they will work with CSPs and others to prioritise the issues that matter most to local residents.
- 3.7.4 Work is ongoing through the Sub National Crime and Justice Commission to ensure that there are plans in place for March 2012.
- 3.7.5 Currently there are a number of procedural issues being dealt with in relation to the new bill and this could mean that there is a delay to the PCC's being elected in May 2012.
- 3.7.6 The issue is being debated in the House of Lords, and implications of this when known, will be updated to the Board.
- 3.7.8 A further briefing/presentation can be presented specifically focusing on the new role of the PCC's and its impact as the position becomes clearer.

4.0 POLICY IMPLICATIONS

4.1 None at present until consultation findings have been published.

5.0 RISK ANALYSIS

5.1 The future funding implications for non mainstreamed services may seriously impact on the partnerships ability to deliver community safety services and safeguarding issues. Further Briefings will be provided as we receive notification of the final changes to legislation.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

6.1 Children and Young People in Halton

The clear links between the priorities of community safety and children and young people service means that any reduction in our funding streams will have a direct impact in delivery of our prevention and intervention schemes.

6.2 Employment, Learning and Skills in Halton

None identified.

6.3 A Healthy Halton

The clear links between the priorities of community safety and alcohol and drug services means that any reduction in service will have a direct impact in delivery of our prevention and intervention schemes. The ability to deal with the serious issues around excessive alcohol consumption would be at risk.

6.4 A Safer Halton

Community safety issues continue to be a main priority for the communities of Halton; there are many themes that cut across the Council's services and priorities. The lack of mainstream funding and possible changes in legislation could have an extremely detrimental effect on our ability to deliver our current level of service.

6.5 Urban Renewal

None identified.

7.0 EQUALITY AND DIVERSITY

7.1 The possible impact on delivery of services to some of our more diverse communities.

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

8.1 None under the meaning of the Act

REPORT TO: Safer Halton PPB

DATE: 20th September 2011

REPORTING OFFICER: Strategic Director, Communities

SUBJECT: HSP Community Engagement Strategy

WARDS: All

1.0 PURPOSE OF THE REPORT

1.1 The purpose of this report is to inform members of the group of the development and adoption of the partnership's Community Engagement Strategy and associated action plan.

2.0 RECOMMENDATION: That

(1) Board members note the content of the report; and

(2) The board supports the Community Engagement Strategy and action plan.

3.0 SUPPORTING INFORMATION

3.1 This is the second Community Engagement Strategy that the Halton Strategic Partnership has developed. The first was approved in 2005 and laid the foundation for improved Community Engagement in Halton. The purpose of this strategy is to build on the foundations created by our first strategy to create a comprehensive partnership approach to community engagement,

3.2 This strategy has been developed over the past twelve months with input from all partnership agencies and with significant resident involvement. A brief summary of its development is as follows:

- Community Engagement audit of activity – a questionnaire asking for details of all partners' engagement activities was distributed and the responses informed the context of the strategy;
- A framework for the strategy was drafted, based on the results of the questionnaire and existing research, by the Council's Corporate and Organisational Policy Team and distributed across the partnership for comments;
- Five strategic objectives were developed from the responses of the questionnaire – these were contained in a report to the partnership's Equalities, Engagement and Cohesion group and endorsed by the group on 6.12.10;

- Extensive research was carried out in to current and new approaches to community engagement, giving an evidence base for our approach;
- The strategy has been presented to several local residents' group and their comments have been vital in developing the strategy;
- An action planning event, attended by over 30 people including representative from across the partnership and residents and hosted by Councillor John Swain, was held on 30.3.11. During this event attendees were asked to come up with proposed actions to deliver the strategy and these actions were put to a vote. Attendees were also asked to make a personal pledge to try to improve an aspect of community engagement either in their work or their personal life;
- An action plan has been developed using the results of this action planning day. This has been formulated by the Community Engagement Strategy steering group; and
- The strategy was formally adopted by the Halton Strategic Partnership Board on the 1st June 2011.

The full strategy and action plan are appended to this report.

4.0 POLICY IMPLICATIONS

4.1 The strategy will support member organisations of the strategic partnership to deliver well-planned joined-up consultation and engagement. It will ensure that community engagement becomes an integral part of the business planning and policy development process.

4.2 The key elements of this strategy are the five strategic objectives. These have previously been agreed by the partnership's Equalities, Engagement and Cohesion group:

4.3 Objective 1: Citizen-focused local decision making

"We are committed to ensuring community and individual input in to the local decision making process. We will ensure that all decisions taken are focused on the needs of individuals and the local community, and that those affected are given meaningful opportunities to help make those decisions."

4.4 Objective 2: Accessible and inclusive engagement

"We are committed to ensuring that each and every citizen in Halton has equal opportunity to make their voice heard and influence decisions that

affect them. We will ensure appropriate mechanisms are in place to ensure everybody's access needs are identified and accounted for."

4.5 **Objective 3: Open, Efficient and Effective Engagement**

"We are committed to ensuring that all of our engagement activities make a tangible and positive impact on the community and represent best value for money at all times".

4.6 **Objective 4: Innovative Engagement**

"We are committed to exploring new and creative ways of engaging with the communities we serve and maximising the potential of new technologies".

4.7 **Objective 5: Using and Responding to Citizen-initiated engagement**

"We are committed to maximising the impact of all contact we have with residents, including those which are initiated by the individual".

5.0 OTHER IMPLICATIONS

5.1 The group should give consideration to the workload implications of the delivery of the strategy and action plan. There is a need for senior managers to commit time and resources to delivering the strategic objectives and this needs to be spread across the partnership.

5.2 The group will also need to consider supporting the continuation of the Community Engagement Steering Group to oversee the delivery of the strategy. Ultimate responsibility for the monitoring of the strategy will sit with the partnership's Equalities, Engagement and Cohesion board.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

6.1 Children and Young People in Halton

The strategy should enable the partnership to create more opportunities for children and young people in Halton to engage with service providers and play a more active role in designing and evaluating the services they receive.

6.2 Employment, Learning and Skills in Halton

The strategy should enable the partnership to create more opportunities for residents to engage with service providers and play a more active role in designing services they receive. It will enable residents to give genuine feedback about the types of services they feel they need to improve their knowledge, skills and experience to gain employment.

6.3 A Healthy Halton

The strategy should enable the partnership to create more opportunities for residents to engage with health service providers and play a more active role in designing the health services they receive.

6.4 A Safer Halton

The strategy should enable residents to engage more with the partnership around issues of community safety and influence how these issues are addressed.

6.5 Environment and Regeneration in Halton

The strategy should enable residents to engage more with the partnership around environment and regeneration issues and influence how these issues are addressed by the partnership.

7.0 RISK ANALYSIS

There are few risks associated with delivering the strategy. The main risk lies in not delivering it successfully. This could lead to a worsening of the relationship between residents and member organisations of the strategic partnership and a lack of residential engagement in public service design and delivery.

A full risk assessment is not required for this report.

8.0 EQUALITY AND DIVERSITY ISSUES

The strategy aims to ensure that all residents have the opportunity to engage with the partnership. Where possible equality and diversity monitoring of consultation and engagement will be carried out to monitor our success.

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

9.1 None under the meaning of the Act.



Halton Strategic **PARTNERSHIP**

Community

Engagement

Strategy

Help it Happen in Halton

2011-2015

Foreword

We are committed to providing excellent services that are responsive to the needs of all of our residents and provide good value for money in these difficult times. This can only be achieved if we ensure that our residents have a genuine influence over the delivery of local services.

Engagement is about giving local people greater influence over decisions that affect them and their community. It is about developing and maintaining open and effective relationships between public agencies and the communities they serve. Engagement helps us to make better decisions. It is about giving people choice about how money and resources are used in their community. The purpose of the strategy is to set a standard of how we engage everybody in Halton and ensure that the views and needs of the individuals and communities of the borough are heard and understood.

I believe that community engagement empowers local citizens, develops their sense of place and contributes to local democracy. We need to provide an equal opportunity for everyone to participate, ensuring that all local people are valued and that they are actively listened to and empowered.

I am confident that this strategy will ensure that local people have an influence over their local area and that their active participation helps us make Halton a community we are proud of.



Councillor John Swain

Portfolio holder for Halton Borough Council for Children and Young People,
and Chair of the Partnership's Equalities, Engagement and Cohesion Group

1. Introduction

Halton Strategic Partnership is committed to improving community engagement and participation in Halton. We believe that our strength as a community lies in our people. The world we live in is changing and we face many difficult challenges. To face these challenges we need to act as a community. It is now more important than ever to ensure that every resident plays an active part in the community they live in. It is up to us to provide them with the opportunity to do so.

We believe that the people and communities of Halton should feel ownership over the places they live in. Part of this is having a proper say in what services are provided and how they are delivered. Halton Strategic Partnership is committed to improving how we work with communities and individuals. We want everyone in Halton to have their say in the development of the borough, their local area and the services that affect them.

Improvement in the quality of life enjoyed by local people can only come about if the community is involved in making it happen. Solutions to problems are often dependent on local knowledge. The experiences of local residents and service users can help inform future service development. We will continue to engage with local people and help them to get involved in decision-making. We will also keep our communities informed about what we are doing and will continue to develop new and innovative ways to be more accountable to communities through consultation and open and transparent decision-making processes.

We already have a Big Society in Halton. People care about each other and their neighbourhoods. People take pride in where they live. By creating a clear and accessible framework for the residents of Halton to play a key role in the future of the borough this strategy will help us to fully utilise this community spirit for the benefit of everyone. We will ensure that every individual can play an active role in their community. Through increased active engagement the people of Halton will work with the partnership to deliver services that are efficient, effective and delivered to those who need them.

2. Our vision

“Every individual in Halton has the opportunity to play an active role in their community and feels that they can influence the services that affect them locally.”

3. Background and Context

3.1. The Halton Partnership and the Partnership approach

The Halton Strategic Partnership Board (HSPB) works to ensure that actions delivered by a whole range of groups and organisations are properly 'joined up' and make a real difference to the lives of local people. The Halton Strategic Partnership's Sustainable Community Strategy provides an overarching framework within which different partnerships, organisations and groups can co-operate together, commit to common goals and work towards improving life for people in the borough.

The following organisations and agencies are members of the Halton Strategic Partnership and are committed to the delivery of this strategy:

- NHS Halton & St Helens;
- Halton Borough Council;
- Cheshire Constabulary;
- Cheshire Fire and Rescue Service;
- Halton Housing Partnership;
- Halton Sports Partnership;
- Riverside College Halton;
- Cheshire Police Authority;
- Halton and St Helen's Voluntary and Community Action;
- Jobcentre Plus;
- Faith Community;
- Greater Merseyside Connexions Service;
- Halton Association of Secondary Heads;
- Halton Chamber of Commerce and Enterprise.

3.2. The Specialist Strategic Partnerships (SSPs)

There are five thematic Specialist Strategic Partnerships (SSPs) that sit underneath and report to the Halton Strategic Partnership Board. These are well established, each leading on one of the agreed five key priority themes of the Halton Strategic Partnership. Each is a multi agency partnership made up of representatives of agencies and services that have a key role in delivering the aims and objectives of the Specialist Strategic Partnership.

