

Public Document Pack



Corporate Policy and Performance Board

Tuesday, 20 October 2015 6.30 p.m.
Civic Suite, Town Hall, Runcorn

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

Chief Executive

BOARD MEMBERSHIP

Councillor Robert Gilligan (Chairman)	Labour
Councillor Alan Lowe (Vice-Chairman)	Labour
Councillor Mark Dennett	Labour
Councillor Charlotte Gerrard	Labour
Councillor Chris Loftus	Labour
Councillor Angela McInerney	Labour
Councillor Shaun Osborne	Labour
Councillor Norman Plumpton Walsh	Labour
Councillor Joe Roberts	Labour
Councillor Christopher Rowe	Liberal Democrat
Councillor Kevan Wainwright	Labour

*Please contact Angela Scott - angela.scott@halton.gov.uk
or 0151 511 8670 for further information.
The next meeting of the Board is on Tuesday, 5 January 2016*

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

Part I

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1. MINUTES	
2. DECLARATION OF INTEREST (INCLUDING PARTY WHIP DECLARATIONS)	
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 and voting on the item.	
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In accordance with the Health and Safety at Work Act the Council is required to notify those attending meetings of the fire evacuation procedures. A copy has previously been circulated to Members and instructions are located in all rooms within the Civic block.

REPORT TO: Corporate Policy & Performance Board

DATE: 20 October 2015

REPORTING OFFICER: Strategic Director, Community and Resources

SUBJECT: Public Question Time

WARD(s): Borough-wide

1.0 PURPOSE OF REPORT

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

2.0 RECOMMENDED: That any questions received be dealt with.

3.0 SUPPORTING INFORMATION

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

- (vi) In the interests of natural justice, public questions cannot relate to a planning or licensing application or to any matter which is not dealt with in the public part of a meeting.
- (vii) The 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: Corporate Policy and Performance Board
DATE: 20 October 2015
REPORTING OFFICER: Chief Executive
SUBJECT: Executive Board Minutes
WARD(s): Boroughwide

1.0 PURPOSE OF REPORT

- 1.1 The Minutes relating to the Corporate Services Portfolio which have been considered by the Executive Board are attached at Appendix 1 for information.
- 1.2 The Minutes are submitted to inform the Policy and Performance Board of decisions taken in their area.

2.0 RECOMMENDATION: That the Minutes be noted.

3.0 POLICY IMPLICATIONS

- 3.1 None.

4.0 OTHER IMPLICATIONS

- 4.1 None.

5.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

5.1 Children and Young People in Halton

None

5.2 Employment, Learning and Skills in Halton

None

5.3 A Healthy Halton

None

5.4 A Safer Halton

None

5.5 Halton's Urban Renewal

None

6.0 RISK ANALYSIS

6.1 None.

7.0 EQUALITY AND DIVERSITY ISSUES

7.1 None.

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

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

Extract of Executive Board Minutes relevant to the Corporate Policy and Performance Board

EXECUTIVE BOARD MEETING HELD ON 3 SEPTEMBER 2015

EXB31	TAXI LICENCING MATTER
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The Board considered a report of the Chief Executive, on proposed additions/amendments to the Single Status Drivers Conditions and the Hackney Carriage and Private Hire Vehicle Conditions (the Conditions) as recommended by the Regulatory Committee on 17 June 2015.

The Board was advised that the Regulatory Committee had considered various changes and additions to the Conditions following consultation with the trade by the Taxi Consultative Group. It was noted that a number of potential changes were set out in the report to the Regulatory Committee (attached at Appendix 1.) Minute REG 21 of the Regulatory Committee recommended the adoption of those changes as Council policy (Minute REG 21 was set out in Appendix 1 for Members' reference.)

RESOLVED: That

- 1) The recommendations of the Regulatory Committee set out in Minute REG 21 and in the report to Regulatory Committee on 17 June 2015, be adopted as Council policy; and
- 2) the Operational Director, Legal and Democratic Services, be authorised to determine the detailed wording of any outstanding matters and all other consequential matters to ensure implementation of this resolution.

EXB32	QUARTER 1 SPENDING
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The Board considered a report of the Operational Director, Finance, which summarised the overall revenue and capital spending position as at 30 June 2015.

In overall terms, revenue expenditure was £0.131m below the budget profile, however, this was only a guide to eventual spending. It was noted that spending on employees was £0.4m below the budget profile at the end of the quarter with the existence of a number of vacant posts and savings in staff turnover.

Members were advised that the Children and Families Department had experienced severe cost pressures in 2014/15 which resulted in a budget overspend for the year. In addition, the Department continued to deal with pressures in other areas such as Special Guardianship, Out of Borough Fostering, Direct Payments and Individual Budgets.

The Capital Programme had been revised to reflect a number of changes in spending profiles as schemes had developed; a list of those schemes that had been revised were set out in the report. With regard to capital spending, it was reported that spending to the 30 June 2015 totalled £4.575m, which was 96% of the planned spending of £4.780m at this stage. However, this represented 9% of the total Capital Programme of £49.234m.

The Council's Balance Sheet was monitored regularly in accordance with the Reserves and Balances Strategy which formed part of the Medium Term Financial Strategy. The key reserves and balances had been reviewed and were considered prudent and appropriate at this stage in the financial year and within the current financial climate.

RESOLVED: That

- 1) all spending continues to be limited to the absolutely essential;
- 2) Strategic Directors ensure overall spending at year-end is within their total operational budget; and
- 3) Council approve the revised Capital Programme, as set out in Appendix 3 attached to the report.

EXB33	A SOCIAL VALUE CHARTER FOR HALTON
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The Board considered a report of the Strategic Director, Policy and Resources, which sought endorsement for the Social Value Charter for Halton.

The Social Value Policy Statement and Procurement Framework were approved by the Board in September 2014. They were developed both in response to the requirements of the Public Services (Social Value Act) 2012 (the Act) and as part of a national Delivering Social Value in Health Programme, of which Halton was one of four pilot areas.

The Act required the Council to consider how what it procured might improve the well-being of the relevant area, and how the procurement process might act in achieving that improvement.

The definition of social value contained within the Act, made it possible to weigh social benefit against the cost of investment, with benefits in local employment, apprenticeship and training programmes, volunteer programmes and the use of sustainable products, as detailed in the report.

It was reported that, as part of the Council's continuing work of the Delivering Social Value in Health Programme, there had been an aspiration to pull together an overarching Social Value Charter, to provide the umbrella under which each organisations' social value work would take place, with a shared set of values and principles to work towards. The Charter was attached at Appendix 1, and it was proposed that this would be launched in September 2015, alongside the roll out of a

number of other activities including training across organisations and an annual report on social value successes in Halton.

RESOLVED: That

- 1) the report be noted; and
- 2) the Social Value Charter for Halton be endorsed.

EXB38	SIGNAGE AT THE HIVE, WIDNES WATERFRONT
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The Board considered a report of the Strategic Director, Children and the Economy, which sought approval to amend the Capital Programme to provide an allocation of funding to introduce Totem style signage at The Hive, Widnes Waterfront.

It was reported that businesses at the site had requested the erection of a Totem style promotional sign at the junction of Earle Road and Ashley Way. The Board was advised that whilst existing businesses had indicated their willingness to contribute financially in principle, the provision of such a sign, and the Council's support for it, would further attract potential developers to the Borough, as detailed in the report.

RESOLVED: That Council be recommended to approve a revision to the Capital Programme of an additional £100,000, maximum, for the construction and erection of a Totem style sign at The Hive, Widnes Waterfront.

EXECUTIVE BOARD MEETING HELD ON 17 SEPTEMBER 2015

EXB43	DIRECTORATE PERFORMANCE OVERVIEW REPORTS FOR QUARTER 1 OF 2015/16
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The Board considered a report of the Strategic Director, Community and Resources, on progress against key objectives/milestones and performance targets for the first quarter to 30 June 2015.

The Board was advised that the Directorate Performance Overview Report provided a strategic summary of key issues arising from performance in the relevant quarter for each Directorate, being aligned to Council priorities or functional areas. The Board noted that such information was key to the Council's performance management arrangements, with the Board having a key role in monitoring performance and strengthening accountability. Performance management would continue to be important in the demonstration of value for money and outward accountability.

RESOLVED: That the report and progress and performance information be noted.

EXB44	TREASUREY MANAGEMENT 2015-16 – QUARTER 1
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The Board considered a report of the Operational Director, Finance, which updated Members on the activities undertaken on the money market, as required by the Treasury Management Policy.

The report provided supporting information on the economic background, interest rate forecast, short term borrowing rates, longer term borrowing rates, borrowing/investments, new long term borrowing, policy guidelines and treasury management indicators. It was noted that no debt rescheduling had been undertaken during the quarter.

RESOLVED: That the report be noted.

EXECUTIVE BOARD MEETING HELD ON 1 OCTOBER 2015

EXB49	INITIAL BUDGET PROPOSALS 2016/17 (CHECK NO CHANGES)
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The Board considered a report of the Operational Director, Finance, on initial budget proposals for 2016/17.

The Board was advised that the Medium Term Financial Strategy (MTFS) forecast revenue budget funding gaps of approximately £16m in 2016/17 and £9m in 2017/18. A first set of savings proposals from the Budget Working Group were attached at Appendix 1. It was proposed to implement these immediately to achieve a part in-year saving in 2015/16, to assist in keeping the Council's overall spending in line with budget.

It was noted that the Government would announce its Grant Settlement for Local Government in December 2015, at which point the Council's actual budget gap for 2016/17 would be identified as well as indications for 2017/18 and 2018/19.

RESOLVED: That Council be recommended to approve the initial budget proposals for 2016/17, as set out in Appendix 1.

EXB 50	TERM MAINTENANCE CONTRACTS (CHECK NO CHANGES)
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The Board considered a report of the Strategic Director, People and Economy, on Term Maintenance Contracts.

The Board was advised that the existing maintenance and minor work term contracts across the Borough were due to end by 1 June 2016. The Operational Director, Economy, Enterprise and Property had proceeded with a procurement process to invite tenders for three new contracts to cover all the required elements across the Borough, as detailed in the report. It was proposed that the new arrangements would be set up for a three year period with the potential to extend by one year, subject to satisfactory performance.

RESOLVED: That the Board note that a procurement process will be entered into via The Chest, with the purpose of securing maintenance and minor works contracts for mechanical, electrical and building elements for use across the Borough.

REPORT TO: Corporate Policy and Performance Board

DATE: 20 October 2015

REPORTING OFFICER: Strategic Director, Community and Resources

PORTFOLIO: Resources

SUBJECT: Member Development Group Notes

WARDS: N/a

1.0 PURPOSE OF THE REPORT

1.1 To consider the notes of the Member Development Group held on 25 June 2015.

2.0 RECOMMENDED: That the report be noted.

3.0 SUPPORTING INFORMATION

The notes of the last meeting of the Member Development Group are before CSPPB as stated in the Constitution.

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 RISK ANALYSIS – None.

8.0 EQUALITY AND DIVERSITY ISSUES – None.

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

None.

Member Development Group

*At a meeting of the Member Development Group held on 25th June 2015
at the Municipal Building, Kingsway, Widnes*

Present: Councillors J. Stockton (Chairman), J. Bradshaw, Wharton and Zygadlo.

Officers: K Mackenzie, A Kelly (for J Greenough) and Alison Scott.

Apologies for absence: Councillors Gilligan, C. Plumpton Walsh, N. Plumpton Walsh, Wainwright, Wallace and Wright.

MDG1	NOTES OF THE LAST MEETING	
	The notes of the last meeting held on 26 March 2015 were approved as a correct record.	
MDG2	REVIEW OF CURRENT PERFORMANCE AGAINST TARGETS	
	LOD2 – Number of Members with a Member Action Plan (MAP.) The Number of Members with a MAP to date since April 2015 remained unchanged at 54 of 56. MAPs had been arranged with some Members following the local election in May who had responded to an invitation to attend.	KM
	LOD3 – Percentage of Members attending at least one organised training event in the current financial year. Since April 2015, 34% of Members had attended at least one organised training event (19 of 56 Members.) The target was 100% for the year 2015-16.	KM
MDG3	LEARNING AND DEVELOPMENT UPDATE	
	Members were informed that following the local election held in May, an Induction Programme had been held for the newly elected Councillor over two days. A Local Government Finance Workshop would be rearranged for after the election in May. A tour of four sites in the Borough would also be arranged, to include the Mersey Gateway Visitor Centre, the Brindley, the Stadium and the Kingsway Centre. Members were encouraged to complete the various on-line courses that were on offer to them, accessible via the Intranet Home Page through Learning Pool. Some Members had already completed several of the courses on offer and their feedback had been positive. Councillor John Stockton had attended a meeting of the North West Member Development Network with Kathryn in St Helens. Items on the agenda for discussion were Community Champions, future development needs, supporting the Digital Champions Role (Learn My Way UK On-Line Centres,) the Scrutiny function going forward and succession planning. Other issues discussed were the Code of Conduct, paperless meetings and the 21st Century Public Servant.	KM

	Councillor Stockton would provide the network with information regarding the savings made in Halton by the switch to paperless meetings through the use of I-pads.	
MDG4	MEMBERS' IT UPDATE Alison Kelly attended in the absence of Jonathan Greenough, and updated Members on the current IT position. Members' I-phones would be upgraded as necessary which would include finger print recognition rather than a password.	JG
MDG 5	ANY OTHER BUSINESS/MEMBER SUPPORT ISSUES No other issues to report.	
MDG 6	DATE OF THE NEXT MEETING RESOLVED: The next meeting will be held at 4.30pm in the Willow Room, 1st Floor, Municipal Building Widnes on Thursday 24 September. The Group will then meet on 21 January and 31 March 2016	KM /JS
	The meeting closed at 5pm	

REPORT TO:	Corporate Policy & Performance Board
DATE:	20 October 2015
REPORTING OFFICER:	Strategic Director, Community & Resources
PORTFOLIO:	Resources
SUBJECT:	Corporate Health and Safety Policy
WARDS:	Borough-wide

1.0 PURPOSE OF THE REPORT

- 1.1 To seek Corporate Policy & Performance Board approval to the revised Corporate Health and Safety Policy, attached.

2.0 RECOMMENDED: That:

(1) the Policy be approved; and

(2) if deemed necessary, PPB makes recommendations to the Executive Board.

3.0 BACKGROUND and PROPOSALS

- 3.1 The Health and Safety (at work) Act places a legal duty on employers to ensure, so far as reasonably practicable, the health, safety, and welfare of employees and others affected by their actions.
- 3.2 It states that organisations with five or more employees must have a written health and safety policy, setting out how it manages health and safety.
- 3.3 As required, the attached revised policy highlights the commitment (Statement of Intent) to managing health and safety effectively, the responsibilities of managers and staff and also the arrangements for how health and safety is implemented across the Council. Changes are only minor matters of detail.
- 3.4 This year there has been the biennial review of the policy and it has been updated to reflect procedural and Directorate changes.

4.0 FINANCIAL IMPLICATIONS

- 4.1 There are no direct financial implications contained in this report.

5.0 POLICY IMPLICATIONS

5.1 The management of health and safety for employees and others affected by the Council's actions is a legal responsibility required by the Health and Safety Act 1974.

6.0 IMPLICATIONS FOR THE COUNCIL

6.1 The provision of a safe working environment and reduction in accidents is important in order to provide,

- A Healthy Halton
- A Safer Halton
- Efficient and Effective Delivery of Services

7.0 RISK ANALYSIS

7.1 Accidents which lead to lost time have financial implications for the Authority (although these are always secondary to our concern for the well-being of staff and customers). Having an effective Health and Safety Policy protects our employees and the Council.

