



Safer Policy and Performance Board

**Tuesday, 20 February 2018 at 6.30 p.m.
Council Chamber, Runcorn Town Hall**

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

Chief Executive

BOARD MEMBERSHIP

Councillor Dave Thompson (Chair)	Labour
Councillor Norman Plumpton Walsh (Vice-Chair)	Labour
Councillor John Abbott	Labour
Councillor Sandra Baker	Labour
Councillor Susan Edge	Labour
Councillor John Gerrard	Labour
Councillor Valerie Hill	Labour
Councillor Peter Lloyd Jones	Labour
Councillor Kath Loftus	Labour
Councillor Shaun Osborne	Labour
Councillor Geoff Zygadlo	Labour

Please contact Gill Ferguson on 0151 511 8059 or e-mail gill.ferguson@halton.gov.uk for further information.

The next meeting of the Board is on a date to be agreed.

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

Part I

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Members are reminded of their responsibility to declare any Disclosable Pecuniary Interest or Other Disclosable Interest which they have in any item of business on the agenda, no later than when that item is reached or as soon as the interest becomes apparent and, with Disclosable Pecuniary interests, to leave the meeting during any discussion or voting on the item.	
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In accordance with the Health and Safety at Work Act the Council is required to notify those attending meetings of the fire evacuation procedures. A copy has previously been circulated to Members and instructions are located in all rooms within the Civic block.

SAFER POLICY AND PERFORMANCE BOARD

At a meeting of the Safer Policy and Performance Board on Tuesday, 21 November 2017 at the Council Chamber, Runcorn Town Hall

Present: Councillors Thompson (Chair), Abbott, S. Baker, V. Hill, P. Lloyd Jones, K. Loftus and Zygadllo

Apologies for Absence: Councillor J Gerrard

Absence declared on Council business: Councillor Norman Plumpton Walsh

Officers present: M. Andrews and C. Patino

Also in attendance: PC Jane Tetlow

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

MINUTES SILENCE

The Chair reported on the sad passing of Councillor Cole, who had served as a Borough Councillor.

The Board stood for a minute's silence as a mark of respect.

SAF15 CHAIRMAN'S ANNOUNCEMENTS

The Chair announced that the Cheshire Police and Crime and Commissioner had written to the Chancellor for the Exchequer to highlight concerns regarding recent financial settlements for Cheshire Police and resulting financial savings.

The Chair also welcomed suggestions from Board members for a Topic Group.

SAF16 MINUTES

The Minutes of the meeting held on 12th September 2017 were taken as read and signed as a correct record.

Action

SAF17 PUBLIC QUESTION TIME

It was reported that no public questions had been received.

SAF18 SSP MINUTES

The minutes from previous Safer Halton Partnership (SHP) meetings held on 19th July 2017 and 18th October 2017 were presented to the Board for information.

SAF19 CYBER CRIME

The Board considered a report and a presentation on the emergence of cyber crime as a local threat to communities and the work of TITAN. The presentation set out the types of cyber-enabled crimes and the role of The TITAN unit, whose mission was to tackle organised crime groups causing the greatest levels of harm to communities in the North West.

Members noted that TITAN was the name for the North West Regional Organised Crime Unit, it was established in 2009 as a collaboration between the six police forces in Cumbria, Cheshire, Lancashire, Greater Manchester, Merseyside and North Wales to tackle serious organised crime that crossed county borders in the region. The unit comprised of five teams working closely together and included representatives from Her Majesty's Revenue and Customs, UK Border Agency and the National Crime Agency. These teams are: the Regional Intelligence Unit (RIU), the Regional Crime Unit (RCU), the Regional Asset Recovery Team (RART), Regional Cyber Crime Unit (RCCU) and the Protected Persons Service Unit (PPS).

RESOLVED: That the report and presentation be noted and TITAN be invited to attend a future meeting.

SAF20 THE TRADING STANDARDS SCAMS PROJECT

This item was deferred.

SAF21 COMMUNITY SAFETY TEAM - YOUTH ENGAGEMENT OFFICER, SAFER SCHOOLS PARTNERSHIP

The Board received a presentation from PC Jane Tetlow which provided Members with an oversight into the role of the Youth Engagement Officer, Safer Schools Partnership. Halton had two Officers and the Youth Engagement Officer for Widnes, PC Jane Tetlow, was in

attendance and provided examples of her work to support educational establishments, staff, pupils and the community locally.

Members noted that the Safer Schools & Young Person's Partnership also involved multi agency working and fostering positive relationships between the schools and police service. One of the main roles of the Partnership was to provide the young people of Cheshire, Halton and Warrington with the relevant tools to facilitate self-awareness and self-insight. This would enable them to make informed decisions to avoid becoming offenders or victims of crime.