Their work is informed by key data and intelligence, consultation with the public and the expertise of partners. Each Specialist Strategic Partnership has developed a detailed delivery plan outlining the key work streams for their partnership.

These priority themes and their respective aims are as follows:

- **A Healthy Halton**

To create a healthier community and work to promote well-being and a positive experience of life with good health, not simply an absence of disease, and offer opportunities for people to take responsibility for their health with the necessary support available.

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

To create an economically prosperous borough that encourages investment, enterprise and business growth, and improves the opportunities for learning and development together with the skills and employment prospects of both residents and workforce so that they are able to feel included socially and financially.

- **A Safer Halton**

To ensure pleasant, safe and secure neighbourhood environments, with attractive, safe surroundings, good quality local amenities, and the ability of people to enjoy life where they live.

- **Children and Young People in Halton**

Halton's ambition is to build stronger, safer communities which are able to support the development and learning of children and young people so they grow up feeling safe, secure, happy and healthy, and are ready to be Halton's present and Halton's future.

- **Environment and Regeneration in Halton**

To transform the urban fabric and infrastructure, to develop exciting places and spaces and to create a vibrant and accessible borough that makes Halton a place where people are proud to live and see a promising future for themselves and their families.

We want our residents to have a say in how we achieve these objectives. We believe that it is services, not service providers that matter to people. We need to look at issues that affect our communities and our residents collectively to understand what needs to be done. Problem-solving strategies need to be multi-agency and issue led. This Community Engagement Strategy is based on that fundamental principle.

3.3. Why do we have a Community Engagement Strategy?

The partnership has committed to ensuring excellent and meaningful community engagement through its Sustainable Community Strategy:

“The Partnership is committed to an inclusive approach to community engagement through its strategy and network arrangements...”

...we will continue to engage with local people and help them to get involved in decision-making. We will also keep our communities informed about what we are doing and will continue to develop new and innovative ways to be more accountable to communities through consultation and open and transparent decision-making processes”¹

We need to have a Community Engagement Strategy to provide a framework through which we can ensure that the residents of Halton are able to make a meaningful contribution to the development of their local area and the services they use. We want every resident to play an active role in their community and feel that they can influence the services that affect them locally.

The last Place Survey (2008) gives us some indications of how involved a sample of our residents felt.

Measure	Halton	National
The Council provides value for money	38%	32%
Satisfied with how the Council runs things	48%	43%
Would like to be more involved in the decisions that affect their local area	31%	27%
Have been involved in decisions that affected the local area in the past three months	11%	13%
Feel that they can influence decisions in their local area	25%	27%
Feel that they have been treated with respect and consideration by their local public services in the past year	68%	70%

¹ Halton Borough Council, *Draft Sustainable Communities Strategy 2011-2026*,

We believe that every person in Halton should feel that they can influence decisions in their local area. This could be more involvement in local democracy. It could also mean increased involvement in the community – individuals taking responsibility and action for the physical environment and the people of their community. Currently three-quarters of residents we asked do not feel they can influence decisions in their local area. Only 11% said that they had done so in a three month period. We want everyone to feel that they can, and that is the purpose of this strategy.

3.4. Economic Benefits

The current economic climate has set us some serious challenges in engaging with our communities. We need to ensure, now more than ever, that engagement is as effective as possible. By working as a partnership to eradicate duplication, we will ensure that no resources are wasted and information is shared and used to its maximum potential. We will ensure that all of our services represent the best value for public money and that every penny spent has a tangible benefit for the community we serve.

3.5. Barriers to Progress

An Ipsos MORI report “Halton – Our Place, Our Future” in October 2009 identified a number of barriers to achieving a better future for Halton, along with ways to overcome these. Some of the issues identified were:

- Mistrust of officials and politicians;
- Lack of planning;
- Residents’ apathy and disengagement;
- Inconsistency of funding;

The report also recommended some methods by which we can overcome these barriers:

- Improve accountability to local residents;
- Consistency of opportunity for all, not just special groups;
- Improve communications from public services and identify the best methods to do so;
- Embrace a positive attitude to initiating change.

The consistent theme is that we need to engage more with our communities. The report also explicitly highlighted the need to “increase resident interaction with public services”².

² Ipsos Mori, *Halton: Our Place, Our Future*, p32

The report highlighted that there is a positive sense of community within Halton. Comments from the workshops included:

“...but what has kept me here in the area are the people, they’re absolutely fantastic...”

“...all the neighbours are friendly and like everyone gets on with each other. I love it here.”

“close community”... “good sense of community”... “friendly neighbours”... “nice neighbours”... “quiet neighbours”...

It is this spirit that this strategy aims to embrace and use to inform and improve the design and delivery of local services and strengthen our communities.

3.6. What is a Community?

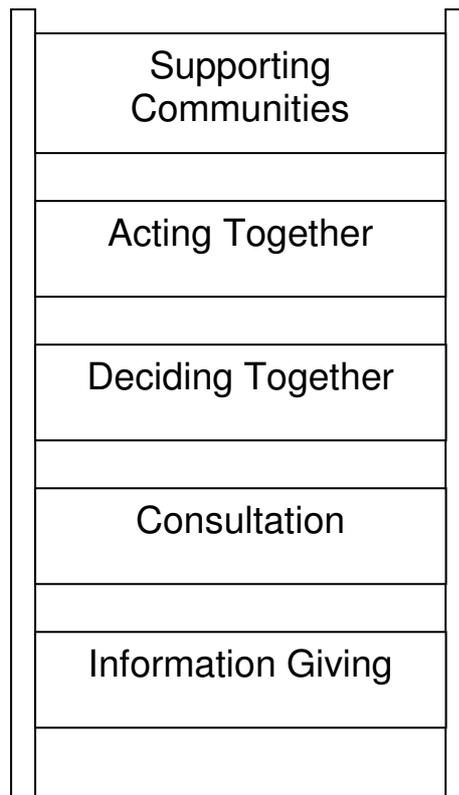
When identifying communities of people we need to engage it is important to understand what we mean by communities. A community is based upon a group of people having something in common. We have identified three different types of community that need to be considered:

- Communities of place: people who live in the same local area, for example people living in Windmill Hill, people living in Widnes etc;
- Communities of identity: people who have certain characteristics in common, for example people from a Black or Minority Ethnic background, young people, people with a disability, single mothers etc;
- Communities of interest – people with a shared interest for example cyclists, football fans, landlords, or people who use the same services, for example bus users, Council tenants, library users.

All three types of communities need to be considered and must have appropriate and equal access to engagement.

3.7. What do we mean by Community Engagement?

Community engagement simply means that the residents of the borough are actively involved in the decisions and actions that will shape its future. We have identified five broad types of community engagement. These five levels are shown by the ladder below.



This strategy and the partnership's self-assessment and monitoring arrangements are based on these definitions of engagement activity. Each engagement activity can be identified as one of the five levels on the ladder of community engagement:

1. **Information Giving** – Simple, direct one way communication. Either from authority to public or vice-versa. Keeping people informed of activities, decisions and events. This could be via a mail shot, information on a website, information via email, Facebook, twitter or text, or a stand at an exhibition.
2. **Consultation** - This involves a dialogue between parties who listen to each other. For example, options or proposals may be presented to the public who are given the chance to comment on them and ask questions about them. This could also take the form of the survey, delivered online, over the phone, face-to-face or through the post. There is no obligation to act at this level of engagement. Consultation means the right to be heard, not the right to influence or decide.
3. **Deciding Together** – The local community are involved in making decisions with the partner organisations on what will be done, with the agencies taking these forward. For example, involving local residents on planning new road layouts.

4. **Acting Together** – Decisions are made by partnerships between local people and agencies of the strategic partnership. The people involved in making the decisions also take part in carrying them out. This could include participation in events to shape and be involved in service planning and delivery.
5. **Supporting Communities**- When the partnership supports community services e.g. neighbourhood watch schemes.

4. **THE COMMUNITY ENGAGEMENT FRAMEWORK**

The partnership operates its engagement activities within a defined but flexible framework. This framework is composed of six key strategic principles for community engagement which all engagement activity will be defined by:

- **Planning**: we will ensure all engagement activity is properly and effectively planned;
- **Working in partnership**: we will work with our partners to ensure all engagement activity takes a holistic view of services to ensure maximum impact for individuals and the communities they live in;
- **Breadth of engagement**: we will ensure engagement activity is broad and accessible, and will include equal access to engagement for “hard-to-reach groups”;
- **Depth of engagement**: we will ensure that the level and depth of all engagement activity is appropriate to the subject;
- **Taking action**: we will use the results of engagement activity to guide decision making and policy development – “you said, we did”;
- **Ongoing Communication**: we will keep all individuals informed of decisions and actions taken as a result of consultation and maintain open and continual communication with those involved. Where actions are not taken a clear rationale will be given.

4.1. Strategic principle 1: Planning

There are several steps to planning a successful engagement activity. Successful planning is the key to successful delivery. All activity will be carefully planned and the following criteria will be identified during the planning of each activity:

- **Identifying the need** – there should be a clearly identifiable need to undertake an engagement activity. This could be a statutory requirement to engage, an identifiable knowledge gap or the development of a new initiative;
- **Identify previous or planned activity** – has any engagement activity on this subject been undertaken before? Is any already planned that you could join with? The Halton Borough Council Consultation Finder can help identify these. There is a danger of engagement fatigue – don’t ask people about the same thing twice;

- **Identify the people** – the right people in the right area need to be engaged. This could be particular groups, a whole community, a random sample of residents, or those whose voices have been rarely heard before. The principle of localism is key here – people in the local area need to be engaged on issues that affect their area. This could be at ward level or as low as street level depending on the issue. Identifying the right people will help us in developing and advertising the activity.
- **Identify the purpose** – we need to be clear about what we are trying to achieve. Are we trying to get people’s views, or ask them to participate in a project? We need to ensure that you are engaging people in something they can influence;
- **Identify the approach** – this could be information giving, consultation, deciding together or acting together. Once we have decided on this we can plan the specifics of our activity;
- **Identify a method of evaluation** – we need to consider how we will evaluate the success or otherwise of the activity;
- **Identify ongoing communication methods** – identifying how we will let people involved know what you have done since engagement i.e. how to give appropriate and timely feedback.

4.2. Strategic principle 2: Working in Partnership

The Halton Strategic Partnership is committed to working together to ensure that every member of the Halton community is given a voice and the chance to influence decisions that affect them. We are committed to ensuring that we gather the best possible local information from residents to ensure that we shape and deliver services appropriately, efficiently and where they are most needed. This means we have to work together in all of our engagement activities and share the planning, delivery and outcomes of consultation and engagement. This will ensure that engagement activities and services are issue-led, not agency led.