8.0 EQUALITY AND DIVERSITY ISSUES

8.1. There are no direct equality and diversity issues arising from this report.

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.



HALTON BOROUGH COUNCIL
CORPORATE HEALTH, SAFETY AND WELFARE POLICY
(STATEMENT OF INTENT AND ORGANISATION)

CORPORATE HEALTH, SAFETY AND WELFARE POLICY

Date Created: Dec 2004	Date of Amendment: September 2015	Date of Next Review: As required
Approved by	Chief Executive	
Custodian title & e-mail address	Principal Health, Safety and Welfare Manager tony.dean@halton.gov.uk	
Author	Tony Dean	
Responsible Directorate/Division	Risk and Emergency Planning Division	
Supporting documents, procedures & forms of this policy	Policy only	
References & Legislation	Health, Safety and Welfare at Work etc. Act 1974 Management of Health, safety and welfare at Work Regulations 1999	
Audience	All HBC Officers	
Consultation	Corporate Joint Consultative Committee (9/10/13)	
Managers checklist	1. Comply with the requirements identified in the Policy.	
Expiry date of Policy	n/a	

1. INTRODUCTION

Under the Health and Safety at Work (etc) Act 1974 employers have a duty to safeguard 'so far as reasonably practicable' the health safety and welfare of employees and others affected by their actions.

This Health, Safety & Welfare Policy outlines the roles and responsibilities with regard to the management of health and safety in order to comply with the requirements of the Health and Safety at Work (etc) Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended 2006) and other associated Regulations and Approved Codes of Practice.

In particular the aims of the Health and Safety at Work (ect) Act 1974 are to:

- (a) Provide a legislative framework to promote, stimulate and encourage high standards of health and safety in the workplace; and
- (b) Promote safety awareness to ensure a safe organisation and to continually improve performance.

Section 2 (3) of the Act requires employers to prepare a written safety Policy and to bring the Policy Statement to the notice of all staff, informing them of the organisation and arrangements for implementing the procedures outlined in the Policy document.

2. STATEMENT OF INTENT

Halton Borough Council is committed to continual improvement in health, safety and welfare performance. A Strategic Priority within the Corporate Plan is Effectiveness & Business Efficiency and in order to do so it recognises its “duty of care” to employees, clients, pupils, and members of the public using its services.

The Authority will aim to comply ‘so far as reasonably practicable’ with its legal responsibilities as required by the Health and Safety at Work Act (etc) 1974 and all other health and safety legislation. In so doing the Authority will:

- Ensure that health & safety is fully integrated into the management decision making processes
- Make suitable and sufficient assessment of the significant risks which may affect the employees, clients, pupils, and members of the public using its services and subsequently identify control measures
- Effectively communicate information on the health & safety information, including the publication of health & safety performance and the risks to those people who may be affected
- Monitor the effectiveness of any measures taken to reduce risk
- Provide a safe and healthy working environment
- Provide safe work equipment
- Provide suitable and sufficient health, safety and welfare training
- Aim to reduce the likelihood of reoccurrence of work-related accidents/ill-health, incidents and near misses through effective investigation and identifying any areas for improvement
- Co-operate and consult with appointed health & safety representatives recognised by trade unions and where necessary will provide them with information
- On the basis that health & safety is everyone’s responsibility and not just a management function, provide employees with adequate information, instruction and training to ensure their health & safety competence and to enable them to contribute to the effectiveness of this policy
- Review the health, safety and welfare policy at regular intervals
- Give proper regard to ensuring that welfare arrangements and facilities are adequate. Welfare arrangements will include the management of stress whilst facilities will include toilets, provision of drinking water, etc. and also ergonomics such as lighting, heating, seating, ventilation, etc

3. RESPONSIBILITIES

3.1 Executive Board Members

Executive Board Members should ensure that adequate resources are available and effectively deployed to enable the Authority to fulfil its legal requirements under health, safety and welfare legislation.

The Corporate Services Policy Performance Board will receive biannual reports relating to the Health, Safety and Welfare performance of Directorates. They will make such recommendations to the Executive Board as may from time to time be necessary and appropriate to maintain suitable and sufficient health, safety and welfare arrangements across the Council.

3.2 School Governing Bodies

In schools, the employer is ultimately responsible for health, safety and welfare. Head teachers must make arrangements for ensuring the implementation of the health and safety policies of their employer arising out of their health and safety responsibilities.

Note: In voluntary aided and foundation schools, academies and independent schools the Governing Body is the employer whereas in community and voluntary-controlled schools, the employer is the Local Authority

3.3 Chief Executive

The Chief Executive is responsible for ensuring that the Statement of Intent is implemented as part of aims of the Corporate Health, Safety and Welfare policy.

This will be achieved by:

- a) Allocating necessary resources for health, safety & welfare
- b) Ensuring that in conjunction with Trade Union Employee Representatives a joint consultative committees deliberate health and safety matters
- c) Being kept informed about any significant health and safety issues including holding quarterly update meetings with the Principal Health and Safety Advisor

3.4 Strategic Directors

Strategic Directors have ultimate responsibility in ensuring that Health, Safety and Welfare is managed in their Directorate.

This will be achieved by:

- a) Allocating adequate resources and recommending the provision of necessary finance to improve and maintain health and safety standards when compiling annual budgets

- b) Ensuring that health, safety and welfare management is fully implemented throughout their respective Directorate by allocating specific health, safety & welfare responsibilities to the appropriate manager
- c) Ensuring that health, safety and welfare strategies and policies are implemented and integrated in the Directorate management systems
- d) Being kept informed of accidents which are reportable to the Health & Safety Executive and any trends in accidents or work related ill health

3.5 Operational Directors / Divisional Managers

Operational Directors and Divisional Managers have an active role in the management of health, safety and welfare within their work area.

This will be achieved by:

- a) Ensuring the effective development, implementation, communication and compliance with health, safety and welfare strategies and policies
- b) Allocating specific health, safety and welfare responsibilities to managers and ensuring that they are adequately resourced to fulfil these responsibilities
- c) Ensuring that Risk Assessments are completed, where required on the Corporate Risk Assessment system, and that the application of suitable and sufficient risk control measures are functioning effectively through the appropriate monitoring and review processes
- d) Ensuring that accidents incidents, dangerous occurrences and near misses are reported and investigated in line with corporate procedures and health & safety legislation

3.6 Operational Director / Divisional Manager - Property Services

Will be responsible for ensuring that corporate buildings are safe, so far as reasonably practicable, for employees. In doing so they will work with nominated Building Managers.

This will be achieved by:

- a) Ensuring compliance with health and safety statutory requirements in relation to buildings including fire management
- b) Ensuring all works are effectively planned, organised, controlled, monitored, reviewed and audited in relation to health and safety
- c) Ensuring the effective control of contractors undertaking any works its representatives and ensure that hazard information has been exchanged and suitable risk control measures implemented
- d) Ensuring that services supplied to the Council and others by outside agencies are provided such that they will satisfy all current health & safety legislation, particularly in respect of equipment

- e) Ensuring security arrangements are maintained, general cleanliness and adequate welfare facilities are provided
- f) Ensuring workplace Condition Surveys of the premises and schools are periodically undertaken to maintain health and safety standards
- g) Undertaking investigations involving accidents / incidents involving corporate buildings and, where necessary, implementing measures to prevent re-occurrence
- h) Any other H&S duties in respect to the management of the premises

3.7 Managers and Team Leaders

Managers and Team Leaders within their areas are responsible for ensuring that everything reasonably practicable should be done to prevent foreseeable harm or injury within their work area.

This will be achieved by;

- a) Implementing Council's Health and Safety policies, guidance documents and approved codes of practice relating to health & safety.
- b) Ensuring that risk assessments are carried out by a competent person with the involvement of staff for tasks, workplaces and equipment and, where applicable, are entered on the Corporate Risk Assessment system
- c) Ensuring that control measures identified in the risk assessments are implemented, monitored for effectiveness and reviewed annually
- d) Ensuring that staff are familiar with emergency procedures, safe systems of work, significant risks, accident reporting within their working area to ensure effective reduction of risk
- e) Ensuring that staff have access to relevant health, safety and welfare policies and guidance
- f) Ensuring that staff are adequately trained and supervised for tasks / activities they are required to perform and are instructed in any emergency procedures relevant to their task / workplace
- g) Ensuring that all plant and equipment used are adequately tested, maintained in accordance with current legislation and that comprehensive records are kept of all tests
- h) Ensuring that all accidents, incidents, dangerous occurrences, near misses, violent incidents are reported through the online accident / incident reporting system in accordance with RIDDOR and are fully investigated with control measures documented and implemented to prevent re-occurrence
- i) Consulting and co-operating with appointed safety representatives where applicable
- j) Ensuring that senior managers are informed of any relevant health, safety and

welfare issues, especially those that have resource implications and also those that cannot be resolved at local levels

3.8 All Employees

All employees, full time, part time, temporary and casual must be:

- a) Aware of their legal responsibility to ensure their own health, safety and welfare and that of others who may be affected by their actions
- b) Familiar with the hazards of their work and with the safe systems of work designed to minimise risk to them
- c) Aware that they have a legal duty to co-operate with employers by following any procedures issued by the Authority which are designed to protect their health, safety and welfare
- d) Aware that they are not to interfere with or misuse anything provided in relation to health, safety or welfare
- e) Aware that they are to bring to the attention of employers any situation that is considered to be a serious and / or imminent danger and any other shortcoming in health and safety arrangements by reporting accidents / potential hazards and defective equipment / premises

3.9 Health and Safety Team

The Health and Safety team are responsible for providing competent health and safety advice to the Authority to ensure that it is compliant with Health and Safety legislation.

This will be achieved by;

- a) Developing, publicising and supporting the implementation of health, safety and welfare policies and procedures
- b) Keeping the Authority up to date on relevant legislative changes including advising on implications of health and safety legislation, relevant regulations, Approved Codes of Practice, H.S.E Guidance and H&S training
- c) Promoting the Corporate Risk Assessment system for the identification of hazards, assessing risks, identifying and implementing suitable control measures to reduce risk to an acceptable level, monitoring and reviewing; to ensure compliance with health and safety requirements
- d) Providing advice and guidance on the reporting of accidents / incidents and overseeing investigations into the cause and circumstances of serious accidents and near miss incidents and where necessary, reporting accidents in accordance with RIDDOR
- e) Conducting health and safety inspections of any Council buildings, plant, machinery, equipment and sites and audits health, safety and welfare performance of services within Directorates
- f) Establishing professional relationships at all levels within the Council and

external organisations HSE, Fire, etc.

- g) Maintaining adequate records and statistics as required by legislation and issuing details of these to directorates, along with reports, to analyse trends and to tender advice on the prevention of reoccurrences
- h) Providing biannual reports on health and safety performance and identifying the 'risk profile' for the Authority to both the Corporate Management team and the Corporate Services Policy and Performance Board
- i) Formulating health & safety policies, guidance documents and other associated health and safety systems of work in accordance with current legislation

4. FURTHER ARRANGEMENTS

4.1 All Health and Safety policies and other documents will be available either on the Health and Safety portal on the Intranet or through Sharepoint

4.2 In line with guidance around the Corporate Manslaughter and Corporate Homicide Act 2007 (INDG417), the lead officer at Board level is the Operational Director, Legal and Democratic Services

4.3 In the case of a serious breach of safety procedures, the employee involved in the breach will be subject to disciplinary action, in accordance with the Health & Safety at Work Act and any statutory provisions

4.4 Where a member of staff has a concern regarding health, safety and welfare there are two routes available for addressing the issue:

- a. Through the line manager

If the problem is not easily resolved, the line manager should seek advice from the Health and Safety team.

- b. Through Trade Union Representatives

Trade Union members may choose to raise concerns directly with their union representatives. The union representatives should then consult with the appropriate managers to try to resolve the issue. If the outcome is unsatisfactory, it can be referred to the relevant Consultative Committees.

4.5 Halton Borough Council encourages consultation with Trade Union Safety Representatives. Consultation will take place regarding:

- Preparation of health, safety and welfare policies
- The objectives set in Directorate Health, Safety and Welfare working groups
- Health, safety and welfare audits
- Significant findings of accidents and violent incidents

4.6 Meetings will take place with managers and Trade Unions at Joint Consultative Committees and the aims and objectives are;

4.6.1 Corporate Joint Consultative Committee

Aims:

1. To provide a means of improving the flow of information in all directions between employee representatives and management; and
2. To monitor, health, safety and welfare arrangements across the Council to ensure that they are being effectively managed.

Objectives:

1. To provide a forum for negotiations to take place on matters of a corporate nature;
2. To provide a forum for the frank exchange of views between employee representatives and management on employment practices, terms and conditions and other related matters pertaining specifically to the employment areas in question;
3. To ratify new and amended Human Resource and Health and Safety policies;
4. To report on health and safety performance;
5. To monitor accidents and any trends and identify actions to prevent reoccurrences; and
6. To provide strategic direction.

Outcome: -

To be satisfied that health, safety and welfare is being effectively managed within the Authority.

4.6.2 Directorate Joint Consultative Committees

General:

Directorate Joint Consultative Committees will be established for each of the Council's two Directorates:-

- People and Economy
- Community and Resources

In the event of items of directorate or corporate consequence arising, then it will be the responsibility of the Chairman of the group to ensure that the item is referred for further discussion to Corporate Joint Consultative Committee.

Aims:

1. To provide a means of improving the flow of information in all directions between employee representatives and management; and
2. To monitor health, safety and welfare performance for the Directorate to ensure it is being effectively managed.

Objectives:

1. To provide a forum for the frank exchange of views between employee representatives and management on employment practices, terms and conditions and other related matters pertaining specifically to the employment areas in question;
2. To monitor H&S performance of each area of the Directorate;
3. To monitor accidents and any trends and identify actions to prevent reoccurrences;
4. To keep updated with legislation and topical issues and identify actions arising; and
5. To discuss, where applicable, matters referred by 1st Tier Groups which are felt to have Directorate consequences or which are unresolved at 1st Tier.

Outcome: -

To ensure that there is full representation and reporting on performance in the management of health and safety within the Directorate.

4.6.3 Sectional Joint Consultative Committee

General:

The main employment areas/occupations within these two Directorates are:

- Waste/Open Spaces/Logistics
- Stadium/Catering/Arts & Recreation

In the event of items of directorate or corporate consequence arising, then it will be the responsibility of the Chairman of the group to ensure that the item is referred to the appropriate forum for further discussion.

Aims:

1. To provide a means of improving the flow of information in all directions between employee representatives and management.
2. To measure, monitor and continually improve health, safety and welfare performance for the areas within the respective employment areas.

Objectives:

1. To provide a forum for the frank exchange of views between employee representatives and management on employment practices, terms and conditions and other related matters pertaining specifically to the employment areas in question.
2. To report on H&S performance at meetings and identify areas for development
3. To monitor accidents and any trends and identify actions to prevent reoccurrences
4. To keep updated with legislation and topical issues and identify actions arising.

Outcome: -

To effectively manage health, safety and welfare within the main employment areas/occupations.

