



**Safer Policy and Performance Board**

**Tuesday, 13 November 2012 at 6.30 p.m.  
Council Chamber, Runcorn Town Hall**

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

**Chief Executive**

**BOARD MEMBERSHIP**

<b>Councillor Shaun Osborne (Chairman)</b>	<b>Labour</b>
<b>Councillor Norman Plumpton Walsh (Vice-Chairman)</b>	<b>Labour</b>
<b>Councillor Susan Edge</b>	<b>Labour</b>
<b>Councillor John Gerrard</b>	<b>Labour</b>
<b>Councillor Robert Gilligan</b>	<b>Labour</b>
<b>Councillor Valerie Hill</b>	<b>Labour</b>
<b>Councillor Darren Lea</b>	<b>Labour</b>
<b>Councillor Martha Lloyd Jones</b>	<b>Labour</b>
<b>Councillor Margaret Ratcliffe</b>	<b>Liberal Democrat</b>
<b>Councillor Paul Nolan</b>	<b>Labour</b>
<b>Councillor Pauline Sinnott</b>	<b>Labour</b>
<b>Mr B Hodson</b>	<b>Co-Optee</b>

*Please contact Lynn Derbyshire on 0151 511 7975 or e-mail  
[lynn.derbyshire@halton.gov.uk](mailto:lynn.derbyshire@halton.gov.uk) for further information.*

*The next meeting of the Board is on Tuesday, 15 January 2013*

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

**Part I**

<b>Item No.</b>		<b>Page No.</b>
<b>1. MINUTES</b>		
<b>2. DECLARATION OF INTEREST (INCLUDING PARTY WHIP DECLARATIONS)</b>		
	Members are reminded of their responsibility to declare any Disclosable Pecuniary Interest or Other Disclosable Interest which they have in any item of business on the agenda, no later than when that item is reached or as soon as the interest becomes apparent and, with Disclosable Pecuniary interests, to leave the meeting during any discussion or voting on the item.	
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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:** 13 November 2012

**REPORTING OFFICER:** Strategic Director, Corporate 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:** 13 November 2012  
**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, 25 September 2012 Civic Suite, Town Hall, Runcorn*

Present	M. Andrews	Community Safety
	Cllr D. Cargill	Police Authority
	H. Coen	Performance & Improvement, HBC
	A. Collins	Police Authority
	L. Crane	Children's Organisation & Provision
	S. Eastwood	Commissioning - Communities
	D. Gordon	Community Safety
	D. Houghton	HBC Policy and Partnerships
	D. Johnson	Communities, HBC
	A. Jones	Democratic Services
	P. McWade	Commissioning & Complex Care
	D. Parr	Chief Executive
	C. Walsh	Halton & ST Helens PCT
	J. Williams	Learning Disability, Autism and Transition

*Action*

**SHP40 WELCOME & INTRODUCTIONS**

David Parr welcomed everyone to the meeting and introductions were made around the table.

**SHP41 APOLOGIES**

Apologies had been received from Richard Strachan, John Davidson, Christine Frazer, Gareth Jones, Alex Waller and Linda Smathwaite.

**SHP42 MINUTES OF THE LAST MEETING**

The minutes of the last meeting held on 15 May 2012, were agreed as a correct record.

**SHP43 POLICE & CRIME COMMISSIONER UPDATE**

The Partnership received an update on the progress made towards the introduction of the Police and Crime Commissioner (PCC).

The group was reminded that the first election of the PCC's were scheduled to occur on 15 November 2012, with the successful candidate taking office on 22 November 2012, for a period of four years. Six months after taking

office, the Commissioners would be required to publish a five year Police and Crime Plan. This public document would set out the police and crime priorities and objectives for policing and crime reduction across the force area.

PCCs would set the annual budget in consultation with chief constables and would commission policing services from the chief constable (or other providers – in consultation with the chief constable). These services would be set out in the Plan where their objectives and funding would be publicly disclosed. The Plan must also be published and remain a public document including any updates or amendments made during the five year period. It was noted that at the end of each financial year the PCC would publish annual reports which would set out progress made against the objectives set out in the Plan. Alongside the annual report they would also publish annual financial accounts, showing how resources were consumed in respect of priorities and how value for money was secured.

It was stated that all PCCs would be scrutinised by Police and Crime Panels. In Cheshire this would be formed of a minimum of 10 representatives from the local authorities in the force area; namely Halton, Cheshire West and Chester, Cheshire East and Warrington, who would take the lead on this. It was confirmed that two representatives would be from Halton, Councillors D Cargill and Osborne.

It was noted that in respect of Community Safety Teams, funding would be channelled to PCCs from 2012-13, although the exact size and basis for allocation of this funding had yet to be determined.

The report proceeded to provide information on the preparations for the PCC nationally, and in Cheshire and Halton. Also an update on the candidates for Cheshire was given as follows:

- Cllr John Stockton – Labour Party
- Mr John Dwyer – Conservative Party
- Sarah Flannery – Independent
- Ainsley Arnold – Liberal Democratic Party

It was stated that the elections would be conducted using the supplementary vote system where a voter is asked to indicate first and second preferences. A marketing campaign would soon start explaining this system to voters.

RESOLVED: That the report be received and noted.

SHP44 TASK GROUP UPDATES

The following Task Group Updates were presented to the Partnership:

- a) Alcohol Enforcement – To be renamed Alcohol Harm Reduction Group for next agenda. Incident at The Establishment was noted as was their request for later opening hours, which was being objected too by the Police. Cllr Cargill would be advised of the details of the next 'door staff' meeting, which would be held in the Community Safety Offices.
- b) Quarterly Alcohol Update – Full years' local data for 2009/10, 2010/11 and 2011/12 was provided so that comparisons could be made with regards to improvements or otherwise. Top 3 conditions for alcohol specific hospital admissions remained the same for 2011-12: 1. Mental and behavioural disorders due to use of alcohol; 2. Ethanol poisoning; and 3. Alcoholic liver disease. The Alcohol Liaison Nursing Service went live at Whiston Hospital on 17 September 2012.
- c) Anti Social Behaviour – Youth ASB had reduced this quarter by 5.24% when compared to last year, although Widnes saw an increase during April and May 2012. Community Safety team were looking into the possible reasons for this. The Neighbourhood Resolution Panels would convene soon following completion of facilitator training.
- d) Domestic Abuse – Halton MARAC had a current rolling NI 32 performance level of 31% compared with 28% in Q1 last year. It was noted that when comparing this year's Q1 with last year, it should be taken into account that there were now two MARAC meeting per month so the caseloads had doubled. However, HDAF would look into the data. The report on the links between alcohol and domestic abuse was referred to (page 43). Collette Walsh suggested that now the alcohol liaison nurses were in post that there was now an opportunity to link the service up with clients with alcohol and domestic abuse issues.
- e) Drugs – Treatment & Prevention – An update on *The National Drug Strategy* was presented to the Partnership who were requested to support the development of a Local Partnership Drug Strategy Steering Group and Action Plan which would accompany the Strategy. It was noted that the National Treatment Agency (NTA) could

potentially allocate funding according to 'payment by results' for 2013-14 which would have a significant impact for Halton if performance failed to meet the required target level. The success of operation 'Gram' was announced. It was commented that the drug market had changed in recent times which was raising different issues.

- f) Navigate Offender Management – Data presented showed a reduction in convictions for prolific priority offenders and repeat offenders. It was commented that the Welfare Reform Act may have an impact in the future and help from Halton Housing Trust was requested. It was also commented that some adults in the 'troubled families' agenda may be affected by this.
- g) Hate Crimes – Emerging issue regarding the travelling community using other people's private property to graze their horses. Police and gypsy liaison officers are dealing with this.
- h) Partnership & Tasking – There was a spike in activity in the Bechers and Upton Green area of Widnes. Gaphurst Court had seen an increase in ASB attributed to youths drinking and taking drugs. It was suggested that diversionary activities were needed. Lorraine Crane suggested that *Young Addaction* could help with this and it was noted that funding was available for youth activities. It was also helpful that a Partnership approach was being taken with areas such as these. The results of Operation Staysafe for June, July and August were noted and the next Respect week would be around Halloween time.

RESOLVED: That the Task Group Updates be noted.

#### SHP45 ITEMS FOR INFORMATION

The following documents were provided to the Partnership for information:

- Safer Halton Policy Bulletin – August
- Blue Lamp Report – Widnes
- Blue Lamp Report – Runcorn

*Meeting ended at 3.05 p.m.*

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

**DATE:** 13<sup>th</sup> November 2012

**REPORTING OFFICER:** Operational Director Communities

**PORTFOLIO:** Communities

**SUBJECT:** Cheshire Fire Authority Making Cheshire Safer – Integrated Risk Management Plan 2013-14 and beyond (Consultation Document)

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

### **1.0 PURPOSE OF REPORT**

- 1.1 To inform members of the consultation document Cheshire Fire Authority Making Cheshire Safer – Integrated Risk Management Plan 2013-14 and the possible implications for Halton

### **2.0 RECOMMENDED: That:**

- The report be noted;
- Members comment on the Draft Cheshire Fire Authority Making Cheshire Safer – Integrated Risk Management Plan 2013-14 and if appropriate respond to the consultation by the 17<sup>th</sup> December 2012 deadline

### **3.0 SUPPORTING INFORMATION**

- 3.1 Cheshire Fire Service has developed a Strategy – Planning for a Safer Cheshire, setting out the approach and the direction it intends to take from 2011 – 2015. The Strategy is supported by a series of annual Integrated Risk Management Plans (IRMP). These publications include up to date risk information and outline how resources will be used cost effectively to reduce the potential risk to life in local communities.
- 3.2 Cheshire Fire Service has now published a draft document IRMP, which outlines the proposals for 2013–14 and beyond. With budget cuts of up to £5 million expected over the next four years, Cheshire Fire Service has carried out a fundamental review into how its frontline emergency response service could be delivered most effectively in the future.
- 3.3 A comprehensive package of options has been developed with virtually the same number of fire engines but staffed differently than now, which will enable the fire service to hit its savings targets, including estimated salary savings of between £3-5 million over the next four years.

3.4 The key principles behind the proposals include:

- Replacing the current sophisticated but complex emergency response standards with a blanket 10 minute standard for life risks - fires and road traffic collisions
- Building up to five new stations to improve response times in key areas, with two of them acting as operational hubs near key motorway junctions
- Urging partners to share facilities where practical, such as the joint project at Poynton Community Fire Station
- Reducing the number of wholetime firefighter posts on stations which have two fire engines
- Bringing in 12-hour day shifts on some stations and increasing the number of part-time or 'on-call' firefighter

#### **4.0 The Consultation Process**

4.1 The consultation runs from **24th September to 17th December 2012** and will influence important decisions around:

- Whether the proposed new stations should be built
- Which of the different options for the future crewing of specific stations should be implemented and when
- Whether the Authority should move from its current emergency response standards, to a 10 minute blanket response for incidents where lives are at risk.

#### **5.0 Costs and funding**

5.1 It costs between £1.6 and £2 million a year to run each of the six wholetime stations with two fire engines and £1 million a year for Macclesfield which has one.

5.2 Day Crewing stations cost around £700,000 a year, nucleus crewing £740,000 and On-call approximately £150,000. To make it easier to recruit and retain On-call firefighters, options to improve pay and conditions are being reviewed, as well as the impact of allowing people to live or work more than 5 minutes from the station.

5.3 The Authority's current budget is £44.1 million. As part of the moves to tackle future funding cuts it is planning to increase its Council Tax by 3.9% a year – the maximum permitted under Government guidelines, equivalent to £2.62 in 2013-14 for an average household. It is proposed that one off costs for building new stations would be met from reserves and balances or by taking out loans.

#### **6.0 Risk and Activity**

6.1 There have been reductions of over 40% in the number of incidents attended over the last seven years yet the amount of staff involved in responding to emergencies has reduced by 1%. Over the same period the number of fire engines and other response vehicles has increased.

6.2 In addition, the Service maintains the same level of emergency response in most areas 24/7 - even though there are major drops in incident numbers at night

compared to daytime. The Authority, therefore, intends to better match its resources to reflect the likely risks and activity levels.

## 7.0 Response Standards

- 7.1 The Service currently has sophisticated but complex emergency response standards setting out how quickly fire engines aim to get to incidents. It means the majority of homes in Cheshire - nearly 97% - currently have an emergency response standard between 10-21 minutes. In practice, most attendances are usually quicker.
- 7.2 The current response standard for road traffic collisions (RTCs) is 11 minutes. It intends to replace these with a blanket 10 minute standard for life risks - fires and road traffic collisions.

## 8.0 Current position across Cheshire

- 8.1 Cheshire Fire and Rescue Service currently have 24 community fire stations which are staffed according to local risk and activity levels. There are:-
- **Seven wholetime stations** in the main urban areas with crews working day and night shifts to provide 24/7 cover.
  - **Five day crewing stations** in smaller urban areas with firefighters living in Authority-owned houses alongside the stations. They are on duty in the day but respond from home through a pager at night.
  - **Two nucleus crewed stations** – here firefighters work 12 hour shifts covering the period of peak activity, with “on-call” staff who live within five minutes of the station covering the rest. We are considering increasing this to 6 or 7 minutes to aid recruitment.
  - **Ten “on-call” stations** – these are in mainly rural areas, and staff - formerly known as retained firefighters - who live or work within five minutes of the station are alerted via a pager day and night.

## 9.0 Current Position in Halton

- 9.1 Halton currently has two Wholetime stations, one in **Runcorn** and one in **Widnes**. Both have two fire appliances each with fire crews working Wholetime. The current position for the each of the other Cheshire areas is set out in the summary document attached as **Appendix 1**.
- **Runcorn** has seen a 5.6% reduction in the number of attendances at incidents and has an average of 2.28 calls per day, with 70.5% dealt with by one fire engine.
  - **Widnes** has seen a 24.7% reduction in the number of attendances at incidents, with an average of 1.78 calls per day, while 68.3% of attendances are dealt with by one fire engine.

## 10.0 Proposals for Halton as part of the Draft Integrated Risk Management Plan

- 10.1 The draft Integrated Risk Management Plan puts forward a number of proposals for Halton, as set out below, with the provisional salary savings, highlighted in bold:-

#### **Runcorn**

1. Remove the second fire engine entirely – **£800,000** or
2. Replace it with a ‘midi’ fire engine used during busy periods such as bonfire night – **£750,000** or
3. Change how the second fire engine is crewed from Wholetime to On-call (24/7) – **£650,000** or
4. Change its crewing to a 12 hour day shift only – **£350,000** or
5. Change its crewing to a Nucleus Crewing model (12 hour day shift and On-call at night) – **£200,000**

#### **Widnes**

1. Stop crewing the second fire engine with support provided by the new station at Penketh – **£800,000**. (Proposals are set out to build a new Wholetime community fire station in Penketh, Warrington with two fire engines, the first transferred from Warrington and the second operated by on-call staff.)

- 10.2 The proposals for the each of the other Cheshire areas are set out in the summary document attached as **Appendix 1**.

### **11.0 POLICY AND OTHER IMPLICATIONS**

- 11.1 There are possible policy implications, however this document is at the consultation stage and no firm decisions have been made. Any policy implications will be around the council priorities as set out below

### **12.0 IMPLICATIONS FOR THE COUNCIL’S PRIORITIES**

- 12.1 There are possible implications for the Safer Halton priority. Although no firm decisions have been made, there are concerns that proposals put forward, which change how the second fire engine at Runcorn is crewed and to stop crewing the second fire engine at Widnes with support provided by the new station at Penketh, could negatively impact on the service received by Halton’s residents .

### **13.0 RISK ANALYSIS**

- 13.1 It is important that the council consider the consultation document and identify any areas of concern or areas where we would like to support the Fire Service’s approach, so that they can achieve budget savings whilst maintaining an effective service within Halton which meets the needs of the borough.



**14.0 EQUALITY AND DIVERSITY ISSUES**

14.1 This document is at the consultation stage and no firm decisions have been made, however Cheshire Fire Service will complete an Equality Impact Assessment on any proposed changes before they are adopted.

**15.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1072**

**Cheshire Fire Authority Making Cheshire Safer – Integrated Risk Management Plan 2013-14 and beyond**

<http://www.cheshirefire.gov.uk/Assets/1/IRMP-10-draft-P6-1.pdf>

**Cheshire Fire Authority is the public body responsible for ensuring local communities are protected by an effective fire and rescue service.**

With budget cuts of up to £5 million expected over the next four years, it has carried out a fundamental review into how its frontline emergency response service could be delivered most effectively in the future.

A comprehensive package of options has been developed which could see more fire stations in Cheshire in the future, with virtually the same number of fire engines but staffed differently than now. The average time it takes to get to life-threatening fires and other emergencies would improve and the Authority would also be able to hit its savings targets.

The options have been developed using information gained from past consultations alongside expert fire service opinion and nationally-recognised fire and rescue computer modelling systems and consultants.

The Authority now wants to understand the views of residents, businesses, partners, staff and other stakeholders about these proposals. This summary document is intended to provide people with sufficient information to understand and be able to comment on the options. The following pages give details about current arrangements and future options, including estimated annual salary savings between £3-5 million. The consultation will influence important decisions around:

- Whether the proposed new stations should be built
- Which of the different options for the future crewing of specific stations should be implemented and when
- Whether the Authority should move from its current emergency response standards to a 10 minute blanket response for incidents where lives are at risk.

**The consultation runs from 24th September to 17th December 2012. Please complete the printed survey or the on-line one at [www.cheshirefire.gov.uk](http://www.cheshirefire.gov.uk). The full plan and supporting documents are also on the website, e-mail: [consultation@cheshirefire.gov.uk](mailto:consultation@cheshirefire.gov.uk) or 'phone 01606 868408.**

### Current Position

**Cheshire Fire and Rescue Service currently has 24 community fire stations which are staffed according to local risk and activity levels. There are**

- **Seven wholetime stations** in the main urban areas with crews working day and night shifts to provide 24/7 cover.
- **Five day crewing stations** in smaller urban areas with firefighters living in Authority-owned houses

alongside the stations. They are on duty in the day but respond from home through a pager at night.

- **Two nucleus crewed stations** – here firefighters work 12 hour shifts covering the period of peak activity, with “on-call” staff who live within five minutes of the station covering the rest. We are considering increasing this to 6 or 7 minutes to aid recruitment.
- **Ten “on-call” stations** – these are in mainly rural areas, and staff - formerly known as retained firefighters - who live or work within five minutes of the station are alerted via a pager day and night.

### Risk and activity

There have been reductions of over 40% in the number of incidents attended over the last seven years yet the amount of staff involved in responding to emergencies has reduced by 1%. Over the same period the number of fire engines and other response vehicles has increased.

In addition, the Service maintains the same level of emergency response in most areas 24/7 - even though there are major drops in incident numbers at night compared to daytime. The Authority, therefore, intends to better match its resources to reflect the likely risks and activity levels.

### Response standards

The Service currently has sophisticated but complex emergency response standards setting out how quickly fire engines aim to get to incidents. It means the majority of homes in Cheshire - nearly 97% - currently have an emergency response standard between 10-21 minutes. In practice, most attendances are usually quicker.

The current response standard for road traffic collisions (RTCs) is 11 minutes. It intends to replace these with a blanket 10 minute standard for life risks - fires and RTCs.

### Costs and funding

It costs between £1.6 and £2 million a year to run each of the six wholetime stations with two fire engines and £1 million a year for Macclesfield which has one.

Day Crewing stations cost around £700,000 a year, nucleus crewing £740,000 and On-call approximately £150,000. To make it easier to recruit and retain On-call firefighters, options to improve pay and conditions are being reviewed, as well as the impact of allowing people to live or work more than 5 minutes from the station.

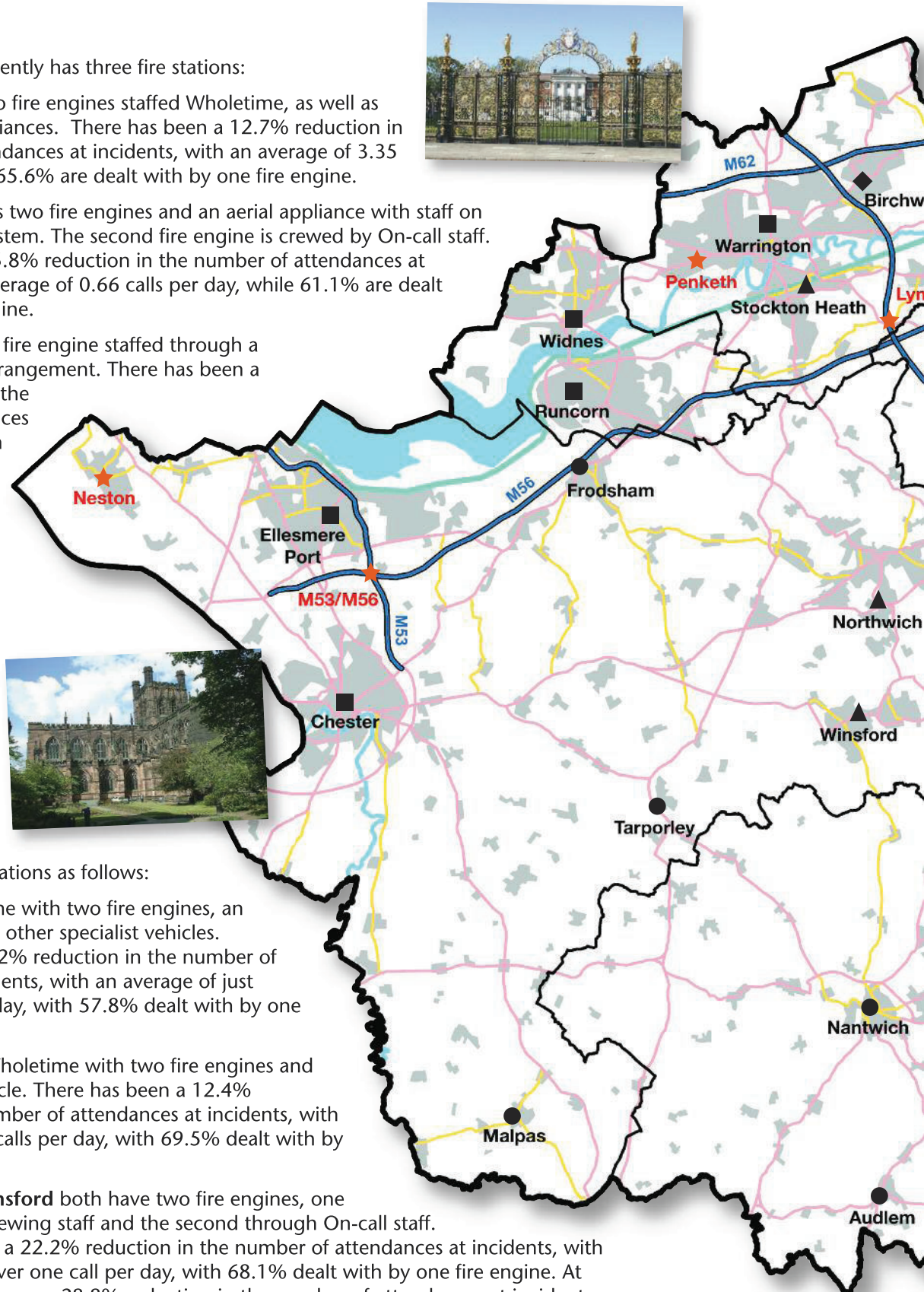
The Authority's current budget is £44.1 million. As part of the moves to tackle future funding cuts it is planning to increase its Council Tax by 3.9% a year - the maximum permitted under Government guidelines, equivalent to £2.62 in 2013-14 for an average household.

# Emergency Response Review

## Warrington

The Warrington area currently has three fire stations:

- **Warrington** has two fire engines staffed Wholetime, as well as other specialist appliances. There has been a 12.7% reduction in the number of attendances at incidents, with an average of 3.35 calls per day, while 65.6% are dealt with by one fire engine.
- **Stockton Heath** has two fire engines and an aerial appliance with staff on the Day Crewing system. The second fire engine is crewed by On-call staff. There has been a 25.8% reduction in the number of attendances at incidents with an average of 0.66 calls per day, while 61.1% are dealt with by one fire engine.
- **Birchwood** has one fire engine staffed through a Nucleus Crewing arrangement. There has been a 10.5% reduction in the number of attendances at incidents, with an average of just less than a call a day, while 66.1% are dealt with by one fire engine.



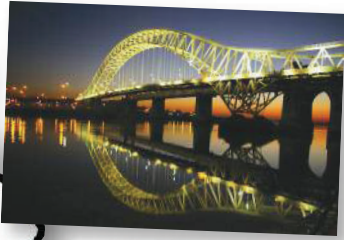
## Cheshire West and Chester

The area has seven fire stations as follows:

- **Chester** is Wholetime with two fire engines, an aerial appliance and other specialist vehicles. There has been a 9.2% reduction in the number of attendances at incidents, with an average of just under three calls a day, with 57.8% dealt with by one fire engine.
- **Ellesmere Port** is Wholetime with two fire engines and other specialist vehicle. There has been a 12.4% reduction in the number of attendances at incidents, with an average of 2.27 calls per day, with 69.5% dealt with by one fire engine.
- **Northwich** and **Winsford** both have two fire engines, one operated by Day Crewing staff and the second through On-call staff. Northwich has seen a 22.2% reduction in the number of attendances at incidents, with an average of just over one call per day, with 68.1% dealt with by one fire engine. At Winsford there has been a 28.8% reduction in the number of attendances at incidents, with an average of just under one call a day, with 87.1% were dealt by one fire engine.
- **Frodsham, Malpas and Tarporley** are staffed through the On-call system.