Through this strategy we will work more closely together in our engagement activities with the residents of Halton. This will ensure that the partnership can take a holistic view of local areas based on the evidence and feedback provided by the local community. This will allow the partnership to create and share area profiles which can be used to target specific services to where they are most needed. It will also mitigate the risk of “consultation fatigue” – people being asked the same questions more than once. Taking an integrated partnership approach will allow local services to ask questions once and use the evidence gathered to inform a multitude of services – “ask once, use many times”.

4.3. Strategic principle 3: Breadth of Engagement

This strategy links strongly with the Council’s Corporate Equality Plan and the Halton Partnership’s commitment to equality of opportunity. We will ensure that all residents, including those in “hard-to-reach” groups, have equal opportunity and access to engage with the partnership on any issues that

affect them. We will take steps to monitor and, if necessary, increase the involvement of hard to reach groups in our engagement activities.

4.4. Strategic principle 4: Depth of Engagement

Engagement activity can take many forms and serve many purposes. There is such a thing as “too much” engagement – or to put it another way, “engagement for the sake of engagement”. The planning framework (strategic principle 1) that forms part of this strategy is designed to ensure that all engagement activity is meaningful and serves a specific purpose. It will also ensure that the detail and resources that go in to an engagement activity are appropriate to the objectives set.

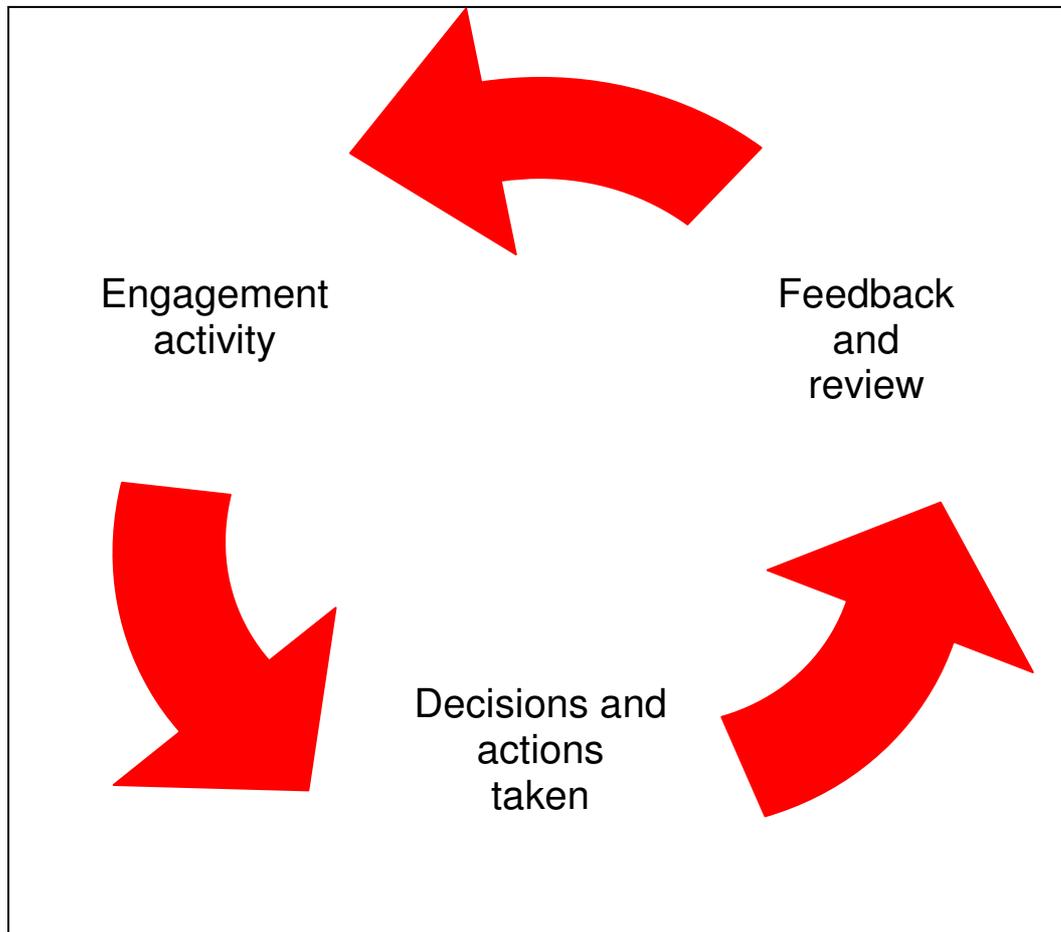
4.5. Strategic principle 5: Taking Action

All engagement activity needs to serve a purpose. It needs to secure positive outcomes for people and communities. In order to ensure this, the partnership needs to act on all engagement activity. This is not to say that all suggestions, ideas and input will be taken forward, but everything will be considered. Any actions taken as a result of engagement will be fed-back to all involved parties so that people can see the results of their involvement. If suggestions are not taken forward, the rationale behind that decision should also be fed-back. In achieving this we will end the perception that local service providers don't listen, or do listen but don't act, and replace this with a positive “you said, we did” reputation in the local community. This in turn should encourage more people to want to become involved, as they can see that by doing so they actually can make a difference to their lives and their communities.

4.6 Strategic principle 6: Ongoing Communication

We see community engagement as an ongoing process, as demonstrated below. We will keep all individuals informed of decisions and actions taken as a result of consultation and maintain open and continual communication with those involved. Engagement will not be a one-off exercise but will be the catalyst to ongoing two-way feedback on the progress of work and the impact it has on the community. Those involved will be told what actions have been taken as a result of their involvement. They will also be given honest reasons for things not being done.

4.7. The Cycle of Community Engagement



5. Bringing the Strategy Together

This diagram shows how the types of engagement, strategic principals and strategic objectives support the strategy and feed in to the vision for community engagement in Halton.



6. What has happened in Halton?

6.1. Summary of activities

Members of the Halton Partnership have been very active over the past few years in increasing engagement and participation of the public. There are seven area forums involving Councillors and members of the public which address local issues. A consultation finder has been developed by the Council to record details of engagement activities. The community development team have worked hard in developing links with community groups and representative of the communities we serve.

6.2. Case Studies

Case Study 1: Information Giving – Job Centre Plus

Jobcentre Plus in Halton has adopted the ‘Focussed Partnership Delivery’ practice that was recently undertaken in the Merseyside area. Jobcentre Plus in Halton conducted several information sessions (including 1-2-1 briefings, briefing paper and a group communications session all with key stakeholders). We have initially worked with approximately 120 Jobseekers Allowance (JSA) customers who have not worked for 2 years and over; the aim of this project is to identify and address the issues that these customers face in moving closer to the labour market.

The approach that Halton Jobcentre Plus proposed was to utilise our existing interview regime in a more coherent strategic approach, involving key delivery partners via case conferences and joint caseloading at set periods during the life of the project required to assist the customers to address the identified issues/barriers that they face when seeking employment.

Case Study 2a: Consultation – Halton Housing Trust

Neighbourhood Investment Framework (NIF) – Neighbourhood Investment Plans were developed at a local level in consultation with customers and residents across all estates managed by the Trust. The results were fed into the NIF which effectively determines the Trust’s next stage of development now that the Decent Homes Standard has been achieved.

Case Study 2b: Consultation – Cheshire Police Authority

Members of the Police Authority, local police officers, Community Support Officers and staff from Halton Community Safety Team went out and about on the streets to ask people about their priorities for policing and about policing services. The Roadshows took place at Runcorn Market, Halton Lea Shopping Centre and Halton Steam Fair and many people took time to respond to a survey and get crime prevention advice.

Members of the Authority and Senior Officers of the Constabulary and Council also held 'Face The People' meetings to have their say about public services and to hold the officers to account.

In 2010, the top 5 policing priorities for the people of Halton were:-

- 1. Responding to emergency calls**
- 2. Tackling violent crime**
- 3. Tackling domestic and child abuse**
- 4. Detecting crime and arresting offenders**
- 5. Tackling organised crime and terrorism**

The results of the consultation will be used by the Police Authority to inform the Chief Constable's objectives and set the police budget for 2011/12.

The consultation is carried out annually.

Case Study 3: Deciding Together – Halton Youth Service

The elected Youth Cabinet represent all young people from across Halton. One of their campaigns in 2010 was to make travelling around the borough easier and safer for their peers.

Youth Cabinet created an online questionnaire, consulted young people in a variety of youth settings and engaged young people in discussions during the Youth Service's Friday Night in the Park sessions to find out what transport barriers young people face. Over 100 young people participated in the consultation, highlighting issues with public transport, bus shelters and walkways.

The Cabinet have developed an action plan to tackle the issues; this includes meeting with HBC Transport Officers and bus companies to look at how bus journeys can be safe and a good experience for young people. Representatives of the Youth Cabinet and other young people are coming together to form a Transport Shadow group to support HBC transport strategy.

Case Study 4: Acting Together – Major Projects

Runcorn Town Centre Regeneration – In response to a community group seeking further intervention within one of Halton's Town Centres, the local MP and Halton Borough Council engaged in a formal dialogue with them. Additional stakeholders were brought in. Rather than the onus being placed on the Council to come up with ideas, the community group were also tasked with bringing ideas to the table. The Council are now supporting individual members of the group to deliver some of their ideas, such as reinstating the Runcorn Carnival. Alongside this, the Council are also acting on more strategic interventions in tandem with the local community.

6.3. Engagement audits

All partner agencies have made strides towards greater engagement. It is now time to bring this good practice together. The first stage of this was conducting an audit of partnership engagement activity to map our efforts to identify good practice, duplication and gaps in our activities. This audit was conducted in the autumn of 2010 and the results are summarised below:

In 2009 Halton Borough Council took stock of their current engagement activity. We knew that there was a lot of good practice already underway, and we wanted to get a detailed picture of everything we were doing. An audit questionnaire was circulated across the authority for departments to complete detailing their engagement activities and completing a self-assessment form.

This exercise highlighted a range of good engagement work that was already underway across the Council:

Information Giving	Consultation	Deciding Together	Acting Together
Leaflets	Surveys/questionnaires	Marketing Approach	Cultivate
Newsletters	Focus Groups	Area Forums	LSP & SSPs
Publication of Plans	Events	LSP & SSPs	Neighbourhood Employment Officer Initiative
Booklets	Road shows	Drop in sessions	The PCDL Partnership
Emails	Workshops	Consultation Review Panels	Working with Volunteers
Press Releases	Face to face meetings	Partnership Groups	Phoenix Park Subway Arts Project: Artists Selection Process
Newspaper Articles	Visits	Planning for real	Young voices volunteers project
Letter Drops	Presentations	Neighbourhood Management Boards	Halton Lea Library Steering Group
Surgeries	E consultations	Consultation groups of service users and providers	NMA Project Appraisal Process
Compliments and Comments Slips	Area Forum Presentations	Planning Live	Development of Years Ahead

Complaints Procedures	Mail shots	Steering groups	
SMS text	Drop-in events		
Radio broadcasts	Community projects		
Delivery of lessons and colleges			
Television Interviews			
Facebook			
Photographs			
Face to face promotion			

Areas across the Council were clearly running excellent activities and giving people the chance to influence the services that affect their lives. However, it was also felt that there were areas where a lack of clear co-ordination meant that there was potential for miscommunication, duplication and important messages being lost or unused. The accompanying report made several recommendations for further action:

- Corporately map engagement activity;
- Promote and increase utilisation of the consultation finder;
- Consider including involvement activity in service plans;
- Strive to better co-ordinate and streamline activity both internally and with partners;
- Consider how to strengthen and support the Councillor role in community engagement. Statutory guidance emphasises the Councillor role as advocates for the communities they serve. The Councillor role is crucial in order to advance community involvement in decision making, in accurately defining local needs and in helping to judge the impact of delivery.