Signed

D. Parr
Chief Executive

Cllr. R. Polhill
Council Leader

Date

Date

Version Control and Change History

Version Control	Date Released	Date Effective	Approved By	Amendment
1	Dec 04	Dec 04	N/K	N/A
2	Aug 08	Aug 08	Chief Executive	Nil
3	April 09	April 09	Chief Executive	Include in: <u>Managers Responsibilities</u> 1. 'any person who may be directly affected by their actions including clients, pupils and members of the public' and 2. Managers to make staff aware of 'risks to themselves and others' <u>Risk and Emergency Planning</u> 3. Will 'publicise' information
4	Sept 09	Sept 09	Chief Executive	P.4 Amend name from Executive Directors to Strategic Directors
5	May 10			Changes to arrangements in light of Efficiency Review and HSE Strategy. Approved at Management Team 4/5, Corp H&S 13/5 & PPB 25/5.
6	May 11	May 11	Chief Executive	Updated with Occupational & H&S new structure and terms of reference approved at Management Team on 17/5/11
7	Nov 13	Nov 13	Chief Executive	Reviewed in line with the updated HSG65
8	Sept 15			Reviewed to reflect Directorate changes and changes to systems, including availability of documents on Sharepoint

REPORT TO: Corporate Policy & Performance Board

DATE: 20 October 2015

REPORTING OFFICER: Strategic Director, Community & Resources

PORTFOLIO: Resources

SUBJECT: Corporate Health and Safety Policy

WARDS: Borough-wide

1.0 PURPOSE OF THE REPORT

1.1 To provide and interim report on the performance of health safety management within the Authority from 1st April 2015 to 1st September 2015.

2.0 RECOMMENDED: That:

(1) The interim report be noted; and

(2) if deemed necessary, PPB makes recommendations to the Executive Board.

3.0 BACKGROUND and PROPOSALS

3.1 The interim health and safety report on the performance of health safety management for the current financial year is appended for Corporate Services Policy & Performance Board's consideration.

3.2 It provides national and local health and safety information including a physical and racist attack which happened to one of the Council's social workers.

3.3 In summary the report highlights that there have been year by year increases in the number of risk assessments being undertaken, which is positive.

3.4 However, it also highlights that for the same period last year there has been an increase in the number of 'significant' accidents and verbal violent incidents. There is also an increase in the number of days lost with 166 this year compared to 15 days for the same period last year. This is predominantly due to 2 particular incidents; a manual handling accident and the violent incident referred to above.

3.5 Finally, it contains addendum reports on both the results and actions from the corporate Stress Survey, together with a benchmarking

exercise undertaken across other Unitary Authorities comparing the frequency of incidents.

4.0 FINANCIAL IMPLICATIONS

4.1 There are no direct financial implications associated with the report, although this is clearly a cost to the Council of staff absences from work.

5.0 POLICY IMPLICATIONS

5.1 The management of health and safety for employees and others affected by the Council's actions is a legal responsibility required by the Health and Safety Act 1974.

6.0 IMPLICATIONS FOR THE COUNCIL

6.1 The provision of a safe working environment and reduction in accidents is important in order to provide,

- A Healthy Halton
- A Safer Halton
- Efficient and Effective Delivery of Services

7.0 RISK ANALYSIS

7.1 Accidents which lead to lost time have financial implications for the Authority (although these are always secondary to our concern for the well-being of staff and customers).

8.0 EQUALITY AND DIVERSITY ISSUES

8.1. There are no direct equality and diversity issues arising from this report.

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.



**CORPORATE ACCIDENT / INCIDENT
INTERIM REPORT
MANAGEMENT TEAM
1st April to 1st September 2015**

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1. INTRODUCTION:

1.1 General

The Health and Safety at Work etc Act clearly places responsibility on those who create the risk to manage it. The new HSE Strategy, 'Being Part of the Solution' highlights that members of the board have both collective and individual responsibility for health and safety. As such, the need is for board-level members to champion health and safety and be held accountable for its delivery.

Part of this includes identifying areas for improvement in health and safety management with the intention of improving staff morale, reducing in work-related sickness absence and lowering insurance premiums. In particular having robust health and safety procedures in place provides safeguards against legal action being taken against the Authority.

1.2 Health and Safety Management System

In order to demonstrate how Halton Borough Council as an employer is delivering the HSE Strategy, this report is to provide Management Team with details of health and safety performance in relation to Key Performance Indicators (KPI). Details of KPI's are as follows:

LEAD INDICATORS

Proactive action taken and any outcomes

KPI No.

1. **Number of risk assessments completed on corporate systems**
Rationale – creating a safe working environment
2. **Number of Near Misses**
Rationale –action taken to prevent further similar incidents and before injuries occur
3. **Number of officers who are registered on the Lone Working Monitoring System and are utilising the system**
Rationale – demonstrating effective management of lone working risks

REACTIVE [Lagging] INDICATORS

Reactive action taken in response to accidents/incidents

4. **Number of Significant¹ and RIDDOR Reportable Accidents²**
Rationale – identify accident/incident trends and actions required to prevent similar occurrences
5. **Number of Violent Incidents**
Rationale – identify incident trends and actions required to prevent similar occurrences

Together with analysing both local, i.e. identified trends and general health and safety information this assists to develop the 'risk profile'. By responding positively the Authority can demonstrate compliance with the recommendations of the Health and Safety Executive's guidance HS(G)65 "Successful Health and Safety Management".

1.3 Local Information

¹ Accidents that either require more than basic first aid, incur time lost or arise from a failure in health and safety management

² Reporting of Injuries, Diseases and Dangerous Occurrences Regulations, (RIDDOR) 1995, including Fatalities, Major Injuries, Over 7-day Injuries, Dangerous Occurrences

1.3.1 Violent Incident – Children’s Social Care

During a visit to a service user and his family, a social worker was subjected to racial abuse and was physically attacked with weapons including a carvery fork. On leaving the premises he found that his car had been damaged. The Police were called and a male was later charged with racially aggravated offences.

A full internal investigation has been conducted and it was established that lone working safety systems were available to the social worker. A number of recommendations have been identified including,

- 1) Involving staff in the review of the Lone Working Policy and Corporate Caution List Procedural document. This includes guidance around how to complete Lone Working Risk Assessments
- 2) Involving staff in the review of the Lone Working Monitoring system (see Recommendation 2 below)
- 3) Preparing a Stay Safe publicity campaign and include lone working

1.3.2 Building Security Report (see Recommendation 3d below)

In view of the increased terrorism threat, building security assessments have been carried out at the three main administration buildings, i.e. Municipal Buildings, Town Hall and Rutland House. One of the actions was to improve the identification of staff and visitors whilst in the buildings by visibly wearing badges on lanyards.

Also, the emergency evacuation procedures have been tested at the respective buildings and Cheshire Police Security Advisors have delivered a series of briefings to key staff including Emergency Planners, Town Centre security and Refuse Collectors.

1.3.3 Stress Survey (see Recommendation 1 below)

Last year’s Staff Survey indicated that stress levels are increasing amongst the workforce. Furthermore previous recommendations from both Internal Audit and also the annual Corporate Health and Safety report highlighted that team Stress Risk Assessments should be carried out annually and confidentially.

As a consequence a corporate Stress Survey was conducted this year and 649 members of staff responded. This process allows staff to confidentially feed-back to managers their individual views on current work pressures within their teams through an Intranet based survey. The questions originate from Health and Safety Executive guidance.

The results were collated together and analysed, see appendix ‘A’. These have been further aggregated into Divisions and the results forwarded to Divisional Managers so that, if required, actions can be developed in consultation with individual teams.

Corporate actions include,

- 1) Learning and Development review Stress Management and Personal Safety training to ensure that it is creative and targeted.
- 2) The Authority continues to utilise internal communications to highlight change and promote internal policies.
- 3) The Health and Safety team updates the corporate risk assessment system to ensure that office / environmental risk assessments involve the staff affected.

1.3.4 Benchmarking with other Unitary Authorities

A benchmarking exercise has been conducted with 18 other Unitary Local Councils, analysing and comparing the frequency of incidents (accidents and violent incidents) per employee, see

appendix 'B'. It highlighted that Halton was 9th for accident rates and total number of incidents and 3rd lowest for violent incident rates.

Although further analysis is required to establish trends of incidents within Councils, it assists to underline the comparable reporting incident rates with other Authorities together with the low violent incident rates.

1.4 General Health and Safety Information

1.4.1 Fatal Accident Rates

The statistics again confirm the UK to be one of the safest places to work in Europe, having one of the lowest rates of fatal injuries to workers in leading industrial nations. The new figures show the rate of fatal injuries in several key industrial sectors:

- 35 fatal injuries to construction workers were recorded – a rate of 1.62 deaths per 100,000 workers, compared to an average of 45 deaths in the past five years and a decrease from the 44 deaths recorded in 2013/14;
- 33 fatal injuries to agricultural workers were recorded – a rate of 9.12 deaths per 100,000 workers, the same as the average of 33 deaths in the past five years and an increase from the 27 deaths recorded in 2013/14;
- Five fatal injuries to waste and recycling workers were recorded – a rate of 4.31 deaths per 100,000 workers, compared to an average of six deaths in the past five years and an increase from the four deaths recorded in 2013/14.

The HSE has also released the latest available figures on deaths from asbestos-related cancer. Mesothelioma, one of the few work related diseases where deaths can be counted directly, contracted through past exposure to asbestos killed 2,538 in Great Britain in 2013 compared to 2,548 in 2012.

The rate of fatal accidents in the UK has fallen by 85% since the introduction of the Health and Safety at Work Act in 1974, 40 years ago. Around half a million people are suffering from work related illnesses and injuries each year and the most common workplace injuries include noise induced hearing loss, musculoskeletal disorders and skin diseases.

1.4.2 Bosley Wood Treatment Incident

HSE continues to work closely with Cheshire Police and Cheshire Fire and Rescue Services in the ongoing investigation into the cause of the tragic incident at the Wood Flour Mill in Bosley, Cheshire. As part of the on-going investigation, HSE last week served two enforcement notices in relation to dust issues in sheds that contain equipment on the site of the mill.

Our thoughts are with the families of those affected by the tragic incident.

1.4.3 Unfair Dismissal

Employment Tribunal held that a member of staff from Thames Water had been unfairly dismissed for gross misconduct despite his breaching company health and safety rules.

The circumstances are that he was dismissed for gross misconduct after entering a Class C sewer without breathing equipment. This had been against the terms of a risk assessment and method statement, which stipulated that breathing apparatus should be used in those conditions. Thames Water was trying to uphold its health and safety duties and safeguard its staff by enforcing a risk assessment and method statement in relation to the use of breathing apparatus in hazardous conditions.

However, the Tribunal held that new procedures and risk assessments cannot by themselves be seen as a solution that discharges health and safety duties; any new procedures need to be coupled with appropriate communications and training to highlight their significance to employees.

1.4.4 Glasgow Bin Lorry Crash

On the 22nd December 2014, a bin lorry careered out of control in Glasgow city centre and killed 6 people. He had been involved in two previous crashes after losing consciousness at the wheel. These episodes were attributed to a “cardio-vascular incident” and high blood pressure.

The driver was suspended from work as it emerged that he had lied about a long history of blackouts on a Council application form, on health assessments and to the DVLA.

During the enquiry it was revealed that he was certified fit to return to work after the blackout in April 2010 as a GP did not think it would happen again. As a result Scotland’s Crown Office decided not to prosecute as the driver would not have known there was a ‘foreseeable’ chance that he would lose consciousness on the day of the crash.

The DVLA and families of the deceased are deciding if they are going to take their own separate prosecutions.

Note: in Halton, in accordance with the Occupation Road Risk Policy occupational drivers are required to produce their driving licences every 6 months and sign a medical declaration form stating that they are fit to drive. Also, as required by law both PSV & LGV licence holders from the age of 45, and every 5 years thereafter, are obligated to renew their respective licences. A full medical examination is mandatory as part of the licence renewal process.

1.4.5 Drug Driving (see Recommendation 7 below)

Since the new Drug Driving legislation was enacted in March this year, there have been 54 prosecutions across Cheshire and 49 entered ‘guilty’ pleas. In total 60% who provided Roadside Field Impairment Tests were positive. There were 20 from Halton who tested positive with either cannabis or cocaine.

2. UPDATE ON RECOMMENDATIONS OF 2014/15:

KEY PERFORMANCE INDICATORS

No.	KPI No.	RECOMMENDATION	UPDATE	I/C
1	1.	Conduct stress surveys utilising the corporate Stress Risk Assessment system	See 1.3.3 above	Health and Safety Team & IT
2	3.	Review use of Contact Centre Monitoring system by lone workers to ensure that they are fully utilising the system	See 1.3.1 above and 3.3 below	Operational Directors/ Divisional Managers
3.	4.	Review and update following risk assessments: Specific areas: a) <u>Property Services</u> – Car parks b) <u>Waste & Environmental Improvement Services</u> – Slips Trips Falls c) <u>Open Space Services</u> – Work at Heights General d) Review security arrangements at Council Buildings e) Develop and deliver Road Safety briefings and training f) Ensure that Environmental & Fire Risk assessments continue to be carried out and there are sufficient resources for the maintenance and servicing of equipment	Assessments completed and awaiting completion of works 4 trips and no falls from cabs (trend last year) Audit of Arborist Section completed See 1.3.2 above Briefings prepared and invitations sent As per actions from Stress Survey (see 1.3.3), Buildings Managers sent reminder email	Operational Directors/ Divisional Managers Health and Safety/Emergency Planning Teams Road Safety Operational Directors/ Divisional Managers

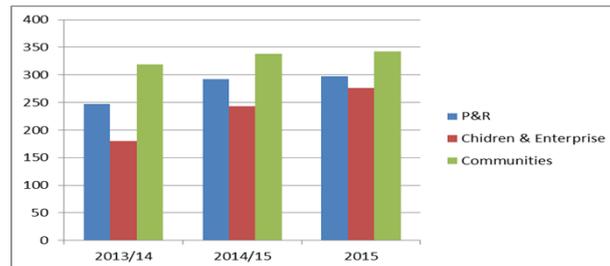
GENERAL ACTIONS

4.	To review and update the CDM Policy and organise briefings for relevant staff	Policy completed and training delivered	Health and Safety Team
5.	To review and update the Corporate Health and Safety Policy	Completed	Health and Safety Team
6.	Carry out a Health and Safety audit of Waste & Environmental Improvement Services, i.e. Route Risk Assessments	Ongoing	Health and Safety Team
7.	To review the current Drugs and Alcohol Policy to ensure that it meets the requirements of the Corporate Manslaughter and Corporate Homicide Act 2007	Carried over from 2012/13 and ongoing	Divisional Manager HR & Learning and Development

3. LEAD INDICATORS

3.1 KPI 1. Number of risk assessments completed on corporate systems

- 3.1.1 An electronic risk assessment system, based on the Intranet, has been 'live' since September 2011. The number of assessments completed in the last 3 years is;



- 3.1.2 To date 172 members of staff have been trained in the use of the system and 916 risk assessments entered onto the system, compared with 780 last year
- 3.1.3 884 Workstation (DSE) assessments have been completed with 75% of risks identified by users as low
- 3.1.4 A training database has been developed by IT that assists to identify training needs, records training and reminds managers when refreshers are required.