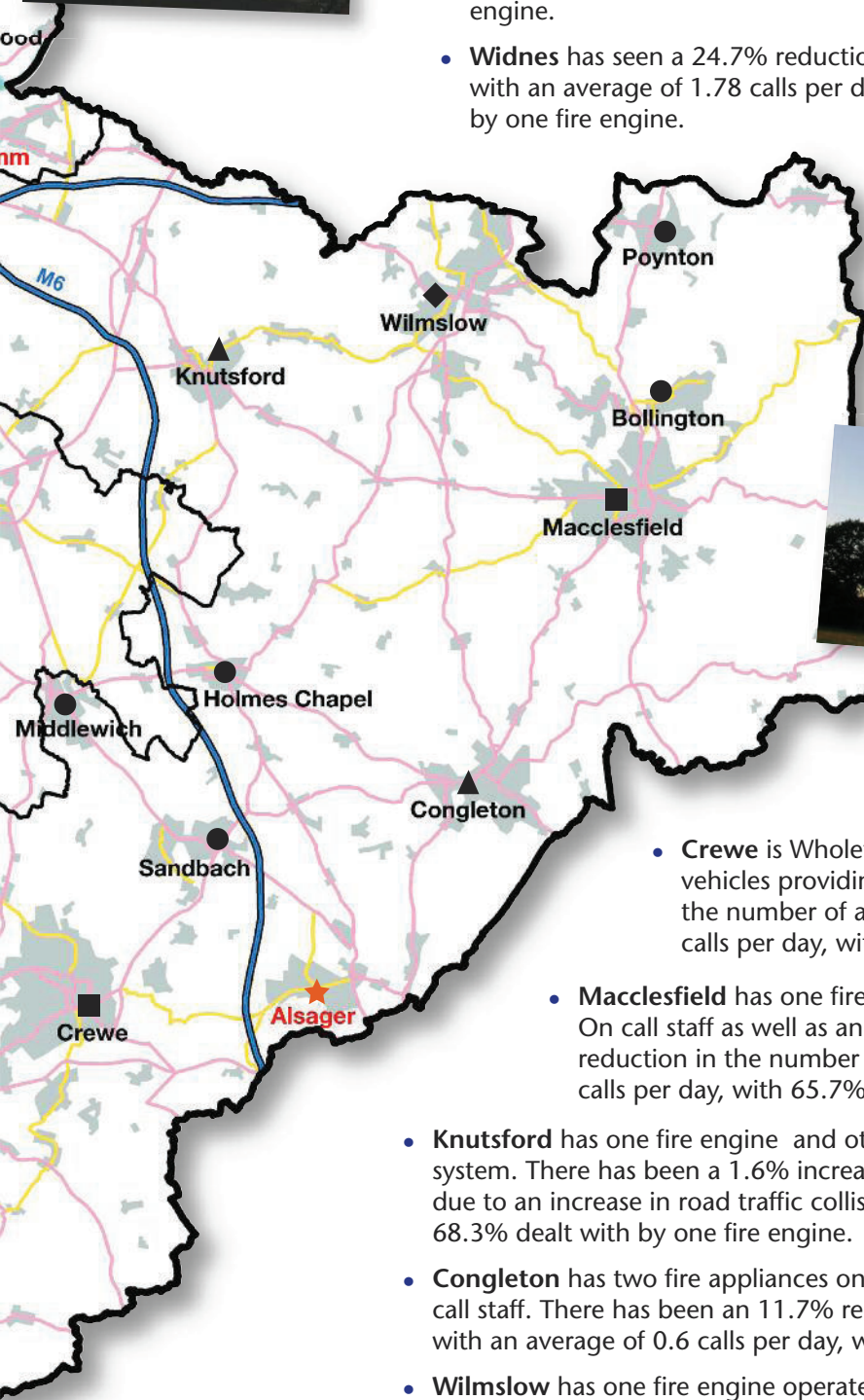
These pages outline how fire stations in the four council areas are currently crewed. The percentage reductions / increases in attendances are based on the last three financial years. Please see the back page for details about the new proposals, including provisional annual salary savings.



## Halton

Halton currently has two Wholtime stations, one in **Runcorn** and one in **Widnes**. Both have two fire appliances each with fire crews working Wholtime.

- **Runcorn** has seen a 5.6% reduction in the number of attendances at incidents and has an average of 2.28 calls per day, with 70.5% dealt with by one fire engine.
- **Widnes** has seen a 24.7% reduction in the number of attendances at incidents, with an average of 1.78 calls per day, while 68.3% of attendances are dealt with by one fire engine.



- Key
- Wholtime
  - ▲ Day crewed
  - On-call
  - ◆ Nucleus
  - ★ Proposed stations



Scan this code with a smart phone to go to our online consultation.

## Cheshire East

The area has a total of 12 fire stations:

- **Crewe** is Wholtime, with two fire engines and other specialist vehicles providing 24/7 cover. There has been an 8.7% reduction in the number of attendances at incidents, with an average of 2.14 calls per day, with 63% dealt with by one fire engine.
- **Macclesfield** has one fire engine staffed Wholtime and a second crewed by On call staff as well as an aerial appliance. There has been an 18.2% reduction in the number of attendances at incidents with an average of 1.39 calls per day, with 65.7% dealt with by one fire engine.
- **Knutsford** has one fire engine and other specialist vehicles, with staff on the Day Crewing system. There has been a 1.6% increase in the number of attendances at incidents, mainly due to an increase in road traffic collisions. On average there are 0.71 calls per day, with 68.3% dealt with by one fire engine.
- **Congleton** has two fire appliances one operated by Day Crewing and the second by On-call staff. There has been an 11.7% reduction in the number of attendances at incidents, with an average of 0.6 calls per day, with 72% dealt with by one fire engine.
- **Wilmslow** has one fire engine operated by a Nucleus crewing arrangement. There has been a 6.2% reduction in the number of attendances at incidents, with an average of just under one call a day, with 78.1% dealt with by one fire engine.
- **Audlem, Bollington, Holmes Chapel, Nantwich, Middlewich, Poynton and Sandbach** are staffed through the On-call system.

## Warrington

**Penketh** – build a new Wholetime community fire station with two fire engines, the first transferred from Warrington and the second operated by On-call staff.

**Warrington** – move the second fire engine to Penketh. Replace the remaining fire engine with a new vehicle which combines the capabilities of a traditional fire engine and an aerial appliance or transfer the existing aerial appliance from Stockton Heath.

**Stockton Heath** – change the duty system from the current Day Crewing arrangement to On-call. Transfer the aerial appliance to Warrington.

**Lymm** – build a new Wholetime fire station near the M6/M56 junction, crewed by transferring existing Day Crewing staff from Stockton Heath and Knutsford. Use the new station as an “operational response hub” to store specialist operational vehicles.

Staffing for both the new community fire station at Penketh and new operational station at Lymm will be provided by moving crews from Warrington, Stockton Heath and Knutsford. It means salary costs would be unchanged.

## Halton

### Runcorn

1. Remove the second fire engine entirely – **£800,000** or
2. Replace it with a ‘midi’ fire engine used during busy periods such as bonfire night – **£750,000** or
3. Change how the second fire engine is crewed from Wholetime to On-call (24/7) – **£650,000** or
4. Change its crewing to a 12 hour day shift only – **£350,000** or
5. Change its crewing to a Nucleus Crewing model (12 hour day shift and On-call at night) – **£200,000**

### Widnes

1. Stop crewing the second fire engine with support provided by the new station at Penketh – **£800,000**

## Cheshire East

### Congleton

1. Transfer the second fire engine to Alsager. Change the current Day Crewing duty system to an On-call arrangement, 24 hours a day – **£600,000** or
2. Change to a Nucleus Crewing system (Monday to Friday - 8 hour day shifts) with evening and weekend cover being provided by the existing On-call staff – **£300,000**

### Crewe

1. Remove the second fire engine entirely – **£800,000** or
2. Replace it with a ‘midi’ fire engine used during busy periods such as bonfire night – **£750,000** or
3. Change how the second fire engine is crewed from Wholetime to On-call (24/7) – **£650,000** or
4. Change its crewing to a 12 hour day shift only – **£350,000** or
5. Change its crewing to a Nucleus Crewing model (12 hour day shift and On-call at night) – **£200,000**

### Macclesfield

1. Change the current Wholetime duty system to a Nucleus Crewing system to maintain two fire engines – **£350,000** or
2. Move from having two fire engines to one during the 12 hour night time period – **£500,000**
3. Crew the aerial appliance with On-call staff at all times – **£100,000**

### Knutsford

Change the current Day Crewing duty system to On-call. – **£500,000**

## Cheshire West and Cheshire

Staffing for the new operational station near the M56/M53 junction will be provided by moving crews from Chester, meaning salary costs would be unchanged.

### Chester

1. Transfer the second fire engine from Chester to a new Wholetime station near the M56/M53 motorway interchange. Use the new station as an “operational response hub” to store specialist operational vehicles
2. Replace the remaining fire engine at Chester with one which combines the capabilities of a traditional fire engine and an aerial appliance or maintain the existing aerial appliance and fire engine.

### Ellesmere Port

1. Remove the second fire engine entirely – **£800,000** or
2. Replace it with a ‘midi’ fire engine which can be used during busy periods such as bonfire night – **£750,000** or
3. Change how the second fire engine is crewed from Wholetime to On-call (24/7) – **£650,000** or
4. Change its crewing to a 12 hour day shift only – **£350,000** or
5. Change its crewing to Nucleus Crewing model (12 hour day shift and On-call at night) – **£200,000** or
6. Transfer the second fire engine to a new On-call fire station, built in Neston – **£650,000**

### Winsford

1. Change from the current Day Crewing system to On-call, 24 hours a day – **£600,000** or
2. Change to a Nucleus Crewing (Monday to Friday - 8 hour day shifts) arrangement with evening and weekend cover provided by existing On-call staff – **£300,000**

### Northwich

1. Change from the current Day Crewing system to On-call, 24 hours a day – **£600,000** or
2. Change to a Nucleus Crewing (Monday to Friday - 8 hour day shifts) arrangement with evening and weekend cover provided by existing On-call staff – **£300,000**

*One-off costs for building new stations would be met from reserves and balances or by taking out loans.*



Updating key local and national partners

October 2012

## IRMP 2013/14 consultation

**Cheshire Fire Authority is the public body responsible for ensuring local communities are protected by an effective fire and rescue service.**

With budget cuts of around £5 million expected over the next four years, it has carried out a fundamental review into how its frontline emergency response service could be delivered most effectively in the future.

A comprehensive package of options has been developed which could see more fire stations in Cheshire in the future, with virtually the same number of fire engines but staffed differently than now. The average time it takes to get to life-threatening fires and other emergencies would improve and the Authority would also be able to hit its savings targets.

The options have been developed using information gained from past consultations alongside expert fire service opinion and nationally-recognised fire and rescue computer modelling systems and consultants.

The Authority now wants to understand the views of residents, businesses, partners, staff and other stakeholders about these proposals.

The attached summary document provides details about current arrangements and future options, including estimated annual salary savings between £3-5 million. It is intended to provide you with sufficient information to understand and be able to comment on the options.

The consultation will influence important decisions around:

- Whether the proposed new stations should be built

- Which of the different options for the future crewing of specific stations should be implemented; and when.

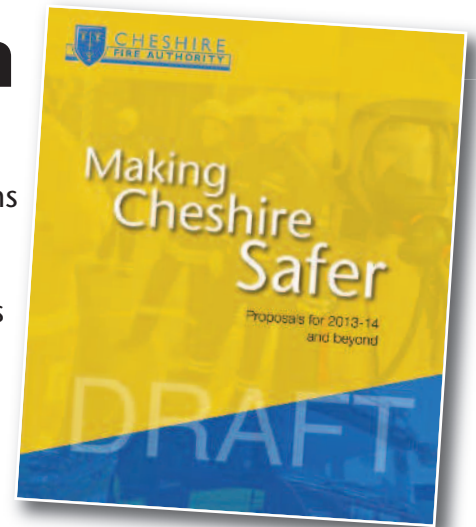
- Whether the Authority should move from its current emergency response standards to a 10 minute blanket response for incidents where lives are at risk.

We have already - or plan to - brief your authority and local town and parish councils as part of our consultation process; however as local elected representatives we want to make you aware of these proposals, which may affect you and your constituents.

We would like to hear your views and encourage you to respond using our electronic survey specifically designed for partners, which can be accessed via the following link:

<http://www.surveymonkey.com/s/538CG5S>.

We are undertaking a comprehensive programme of public consultation across Cheshire; though we also ask you to encourage people to have their say and complete our online residents' survey, which can be accessed via visiting our website [www.cheshirefire.gov.uk](http://www.cheshirefire.gov.uk)



For further information please contact:

Matthew Maguire, Policy and Research Manager

Tel: 01606 868775 e: [matthew.maguire@cheshirefire.gov.uk](mailto:matthew.maguire@cheshirefire.gov.uk)

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

**DATE:** 13<sup>th</sup> November 2012

**REPORTING OFFICER:** Strategic Director, Communities

**PORTFOLIO** Neighbourhood, Leisure & Sport /  
Health & Adults /  
Community Safety

**SUBJECT:** Scrutiny review of Anti Social Behaviour in the  
Private Rented Sector

**WARDS:** Borough

1.0 **PURPOSE OF REPORT**

1.1 The purpose of this report is to update Safer Halton PPB on progress made in implementing the recommendations of the scrutiny review into the private rented sector.

2.0 **RECOMMENDATION That: It is recommended that the Board note and comment on the progress made to date.**

3.0 **SUPPORTING INFORMATION**

3.1 Background

3.1.1 Members will recall that the topic group was formed in response to a number of issues relating to the private rented sector including poor property conditions, anti social behaviour caused by private tenants and absentee landlords who were reluctant to take action against tenants who caused problems. The group was chaired by Councillor Pamela Wallace.

3.1.2 The findings and recommendations of the topic group were reported to Safer Halton PPB in March 2012. At the time it was agreed that detailed cost implications associated with the appointment of additional staff to implement the recommendations be presented to a future meeting of the Board. However, since that time discussions have been taking place at officer level regarding the reorganisation of existing staff which would increase the capacity within the enforcement team and negate the need to employ additional staff. A verbal update regarding the outcome of these discussions will be given at the meeting.

3.1.3 As a result of the negotiations involved in securing additional capacity for the team progress in implementing some of the

recommendations, particularly around targeted work has been slower than originally anticipated. However, significant progress has been made in other areas as detailed below.

3.2 Progress in implementing the recommendations

3.2.1 *Recommendation 1 – Increase Council Tax charges on properties that have been empty over 6 months*

This ties in with the Government's consultation on the technical reforms of Council Tax which goes further in suggesting that homes that have been empty for over two years are charged a Council Tax premium. Halton submitted a response to the consultation and we are currently waiting for the new legislation to be published. Following this a report containing options will be presented to Members.

3.2.2 *Recommendation 2 – Develop a targeted management approach to the issue in West Bank and Halton Lodge*

A steering group was formed in May 2012 to oversee and monitor progress in implementing the action plan and co-ordinate activities. The group is chaired by the Divisional Manager for Environmental Health, Public Health and Health Protection and consists of officers dealing with housing enforcement, Landlord Accreditation, Community Safety and Policy. One of the first tasks for the group in implementing a targeted approach was to collate baseline information on the number of complaints from private tenants (in 2011/12 there were 223 complaints and in 2010/11 there were 236) and applications for landlord accreditation and then to develop a set of performance indicators with which to track progress.

3.2.3 *Recommendation 3 – Hold information events for landlords and tenants*

The group initially explored whether it was possible to hold the annual Merseyside wide Landlords Expo in Halton and whether there were any events taking place in West Bank that officers could attend to give advice. Unfortunately, the venue for the Expo had already been agreed (in Liverpool) and there were no suitable events planned in West Bank. As an alternative, half day surgeries are planned for Widnes and Halton Lea Direct Link offices during the last week in October. These will be advertised via the local press, with the landlords' survey referred to at 3.2.6 and via posters and leaflets left in public offices. It is hoped that the central location on both sides of the Borough will help to attract enquiries from landlords and tenants across the Borough. A verbal update on the number of people attending and the type of enquiries received will be given at the meeting.



3.2.4 *Recommendation 4 – Invite landlords to provide contact details to the Council*

Landlords will be asked to give contact details for entry into the prize draw as part of the landlords survey referred to at 3.2.6. Officers will also collect contact details from landlords who attend the half day surgeries at Halton Direct Links.

3.2.5 *Recommendation 5 – Promote the benefits of joining the Landlord Accreditation Scheme*

Using homelessness prevention funding, a “Guide to the Private Rented Sector” has been developed. The guide, attached as Appendix A, gives general advice to landlords and tenants about private sector tenancies and contains useful local contacts for related services and complements the information in the Tenants Handbook which is aimed at existing and prospective tenants.

Members may recall from the final report of the scrutiny review that Halton’s Landlord Accreditation Officer, who is based in the Housing Solutions Team, previously spent around 80% of her time administering the Bond Guarantee Scheme. A vacancy within the team has since been filled and the postholder has been given this task, thereby freeing up the Accreditation Officer’s time to undertake further promotion of the scheme and develop the service further. Initially the Accreditation Officer has been concentrating on developing an accreditation scheme for managing agents which will help to improve standards in a wider range of properties and on making other changes to the scheme as detailed below.

3.2.6 *Recommendation 6 – Undertake a survey of private landlords throughout the Borough*

The purpose of the survey was to gain greater understanding of the private rented sector, promote the Landlord Accreditation Scheme and other services and to consult landlords about changes introduced by the Localism Act 2011 which enable local authorities to fulfil their statutory homelessness duty via an offer of private rented accommodation. The survey was sent to all private landlords known to the authority (e.g. through Housing Benefit, the Landlord Accreditation and the Bond Guarantee Schemes) and was also advertised in the local press with a copy available on the Council’s website or on request in October 2012. A prize draw for £100 B and Q vouchers was offered as an incentive for landlords to respond. The results of the survey will be reported to a future meeting of the Board.

3.2.7 *Recommendation 7 – Provide advice to landlords on how to deal with anti social tenants*

A section on the services of the Community Safety Team, giving advice on the assistance they offer relating to anti social tenants, has been included in the attached Guide to the Private Rented Sector. Officers were also on hand to give advice to landlords as part of the half day surgeries at Halton Direct Links.

3.2.8 *Recommendation 8 – Introduce a Healthy Homes approach in target areas*

The Halton Healthy Homes Network was launched in February 2012 and now contains over 80 members from a range of statutory, voluntary and community organisations. The aim of the network is to raise awareness of the health impacts of living in poor housing conditions and the help that is available to affected residents. To date, two quarterly newsletters, copies of which are attached as Appendix B, have been circulated to members along with occasional emails containing more urgent information. Initially the focus of the network has been mainly on energy efficiency issues, particularly in light of the Government's new finance frameworks for heating and insulation work but the aim long term is to develop targeted approaches to referrals in particular "hotspot" areas.

3.2.9 *Recommendation 9 – Make full use of enforcement powers in target areas to tackle poor condition*

Fortunately, the vast majority of complaints about poor conditions in the private rented sector are resolved by the landlord following an approach by an enforcement officer. This negates the need for costly and often protracted court action. However, in conjunction with colleagues from Legal Services, the enforcement team will seek recourse to its enforcement powers where informal approaches fail and, where appropriate, publicise these cases to serve as a deterrent to other would be rogue landlords. Cases requiring such action are fairly few and far between. In 2011/12, 215 cases were resolved informally with only 8 requiring formal action. In 2010/11, the figures were 232 and 4, respectively.

3.2.10 *Recommendation 10 – Encourage Council staff and staff from partner agencies to report empty properties*

It is anticipated that should efforts to secure additional staffing capacity within the enforcement team be successful a strategic approach to dealing with long term empty homes can be developed including an on line reporting tool for staff and residents to report empty properties. This would enable checks to be undertaken against Council Tax and Housing Benefit records to identify possible empty property fraud and action to be taken with a view to bringing the property back into use.

3.2.11 *Recommendation 11 - Explore the possibility of bringing in additional*

*staffing resources to assist*

Originally a number of options were put forward to secure additional staffing resources e.g. secondment, volunteering, work experience. However, after further consideration of these options it became apparent that it would be unlikely that the staff would have the necessary skills and technical knowledge required, for example, to undertake housing inspections. As previously mentioned, since the last report was considered at PPB, the possibility of transferring suitably trained and experienced staff from another part of the organisation has been identified and at the time of writing the report is being explored. A verbal update on the current position with regard to this will be given at the meeting.

3.2.12 *Recommendation 12 – Change the Landlord Accreditation Scheme to a Property Accreditation Scheme*

That the properties be registered under the agreed system which was/is that a landlord wishing to have accreditation will provide a list of all their properties and the local authority will randomly inspect one/two of their properties and then if satisfactory registration will take place this reduces level of inspection to that which is required rather than all that are listed.

3.2.13 *Recommendation 13 – Work with the Fire Brigade to support a change in legislation that would make it a legal requirement for private landlords to install hard wired smoke detectors in their properties*

There is an ongoing campaign for the Government to introduce legislation to this effect, including a recent call for action from the coroner of West Sussex following three separate house fires in which the residents, whose smoke alarm batteries had failed, were killed. Landlords of licensable houses in multiple occupation must already provide hard wired smoke alarms under the Housing Act 2004, however, officers will lend their support to campaigns on behalf of the Council for this requirement to be rolled out to all privately rented properties as and when the opportunity arises.

Members may be interested to know that as part of the Energy Act 2011 it will be illegal to rent out a property that does not meet a minimum standard of energy efficiency (currently proposed to be Energy Performance Certificate rating E) by 2018.

4.0 **POLICY IMPLICATIONS**

4.1 Improving conditions in the private rented sector is one of the priorities in Halton's emerging Housing Strategy which has been informed by the work of the topic group.

**5.0 IMPLICATIONS FOR THE COUNCILS PRIORITIES**

**5.1 A Healthy Halton**

Poor housing conditions can have an adverse effect on health, consequently, improving the housing stock can bring about positive health benefits.

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

None arising from this report.

**5.3 Children and Young People in Halton**

Research suggests that poor housing conditions can have an adverse impact on educational attainment.

**5.4 A Safer Halton**

A key aim of the topic group is to provide support and advice for private landlords whose properties are occupied by anti social tenants.

**5.5 Halton's Urban Renewal**

Improving housing conditions has a positive effect on the visual appearance of neighbourhoods and a positive impact on climate change.

**6.0 FINANCIAL/RESOURCE IMPLICATIONS**

6.1 None arising from this progress report.

**7.0 RISK ANALYSIS**

7.1 There is a risk that if additional staffing resources can't be secured this could impact on further progress in relation to enforcement activity.

**8.0 EQUALITY AND DIVERSITY ISSUES**

8.1 The recommendations aim to improve conditions in the private rented sector which is likely to house a disproportionate amount of vulnerable and marginalised groups.

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

None under the meaning of the Act.

Halton Borough Council  
**Guide to  
THE PRIVATE RENTED SECTOR**



## Introduction

### Purpose of this guide

This guide is aimed at tenants and prospective tenants, landlords, elected Members and Council officers and it is hoped that it provides a basic overview of the private rented sector in Halton and clarifies the role of the Council in supporting the sector. Key contacts are provided for each area of support offered by the Council.

### Why choose the private rented sector?

Since the recent decline of the housing market, the private rented sector is making an increasingly significant contribution to meeting housing need. It is believed that in Halton the sector has doubled in the last 10 years and now makes up around 10% of the total housing stock in the borough (Halton Strategic Housing Market Assessment 2011).

### For tenants, the advantages are

- It's a flexible tenure, which can be useful in relation to accessing employment opportunities
- It's an alternative option for those unable to buy or access social rented housing
- There's a lot of choice in terms of property type and location
- It is a relatively affordable option in Halton

### For landlords, the advantages are

- Source of regular income
- Properties are more secure and are maintained when they are inhabited
- There is no threat of enforcement action from the Council due to the property being empty

Renting from a private landlord is a flexible option and is often suited to different people with varied housing needs. The following sections explain some private sector tenancy basics.

## Private Rented Tenancies

### Tenancy Agreement

This is a document, provided by the landlord, at the beginning of a tenancy, which sets out the rules to be followed during the tenancy. Both the landlord and tenant sign the agreement as they are both bound by its terms. Should a tenant break the rules outlined in the agreement, they



can be evicted. Should a landlord break the rules, the tenant should seek advice from the Council or Citizens Advice Bureau and there may be a legal route to pursue.

### Assured Shorthold Tenancies ASTs

Tenancies in the private rented sector are usually assured shorthold, which means they are for a fixed-term – usually 6 or 12 months. After this period, either the tenant or the landlord can give the required notice to end the tenancy.

Landlords must give tenants two months' notice – they can only evict a tenant during the fixed-term period in cases where the terms of the agreement have been broken.

Tenants must give their landlord one months' notice that they wish to leave once they are out of the fixed-term period – should a tenant wish to leave during the fixed-term they may be legally obliged to pay the rent that they owe for the duration of the term (unless the tenancy agreement includes a 'break clause').

At the end of the fixed-term if both the landlord and tenant are happy to continue with the tenancy, a new fixed-term can be agreed or the tenancy can become a periodic one, which renews itself month-by-month.

## Roles and responsibilities

### Role of letting agents

The use of a letting agent offers the quickest way of letting a property for a landlord and finding a property for a tenant. However, they do charge fees for their services – for a tenant these can include administration fees for performing credit checks and setting up the tenancy and for landlords the agent will charge a fee for advertising their property/ setting up the tenancy and managing the tenancy (if the landlord is not managing it themselves). It is important for tenants to find out whether their landlord or a letting agent is managing the tenancy so that they know who to contact in the event of any problems.

### Tenant responsibilities

- Abide by the terms set out in your tenancy agreement (provided by your landlord)
- Pay your rent on time
- Behave in a reasonable way, not causing nuisance or annoyance to others
- Not damage any fixtures, fittings or furniture belonging to the landlord
- If there is any furniture in the property belonging to the landlord that you do not want, ask them to remove it
- Ask the landlord for written permission before making any changes to the property
- Inform the landlord if repairs are needed
- Allow the landlord to have access to the property at reasonable times to carry out repairs and necessary safety checks
- Not sub-let or take in a lodger without asking permission first, unless your tenancy agreement allows you to do this
- Give the landlord the correct notice if you wish to leave



## Landlord responsibilities

- Provide a tenancy agreement – a written statement of the conditions of the tenancy
- Provide your name, address and contact details and those of your agent (if applicable)
- Provide a rent book for tenants who pay weekly, or a receipt for the rent payment for those who pay fortnightly or monthly by cash
- Respect your tenants' right to peace and quiet in their own home
- Register your tenants' deposit with one of the government recognised schemes within 30 days of receiving it and confirm details in writing to the tenant
- Give reasonable notice in writing if you need to enter your tenants' home
- Give legal notice if you want the tenant to leave
- Make suitable arrangements for the security of your tenants' mail to prevent interference
- Ensure that gas appliances are tested at least once a year and give your tenant a copy of the safety certificate within 28 days of the test taking place
- Ensure that all upholstered furniture complies with fire safety regulations
- Ensure the following are repaired, when required:
  - The structure of the property / Basins, baths, sinks and toilets
  - Fires, radiators, water heaters / Water, gas and electricity supply and meters
  - Water tanks and boilers / Appliances provided as part of the tenancy.

**Costs of a tenancy**



Landlords usually take a deposit from tenants (often it is the equivalent of one month's rent) to safeguard them against any damage caused by the tenant/ any rent arrears that may occur. Tenants will get this money back at the end of the tenancy if they are not in arrears and haven't caused any damage. A property condition report is very important in this respect – good landlords will provide these at the start of a tenancy so they can be compared to the condition the tenant leaves the property in and therefore determine if any damage has been caused. If the landlord doesn't offer this, tenants

should consider taking photos to make their own record of the condition of the property when they begin their tenancy.