Producing this strategy is the next step in ensuring that these recommendations are met. Additionally we have added the fifth step on the ladder of engagement – supporting local communities to recognise that we need to go further in our efforts to truly engage with the community.

This exercise was repeated, in amended form, across the strategic partnership in 2010. The results of these two exercises have given us a comprehensive and holistic view of the current state of engagement activity across the borough.

The partnership audit showed that there is a lot of excellent community engagement activity already underway in Halton. It was clear that what we needed to do was to:

- Join up our approach to community engagement;

- Investigate new and innovative ways to broaden community engagement.

7. **What will happen in Halton?**

Our aim now is to improve and expand our community engagement. This strategy is based on the achievement of five objectives.

- Objective 1: Citizen focused local decision making;
- Objective 2: Accessible and inclusive engagement;
- Objective 3: Open, efficient and effective engagement;
- Objective 4: Innovative engagement;
- Objective 5: Using and responding to citizen initiated engagement.

The following chapters outline how the Halton strategic partnership plans to ensure that we achieve these key objectives.

7.1. **Objective 1: Citizen-focused local decision making**

“We are committed to ensuring community and individual input in to the local decision making process. We will ensure that all decisions taken are focused on the needs of individuals and the local community, and that those affected are given meaningful opportunities to help make those decisions.”

7.1.1. **Councillor Involvement**

The role of local Councillors in community engagement is absolutely vital. Councillors are the key link between the partnership and the community. For community engagement to be effective it needs the support and active participation of residents, staff and local Councillors. This strategy will place Councillors at the heart of engagement activities, making them champions of community engagement. We will support Elected Members in their role in area forums and other engagement activities, ensuring that they can effectively champion local needs and priorities. We will ensure that Council and partnership staff are able to provide full and effective support for Councillors to become more actively engaged. We will support Elected Members’ involvement in finding ways of reaching out to “hard-to-reach” groups. We will create and maintain links between local Councillors and community groups. We will ensure that regular engagement with the local community is a fundamental part of the Councillor role.

7.1.2. **The story of place**

The partnership is committed to identifying and tackling issues at a local level. We recognise that different communities and localities within Halton have different issues. We are committed to ensuring that our engagement activities are targeted to address the key priorities for every area. This will contribute to building up a “story of place” to help us identify local issues and needs.

7.1.3. Service Evaluation – Mystery Shoppers

Residents' views on how we are performing and delivering services to the community are vital in shaping future decision making and service development. The partnership will consider the possibility of using local residents as "mystery shoppers" to evaluate specific services. This will achieve the benefit of allowing the partnership to target specific services for evaluation, and also allow us to see how our services cater for people with different characteristics. We will develop our links with community and representative groups to enable them to select individuals to participate in the scheme We will develop a set of guidelines of how to plan and deliver a mystery shopper activity and how to target services appropriately.

7.1.4. Community Development and Capacity Building

The Council currently employs a number of community development officers who work across the borough supporting many forms of community engagement. The work of this team has been highly commended in the way it supports the communities we serve. These operational level employees need to be actively involved in the development of engagement activities to ensure that our engagement activities are focusing on the right issues and the right people.

Alongside the work the Council delivers, other partners deliver work on Capacity Building and Community Development. Halton and St Helens VCA the local support and development organisation, provides capacity building and development support to voluntary, community and faith groups across Halton. The Connectivity Team exists to support local groups to connect to other sectors, increase their voice and influence local decision-makers.

7.2. Objective 2: Accessible and inclusive engagement

“We are committed to ensuring that each and every citizen in Halton has equal opportunity to make their voice heard and influence decisions that affect them. We will ensure appropriate mechanisms are in place to ensure everybody’s access needs are identified and accounted for.”

7.2.1. Statutory Duties

The Council has a statutory duty to involve its residents in the delivery of its services. We are committed to ensuring that we engage with everybody in our community and we will ensure that no barriers exist based on:

- Age;
- Sexual orientation;
- Transgender status;
- Marital status;
- Caring responsibilities;
- Socio-economic circumstances;

- Gender;
- Pregnancy/maternity;
- Disability;
- Race;
- Religion and belief.

7.2.2. Hard to reach groups

We recognise that it is vitally important to ensure that when we engage, we engage everybody. Misrepresentative engagement practices will lead to unfair targeting of issues and policy development. The partnership will review and standardise all of its diversity monitoring practices in community engagement activities to ensure that they exceed the required standards and allow us to accurately review how successfully we are engaging local communities.

The partnership will monitor all participants in its engagement activities by all protected characteristics as defined by the Equality Act 2010. The data will be collated centrally, analysed on a regular basis and compared to the most up to date area profiling data to identify areas of the community that remain unengaged.

We will ensure that all staff across the partnership are aware of the need to recognise and remove barriers to engagement for hard to reach groups. We will ensure that staff are able to identify potential impacts of actions for all sections of the community. Co-ordinators of community engagement will have priority in having up to date training provided.

7.2.3. Community Groups

The partnership will use and share its existing links with local interest groups to ensure that we reach and engage with all sections of our community. We will work with representatives of these groups to ensure that the method of engagement does not exclude anyone on the grounds of the protected characteristics.

We will also utilise those members of the Partnership, such as Halton & St Helens VCA who have access to a membership that includes local voluntary and community groups.

7.2.4. Guidance

We will issue guidance on how to engage with hard-to-reach groups with the revised Community Engagement Toolkit.

7.2.5 Carers

We recognise the value that carers bring to our local community. We will endeavour to ensure that the needs of carers and those that they care for are fully involved in our engagement activities.

7.3. Objective 3: Open, efficient and effective engagement

“We are committed to ensuring that all of our engagement activities make a tangible and positive impact on the community and represent best value for money at all times”.

7.3.1 We are committed to ensuring that all of our activities will be of maximum benefit to the communities we serve. We will ensure that all engagement is accurately recorded and stored appropriately and is available for future use. Records of all previous engagement activity will be consulted when new activities are planned or proposed. We will adopt a principle of “ask once, use many times” to ensure that every activity and piece of information is used to its maximum value. We will not ask the same question to the same people over and over again.

7.3.2 Streamlining Strategies and Policies

In order to ensure a partnership approach we will streamline all community engagement statements and policies into one overarching Community Engagement approach. This strategy represents the first stage of this partnership approach. We will identify all strategies, policies and statements across the partnership that deal with community engagement and incorporate them in to the new framework.

7.3.3. Community Engagement Network and Champions

The partnership has previously operated a community engagement network of practitioners from every agency who meet regularly to discuss engagement opportunities. The partnership will re-establish this group to share recent experiences and best practice. In addition a new group consisting of senior individuals in each partnership agency who will act as an engagement “champion” within their organisation will also be established. This group will take a strategic role in the planning of engagement activities and work closely with employees working at an operational level to monitor and evaluate community engagement. To be effective the network will need the involvement of senior decision makers and Councillors.

It is recognised that different agencies across the partnership have different statutory responsibilities and different needs. This may mean that these agencies may need to engage independently with the community. The purpose of this network is to share the planning and information from independent engagement activities between partnership agencies.

The network and champions will support the delivery of the strategic priorities and will ensure that there is a focus on localism. We recognise that Halton is comprised of many communities, each with different needs and priorities, and the network will ensure that this is accounted for in engagement planning.

The network and champions will be the key resources in supporting Councillors to take an active and effective role in engaging with the communities they represent.

7.3.4. Engagement Standards

As a partnership we are committed to ensuring that all of our engagement activities are efficient and productive. To ensure we continue to allow local residents the appropriate opportunities to get involved and influence decisions and service delivery we will develop a set of engagement standards that all planned activities will have to meet. This will ensure a consistent approach to delivering high quality and cost-effective engagement activity and ensure that appropriate mechanisms are in place to further involve residents and feedback on further developments. These standards will be based on the principles of effective engagement outlined earlier in this document.

These standards will ensure all engagement activity is recorded accurately and this record is stored and available appropriately. This will ensure an accurate history of engagement activity is maintained and an evidence base is available.

7.3.5. Service Plans

Community engagement activity will be included in all service and delivery plans across the partnership, ensuring that managers know in advance how and when they will be engaging with the community.

7.3.4. Community Engagement Toolkit

The partnership will review, update and publicise the existing community engagement toolkit to ensure it meets the needs of the partnership and the community.

7.3.6. Open information

All information received and produced through engagement activity will be available publicly through the consultation finder, which will be accessible through the partnership website, unless there is a clear and convincing reason for not disclosing this information.

7.3.7 Value for Money

We will include in our engagement framework and standards a commitment to ensure that our residents receive best value for money at all times. We will ensure residents have a chance to make their views heard on whether they feel the partnership is providing value for money in its engagement activities.

7.4. Objective 4: Innovative engagement

“We are committed to exploring new and creative ways of engaging with the communities we serve and maximising the potential of new technologies”.

We will endeavour to continue to be creative in our goal of maximising engagement opportunities for the residents of Halton. We will explore

different avenues and methods by which we can engage fully with every member of our community. We will use a combination of traditional and innovative methods to ensure opportunities to engage on all issues are available and made known to everybody in the community.

7.4.1. eConsultation and Social Media

The partnership is committed to finding effective new and innovative methods to ensure access to engagement for every individual in our communities. We are committed to exploring the opportunities that using social media affords us. The coalition government led the way with their “your freedom” website, which allowed anyone in Britain to make suggestions to the government, and with their “transparency number 10” website which allows the public to view a large amount of government data. It is clear that online engagement is an increasing part of the national and local agenda. As a partnership we are committed to continuing the Council’s electronic consultation programme and sharing this capacity across agencies.

Throughout the UK more local residents are using social networks than are reading local newspapers.³ These tools are becoming as big a part of our society’s infrastructure as telephones and television. Using these tools allows us the chance to be open and transparent with the communities we serve whilst providing them with opportunities to engage with local services and make a difference in their delivery.

Using social media also offers great value for money for the partnership – and therefore the public. All money spent in the public sector is public money. We are committed to finding ways to make your money go further. A recent study into customer service interactions lists web transaction costs at 27p on average, compared with phone transactions of £3.22 and face-to-face transactions of £6.56. Using social media for engagement where appropriate has the potential to save millions of pounds of public money.

Social media can enable service providers to make their public information notices available to a far greater number of people at very little extra costs. Information is instantaneous and people can forward messages on. This can help in situations of extreme weather, school closures, travel disruptions or public safety messages. It can also allow the public to give information to service providers, allowing the public to operate like a mobile workforce, reporting problems that need addressing in their local area. Social media allows us to open the channels of communication with the public all day, every day, and in real time.