3.2 KPI 2. Number of Near Misses

Total number of near misses reported within the last 3 years are:

2013/14	2014/15	>2015
15	10	3

3.3 KPI 3. Number of officers who are registered on the Lone Working Monitoring System and are utilising the system

- 3.3.1 Lone Working – Contact Centre Monitoring update [comparative period July to September 2015]

	2013		2014		2015	
	Registered Users	No's Using System	Registered Users	No's Using System	Registered Users	No's Using System
Policy & Resources	64	21	46	16	75	39
Children & Enterprise	167	64	137	43	204	83
Communities	209	42	188	49	126	32
TOTAL USERS	440	127	371	108	405	154
% OF USE	29%		29%		38%	

- 3.3.2 There has been an increase in the numbers registered and using the system;
- 3.3.3 'Users' who are registered on the system and have not used the system in the last two years have been removed from the system. This can be broken down as follows,

Policy & Resources	43
Children & Enterprise	45
Policy & Resources	14
Total	102

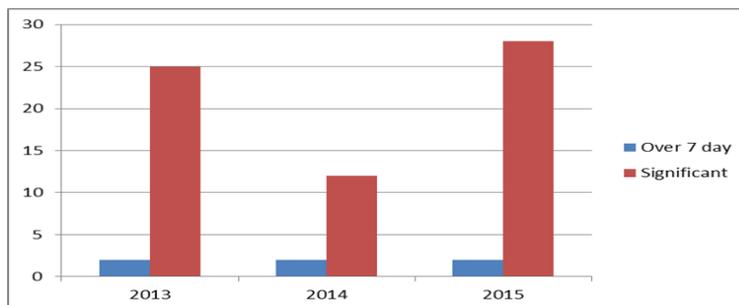
- 3.3.4 Which equates to 23% of those registered. They can reregister if required
- 3.3.4 The combined Lifeline and Lone Working system (PNC) is still in use and as a result of the violent incident (see 1.3.1 above) other lone working solutions (e.g. badges, mobile phone Apps) are being explored.

4. REACTIVE ['Lagging'] INDICATORS

4.1 KPI 4. Number of Significant and RIDDOR Reportable Accidents

Accident Statistics by Directorate:

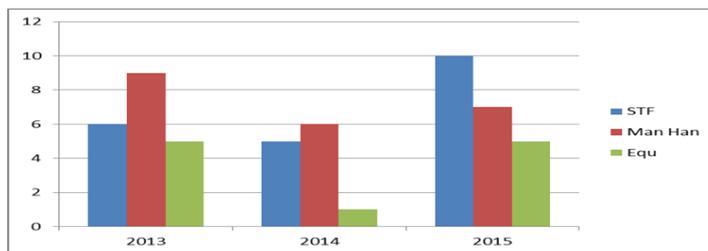
Directorate	+ 7-Day	Significant
Policy and Resources	0	7
Children and Enterprise	0	0
Communities	3	19
TOTAL YTD 2015	3	26
TOTAL YTD 2014	2	12
TOTAL YTD 2013	3	28



Further Information

- 4.1.1 This year has seen an increase in the number of accidents;
- 4.1.2 To date there are 166 days lost due to incidents compared to 15 days lost last year. The increase is predominantly due to a violent incident with 40 days lost and a manual handling injury with 106 days lost;
- 4.1.3 A comparison of the categories of accidents is as follows,

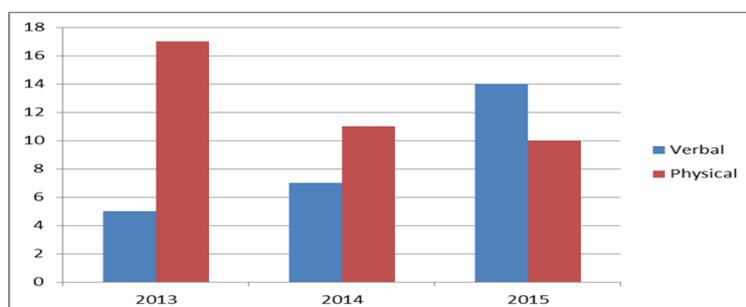
	<u>2012</u>	<u>2013</u>	<u>2014</u>
STF	6	5	10
Man Han	9	6	7
Equipment	5	1	5



- 4.1.4 There has been an increase in the number of trip and equipment incidents that are mainly office/property based;
- 4.1.5 Within Waste & Environmental Improvement Services there has been the same amount of incidents with 6 each year since 2013. The main trend is slips and trips incidents and with two manual handling incidents due to incorrect disposal of green waste;
- 4.1.6 Within Open Space Services there has been a decrease in incidents with 13 in 2013 and 1 for the past 2 years;
- 4.1.7 There has been a significant reduction in the number of incidents involving teachers at schools with only 1 this year compared to 13 last year. The other three incidents involved a caretaker, science technician and cleaner; and
- 4.1.8 With regard to pupils there has been an increase in significant incidents with 5 in 2013, 1 in 2014 and 4 this year. These mainly involved sports accidents at Secondary Schools.

4.2 KPI 5. Number of Violent Incidents

Directorate	Verbal	Physical
Policy and Resources	9	1
Children and Enterprise	2	1
Communities	3	8
TOTAL 2015	14	10
TOTAL 2014	7	11
TOTAL 2013	5	17



4.3 Further Information:

- 4.3.1 There has been an increase in the number of reported verbal incidents;

- 4.3.2 This can be attributed to incidents at One Stop Shops with 2 for the same period last year and 8 this year. One these required physical intervention by the security guard and subsequent arrest by the Police;
- 4.3.3 Two of the physical incidents within Children and Enterprise involved Children in Need staff (see 1.3.1 above) and the other 6 took place at residential care premises;
- 4.3.4 Two of the incidents within Communities Directorate involved refuse collectors; and
- 4.3.5 For schools there have been 18 violent physical incidents compared to 10 last year. All took place in Primary schools, were attacks by pupils and involved 14 Teaching Assistants, 3 Teachers and 1 Head teacher.

Stress Risk Assessment



Training

Over 92% of staff feel that appropriate training is available to them. However, for those jobs where there is foreseeable risk of violence / aggression, a third of respondents said they had not received the appropriate training.



Annual Leave

90% of staff are encouraged to use their full annual leave entitlement within the year.



Support from Manager

Over 87% of staff feel able to approach their manager for support during times of stress.

Occupational Health



Over 30% of staff are unaware of the referral process to Occupational Health.

Workload



28% of staff do not feel that their workload is achievable during a working day. This mirrors the staff survey where 70% of staff agreed that they could meet job requirements without working excessive hours.

Risk assessment for Stress Factors

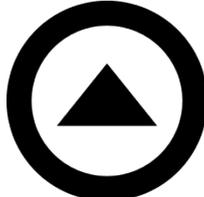


Over 20% of staff feel that a suitable risk assessment for stress factors has NOT been carried out.

Levels of Stress



Skills and Leave



Response Rates



79% of respondents were familiar with the Stress Policy. Despite this, only 27% of staff felt less stressed in 2014 than the year before.

Staff are encouraged to take leave and feel they have the right skills and experience for the job. Staff also feel they can suggest improvements and contribute to the key objectives of the council. All of these views were mirrored in the staff survey.

649 Responses (26%)
Policy & Resources: 41%
Children & Enterprise: 26%
Communities: 15%

Compared to other surveys:

- Workforce Profile : 1,495
- Staff Survey : 802
- Stress Assessment: 649

2014-2015
Benchmarking with other Unitary Councils

Council	Number of Employees (Head Count)	Reportable Employee Accidents	AIR* (Reportable Employee Accidents)	Violence to Employees	AIR* (Violence to Employees)	Total Employee Accidents /Incidents	AIR* (Total Employee Accidents)
Bath and North East Somerset	5289	22	4.16	146	27.60	479	90.57
Bedford Borough	5958	39	6.55	280	47	456	76.54
Cornwall	11050	28	2.53	139	12.58	415	37.56
Darlington	2551	12	4.70	86	33.71	213	83.50
Derby City	9221	24	2.60	343	37.20	303	32.86
Durham	18,039	56	3.10	476	26.39	1139	63.14
Halton	5000 (approx)	13	2.60	58	11.60	209	41.80
North E Lincs	2603	4	1.54	25	9.60	69	26.51
North Lincolnshire	5473	25	4.57	124	22.66	423	77.29
Northumberland County	10240	19	1.86	448	43.75	350	34.18
Nottingham City	9804	77	7.85	424	43.25	454	46.31

Plymouth	6148	23	3.74	309	50.26	1356	220.56
Poole	4618	7	1.52	196	42.44	201	43.53
Portsmouth City	6826	24	3.52	484	70.91	171	25.05
Shropshire	8268	16	1.94	108	13.06	335	40.52
Stockton-on-Tees	6210	13	2.09	47	7.56	111	17.85
Stoke on Trent	9641	44	4.56	180	18.67	639	66.28
Torbay	2299	1	0.43	158	68.73	982	427.14
Wiltshire	12357	18	1.46	288	23.31	326	23.38

***AIR = Accident Incident Rate - used for benchmarking purposes**

$$\text{AIR} = \frac{\text{Number of Accidents}}{\text{Number of Employees}} \times 1000$$

REPORT TO:	Corporate Policy and Performance Board
DATE:	20 October 2015
REPORTING OFFICER:	Strategic Director (Community and Resources)
PORTFOLIO:	Resources
SUBJECT:	Business Planning 2016 – 17
WARDS:	Boroughwide

1.0 PURPOSE OF THE REPORT

- 1.1 To provide an opportunity for the Board to contribute to the development of the Business Plan for the 2016 – 17 financial year.

2.0 RECOMMENDATION: That the Board receive and consider the information provided and add any further comment / observation that it considers relevant to plan development.

3.0 SUPPORTING INFORMATION

- 3.1 The Council develops its business plan in parallel with the determination of its annual budget and the review and refresh of Corporate and Directorate Risk Registers. This process has now commenced for 2016 – 17.
- 3.2 At this stage Members are invited to consider a small number of priorities for development that they would like to see reflected in the Business Plan. Strategic Directors will then develop a draft plan which will be presented to the Board for consideration early in the New Year.
- 3.3 Whilst providing an overall operating context the Business Plan will also provide details of specific objectives and performance measures which would provide a focus for the ongoing monitoring of progress throughout the year.
- 3.4 It is important the Members have the opportunity to contribute to the process of plan development in order that their knowledge of local and organisational issues forms an integral element of plan development.
- 3.5 As Plans can only be finalised once final budget decisions have been confirmed in March 2016 annual targets can only be properly determined once this information, along with year-end outturn figures for 2015 – 16 becomes known.

3.6 To assist the Board the Strategic Director (Community and Resources) will give a short presentation on the issues and challenges for those areas that fall within the remit of this Board over the period of the next plan. Additional information will be circulated in advance of the meeting of the Board on 20th October.

3.7 The timeframe for plan preparation is detailed below

Receiving Audience	Timeframe	Information / Purpose
PPB's	Autumn 2015	Discussion with relevant Strategic / Operational Directors concerning emerging issues, priorities etc.
Directorate SMT	Agreed with Strategic Directors	To receive and endorse advanced draft Business Plan content
Management Team	December 2013	To receive and consider proposed Business Plan
PPB's	Jan / March 2016	Receive advanced draft plans and details of relevant service objectives and indicators.
Executive Board	March 2016	To receive advance draft Business Plan for consideration / approval

4.0 POLICY IMPLICATIONS

4.1 Business planning forms a key element of the Council's policy framework and as such its development will take account of known and anticipated changes within the operating environment.

5.0 OTHER IMPLICATIONS

Plans will continue to form the basis upon which progress will be monitored and reported to Policy and Performance Boards throughout the course of the coming financial year. Such reports will routinely contain information concerning key developments and emerging issues as well as the delivery of predetermined actions and targets.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

The business planning process is one means by which the Council aligns its operational activity with its overall strategic aims and those priorities detailed below.

6.1 **Children and Young People in Halton**

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

6.3 **A Healthy Halton**

6.4 **A Safer Halton**

6.5 **Halton's Urban Renewal**

7.0 RISK ANALYSIS

- 7.1 The development of the Business Plan will allow the authority to both align its activities to the delivery of organisational and partnership priorities and provide information to stakeholders concerning work that is planned for 2016 – 17.
- 7.2 As the planning process aligned to the annual review and refresh of organisational and Directorate risks this ensures that these are fully considered when determining future direction and actions.

8.0 EQUALITY AND DIVERSITY ISSUES

There are no equality and diversity issues directly related to this report. However such matters will continue to be monitored and reported annually to the Board through the existing performance monitoring framework.

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

None under the meaning of the Act.

REPORT TO:	Corporate & Policy, Policy Performance Board
DATE:	20 th October 2015
REPORTING OFFICER:	Strategic Director, Community & Resources
SUBJECT:	Local Area Forums 2014/15
PORTFOLIO:	Neighbourhood, Leisure and Sport
WARD(S):	Borough-wide

1.0 PURPOSE OF THE REPORT

- 1.1 The purpose of the report is to inform Members of the project delivery for Local Area Forums for the period 1st April 2014 to 31st March 2015.

2.0 RECOMMENDATION: That

- (1) Members consider and comment upon the report.

3.0 SUPPORTING INFORMATION

- 3.1 Local Area Forums were set up in 2001. The Forums enable decision and policy developments to be taken into local communities and help bridge the gap between key agencies working within the Borough. Each Local Area Forum is led by local Ward Councillors and supported by a Senior Officer from the Council. Other partner organisations such as the Police, Fire Service, Housing Associations, Youth and voluntary sector bodies are invited to attend Local Area Forums to keep the community informed of local developments relating to each organisation/body and to respond to local concerns. The Local Area Forum Projects Co-ordinator works closely with the Local Ward Councillors, Community Development Officers, External Funding Team, Housing Associations, and local residents and other partners to deliver projects and address local issues.
- 3.2 Each year funding is allocated to the Local Area Forums to support projects that are identified by the community or to support larger scale initiatives providing improvements to the local area. In 2014/15, a total budget of £568,890 was allocated to the Area Forum, which was then allocated on a per capita basis across the seven Local Area Forums that cover the Borough:-

AF1 – Broadheath, Ditton, Hough Green and Hale

AF2 – Appleton, Kingsway and Riverside

AF3 – Birchfield, Farnworth and Halton View

AF4 – Grange, Heath, Halton Brook and Mersey,

AF5 – Halton Castle, Norton North, Norton South and Windmill Hill

AF6 – Beechwood and Halton Lea

AF7 – Daresbury

- 3.3 The local community are invited to contribute ideas for neighbourhood projects to enhance their local area. These ideas are developed jointly with the Community Development Officers and applications are then submitted for Forum Members' consideration. Initiatives must have community support and must not result in a requirement for long-term financial commitment from the Council.
- 3.4 The Community Development team provide locality support to Local Area Forums linking local community groups and encouraging community involvement in developing initiatives. They support the groups to engage with Members, council departments, partner agencies and support the leverage of additional funding to projects.
- 3.5 In addition, the Community Development Officers support the Health and Wellbeing agenda through the Area Forums; engaging Members and the local community in dialogue with health providers and pro-actively planning initiatives at a local level, responding to health challenges and supporting wellbeing approaches.
- 3.6 Case study information and resident feedback demonstrating the positive impact that Area Forum projects have had in Halton's communities is set out in Appendix 1. A full breakdown of projects delivered is contained in Appendix 2.

4.0 LOCAL AREA FORUM EXPENDITURE

- 4.1 The projects funded through the Local Area Forums are wide and varied, they have been categorised into a number of key areas, which are listed below:-

Landscapes

This category includes increased planting and any support to the allotments.

Improved Parks

This category includes initiatives which support the provision of weekend gardeners in parks which can deter vandalism, improves public reassurance and the general appearance of the parks. In addition the forum provides additional planting and improved facilities such as benches in our parks.

Pedestrian and Highway Improvements

This category captures improvements to the local physical infrastructure, such as pathways and any facilities on the highways for example road safety improvements, traffic calming and speed surveys.

Security

This category covers initiatives that deter crime and anti-social behaviour, i.e. fencing, lighting and alley-gating.

Children and Youth Facilities

This category covers activities, support and improvements to facilities for children and young people.