It is now a legal requirement that deposits are protected using a Government recognised scheme and landlords must provide their tenant with the relevant details and confirmation that their deposit has been protected.

Rent is usually payable on a monthly basis in advance. Some people are eligible for Housing Benefit, which may cover some or all of the rent. The amount people are entitled to depends on their income and who lives with them and it is worked out using Local Housing Allowance – rates are published monthly and displayed in the Council's Halton Direct Link one-stop-shops and on the Council's website. Housing Benefit can only be paid into a bank account.

**Average rent levels in Halton**

Size of property	Runcorn average per month	Widnes average per month
1-bedroom	£395	£375
2-bedrooms	£425	£450
3-bedrooms	£500	£525
4-bedrooms	£600	£600

\*Halton Strategic Housing Market Assessment 2011

## Services provided by the Council

### Environmental Protection Team

The team deal with the safety and repair of privately rented housing. They are able to assist in most cases where the condition of a home has an impact on the health and safety of the occupier or visitors. Some of the hazards the team can deal with include the following:

- Urgent action to restore heating, hot water or to make dangerous electrical systems safe
- Dampness from roof leaks, pipe leaks, rising damp, condensation and mould and dry rot infestations and improving heating systems or ventilation
- Safety of gas appliances
- Fire safety in the home and, in particular, Houses in Multiple Occupation, with three or more tenants who share facilities
- Overcrowded accommodation

Once the team is notified that there is a problem at a property, they will arrange to visit people in their homes and carry out an assessment for hazards under The Housing Health & Safety Rating System (HHSRS). In all cases the team try to work with the landlord to resolve the problems but where necessary they can, and will, take legal action. Legal notices can be served on the landlord to remedy hazards in the home. Should a landlord fail to comply, they can be prosecuted or the works can be carried out in default and then re-charged to the owner.

In addition, the team deal with statutory nuisance, which includes noise, odour and smoke nuisance.

**KEY CONTACT:**

Wendy Salisbury – Principal Environmental Health Officer

Environmental and Public Health and Health Protection

**0151 511 7613**

[wendy.salisbury@halton.gov.uk](mailto:wendy.salisbury@halton.gov.uk)

[environmental.protection@halton.gov.uk](mailto:environmental.protection@halton.gov.uk)



## Bond Guarantee Scheme

For those who are facing homelessness, the Council's Housing Solutions Team may be able to help by providing the written promise of the deposit amount should it be required at the end of a tenancy. This allows people who do not have the funds for the deposit themselves to access privately rented housing.

The Housing Solutions Team also provide advice on all aspects of homelessness and housing options.

### KEY CONTACT:

**Lucy Willis – Landlord Accreditation Officer**

**0151 471 7628**

**[lucy.willis@halton.gov.uk](mailto:lucy.willis@halton.gov.uk)**

**[landlordaccreditation@halton.gov.uk](mailto:landlordaccreditation@halton.gov.uk)**

## Landlord Accreditation Scheme

The Council is keen to provide decent landlords operating within the borough with the recognition and support they deserve. In order to do this, a Landlord Accreditation Scheme was launched and has been running successfully for around the last five years.

Membership to the scheme is free of charge. It is voluntary but carries many benefits for landlords who decide to join:

- Exclusive access to the Halton Borough Council Empty Property Register
- A recognised 'quality mark' providing elevated status over non-accredited landlords
- Commitment of service from Housing Benefit
- Discounted services and products from both local and national businesses
- Promotion of available properties through the Bond Guarantee Scheme
- Remain fully and promptly informed of any change in regulations that may affect landlords



- Dedicated landlord liaison officer providing support and advice
- Influence over the Landlord Forum

The scheme involves members agreeing to a code of standards, which detail good management practices and property standards. These standards, and all aspects of the scheme, have been developed in partnership with local landlords.

The Landlord Accreditation Officer can provide prospective tenants with a list of accredited landlords.



**KEY CONTACT:**  
**Lucy Willis – Landlord Accreditation Officer**  
**0151 471 7628**  
**lucy.willis@halton.gov.uk      landlordaccreditation@halton.gov.uk**

## Landlords Forum

The Council hosts regular forums for private sector landlords operating within the borough. All landlords are welcome to come along and find out about many important issues that affect them (for example, Housing Benefit discussions/updates), as well as getting the opportunity to network with other landlords operating locally.

The forum has been running since 2003 and the Council is keen to increase this kind of partnership working with landlords. Regular meetings such as these provide an opportunity for landlords to share information, meet each other and discuss issues of common interest.

**KEY CONTACT:**  
**Lucy Willis – Landlord Accreditation Officer**  
**0151 471 7628**  
**lucy.willis@halton.gov.uk      landlordaccreditation@halton.gov.uk**



## Community Safety Team

The Council's Community Safety Team works in conjunction with a number of service providers (including Cheshire Police, Cheshire Fire & Rescue Service, Registered Providers of social housing, the Youth Offending Team and health services) as part of the Safer Halton Partnership to tackle anti-social behaviour and crime within Halton's communities.

The Community Safety Team offer targeted assistance to private sector landlords by writing to them to offer help and advice if a problem with crime or anti-social behaviour has been identified in one of their properties.

If matters don't improve the team take appropriate action against the tenant as part of their multi-agency approach to tackling crime/anti-social behaviour.

**KEY CONTACT:**

**Mike Andrews – Community Safety Manager**

Community Safety Team

Safer Halton Partnership

**0151 495 5824**

**[mike.andrews@halton.gov.uk](mailto:mike.andrews@halton.gov.uk)**

**Community Safety Team main number: 0151 495 5810**

**Cheshire Police non-emergency number: 0845 458 0000**



For further information call  
the Halton Borough Council contact centre on  
**0303 333 4300**

Information is also  
available on  
the Council's website  
**[www.halton.gov.uk](http://www.halton.gov.uk)**





<b>REPORT TO:</b>	Safer Policy and Performance Board
<b>DATE:</b>	13 <sup>th</sup> November 2012
<b>REPORTING OFFICER:</b>	Strategic Director - Communities
<b>PORTFOLIO:</b>	Community Safety; Health and Adults
<b>SUBJECT:</b>	Halton Safeguarding Adults Board (HSAB) : Annual Report 2011/12
<b>WARD(S)</b>	Borough-wide

### 1.0 PURPOSE OF THE REPORT

1.1 The purpose of this report is to present the Board with the HSAB Annual Report 2011/12 for information.

2.0 **RECOMMENDATION: That the Board:** Note the contents of the report and associated Annual Report (Appendix 1)

### 3.0 KEY ISSUES

3.1 Keeping people safe and ensuring that they are treated with respect and dignity continues to be a high priority for the Council, Clinical Commissioning Group and Partner agencies who are committed to continue to build on the excellent results achieved in the 2010 Safeguarding Inspection to ensure Safeguarding and Dignity are central to the work that we do as a Health and Social Care Economy.

3.2 The annual report describes how organisations and individuals across all sectors are working together to safeguard vulnerable people. As well as reporting on the HSAB's work over the past twelve months, the Annual Report explains the national context in which we are all currently operating and lists the Board's priorities for the coming year.

3.3 In terms of the report's content:-

- The **Forward** references the on-going commitment to safeguarding and now references the link to the Shadow Health & Wellbeing Board;
- The **Vision** for the Board which hasn't changed from previous years;
- In terms of section 3, **National Context** – relevant developments have been referenced such as the Law Commission's Review, Standards for Adult Safeguarding and the Equality and Human Rights Commission's inquiry into Home Care;

- The **Structure and Reporting Arrangements** section now incorporates recent changes in the reporting structure and also references the new Integrated Adult's Safeguarding Unit and its role;
- The **Outcomes Section** references the new national outcomes frameworks and a handful of case studies;
- The **Board Priorities** reflect the priorities agreed by the Board for 2012/13 as part of its work plan;
- Section 7 outlines the **Safeguarding Data** available from both the Local Authority and Public Protection Unit;
- The **Key Developments and Local Activity** section has been developed with input from Partner agencies.
- The next 6 sections of the report concerned with :-
  - Learning & Development
  - Publicity and Communications
  - Quality and Performance
  - Policies and Procedures
  - Practitioners Network
  - Safer Workforce

All focus on the activity around the various sub groups.

#### 4.0 **POLICY IMPLICATIONS**

- 4.1 The Safeguarding Adults Inter-agency Policy that was developed during 2010 was scheduled for review during 2012, however due to the establishment of the new Integrated Adult's Safeguarding Unit; it is now the intention for the review to take place following the first year evaluation of the Unit.

This will ensure that where procedures/systems have been identified as needing to change, or ways of working require changing, these can be incorporated into the revised policy.

#### 5.0 **FINANCIAL IMPLICATIONS**

- 5.1 All actions are covered within existing budgets.

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

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

Strong connections continue to be developed between the Children's and Adults Safeguarding Boards, as it is being increasingly recognised that there are issues which are common to both Boards. A number of individuals are members of both Boards, but this informal relationship is being strengthened by the development of a formal protocol between the Boards.

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

None identified.

**6.3 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.

**6.4 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.

**6.5 Halton's Urban Renewal**

None identified.

**7.0 RISK ANALYSIS**

7.1 None identified.

**8.0 EQUALITY AND DIVERSITY ISSUES**

8.1 An Equality Impact Assessment is not required for this report.

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

<b>Document</b>	<b>Place of Inspection</b>	<b>Contact Officer</b>
No secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse (March 2000)	People & Communities Policy Team	Louise Wilson

# Halton's Safeguarding Adults Board Annual Report 2011/12



**H**alton  
**S**afeguarding  
**A**dults  
**B**oard

Don't turn your back on abuse





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### **Dwayne Johnson**

Chair of Halton's Safeguarding Adults Board  
Strategic Director, Communities Directorate,  
Halton Borough Council

## **Foreword**

Halton's Safeguarding Adults Board believes that the safeguarding of vulnerable people is everybody's business, with communities playing a part in preventing, detecting and reporting neglect and abuse.

Although safeguarding adults is a complex and challenging area of work, effective measures are in place locally to protect those least able to protect themselves.

As Chair of the multi-agency Board, I am pleased to present this Annual Report, which describes how organisations and individuals, across all sectors, are working together to safeguard vulnerable people.

As well as reporting on its work over the past year, the Board's Annual Report explains the national context in which we all operate and lists our priorities for the coming year.

The last twelve months have been very productive, with a number of developments introduced to help consolidate the results of the Safeguarding Inspection carried out by the Care Quality Commission in 2010, which concluded that Halton is performing excellently in respect of safeguarding adults.

Locally, partner agencies dealt with nearly 1,100 referrals of alleged abuse throughout the year, investigating those concerns, putting safeguarding arrangements in place and supporting people who found themselves in abusive situations.

We have continued to make important links to the Halton Domestic Abuse Forum and the Halton Safeguarding Children's Board agendas and have maintained our communication and scrutiny of what we do through the Local Strategic Partnership and the Shadow Health and Wellbeing Board.

I want to assure local people and partner agencies of our continuing commitment to this work, which is essential to the quality of life and experience of people whose circumstances make them vulnerable, and take the opportunity to thank all those involved for their vital contribution to this essential area of activity.



## 2. Halton Safeguarding Adults Board Vision

As a Board, our vision for adults who are vulnerable to abuse is encompassed in the following statements:

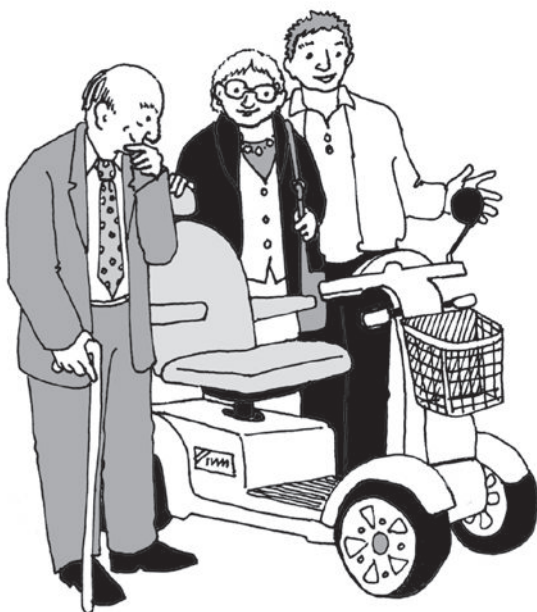
- “A Halton where vulnerable people are safe from abuse/harassment; empowered to make their own choices and choose risks, where professionals are supported and developed to deliver this.”
- “The Safeguarding Adults Board will lead and co-ordinate Multi-agency strategy and direction with energy and commitment, to achieve our shared vision.”
- “By working together with top-level commitment from all agencies, the Board will raise awareness and inspire positive changes in people’s lives.”

Partner agencies represented at the Board are committed to working to the following principles:-

All adults have a right to:

- Live their lives free from violence, fear and abuse;
- Be protected from harm and exploitation, and
- Independence, which involves a degree of risk.

Details of the Board’s Terms of Reference and Membership can be found at **Appendices 1 and 2** respectively.



## 3. National Context

There have been a number of national developments over the last twelve months that have impacted/will have an impact in the context of safeguarding adults. Some of these main developments are outlined below:

### Law Commission’s Review

Following the publication in May 2011 of the **Law Commission’s Review** report into adult social care law being outdated and confusing, the Government has signalled the biggest reform of adult social care law in 60 years, which will mean sweeping changes to adult safeguarding and carers’ rights, and the extension of direct payments to residential care.

Among the Commission’s recommendations were:-

- A set of statutory principles setting out the purpose of adult social care;
- The introduction of direct payments for residential care;
- A statutory basis for adult safeguarding boards;
- A duty on Councils to investigate adult safeguarding cases;
- A duty on Councils to assess carers without them having to request an assessment;
- A duty on Councils to produce a care and support plan for all eligible users and carers, including self-funders; and
- Separate care laws for England and Wales.

This signals a significant step in moving closer to a clearer and more coherent framework for adult social care.

### Statement of Government Policy on Adult Safeguarding

In May 2011, the Government published a ‘**Statement of Government Policy on Adult Safeguarding**’. This document sets out the Government’s policy on safeguarding vulnerable adults. It includes a statement of principles for use by Local Authority Social Services, housing, health, the police and other agencies both for developing and assessing the effectiveness of their local safeguarding arrangements as follows:-

- Empowerment – Presumption of person led decisions and informed consent;
- Protection – Support and representation for those in greatest need;
- Prevention – It is better to take action before harm occurs;
- Proportionality – Proportionate and least intrusive response appropriate to the risk presented;
- Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse; and
- Accountability – Accountability and transparency in delivering safeguarding.





This document builds on “No Secrets”, which will remain as statutory guidance until at least 2013. In the principles described above, the Government has taken account of the responses to the public consultation on “No Secrets” in 2008/09, the implementation of the Mental Capacity Act 2005 and the drive towards increasing personalisation of services. This document also outlines the Government’s intent to seek to legislate for Safeguarding Adults Boards (SABs) making existing Boards statutory, whilst maintaining their freedom to operate in locally flexible ways, securing a transparent and accountable mechanism for local communities to ensure the protection of vulnerable adults.

### Youth Justice and Criminal Evidence Act (1999)

Amendments to the **Youth Justice and Criminal Evidence Act (1999)** which came into force in England and Wales in June 2011, will make it easier for children and vulnerable victims and witnesses to give evidence in court. The changes included:

- 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; and
- Ensuring children and vulnerable and intimidated adults can have a supporter in the room when they are giving video-link evidence.

### Delivering Dignity

Maintaining people’s dignity is a key consideration in the prevention of safeguarding arrangements. As such, the NHS Confederation, Local Government Association and Age UK joined to establish the Commission on Dignity in Care for Older People in July 2011. This followed the publication in February 2011 of the Health Ombudsman’s *Care and Compassion* report which exposed a number of failures in the care of older people. The Commission’s remit focussed on hospitals and care homes to identify the underlying causes of these persistent failings and to determine changes required within the care system to deliver dignity.

The **Delivering Dignity** consultation report made a number of recommendations to change culture, leadership, management, staff development, clinical practice and service delivery of care homes and NHS hospitals to enable more dignified care. It also set out suggested changes within the wider health and social care system to support hospitals and

care homes in prioritising dignity. The Commission focussed on the care of older people with the belief that, if we get it right for older people, we get it right for everyone. The final report is due to be published summer 2012.

### Police Reform and Social Responsibility Act (2011)

**The Police Reform and Social Responsibility Act (2011)** will ensure that the police service is more accountable to local people by replacing police authorities with directly elected police and crime commissioners. This will replace bureaucratic accountability to central Government with democratic accountability to the public.

### Caring for our Future: Shared Ambitions for Care and Support

In September 2011, the Government launched ‘**Caring for our Future: Shared Ambitions for Care and Support**’ – an engagement with people who use care and support services, carers, local councils, care providers, and the voluntary sector about the priorities for improving care and support.

*Caring for our Future* was an opportunity to bring together the recommendations from:-

- The Law Commission Review, published in May 2011;
- The Commission on the Funding of Care and Support; published in July 2011; and
- The Government’s Vision for Adult Social Care, published in November 2010.

This engagement exercise, along with the recommendations from the reports/papers outlined above will help inform the White Paper on care and support and will be published alongside a progress report on funding.

### Winterbourne View

Over the past 12 months there have been a number of high profile adult safeguarding cases and investigations, such as those exposed at **Winterbourne View**, an independent hospital run by Castlebeck Care (Teesdale) Ltd. The Department of Health launched a Serious Case Review into the events at Winterbourne involving all partner agencies and this has resulted in many lessons being learned in terms of ensuring that similar events do not take place in the future. Work has also taken place locally to ensure that the lessons from Winterbourne and other high profile cases have been considered in working practices etc.

### Close to Home

The Equality and Human Rights Commission undertook a systematic inquiry into whether the human rights of older people wanting or receiving care in their own homes were being fully promoted and protected. The results of



the inquiry were published in November 2011 (**Close to Home**). The inquiry found that although many older people receive care at home which respects and enhances their human rights, this was by no means a universal experience. It uncovered areas of real concern in the treatment of some older people and significant shortcomings in the way that care is commissioned by local authorities.

The inquiry was undertaken at an important point for social care, when the funding and delivery of care faces fundamental reform and therefore the results presents a good opportunity to make the changes recommended.

There are a total of 25 recommendations within the report, which can be categorised into three categories, as follows:-

- Proper protection;
- More effective monitoring; and
- Better guidance.

#### Standards for Adult Safeguarding

The publication, at the end of 2011, of the '**Standards for Adult Safeguarding**' was part of a sector-led response in which local government and partners took responsibility for improvement. The development of the standards aimed to use the skills and expertise of professionals, managers, people who use services, councillors and partners within the sector. The standards were developed in partnership by:-

- Local Government Association;
- Association of Directors of Adult Social Services (ADASS);
- NHS Confederation; and
- Social Care Institute for Excellence (SCIE).

Prior to publication, the Standards were piloted by a range of authorities, evaluated and then further revised.

The Standards have been derived from:

- Work with local authorities;
- Care Quality Commission (CQC) performance and board reports;
- The No Secrets Review;
- LG Improvement and Development engagement with safeguarding developments; and
- Broader local government and NHS developments.

The Standards are grouped into four main themes of:-

- Outcomes for and the experiences of people who use services;
- Leadership, Strategy and Commissioning;
- Service Delivery, Effective Practice and Performance and Resource Management; and
- Working Together

Each theme aims to identify the ideal service and the questions that partners need to ask themselves in terms of assessing themselves against them. Further details of these standards can be found at **Appendix 3**.

#### Vetting and Barring Scheme / Criminal Records Regime

The Government has made a number of commitments to improve disclosure and barring services by scaling them back to 'common sense levels', to ensure a continued service helping to safeguard children and vulnerable adults by those who work or volunteer with them, which operate in a way that reduces the burden on employers and better respects the civil liberties of the individual. As part of these commitments government undertook a review into the **Vetting and Barring Scheme** and the **Criminal Records Regime** and the subsequent recommendations were included within the Protection of Freedoms Bill.

#### Protection of Freedoms Act (2012)

The **Protection of Freedoms Act (2012)** has now completed its passage through Parliament and has received Royal Assent. The Act will introduce a range of key changes. These will be phased in once the legislative timetable has been agreed. The key future changes include:

- abolishing the registration and monitoring requirements of the Vetting and Barring Scheme;
- redefining the scope of 'regulated activities'; and
- abolishing 'controlled activities';

The provisions also mean that the services of the Criminal Records Bureau and Independent Safeguarding Authority will be merged and a single, new non-departmental public body created. The new organisation will be called the Disclosure and Barring Service (DBS). The planned operational date for the DBS is December 2012.

#### Whistle-blowing

On 1st January 2012, the **whistle-blowing helpline for NHS staff** was extended to staff and employers in the social care sector. This service is free, independent and confidential. The helpline can be contacted if people have concerns but are unsure how to raise them or want advice on best practice. A web-based service is also being developed.

#### NHS and Adult Social Care Outcomes Frameworks

The safeguarding of Adults and treating people with dignity and respect feature prominently in the new **NHS and Adult Social Care Outcomes Frameworks** published during 2011/12. Further details of these frameworks are outlined in Section 5 of this report.



### Getting it Right for Victims and Witnesses

In January 2012, the Ministry of Justice launched a consultation 'Getting it right for Victims and Witnesses', about the Government's proposed approach to ensure that:

- Victims and witnesses get the support they need, both to overcome the consequences of crime and to participate fully in the criminal justice process; and
- Offenders take greater responsibility for repairing the harm they have caused, through a combination of financial reparation and restorative justice.

The consultation closed on 22nd April 2012 and was aimed at all criminal justice agencies, the victim support and advice sector, local authorities, the judiciary, and all representative bodies and charitable organisations with an interest in this area in England, Wales and Scotland.

## 4. Structure and Reporting Arrangements

Halton's structure and reporting framework for safeguarding adults has been established and continues to develop in accordance with Government and best practice guidance.

At the centre of local developments is:

- The multi-agency strategic decision-making body, the Safeguarding Adults Board;
- Sub-groups of the Board;
- Links with related services; and
- Individual partner agency developments

Attached at Appendix 4 is a diagram outlining the current structure and reporting framework.

The Board, its sub-groups and reporting arrangements have developed over recent years, reflecting a growing understanding of safeguarding, including a stronger focus on the prevention of abuse, the establishment of better strategic links between partners to ensure effective response to concerns, and the need to engage more effectively with the wider community.

The introduction of the Health & Social Care Act during 2011/12 represents the most fundamental transformation of the NHS since its inception and will have a far-reaching impact on local authority and its partners. As part of this transformation, the Government proposed that statutory Health & Wellbeing Boards be established in shadow form by April 2012, with full implementation anticipated in April 2013.

The Boards will have the following main functions: -

- To assess the needs of the local population and lead statutory Joint Strategic Needs Assessments;
- Promote integration and partnership across areas including through promoting joined up commissioning plans across the NHS, Social Care and Public Health and to publish a Joint Health and Well-being Strategy; and
- To support joint commissioning and pooled budget arrangements where all parties agree this makes sense.

Halton's Health & Wellbeing Board has been meeting in shadow form since December 2011 and it was decided that the Safeguarding Adults Board will report formally to the Health & Wellbeing Board, which in turn forms part of the Halton Strategic Partnership.

### Integrated Adults Safeguarding Unit

Due to a number of national and local drivers for change, work has also taken place during 2011/12 on the establishment of an 'Integrated Adults Safeguarding Unit' within Halton, which came into operation on 1st April 2012.

The Unit will lead on adults' safeguarding and dignity work across the health and social care economy. This will be achieved by:-

- Providing support to the Safeguarding Adults Board and its sub-groups;
- Providing support to the Halton Dignity Partnership;
- Ensuring key links continue with the Domestic Violence Coordinator and services;
- Ensuring key links with children's safeguarding;
- Ensuring links with the Local Authority Designated Officer – Children's Services;
- Supporting the development of effective Interagency Safeguarding Adults Policies and Procedures and Dignity Policies;
- Leading on prevention by responding to those cases that do not meet the threshold for a safeguarding investigation;
- Supporting the development of Clinical Commissioning Group to enable the consortium to access specific training etc.;
- Complementing the care home Quality, Innovation, Productivity and Prevention proposal and ensure the wider augmentation;
- Undertaking cases which have a complex safeguarding element including provision of Chairs for safeguarding adults strategy meetings and case conference meetings; and
- Supporting the local authority and its partner agencies to:-
  - Fully embed safeguarding adults policies and procedures and thus deliver consistent and robust outcomes for vulnerable adults
  - Monitor the effectiveness of the delivery of their safeguarding adults activity; and



- Provide advice and support regarding individual safeguarding adults cases.

There are numerous advantages to the Unit, some of which are outlined below:-

- As a Focal Point / 'Hub' for staff, managers, outside agencies etc. to contact when they have safeguarding / dignity issues where advice, support and guidance is required;
- To strengthen the support provided to the SAB, by strengthening the relationship between the local authority and partner agencies and other key stakeholders in Health, voluntary and independent sector;
- To reduce caseload, with respect to complex safeguarding issues, for the Care Management Teams, and further enhance the safeguarding expertise across care management teams;
- To ensure an effective response in relation to Health and reduce the workload/duplication with Continuing Health Care;
- To develop and share safeguarding and dignity expertise; and
- To improve communication between the operational teams, both within the Council and external agencies and partners.

The Unit will provide a hub and spoke model which is multi-agency efficient, flexible and responsive to the needs of services and the local population. The effectiveness of this model will be evaluated during 2012/13.



## 5. Outcomes for Service Users and Carers

The work of the Safeguarding Adults Board and its partner organisations aims to support the outcomes outlined in the following documents, as follows:-

The Department of Health's (DH) 'Adult Social Care Outcomes Framework' (2012), namely for people to:

- Enhance quality of life for people with care and support needs;
- Delay and reduce the need for care and support;
- Ensure that people have a positive experience of care and support; and
- **Safeguard people whose circumstances make them vulnerable and protect them from avoidable harm.**

The DH 'NHS Outcomes Framework' (2011):

- Preventing people from dying prematurely;
- Enhancing quality of life for people with long-term conditions;
- Helping people to recover from episodes of ill health or following injury;
- Ensuring that people have a positive experience of care; and
- **Treating and caring for people in a safe environment and protecting them from avoidable harm.**

Performance measures developed as a result of the outcomes frameworks outlined above will support any associated inspection regimes undertaken by the Care Quality Commission and other associated regulatory bodies.