It can also be used to encourage users to become more involved in their communities in a variety of ways. Using social media we can encourage people to become involved by volunteering and other forms of civic participation. We can run campaigns on local issues such as racism or graffiti. We can connect local councillors to the people they represent. We can create a sense of community and belonging by connecting local people.

³ Improvement and Development Agency, “*Local by Social*”, (March, 2010), p8;

The partnership needs to improve and increase its use of electronic consultation solutions. The Council currently runs a system, Quask, which has an online consultation capability. The partnership is committed to developing a framework for eConsultation and ensuring that officers have the IT capability to carry out these activities.

7.4.2. Facebook

Facebook currently provides the biggest opportunity for the partnership to utilise social media to interact with the community. There are 25 million active Facebook users in the UK, approximately 45% of the population. A recent study reported that it takes just five months for a piece of information to reach 50 million users through Facebook and 13 years through television.⁴ As a free to use tool Facebook offers the partnership an opportunity to add to the tools that we have with which we can increase the depth and breadth of our community engagement. Facebook also offers the opportunity for residents to provide feedback on local services and events.

The Halton Strategic Partnership will investigate the feasibility of creating and running a community Facebook account, and monitor and regularly review other opportunities to utilise social media to engage with the public. This would increase the partnership's online presence and provide a real time information service. The use of social media will not be used to replace other methods of community engagement, but can be used as one part of the toolkit of engagement methods.

7.4.3. Twitter and other social media

Twitter also offers opportunities for the partnership to deliver real time updates to residents. This could be used to deliver up-to-date news such as local election results, traffic warnings, missing people appeals and to further publicise events and services. The partnership will investigate the option of using Twitter.

We understand that social media and digital communication is a fast-changing environment. We will continue to explore new ways of using innovative communication methods.

7.4.4. Website development

The partnership will consider using its website to host meaningful two-way dialogue with members of our communities, allowing them to make comments and ask questions of the partnership, as well as to discuss issues between each other.

7.4.5. Consultation Finder

We will promote the use of the Council's consultation finder. This database holds information on previous consultations held, summaries of results and

⁴ Clouds, Crowds and Customers: Transforming Government Services in an Era of 'Business as Unusual'. Dr Nicola J. Millard

any accompanying reports, as well as details and arrangements of planned future consultations. This tool will be made available and used by all members of the partnership to plan joined up engagement activities. This will allow all partners access and use of previous consultation results which will act as check on repeated consultations. It will also allow the same results to be used a number of times to maximise their usability and impact.

7.4.6. Community Media

The partnership will consider extending its use of community radio and TV to publicise services and events in the area.

7.5. **Objective 5: Using and responding to citizen initiated engagement.**

“We are committed to maximising the impact of all contact we have with residents, including those which are initiated by the individual”.

Citizen initiated engagement simply means instances where the citizen has made the first contact. This could be to make a query, to compliment the partnership on services delivered, to make suggestions for improvement or to make a complaint. The partnership is determined that no feedback on its services should be ignored or forgotten. We need to use all possible engagement opportunities to inform our service review and development. It is clear that not all citizen contacts with agencies of the partnership can be recorded. However, we will set up mechanisms to capture as much qualitative information from these contacts as possible.

7.5.1. Complaints, compliments and enquiries

All complaints will be categorised and logged. The categorisation data will be analysed on a regular basis to identify any patterns in services or topics that are the subject of complaint. This information will be regularly fed through to service managers to use in service reviews.

Similarly, all compliments will be categorised and logged to identify high performing areas and good practice can be identified and shared.

Subjects of enquiries will also be logged on the Customer Relationship Management system. The CRM system is currently run by the Council. The partnership will investigate the feasibility of storing records of all instances of citizen initiated engagement across the partnership in one place. This will be used as a measure of public interest in services that the partnership provides. It will also act as a monitor of public perception of services available.

7.5.2. Responding

As a partnership we do not believe that a standard letter always counts as a full response. We want to know that the resident is fully satisfied with the response we give to their enquiry. We will give every resident the opportunity to rate the response that they received through a variety of media. This

information will be used to follow-up cases of dissatisfaction and monitor our success across every agency of the partnership. This information will be made available to the public.

7.5.3. Customer Service Standards

We will ensure that all of our contact with members of the public meets the Council's Customer Service Excellence Standards in order to ensure a timely and quality response to customer contacts.

8. **Outcomes and Monitoring**

8.1 Outcomes

The key outcomes that will define the success of this strategy are:

- The creation and maintenance of a Community Engagement Network, with input from all strategic partners, senior management and Councillors which meets regularly and facilitates shared planning and information on engagement activities;
- An increase in participation in engagement activity from hard-to-reach groups;
- members are fully supported to lead on and regularly partake in community engagement;
- the creation of a framework and standards for planning, delivery and monitoring of engagement activity which are used across the strategic partnership;
- a multi-agency approach to community engagement is established and functioning;
- An increase in use of social media and other modern technologies for engaging with the community;
- Increased neighbourhood satisfaction at local level and with Halton as a whole.

The Halton Strategic Partnership Board will take the lead in monitoring the delivery and success of the strategy. The success of the strategy will be measured against the outcomes stated above.

8.2 Outcome Measures

To ensure the success of the strategy we need to set outcome measures for each of our strategic objectives. These outcome measures are incorporated in to the action plan.

8.3 Monitoring

The success of this strategy will be measured by the outcomes defined in the action plan. We will create a "Community Engagement Health check" self-assessment for each organisation to complete on an annual basis. This will

monitor each organisation's progress against our strategic objectives and the action plan. Each partnership organisation will name an officer who has responsibility for implementation within their organisation. There will be an annual review of milestones and outcomes which will be the responsibility of the Halton Strategic Partnership's Equalities, Engagement and Cohesion board.

8.4 Delivery

This strategy will be delivered in each organisation through senior management. Each organisation will nominate a senior management representative as a "Community Engagement Champion" who will be responsible for delivering this strategy within their organisation.

10. Action Plan

Objective 1: Citizen focused local decision making				
<i>“We are committed to ensuring community and individual input in to the local decision making process. We will ensure that all decisions taken are focused on the needs of individuals and the local community, and that those affected are given meaningful opportunities to help make those decisions.”</i>				
What?	Who?	When?	How?	Measure
Support Councillors to play a leading role in community engagement	HBC Community Development Community Development Practitioners Forum Members’ Services	Continuous	Monthly Member briefing Member training Engagement with neighbourhood workers Links to Area Panels and funding streams	Increased resident participation at local area forums.
Continue to produce area profiles and share this information across the partnership.	HBC Research and Intelligence	Continuous	Available across the partnership electronically	Regular area profiles published and available to partners
Develop a set of guidelines for the usage of mystery shoppers/youth inspectors for partnership services	HBC Community Development Team/HBC Corporate and Organisational Policy Team/YOT	April 2012	Incorporated into revised Community Engagement toolkit	New toolkit published and in use
Increase awareness of existing engagement mechanisms across the partnerships	HBC Community Development Team/HBC Corporate and Organisational Policy Team	April 2012	Incorporated into revised toolkit Consultation finder or similar database rolled out across partnership	New toolkit published and in use

Objective 2: Accessible and inclusive engagement				
<i>“We are committed to ensuring that each and every citizen in Halton has equal opportunity to make their voice heard and influence decisions that affect them. We will ensure appropriate mechanisms are in place to ensure everybody’s access needs are identified and accounted for.”</i>				
What?	Who?	When?	How?	Measure
Monitor all participation in engagement activity by protected characteristics Identify groups who are unengaged	Community Engagement Strategy Steering Group/Community Engagement champions	Annually in April	Audit each agency to ensure they are monitoring – include as part of Community Engagement Health check	All engagement events to show equality monitoring statistics
Regularly report monitoring information against area demographics to analyse representation	Nominated officers within organisations/Community Engagement Strategy Steering Group	Annually in April	Community Engagement Health check	Health check self-assessment
Create and maintain database of community and representative groups in Halton	Community Engagement Representatives/Community Engagement Steering Group	April 2012	Hosted on partnership website, updated by officers across the partnership	Database set up and up to date
Provide evidence-based guidance on how to identify and reach hard-to-reach groups	HBC Community Development Team/Corporate and Organisational Policy	December 2011	To form part of the revised Community Engagement Toolkit	Increased engagement with hard to reach groups – evidenced through Community Engagement Health check
Develop guidance to improve effective engagement with unengaged groups in partnership with residents’ groups	HBC Community Development Team/HBC Corporate and Organisational Policy Team	April 2012	To form part of the revised Community Engagement Toolkit Include resident’s groups in the developments of these guidelines	New toolkit published and in use

Objective 3: Open, efficient and effective engagement				
<i>“We are committed to ensuring that all of our engagement activities make a tangible and positive impact on the community and represent best value for money at all times”.</i>				
What?	Who?	When?	How?	Measure
Nominate a “champion” of engagement in each organisation from senior management to take responsibility for the strategy	All partners	December 2011	Senior management to nominate	List of Community Engagement champions published on partnership website
Produce a Community Engagement self-assessment “health check” and conduct on an annual basis to monitor success of the strategy	All partners/Corporate and Organisational Policy Team (HBC)	Annually in April	Health checks submitted to HBC Corporate & Organisational Policy Team/Performance & Improvement	All partners submitting health check
Promote the use of the Consultation Finder across the partnership	HBC Research & Intelligence	December 2012	Market Consultation Finder through partnership newsletters	Increased partnership use of the Consultation Finder
Provide training to partnership officers on the use of the consultation finder	HBC Research & Intelligence	December 2012	Organised training with engagement officers across the partnership	Increased partnership use of the Consultation Finder
Conduct joint consultations/engagement whenever possible	HBC Community Development/Corporate & Organisational Policy Team	December 2012	Joint planning and use of the consultation finder Guidelines to be incorporated into new toolkit	Increased number of joined up consultations
Identify all strategies, policies and statements	HBC Corporate & Organisational Policy	December 2011	New Community Engagement page on	New page created, all old strategies/policies

across the partnership that deal with community engagement and incorporate them in to the new framework.	Team		partnership website with up to date information. Market new strategy and framework to ensure awareness.	removed from website/intranet.
Promote the principles of “ask once use many times” with engagement practitioners across the partnership	Community Engagement Champions	April 2012	Marketing campaign	Increased joined-up working and information sharing across the partnership
Develop a set of agreed standards that all engagement activity must meet including planning, venues etc	HBC Corporate & Organisational Policy Team	December 2012	Create “Community Engagement Charter” for partners to sign up to Agencies sign up in own strategies and include in overarching strategy	Charter published and full partnership sign up
Review and revise the current Community Engagement Toolkit and promote its use across the partnership	HBC Community Development team/HBC Corporate & Organisational Policy Team	April 2012	Item on toolkit included in newsletters and on intranet Available on partnership website	New toolkit published and in use
Re-establish the Community Engagement Network	HBC Community Development	April 2012	Contact all engagement officers across the partnership, organise quarterly meetings. Senior management to acknowledge nomination of champion	Community Engagement Network meeting regularly
Feed information from	HBC Research &	April 2013	Information sent to	Regular information