Community Events

This category is for community events organised by local groups. This supports participating and vibrant communities throughout Halton.

Community Initiatives

This category includes community activity and pilot initiatives in our neighbourhoods.

Community Resources and Equipment

This category is for much needed equipment and resources to support the community in Halton.

5.0 BREAKDOWN OF FUNDING

- 5.1 The budget is allocated per capita on population levels for each area as in the table below, which also sets out approved spend for each area. Occasionally, there is a variance between allocated funding and project spend, which is subsequently accounted for through the Council's financial arrangements.

Local Area Forum	Approved Budget	Approved Spend
Broadheath, Ditton, Hough Green and Hale	£100,616	£100,600.65
Appleton, Kingsway and Riverside	£85,182	£85,258.18
Birchfield, Farnworth and Halton View	£95,411	£85,683.00
Grange, Heath, Halton Brook and Mersey	£121,255	£96,253.14
Halton Castle, Norton North, Norton South and Windmill Hill	£99,213	£81,519.10
Beechwood and Halton Lea	£46,574	£46,856.72
Daresbury	£20,639	£20,639.00
Total	£568,890	£516,809.79

- 5.2 The category of spend for 2014/15 is set out below;

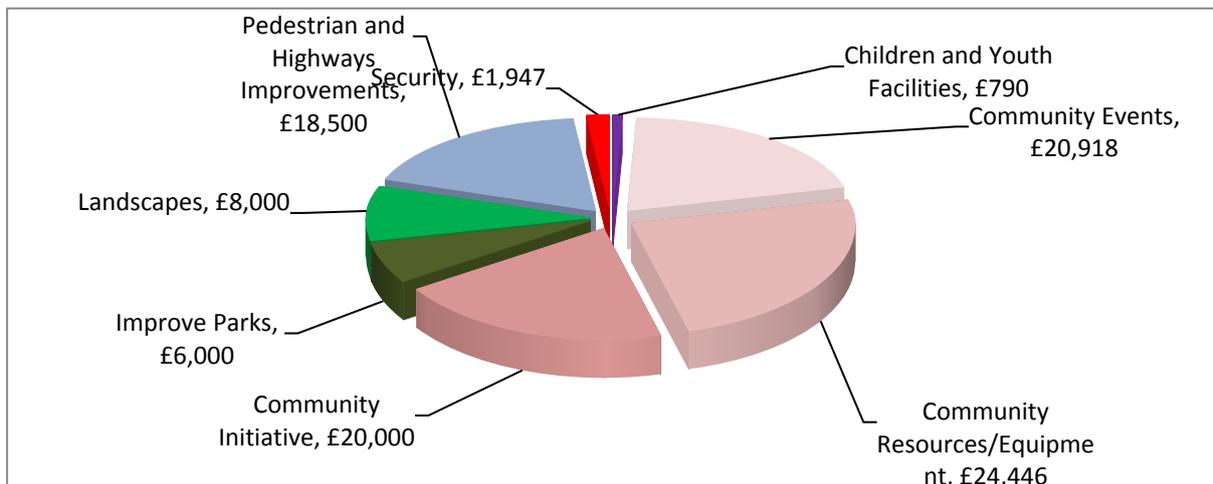
Area Forum – Category of Spend 2014/15								
	Children and Youth Facilities	Community Events	Community Resources/Equipment	Community Initiative	Improve Parks	Landscapes	Pedestrian and Highways Improvements	Security
AF 1	£790	£20,918	£24,446	£20,000	£6,000	£8,000	£18,500	£1,947
AF 2	£5,368	£7,820	£21,063	£2,050	£20,243	£5,338	£8,860	£14,516
AF 3	£10,878	£10,350	£23,092	£180	£11,583	£1,000	£28,600	£0
AF 4	£2,750	£8,103	£19,277	£0	£26,000	£4,242	£28,611	£7,270
AF 5	£2,927	£7,252	£29,533	£10,435	£3,000	£7,006	£21,366	£0
AF 6	£10,778	£1,343	£19,757	£4,889	£0	£0	£5,728	£4,362
AF 7	£1,944	£0	£7,233	£0	£0	£11,462	£0	£0
Total s	£35,435	£55,786	£144,401	£37,554	£66,826	£37,048	£111,665	£28,095

	7%	11%	28%	7%	13%	7%	22%	5%
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5.2 Breakdown of Expenditure for individual Local Area Forums.

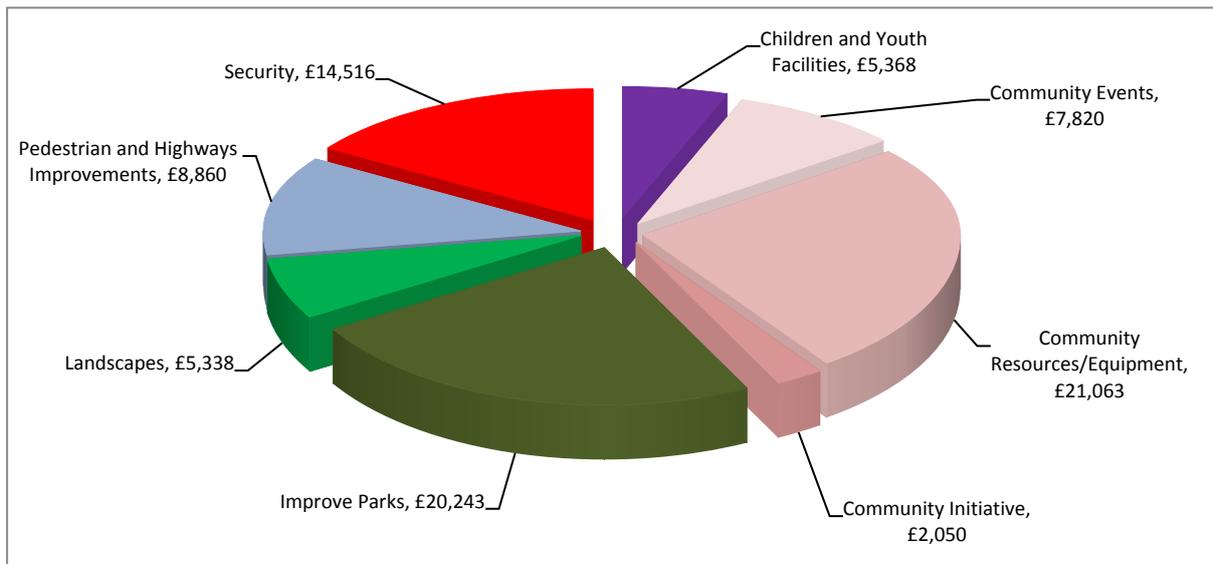
5.2.1 Broadheath, Ditton, Hough Green & Hale

This forum approved 19 projects with expenditure of £100,601. The highest category of spend was Community Resources and Equipment.



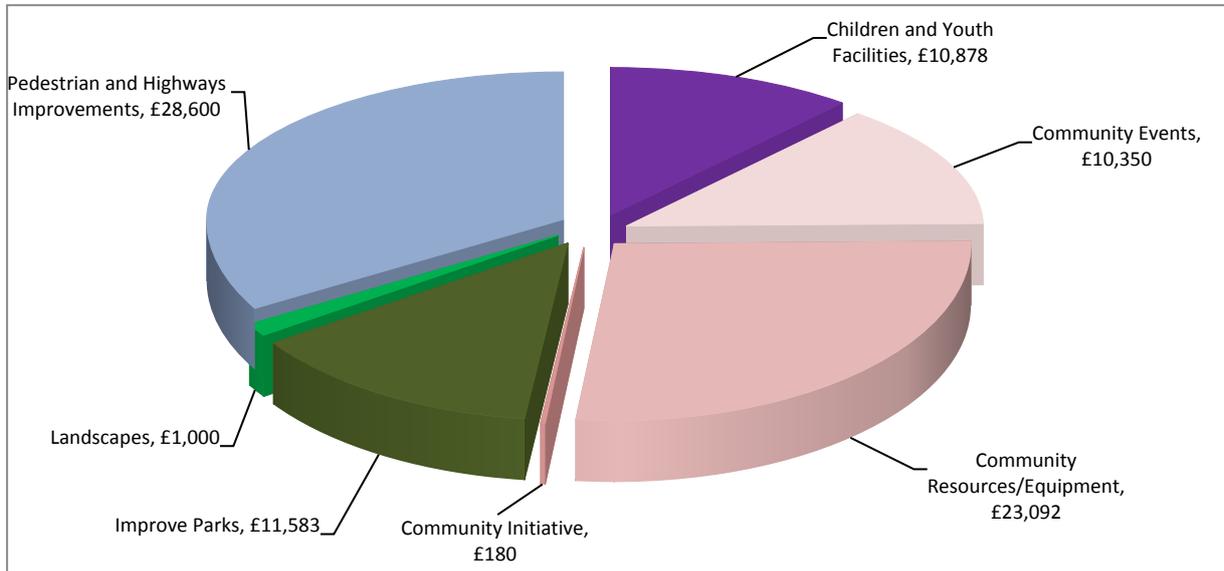
5.2.2 Appleton, Kingsway & Riverside

This forum approved 28 projects with expenditure of £85,258. The highest category of spend is Community Resources and Equipment.



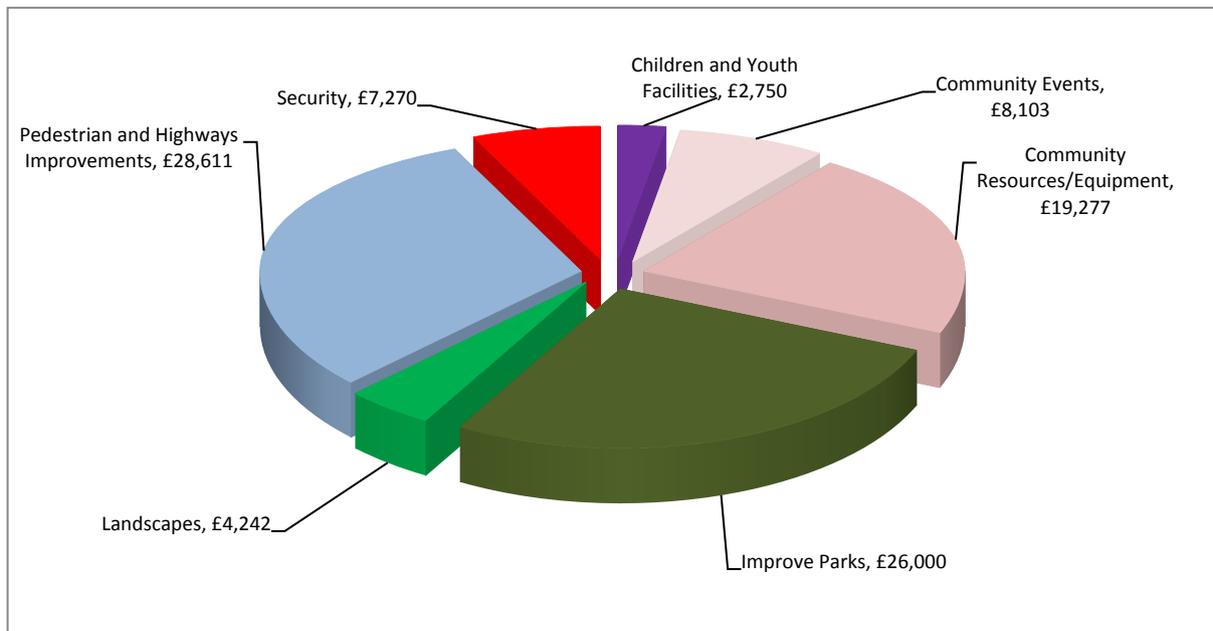
5.2.3 Birchfield, Farnworth & Halton View

This forum approved 24 projects with expenditure of £85,683. The highest category of spend is Pedestrian and Highways Improvements.



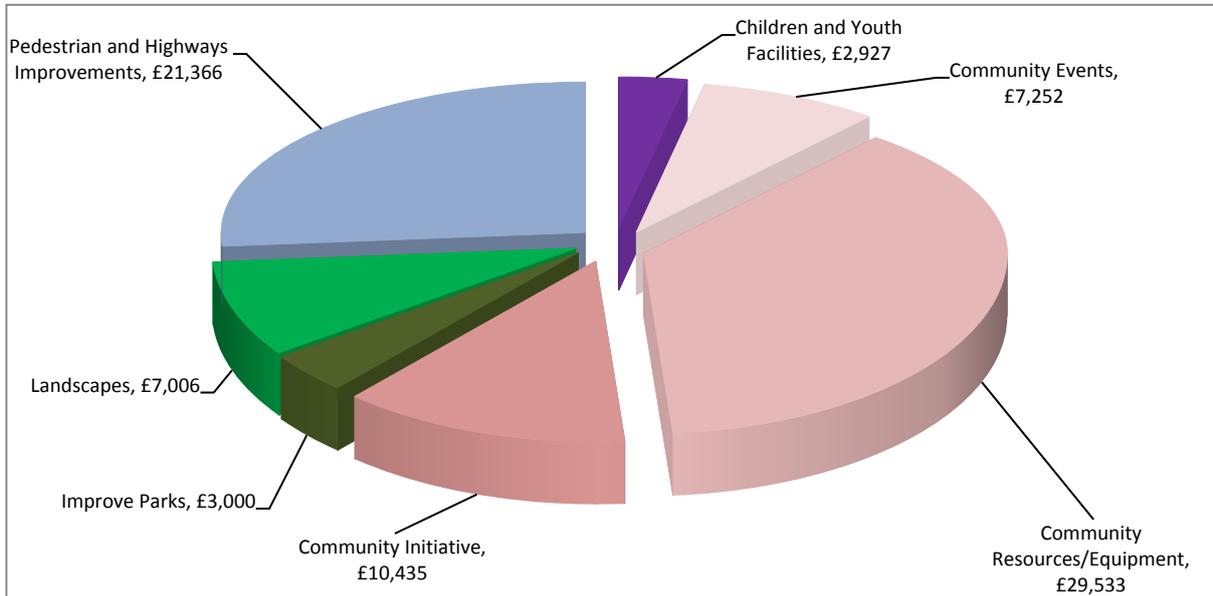
5.2.4 Grange, Halton Brook, Heath & Mersey

This forum approved 35 projects with expenditure of £96,253. The highest category is Pedestrian and Highways Improvements.



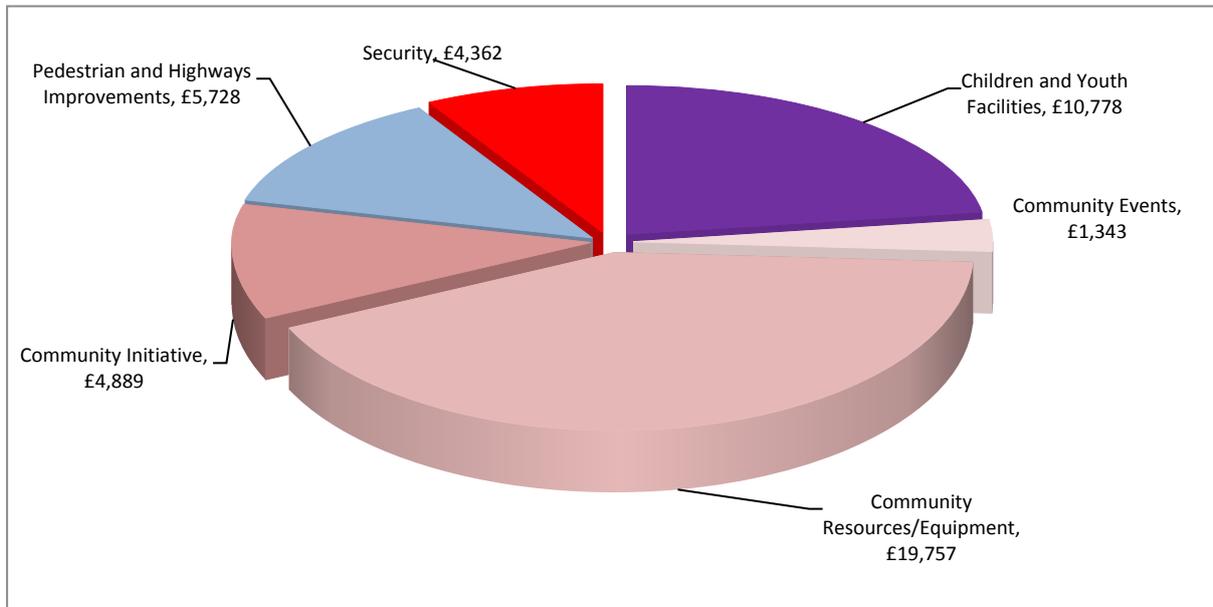
5.2.5 Halton Castle, Norton North, Norton South & Windmill Hill

This forum approved 26 projects with expenditure of £81,519. The highest area of spend is Community Resources and Equipment.