Outlined below are a handful of case studies, which demonstrate the impact that adult safeguarding processes have had on the lives of vulnerable people:-

### Case Study I

A referral was made to Halton Borough Council after an elderly male had received a bank statement at the residential home where he was residing, which showed a number of discrepancies on it. A Vulnerable Adult Safeguarding investigation followed and identified that a relative of the man had been using his home address to obtain goods and services. The Social Worker undertook a number of joint visits with the Police, and the man was supported to give video evidence, which resulted in the police being able to take the case forward for prosecution.



### Case Study 2

A young man with a brain injury, communication, mobility and cognition difficulties was referred for a safeguarding investigation as he was being fed solid foods by his Carer against clinical advice. The resulting meeting had a range of agencies involved: Speech and Language, Neuro Rehabilitation Team, Occupational Therapy and Independent Mental Capacity Advocacy. The input from professionals working in partnership with the man and his Carer ensured that all relevant training, support, advice and guidance were provided and a package of care was implemented. The impact of the intervention was intense at the time, but the conclusion and recommendations improved the quality of the man's life and enabled his Carer to feel more supported by a wider range of professionals.

### Case Study 3

A female who was known to Social Services and had mental health issues, was experiencing harassment from her neighbours. Following the initiation of the Vulnerable Adult Safeguarding investigation, extra support and strategies, (including the use of the Community Support Officer) to reduce the risks to the female were put in place. Following ongoing review of the situation, involving a range of professionals and partners, the package of support has been adjusted to ensure that it continues to meet the needs of the female and enables her to live safely and independently in the community.

## 6. Safeguarding Adults Board Priorities 2012 /13

The Safeguarding Adults Board's overarching priority is to safeguard and promote the welfare and dignity of vulnerable adults, both in terms of prevention and as a robust response to concerns.

The importance of including dignity emphasises that vulnerable adults' experience should reflect the right to be treated at all times with dignity as well as to be safeguarded.

The other four priorities flow from this.

#### Priority 1:

**To promote awareness of abuse and of all individuals' right to be safe and be afforded dignity, particularly amongst people who are 'vulnerable' or at risk and others, including the wider community, staff and volunteers.**

Still more needs to be done to engage with adults at risk and the wider community, particularly to provide them with information about abuse, including how it can be prevented and what individuals should do if they suspect abuse.

The Board will seek to address this through its marketing campaign, by strengthening links with related services such as Trading Standards and Community Safety, Domestic Abuse and Dignity, by reviewing and, where possible, strengthening safeguarding arrangements in personal self-directed support.

#### Priority 2:

**To increase the contribution from service users and carers, including individuals who use services and wider communities, by seeking to ensure that their views and experience inform the Board's work and service developments, and by ensuring that individualised services are available in a way that keeps people safe but enables them to make informed decisions about risk.**

The Board will address this by seeking and responding to feedback (including any learning from complaints/compliments) from communities, people who use services and their carers, by ensuring that individuals are enabled to exercise choice and remain in control of their own lives. Where this is not possible, work will focus on ensuring that Mental Capacity Assessments are in place and Best Interest decisions are made and are supported by advocates where appropriate, so that the needs of people with limited or no capacity are addressed.

#### Priority 3:

**To ensure there is a strong multi-agency approach to assuring the safety, wellbeing and dignity of vulnerable adults.**

The Board will continue to strengthen multi-agency work by developing effective processes within a robust performance framework. This will involve embedding good practice, and the review of governance arrangements and lines of accountability, performance reports, policies, procedures and protocols, to ensure they are delivering against priorities and desired outcomes.

#### Priority 4:

**To equip employees with the necessary tools to both safeguard vulnerable adults and ensure their dignity is respected.**

The Board will seek to maintain its strong record of promoting and providing training to ensure that everyone involved in the care and support of vulnerable adults has the skills to protect them. Broader safeguarding related workforce issues will also be a priority, including recruitment and selection, hospital admission and discharge, provision of good practice guidance to the wider community, and robust 'whistle-blowing' arrangements.

**Appendix 5** identifies the key actions to be taken forward during 2012/13. Work has been undertaken to ensure the Board's work plan and associated activities supports the 'Standards for Adult Safeguarding' as outlined in **Appendix**

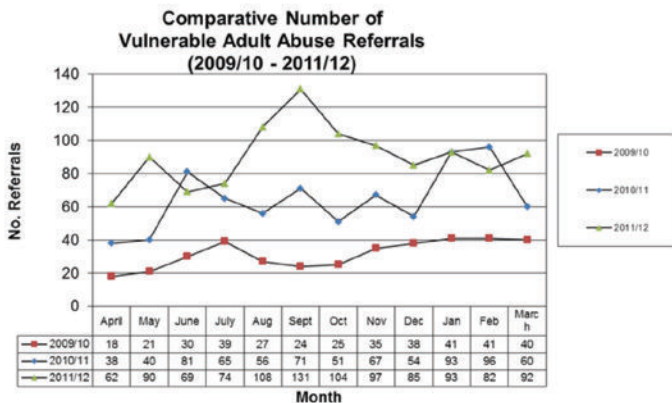


3 and Halton's Clinical Commissioning Group's Safeguarding Assurance Framework as outlined in **Appendix 6**.

## 7. Adult Safeguarding Data 2011/12

The Board recognises that quantitative data does not reveal the human experience of the people to whom it relates, however, reliable data recording, analysis and reporting systems can provide a useful picture which can inform the Board and partner agencies how well the service is operating and what needs to change and develop. It can tell us what abuse is being reported, how it is being dealt with and what the outcomes are for people who experience and perpetrate abuse, whether intentional or not.

The following chart demonstrates the upward trend in the number of alleged vulnerable adult abuse referrals since April 2009.



**NOTE**

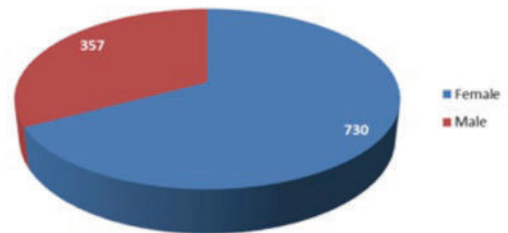
The 'spike' in 2011/12 figures between August and November is attributable to issues raised in relation to St Lukes and St Patricks Nursing homes.

The following four charts demonstrate:

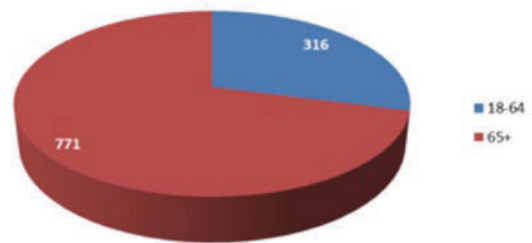
- The number of alleged adult abuse referrals by gender and age group; and
- The number of alleged adult abuse referrals compared with:-
  - The total adult population in Halton; and
  - The total number of adults referred to Halton Adult Social Services.

Halton's referral numbers show the greatest number of alleged victims to be female residents aged 65 and over. As a percentage of the overall Older People's population of Halton, the number of referrals in relation to Adult Abuse is small (about 1%). Adult Abuse referrals to Adult Social Care represents less than one third of all referrals.

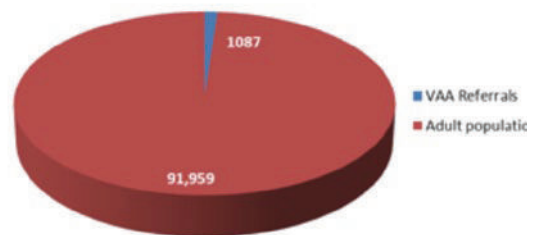
**Vulnerable Adult Abuse Referrals by Gender 2011/12**



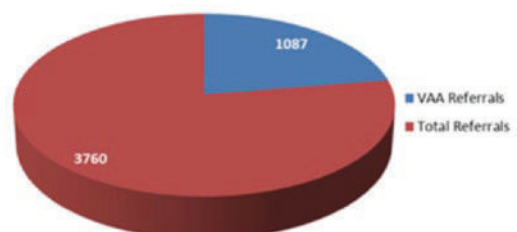
**Vulnerable Adult Abuse Referrals by Age Group 2011/12**



**Proportion of Vulnerable Adult Abuse Referrals compared to Adult Population of Halton 2011/12**



**Vulnerable Adult Abuse Referrals compared to Total Referrals to Adult Social Services 2011/12**





The data provided in the table below relates only to Public Protection Unit investigations and does not reflect investigations across other policing departments that have at various times dealt with vulnerable adult victims.

- Police colleagues have explained that the data supplied from their records cannot be guaranteed to be totally accurate, but if anything is likely to be an under-estimate rather than an over-estimate. More reliable data is anticipated next year.

The method of collection and analysis of data provided by the Police is being reviewed and steps taken, where possible within the constraints of IT systems, to provide a more detailed picture of all Police involvement in cases of alleged vulnerable adult abuse.

#### NOTE

In respect of the data outlined below:

- “Police involvement” means that a specialist Police Officer has given advice only and not physically left the office; and
- “Police Investigation” means that a specialist Police Officer attended strategy meetings or case conferences or that the alleged perpetrator voluntarily attended the Police station for an interview under caution.



	Referrals			Police Involvement			Police Investigation			CPS Advice			Alleged Perpetrator Charged		
	09/10	10/11	11/12	09/10	10/11	11/12	09/10	10/11	11/12	09/10	10/11	11/12	09/10	10/11	11/12
Runcorn	19	16	11	4	8	6	14	7	5	1	1	1	1	0	1
Widnes	10	27	22	0	7	10	9	16	8	1	1	0	1	1	0
Total	29	43	33	4	15	16	23	23	13	2	2	1	2	1	1



## 8. Key Developments & Local Activity 2011/12

### Strategic Framework and Leadership

The Safeguarding Adults Board's priorities, structure, reporting arrangements, membership and work plan have all been reviewed, taking into account the establishment of the Health and Well-Being Board in shadow form, and the need to look creatively at mechanisms for engaging as partner agencies and individuals at a time of reducing resources and major change.

The revised work plan demonstrates a greater focus on prevention, so aims to strengthen links with Dignity and Domestic Abuse agendas, and examines Safeguarding provision in self-directed support and Personalisation.

During 2011/12, the development of strong links between services that relate to safeguarding vulnerable adults remained a priority and a number of initiatives were introduced. For example, following a report regarding a Serious Untoward Incident (SUI) in 2010 being presented to the Board, it was agreed that all NHS Trusts who interface with Halton would report SUIs with a Safeguarding element to the Board, who would monitor progress on actions to prevent any recurrence of the issues raised.

Following the Safeguarding Inspection which took place in 2010, even though CQC deemed that Halton was **performing excellently** in respect of safeguarding adults, there were some areas where developments could be undertaken. As a result, the HSAB developed an action plan to address these which was fully implemented during 2011/12. Some of the developments included the introduction of nutrition guidelines to support Care Homes etc, along with the provision of support and training to staff within Care Homes, Domiciliary Care, Sheltered Accommodation etc to improve the Health and Wellbeing of older people and their carers.

### Links with Related Services

#### *Integrated Adults Safeguarding Unit*

During 2011/12, work was progressed on the development/ establishment of an Integrated Adults Safeguarding Unit within Halton. This model of delivery will be piloted for 12 months following which an evaluation of the Unit will take place to ensure that it provides an efficient and effective service. The main advantages to the establishment of the unit include:-

- Provides a focal Point / 'Hub' for staff, managers, outside agencies etc to contact when they have safeguarding / dignity issues which require advice, support and guidance;
- Reinforces the support provided to the SAB, by strengthening the relationship between the local authority

- and partner agencies and other key stakeholders in Health, voluntary and independent sector;
- Reduces caseload, with respect to complex safeguarding issues, for the Care Management Teams, and further enhance the safeguarding expertise across care management teams;
- It ensures an effective response in relation to Health and reduces the workload / duplication with Continuing Health Care;
- Develops and encourages sharing of safeguarding and dignity expertise; and
- Improves the communication between the operational teams, both within the council and external agencies and partners.

#### *Children's Services*

Steps have been taken to strengthen links between Safeguarding Adults' and Safeguarding Children's training, for example:-

- Periodic meetings between the Learning & Development Manager, Principal Manager (Safeguarding Adults) and Safeguarding Children's Board Manager to ensure that best practice and consistency is in place between Adult and Children's Services; and
- Joint review of the Transport Division SAFER Training programme.

Strong connections continue to be developed between the Children's and Adults Safeguarding Boards, as it is being increasingly recognised that there are issues which are common to both Boards. A number of individuals are members of both Boards, but this informal relationship is being strengthened by the development of a formal protocol between the Boards. A half day developmental session is being developed for both Boards in the late autumn of 2012, to examine options for closer working.

#### *Hate Crime*

Halton's Hate Crime Strategy and Action Plan was reviewed to ensure content was included relating to safeguarding vulnerable adults.

Halton's Learning Disabilities Partnership Board held a Business Planning Event in July 2011, where 'Keeping Safe' was a key theme. The resulting Business Plan included 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; and
- Talk to more people who may have been a victim of abuse or hate crime.





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

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

Discussions have begun, aimed at developing a pilot project in Halton based on the 'Safe Around Town' scheme which is currently running in St Helens. The scheme's purpose is to provide a safe sanctuary for people with learning disabilities in St Helens' town centre. The working group will think about widening the proposed scope of the scheme in Halton to include vulnerable people of all ages and needs in the wider community rather than limiting it to shopping areas. Halton Speak Out has a lead role in the project and it is hoped that collaboration can also be achieved with other voluntary groups, community centres and employers.

#### *Domestic Abuse*

A presentation was delivered to the Domestic Abuse Survivors Conference in November 2011, providing a 'snapshot' of the Safeguarding Adults service and its links with Domestic Abuse support services and it highlighted the importance of partnership working, including information-sharing and referral pathways. The event, attended by approximately 125 delegates, including survivors and specialist service providers, explored effective approaches to preventing violence against men, women and children whilst supporting survivors of Domestic Abuse and Sexual Violence.

#### *Dignity*

The Halton Dignity Partnership has continued to drive forward Halton's dignity campaign. This has included:-

- Successfully delivering their annual conference strengthening the key message that 'Dignity is everybody's business', helping to raise awareness, consulting local residents and providing evidence to the public and staff that Halton has listened to their views in driving forward improvements in quality;
- Whole-system performance monitoring being introduced across the multi-agencies to improve outcomes from learning, quality, and identifying trends;
- A Dignity Overview & Scrutiny Committee reviewed the effectiveness of dignity standards practice across the whole system and in particular within a hospital setting;
- The involvement and number of frontline staff, carers and public signed-up as Dignity Champions has substantially

increased helping to challenge poor practice and champion change. Their role has been strengthened through the launch of Dignity Champion Expectations of Role and Characteristics;

- A local Dignity Champion register has been introduced to support their involvement;
- The Dignity Basic Awareness E-learning module was launched January 2012 and three further modules are in development. These programmes will deliver dignity training whole-system in the context of Human Rights legislation; and
- Complaints/advocacy awareness sessions are currently in development to equip people with knowledge/information about raising concerns and to support people in feeling able to comment on services or complain without fear of retribution.

#### **Individual Agency Developments**

The following section contains information provided directly by Partner organisations in respect of their specific developments to support the safeguarding of vulnerable adults:-

##### *Halton Borough Council*

A Positive Behaviour Support Service (relating to adults and children) has been established which has the potential to reduce the number of safeguarding adult referrals involving inappropriate behaviours, (by service users who present with behaviour which challenges services), towards others. The service provides support and guidance to both prevent and respond appropriately to those challenges.

Feedback received during the Care Quality Commission inspection of Adult Social Care in Halton during 2010, and from other research, highlighted that:-

- People wanted a less formal way of raising concerns; and
- Many people were nervous about raising concerns when they, or their family member, were in a vulnerable situation (such as in hospital, care home, in a dependant position etc.)

In response, a working group was formed, which included Social Care Customer Care, Corporate Complaints, Customer Services and Communications & Marketing, to look at developing methods of encouraging the public to provide both positive and negative feedback on services. One of the outcomes was that a logo is to be added to all Council literature, which focuses on how the Council can help the public improve services to them. See below:-



**Help Us Help You** - we want **your** feedback on Council services

☎ 0303 333 4300 🌐 [www.halton.gov.uk/contact](http://www.halton.gov.uk/contact)



The strap-line 'Help us Help You' is used, moving away from focusing on telling people how to complain and emphasising that the Council welcomes feedback.

Health and private sector partners are being encouraged to adopt the Logo and approach, with their own contact details. Halton Direct Link and the Customer Care Team will monitor the number of Referrals, on a monthly basis, and Communications & Marketing will monitor all artwork produced on an on-going basis to ensure the logo is used correctly.

As a result of the Equality and Human Rights Commission's inquiry into Older People and Human Rights in Home Care (Close to Home), the Council undertook an in-house self-assessment exercise against the recommendations made by the Commission. A report and the self-assessment were presented to the Safeguarding Adults Board and the Board acknowledged that most of the recommendations made by the Commission were already in place within Halton and agreed that any outstanding action would be progressed and monitored through the Dignity Network.

During 2011/12, Councillors have been undertaking visits to care services across Halton in order to obtain and promote the views of vulnerable people who are in receipt of social care. This process supports and contributes to the current Quality Assurance systems across Halton which promote our culture of constructive challenge, learning and continuous improvement within services. Whilst there is no statutory duty to carry out these visits, they have given Councillors direct experience of the services and have enabled Councillors to act as spokesperson for their constituents who may be socially isolated within their local communities because of their disability or diagnosis.

These visits contribute to the Council's commitment to proactively assessing care alongside the key assessors; Quality Assurance Team, Care Quality Commission and Halton LiNK and they will continue during 2012/13 and beyond.

#### *Warrington & Halton Hospitals NHS Trust*

Safeguarding vulnerable adults remains a high priority for the Trust and as such has ensured appropriate representation on the Board and associated Sub-Groups. The Trust's overarching responsibility is to ensure that a strategy is in place to protect vulnerable adults who attend the hospital and, where possible, to prevent abuse from occurring.

The key objectives for the Trust continue to be: to promote awareness of vulnerable adult and their right to be safe and to safeguard and promote the welfare and dignity of vulnerable adults.

Awareness raising and referral of safeguarding incidents remain the key priority and focus within the Trust.

Within the Trust there are a number of communication channels and referral systems in place for all vulnerable people. These include Learning Disability, Safeguarding Children, Safeguarding Adults and Domestic Abuse Policies and Procedures.

Over the past twelve months, the Trust has seen the development and implementation of a clinical incident reporting system which ensures next working day review by the clinical governance team who are then able to alert safeguarding concerns to the appropriate clinical Matron for timely investigation. Additionally the Safeguarding Matron will review the incidents that have a safeguarding element to them.

For the period April 2011 - March 2012 - 695 incidents have been reviewed. On reviewing the incident the safeguarding matron will conclude that:-

- The appropriate action was taken;
- Additional information is required; and
- Incident needs further investigation or referral to social care.

In addition, an electronic referral system for out of hour referrals to the Vulnerable Adults (VA) Matron is now in place which allows for real time referrals or concerns to be raised by clinical staff. Since November 2011, 73 referrals have been made using this option.

The Trust has also seen an increase in Deprivation of Liberty Standards (DOLS) assessments over the past twelve months. Working more closely with HBC MCA co-ordinator to improve referral pathways and assessments has demonstrated increased awareness and understanding of this important assessment process.

Safeguarding is now a permanent feature within the Trust Induction programme and the introduction of Consultant training sessions which have been well received and have raised awareness of incidents and the process to follow. These have been well attended and will continue for the future.

Training figures at year end 2011/2012 indicated that 70% of all clinical and non-clinical staff were trained in Basic awareness for adult safeguarding.

The Vulnerable Adults Strategy Meetings are held bimonthly and are chaired by the Vulnerable Adults Matron supported by the Associate Director of Nursing. Learning from incidents is highlighted and discussed in order that the divisional leads can take the lessons back to their own Clinical Governance meetings to cascade to front line staff.

The VA matron also provides a quarterly report to the Trust clinical Governance Sub Committee and an annual report to the Board.



The Trust underwent a Learning Disabilities (LD) peer review in 2011. In total eighteen Trusts participated in the Peer Review. The review focussed on Communication, Reasonable Adjustments, Involvement of Patient and Carer and Consent & Capacity. A full report is available from the VA Matron and the Quality Improvement Matron, who is the Trust Lead for LD.

#### *Bridgewater Community NHS Trust*

A sustained drive to promote the safeguarding agenda internally and externally has resulted in greater awareness and understanding of organisational and individual roles and responsibilities. Throughout 2011/12, Bridgewater Community Healthcare NHS Trust – Halton & St Helens Division, has been promoting the agenda with staff, patients and the public to add vigour to existing structures.

Named individuals have been elected safeguarding champions and they, with the support of the organisation have been promoting the safeguarding agenda within teams to ensure there is a shared understanding of the agenda across the Trust.

With representation at both Safeguarding boards and regular meetings with safeguarding leads from partner organisations, Bridgewater provides a range of community health services across the two boroughs and has made vigorous efforts to share best practice with colleagues and promote a culture of appropriate referral.

Between April 2011 and March 2012, the Division made a total of 28 referrals into the safeguarding units. This increase has, in part, been promoted by greater awareness among staff which has been reinforced by the introduction of a mandatory E-learning package with a specific adult safeguarding element.

During January and February 2012, the Division was responsible for a large-scale mailing to all its partners i.e. Clinical Commissioning Groups, dental and pharmacies. Posters, leaflets and business cards detailing how members of the public can access the Halton Adult Social Care team to report concerns of a safeguarding nature were distributed.

In 2011, bus adverts, advertising on TV screens in GP surgeries and articles advising of the help and support available in the borough of Halton were commissioned.

This has resulted in a greater awareness of the safeguarding agenda in the borough and representatives from partner organisations meet regularly to agree on how best the safeguarding messages can be communicated to ensure its communities are aware of the help and support available to them.

This work will be further developed during 2012/13 and internally a safeguarding assurance group will monitor the organisation's compliance with both the adult and children

safeguarding agendas.

This group include the designated safeguarding professionals from NHS Merseyside in order to maintain and create whole system approach to safeguarding agenda. The Named nurse and safeguarding champion are also part of the group.

The nominated executive lead for safeguarding within Bridgewater is Dr Stephen Ward and the organisation has recently undertaken a review of safeguarding structures across the Bridgewater footprint.

The review covered Ashton, Leigh and Wigan, Halton and St Helens, Trafford and Warrington and concluded that all structures were appropriate. This was reinforced by an external review which gave significant assurance. Building on this work the organisation is developing a corporate unit for safeguarding which will support the divisional structures.

“It is essential that safeguarding is embedded in the culture of our organisations. It is not somebody else's business, it is all our business and whilst I am pleased with the work done to date, we must continue to develop and build on the progress to date.” *Dr Stephen Ward*

#### *NHS Halton & St Helens Primary Care Trust (PCT) – NHS Merseyside*

Prior to receiving royal assent in 2012, the introduction of the Health and Social Care Bill in 2011 brought about a number of significant changes for Halton and St Helens PCT (NHS Merseyside) prior to it receiving royal assent in 2012, however throughout all of the changes Safeguarding Adults has remained a priority.

Halton & St Helens PCT remains a committed member of the Safeguarding Adults Board and sub-groups.

During 2011/12, the PCT has worked with the acute hospitals and the neighbouring local authorities to review the admission and discharge pathway to/ from residential care to minimise safeguarding incidents.

A safeguarding self-assessment audit was also piloted with some of the health care providers that the PCT commission. The audit asked a number of questions and for evidence about how organisations are ensuring that they are safeguarding adults and what policies and procedures are in place. The PCT will be able to use this information to support health care providers to ensure that they are safeguarding adults. From April 2012, all NHS Merseyside contracts will have safeguarding performance indicators included in their contracts.

The Health and Social Care Act 2012 gives Clinical Commissioning Groups accountability for Safeguarding Adults and Children and the PCT will work closely with them to ensure a smooth transition of responsibilities.



Safeguarding Vulnerable Adult training is always a high priority for staff employed within the PCT and workforce development recently adopted the NW Core Skills Framework which identifies the statutory and mandatory training requirements of staff across NHS Merseyside.

This framework is currently being rolled out across the organisation. Every staff member is required to complete mandatory training within this area and to access a refresher course every 3 years, as a minimum.

Staff working in specific roles will be required to access additional levels of Safeguarding Training to ensure that they have the appropriate skills required for their post.

A central system is now utilised which is able to record training being delivered to all NHS Merseyside staff working within Halton.

#### *St Helens & Knowsley Teaching Hospitals NHS Trust*

The Trust has made steady progress over the last year in improving outcomes for vulnerable patients and those who require safeguarding:-

- A new post of Head of Safeguarding and Public Protection was created and recruited to, combining oversight for both safeguarding children and adult activity and providing an improved assurance to patients;
- The Trust Safeguarding Adult and Domestic Abuse Policies were ratified, providing clear and up to date procedures for staff, with accompanying training;
- Overall, there has been a 64% increase in contacts (over a two year period) made to local authority safeguarding processes with Halton accounting for 10%, which is consistent with the Halton patient population at St Helens & Knowsley Teaching Hospitals NHS Trust;
- The Trust focused on safeguarding adult training to all senior managers which led to an increased focus on identifying and managing safeguarding alerts which arise through incident reporting, complaints and HR issues;
- 93% of all Trust staff receive level 1 training. Its training plan focusing on level 2 and 3 delivery is being reviewed;
- All safeguarding training now includes domestic abuse, mental capacity and learning disability awareness enabling the Trust to focus on the most vulnerable groups;
- In May 2011 following a visit by CQC the Trust was required to develop an action plan to improve elements of the way nutritional needs were managed. Following a review visit by CQC in September the Trust was assessed as being compliant; the review also covered safeguarding which was also assessed as being compliant;
- In September 2011, the Trust established its 'Safeguarding and Vulnerability: Adults Steering Group' which provides an overarching oversight of all aspects of patient vulnerability with a comprehensive work plan;
- Early in 2012, the Trust became a pilot site in the

'Transparency Project' alongside seven other Trusts. Publishing data on the Trust's internet site detailing all pressure sores and falls occurring in the Trust each month introduces a high level of openness to its activity and performance;

- In November 2011, the Trust was involved in the Learning Disability Peer Review and hosted a site visit demonstrating work being undertaken to a team of assessors; and
- Work continues around embedding the framework of the Mental Capacity Act in all Trust activity. This involves a review of the policy and the tools which are being used. DOLS activity continues to be low and is being closely monitored with the local mental capacity networks.