Consultation Finder into Area Forums and members' briefings	Intelligence		organisers	included on Area Forums and member briefings
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Objective 4: Innovative engagement				
<i>“We are committed to exploring new and creative ways of engaging with the communities we serve and maximising the potential of new technologies”.</i>				
What?	Who?	When?	How?	Measure
Develop agreed standards for conducting surveys via electronic means	HBC Research & Intelligence/Corporate & Organisational Policy Team	December 2012	Publishing standards	Published standards
Develop the partnership website to allow interaction with users	HBC Marketing	December 2014	Partnership website to be brought “in-house” and developed	Partnership website used interactively by partners and residents
Develop a social media strategy and protocol to promote and co-ordinate the use of social media across the partnership	HBC Corporate & Organisational Policy Team/HBC Marketing	December 2014	Social media strategy sub-group to be set up to coordinate the use of social media and develop the strategy	Strategy published

Objective 5: Using and responding to customer initiated engagement				
<i>“We are committed to maximising the impact of all contact we have with residents, including those which are initiated by the individual”.</i>				
What?	Who?	When?	How?	Measure

Organise annual engagement conference to feedback on progress of strategy	HBC Corporate & Organisational Policy Team	Annually in April	Organised by HBC Corporate & Organisational Policy Team	Event held
Set up monitoring and analysis systems for comments, compliments and complaints to monitor trends	All partners	April 2012	To be decided by each partner	Number of complaints reported to Community Engagement Strategy steering group on an annual basis Health check item
Develop "You said we did" standards of communication with engaged groups Add 'did it happen?/were you satisfied?' element	HBC Corporate & Organisational Policy Team	December 2011	Incorporated into revised toolkit	New toolkit published Health check Evaluations Feedback at next year's conference
Customer Service Standards published across the partnership	All partners to publish their standards	December 2012	All partners to make their Customer Service Standards available publicly	Standards published and available to public Included in Community Engagement Health check

REPORT TO: Safer Policy & Performance Board

DATE: 20th September 2011

REPORTING OFFICER: Strategic Director Policy & Resources

SUBJECT: Performance Management Reports for Quarter 1 of 2011/12

WARDS: Boroughwide

1.0 PURPOSE OF REPORT

To consider and raise any questions or points of clarification in respect of performance management reports for the first quarter of 2011/12, to June 2011. The report details progress against service objectives/ milestones and performance targets, and describes factors affecting the service for:

- Communities Directorate – Community Safety, Drug & Alcohol Action Teams, Domestic Violence and Environmental Health (Extracts)
- Area Partner indicators from the Police, Fire and Probation Services are stated where available.

2.0 RECOMMENDED: That the Policy and Performance Board

- 1) Receive the first quarter performance management report;**
- 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 Directorate Overview reports and associated individual Departmental Quarterly Monitoring reports have been previously circulated via a link on the Members Information Bulletin to allow Members access to the reports as soon as they become available. These reports will also provide Members with an opportunity to give advanced notice of any questions, points raised or requests for further information, to ensure the appropriate Officers are available at the Board Meeting.
- 3.2 Where a Department presents information to more than one Policy & Performance Board some reconfiguration of the reports has been actioned to reflect Board responsibilities as shown in the following papers.

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

3.4 Since 2010/11 direction of travel indicators have also been added where possible, to reflect progress for performance measures compared to the same period last year.

4.0 POLICY IMPLICATIONS

4.1 There are no policy implications associated with this report.

5.0 OTHER IMPLICATIONS

5.1 There are no other implications associated with this report.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

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

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

7.0 RISK ANALYSIS

7.1 Not applicable.

8.0 EQUALITY AND DIVERSITY ISSUES

8.1 Not applicable.

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

9.1 There are no background papers relevant to this report

Departmental Quarterly Monitoring Report

Directorate: **Community Directorate**

Department: **Relevant Departmental Extracts for:** Community Safety, Drug and Alcohol Action Team, Domestic Violence and Environmental Health.

Period: Quarter 1 - 1st April 2011 – 30th June 2011

1.0 Introduction

This monitoring report covers the Commissioning and Complex Care and the Prevention and Assessment Department extracts for first quarter period up to 30th June 2011. It describes key developments and progress against key objectives and performance indicators.

This report will provide information concerning those indicators identified within the Community Directorate Plan falling within the remit of the Safer Policy and Performance Board. These are namely Community Safety, Drug and Alcohol Action Team and Domestic Violence Teams now part of the Commissioning and Complex Care Department and Environmental Health now part of the Prevention and Assessment Department. Area partner indicators from the Police, Fire and Probation Services are stated where available.

The way in which the Red, Amber and Green, (RAG), symbols and Direction of Travel symbols have been used to reflect progress is explained within Appendix 5.

2.0 Key Developments

Hate Crime

During Quarter 1, the Halton Area recorded 10 Hate related crimes equating to a 41.2% decrease when compared to the same time during the previous year. Halton area has also increased detection rates or positive outcomes by a 42.9% increase during the same comparative periods from 47.1% to 90.0%.

Last year solely racial incidents were reported. For 2011/12, reporting of hate crime has broadened to ensure that all hate crimes are captured in line with equalities and diversity policy locally. In Quarter 1, 7 crimes were Race related, 2 were Sexual Orientation and 1 was Religion/Faith related resulting in 8 Charges and 1 Caution.

Serious Violent Crime

In Quarter 1 there were 15 offenders compared to 31 in the same period of the previous year, demonstrating a comparative decrease.

Assault with Less Serious Injury Crime Rate

During Quarter 1, the Halton area recorded 194 crimes of Assault With Less Serious Injury equating to a 35.5% decrease when compared to the same time during the previous year (301 to 194).

Domestic Violence

The Safe Place Project has set up a Sexual Assault Referral Centre (SARC) for Cheshire, Halton and Warrington. SARCs are a national initiative and care for people who have suffered rape or serious sexual assault. They therefore have close links with domestic violence. The aftercare service is funded 50% by the local authorities and went live on 1 October 2010 covering Cheshire, Halton and Warrington. The aftercare service is provided by the Rape and Sexual Abuse Support Centre (RASASC). The crisis service went live on 1 April 2011 and is located at St Mary's hospital in Manchester and provided by Central Manchester University Hospitals NHS Foundation Trust.

The Rape and Sexual Abuse Support Centre (RASASC) service is available to those aged 13+. This provision is available due to greater capacity of a larger team and will be able to offer family continuity and a more comprehensive service.

Admissions for Alcohol related Harm

All current Tier 2 and Tier 3 Alcohol Treatment Services have been decommissioned and as of January 2012 are being replaced. A two stage competitive tender has been launched for future Tier 2 and 3 drug and alcohol services (as part of an integrated recovery service), in Halton. Work to support the tender process continues.

Drug Treatment Services

A learning day was held between services from Ashley House and the Team Around The Family; the Integrated Working Support Team (IWST). The objective of the day was to promote closer working relationships between the two services with the overall outcome of reducing parental impact of substance misuse through early intervention. An Action Plan has been developed that will be overseen by the project steering group.

The Drug and Alcohol Carers Group Action Plan has been agreed. The number of new carers being assessed continues to increase with over 100 individuals now known to drug and alcohol services. The weekly support group also continues to flourish.

The work around developing Service User and Carer involvement through the Patient Opinion website is to be submitted to the Health Service Journal Awards.

There is now an increased choice of recovery approaches for service users with the implementation of SMART recovery at Ashley House.

Job Centre Plus has delivered training to front line staff in Ashley House to help

support the changes around benefits to people using drugs and alcohol.

Mental Capacity Act and Deprivation of Liberty Safeguards (DoLS)

A review of the operational processes will be taking place in the summer of 2011 and a new overarching policy is being developed to include key stakeholders. Work is taking place with the police to ensure that their systems incorporate Mental Capacity issues as required. An initial approach to improving the use and understanding of DoLS within care homes has been developed and has been successfully trialled in a local care home; it is planned that this should be rolled out further through 2011.

Safeguarding - Six Lives

Work is ongoing to ensure progress is maintained in responding to the Ombudsman's Report Six Lives. Work required primarily relates to healthcare services access/reasonable adjustments and Mental Capacity Act and has begun to be progressed through the multi-agency 'Healthcare for All' sub group of the Partnership Board. They oversee an Action Plan which is reviewed regularly. Their representative Commissioner in Health has written to the NHS trust re Six Lives progress report, which makes specific reference to the DDA and how the trusts intend to take forward the report. Paper copies of Health Passports have been received and the electronic versions are now available. Training sessions are being carried out at Whiston Hospital within the mandatory safeguarding training. Further in-depth training for staff is being explored with local community learning disability nurses. Whiston has signed up to the 'Getting it right' charter and progress is monitored via the Whiston Pathway group.

Food and Health and Safety

In April Halton BC's Food Safety and Standards team became the first authority in Cheshire and Merseyside to launch the Food Standards Agency's National Food Hygiene Rating Scheme. This replaces the local scheme established and developed by the team since 2007. The hygiene rating for food premises in the borough are now published on a national website. Businesses also display certificates and window stickers with their scores.

The Food and Health and Safety teams have implemented service quality monitoring standards recently established by the Food Standards Agency and Health and Safety Executive, and annual Service Plans have been produced for Health and Safety, Food Safety and Standards and Environmental Protection for 11/12.

3.0 Emerging Issues

Drug and Alcohol Services

The tender to re-commission Drug and Alcohol services continues to progress. There were Nine potential bidders at the Preliminary Quality Questionnaire (PQQ) stage, and the standard of submissions was overall very good. Deadline for Invitation to Tender (ITT) submissions is the 20th July. Presentations by short-listed candidates will be in mid August. It is anticipated that the new service will commence in early January 2012.

The increasingly prevalent use of cannabis in the Borough has been raised as an issue by Cheshire Constabulary. A meeting in August to discuss the nature of these problems and possible responses is to be held together with colleagues from Children's Commissioning and Warrington Drug Action Team (DAT).

Deprivation of Liberty Safeguards (DoLS)

Case law continues to emerge which redefines the boundaries of the DoLS – this is being evaluated for its impact on Halton in Quarter 2. The rate of use of DoLS has increased sharply in the first Quarter of 2011: in both 2009/10 and 2010/11, there were 11 DoLS referrals in each year; already there have been 9 referrals in the first quarter of 2011/12. The impact of this on staff workloads needs to be understood.

Environment/Public Health

The Food Standards Agency and Health and Safety Executive are both considering proposals to introduce a regime to charge businesses for regulatory interventions in some circumstances. There is currently no statutory basis for charging businesses - however a new charging regime would provide the authority with an opportunity to subsidise the enforcement service with a source of income. Currently, property owners are responsible for private sewers and lateral drains, which are the sections of sewer pipe or drain which are shared with another person's property. Local authorities, at present, are required to respond to complaints about private sewers and drains, at Halton this duty lies with the Environmental Protection Team who have delegated powers to take enforcement action.