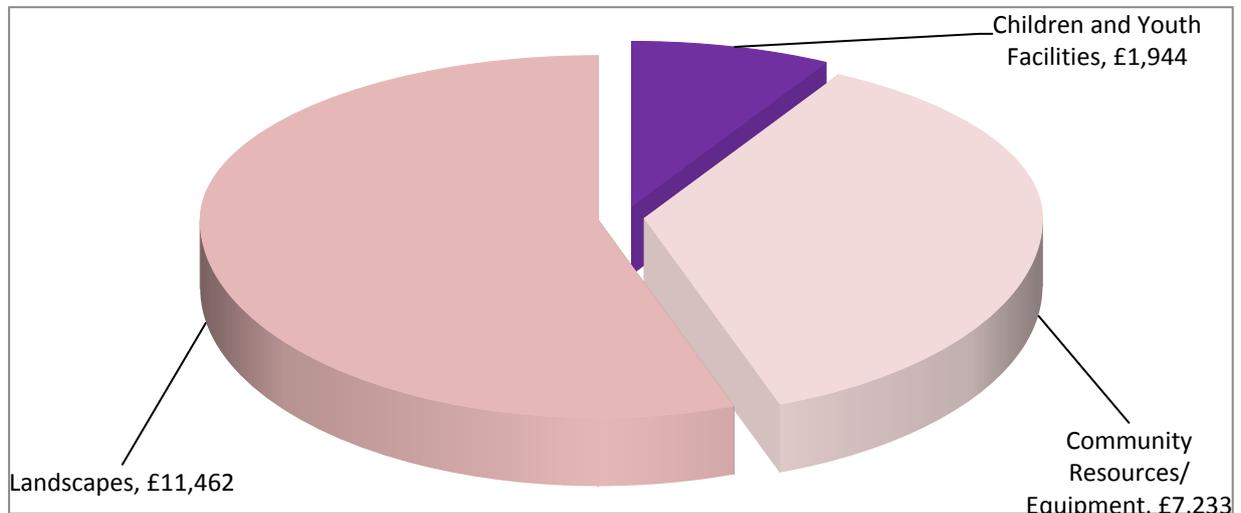
5.2.6 Beechwood & Halton Lea

This forum approved 26 projects with expenditure of £46,857. The highest category supported is Community Resources and Equipment.



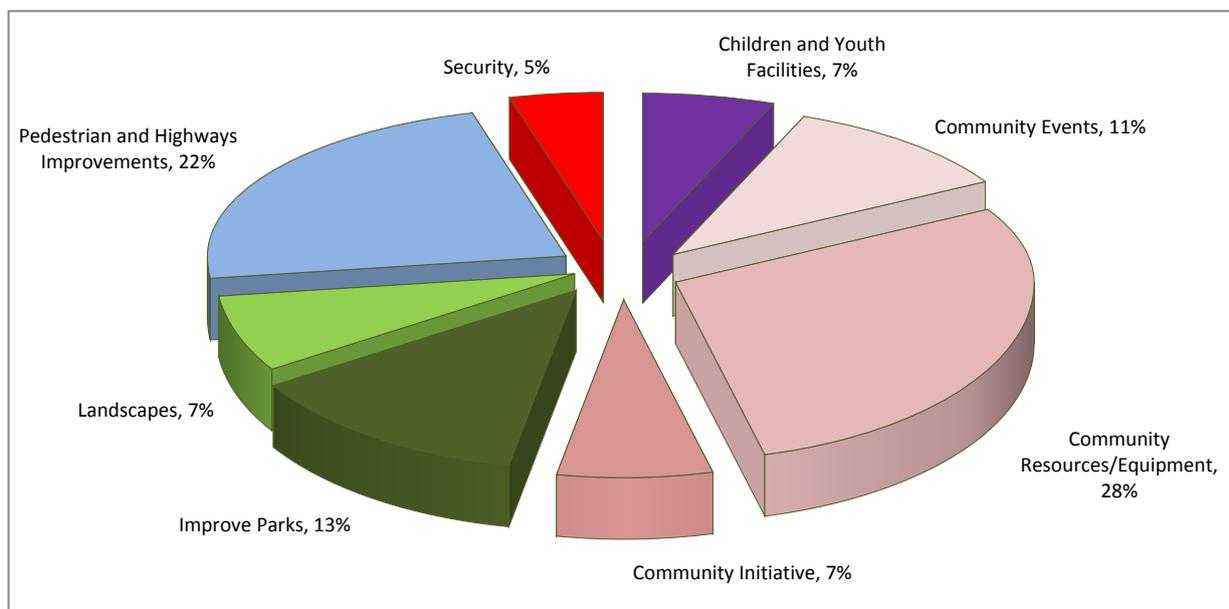
5.2.7 Daresbury

This forum approved 4 projects with a total expenditure of £20,639. The highest category supported is Landscapes.



5.3 Breakdown of All Local Area Forums 2014/2015

5.3.1 The chart below illustrates the breakdown of funding across all categories for 2014/15. The largest category of Area Forum expenditure across the borough was on “Community Resources and Equipment”.



5.4 Comparative Expenditure

5.4.1 The tables below show the breakdown of funding across the categories from 2012 to 2014. The tables are split to reflect how categories were recorded for 2014/15.

YEAR	Traffic Calming/ Safety	Youth Facility	Improve Parks	Pedestrian Access	Security	Community	Landscapes	TOTAL
2012/13	£42,675	£126,388	£8,835	£59,201	£41,546	£148,021	£176,451	£603,117
2013/14	£800	£82,052	£53,071	£38,094	£7,309	£242,249	£117,330	£540,905

YEAR	Children and Youth Facilities	Community Events	Community Resources/ Equipment	Community Initiative	Improve Parks	Landscapes	Pedestrian and Highways Improvements	Security	Totals
2014/15	£35,435	£55,786	£144,401	£37,554	£66,826	£37,048	£111,665	£28,095	£516,810

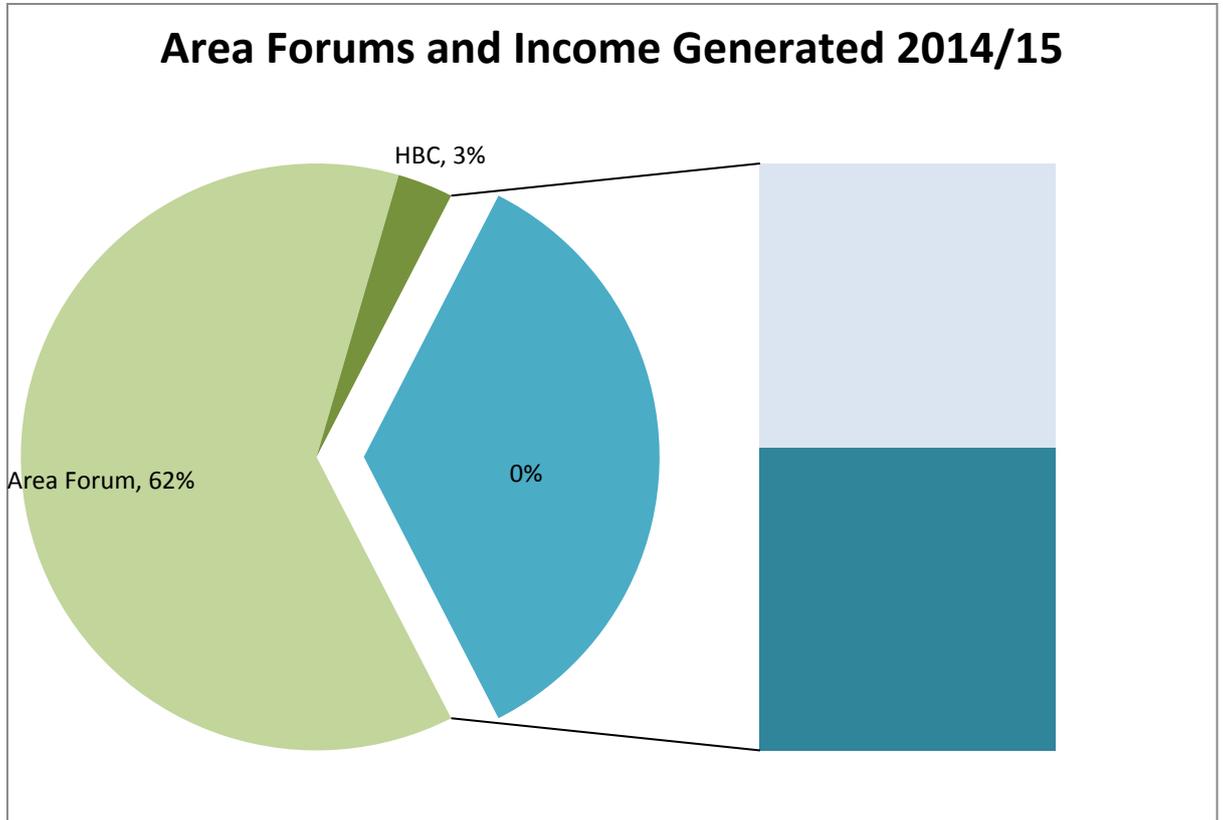
5.5 Income Generated

5.5.1 The Area Forum budget enables the leverage of grant funding from and partnership working with other organisations and grant giving bodies.

Overall an additional amount of £316,630 was levered in to support area forum projects providing a total budget of £833,440 as detailed below. For every £1 of Area Forum funding a further amount of 0.61p was secured from other funding sources.

Funder	Amount
Area Forums	£516,810
Halton Borough Council (HBC)	£25,325
Other Halton	£141,258
External	£150,047
Total	£833,440

5.5.2 In the chart below, 'HBC' refers to funding provided by other departments within the Council such as Highways and Landscapes. "Other Halton" refers to funding provided by other agencies within the borough, such as the housing providers. "External" refers to funding coming from outside of Halton, from organisations such as WREN, Biffa and Lottery.



6.0 POLICY IMPLICATIONS

- 6.1 The Local Area Forums projects programme provides a means of funding neighbourhood schemes in response to local needs and aspirations. In addition, area forum grants often provide much needed third party or match funding to support larger schemes, helping to lever in much larger pots of external funding. The forums provide a platform for community engagement at a neighbourhood level which can be utilised to inform strategic objectives and policy development.
- 6.2 The projects support safer neighbourhoods generating an increased satisfaction for local residents with their area and a willingness to participate in community life. Area Forums contribute to building cohesion in Halton's communities through projects and initiatives that encourage community connectedness.
- 6.3 The projects funded are all required to demonstrate a contribution to the Council's priorities.

7.0 FINANCIAL IMPLICATIONS

- 7.1 These are contained within the report.

8.0 RISK ANALYSIS

- 8.1 There are no significant risks associated with this report.

9.0 EQUALITY AND DIVERSITY ISSUES

- 9.1 The Local Area Forums and grant support are open and accessible to all Members of Halton's community.

10.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

10.1 Children and Young People in Halton

The expenditure profiles for each of the Local Area Forums demonstrates a significant proportion of funding is allocated to supporting pre-school, youth activities and sports.

10.2 Employment, Learning and Skills in Halton

The expenditure that supports community initiatives includes accessing learning & skills opportunities through locally delivered courses. Many of the community initiatives have volunteer opportunities either with the Management Committees or as part of delivering activities i.e community cafés.

10.3 **A Healthy Halton**

Area forum projects have a positive well-being impact and support the ethos of a whole area approach to community life. Many of the initiatives delivered with Area Forum funding provide health improvement benefits and preventative measures, for example, through sports and other youth displacement activity as well as support, activities and social events for the elderly at Community Centres (for example, Tea Dances).

10.4 **A Safer Halton**

A sense of community and community connectedness reduces residents fear of crime where they live, they are likely to feel a stronger sense of belonging and safety in an environment where the communities know each other, are active and there are established links to other stakeholders.

10.5 **Environment and Regeneration in Halton**

Local area forums provide a mechanism for residents to be involved in local decision making impacting on place shaping for their local area. Halton's residents can influence expenditure to improve their local environment and work jointly with the Council towards the communities aspirations.

- 10.6 The eligibility criteria for Local Area Forum Funding requires that projects should support one or more of the Council's priorities. The table below demonstrates project delivery by priority area.

Projects by Halton Priorities						
Area Forum	A Safer Halton	Children and Young People in Halton	Environment and Regeneration in Halton	Employment, Learning & Skills in Halton	A Healthy Halton	Total
AF 1	1	1	8	2	8	20
AF 2	7	5	8	2	6	28
AF 3	3	4	10	2	5	24
AF 4	3	6	10	3	13	35
AF 5	0	2	10	3	11	26
AF 6	4	3	9	2	8	26
AF 7	0	1	3	0	0	4
Total	18	22	58	14	51	163
%	11%	13%	36%	9%	31%	100%

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

Document	Place of Inspection	Contact Officer
Minutes of Local Area Forum meetings	Municipal Building Kingsway	Angela Scott

Area Forum Case Studies/Feedback

Area Forum 1: Broadheath, Ditton, Hale & Hough Green

Broadheath

WRFC - Access for All - £5,341.

The Area Forum grant, along with help from the Rugby Football Union, has meant we have been able to improve our playing facilities tremendously in the last year or so which will prove of great benefit for the local community in the future. However, running a successful community sports club is not just about the playing facilities but also the clubhouse and it was clear that in order to keep pace with the developments outside the club we needed to improve the facilities inside and also access. The access to the club was not user friendly so the grant we have received from WREN enabled us to proceed with our Access for All project

Once the renovations are complete we feel that we will have outstanding facilities for the local community. All this would not be possible without the support of HBC and Area Forum. With the ever increasing financial pressures we would not have been able to secure the grant from WREN without the additional 3rd party funding from the Area Forum.

Ditton

Volunteer Centre Halton - Thank You event - £215.

Thank you to Area Forum 1, your grant contributed to Volunteer Centre Haltons (VCH) Volunteer Coordinators Forum being able to hold a number of events to celebrate the 30th anniversary of National Volunteers Week (June 2014). Halton Volunteers Weeks offered the opportunity for 482 organisations to thank Halton volunteers for their time. Specifically, Area Forum 1's grant helped us to stage a volunteers "thank you" event. This took the form of a volunteers and family picnic with music, and was held on Friday 6th June at Hough Green Scouts Field, Hall Avenue, Hough Green.