The priorities for 2012/13 are to increase the delivery of Level 2 and 3 training, to further embed the Mental Capacity Act and to increase focus on identifying and managing cases of domestic Abuse.

#### *Cheshire Fire & Rescue Services*

The Cheshire Fire & Rescue Service remains committed to safeguarding adults at risk and continues to be a member of the Board structures in all four local authority areas it serves.

The Service interacts with adults at risk in a range of contexts:- attendance at incidents; community safety activity such as Home (Fire) Safety Assessment and in its enforcement activity in residential care premises.

The Service plays an active role in partnership working in the area of adult safeguarding so as to develop organisational awareness and deal effectively with those situations where adults at risk may be in need of signposting or referral for assistance.

Current priorities for the Service include:

- Completion of whole-organisation awareness training following the launch of the policy for protecting adults at risk from abuse & neglect, launched in Sep 2011; and
- Whilst the Service has introduced systems and processes for the identification of risk and referral of matters of concern onto partner agencies we believe that more can be done to raise awareness amongst partner agencies in relation to risk from fire. In particular we are seeking to develop partner awareness so that risk from fire is seen as being integral to any risk assessment completed by any agency in relation to any adult at risk.

The Service will be expanding awareness of its Home (Fire) Safety Assessment referral arrangements across the sector but particularly so as to increase referrals from Mental Health Services, Drug and Alcohol Teams and Care Providers and Carers.



## 9. Learning & Development

During 2011/12, work has continued to support the implementation of the 3-year Multi-Agency Safeguarding Adults Learning and Development Strategy, which was introduced in 2010/11. The purpose of this strategy is to provide a framework and planning for the delivery of learning and development which supports the work of the Board and its partner agencies in terms of the Safeguarding agenda.

It is designed to ensure that staff and volunteers across all organisations who are providing support to vulnerable people in Halton have an understanding about the various factors that can indicate a vulnerable person is, or may be, being abused and know how to fulfil their responsibilities when abuse is indicated and how to prevent abuse wherever possible. By making the training available to all partners, the outcome will be improved safeguarding practices for Halton's most vulnerable adults.

As part of the strategy, a Safeguarding Adults E-learning course was developed and is available via the HBC Internet website. Since 2010-11, the E-Learning course has constituted our Basic Awareness training course and during 2011-2012 the completion rates have steadily increased, as outlined below:-

- Number of employees who have undertaken e-Learning (Basic Awareness) during 2011/12 = 468.

Further E-learning modules have been developed to provide training on Dignity in Halton, and Safer Recruitment. Such training has the potential to prevent abuse and a further two Dignity in Care modules are currently being developed.

Three brief follow-up courses on Domestic Abuse, Stalking and Harassment (DASH), Risk Assessment and Referral Processes took place, for assessment/care management staff and managers. A total of 89 staff attended (86 HBC & 3 from 5 Boroughs Partnership NHS Trust).

Eight Elected Members (four of whom were newly elected in May 2011) have attended dedicated Safeguarding Adults Basic Awareness training.

From October 2011, presentations regarding the safeguarding of adults and children were incorporated into Halton Borough Council's Corporate Induction Programme.

Training was provided for providers of Homelessness services and a Basic Awareness Briefing was provided for Custody Visitors (who conduct visits in either Halton, Warrington, Cheshire East or West Cheshire), and marketing materials and practice guidance were distributed.

Training courses for 2011-12 were advertised widely to organisations and representative contacts across all sectors and dedicated advertising was included in e-newsletters

issued by, for example, Halton & St Helens Voluntary & Community Action, Bridgewater Healthcare and the 5 Boroughs Partnership. Courses available included:

- E-Learning;
- Referrers course;
- Train the Trainer;
- Investigators course (for Halton Borough Council and NHS staff); and
- Chaining Skills course (for Halton Borough Council managers)

A new Safeguarding Adults Induction Workbook was developed, intended for use by all staff and volunteers. This workbook has been disseminated widely to local agencies, groups and individuals including Elected Members.

Four multi-agency Joint (Safeguarding Adults and Children) Alerter training events took place during 2011-12. The events, which received very positive feedback from delegates who attended, and were delivered by a drama group and facilitated by HBC & HSCB officers who were present to deal with any queries arising that related to local issues.

The safeguarding (adults and children) customised training provided for transport staff, contracted transport service providers and volunteers, was reviewed and updated with messages about Hate Crime and Hate Incidents incorporated.

During 2012/13, work will take place in exploring the adoption of the Children's Safeguarding Unit's training needs analysis and evaluation process for measuring the effectiveness of safeguarding training courses.

The total number of employees that attended training during 2011-12 are as follows:-

	2009-10 Number attended	2010-11 Number attended	2011-12 Number attended
Basic Awareness Courses (Inc. Multi –Agency Alerter Training)	613	*196	591
Total Other Safeguarding Training Courses	884	737	**238

### NOTE

\*The Basic Awareness attendance figures for 2010/11 were lower than in previous years due to the launch of the E-Learning package, and resources being focused on the implementation of the new package rather than the running of actual courses.

\*\*There has been a reduction in other courses run due to



a change in the delivery of training and development such as e-learning, off the job training etc

## 10. Publicity & Communication

During 2010/11, a significant amount of work was undertaken across Halton to raise the profile of adult safeguarding within the community.

The challenge in 2011/12 was to build on that work, to ensure none of the momentum was lost and that members of the public, carers, family members were aware of the adult safeguarding agenda and the help and support available to them.

It became increasingly apparent as we reviewed the marketing plan, that we needed to embrace the work of other work streams, namely the Dignity agenda to garner knowledge and expertise and avoid duplication and confusion.

It was also important that we capitalised on the significant work undertaken to date to promote the rights of vulnerable adults in the Halton area. To this end, three key work streams have opted for a closer working relationship.

This move mirrors the work being done at a corporate level to create a multi-agency “hub” which will focus on promoting the rights and responsibilities of agencies working across Halton to promote the rights of some of the most vulnerable adults in our communities.

To ensure consistency of message, representatives from the Publicity and Communications Sub Group, Halton Domestic Abuse Forum Strategic Group and Halton Dignity Partnership, have agreed to promote core messages at definitive times during the calendar year.

Working on a national and local calendar of activity / events, the three groups will promote the help and support they offer to vulnerable adults and carers.

This move is designed to ensure consistency of message, avoid confusion, ensure our most vulnerable adults are aware of the help and support available to them and recognise the key priorities of each group.

Messages will be consistent, timely and appropriate to the audience. Resources will be “pooled” where appropriate so ensuring greater value for money.

This approach will allow for a greater “reach” in our communities and provide the vulnerable with more opportunities to learn about the work being done to raise

awareness of these highly sensitive issues.

Some achievements and developments during 2011/12 include:-

- Marketing posters, flyers and cards distributed to all health centres, pharmacists, GP surgeries and dentists across the Halton area;
- Safeguarding articles run in partner publications e.g. Inside Halton, Bridgewater Bulletin;
- Updated information added to the Halton Borough Council website; and
- Information to raise awareness of the Elder Abuse Awareness Day circulated to media and key stakeholders.

## 11. Quality & Performance

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, communication arrangements and efficiency of operation are in place where their functions interface and may overlap. Each of the sub-groups’ terms of reference and work plans have been revised accordingly.

Learning from people (service users and carers) who have experienced the local multi-agency safeguarding adults service is an important element towards improving quality, practice and performance. In Halton, this message is considered to be of significant importance, highlighting it as a key priority of Halton Safeguarding Adults Board work plan, and will be further explored in the forthcoming year.

A focus group of health partners has been set up to share the wider learning from incidents to ensure a joined-up approach with the local authority when investigating safeguarding allegations.

The sub group has analysed relevant national reports and documentation and presented key issues for consideration to the Safeguarding Adults Board.

The Quality and Performance Sub Group continues to analyse the data it receives to ensure that the level of safeguarding activity and any recurrent themes are brought to the attention of the Safeguarding Adults Board. The sub-group is in the process of developing an agreed data set to provide to the Board.

## 12. Policies & Procedures

Within Halton, all organisations are working pro-actively together to prevent abuse happening and ensure that appropriate steps are taken to respond when it happens or if it is suspected. A key element within this approach includes



policies, procedures and guidance which play an important role by providing a consistent approach; ensuring compliance with statutory requirements and good practice standards; support practice; supervision and line management; and, most importantly, provide an operational framework.

A number of achievements and developments have been introduced during 2011/12 including:-

- Appropriate references to Safeguarding Adults were incorporated into the Sexual Assault Referral Centre (SARC) procedures;
- A number of initiatives were introduced to support the personalisation agenda and to ensure appropriate safeguards are in place for service users, including a comprehensive Handbook devised for Personal Assistants incorporating safeguarding standards and a workshop for Personal Assistants;
- The Council's Confidential Reporting Policy was reviewed using the Safeguarding Adults policies & procedures audit tool and was subsequently updated, making specific reference to Safeguarding. A recommendation was made to other agencies that they perform a similar exercise;
- 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;
- A Service Users' Finances Policy, Procedure and Practice Guidance document has been produced for Halton Supported Housing Network. It has been 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;
- The protocol between Halton Borough Council Adult Social Care and the Police Public Protection Unit is being further revised to include guidance on cases where an alleged perpetrator lacks capacity for criminal intent and the offence (under the Mental Capacity Act 2005) of ill-treatment or wilful neglect of a person lacking or thought to lack capacity;
- A combined Action Plan was developed and is being progressed to combine learning from three different issues;
  - The 'Care and Compassion' Ombudsman's Report into the hospital care and treatment of a number of older people;
  - The 'Six Lives' Ombudsman's report into the care and treatment across health and social care received by six adults with learning disabilities;
  - 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.

- 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 Interagency Serious Case Review Procedure'. This takes into account the Pan Cheshire Safeguarding Children SCR Procedure

### 13. Practitioners Network

Engaging with staff (practitioners) and operational managers can provide a valuable approach to developing shared learning and practice towards safeguarding vulnerable adults and maintaining dignity and respect.

During 2011/12, a Practitioners Network was established. The focus for the Network during 2011/12 has been the development of an associated action plan to ensure that the Network:-

- Strengthens and promotes inter-agency support, shared learning and understanding;
- Provides a conduit for staff experience, knowledge and learning to inform service developments, quality and work plans;
- Facilitates reflective practice; and
- Develops effective working relationships between different services and agencies.

This will include using learning from the safeguarding experience of Service Users and staff/managers.

The Practitioners Network action plan will be progressed during 2012/13.

### 14. Safer Workforce

The Safer Workforce Sub-Group is a joint Sub-Group that reports to both Adults and Children's Safeguarding Boards in Halton.

Chairing of the Sub-Group passed from the Children's to the Adults' sector during the year, and arrangements have been agreed for each of the partner members to undertake Chairing for a year, on a rotational basis.

During 2011-12, the Sub-Group revised its terms of reference and membership, changing its name from Safer Recruitment



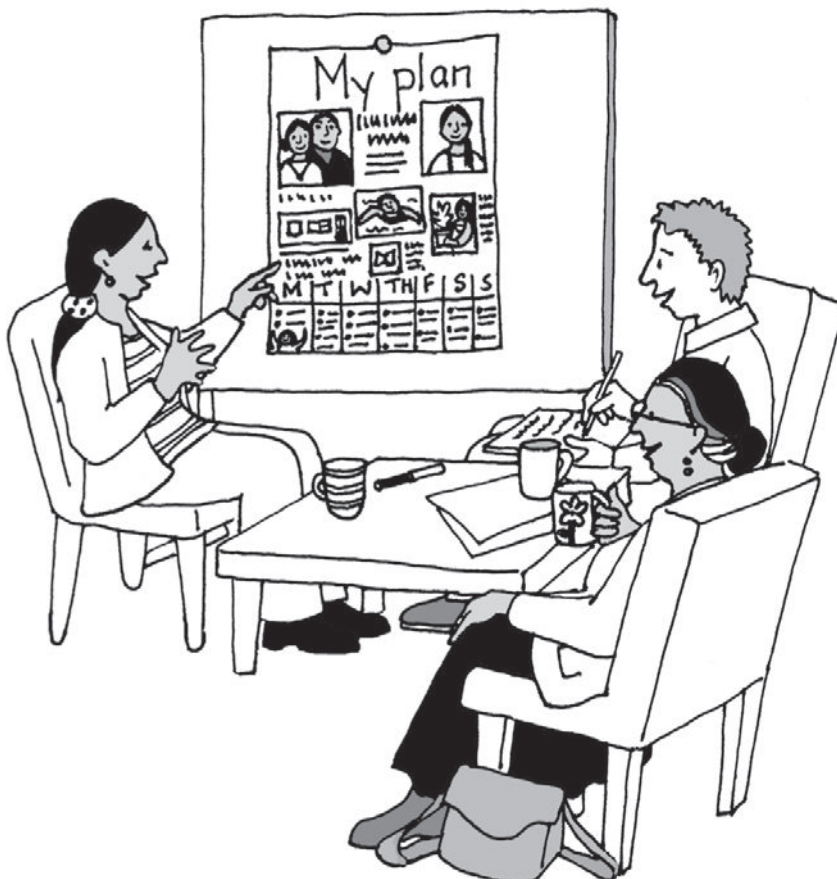
to Safer Workforce, recognising the broader remit of the Sub Group. Representation now includes Cheshire Police and representatives from the Adult Residential and Day Care Provider Forums. Safer Workforce is also now a standing item on the Provider Forum agendas.

During 2011-12, the Safer Workforce Sub-Group continued its work consulting on a variety of workforce related guidance. This included:-

- A Code of Conduct for Transport staff contracted by the Local Authority;
- Halton Borough Council Confidential Reporting Code;
- Safer Recruitment procedures of St Helens & Knowsley Teaching Hospitals NHS Trust and the Rape & Sexual Abuse Support Centre (RASASC); and
- Safer recruitment training for Bridgewater Community Health Care Trust.

Priorities for 2012-13 include:-

- Development of Safer Recruitment training for the Adults' workforce;
- Overseeing implementation of the changes to the CRB disclosure scheme by the Board partners. This will include consideration of the support needed to promote the changes across the Voluntary, Community & Faith Sector; and
- Reporting on learning from allegations relating to vulnerable adults to the Sub-Group.







## Appendix I

# Halton Safeguarding Adults Board: Terms of Reference

### 1.0 PURPOSE

The purpose of Halton's Safeguarding Adults Board (SAB) is to:-

- 1.1 Act as a multi-agency partnership board of lead officers and key representatives, which takes strategic decisions aimed at safeguarding vulnerable adults in Halton;
- 1.2 Determine and implement policy, co-ordinate activity between agencies, facilitate training and monitor, review and evaluate the safeguarding adults/ adult protection service;
- 1.3 Promote inter-agency cooperation, to encourage and help develop effective working relationships between different services and agencies, based on mutual understanding and trust;
- 1.4 Develop and sustain a high level of commitment to the protection of vulnerable adults; and
- 1.5 Ensure the development of services to support people from hard to reach groups.

The terms "vulnerable" and "adult" are as defined in "Adult Protection in Halton – Inter-agency Policy, Procedures & Guidance" available at [www.halton.gov.uk/adultprotection](http://www.halton.gov.uk/adultprotection) or [www.halton.gov.uk/safeguardingadults](http://www.halton.gov.uk/safeguardingadults).

### 2.0 RESPONSIBILITY, ACCOUNTABILITY and REPORTING

- 2.1 Local agencies should work together within the overall framework of Department of Health guidance on joint working. The lead agency with responsibility for the establishment and effective working of the SAB is Halton Borough Council's Communities Directorate.
- 2.2 All agencies should designate a lead officer and, if necessary, a nominated other representative.
- 2.3 All main constituent agencies are responsible for contributing fully and effectively to the work of the SAB.
- 2.4 The SAB reports to the Community Safety Partnership through the Safer Halton Partnership, which is chaired by the Chief Executive of Halton

Borough Council and the Superintendent of Halton Police.

- 2.5 A formal report of the SAB will be compiled annually and presented to the Safer Halton Partnership and other forums by agreement.

### 3.0 FUNCTIONS

The functions of the SAB are to:-

- 3.1 Ensure that there is a level of agreement and understanding across agencies, about operational definitions and thresholds for intervention;
- 3.2 Develop, monitor, review and evaluate the implementation and effectiveness of Halton's SAB's work plan and sub-groups' work plans for the implementation of strategic decisions and policy;
- 3.3 Develop and keep under review, local policies, procedures, systems and protocols for inter-agency work to safeguard vulnerable adults;
- 3.4 Audit and evaluate the implementation and effectiveness of the safeguarding adults service and associated policies, procedures, systems and protocols;
- 3.5 Promote agreed policies, procedures and protocols to managers, staff, volunteers, service users and the public;
- 3.6 Arrange for information to be gathered and used in the evaluation of the safeguarding adults/ adult protection service, through performance assessment and monitoring systems and through consultation with stakeholders;
- 3.7 Develop a training and development strategy, incorporating joint training where appropriate.
- 3.8 Facilitate training and ensure its delivery and evaluation, to help improve the quality of adult protection and inter-agency working;
- 3.9 Ensure that service developments take into account the needs of all vulnerable adults, regardless of their age, gender, disability, faith / religion, race / ethnicity, sexual orientation, pregnancy/maternity, gender reassignment or marital / civil partnership status, who may experience discrimination and disadvantage;
- 3.10 Ensure that service developments take into account all relevant current legislation, including the Human Rights Act 1998.



- 3.11 Review national guidance and research information as it is issued, consider the implications and make recommendations for local implementation. Action and monitor such implementation;
- 3.12 Respond to consultation exercises where appropriate;
- 3.13 Commission serious case reviews where a vulnerable adult has died or, in certain circumstances, is seriously harmed, and abuse or neglect are confirmed or suspected, acting in accordance with Halton's Serious Case Review Procedure.
- 13.14 Improve local ways of working in the light of knowledge gained through national and local experience, research, Serious Case Reviews, internal and external inquires investigations and case studies. Ensure that practitioners benefit from learning and development attained through the SAB and that lessons learnt are shared, understood and acted upon.
- 3.15 Link with other agencies, sectors and forums that have a responsibility for protecting those at risk, such as Halton's Safeguarding Children Board, Domestic Abuse Forum and the Safer Halton Partnership, to ensure that both adult and child protection arrangements benefit from the learning, developments and work undertaken by the other, where appropriate.
- 3.16 Raise awareness within the wider community, of the need to safeguard vulnerable adults, explain how the community can contribute to this process, and facilitate such involvement.
- 3.17 Support and ensure the implementation of the development of quality standards for vulnerable adults, both locally and nationally.
- 3.18 Carry out an annual audit of alleged adult abuse and adult protection in Halton, through analysis of data and outcomes; report these and forecast developments, through the Annual Report of the Safeguarding Adults Board.
- 4.0 MEETINGS**
- 4.1 The SAB will meet on a quarterly basis, with the schedule of meetings published in advance for a year. Meetings can be called more frequently as circumstances dictate.
- 4.2 The agenda will be prepared by the Safeguarding and Dignity Officer, in consultation with the Chair of the SAB, and will be issued to all members at least one week before the meeting takes place.
- 4.3 Meeting agendas will progress the work plan.
- 4.4 All SAB members will be able to bring appropriate items to the agenda, through the Chairperson or Safeguarding Officer. Standing items on the agenda will be by agreement of SAB members.
- 4.5 The chairperson will arrange for minutes of meetings to be taken and a copy of the minutes sent to each SAB member and other people by agreement, including the Chairs of the Safer Halton Partnership, Practitioners Network and senior managers of public sector partner agencies.
- 4.6 The accuracy of minutes will be checked at the subsequent meeting.
- 5.0 SUB GROUPS**
- 5.1 Sub-groups are currently as follows:
- Publicity & Communication
  - Children & Adults Learning and Development
  - Quality & Performance
  - Policy & Procedures
  - Practitioners Network
  - Safer Workforce
- 5.2 Other sub-groups may be set up for particular purposes on a short term or standing basis, by agreement of the SAB, to support the work of the SAB, for example:
- Carry out specific tasks;
  - Provide specialist advice;
  - Represent a defined geographical area within Halton's boundaries.
- 5.3 All groups working under the auspices of the SAB will be established by the SAB, report to the SAB, and work to agreed terms of reference and work plans or a specific, stated purpose and lines of reporting to the SAB.
- 6.0 CHAIRING**
- 6.1 The SAB will be chaired by a senior manager of Halton Borough Council's Communities Directorate, as the agency with lead responsibility for coordinating the arrangements for safeguarding vulnerable adults/adult protection in Halton.



## 7.0 ATTENDANCE CODE OF CONDUCT

Members of the SAB make the following undertakings:

- 7.1 To demonstrate a commitment to attend the meetings.
- 7.2 To submit apologies if they cannot attend.
- 7.3 To seek to arrange for an agreed representative to attend if the SAB member is unable to do so.
- 7.4 To send any agenda items to the chairperson at least two weeks before the meeting. Urgent items that arise outside this timescale can be raised through any other business on the agenda or as agreed by SAB members.
- 7.5 To feed back to their department / organisation / agency / sector and canvas views to bring to meetings where appropriate.
- 7.6 To act as a conduit between the SAB and the department/organisation/agency/sector they represent or whose views they reflect, to further the adoption of policies, procedures, guidance, protocols and other items endorsed by the SAB.
- 7.7 To listen to SAB members and other attendees and address comments to all attending.
- 7.8 Comments made by anyone attending the SAB, that contribute to any form of discrimination in respect of the age, gender, disability, faith/religion, race/ethnicity, sexual orientation, pregnancy/maternity, gender reassignment or marital/civil partnership status of others, or the bullying or victimisation of others, are not acceptable and will be challenged by the chairperson and other SAB members.

## 8.0 MEMBERSHIP

- 8.1 In order to carry out its responsibilities effectively, the SAB will seek to have members from each of the main agencies in the public, private and voluntary sectors responsible for working together to safeguard vulnerable adults.
- 8.2 Members' roles and seniority will enable them to contribute to developing and maintaining strong and effective systems, policies, procedures and protocols.
- 8.3 The SAB will arrange to involve others in its work as needed, where they have a relevant interest.

- 8.4 Membership is detailed in a separate table that reflects changes and is routinely updated.

## 9.0 REFERENCES

- 9.1 No Secrets – Department of Health - 2000
- Safeguarding Adults in Halton – Inter-Agency Policy, Procedures and Guidance
- Working Together to Safeguard Children – Department of Health, Home Office, DfES 1999



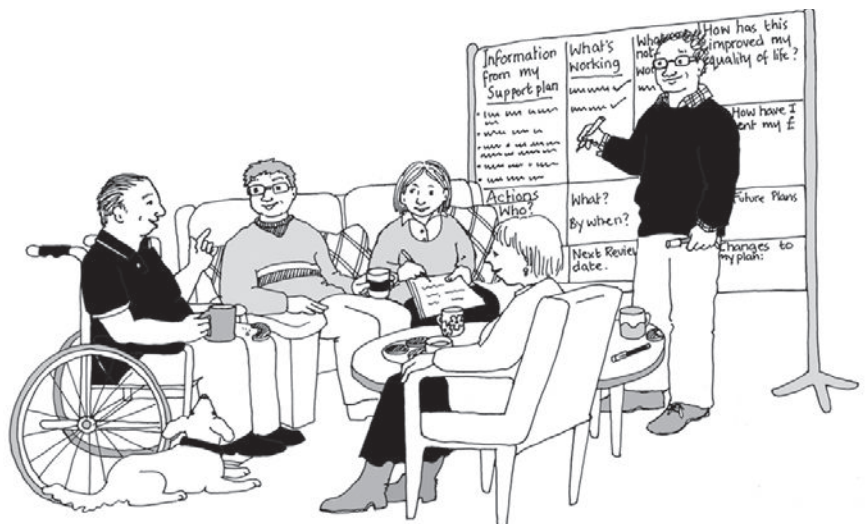
## Appendix 2

# Halton Safeguarding Adults Board : Membership

(as at 31ST MARCH 2012)

The Board's membership includes strategic level representatives from the following agencies and forums:

- Halton Borough Council
- Halton Safeguarding Children Board
- Domestic Abuse Forum
- Learning Disability Partnership Board
- Halton Community Safety
- Warrington & Halton Hospitals NHS Trust
- St Helens and Knowsley Hospitals NHS Trust
- NHS Halton & St Helens Primary Care NHS Trust (NHS Merseyside):
  - Safeguarding
  - Adults Commissioning
- 5 Boroughs Partnership NHS Trust
- Cheshire Constabulary:
  - Headquarters
  - Northern Public Protection Unit
- Cheshire Fire & Rescue Service
- Riverside College
- Probation Service and MAPPA (Multi-Agency Public Protection Arrangements)
- Consumer Protection / Trading Standards
- Housing Trusts/Registered Providers of Social Housing
- Halton Voluntary Action
- Age UK Mid Mersey
- Care Home Services
- Community Day Services
- Domiciliary Care Services
- Halton Dignity Partnership
- Advocacy services
- Carer Representation (2 Carers)





## Appendix 3

# Standards for Adult Safeguarding

### 1. Outcomes for and the experiences of people who use services

This theme looks at what has actually been achieved as regards Adult Safeguarding and the quality of experience for people who have used the services provided.

Element	Ideal Service
1. Outcomes	<p>1.1 Vulnerable people are safeguarded in the community and in establishments such as care homes and hospitals.</p> <p>1.2 The council and its partners' approach to safeguarding clearly has an outcome based focus</p> <p>1.3 The council demonstrates improved safeguarding outcomes alongside wider community safety improvements</p>
2. People's experiences of safeguarding	<p>2.1 The council has achieved high levels of expressed positive experiences from people who have used safeguarding services</p> <p>2.2 The council has fully engaged people who use services in the design of its services</p> <p>2.3 Delivery accords with the public sector Equality Duty</p> <p>2.4 Safeguarding is personalised</p>

### 2. Leadership, Strategy and Commissioning

This theme looks at the overall vision for Adult Safeguarding; the strategy that is used to achieve that vision and how this is led at all levels in the organisations involved.

Element	Ideal Service
3. Leadership	<p>3.1 There is recognised and active leadership by the council on Adult Safeguarding</p> <p>3.2 There is joint and co-ordinated leadership with and by other key partners</p>
4. Strategy	<p>4.1 Safeguarding is embedded in corporate and service strategies across the council and partners</p> <p>4.2 The council has a clear vision, priorities, strategies and plans for Adult Safeguarding that is shared with key partners including the police and NHS</p>
5. Commissioning	<p>5.1 The council and its partners commission safe and cost effective services</p> <p>5.2 The council and its partners have developed mechanisms for people who are organising their own support and services to manage risks and benefits</p>



### 3. Service Delivery, performance and resource management

This theme looks at how services are actually provided, including the involvement of people using services, and how the performance and resources of the service are managed.