RESOLVED: That

1. the report be noted; and
2. the potential of a Topic Group be explored which would consider practical steps the Local Authority could take to ban 'in school time' use of mobile phones as a means to encouraging a safer school environment.

Strategic Director
Enterprise,
Community and
Resources

SAF22 RESPONSE TO GRENFELL TOWER TRAGEDY

The Board considered a report of the Strategic Director, Enterprise, Community and Resources, which advised on the actions and activities the Council had undertaken following the tragic events that took place in Kensington and Chelsea with the Grenfell Tower Fire.

Following the tragic events that took place at Grenfell Tower on 14th June 2017, the immediate focus was on the type of cladding used on residential tower blocks greater than 18m tall. The Council was required, as also were all Registered Social Landlords, to send various returns to Government in relation to buildings in their ownership. The Council provided all information requested within the timescales set. As the Council does not own any housing stock, most returns were therefore nil returns.

It was noted that there were no residential blocks of 18m tall in the Borough, however, the Council Building Control Team offered support to both Halton Housing Trust (the owners of Churchill Mansions in Runcorn) and also to the Management Company who look after The Decks in Runcorn. Following a review with the owners of those buildings, it was concluded that the high rise accommodation in Halton was considered low risk in relation

to the external envelope of the building. However, two recommendations were made to the building owners:

- Review all fire risk assessments and action any recommendations from those assessments; and
- Retreat any timber above 18m as advised, or with any suitable treatment giving class 0 surface spread of flame (this relates specifically to The Decks)

The only other high rise building in the Borough was the Municipal Building, Widnes and whilst it did have aluminium cladding panels to the podium, this was extruded aluminium and not aluminium composite material (ACM) that was used in the Grenfell Tower.

Whilst there were no similar buildings to Grenfell Tower in Halton, the Council carried out further activities to ensure, as far as possible, that public buildings within the Borough were safe and full details of these were outlined in the report.

Arising from the discussion, the Board requested an update from the building owners of The Decks and Churchill Mansions on the two recommendations detailed above.

RESOLVED: That

1. the report be noted; and
2. an update be requested from the building owners of The Decks and Churchill Mansions on the two recommendations detailed above.

Strategic Director
Enterprise,
Community and
Resources

SAF23 ORGANISED CRIMINAL GANG BOARD

The Board received a presentation from Mike Andrews, Community Safety and CCTV Manager, on the Council's response to Organised Criminal Gangs and the Government Strategy to tackle 'County Lines' and Criminal Exploitation.

The Serious and Organised Crime Strategy placed significant emphasis on the importance of effective local partnerships. In order to support this a partnership group, chaired by David Parr (Chief Executive), had been set up to tackle organised crime groups in Halton (Operation Portfolio). The aim of Operation Portfolio was to deliver an effective partnership response to the threat posed by serious crime and organised crime groups impacting on communities in Widnes and Runcorn.

The presentation highlighted the key objectives of the partnership group and an outline of what are 'County Lines'.

RESOLVED: That the presentation be noted and TITAN be invited to attend a future Board meeting.

Meeting ended at 8.06 p.m.

REPORT TO: Safer Policy & Performance Board

DATE: 20th February 2018

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:	Safer Policy and Performance Board
DATE:	20 th February 2018
REPORTING OFFICER:	Strategic Director –Enterprise, Community and Resources
PORTFOLIO:	Community Safety
SUBJECT:	Cheshire Fire and Rescue Annual Report
WARDS:	Borough wide

1.0 PURPOSE OF THE REPORT

- 1.1 To consider Cheshire Fire and Rescue Service's Annual Report for Halton 2017-18, and to receive an update on their Integrated Risk Management Plan 2017-18 (IRMP).

2.0 RECOMMENDATION: That

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

3.0 SUPPORTING INFORMATION

- 3.1 The Board has reviewed Cheshire Fire and Rescue Service on an annual basis for a number of year now.
- 3.2 The draft 2017/18 Plan outlines a second review of the services emergency response functions to reflect risk and demand up to 2020. This follows on from the first programme of change that the Service began in 2013 and has seen the building of four new fire stations at Alsager, Penketh and Powey Lane near Chester, as well the fire station and safety centre at Lymm. There have also been several changes to the way in which the Service staffs its stations.

Proposals within the second emergency response review and the wider draft Plan include:

- Cheshire Fire Authority's proposal to increase its share of council tax by 1.99% in 2017/18.
- Proposals to review the duty systems at Birchwood, Macclesfield, Penketh and Wilmslow fire stations.
- Move from three hydraulic platforms to two across the Service.

- Introduce an additional fire engine at Crewe and Ellesmere Port fire stations, staffed during weekdays.
- Rolling out the pilot programme to respond to cardiac arrests alongside North West Ambulance Service.
- Delivering 'Safe and Well' visits to 40,000 households to provide health information as well as fire safety advice.
- Developing a new policy to reduce the number of attendances to false alarms caused by automatic fire alarm systems.
- Promoting the need to install sprinkler systems in new schools.