Coordinators from six organisations and several volunteers formed an e-group and worked together to plan the events. The area forums grant enabled us to pay for our Stage manager/co-ordinators fee, face painters' materials and offer travel expenses to over 30 local musicians who volunteered their time to entertain on the day.

Hough Green

Community Recycling Skip Scheme - £20,000 (Total cost of schemes in all 4 wards)

Taking place in all four wards during Spring 2015, the skip schemes are always very popular with local people and provide an opportunity for residents to access facilities within their local neighbourhoods to recycle unwanted items and dispose of waste properly. In Hough Green, over 29 tonnes of waste was collected, 65% of which was wood, scrap metal and garden waste that was all recycled.

Hale

Hale Village Hall – Heating - £2,625.

The difference that the money made was amazing. All winter all the groups using the hall did so in a warm, comfortable space. No one had to sit and knit wearing a coat and no one had to go home early because it was too cold to continue as they had done the previous winter.

Area Forum2: Appleton, Kingsway & Riverside

Appleton

St Johns pre-school – Tables - £402.

St John's applied for a grant for £402 for some new tables for the pre-school. The grant application was successful and we purchased new colourful tables for children's activities, snack time etc., the tables have been used well and replaced the old, broken tables. the children associate the tables for different activities and they make the setting look stimulating and bright.

Kingsway

St Paul's - Church Hall Kitchen Refurbishment - £2,833.

St Paul's Church Hall is at the heart of community activity in our neighbourhood. Hundreds of people a week use the building for events ranging from dance classes to well-being, art to baby massage. Rents are kept low to ensure all sorts of groups can use the hall, but this means there is little money to improve the facilities.

The hall has a kitchen which is much appreciated by all our user groups. It is particularly important to 'Long Loaf' our community lunch on Wednesdays, which brings together a whole range including mums with kids and those needing a bit of company, as well as providing experience for foundation students from Riverside college. But the kitchen equipment was getting old and not designed for modern hygiene standards. The grant from the Area Forum allowed it to be completely refurbished with a dishwasher, new cooker, microwave, new cupboards etc. This has transformed the kitchen for the benefit of many and helped Long Loaf get its 'good' hygiene rating. Some money has also gone towards new noticeboards to help the community better access what St Paul's has to offer. Thank you Area Forum!

Riverside

St Mary's - Asbestos Report - £1,300.

We were awarded £1,300 from Area Forum to pay for an Asbestos Management Plan to be done in preparation for applying to WREN for the funding to remove asbestos from under our community centre hall floor. Without this funding we would not have been able to make the application, which was ultimately successful and we have been awarded over £34,000 to carry out the work. Many thanks from the committee at St Mary's Community Centre.

Area Forum 3: Birchfield, Farnworth & Halton View

Birchfield

Weekend Gardener - Upton Rocks, Sunnybank and Birchfield - £3,000

Works can be carried out in the park at the same time as providing much needed security and a point of contact for local residents and park users.

Farnworth

Farnworth School – Glass cabinets - £650.

The grant was for £650 glass cabinets which are now in situ at the school displaying a range of historical documents about the schools past. It is situated in the main entrance foyer and is a talking point for children, staff, parents and visitors. It is fantastic to be able to display this material rather than it sitting in a cupboard getting dusty. The books are regularly changed and pages turned so that this is always something new to read and discover. We have put a plaque on the front of the cabinet detailing the funding provided by the Area Forum.

Halton View

Warrington road play equipment - £5674

This project included replacing and updating worn equipment in the soft play room and also the addition of a bubble tube area with an infinity light tunnel. The room is jointly used by Warrington Road Nursery School, Bambini Daycare and the Children's Centre. It also provides the wider community with a facility that is used by groups who provide respites support for parents of children with additional needs, parent groups and child-minders.

Area Forum 4: Grange, Halton Brook, Heath & Mersey

Grange

Halton Zipper Club - Christmas trip - £220.

We had the Christmas shopping trip today. It was very successful and our members were grateful for the opportunity to do their shopping in comfort and safety with the help of other members. Thank you for your help in organising this funding - Halton Zipper Club

Halton Brook

Halton Brook Children's Centre – Muddy Buddy's - £250

Muddy Buddy's has been a very successful project and has met many of the planned aims and objectives of the groups sessions by:-

- Offering children an insight into gardening, things that live around them and encouraged them to be aware of their environment and surroundings.
- Engaging with children and parents in a gardening activity that shows them living creatures such as worms and bees and why we have them.
- Developing pincer skills in using gardening tools and small spades.
- Learning about healthy eating and how to grow vegetables and to distinguish between weeds and flowers,
- Learning to be interactive with different materials, e.g. mud, water and sand.
- Learning about the smell and taste of herbs – sensory.
- Learning about recycling and compost.

We received £250 from Area Forum for the April-July sessions to pay for plants, seeds and vegetables for the children to grow. There hasn't been one session where parents have complained about what the children did, in fact some were amazed at the content within the session. Our aim, as always is to make sure we give 100% both in facilitating the sessions as well as making sure the content is suitable for the children and parents to learn from.

Halton Brook Children's Centre

Heath

Runcorn Town Carnival Committee - Mobile stage unit - £500

Runcorn Town Carnival Committee and Volunteer members would like to thank Area Forum and HBC for their kind support. Organising an event especially as a volunteer based group is very stressful as well as costly. Area Forum support last year enabled us to hire the HBC mobile stage unit. This gave our event a professional appearance by housing our public address system which allowed us to manage the carnival event safely. Over 4000 people attended last year's event. The objective was and is, to enable local Runcorn residents to enjoy celebrating their cultural heritage by having a traditional carnival and parade. We try to provide a wide variety of elements for all the family to enjoy. We aim to give local community groups the opportunity to publicise themselves as well as an opportunity to raise some much needed funds. We hope also to highlight local businesses as well as some not so local. In turn everyone attending has a great day to remember especially if we have the right weather.

Thank you again

Runcorn Town Carnival Committee and Volunteers

Mersey

Runcorn Festival Group – Jazz Band - £800

Over 1,500 people enjoyed a magical Fairytale themed parade through Runcorn Town Centre.

Whilst waiting for the parade to begin musical entertainment was provided by a stage show provided by Runcorn Shopping Centre. The parade was led by the Runcorn Fairy who assisted (with her magic wand) Tarmac Lighting throughout with the turning on of the lights both on the street and the lighting up of the Christmas tree.

Providing the music for the Parade was Mr Wilson's Second Liners a New Orleans Jazz Band, over 100 people from various voluntary groups/local businesses within the town, all of which were in fairy tale fancy dress, also in the parade were Cinderella's Pumpkin Coach and Horses, a further decorated coach and horses and of course Santa in his sleigh with his Reindeer providing the grand finale to a festive spectacular that has received overwhelming praise.

Runcorn Festival Group would like to give special thanks to:-

Runcorn Shopping Centre, Tarmac Lighting, Halton Borough Council – Community Development & Mayor's Office, Second Liners Jazz Band, Gulliver's World.

Our funders –Lottery, Local Area Forum, Community First and everyone who participated in our fund raising events held throughout the year.

Area Forum 5: Halton Castle, Norton North, Norton South & Windmill Hill

Halton Castle

Village Life - Christmas Party 2014 - £300.

We would like to say a great big "thank you" to area forum for their contribution to the party. Over 70 older people attended the event and had a really nice time. This could not have happened without financial support.

Thank you Area Forum 5
Village Life

Norton North

Halton Haven - Men in Sheds - £4,635.

The news is brilliant for the Hospice and for the men who access the project. I would like to offer an invitation to members of Area Forum Team to call into the shed anytime to see what's going on and what we are doing. Because of your help, we can now aim to have the project fully functional towards the end of April, by then you will be able to see what your grant has enabled us to achieve.

Thanks again for the Community Development support and to the Area Forum Team.
Best wishes
Men's Shed Coordinator

Norton South

Funky Tots - Resources - £927.

I am writing this email on behalf of all the parents and children that attend funky tots, we are very grateful for the Area Forum grant we received.

All our equipment was old and not really for the age range our group has attending. The soft play has been a really big hit and our children have had lots of fun playing with it.

Again I would like to say a big thank you
Yours thankfully

Windmill Hill

Windmill Hill Community Forum - Benches - £345

Installation of benches on Windmill Hill, made from over 200 recycled plastic bottles. Thanks to Liverpool Housing Trust for installing and HBC Area Forum for some cash match, which enabled the project to deliver on a long standing local residents idea.

Area Forum 6: Beechwood & Halton Lea

Beechwood

Beechwood Community Centre (Halton) CIC - Two external notice boards - £1,600.

I write on behalf of the management of the Beechwood Community Centre, and its resident owners to once again sincerely thank you for the financial support you have provided in 2014/15 financial year.

As important, has been your belief in this management group and its vision to make Beechwood Centre the centre of our community, by this we mean the 'wider community'. This acknowledgment has embedded our creditability and has helped us on our journey to become a significant local resource and a venue of choice - Beechwood Community Centre (Halton) CIC

Halton Lea

The Style Factory CIC - Tablet Computers, Sewing Machines and Mannequins - £2,150.

We are really grateful for the funding from Area Forum and the equipment it provided us with has already been put to good use. The IT equipment has allowed us to embed more research and inspiration elements into the course with learners being able to independently look for ideas and research fashion trends using Pinterest, blogs and other fashion and retail sites. For the next phase we are developing elements of Computer Aided Design, photography and online retail into the course and this equipment has allowed us to do this.

The sewing machines have also helped us to develop the content of the courses. We can now deliver a Level 2 qualification in Fashion Production which will build on the basic sewing skills gained through the Level 1 qualification we already deliver and allow learners to produce high quality garments while learning new advanced skills.

The support of Area Forum has been invaluable to us and it will continue to help us to offer even more opportunities to the community as we develop our projects over the next few months and beyond.

Thanks for your support
The Style Factory

Area Forum 7: Daresbury

Daresbury

Finesse Rhythmic Gymnastics - Carpet - £1,750.

Thank you for the grant for our Rhythmic Gymnastics carpet. The carpet will help the club to grow and provide an opportunity for children to participate in a sport which focuses on fun, physical activity and participation. Thank you again on behalf of all the gymnasts, coaches and committee at the club.

Finesse Rhythmic Gymnastics Club

APPENDIX 2

Area Forum Projects List

Area Forum One

Amount	Ward	Details
£703.00	All	Widnes and District Horticultural Society - Annual Show
£8,000.00	All	Edging of grass verges and cleaning in this forum
£500.00	All	Foodbank
£20,000.00	All	Community Recycling Skip Scheme
£790.00	All	Air Cadets
£5,341.00	Broadheath	WRFC Access for all
£800.00	Broadheath	WRUF Club Display Cabinets
£1,946.00	Broadheath	Alley gating at the back of 191 Liverpool Road
£100.00	Broadheath	Naughton Fields Garden Shredder.
£215.00	Ditton	Volunteer Centre Halton - Thank You event
£3,000.00	Ditton	Weekend Gardener Hough Green
£6,232.80	Ditton	St Michaels Church of England Projector and Screen
£131.00	Ditton	St Michaels over 50's Tressell tables.
£157.98	Ditton	Healthy Bags for Halebank
£18,500.00	Hale	Resurfacing of land at the rear of Carr lane
£3,000.00	Hale	Weekend Gardener Hale
£2,625.00	Hale	Hale Village Hall Heating
£600.00	Hale	Bike Rack outside Shops at Ivy Court
£20,000.00	Hough Green	Pilot initiative to provide improved meals provision and an increased range of activities for young and old at Upton Community Centre
£7,958.87	All	Locality
Total £100,600.65		

Area Forum Two

Amount	Ward	Details
£205.00	All	Room Hire and Coffee
£200.00	All	Pop Up
£400.00	All	Widnes and District Horticultural Society - Annual Show
£402.00	Appleton	St John's pre-school tables
£3,000.00	Appleton	Reindeers at Victoria Park
£2,446.73	Appleton	VPET Third Party for Glasshouses
£17,796.00	Appleton	Victoria Park Play Facilities
£1,790.00	Appleton	Alley gating 21/23 Doward Street
£2,065.00	Appleton	Victoria Park locks
£948.00	Kingsway	Air Cadets Computer Equipment
£1,075.00	Kingsway	Widiwigs Trophies and Medals in Kingsway
£2,833.00	Kingsway	St Paul's Church Hall Kitchen revamp
£7,086.80	Kingsway	Community sports equipment for the ICI Rec
£4,420.00	Kingsway	Community Recycling Scheme in Kingsway
£4,500.00	Kingsway	Landscaping scheme in Kingsway
£80.00	Kingsway	Seeds and Flowers
£758.00	Kingsway	Trees and planting for big Grass Square in Kingsway
£1,000.00	Kingsway	Bollards 23 Haig Road
£2,914.00	Kingsway	Alley gating 49 Wavertree and Sinclair
£2,000.00	Kingsway	Alley gating at 1 and 59 Bradshaw Street
£2,943.00	Riverside	West Bank Boys Brigade Drums and Bugles
£2,802.00	Riverside	Alley gating 39 to 45 Lacey Street
£4,000.00	Riverside	St Mary's WREN bid
£1,300.00	Riverside	St Marys Asbestos Report
£750.00	Riverside	St Mary's Architects Drawings and Consultation
£339.00	Riverside	CCTV for Mersey Road Terrace Road, spike Island and Spike Island Car park
£7,860.00	Riverside	Chicane at Dundalk in phases
£2,606.65	Riverside	Alley gating 56 Church Street
£6,738.00	All	Locality
Total £85,258.18		

Area Forum Three

Amount	Ward	Details
£2,054.00	All	Air Cadets
£195.00	All	Room Hire and Coffee
£500.00	All	Transport and food for Themed Events
£500.00	All	Food Bank
£350.00	All	Widnes and District Horticultural Society - Annual show
£10,000.00	All	Skip Scheme Farnworth , Birchfield and Halton View
£3,000.00	Birchfield and Halton View	Weekend Gardener - Upton Rocks, Sunnybank and Birchfield
£7,500.00	Birchfield	Speed sign for Chapel Lane
£650.00	Farnworth	Farnworth School 2 x glass, storage and display cabinet(s) to house registration books from 1930 onward
£5,000.00	Farnworth	Historical Sign/Board for Farnworth
£8,000.00	Farnworth	St Luke's Deep Cleaning and Restoration of Organ
£1,300.00	Farnworth	History Book
£50.00	Farnworth	History Book preparation works
£180.00	Farnworth	Four Neighbourhood Watch Signs - Chadwick Park Estate
£5,674.00	Halton View	Warrington Road play equipment
£2,500.00	Halton View	Moorfield School Solar Panels
£3,000.00	Halton View	Weekend Gardener - Crow Wood and Bongs
£5,583.00	Halton View	Upton Rocks Park - Development of frontage and landscaping of park area between the play area and new amenities (pub and supermarket).
£1,000.00	Halton View	Removal of Tree on Frank Street and trim of trees on St Ambrose Road
£5,500.00	Halton View	Dykin road Car park resurfacing
£7,500.00	Halton View	Contribution to works at Barrows Green Lane
£2,000.00	Halton View	On opposite side of the road to the Castle on Warrington Road - Replacement of railings
£2,100.00	Halton View	Garage Demolition at Hillary Close
£4,000.00	Halton View	Crow Wood Lane Pavement Improvements
£7,547.00	All	Locality
Total £85,683.00		