Element	Ideal Service
6. Delivery and effective practice	<p>1.1 The council has robust and effective service delivery that makes safeguarding everybody's business</p> <p>1.2 Domestic violence, hate crime, anti-social behaviour and community cohesion work includes 'vulnerable adults'</p> <p>1.3 Adult Social Care Services 'Put People First' and safeguard them</p> <p>6.4 Safeguarding is personalised</p>
7. Performance and Resource Management	<p>7.1 Services are held accountable through performance measures, including quality measures, towards the outcomes for people in the strategy</p>

### 4. Working Together

This theme looks at the role and performance of the Local Safeguarding Board and how all partners work together to ensure high quality services.

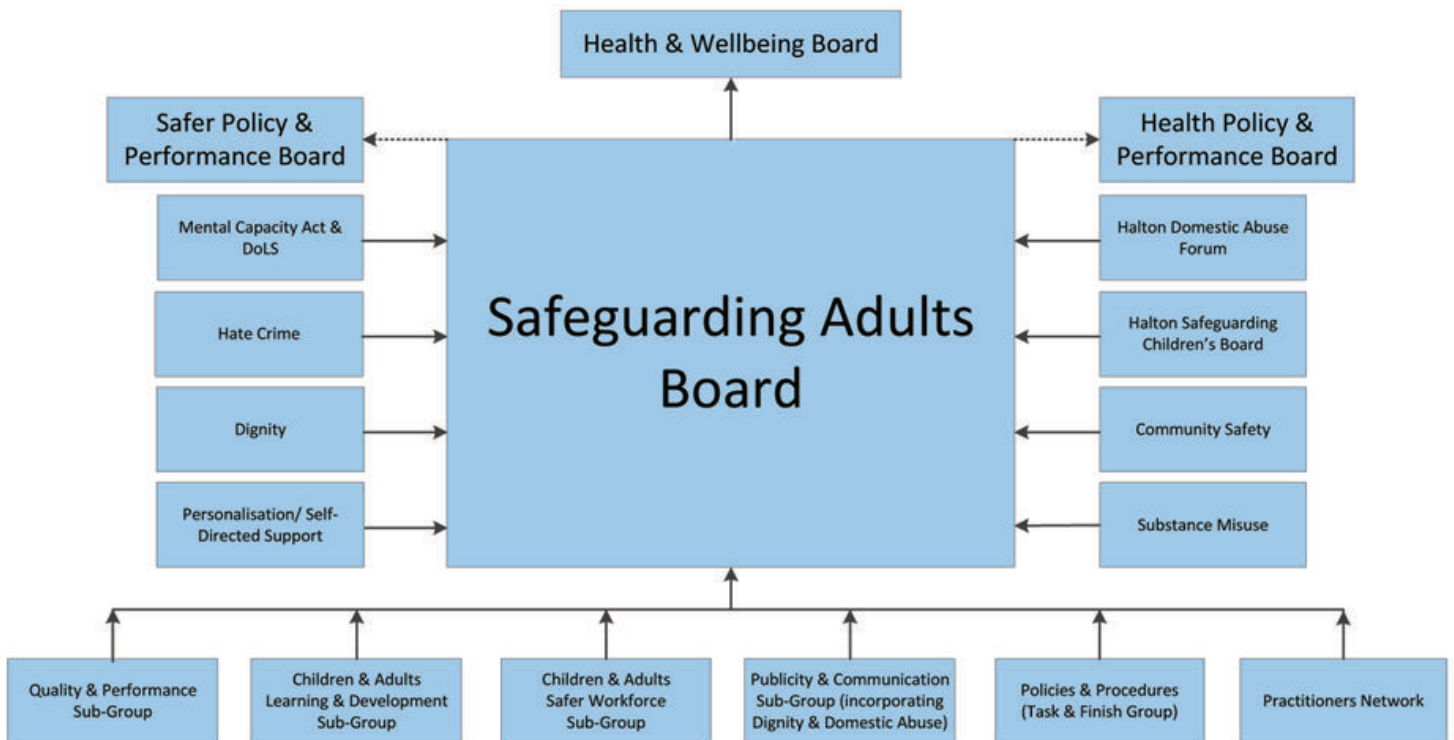
Element	Ideal Service
8. Local Safeguarding Board	<p>8.1 There is multi-agency commitment to safeguarding</p> <p>8.2. Safeguarding is effective at all levels (prevention and intervention)</p>



## Appendix 4

# Safeguarding Adults Board: Structure and Reporting Framework

### STRUCTURE & REPORTING FRAMEWORK





## Appendix 5

### Halton Safeguarding Adults Board: Work Plan 2012 / 13

Halton's Safeguarding Adults Board (SAB) contributes to the objectives of the Health and Well-Being Board's Joint Health and Wellbeing Strategy and Halton Strategic Partnership's Sustainable Community Strategy.

The Board will do this during 2012-13 by focussing on the Board key priorities, which in turn are the focus of the SAB's Work Plan as follows :-

**Priority 1:** To promote awareness of abuse and of all individuals' right to be safe and be afforded dignity, particularly amongst people who are 'vulnerable' or at risk and others, including the wider community, staff and volunteers.

**Priority 2:** To increase the contribution from service users and carers, including individuals who use services and wider communities, by seeking to ensure that their views and experience inform the Board's work and service developments, and by ensuring that individualised services are available in a way that keeps people safe but enables them to make informed decisions about risk.

**Priority 3:** To ensure there is a strong multi-agency approach to assuring the safety, wellbeing and dignity of vulnerable adults.

**Priority 4:** To equip employees with the necessary tools to both safeguard vulnerable adults and ensure their dignity is respected.

#### NOTE

Timescales for completion of associated actions will be by March 2013.

The priorities and associated actions outlined below have been mapped against the '**Standards for Adult Safeguarding**, published at the end of 2011 as outlined in **Appendix 3** of this report and Halton's Clinical Commissioning Group's Safeguarding Assurance Framework outlined in **Appendix 6**.

#### Priority 1

Item No.	Actions by which we will achieve the priority	Responsible body / lead	Links to other area work
I.1	Review and develop the marketing strategy to particularly engage with adults at risk and the wider community, to raise awareness.	Quality & performance sub-group and publicity & communications sub-group	ADASS Std 3 & 6 CCG Std 9
I.2	Distribute information widely and in a suitable format	Publicity & communications sub-group and SAB members	ADASS Std 3 & 6 CCG Std 5
I.3	Review and update Halton's Prevention and Early Intervention strategy	HBC - Operational Director (Prevention & Assessment)	ADASS Std 1 CCG Std 3
I.4	Continue to ensure Safeguarding related policies, procedures and practice guidance take adequate account of Safeguarding and Dignity standards in terms of both prevention and response e.g. Restrictive Physical Interventions, Exclusion, Nutrition & Hydration, Recruitment & Selection, Whistle-blowing, Supervision	Quality & performance sub-group and all partner agencies represented on the SAB	ADASS Std 4 CCG Std 6
I.5	Ensure all reasonable systems and are in place to safeguard individuals directing their own support and assure their dignity	Quality & performance sub-group	ADASS Std 4 CCG Std 6





### Priority 2

Item No.	Actions by which we will achieve the priority	Responsible body / lead	Links to other area work
2.1	Ensure service users', carers' and wider communities' involvement informs the work of the SAB	Task and finish group from members of Quality & performance Sub-group and publicity & communications sub-group	ADASS Std 7 CCG Std 8
2.2	Utilize existing, available resources to gain feedback from local communities e.g. existing stakeholder events, User Led Organizations, LINKs, PALS, Local Area Forums, community groups, Halton 2000 Survey, partner agencies' research and intelligence	Quality & performance sub-group	ADASS Std 7 CCG Std 8
2.3	Utilize learning and implement recommendations arising from the Service-User and Carer Survey carried out August-November 2011	SAB and Quality & performance sub-group	ADASS Std 7 CCG Std 8

### Priority 3

Item No.	Actions by which we will achieve the priority	Responsible body/lead	Links to other area work
3.1	Review the structure, reporting arrangements and current activity in order to improve effectiveness and impact on outcomes	SAB	ADASS Std 1 CCG Std 7
3.2	Effective use of resources	SAB & Sub-groups	ADASS Std 1 & 5 CCG Std 5
3.3	Influence other strategic partnerships and formalise closer alignment with related services, including domestic abuse, dignity, mental capacity, personalisation/self-directed support, safeguarding children, customer care, community safety and hate crime	SAB & Sub-groups	ADASS Std 1 CCG Std 5
3.4	To ensure customer feedback informs future strategy and practice	Quality & Performance Sub-group SAB	ADASS Std 2 CCG Std 9



## Priority 4

Item No.	Actions by which we will achieve the priority	Responsible body/lead	Links to other area work
4.1	Ensure robust policies, procedures, practice guidance and protocols are developed, reviewed, communicated and implemented	Quality & Performance Sub-group	ADASS Std 4 & 7 CCG Std 2
4.2	Provide feedback and direction to practitioners and managers	Quality & Performance Sub-Group	ADASS Std 6 CCG Std 6
4.3	Improve the way in which we ensure that available learning is recorded, shared, informs and drives service developments: <ul style="list-style-type: none"> <li>• From the experiences of and outcomes for people who use safeguarding services</li> <li>• From the experiences of carers</li> <li>• From events occurring both locally, and in other localities, including Serious Case Reviews and Serious Untoward Incidents</li> </ul>	Quality & Performance Sub-group Task Group from Quality & Performance sub-group membership	ADASS Std 1, 2 + 7 CCG Std 9
4.4	Develop and maintain a programme of events to develop practice and support and cascade learning	Divisional Manager (Commissioning) leading the Practitioners' & Operational Managers' Network	ADASS Std 3 & 7 CCG Std 6
4.5	Improve patient experience and hospital admission and discharge arrangements with regard to Safeguarding and Dignity.	Task Group from Quality & Performance sub-group membership	ADASS Std 2 CCG Std 9
4.6	Provide a programme of opportunities e.g. events/workshops/learning sets, to ensure good practice is embedded	Sub-group Chairs of Learning & Development Sub-group and Quality & Performance Sub-group Agency line managers	ADASS Std 6 & 7 CCG Std 8
4.7	Implement the Safeguarding Adults Learning & Development/Training Strategy	Learning & Development Sub-group	ADASS Std 7 CCG Std 6
4.8	Develop and 'roll out' Safeguarding Adults Safer Recruitment training	Learning & Development Sub-group	ADASS Std 7 CCG Std 6
4.9	Implement revised Vetting and Barring and CRB requirements	Safer Workforce sub-group	ADASS Std 1 CCG Std 6



## Appendix 6

# Halton's Clinical Commissioning Group's Safeguarding Assurance Framework

1. Do we understand our responsibilities with regard to safeguarding?
2. Are adults and children safe in our organisations?
3. How well developed are our adult and children safeguarding processes?
4. Are we an active members of the local adult and children's safeguarding board?
5. How well do we share information with our partners?
6. Does our workforce understand their adult and children's safeguarding responsibilities?
7. Do we know the quantum of safeguarding incidents?
8. How good are we at implementing change following safeguarding investigations or reviews?
9. How good are we at engaging service users/patients in our approach to safeguarding?





## Appendix 7

### Useful Information

#### Safeguarding Adults in Halton

Information available via Halton Borough Council [www.halton.gov.uk/safeguardingadults](http://www.halton.gov.uk/safeguardingadults) includes:

- **Safeguarding Adults in Halton** – Inter-agency Policy, Procedures and Guidance, Version 7 Revised 2010  
<http://www3.halton.gov.uk/lnl/pages/86821/86830/103251/103558/intagencyppgjan2008v6.pdf>
- **Policies, procedures, protocols, practice guidance, leaflets, training course details and other useful website links**  
<http://www3.halton.gov.uk/healthandsocialcare/103161/214240/>

#### Standards for Adult Safeguarding

This information is available via: <http://www.idea.gov.uk/idk/aio/29270716>

#### Department of Health

Information available via [www.dh.gov.uk](http://www.dh.gov.uk) includes:

- **No Secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse**  
[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_4008486](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4008486)
- **Statement of Government Policy on Adult Safeguarding**  
[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_126748](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_126748)
- **Caring for our Future: Shared Ambitions for Care and Support**  
[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_129923](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_129923)

#### Vetting & Barring Scheme

Information about the review and changes to the scheme is available via: <http://www.homeoffice.gov.uk/crime/vetting-barring-scheme/>

#### Care Quality Commission (CQC)

Inspection reports of Adult Social Care including Safeguarding Adults services is available via: [www.cqc.org.uk/](http://www.cqc.org.uk/)



This Annual Report was compiled by:  
People & Communities Policy Team, Halton Borough Council on behalf of Halton Adults Safeguarding Board

This report is available in alternative formats upon request

For more information please contact Helen Moir, Divisional Manager, Halton Borough Council in any of the following ways:  
Email: [helen.moir@halton.gov.uk](mailto:helen.moir@halton.gov.uk)  
Tel: 0151 906 4847

**REPORT TO:** Safer Halton PPB

**DATE:** 13<sup>th</sup> November 2012

**REPORTING OFFICER:** Strategic Director, Communities

**PORTFOLIO:** Communities

**SUBJECT:** Halton's Hate Crime Statistics for Quarters 1 and 2 of 2012-13

**WARDS:** All

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

**1.1 To inform Members of the Hate Crime statistics for the first and second quarter of this year, as reported to Cheshire Police.**

### **2.0 RECOMMENDATION: That**

- (1) Members are asked to note the report, and**
- (2) To agree a more detailed scrutiny discussion at the next meeting.**

### **3.0 SUPPORTING INFORMATION**

The attached figures are of those incidents reported to Cheshire Police for April – September 2012.

For some time now, there have been concerns raised about the role of other Partners is helping to reduce incidents of hate crime. The information that is currently supplied to various Boards and Partnership groups are only incidents as reported to the Police and in fact there have been no 3<sup>rd</sup> party reported incidents for some while.

There is a lot of activity that other Partners undertake that contribute towards making our communities safer and more cohesion, and it is hoped that the reporting of these activities can be included in the contextual part of the Police's reports.

In August 2011 the Equality and Human Rights Commission published their report into Disability Hate Crime, entitled "Hidden in Plain Sight". This has several recommendations, some of which are quite Police specific, whilst others are more about how the Police work with other Partners. The report also talks about how Partners identify and support vulnerable individuals. Picking up on some of the recommendations, it has been suggested that rather than simply have a bunch of numbers come to the various Boards and Partnership groups, that one or two individual cases are picked out and these are taken around the Partnership to encourage discussion around the particular issues, such as information sharing, support, partnership working, and improving the wider community's perception of the issues.

#### **4.0 POLICY IMPLICATIONS**

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

#### **5.0 FINANCIAL IMPLICATIONS**

No funding is required as a result of this report and partners currently work together on hate crime matters within existing resources.

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

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

Life for Children and Young People will improve for living in a safer community.

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

None as yet identified.

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

The safeguarding of vulnerable residents, and ensuring they feel safe both in their homes and in their wider communities, is crucial to their health and well-being.

##### **6.3 A Safer Halton**

Halton will have stronger and more resilient communities, where residents will feel safer.

##### **6.4 Halton's Urban Renewal**

None as yet identified.

#### **7.0 RISK ANALYSIS**

In order to ensure residents feel safe, Partners need to work together to maintain strong and resilient communities, and the increased awareness of unacceptable low level incidents will hopefully ensure there are no tragic high profiles incidents as have occurred elsewhere in the Country.

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

The hate crime categories as identified by the Home Office are different than those contained within the Equality Act 1010, however no abuse of any kind is acceptable behaviour and the raising awareness of such issues can help with Halton Borough Council's compliance with the General Duty of the Act.

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

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

**NORTHERN DIVISION**

**QUARTER 1**

**Hate Crime and Community Tensions Report**

<b>TASK GROUP</b>	<b>Hate Crimes</b>
<b>REPORTING OFFICER</b>	<b>Insp Dave Gordon/Richard Spedding</b>
<b>REPORTING PERIOD</b>	<b>Quarter 1 – April to June 2013</b>

**Quarter Summary of Figures**

During the period April to June 2013 there have been a total of 53 Hate Incidents/Crimes finalised by the Police in the Northern Division. These figures can be broken down as follows:

Racial 41  
Homophobic 9  
Transgender 1  
Disability 2  
Faith 0

Undetected 10  
Incident Only 25  
In progress 13  
Detected 5

Charged 4  
Caution 0  
Juvenile Reprimand 0  
Summonsed 0  
No crimed 0  
PND 0  
Restorative Justice 0  
Final warning 1

There was 1 Hate Crime/ Incidents shown as reported via Third Party Reporting Centres in the Northern Division.

- 1 Warrington Borough Council.

**Additional Information from Partner Agencies**

HBC and WBC have been consulted and did not raise any issues in relation to any community tensions or details of any specific areas of concern

**XRW Activity**

XRW activity continues to be monitored. There is no intelligence to indicate an increase in activity. Non of the Hate Crime/ Incidents recorded were linked to XRW activity.



**Night Time Economy**

The number of Hate incidents reported to the Police during the period January to March 2012 does not indicate any significant link between Hate incidents and the night time economy.

**Taxi Drivers Warrington**

There have been a number of Hate crimes/ incidents reported by Taxi drivers working in Warrington. Investigative work into this is been conducted by PCSO Kath Harkyn.

**TASK GROUP****Hate Crime and Community Tensions****REPORTING OFFICER****Insp Dave Gordon****REPORTING PERIOD****Quarter 2 – July to September 2012****Quarter Summary of Figures**

Halton area reported incidents 35

Halton area reported crimes 26

**Halton Area - crimes breakdown**

		Disability	Homophobic	Other Racially or Religiously aggravated Crimes	Police officer	Racist	Transphobic	Grand Total
LAP	Data							
Halton	Sum of Recorded Crime	1	4	11	1	8	1	26
	Count of Count Charged/Summoned Crimes		1	2		1		4
	Count of Count Cautioned Crimes							
	Count of Count FPN Crimes							
	Count of Count TIC Crimes							
	Count of Count TIC (Previously Recorded) Crimes							
	Count of Count Other Detected Crimes							
	Count of Count Restorative Justice	1		2				3
	Count of Count Concluded - Sus Ident by Inv Crimes							

19 of these crimes are shown as undetected or currently under investigation

There were no Hate Crime / Incidents shown as reported via Third Party Reporting Centres in the Northern Division.

During the scrutiny process 3 incidents have been flagged and 1 Inci/Crime trends identified and returned on the Inspectors feedback sheets in the last 3 months.

**Additional Information from Partner Agencies**

HBC have been consulted and did not raise any issues in relation to any community tensions or details of any specific areas of concern.

HBC are developing a new Anti-bullying Policy and Charter Mark for schools along with a new school Prejudiced Based Reporting System. Further information will be provided in due course.

**XRW Activity**

XRW activity continues to be monitored. There is no intelligence to indicate an increase in activity. Non of the Hate Crime/ Incidents recorded were linked to XRW activity.

### **Night Time Economy**

The number of Hate incidents reported to the Police during the period July to September 2012 does not indicate any significant link between Hate incidents and the night time economy.

### **Gypsy / Travellers**

The summer saw the usual seasonal increase in the number of unauthorised encampments in the Northern Division. There were a total of 13 unauthorised encampments in the Northern Division between July and September 2012, twelve of those encampments were in Warrington and only one in Halton. The disparity in those numbers is, very likely to be, the fact the HBC have a Transit Site facility which not only provides valuable accommodation for Travellers but also allows for the use of Police Sec 62 Powers of eviction. WBC do not.

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

**DATE:** 13<sup>th</sup> November 2012

**REPORTING OFFICER:** Strategic Director Policy & Resources

**PORTFOLIO:** Resources

**SUBJECT:** Business Planning 2013-16

**WARDS:** Boroughwide

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

1.1 To offer a timely opportunity for Members to contribute to the development of Directorate Business Plans for the coming financial year.

**2.0 RECOMMENDATION That: the Board indicates priority areas for service development and improvement over the next 3 years.**

### **3.0 SUPPORTING INFORMATION**

3.1 Each Directorate of the Council is required to develop a medium-term business plan, in parallel with the budget, that is subject to annual review and refresh. The process of developing such plans for the period 2013-2016 is just beginning.

3.2 At this stage members are invited to identify a small number of priorities for development or improvement (possibly 3-5) that they would like to see reflected within those plans. Strategic Directors will then develop draft plans which will be available for consideration by Policy and Performance Boards early in the New Year.

3.3 Whilst providing a Directorate context each of the Directorate Business Plans will contain appendices identifying specific Departmental activities and performance measures and targets that would provide a focus for the on-going monitoring of performance throughout the year. Directorate Business Plans will be subject to annual review and refresh in order that they remain fit for purpose taking account of any future change in circumstances, including any future funding announcements that may emerge.

3.4 It is important that Members have the opportunity to provide input at this developmental stage of the planning process, particularly given the anticipated funding announcements, to ensure that limited resources may be aligned to local priorities.

3.5 It should be noted that plans can only be finalised once budget decisions have been confirmed in March and that some target information may

need to be reviewed as a result of final outturn data becoming available post March 2013.

- 3.6 To assist Members in their considerations the Board may choose to invite each Operational Director to give a short presentation setting out the key issues and challenges for their service over the coming 3 years. This could be achieved via a presentation discussion at a scheduled PPB or a less formal briefing/ discussion before a scheduled PPB or at some other time.
- 3.7 The timeframe for plan preparation, development and endorsement is as follows:

	Information / Purpose	Timeframe / Agenda on Deposit
<b>PPB</b>	Discussion with relevant Operational / Strategic Directors concerning emerging issues, proposed priorities etc.	<b>October/ November 2012 PPB round</b>
<b>Portfolio Holders</b>	Strategic Directors to discuss with Portfolio Holders emerging issues, proposed priorities etc.	<b>October/ November 2012</b>
<b>Directorate SMT's</b>	To receive and endorse advanced drafts of Directorate Plans	<b>SMT dates to be agreed with all Strategic Directors w/c 3<sup>rd</sup> Dec. 2012</b>
<b>Corporate Management Team</b>	To receive and comment upon / endorse advanced drafts of Directorate Plans	<b>11<sup>th</sup>December 2012</b>
<b>Portfolio Holders</b>	Strategic Directors to discuss with Portfolio Holders advanced draft plans, including relevant departmental service objectives/ milestones and performance indicators.	<b>Late December 2012/ January 2013</b>
<b>PPB's</b>	Advanced draft plans including details of relevant departmental service objectives/milestones and performance indicators	<b>January 2013 PPB Cycle</b>
<b>Executive Board</b>	To receive advanced drafts of Directorate Plans	<b>7<sup>th</sup> February 2013</b>
<b>Full Council</b>	To receive advanced drafts of Directorate Plans	<b>6<sup>th</sup> March 2012</b>

#### 4.0 POLICY IMPLICATIONS

- 4.1 Business Plans form a key part of the Council's policy framework. Plans also need to reflect known and anticipated legislative changes.

- 4.2 Elected member engagement would be consistent with the new “Best value guidance”, announced in September 2011, to consult with the representatives of a wide range of local persons.

## **5.0 OTHER IMPLICATIONS**

- 5.1 Directorate Plans will identify resource implications.
- 5.2 Arrangements for the provision of Quarterly Monitoring Reports to Members would continue with each Department being required to produce a report. Key Objectives/ milestones and performance indicators would then be aligned by priority, (in accordance with the new corporate performance framework introduced from 2012/13); and reported in line with the remit of each respective Policy and Performance Board. Departmental Reports would continue to be available to members via the intranet, containing all details stated within the Appendices of the Directorate Business plans.

## **6.0 IMPLICATIONS FOR THE COUNCILS PRIORITIES**

- 6.1 The business planning process is the means by which we ensure that the six corporate priorities are built into our business plans and priorities, and thence cascaded down into team plans and individual action plans.

## **7.0 RISK ANALYSIS**

- 7.1 The development of a Directorate Plan will allow the authority to both align its activities to the delivery of organisational and partnership priorities and to provide information to stakeholders as to the work of the Directorate over the coming year.
- 7.2 Risk Assessment will continue to form an integral element of Directorate Plan development. This report also mitigates the risk of Members not being involved in setting service delivery objectives.

## **8.0 EQUALITY AND DIVERSITY ISSUES**

- 8.1 Those ‘high’ priority actions in regards to equality and diversity are included as an Appendix within relevant Directorate Action Plans will be routinely monitored through Departmental Performance Monitoring Reports.

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

- 9.1 There are no relevant background documents to this report.

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

**DATE:** 13 November 2012

**REPORTING OFFICER:** Strategic Director, Communities

**PORTFOLIO:** Environmental Sustainability

**SUBJECT:** Environmental Health Annual Report 2011-2012

**WARD(S):** Boroughwide

1.0 **PURPOSE OF REPORT**

1.1 To inform Members of the Policy & Performance Board of the key issues and activities of the Environmental Health Service in 2011-2012

2.0 **RECOMMENDATION**

i) **That Members of the Board note the report.**

3.0 **SUPPORTING INFORMATION**

The Environmental Health Service is responsible for two main areas i.e. Environmental Protection and Food & Health & Safety.

Providing a range of regulatory and advisory services to the council, local businesses and members of the public.

The work of the teams comprises both programmed planned activities and reactive work in response to service requests.

3.1 Environmental Protection

3.1.1 Local Air Quality Management

The DEFRA (Department of Environment, Food and Rural Affairs) Air Quality Strategy provides a framework to improve local air quality and minimise risks to health, this strategy focuses on seven common pollutants and sets out Health based limits for each of these pollutants. Air quality management in Halton is carried out by passive diffusion tubes measuring average levels of nitrogen dioxide at key locations around the Borough. Monitoring over the years has indicated that air quality in Halton has improved significantly over recent years and generally meets the Government standards as

outlined in the Strategy.

There are two small areas within Widnes Town Centre where monitoring indicated that the standard for nitrogen dioxide was being breached. The levels had only just exceeded the accepted levels. This is due to the levels of stationary traffic at certain times of the day. Halton BC has therefore declared two Air Quality Management Areas (AQMAs) within the Widnes Town Centre. In Cheshire and Merseyside local authorities, Cheshire East has 13 AQMAs, Cheshire West has 2, St Helens has 4, Sefton has 5, Warrington has 3 and nearly the whole of Liverpool has been declared a AQMA. A remedial action plan for the Halton AQMA is now in progress in consultation with other departments within the Council, including Policy, Transport and Planning. The Action Plan is on schedule to go out for consultation in 2012.