On 1 October 2011 the government will transfer ownership of most of the private sewers in England and Wales to the 10 water and sewerage companies including United Utilities, to form part of the public sewer network. The impact of the change for Environmental Protection will be, eventually, fewer complaints. There will however remain many issues of relevance to local authorities in particular the government has decided to leave enforcement powers for drains and private sewers with Local Authorities. In a lead up to the transfer the Environmental Protection team are working with United Utilities to establish systems to ensure a smooth transfer and development of a close working relationship after the transfer.

4.0 Service Objectives/Milestones

Progress Against 'Key' Objectives/Milestones

Total	3		3		0		0
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All three Key Objectives are on track to be completed by March 2012.

Details on 'key' performance objectives can be found in Appendix 1.

4.2 Progress Against 'Other' Objectives/Milestones

Total	0		0		0		0
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There are no 'other' objectives/milestones identified relating to Safer Halton.

5.0 Performance Indicators

5.1 Progress Against 'Key' Performance Indicators

Total	2		1		1		0
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Two Key performance indicators are reported this quarter. The percentage of Vulnerable Adult Abuse assessments undertaken within 28 days has been exceeded with performance improved as compared with quarter1 in 2010/11.

The percentage of repeat incidents of domestic violence has increased in 2011/12 versus 2010/11, although the overall number of cases has dropped. Thus, quarter 1 is reported as amber, as though it is anticipated that performance will improve, it is uncertain at this time if the annual target will be achieved.

Details on 'key' performance indicators can be found in Appendix 2.

5.2 Progress Against 'Other' Performance Indicators

Total	26		3		2		0
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Three indicators are reported green as they have met or exceeded the target set for 2011/12. This includes: Achievement in meeting standards for the control system for Animal Health; Number of unrated premises (and premises not currently high risk) subject to targeted interventions and risk rated under new statutory risk rating system; Serious acquisitive crime rate (per 1,000 population).

Two indicators are reported as amber, these being:

- Reduce Hospital Admissions for Alcohol related harm (Rate per 100,000)
All current Tier 2 and Tier 3 Alcohol Treatment Services have been decommissioned and as of January 2012 are being replaced. A two stage competitive tender has been launched for future Tier 2 and 3 drug and alcohol services (as part of an integrated recovery service), in Halton. Work to support the tender process continues.
- Re-offending rate of prolific and priority offenders (although due to the time lag, this refers to 10/11 performance).

Current status cannot be reported for 20 'other' performance indicators, the majority relating to partner indicators with four other Council indicators reported in Quarter 2.

Please refer to commentary in Appendix 3 for further information. A number of targets for 2011/12 are still to be set by Partners in the Police, Probation and Fire Services.

6.0 Risk Control Measures

During the development of the 2011 -12 Service activity, the service was required to undertake a risk assessment of all Key Service Objectives. No 'high' risk, treatment measures were identified.

Where a Key service objective has been assessed and found to have an associated 'High' risk, progress against the application of this risk treatment measures will be reported in quarters 2 and 4.

7.0 Progress Against High Priority Equality Actions

As a result of undertaking a departmental Equality Impact Assessment no high priority actions were identified for the service for the period 2011 – 2012.

8.0 Data Quality Statement

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.

9.0 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 Use of Symbols

Appendix 1: Progress Against 'Key' Objectives/milestones

Milestones	Progress Q1	Supporting Commentary
Ref	Objective	
CCC 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 people with Complex Care needs	
Introduce specialist support provision for victims of a serious sexual offence Mar 2012 (AOF6 & 7)		<p>At present, the Safe Place Project has set up a Sexual Assault Referral Centre (SARC) for Cheshire, Halton and Warrington. SARCs are a national initiative and care for people who have suffered rape or serious sexual assault. They therefore have close links with domestic violence. The aftercare service is funded 50% by the local authorities and went live on 1 October 2010 covering Cheshire, Halton and Warrington. The aftercare service is provided by the Rape and Sexual Abuse Support Centre (RASASC). The crisis service went live on 1 April 2011 and is located at St Mary's hospital in Manchester and provided by Central Manchester University Hospitals NHS Foundation Trust.</p> <p>The RASASC service is available to those aged 13+. This provision is available due to greater capacity of a larger team and will be able to offer family continuity and a more comprehensive service.</p>

Appendix 1: Progress Against 'Key' Objectives/milestones

Ref	Objective
Service Objective: PA 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 vulnerable people

Milestones	Progress Q 1	Supporting Commentary
<i>Contribute to the safeguarding of vulnerable adults and children in need, by ensuring that staff are familiar with and follow safeguarding processes. Mar 2012 (AOF6)</i>		Recruitment commenced for a dedicated safeguarding manager. Training packages for staff in understanding, alerting and investigating safeguarding issues are in place.
<i>Implement Action Plan to improve on the findings of Care Quality Commission Inspection. Mar 2012 (AOF 6)</i>		Action Plan reviewed with outstanding actions highlighted and additional work planned.

Appendix 2: Progress Against 'Key' Performance Indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 1	Current Progress	Direction of Travel	Supporting Commentary
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Service Delivery

PA 8	Percentage of VAA Assessments completed within 28 days (Previously PCS 15)	78.12	80	83.33%			Target exceeded. 36 completed cases for Quarter 1. Of which, 30 were completed within 28 days.
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Area Partner Local Indicator

PA28	Repeat incidents of domestic violence (Previously NI 32)	Q4 = 29% End of year average = 25%	27%	28%			<p>In real terms, the number of repeat incidents has remained roughly the same, (42 this year compared to 39 last year), but the percentage has risen to 28% this quarter compared to 22% for the same quarter last year.</p> <p>The overall number of cases, (152 cases for the last 12 months compared to 175 cases for the same 12 months the previous year), has dropped. Fewer overall cases is a positive trend.</p>
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Appendix 3: Progress Against 'Other' Performance Indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 1	Current Progress	Direction of Travel	Supporting Commentary
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Service Delivery							
PA9	Percentage of VAA initial assessments commencing within 48 hours of referral	N/A	New Indicator Baseline to be set from this year	58.05%	N/A	N/A	To date 267 initial assessments have been received of which 155 were completed within 48 hours. This is a new indicator for 2011/12. It is practice that all VAA initial assessments would be treated as priority and commenced within 48 hours.
PA11	Percentage of existing Halton BC staff that have received Adult Safeguarding Training, including e-learning, in the last 3-years.	N/A	New Indicator Baseline to be set from this year	N/A	N/A	N/A	Information is currently being broken down into divisions and still requires further verification and will be reported in quarter 2.
PA12	Percentage of Halton BC staff that have received Adult Safeguarding Training, including e-learning, in 2011 – 2012 (new indicator)	N/A	New Indicator Baseline to be set from this year	N/A	N/A	N/A	Information is currently being broken down into divisions and still requires further verification and will be reported in quarter 2.

Appendix 3: Progress Against 'Other' Performance Indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 1	Current Progress	Direction of Travel	Supporting Commentary
PA13	Number of external staff that have received Adult Safeguarding Training, including e-learning, in 2011 – 2012 (new indicator)	N/A	New Indicator Baseline to be set from this year	N/A	N/A	N/A	Information is currently being broken down into divisions and still requires further verification and will be reported in quarter 2.
Quality							
PA17	Achievement in meeting standards for the control system for Animal Health (Previously NI 190)	Level 1	Level 1	Level 1			Performance is assessed over three aspects: contingency planning, enforcement and intelligence sharing.
PA19	Food Establishments in the Area which are broadly compliant with Food Hygiene Law Previously NI 184)	87%	85%	Annual figure	N/A	N/A	This is an annual target and will be reported at the end of the year.

Appendix 3: Progress Against 'Other' Performance Indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 1	Current Progress	Direction of Travel	Supporting Commentary
Quality							
PA20	a) % of high risk Health & Safety inspections undertaken	100%	100%	Annual figure	N/A	N/A	This is an annual target and will be reported at the end of the financial year.
	b) Number of unrated premises (and premises not currently high risk) subject to targeted interventions and risk rated under new statutory risk rating system	68	200	34			Target for 2011-12 is higher than performance for 2010-11 due to a shift in focus from full pro-active inspections to targeted project based interventions as advised by the Health and Safety Executive (HSE).

Appendix 3: Progress Against 'Other' Performance Indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 1	Current Progress	Direction of Travel	Supporting Commentary
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Area Partner Indicators:

The indicators below form part of a Local Indicator Set based on the previous National Indicator Set. 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.

CCC 16	Domestic burglaries per 1,000 households (Previously BVPI 126 & CL L11).	N/A	N/A	N/A	N/A	N/A	<p>During quarter One, the Halton area recorded 131 Burglary crimes equating to a 1.6% increase when compared to the same time during the previous year (129 to 131).</p> <p>108 crimes were Household Burglary, 19 were Attempted Burglary, 2 were Distraction Burglary and 2 Aggravated Burglary.</p> <p>Analysis highlighted Riverside ward within Widnes and Grange ward within Runcorn were responsible for higher volumes recorded.</p>
CCC 17	Number of hate crime incidents recorded by the Authority per 100,000 population (Previously BVPI 174 & CL L12).	77.1	N/A	8.38	N/A	N/A	<p>During quarter One, the Halton Area recorded 10 Hate related crimes equating to a 41.2% decrease when compared to the same time during the previous</p>

Appendix 3: Progress Against 'Other' Performance Indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 1	Current Progress	Direction of Travel	Supporting Commentary
							<p>year (17 to 10). Halton area has also increase detection rates or positive outcomes by a 42.9% increase during the same comparative periods from 47.1% to 90.0%.</p> <p>7 crimes were Race related, 2 were Sexual Orientation and 1 was Religion / Faith related resulting in 8 Charges and 1 Caution.</p> <p>Analysis highlighted no specific ward was responsible to higher volumes and both Widnes and Runcorn areas recorded 5 crimes each.</p>
CCC 18	% Of hate crime incidents that resulted in further action.	51.1%	N/A	N/A	N/A	N/A	<p>Of 92 incidents recorded last year 47 met the hate crime criteria. The figures can be broken down as follows:</p> <p>Detected - 7 Still under investigation - 17 Undetected – 23</p> <p>Information awaited for Q1.</p>

Appendix 3: Progress Against 'Other' Performance Indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 1	Current Progress	Direction of Travel	Supporting Commentary
CCC 22	Reduce Hospital Admissions for Alcohol related harm (Previously NI 39) Rate per 100,000	2773	2309	699.8	?		2010/11 data has been updated. All current Tier 2 and Tier 3 Alcohol Treatment Services have been decommissioned and as of January 2012 are being replaced. A two stage competitive tender has been launched for future Tier 2 and 3 drug and alcohol services (as part of an integrated recovery service), in Halton. Work to support the tender process continues.
CCC 23	Drug users in effective treatment (Previously NI 40).	456 (Nov 2010)	N/A	N/A	N/A	N/A	The NTA no longer set a target for this former indicator. It is proposed to remove this indicator. Alternative local measures are being investigated in line with the new Drugs and Alcohol Strategy.
CCC 24	Serious violent crime rate (Previously NI 15).	88	N/A	15	N/A		No target has been set this year which means progress cannot be measured against it. However, compared to the same period last year the direction of travel is good. In Q1 this year there were 15 offenders compared to 31 in the same period the previous year.