Area Forum Four

Amount	Ward	Details
£500.00	All	Runcorn Carnival Group - Mobile stage unit
£1,000.00	All	Area Forum Themed Events
£30.00	All	Refreshments for Area Forum
£250.00	Grange	Friends of Goodier Court - Potting Shed
£500.00	Grange	Grangeway Community Forum - Laptop repairs
£500.00	Grange	Grangeway Community Centre - Blinds
£420.00	Grange	Family Fun Day - Halton Lodge Children's Centre
£200.00	Grange	Halton Lodge Children's Centre - Christmas events
£220.00	Grange	Halton Zipper Club - Christmas trip
£250.00	Grange	Halton Zipper Club - Staffordshire Visit
£900.00	Grange	HLRA Waste Recycle Event
£1,815.00	Grange	BICC Charity Committee - Pantomime Tickets
£3,000.00	Grange	Weekend Gardener - Town Hall Park
£250.00	Halton Brook	Halton Brook Children's Centre - Muddy Buddy's
£420.00	Halton Brook	Family Fun Day - Halton Brook Children's Centre
£469.00	Halton Brook	Fryer for Halton Brook Community Centre
£1,400.00	Halton Brook	Four Estates - Dishwasher and Buffer
£210.00	Halton Brook	Halton Brook - Community Centre Christmas Lunch
£95.00	Halton Brook	Halton Brook - Selection packs
£400.00	Halton Brook	The Holy Spirit Christmas Fayre
£3,000.00	Halton Brook	Weekend Gardener - Rock Park
£15,719.04	Halton Brook	Brookfield Avenue - Footpath
£12,891.90	Halton Brook	Boston Avenue - Road Widening
£5,690.00	Heath	4th Runcorn Scouts - New Floor at Scout Hut
£847.20	Heath	Adaptive Rowing at Runcorn Rowing Club
£3,000.00	Heath	Weekend Gardener - Runcorn Hill Park
£9,000.00	Heath	Runcorn Hill Park - Outdoor Gym Equipment
£8,000.00	Heath and Mersey	Runcorn Hill Park - Repair to steps
£800.00	Mersey	Runcorn Festival Group - Christmas event Jazz band
£872.95	Mersey	Christmas Event - Christmas Tree and street cleaning
£2,500.00	Mersey	St Edwards - Allotment Project
£1,675.00	Mersey	Bridgewater/Wellington - Security fencing
£4,242.00	Mersey	John Howard Weaver Garden - Refurbishment
£2,186.10	Mersey	Alley gating Stanley Street
£3,408.95	Mersey	Alley gating - 54 York Street
£9,591.00	All	Locality
Total £96,253.14		

Area Forum Five

Amount	Ward	Details
£2,000.00	All	LHT - Positive Activities for Young People
£15,000.00	All	Runcorn Linnets - Phase 1
£10.00	All	Themed event taxi
£106.22	All	Alcohol Support Group - Christmas event and games
£1,500.00	All	Party in Park 2015
£1,222.70	Halton Castle	Castlefields Community Centre - Signage
£1,200.00	Halton Castle	Millennium Green event 2014
£300.00	Halton Castle	Village Life - Christmas Party
£802.54	Halton Castle	Village Square Christmas Events
£5,000.00	Halton Castle	Norton Priory - Halton Castle Community Dig
£8,160.28	Halton Castle	Halton Castle Developments
£1,500.00	Halton Castle and Windmill Hill	Party in Park 2014
£3,000.00	Halton Castle and Windmill Hill	Weekend Gardener - Phoenix Park
£6,000.00	Norton North	Bridge at Long Spinney
£5,000.00	Norton North/Norton South	Padstowe 5 a-side improvements
£1,700.00	Norton North/Norton South	Murdishaw Board of Directors - Community Events and bench
£4,635.00	Norton North/Norton South	Halton Haven Hospice - Men in Sheds project
£800.00	Norton North/Norton South	Murdishaw in Bloom - Sign and artist
£927.04	Norton North/Norton South	Funky Tots - Resources
£7,005.60	Norton South	Community Garden - Hoylake, Murdishaw
£200.00	Norton South	Helston Close - 20mph sign
£760.00	Norton South	Bollards - Penare
£345.95	Windmill Hill	Windmill Hill Community Forum - Bench
£503.00	Windmill Hill	Local Centre - Bin installation
£5,742.77	Windmill Hill	Windmill Hill - Handrails Woodridge
£250.00	Windmill Hill	Windmill Hill Bingo Club - Christmas Lunch
£7,848.00	All	Locality
Total £81,519.10		

Area Forum Six

Amount	Ward	Details
£500.00	All	Runcorn Food Bank - Volunteer training, clothing and transport
£4,575.00	All	Canal Boat Adventure Project - Anti-bullying strategies at transition
£2,034.00	Beechwood	Free Swimming sessions for schools at Beechwood Community Centre
£4,350.00	Beechwood	Beechwood Community Centre - Carpeting and upholstery
£490.00	Beechwood	Beechwood Avenue - Crossing Guard Rail
£4,637.65	Beechwood	Beechwood Community Centre - Car Park Improvements
£2,050.00	Beechwood	Hallwood Ecumenical Parish: St Marks Kitchen
£1,600.00	Beechwood	Beechwood Community Centre - Two external notice boards
£1,000.00	Beechwood	Beechwood Community Centre - Signage
£1,049.00	Beechwood	Beechwood Community Centre - Pool lighting upgrade
£2,400.00	Beechwood	Beechwood Community Centre - External paints
£450.00	Beechwood	Mapleton Avenue - Bin
£1,581.37	Beechwood	Beechwood Community Centre - Replace emergency fire door
£1,867.00	Beechwood	Beechwood Community Centre - CCTV and lighting
£432.24	Halton Lea	Four Estates - Kitchen equipment
£2,150.00	Halton Lea	The Style Factory CIC - Style Revival equipment
£263.00	Halton Lea	Croftwood Care Home - Residents Trip
£180.00	Halton Lea	Four Estates - Palacefields Community Centre Christmas Lunch
£900.00	Halton Lea	HLRA - Waste Recycle Event
£541.63	Halton Lea	Beechcroft Care Home - Bingo machine and craft materials
£313.50	Halton Lea	CBAP - Handmade Christmas
£626.00	Halton Lea	Bethesda Church - Repair garage doors
£150.00	Halton Lea	Riverside - Palacefields Welcome sign
£260.00	Halton Lea	CBAP - Young carers meal
£8,484.33	Halton Lea	Palacefields Community Park
£288.00	Halton Lea	RSC Shop watch Scheme - 12 month radio
£3,684.00	All	Locality
Total £46,856.72		

Area Forum Seven

Amount	Ward	Details
£1,944.00	Daresbury	Finesse Rhythmic Gymnastics - Carpet flooring
£5,600.00	Daresbury	Moore Parish Council - six lighting columns
£5,600.00	Daresbury	Daresbury Parish Council - Community Hall and kitchen refurbishments
£5,862.00	Daresbury	Preston Brook Parish Council - Bridgewater Green Phase 2
£1,633.00	Daresbury	Locality
Total £20,639.00		

REPORT TO: Corporate Policy and Performance Board

DATE: 20th October 2015

REPORTING OFFICER: Strategic Director – Community and Resources

PORTFOLIO: Resources

SUBJECT: Discretionary Support Scheme Topic Group - Update

WARD(S): Borough-wide

1.0 PURPOSE OF REPORT

1.1. To consider two recommendations from the Discretionary Support Scheme Topic Group, following its recent meeting. The Topic Group meets periodically to review the operation of the scheme in accordance with a request from the Executive Board.

2.0 RECOMMENDATION That:

- (i) The Topic Group's review of progress with delivery of the Discretionary Support Scheme and Discretionary Housing Payment Scheme during 2015/16 to date be noted;**
- (ii) The minimum food order be increased to £40 under the Discretionary Support Scheme;**
- (iii) The award period for Discretionary Housing Payments be increased to 18 weeks per application;**
- (iv) The Strategic Director – Community & Resources be recommended to exercise his delegated authority from Executive Board, in liaison with the Executive Board Member – Resources, with regard to recommendations (ii) and (iii) above.**

3.0 SUPPORTING INFORMATION

Background

3.1 The Discretionary Support Scheme (DSS) is now in its third year of operation. Over this period the Scheme has been developed and amended where necessary with the Corporate Policy & Performance Board Topic Group's input. On 12th December 2013 Executive Board approved the removal of the ringfence around the DSS funding, to enable its use if necessary to support the Discretionary Housing Payments Scheme (DHPs).

- 3.2 On 30th September 2015 the Topic Group met to review progress with both the Discretionary Support Scheme and the Discretionary Housing Payments Scheme during 2015/16 to date.

Progress to Date

- 3.3 It was noted that payments from the DSS have remained steady throughout the first half of 2015/16 totalling £48,638 to date and follow a similar pattern to the previous year.
- 3.4 Expenditure on DHPs has also stabilised during this period, compared to the significant pressure which this funding experienced during 2014/15. At this stage it is forecast that expenditure on DHPs will be in line with the £343,725 of available DHP grant funding by year-end.

Proposed Scheme Changes

- 3.5 With regard to food orders placed via the DSS, all major supermarkets have now increased their minimum delivery amount from £25 to £40. Orders placed below £40 will therefore now incur charges of between £5 and £11. The Topic Group therefore proposed that a minimum food order value be adopted for the DSS of £40.
- 3.9 There are significant proposals arising from the Welfare Bill and Summer Budget proposals, such as the reductions in the Benefit Cap and Tax Credits, which will bring increased financial pressures especially for those tenants affected by the “under occupancy charge” (Bedroom Tax). The Topic Group considered how changes might be made to the award of DHPs, to assist with supporting tenants in these circumstances.
- 3.10 DHP awards are currently made for periods of 13 weeks per application, except where exceptional circumstances can be demonstrated. The Topic Group therefore proposed that the award period for DHPs be increased to 18 weeks per application, in order to ensure more stability for claimants.
- 3.11 The Topic Group also requested that discussions be held with RSLs regarding their priority cases for DHP and those that are in a position to move to alternative accommodation, in order to ensure that assistance is granted during the move period.

4.0 IMPLICATIONS FOR THE COUNCIL’S PRIORITIES

- 4.1 The Discretionary Support Scheme and Discretionary Housing Payments have the potential to affect all Council priorities.

5.0 RISK ANALYSIS

5.1 DSS and DHP payments will be monitored by the Topic Group to ensure they remain within budget.

6.0 EQUALITY AND DIVERSITY ISSUES

6.1 The eligibility criteria and application process would have to ensure that no particular groups of individuals were excluded. An Equality Impact Assessment will need to take place on any amendments to the Schemes.

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

Document	Place of Inspection	Contact Officer
Various letters from the Department of Works and Pensions	Revenues & Benefits & Customer Services Division Kingsway House Widnes	Peter McCann

REPORT TO:	Corporate Policy and Performance Board
DATE:	20 October 2015
REPORTING OFFICER:	Strategic Director (Community and Resources)
PORTFOLIO:	Resources
SUBJECT:	Corporate Complaints Handling Procedure
WARDS:	Boroughwide

1.0 PURPOSE OF THE REPORT

- 1.1 To provide the Board with a progress report in relation to the implementation of revised procedures and processes.

2.0 RECOMMENDATION: That the Board

- 1) receive the report concerning progress to date; and**
- 2) provide any additional information or observations which are considered relevant to the introduction of the revised arrangements.**

3.0 SUPPORTING INFORMATION

- 3.1 The Council takes pride in the fact that it operates on the principle of getting things right first time and that public satisfaction with services remains positive. However it remains important that the organisation continues to have an effective system in place whereby stakeholders can express their views, both positive and negative, in order that we can learn and take appropriate action where things may have gone wrong.
- 3.2 Following a review of pre-existing practice in relation to the operation of the Council's Corporate Complaints Handling Procedures this Board made a number of recommendations to Executive Board, which were approved in September 2014, as to how the efficiency and effectiveness of the procedures could be improved.
- 3.3 Attached as Appendix 1 is a summary of the key recommendations and the current position concerning implementation. The recommendations will ensure that:-
- the collection of information is more consistent and complete,
 - that the procedure is simplified to reduce potential / actual operating costs and avoid matters becoming protracted

- and that staff dealing with complaints are provided with sufficient support, resources and skills to allow them to deal with complaints effectively.

4.0 POLICY IMPLICATIONS

- 4.1 The recommendations required that the Council's existing Corporate Complaints Procedure be revised and that consideration be given to the development of a Corporate Unacceptable Behaviour / Actions policy.

5.0 OTHER IMPLICATIONS

The adoption of the recommendations resulted in some limited and initial resource requirements e.g. to rewrite policy and produce guidance notes etc. However the adoption of a more streamlined and quality assured process will reduce the overall and ongoing budget costs to the authority.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

There are no implications for the priorities as detailed below

6.1 Children and Young People in Halton

6.2 Employment, Learning and Skills in Halton

6.3 A Healthy Halton

6.4 A Safer Halton

6.5 Halton's Urban Renewal

None

7.0 RISK ANALYSIS

The implementation of the recommendations will reduce the risk of duplication and inconsistency and that the quality of the Councils response to complaints is of a good quality.

8.0 EQUALITY AND DIVERSITY ISSUES

Through the continued use of a range of communication channels the revised Corporate Complaints Procedure remains accessible to all groups and individuals within the community.

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

None under the meaning of the Act.

Corporate Complaints Handling Procedures (PPB Topic Group Recommendations 2014) – Progress Update 20.10.15

Recommendation	Comment
1. In line with current good practice the Council should adopt a 2 stage Corporate Complaints Handling Procedure (CCHP).	2 stage procedures adopted and revised Handling Procedure published on website December 2014. Matters handled through CCHP will involve direct provision of service, or lack of, to the individual.
2. The Council should determine a clear definition of what constitutes a complaint publish a revised Corporate Complaints Procedure which includes target timeframes for resolution	This does not preclude more general matters being addressed outside of CCHP.
3. That central oversight of the CHP is maintained and that Members continue to receive an annual report.	Central oversight has been improved through better communication with complaints teams for Adult and Children’s Social Care and Assistant to Chief Executive and Principal Performance and Improvement Officer. Members will receive annual report post March 31 st 2016.
4. The development of an in-house system to record information about complaints should be reinstated and a solution implemented as soon as possible.	System currently in development and live testing anticipated during the next 8 – 12 weeks.
5. To further enhance accessibility and automation a Corporate Complaints Form should be made available via the website that can be submitted electronically to the Complaints Team.	<i>Electronic Complaints Form became available November 2014 and is in regular use by those wishing to contact us.</i>
6. In addition to the published Corporate Complaints Handling Procedure staff should be provided with more comprehensive guidance / training on the handling of complaints	<i>Named individuals now identified within Directorates and guidance training will be circulated as part of launch of new CCHP IT system. Work is being undertaken in October with colleagues who handle Adult Social Care and Children’s Social Care complaints to explain the different processes to first group of managers. Will be extended through Divisional Management Teams.</i>
7. In addition to a revised Corporate CHP being published all key staff, particularly those delivering customer facing activities, should be made aware of the Corporate Complaints Handling Process and provided with clear guidance on individual roles and responsibilities	This will be aligned to the introduction of the new IT system referred to above.
8. In addition to an Annual Report via Corporate Services PPB, the Council should make use of internal communication methods to circulate information to staff concerning the handling of complaints and the Councils performance and learning outcomes.	Refer above
9. That each Directorate Management Team formally receive a summary of the complaints and compliments that are being received on a regular basis	<i>As we have now moved to 2 Directorates this needs to be reviewed</i>
10. Consideration should be given to the development of a Corporate Unacceptable Actions and Behaviour Policy.	<i>This is presently in the work programme for completion this calendar year.</i>