### 3.1.2 Inspection of Industrial Processes

Regulation of industries as set out under the Environmental Permitting (England & Wales) Regulations 2012 in order to reduce pollution and help improve air quality. These industries can only operate with the issue of a permit for which a charge is made to cover local authority costs. Charges are dependent on the risk assessment for each concern set out by DEFRA.

The following is a profile of the prescribed processes within Halton:

<b>Type of Process</b>	<b>Number of premises</b>
A2 Installations	2
Animal & Vegetable	2
Coating Processes	8
Use of Styrene	2
Mineral Processes	11
Metal Processes	2
Incineration	1
Timber Processes	3
Waste Oil Burners	2
Petrol Stations	13
Dry Cleaners	5
Total	51

In 2011-2012:

- 81% of scheduled Local Air Pollution Control Audits were carried. These included ALL high risk industries. The lower risk concerns will be prioritised in the inspection programme for 2012-13.
- 92% of Local Air Pollution Control Audits were compliant.



### 3.1.3 Planning Consultations

The team provide advice on the environmental implications of planning applications received by the Council.

In 2011-2012 125 planning applications were advised on including

- INEOS. The team is currently managing the air quality monitoring project carried out in relation Condition 62 of the planning consent for the 'Energy from Waste Plant' being constructed in Weston on INEOS land. This includes the review of monthly data, liaison with interested parties, other Council departments and the compiling of an annual report. The team are also advising the Planning team in relation to a section 106 agreement relating to air quality and noise.
- Proposed Mersey Gateway Bridge. The team is working with air quality and noise consultants for details of background levels in the vicinity of the proposed bridge. Further work and liaison will be required during the tender process and more detailed consultation once a successful tender is confirmed.

### 3.1.4 Service Requests about Pollution

The following service requests about pollution were made in 2011-2012. The service standard is for all requests to be responded to within 3 working. 95% of requests were responded to within 3 days, the remainder within 5 days.

Complaint Type	2010-11	2011-12
Odour	121	236
Dark Smoke	162	110
Dust & fumes	12	23

Noise pollution comprises a large proportion of service requests. Complaints derive from domestic, commercial and industrial premises.

While the majority are resolved informally, some then progress to statutory notices or seizures of equipment in the last resort. In 2011-2012 a total of 957 service requests about noise were received as follows:

Complaint Type	2010-11	2011-12
Domestic	718	598
Commercial	86	71
Industrial/ Construction	171	259
Traffic	31	29
No. Statutory	12	10

notices served		
No. prosecutions	2	1
No. Seizure of equipment	4	5

The increase in the number of complaints about industrial/construction noise in 2011-12 reflected the greater number of construction works being carried in Halton.

### 3.1.5 Other Statutory Nuisances

The team also investigate a range of statutory nuisances including filthy & verminous premises, accumulations of waste, vacant premises and blocked drains. When informal action is not effective, statutory notices may be served and work in default carried out with costs thereafter recharged.

### 3.1.6 Housing

The team inspect privately rented housing within Halton to ensure safety and remove hazards. Working closely with the Fire Service, Building control, Registered Social Landlords and Housing Strategy.

In 2011-2012 163 requests were made about such housing. All complaints were investigated and 146 reports were sent to landlords to require them to carry out relevant works. Most work was carried out by landlords in response to these letters but 2 statutory notices were served when no work was carried out.

In 2011-2012 17 programmed inspections were carried out of Houses in Multiple Occupation (HMOs) to ensure they reach the statutory standard and where required (2), a license is issued. There is a charge of £295 for the licence application.

The team inspect homes to ensure decent standard and size for immigration purposes. In line with other local authorities, a charge is now applied for each inspection. 4 Inspections took place in 2011-2012. The charge is £80 (this has been benchmarked with colleagues in Cheshire & Merseyside local authorities).

#### Housing Figures

	2010-11	2011-12
Unsatisfactory Housing	177	163
No. HMO's	17	17
No licensed HMOs	3	3
No. immigration inspections	4	5

3.1.7 Halton Healthy Homes Network- Launched in February 2012

The aim of the network is to raise awareness of health implications of poor housing and fuel poverty and to encourage all front line staff, community workers, Council Members and volunteers within Halton to identify those at risk and signpost them to relevant organisations who may assist. There are currently more than 80 members in the network.

3.1.8 Animal Welfare

Enforcement and advice on animal health & welfare legislation relating to farm and pet animals including risk based inspections of farms and drafting contingency plans in relation to animal disease. All animal premises subject to licence are inspected each year:

Animal License premises inspected 2011/2012

Premises type	Number of premises
Pet shops	5
Boarding Establishments	3
Breeding Establishments	1
Riding Establishments	2

3.1.9 Stray Dogs

The team enforce Dog Control Orders such as stray dogs, dog fouling and dog exclusion areas.

In 2011/2012 a total of 274 Stray dogs were collected and kennelled. This work is done in partnership with Liverpool, Sefton and Knowsley Councils. A fee is charged to owners when the dog is reclaimed (£40 within 48 hours, £95 thereafter)

Dog Control Orders were introduced to replace bye-laws and simplify the system of controlling dogs. They ensure a consistent approach to dog control issues. Four orders have been introduced in Halton: penalties for dog fouling, excluding dogs from certain areas (playgrounds) and keeping a dog on a lead in certain areas or if the dog is causing a stress to other persons or animals.

In 2010-11 348 complaints were received, 306 complaints were received in 2011-12.

A number of events to promote responsible dog ownership were held in Runcorn and Widnes. They were organised in partnership with RSPCA, PDSA, Dogs Trust and other Merseyside local

authorities.

### 3.20 Pest Control

A total of 5274 (5837 in 2010-11) service requests were made in 2011-2012:

<b>Complaint</b>	<b>2010-11</b>	<b>2011-12</b>
Rats & Mice	1561	1499
Ants	72	52
Wasps, Bees	1092	870
Cockroaches	5	1
Bedbugs	16	27
Fleas	79	75
Complaints relating to dogs	920	767

Pest Control is currently undergoing a complete management and procedural review to improve service delivery and efficiency.

## 3.2 Food & Health & Safety

### 3.2.1 Food Safety

The team fulfils the Council's statutory role as a 'Food Authority' for the enforcement of Food law. This work is carried out in partnership with the Government's Food Standards Agency (FSA).

The objectives of the service are:

- Ensure food produced and sold in Borough is fit for human consumption
- Reduce the incidence of foodborne infectious disease
- Help consumers make informed choices about where they eat & shop

These objectives are achieved through a combination of:

- Programmed risk base inspection
- Provision of advice & guidance
- Food sampling in the Borough
- Responding to national Food alerts and incidences.

Where advice and guidance has not been effective other enforcement options include statutory notices, seizure of food, closure of premises and/or prosecution.

Food Safety & Standards Key Performance Figures 2011-2012 with previous year comparison:

Activity	2010-11	2011-12
Inspections Food Safety	982	738
% high risk inspected	100%	100%
% broadly compliant with law	87%	89%
Supplementary Visits	636	540
Complaints about food / premises	113	113
Requests for advice	224	241
Samples taken (unsatisfactory)	419 (51)	244 (24)
Written warnings	513	523
Improvement notice	5	5
Simple Caution	2	2
Prohibition / closure	3	1
Prosecution	1	0
Infectious disease notifications	108	87

The lower number of visits in 2011-12 is in fact due to an unusually high number of visits undertaken the previous year. This was due to 2 main factors;

- Additional visits by contractor to low risk premises - funded by FSA in preparation for National Food Hygiene Rating Scheme
- Following FSA guidance approximately 100 childminders were added to the inspection programme. Although a high volume these were short low risk visits.

#### Infectious Disease Control.

The team works in partnership with the Health Protection Agency (HPA) and Primary Care Trust (PCT) to investigate cases and outbreaks of infectious disease.

#### National Food Hygiene Rating Scheme

In April 2011 Halton became the first authority in Cheshire and Merseyside to adopt the National Food Hygiene Rating Scheme. Hygiene ratings for most food premises in the borough are published online and businesses are provided with certificates and window stickers to display their score. Halton had previously operated its own "scores on the doors" scheme since 2007. Businesses are awarded a score of between 0 and 5 (highest). 89% of businesses achieve the top 3 scores and are considered broadly compliant with food hygiene law.

#### Supplementary planning document – Hot food Takeaways

In its role as a member of Halton and St Helens PCT's obesity commissioning group the team liaised with the Planning department and actively contributed to the production and adoption of the

Supplementary Planning Document on Hot Food Takeaways. The policy sets out the council's policy with respect to proliferation of takeaways particularly around schools, colleges and play areas. The policy also sets out standards relating to litter, odour and waste disposal.

### 3.2.2 Gas and Fire Safety in Takeaway food premises

During 2011-12 the food team have undertaken a project to address standards of gas safety in takeaway food premises. The food team ensure business owners are maintaining gas equipment in a safe condition so as to avoid the risk of fire and explosion or exposure to carbon monoxide fumes. The project began with a training session for staff from Gas Safe the organisation who maintains the statutory register of gas installers. Engineers from Gas safe have also accompanied officers on inspections to help address installations that give rise to concern. During 2011-2012 Gas Safety was addressed in 64 premises. The food team also liaise with the fire service if there are concerns about fire safety particularly when there is also living accommodation on the premises.

### 3.2.3 Health & Safety Enforcement

The team fulfils the Council's role as a Health & safety Enforcement Authority. This work is carried out in partnership with the Health & Safety Executive (HSE).

While the Health & Safety team is the enforcing authority for retail, wholesale, warehousing, caterers, entertainment and leisure premises within the Borough, The HSE is the enforcing authority in higher risk workplaces such as construction, manufacturing and chemical industries.

The overall objective of the H&S service is to ensure business owners fulfil their duties to protect the health, safety & welfare of their employees and members of the public who may be affected by their activities.

This is achieved by advice or guidance or by a range of enforcement actions including the service of statutory notices, closure of premises, seizure of equipment or/and prosecution.

Health & Safety Key Performance Figures 2011-2012 with comparison with 2010-11

Activity	2010/11	2011/12
% high risk inspections (number)	100% (21)	100% (20)
% that improved in risk rating	New for 2011	70%
Additional targeted interventions	182	226
Complaints investigated	52	68

Accident notifications	155	152
Requests for advice	91	93
Written warnings	122	188
Improvement notices	13	12
Prohibition notices	10	5
Simple Caution	0	1
Prosecution	5	0

### 3.2.4 Smoke Free Playgrounds

In October 2012 In partnership with Heart of Mersey and the Primary Care trust Halton became the first authority in Cheshire and Merseyside to launch a voluntary smoke free code in all of its 72 playgrounds and multiuse games areas. The aim of the scheme is de-normalise smoking amongst children and prevent them from becoming the next generation of smokers

### 3.2.5 Illegal Cosmetic treatments

During 2011-12 the team have responded to a number of allegations concerning illegal cosmetic treatments in particular unregistered home tattooists. It is a legal requirement that any person or business engaged in the practice of tattooing and body piercing is registered with the authority and complies with by-laws relating to hygiene and safety. These controls exist to protect customers from the risks of blood borne infections such as hepatitis and HIV. Unregistered tattooists are a significant concern as they will not have undergone inspection to ensure they reach hygiene standards. It is also illegal for a person to tattoo anyone who is under 18. It is suspected that home tattooists may be responsible for tattooing school age children. This also raises safeguarding issues. The authority is investigating a number of complaints from parents and teachers of children who have received a tattoo.

In January 2012, following a complaint from a member of the public and other evidence of illegal activity the team executed a warrant with the police at an address of an illegal home tattooist in Runcorn. The tattooist was issued with a prohibition notice preventing him carrying out the activity of tattooing at his address and after admitting the offence was issued with a simple caution.

The health and safety team are also assisting the General Dental Council with investigations into two individuals who are alleged to have been conducting teeth whitening illegally at two salons in the borough. Although teeth-whitening is a legal cosmetic treatment it should only be carried out by a registered dental practitioner.

### 3.2.6 Enforcement of the Sunbed (Regulation) Act 2010

The above regulations make it illegal for persons under the age of 18 to use a sunbed or any form of ultraviolet tanning equipment. UV radiation is known to be a risk factor for skin cancer and premature skin aging. The team have written to all premises in the borough offering the use of tanning equipment to inform them of the regulation. This letter was followed up by inspection visits to 9 premises.

### 3.2.7 Health and Safety in residential care homes

During 2011-12 the health and safety team undertook a special project in partnership with the authority's quality assurance team to inspect health and safety standards in residential care homes. Home owners and managers were invited to a seminar to outline their health and safety duties. This was followed up by health and safety inspections of 21 residential care homes.

### 3.2.8 Retail Violence

The health and safety team have worked in partnership with Cheshire Police, crime prevention and the community safety partnership to address violent instances such as robbery in high risk retail premises. Such premises frequently employ lone workers and handle a significant amount of cash and include bookmakers, corners shops and petrol stations. Whilst robbery is a criminal offence to be investigated by the police – where the risk of robbery is foreseeable or staff are particularly vulnerable - the owners of businesses are under a health and safety duty to implement reasonable safeguards to protect their staff. Working in partnership with the police and crime prevention the authority can use health and safety powers to implement safeguards and systems of work that help to protect workers and make businesses less vulnerable to crime.

The team issued retail violence information to 58 businesses including 12 premises that had suffered a violent incident.

## 4.0 **POLICY IMPLICATIONS**

4.1 All enforcement action is guided by the Environmental Health Enforcement Policy

## 5.0 **OTHER/FINANCIAL IMPLICATIONS**

5.1 There is an income derived from Pest Control activities.

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

6.1 The Service is currently undergoing a comprehensive review in order to maintain good practice, policy & procedures and identify



any improvements to service delivery.

**6.2 Children & Young People in Halton**

EH works with nurseries & schools to improve quality & standards of diets provided for children & young people. Recent project work with Police, schools around tattooing, use of sunbeds and other beauty treatments by young people.

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

Encouraging food safety training for employees of food businesses in Halton.

**6.4 A Healthy Halton**

EH are involved in a large number of public health projects with a number of partners including smoke free playgrounds, Healthy Homes network, improving quality & standards of diets.

**6.5 A Safer Halton**

Working with businesses in Halton for safer working environments.

**6.6 Halton's Urban Renewal**

Working with private landlords to develop empty or vacant properties.

**7.0 RISK ANALYSIS**

7.1 All activities are in line with the statutory duty of the Council and in accordance with the advice and guidance of the relevant Government bodies.

**8.0 EQUALITY AND DIVERSITY ISSUES**

8.1 A Equality Impact Assessment (EIA) is not required for this report.

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

The Food Safety Act 1990  
The Health & Safety Act 1974  
The Pollution, Prevention & Control Act 1999  
The Environment Act 1995  
The Animal Welfare Act 2006

<b>REPORT TO:</b>	Safer Policy and Performance Board
<b>DATE:</b>	13 November 2012
<b>REPORTING OFFICER:</b>	Strategic Director, Communities
<b>PORTFOLIO:</b>	Community Safety
<b>SUBJECT:</b>	Domestic Abuse and Sexual Violence
<b>WARDS:</b>	All

<b>1.0</b>	<b>PURPOSE OF REPORT</b>
1.1	To update the Safer Halton Policy and Performance Board in relation to the activities being supported across the Borough in response to domestic abuse and sexual violence.
<b>2.0</b>	<b>RECOMMENDATION That members of the Board consider and comment on any aspect of this report.</b>
<b>3.0</b>	<b>SUPPORTING INFORMATION</b>
3.1	<p><b>Halton Domestic Abuse Forum Strategic Group</b></p> <p>Halton Domestic Abuse Forum (HDAF) Strategic Group was established to provide overall direction, control management and guidance for the response to Domestic Abuse and Sexual Violence within Halton. It acts as a multi-agency partnership board of lead officers and key representatives, which takes strategic decisions aimed at tackling domestic abuse and sexual violence in their widest forms and provide support to all victims within our area. The Forum is responsible for determining and implementing policy, coordinating activity between agencies, and facilitating training. It evaluates the responses we have locally for victims, children living in households where domestic violence is a feature and to consider provision for perpetrators. The Forum promotes inter-agency cooperation, to encourage and help develop effective working relationships between different services and agencies, based on mutual understanding and trust. In order to develop and sustain a high level of commitment to the protection of victims of domestic abuse and affected children and young people.</p> <p>Dwayne Johnson Strategic Director Communities Halton Borough Council has handed over the Chair position to Jane Lunt from Halton &amp; St Helens Primary Care Trust Strategic Lead- Children NHS Merseyside.</p>

3.2	<p><b>Multi-Agency Risk Assessment Conference (MARAC) Development Workshop</b></p> <p>On the 19<sup>th</sup> June a MARAC Development Workshop was held. The purpose of this session was to review and assess the MARAC process from a multi-agency operational perspective at present and agree actions in order to improve the outcomes of the meeting.</p> <p>Michelle Phillips from Coordinated Action Against Domestic Abuse (CAADA) opened the session with a presentation, providing some background and insight into the MARAC process.</p> <p>The event was very well received by all agencies involved locally with the MARAC process. HDAF monitor and review the MARAC to ensure that the process is as effective as it possibly can be in terms of reducing risk and protecting victims as well as their children.</p>
3.3	<p><b>White Ribbon Relay – Survivors Awareness Raising Event</b></p> <p>The White Baton arrived was given a warm welcome from residents staying at the Women’s Refuge = on the 4<sup>th</sup> July 2012 having been couriered over from St Asaph by Flint and Denbighshire Police Motorcycle.</p> <p>Halton Survivors of Domestic Abuse hosted the NATIONAL WHITE RIBBON RELAY on the 5<sup>th</sup> July 2012 at the Stobart Stadium. Halton Survivors of Domestic Abuse ran a symbolic relay with the White baton to signify to the journey from victim to survivor, supported by a wide range of local partnership agencies as part of a national relay to raise awareness about the links between major sporting events and violence against women. The Halton Survivors relayed across the pitch, with one victim will beginning the journey picking up more victims as ‘she’ makes the journey to survivor on the other side of the pitch. Sitting on the stands were representatives from many local agencies that support victims and families as they make this transition.</p> <p>Cllr Shaun Osborne Chairman of the Safer Halton Policy and Performance Group welcomed delegates to this prestigious event. Opera Singer Stephanie Guidera sang ‘One Moment in Time’ by Whitney Houston as part of this awareness raising event. After Halton’s event the baton was ceremoniously handed over to Warrington and the White Ribbon Event Relay continued on its cross country journey.</p> <p>The event was very well received by the Partner agencies involved and the Survivors themselves felt that this was a successful event. It received local press coverage in addition, a short clip of the event was loaded onto ‘You Tube’ under the heading ‘White Ribbon Event Halton’.</p> <p><i>The purpose of the Halton Survivors Group is; To establish a strong working relationship with service providers within the Halton area To highlight and promote good practice To identify areas for development in</i></p>

	<p><i>maintaining a high level of accessible support for both men and women experiencing Domestic Abuse and Sexual Violence To raise and maintain a high level of awareness and understanding of the impact of Domestic Abuse and Sexual Violence on children, families and individuals To provide a voice for service users accessing Domestic Abuse and Sexual Violence services to help develop policies and enhance service provision.</i></p>
3.4	<p><b>Halton Domestic Abuse Strategic Group Development – The Impact of Domestic Abuse on Children and Young People</b></p> <p>Domestic Abuse and Sexual Violence are issues that affect children and young people. Ensuring that young people are able to identify abuse and have the knowledge and information available to them to enable them to make and identify healthy relationships in central to raising expectations both in males and females.</p> <p>As part of The HDAF commitment to reducing the impact of domestic abuse for children and young people a strategic development session took place on the <b>3<sup>rd</sup> September at 9:30 – 12:30</b> at the Foundry Widnes. Joanna Sharpen from the AVA Project facilitated this session.</p> <p>The purpose of this session was to: -</p> <ul style="list-style-type: none"> <li>• Review the current Multi-Agency Domestic Abuse and Sexual Violence Strategy.</li> <li>• Protecting Victims. Protecting Children.</li> <li>• Working together to defeat domestic abuse and its impact</li> <li>• What works for young people?</li> <li>• Tackling Domestic Abuse and Strengthening “Troubled Families” (Inspiring Families)</li> <li>• Consider appropriate performance measures relating to domestic abuse and children and young people specifically.</li> </ul> <p>As a result of the development session a specific action plan has been developed to support children and young people affected by domestic abuse in Halton with short, medium and longer terms actions.</p> <p>The actions identified within the action plan will assist with the effectiveness of help and protection provided to children and young people. Arrangements to ensure that children and young people are effectively and consistently identified as residing in households where domestic abuse is a feature at all levels of risk must be monitored and challenged. Children and young people must have the opportunities to develop their personal skill sets as to their understanding of healthy relationships, domestic abuse and its implications as victims and as perpetrators as well as improving Halton Children’s understanding of sexual relationships, sexual exploitation and indeed consent.</p> <p>When services have concerns that a child is suffering or witnessing domestic abuse at home, they must be encouraged to have the confidence to provide children and young people with the opportunity to disclose;</p>

	<p>share information promptly and appropriately in order to protect children in the borough. The protection of children and young people is everyone's business and therefore all agencies working with children must take a proactive response and take positive action against the harms caused by domestic abuse.</p>
3.5	<p><b>Training</b></p> <p>Halton Domestic Abuse Service has been delivering bespoke training sessions to Cheshire Police. As Police officers are often the frontline staff that come into contact with victims for the first time having the ability to successfully identify domestic abuse in all its forms; understanding as to why a victim may stay in abusive relationship the cycle of abuse and the ability to demonstrate compassion and belief in the victim is very much central to their role and key to assisting victims of this crime. In addition, the value of having the tools to effectively signpost victims to support services with knowledge of local provision cannot be underestimated.</p> <p>As part of this training, Halton Domestic Abuse Survivors Group members have been sharing real life local experiences to give officers greater insight as to the value of this work demonstrating both the best and worst practises.</p> <p>Ensuring that the voice of local survivors is heard is a key aspect of the Multi-Agency Domestic Abuse and Sexual Violence Strategy 2011-14.</p>
3.6	<p><b>Halton MARAC</b> has a current rolling NI 32 performance level of 31%. 79 cases were discussed in quarter 1 compared to the same period last year (42) with 31 repeats seen this quarter compared to 10 in Q1 last year. The number of children involved - 102 this quarter is 110% higher than the 31 recorded in Q1 last year. When comparing quarter 1 last year with this year, it should be taken into account that as of August 2011 there are now 2 MARAC meetings per month.</p> <p>CAADA (Coordinated Action Against Domestic Abuse) recommend that Halton should be considering a % repeat referral rate of between 28% – 40%.</p>
3.7	<p><b>Specialist Domestic Violence Court</b> - 37% of cases in quarter 1 had successful court outcomes, lower than the 75% recorded in quarter 1 last year. 139 cases were seen compared with 36 in quarter 1 last year. The SDVC court is reporting cases differently this quarter and now includes multiple visits for the same case being counted separately. If outcomes alone are used for comparison, then the successful case rate increases to 84% from a total of 62 cases</p>
3.8	<p><b>Crown Prosecution Service</b> – pre charge cases at 128 in quarter 1 are lower than any quarter last year. The number of defendants (93) is higher than any quarter last year, as is successful prosecutions at 84%.</p>

<b>4.0</b>	<b>POLICY IMPLICATIONS</b>
4.1	There are no policy implications contained within this report.
<b>5.0</b>	<b>IMPLICATIONS FOR THE COUNCILS PRIORITIES</b>
<b>5.1</b>	<b>A Healthy Halton</b>  To remove barriers that disable people and contribute to poor health by working across partnership to address the wider determinants of health such as unemployment, education and skills, housing, crime and environment. Examples:  1. Preventable cause of death 2. Preventable cause of infant mortality 3. Preventable cause of mental health 4. Preventable cases presenting at A & E
<b>5.2</b>	<b>Employment, Learning and Skills in Halton</b>  Domestic abuse has a detrimental impact on employment. Among employed women who suffered domestic abuse in the last year 21% took time off work and a further 2% lost their jobs.  To maximise an individuals potential to increase and manage their income and manage their income, including access to appropriate, supportive advice services assisting victims to develop better financial management skills and to address debt through appropriate sign posting.
<b>5.3</b>	<b>Children and Young People in Halton</b>  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 safe environments through offering support to parents and providing access for aftercare support for victims of sexual violence whether a child or young person.
<b>5.4</b>	<b>A Safer Halton</b>  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.
<b>6.0</b>	<b>RISK ANALYSIS</b>

6.1	These are contained within the report.
7.0	<b>FINANCIAL IMPLICATIONS</b>
7.1	No financial implications to note within this report.
8.0	<b>EQUALITY AND DIVERSITY ISSUES</b>
8.1	<p><b>Victims of domestic violence and abuse aged 16 and 17 will be recognised under a new cross-government definition</b></p> <p>The definition of domestic violence will now include young people under 18 and is the latest action by the government to tackle violence against women and girls.</p> <p>A change to the official definition of domestic violence used across government will aim to increase awareness that young people in this age-group do experience domestic violence and abuse. This follows on from the Government's successful <a href="#">Teenage Relationship Abuse Campaign (Opens in a new window)</a> and is backed up by the British Crime Survey 2009/10 which found that 16-19-year-olds were the group most likely to suffer abuse from a partner.</p>
9.0	<b>LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972</b>
9.1	None under the meaning of the Act

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

**DATE:** 13<sup>th</sup> November 2012

**REPORTING OFFICER:** Strategic Director – Communities

**PORTFOLIO:** Community Safety

**SUBJECT:** Police and Crime Commissioner (PCC)  
Update

**WARDS:** Borough Wide

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

1.1 To update the Safer Halton Policy and performance Board on the progress on the introduction of Police and Crime Commissioners

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

### **3.0 SUPPORTING INFORMATION**

- 3.1 The Policing & Social Responsibility Act 2011 contained legislation which shifts the decision-making on the strategic management of policing to elected Police and Crime Commissioners in England
- 3.2 The first elections of Police and Crime Commissioners are scheduled to occur on 15 November 2012. PCCs will be elected for four years. PCCs will take office 22 November 2012
- 3.3 Police and Crime Commissioners will determine local policing priorities and shortly after their election (March 2013), will be required to publish a five-year Police and Crime plan. This public document will set out the police and crime priorities and objectives for policing and crime reduction across the force area. The Plan may be refreshed each year and may be fully reopened at the PCC's discretion.
- 3.4 PCCs will set the annual force budget in consultation with chief constables. They will receive the policing grant from the Home Office, various grants from Department for Communities and Local Government and the local precept (as well as other funding streams yet to be determined).
- 3.5 The PCC will commission policing services from the chief constable (**or other providers** - in consultation with the chief constable). These services will be set out in the plan where their objectives and funding will be publicly disclosed. The plan must be published and remain a public document including any updates or amendments made during the five year period



- 3.6 At the end of the financial year the PCC will publish an annual report, which will set out progress made by the PCC against the objectives set out in the plan. Alongside the annual report the PCC will publish annual financial accounts, including showing how resources were consumed in respect of priorities and how value for money was secured.
- 3.7 PCCs will have a general duty to regularly consult and involve the public and have regard to the local authority and national policing priorities.
- 3.8 Chief constables will remain responsible for operational matters, however PCCs will appoint (and will be able to dismiss) chief constables, although the chief constable will appoint all other officers within the force.
- 3.9 PCCs will also exercise regional power and influence over the development and work of local Community Safety Partnerships (CSPs) via powers and duties. These are:
- the reciprocal duty for PCCs and CSP responsible authorities to cooperate with each other for the purposes of reducing crime and disorder
  - the power to bring a representative of any or all CSPs in the PCC's area together to discuss priority issues
  - the power to require reports from CSPs about issues of concern
  - the power to approve mergers of CSPs (on application of the CSPs concerned)
  - the power to commission community safety work from a range of local partners including (such commissioning of crime and disorder reduction work is not limited to CSPs but can include community, voluntary sector or commercial providers)
- 3.10 PCCs will be scrutinised by Police and Crime Panels, which will be formed of a minimum of 10 representatives from the local authorities in the force area. The duties of the panel include requiring the PCC to respond to any concerns they have and making recommendations on the crime plan and annual reports. The Panel is not a replacement for the Police Authority and will not scrutinise the performance of the Constabulary as that is the role of the Police & Crime Commissioner. The Panel will only scrutinise the actions and decisions of the Commissioner. The LGA has produced guidance on the role of Police and Crime Panels. [http://www.local.gov.uk/web/guest/publications/-/journal\\_content/56/10171/3371537/PUBLICATION-TEMPLATE](http://www.local.gov.uk/web/guest/publications/-/journal_content/56/10171/3371537/PUBLICATION-TEMPLATE)

#### **4.0 Funding**

- 4.1 The Minister of State for Policing and Criminal Justice, Nick Herbert wrote to Police Authorities in June 2012, clarifying arrangements for

drug, crime and community safety funding in 2013/14 and beyond. The letter confirms that funding will be channeled to Police and Crime Commissioners from 12/13.