Appendix 3: Progress Against 'Other' Performance Indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 1	Current Progress	Direction of Travel	Supporting Commentary
CCC 25	Serious acquisitive crime rate (per 1,000 population) (Previously NI 16).	13.65	15.25	3.36			The indicator shows that progress is good against the target and compared to the same period last the direction of travel is good. In Q1 this year there were 401 offenders compared to 457 in the same period the previous year.
CCC 26	Adult re-offending rates for those under probation supervision (Previously NI 18).	9.41 % (Q3)	N/A	N/A	N/A	N/A	Halton was on an improving trend over the first 3 quarters of 2010/11 but is still very unlikely to meet the Ministry of Justice national reduction target for 2010/11. Data has a 5-6 month time lag. Q1 2011/12 data will not be available until November 2011.
CCC 27	Rate of proven re-offending by young offenders (Previously NI 19).	N/A See Comme nt	N/A See comment	N/A	N/A	N/A	At the 9 month stage for 2010/11, Halton has seen a 39% reduction in the number of offences committed per 100 young offenders, on the cohort, when compared to the 2005 baseline. The actual full year figure for 2010/11 will not be available until August 2011. Please note that from April 2011, a new unified reoffending measure,

Appendix 3: Progress Against 'Other' Performance Indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 1	Current Progress	Direction of Travel	Supporting Commentary
							<p>will be reported to the Ministry of Justice from the Police National Computer data.</p> <p>As a result no target has yet been set as it will be subject to a discussion that will take place at the next YOT Management Board to confirm what the YOT will report for local purposes.</p>
CCC 28	Assault with less serious injury crime rate (per 1000 population) (Previously NI 20).	8.23	10.10	N/A	N/A	N/A	<p>During Quarter One the Halton Area recorded 194 crimes of Assault with Less Serious Injury equating to a 35.5% decrease when compared to the same time during the previous year (301 to 194).</p> <p>Analysis highlighted Appleton and Riverside wards within Widnes were responsible for higher volumes recorded identifying alcohol related causation factors or root causes due to the geographical location encompassing licensed premises and fast food outlets.</p>
CCC 29	Serious knife crime rate	80	N/A	0	N/A	N/A	No target has been set this year

Appendix 3: Progress Against 'Other' Performance Indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 1	Current Progress	Direction of Travel	Supporting Commentary
	(Previously NI 28).						which means progress cannot be measured. However, compared to the same period last year the direction of travel is good. In Q1 last year there were 15 offenders compared to 0 in the same period this year.
CCC 30	Gun crime rate (Previously NI 29).	24	N/A	0	N/A	N/A	No target has been set this year which means progress cannot be measured. However, compared to the same period last year the direction of travel is good. In Q1 last year there were 6 offenders compared to 0 in the same period this year.
CCC 31	Re-offending rate of prolific and priority offenders (Previously NI 30).	Q3 4.62%	N/A	Not available - 6 mths time-lag	?		Halton has been on an improving trend over the past three quarters but is unlikely to meet the re-offending reduction target by end of year. 10/11-data has a 5-6 month time lag.
CCC 32	Drug-related (Class A) offending rate (Previously NI 38).	0.64	N/A	N/A	N/A	N/A	NI 38 has now been dropped as a national indicator. However, data collection is continuing as it is intended that a new measure will be created and reported through the Police National Database, from around October 2011.

Appendix 3: Progress Against 'Other' Performance Indicators

Ref	Description	Actual 2010/11	Target 2011/12	Quarter 1	Current Progress	Direction of Travel	Supporting Commentary
CCC 33	Domestic violence – murder (Previously NI 34).	0	N/A	0	N/A	N/A	No target has been set this year which means progress cannot be measured against it, and compared to the same period last year the direction of travel is the same. That is, in Q1 last year there were 0 offences relating to Domestic Violence (murder) and none in the same period this year.
CCC 34	Arson incidents (Previously NI 33).	643	855	N/A	N/A	N/A	Awaiting information.
CCC 35	Offenders under probation supervision living in settled and suitable accommodations at the end of their order or licence (Previously NI 143).	87%	80%	See comment	N/A	N/A	The accommodation target 80% by end of year 2010/11 was surpassed by achieving 87%. Information for this year will not be available until Q2.
CCC 36	Offenders under probation supervision in employment at the end of their order or licence (Previously NI 144).	48%	40%	See comment	N/A	N/A	The employment target of 35% by end of year 10/11 was surpassed by achieving 48%. Information for this year not available until Q2.
CCC 37	Number of primary fires and related fatalities and non-fatal casualties, excluding precautionary checks (Previously NI 49).	N/A	N/A	N/A	N/A	N/A	Awaiting information.

Appendix 4: Financial Statement
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COMMUNITIES DIRECTORATELocal Strategic Partnership Schemes as at 30th June 2011

	Annual Budget	Budget To Date	Actual To Date	Variance To Date (Overspend)	Actual Including Committed Items
	£'000	£'000	£'000	£'000	£'000
Priority 5: Safer Halton					
Area Forum 1	106	27	0	27	0
Area Forum 2	88	22	0	22	0
Area Forum 3	99	25	0	25	0
Area Forum 4	127	32	0	32	0
Area Forum 5	109	27	0	27	0
Area Forum 6	49	12	1	11	1
Area Forum 7	22	6	0	6	0
Sub Total	600	151	1	150	1

Appendix 5: Explanation of Symbols

Symbols are used in the following manner:

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

Direction of Travel Indicator

Where possible performance measures will also identify a direction of travel using the following convention

Green	 Indicates that performance is better as compared to the same period last year.
Amber	 Indicates that performance is the same as compared to the same period last year.
Red	 Indicates that performance is worse as compared to the same period last year.
N/A	Indicates that the measure cannot be compared to the same period last year.

REPORT TO: Safer Policy & Performance Board

DATE: 20 September 2011

REPORTING OFFICER: Strategic Director, Communities

SUBJECT: Annual Report for the Safer Policy and Performance Board

WARD(S) Borough-wide

1.0 **PURPOSE OF THE REPORT**

1.1 To present the Annual Report for the Safer Policy and Performance Board for April 2010- March 2011 attached as Appendix 1 to this report.

2.0 **RECOMMENDATION: That the Board note the contents of the report.**

3.0 **SUPPORTING INFORMATION**

3.1 During 2010 -11 the Safer Policy and Performance Board has looked in detail at many of Halton's Safer priorities during this period. Further details of these are outlined within the Annual Report (Appendix 1).

4.0 **POLICY IMPLICATIONS**

4.1 None

5.0 **OTHER/FINANCIAL IMPLICATIONS**

5.1 None

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

6.1 **Children & Young People in Halton**

None identified

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

None identified.

6.3 **A Healthy Halton**

None identified.

6.4 **A Safer Halton**

None identified.

6.5 **Halton's Urban Renewal**

None identified.

7.0 **RISK ANALYSIS**

7.1 None identified

8.0 **EQUALITY AND DIVERSITY ISSUES**

8.1 None identified

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

9.1 None under the meaning of the act.



Cllr. Shaun Osborne
Chairman

**ANNUAL REPORT
SAFER HALTON POLICY AND PERFORMANCE BOARD
APRIL 2010 – MARCH 2011**

“Safety and people’s perception of being safe in all its form remain a major issue in Halton. The Board has, and will continue to focus its energy on making Halton residents feel safe. I would like to offer my sincere thanks to Board members who have worked hard to this end.

The Board has had a very challenging programme of monitoring, scrutiny, and policy development, because ‘Safer Halton’ is a truly cross-cutting agenda. I believe it is making a considerable contribution to improving the way the Council and its partners work together to improve the quality of life in Halton.

I would like to thank everybody who has contributed to the work of the Board in 2010/11 and to Members who have given up their time to serve on Topic Groups. I want to offer particular thanks to Cllr P Wallace and to Mr B Hodson from the Police Authority for their help and support during the last 12 months.

Councillor Shaun Osborne
Chairman, Safer Halton Policy and Performance Board

MEMBERSHIP AND RESPONSIBILITIES

During 2010/11 the Board comprised ten Councillors – Councillors Osborne, Wallace, Bradshaw, Edge, J Gerrard, M Lloyd Jones, Morley, M Ratcliffe, Shepherd and Thompson.

The Board is responsible for scrutinising performance and formulating policy in relation to Community Safety, Community Resilience, Emergency Planning , Contingency Planning, Safer Halton Partnership

Topic Groups for 10/11:-

- Alcohol Abuse
- Alleygating
- Registered Social Landlords

REVIEW OF THE YEAR

The full Board met 5 times during the year.

The main initiatives of the Board’s work for 2010/11 are as follows: -

Community Safety

The Board continued its scrutiny and policy development role in this crucial area, and established an Alleygating Topic Group which resulted in the adoption of agreed principles and procedures to be used for all alleygating schemes. The Board also established an RSL Topic Group which was also tasked with identifying how we can better address anti-social behaviour problems relating to private tenancies.

The Board contributed to the development of a fully integrated, recovery orientated substance misuse treatment for Halton which will integrate both drug and alcohol services for adults in Halton. The Board also contributed to the development of a Hate Crime Strategy for Halton and a Domestic Abuse and Sexual Violence Strategy and was informed of proposed new legislative changes including the introduction of Police and Crime Commissioners. Having considered a report on funding for community safety in Halton, which has largely been dependent on external time limited funding which will end March 2012, the Board fully supported the work of the Community Safety Team and agreed that every effort would be made to maintain the level of service currently being provided in the Borough.

Safeguarding Vulnerable Adults

The Board scrutinised the Annual Report of Halton's Safeguarding Adults Board and briefed Members on the key issues and progression of the agenda for Safeguarding Vulnerable Adults. It considered the key issues arising from the Service Inspection of Adult Social Care that was carried out by the Care Quality Commission and the subsequent Action Plan that was developed to address these.

Registration Service

The Board considered and endorsed the findings of the Halton Registration Inspection Service which were very positive about the service. The Board endorsed action to look at digitising records to improve storage capacity, an issue which had risen from this Inspection

Trading Standards Service

The PPB monitored the performance and activities of the Joint Trading Standards Service between Warrington Borough Council and Halton Borough Council. The Board endorsed the current activity which was making a difference in Halton, in particular the Consumer Alert Network (ICAN) which provides targeted relevant information to residents on issues including doorstep crime, rogue traders and postal and email scams.

WORK PROGRAMME FOR 2011/12

The PPB proposed the following topics areas for 2011/2012: -

- Alcohol Abuse (ongoing)
- Licensing
- Registered Social Landlords (ongoing)
- Domestic Abuse
- Adult Abuse

Members of the Public are welcome at the meetings of the Board. If you would like to know where and when meetings are to be held or if you would like any more information about the Board or its work please contact Paul McWade (0151 471 7437) or e-mail at paul.mcwade@halton.gov.uk