- 4.2 In 2012/13 there will be a new and un-ringfenced Community Safety Fund (CSF) which will be paid to PCCs. The exact size and basis for allocation of this fund have yet to be determined, however an announcement is expected to be made after the 5<sup>th</sup> of December 2012. The CSF will replace the vast majority of existing drugs and crime funding provided by the Home Office.
- 4.3 From 2014/15 onwards the Home Office intend to roll CSF funding into Police Main Grant. Again the amount of funding has yet to be decided. In his letter, Nick Herbert makes it clear that that the Home Office has no intention of ring-fencing Police Main Grant, nor the setting of a minimum or maximum amount that PCCs must or should spend on community safety activity. It will be up to the PCCs to decide how to use all of the resources at their disposal in pursuit of local priorities.

## 5.0 Preparations for the PCC nationally

- 5.1 **Home Office** - The PCC pages of the Home Office website (<http://www.homeoffice.gov.uk/police/police-crime-commissioners/>) has distinct areas for the public, partners and candidates. The partners section includes info for health and care agencies and other criminal justice partners, making the links to Health and Well Being Boards, Children's Services, Safeguarding children and adult services. The candidates section includes national level candidate briefings on a number of areas including national policy and strategy and communications.
- 5.3 **HMIC** has developed a **web-portal** where prospective PCC candidates can access performance information and download force specific and national HMIC reports. The site also includes Frequently Asked Questions and links to key partner and police force and authority websites. Visit the website: [www.hmic.gov.uk](http://www.hmic.gov.uk) for more information.
- 5.4 **Electoral Commission** has published Regulations about the elections covering registration, conduct of elections, offences and the election campaign. (<http://www.electoralcommission.org.uk/guidance/resources-for-those-we-regulate/candidates-and-agents/police-and-crime-commissioner-elections>) The Elections Order specifies spending limits for each candidate's campaign. In Cheshire, candidates will have a spending limit of £142,720.

## 6.0 Preparations for the PCC in Cheshire and Halton

- 6.1 **Halton and St Helens VCA**, working with Warrington VA, CVS Cheshire East and Chester Voluntary Action is the local broker for the Cheshire Safer Future Communities Network. The network aims to

support frontline VCSE (Voluntary, Community and Social Enterprise) organisations in preparation for the arrival of PCCs in November 2012, through more effective working between the Sector, Community Safety Partnerships, PCCs and other statutory agencies that impact upon community safety. By engaging with a diverse range of partners, this project aims to ensure that the breadth of Home Office community safety issues (crime, anti-social behaviour, re-offending, substance misuse, violence against women and girls, youth crime) are properly represented in the new local commissioning landscape. Following three events held across Cheshire for interested groups, the Cheshire Network is now established with a membership of over 70 groups. The Network is represented on the Transition Board Partnership and Commissioning Sub Group. A mapping exercise is underway to identify the relevant services that the voluntary sector currently deliver across Cheshire.

- 6.2 **Cheshire Police Authority** will continue to be responsible for maintaining an efficient and effective police service and holding the Chief Constable to account until 22 November 2012. It has established a Transition Board to manage the transition from the existing structures to the new model, splitting the work into eight work streams. As part of the transition process the Police Authority has produced a Candidates Briefing Pack which has been published on their website. An 'Information for Prospective Candidates' section of the Authority's website has also been created and provides relevant, useful briefing information as well as links to the Police Authority protocol on Interaction with Candidates (which ensures equality for all candidates and ensure there is no bias). Further information is available at <http://www.cheshirepa.police.uk/>. All requests for information from prospective candidates are recorded and logged. In order that all candidates have access to the same information, the link provides the [responses provided to requests for information](#). There is also a page on their website which gives further information about Police and Crime Commissioners including why they're being introduced, what their responsibilities will be, and how they are working to ensure a safe and secure transition to the Police and Crime Commissioner model.
- 6.3 As part of the transition arrangements a Partnership and Commissioning Sub Group met for the first time on Friday 20 July to build on the audit of activity undertaken in the Sub Region and bring partners together to understand arrangements within each local authority area and operating jointly across Cheshire in the areas of business directly relevant to the future activities of the PCC. The group will assist the Transition Board in providing relevant information to PCC candidates, to enable them to prepare informed Cheshire-wide election manifestos based on current activity, local priorities and people's needs. In particular the Sub Group is preparing a briefing document with an overview of the partnership landscape in the Cheshire Policing Area to inform the PCC about existing arrangements and the activity underway. The information being prepared by the SHP will feed into

this briefing document. The aim is to have this document in place for 19<sup>th</sup> October 2012.

- 6.4 **Safer Halton Partnership** is developing a “Welcome Pack” for the PCC. This will provide useful background for the PCC and will identify:
- The current operating arrangement in Halton.
  - The community safety architecture in Halton.
  - The key players and partners involved directly and indirectly in crime and community safety in Halton.
  - The current crime and community safety priorities for Halton based on the JSNA, research and data.

It is hoped this document will provide the new PCC with a quick and comprehensive guide to Halton. This will enable the PCC to quickly understand Halton’s needs and aspirations in respect of crime and community safety. In so doing this should encourage the PCC to invest in Halton, thereby maintaining and building on the progress made by the Police and SHP to prevent crime, tackle crime, punish offenders and rehabilitate.

The CST is also developing separate and distinct Business Plans for each of Halton’s priority community safety activities. Once again this should provide the PCC with clear evidence of the community safety benefits of investing in what we are doing in Halton.

## 7.0 **Police and Crime Panel update**

- 7.1 The Cheshire Police and Crime Panel will cover the area served by Warrington; Cheshire East (Alsager, Congleton, Crewe, Knutsford, Macclesfield, Middlewich, Nantwich, Poynton, Sandbach, Wilmslow); Cheshire West and Chester (Chester City, Winsford, Northwich, Ellesmere Port, Sandbach); and Halton (Widnes and Runcorn). Warrington Borough Council has taken the lead on this work area. Financial arrangements, protocols, equality impact assessment and an induction pack for members of the Panel are being developed. A web site for the new panel arrangements and associated information is live and is currently hosted on Warrington Borough Council’s website [http://www.warrington.gov.uk/info/200727/crime\\_support\\_and\\_prevention/893/police\\_commissioners\\_and\\_crime\\_panels/2](http://www.warrington.gov.uk/info/200727/crime_support_and_prevention/893/police_commissioners_and_crime_panels/2) ).
- 7.2 The panel will be made up of ten local councillors, representing the four borough councils in Cheshire, and represent, as far as practicable, the political make up of the four councils. The Cheshire Police and Crime Panel will soon be seeking two people from Cheshire to serve as co-opted independent members for a four year term. The panel may co-opt additional members including extra councillors provided the panel does not exceed 20 members and the Home Secretary agrees to the increased size of the panel. A Shadow inaugural meeting of the Cheshire Police and Crime Panel was held on 17<sup>th</sup> July 2012 and the next scheduled meeting was due to take place on 11<sup>th</sup> September. Cllr

Shaun Osborne and Cllr Dave Cargill were at the inaugural meeting representing Halton.

## 8.0 PCC elections update

- 8.1 Halton Borough Council's Chief Executive David Parr has been appointed as the Police Area Returning Officer (PARO) in Cheshire and will be responsible for overseeing the arrangements for the elections. The elections will be conducted using the supplementary vote system. Under the supplementary vote system, a voter is asked to indicate first and second preferences, if no candidate has 50 per cent of the first preference votes, the two candidates with the highest number of first preference votes proceed to a second round count. In the second round of counting, ballots indicating a first preference for a candidate that lost the first round are reallocated according to the second preference indicated on the ballot paper. The timetable for the election process is tabled below

DESCRIPTION	DATE
Publication of Notice of Election	8 October
First day for the receipt of nominations	9 October
Last time for the receipt of nominations	Noon 19 October
Publish Statement of Persons Nominated	21 October
Publish Notice of Poll	7 November
Polling Day	15 November
Results	16 November

## 9.0 Candidates Update

- 9.1 The closing date for nominations for candidates has now passed as at 19<sup>th</sup> October 2012, there are a total of 5 candidates. The Labour party has selected Cllr John Stockton and the Conservative party has selected Mr John Dwyer. The liberal democrats have nominated Ainsley Arnold, the UKIP have selected Louise Bours and there is one Independent Member Sarah Flannery. In order that all candidates are treated equitably and have access to the same information, requests for information and their responses are being logged and published on the Authority's website. The Electoral Commission has published Guidance for Candidates which is available from (<http://www.electoralcommission.org.uk/guidance/resources-for-those-we-regulate/candidates-and-agents/police-and-crime-commissioner-elections> ).

## 10.0 Communications Update

- 10.1 **Nationally** there has been media coverage recently around how the government will communicate to the electorate about candidates in

their area. Following Government consultation with the Electoral Commission and others Ministers decided on a candidate information website, with hard copies available on request. This went against the Electoral Commission's recommendation for a booklet to be sent to voters with information about all Police and Crime Commissioner Candidates in their area. However on 14<sup>th</sup> August 2012, Peter Wardle, the Electoral Commission's Chief Executive issued a press statement which said "*We are now working with the Home Office to make sure voters have the information they need to take part in the November elections. We will send a booklet to every household so that people know about the elections and how to cast their vote.*"

Further details will be available in due course, however it now appears that information for voters will be available on the Government website and in addition every household will also receive a booklet from the Electoral Commission.

- 10.2 Locally** the Transition Board has identified Communications and Community Engagement as one of the eight work streams. As part of their work a briefing was held for editors, which resulted in coverage in the local press and radio. A press Release was issued in May, following the local elections, in preparation for the PCC elections and information provided on the Halton Borough Council website (: <http://www3.halton.gov.uk/news/newsroom/262804/>).

- 10.3 Cheshire Safer Future Communities Network Hustings Event,** 2 November 2012, at 10 am – 1 pm in The Pyramid & Parr Hall, Palmyra Square South, Warrington, WA1 1BL

The Cheshire Safer Future Communities Network is holding a hustings event for the voluntary, community and faith sector working in or interested in the criminal justice and community safety field.

This event will be an opportunity for you to ask questions of the candidates and find out how they plan to engage with the sector. It will help you to get more of an understanding of candidate's ability to perform in this very demanding role and how the sector can assist with that role. We also hope this event will enable you to make an informed decision when you get your chance to vote on the 15th of November.

The event is being held at the Pyramid & Parr Hall, Palmyra Square South, Warrington, WA1 1BL. To find out more and book a place, visit: <https://www.haltonsthelensvca.org.uk/event/cheshire-safer-future-communities-hustings-event>

You can contact Debbie Morris on 01928 592405.

## **11.0 POLICY IMPLICATIONS**

- 11.1 The policy implications of the review relate primarily to the Safer Halton priority as set out below, however this is a cross cutting work area which has wider implications on other areas of council business.

## **12.0 RISK ANALYSIS**

- 12.1 The future funding implications for non mainstreamed services may seriously impact on the Local Authorities delivery of community safety services and safeguarding issues. Further Briefings will be provided as we receive notification of the final changes to legislation.

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

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

The work of the Community Safety Team links very closely with that of the council's Children's' and Enterprise Directorate and the Youth Offending Team. They provide a valuable role in addressing anti social behaviour and promoting positive behaviour by young people.

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

The Community Safety Team work closely with the Probation service and YOT, supporting offenders to change their behaviour and to access training and employment opportunities.

### **13.3 A Healthy Halton**

Addressing anti-social behaviour and crime is the key function of the Community Safety Team and without this work it is likely that both will increase having a significant impact on resident's health.

### **13.4 A Safer Halton**

Should funding for community safety no longer be available, there will be an impact on crime and anti-social behaviour with both likely to rise, having a negative impact on residents quality of life.

### **13.5 Environment and Regeneration**

If anti-social behaviour and crime are not fully addressed in Halton this is likely to lead to a deterioration in the quality of the environment and a corresponding reduction in confidence of the public and business in the borough.

## **14.0 EQUALITY AND DIVERSITY ISSUES**

None.

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

- 15.1 There are no background papers under the meaning of the Act.

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

**DATE:** 13<sup>th</sup> November, 2012

**REPORTING OFFICER:** Strategic Director, Communities

**PORTFOLIO:** Adults and Communities

**SUBJECT:** Troubled Families / Inspiring Families Update

**WARDS:** Borough wide

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

1.1 To provide an update to the Safer Policy & Performance Board on the development of the Troubled Families programme.

### **2.0 RECOMMENDATION: That Safer Policy & Performance Board note the contents of the report.**

### **3.0 SUPPORTING INFORMATION**

3.1 In 2010 the Prime Minister confirmed his intention to ensure that 120,000 troubled families are 'turned around' by 2015. The focus of the troubled families investment and initiative is to concentrate attention on a jointly agreed and named group of families to turnaround their lives and future outcomes. The expectation is that all organisations that have a stake or input into such families lives will collaborate both strategically and operationally to lead and deliver a step change in the way that we deal with troubled families in England.

3.2 As part of the Troubled Families programme, the government indicates they have put in resources to incentivise and encourage local authorities and their partners to develop new ways of working with families, which focus on lasting change, recognising that these approaches are likely to incur extra costs but that they will result in a shift in the way we work with these families in the future – reducing costs and improving outcomes.

#### **3.3 Identifying the Families**

The Troubled Families Unit has provided criteria for identifying 'troubled families'. These are families that are most likely to live in households who:

- Are involved in crime and anti-social behaviour (ASB)
  
- Have children not in school
- Have an adult on out of work benefits
- Cause high costs to the public purse



- Plus local measures of domestic abuse and alcohol for year 1
- 3.4 The identification of families will be through partnership working by cross referencing school, police, crime and disorder, and DWP data. Through the strategy board Halton has also implemented a tier 2 Information Sharing Agreement to assist with the data exchange. During the three year programme Halton will engage with 375 Troubled Families, 313 of which will be eligible for payment by results. The proposed profile for the number of families it is intended to work with in Halton is as follows:
- 2012/2013 - 145 Troubled Families of which 120 will be eligible for payment by results
  - 2013/2014 - 145 Troubled Families of which 120 will be eligible for payment by results
  - 2014/2015- 85 Troubled Families of which 73 will be eligible for payment by results.
- 3.5 The Troubled Families Programme involves a substantial element of payment by results (PBR) in relation to the funding of key outcomes. This gives local authorities the opportunity to strengthen developing or existing plans in relation to whole scale re- development services or interventions to whole families.
- 3.6 The proportion of the £4,000 offered as an upfront attachment fee changes over the course of the three years of the programme from £3,200 in 2012/13; £2,400 in 2013/14; to £1,600 in 2014/15. The attachment fee element of the funding can only be claimed once i.e. if an authority ceases, or it's unsuccessful in its , efforts with a family to achieve the programme's outcomes the LA must replace that family with another that meets the identification criteria and for whom no new attachment fee is payable. The results payments are then available for claiming for successful outcomes achieved with the replacement family.
- 3.7 It is estimated that for Halton with 375 troubled families it costs the tax payer **£28.125m (£75k per family)** to pay for the support they need because their problems have escalated to requiring more comprehensive services.
- 3.8 In order to support the development of the Troubled Family programme there needs to be a clear business case that supports both the financial and outcome model. The complexities of family intervention mean that significant amounts of data are needed in order to develop this business case, and the financial modelling needs to be relatively sophisticated. The main reasons for this are that:
- Troubled families face, and cause, a wide range of problems. The costs which they currently incur fall in a wide range of categories, and there are potentially many outcomes which could be impacted by intervention;
  - Problems are not experienced by all families or to the same degree, and therefore the costs which they currently incur (and the savings which could be achieved if their problems were successfully addressed) vary widely from family to family; and

- The types of costs incurred and their scale also vary widely, from one-off costs to costs which recur over a long period of time.

### 3.5 Delivery Model

A number of delivery options were discussed, with the decision being made to lead the project from the Children and Young People's directorate.

Halton received funding in 2008 under the Respect Programme for the introduction of Family Intervention Programmes (FIP). National evaluation of FIP's have been very positive and cost benefit analysis shows that intensive early help can be more cost effective than repeat crisis interventions which invariably result in families requiring involvement from statutory services such as criminal justice and social work.

Halton Borough Council mainstreamed the FIP in March 2011 and the team currently operates from Children and Families Service as an Intensive Family Work Service. Many of these families are likely to meet the Troubled Families criteria.

Locally the Troubled Families will be called 'Inspiring Families' and there will be a 'soft' launch of the programme from October 2012. This will include frontline practitioners and strategic management briefings, these events will provide the opportunity to create a shared vision and a common approach across all partners for working with families in Halton.

At the Troubled Families Strategy group in July 2012 a report was presented that outlined four different commissioning models that could be used to implement the operational delivery of the troubled families programme. These options were:

1. Use an existing service,
2. Contracting out to a "spun out" service based on the existing provision,
3. Commissioning additional services to "scale up" an existing service,
4. Commissioning of an entirely new service.

- 3.6 It was agreed that the most viable option was to 'scale' up existing services and this existing service would be the Team around the Family (TAF). The Team around the Family model includes family support and an intensive family work service that also supports young people on the edge of care. This system / service are embedded within the council and the teams work to a key worker model based on the nationally recognised Family Intervention Projects model. This consisted of a 'Lead Professional/key worker' that was allocated to each family who used a variety of methods to engage the family and was persistent in undoing any blockages that were presented in order to gain the family's engagement; used sanctions and rewards to gain trust and progress; undertook holistic whole family assessments; provided interventions; and led on multi - agency tailored care packages for the whole family in a timely manner to suit their needs and capabilities.

3.7 Halton has strong partnership links and we will be using these to engage a range of provider's to build an effective delivery method and programmes to complement those programmes already in place. The first stage has been agreed as the Intensive Family service will be foundation for the multi- agency model to develop and locally the Troubled Families programme will be called Inspiring Families. Partner agencies are requested to identify a dedicated practitioner to work with the Intensive Family Work team. This initial request has been taken up by the Police, Youth Offending Service and Education and there are on-going discussions with other partners about how they can support. The expectation is that each agency will contribute to support the development of a virtual 'Inspiring Families /Team around the Family' (TAF). The amount of time required from each partner agencies will depend on the needs of the Inspiring Families that access the programme and will evolve as the programme develops. It is anticipated the first year of delivery of the programme will be led by the Intensive Family Work team with input from other agencies to identify, assess, care plan and provide interventions.

3.8 The initial workload of screening, assessment and care planning with the (existing) Intensive Family Work team with a range of dedicated staff from partner agencies working as part of the extended core and virtual team. As the programme develops and joint working arrangements strengthen and are clear and effective, it is expected that all agencies will lead on assessments and care planning.

### 3.9 **Performance and Monitoring of Outcomes**

There is further work that is required to finalise a process behind PBR for Halton. The whole family approach is complex and has overlapping outcomes and interventions that are required to 'turn around' troubled families. Some of the work required is clear outcomes, detailed knowledge of the problems within each family and how they relate to the outcomes and how will these outcomes evidence impact and value for money.

3.10 For Inspiring Families Halton we are not only using the three outcomes as proposed by the payment by results element from the national programme but also three other outcomes with a collection of sub measures.<sup>1</sup> Notes the outcomes that are payment by results.

1. Behaviour of the Family is significantly improved

- 60% reduction in ASB across the family<sup>1</sup>
- 33% reduction in offending rate of all minors within the family<sup>1</sup>
- Reduction in the number of police call outs to household

2. Education performance of children is improved

- Reduction in the number of families where children have less than 15% unauthorised absences<sup>1</sup>
- Reduction in the number of children that have fewer than 3 fixed term exclusions in the last 3 school terms<sup>1</sup>

I. Family members are in sustainable employment, education or training

- One adult has volunteered for the work programme or ESF programme within 6 months.<sup>1</sup>
  - One adult has moved off out of work benefits and into continuous employment in the last 6 months<sup>1</sup>
  - Reduction in the number of NEETS
- II. The family is in stable housing
- Reduction on the number of households that are evicted
  - Increase of number of families that have stable finances and access the Credit Union or open a bank account.
- III. Social and physical health and wellbeing of the family is improved
- Reduction in the number of alcohol A&E presentations
  - Reduction in the number of DNA for GP and health visitor appointments for the family
- IV. Risk factors to the family is reduced
- Reduction in the number of Domestic Abuse related injuries to A&E
  - Reduction in the number of children and young people that go from Child in Need to Child Protection whilst on the programme
  - Increase the number of children and young people were a CIN plan has closed whilst on the programme

3.11 There will be on-going analysis of the Inspiring Families cohort. The analysis will seek to make comparisons between predicted and actual costs incurred in providing services. The analysis will also take into consideration social return on investment in terms of predicting future savings as a result of improved outcomes for families. This will provide an evidence base for identifying cost effective interventions that work in improving outcomes for families and will inform future commissioning priorities.

### 3.12 Next Steps

There is still a lot of work to be carried out around the development and implementation of the programme. However the key next steps are as follows:

- Steps to make it easier for agencies to share data;
- Continued development of the delivery model;
- To formalise links with the Clinical Commissioning groups
- For partners to support the prioritisation of individuals and families
- Development of a stronger evidence base on the effectiveness of interventions;
- Further develop the tracking and monitoring system and performance framework;
- Agree the financial model for the investment of PBR; and
- Communicate to partners including operational staff the ethos of Halton's Troubled Families programme.

## 4.0 POLICY IMPLICATIONS

Not applicable.

## **5.0 OTHER IMPLICATIONS**

- 5.1 The application of any outcome-based approach to troubled families makes it essential to have good data on the diversity and multiplicity of problems which they face. This data is not easy to collect, due to a large number of different data sources and the problems of sharing data from those sources.
- 5.2 The barriers to effective data sharing can be both legislative and cultural. For example, on the legislative side, the Social Security Administration Act 1992 does not provide for DWP to share data with local authorities regarding individual benefit claimants (though anonymised data on the overall prevalence of benefit claiming within a cohort can be shared). This is a long-standing and well known issue. It has been partly addressed during the development of Troubled Families programme, through the creation of a new legal gateway under the regulations of the Welfare Reform Act 2012 to enable sharing of DWP data, without informed consent, for the specific purposes of the programme, but this is clearly only a partial solution to a much wider problem.
- 5.3 On the cultural side, there are a number of issues including data held in forms that render sharing extremely time-consuming e.g. paper-based records.
- 5.4 Both the legislative and cultural issues are less prevalent once families enter intervention programmes, since they usually give written consent to the sharing of their personal data at that point. For Halton the tier 2 Information Sharing Agreement has assisted in some areas however the data exercise around the identification of families has been a huge task that has been problematic as there are limitations around systems including internal systems that makes it difficult to match personal data and the ability automate data is limited so it is a manual exercise. The data issues will be a constant on-going problem throughout the troubled families programme.
- 5.5 There is the continued work that needs to take place to co-ordinate the DWP ESF and work programmes to ensure that clear process are in place for both practitioners and families.

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

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

The Troubled Families' initiative is intended to address the crucial factors for children in disadvantaged settings not meeting their potential.

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

The programme will be integrated with other employment/learning based initiatives such as the Work Programme and the ESF/DWP Programme.

**6.3 A Healthy Halton**

A range of health partners are committed to contributing to the programme including case analysis and service delivery.

**6.4 A Safer Halton**

Troubled Families make a significant impact on public resources; a more targeted approach offers economic advantage. For a full oversight of the project, it should also report to the Safer Halton partnership and the Policy and Performance board.

**6.5 Halton’s Urban Renewal**

None identified.

**7.0 RISK ANALYSIS**

7.1 The initial data analysis showed that in Halton there were insufficient numbers of families who would meet the DCLG criteria. However, we are adding and applying local criteria to ensure sufficient numbers will be identified for the first tranche of families. The quality of data information means that we will be reviewing the local criteria for year 2 and 3. This information will be reviewed as where families choose not to engage with the programme other families will need to be identified.

7.2 Securing the commitment of all partners is also a key issue. All Key partners are now invited to attend and contribute to the Strategy meeting and support the development of the Business Plan.

**8.0 EQUALITY AND DIVERSITY ISSUES**

8.1 An Equality Impact Assessment will be undertaken on the Business Plan. The aim of the programme is to try and work with disadvantaged families supporting them to overcome many of the barriers they face.

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

<b>Document</b>	<b>Place of Inspection</b>	<b>Contact Officer</b>
<b><i>The Troubled Families Programme Financial Framework for Troubled Manager IYSS Families March 2012</i></b>	<b><i>2<sup>nd</sup> Floor Rutland House</i></b>	<b><i>Lorraine Crane Divisional</i></b>