4.0 POLICY IMPLICATIONS

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

5.0 FINANCIAL IMPLICATIONS

- 5.1 None identified.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

6.1 Children and Young People in Halton

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

6.2 Employment, Learning and Skills in Halton

None identified.

6.3 A Healthy Halton

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

6.4 A Safer Halton

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

6.5 Halton's Urban Renewal

None identified.

7.0 RISK ANALYSIS

There are no specific risks to the Council contained in this report.

8.0 EQUALITY AND DIVERSITY ISSUES

There are no equality and diversity issues associated with 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.

Making Cheshire Safer

Halton

UNITARY PERFORMANCE AREA PLAN 2017-18

UNITARY PERFORMANCE AREA PLAN 2017-18

Directorate:	Service Delivery and Performance		
Unitary Performance Manager:	Lynsey McVay		
Unitary Admin Manager	Liz Thompson		
Locality Safety Manager:	Lorraine Page		
Unitary Protection Manager:	Ian Kay		
Plan start date:	April 2017		
Quarterly Reviews	Q1	July 2017	
	Q2	October 2017	(Mid Year)
	Q3	January 2018	
	Q4	May 2018	(End of Year)
Version:	1.1		

1. INTRODUCTION

1.1 Our Vision, Mission, Aims and Objectives (Golden Thread)

VISION	<i>A Cheshire where there are no deaths, injuries or damage from fires or other emergencies.</i>
MISSION	<i>To help create safer communities, to rescue people and protect economic, environmental and community interests.</i>
Underpinned by our Aims and Objectives:	
	<p>To protect our communities and reduce local risks we will:</p> <ul style="list-style-type: none"> P1 Maintain a detailed understanding of our communities and carry out risk analysis and assessment to identify the people and property most at risk P2 Deliver campaigns and projects to reduce antisocial behaviour and increase awareness of fire and road safety P3 Ensure fire safety legislation is implemented effectively
	<p>To respond promptly and effectively to emergencies we will:</p> <ul style="list-style-type: none"> R1 Ensure plans and resources are in place to provide a flexible, efficient and resilient response to emergency incidents R2 Use intelligence and data to match resources to risk and demand R3 Ensure the safety of our people by providing them with the right equipment, training and skills
	<p>In developing an excellent organisation accountable to our communities we will:</p> <ul style="list-style-type: none"> S1 Ensure our workforce is competent and able to deliver our vision S2 Inform and involve our communities and our staff in developing services and policies which are open, transparent and accountable S3 Deliver value for money services which maximise community safety and minimise our impact on the environment

1.2 Story of Place and Community Profiles

Community Profile

Halton is a largely urban area of 126,500 people. Its two biggest settlements are Widnes and Runcorn that face each other across the River Mersey, 10 miles upstream from Liverpool. In the decade prior to 2001 the population of Halton was in decline however between 2001 and 2015 the population has increased by 7%. The Runcorn Widnes Bridge links the two towns that share a common heritage and further improvements are being made to link through the development of a second bridge named the Mersey Gateway. Widnes is regarded as the birthplace of the chemical industry, and its development spread to Runcorn in the 19th century.

At the end of the 1960s Runcorn was designated as a new town, new road networks and shopping centres were built to serve the influx of residents from the centre of Liverpool, many of whom were housed in new social housing. The new town offered less employment than was otherwise expected whilst globalisation caused a rapid contraction of the chemical industry resulting in a massive rise in unemployment for those members of the community with little or no skills. The recent 'worldwide credit crunch' has further added to the boroughs pressures as unemployment continues to grow.

Demographics

Area: 79.09 km²

Population: 126,500

Ethnicity

The 2011 census identified that only 2.2% of Halton's population recorded their ethnicity as non-white, compared with 14.6% for England and 9.8% for the North West.

Age

A mid year population estimate taken in 2015 estimates that Halton had a slightly higher proportion of young people than the UK average: 19.9% of all Halton residents were estimated to be aged under 16, compared with 19% for the UK (11.4% for the North West). In contrast, Halton was estimated to have a slightly lower proportion of older people aged 65+ than the UK average (17% for

Halton compared with 17.7% for the UK). In Halton 63.1% of residents were aged 16-64 (63.3% for England and 63.6% for the North West).

Health

Public Health England measures life expectancy at birth for people within each local authority area, based on current mortality rates. According to the latest data from 2011-13, the average life expectancy for men in England is 79.2 years (of which 63.4 years are expected to be healthy) and for women average life expectancy is 83.0 years (of which 64.1 are expected to be healthy). Compared with the England average, people in Halton tend to live shorter lives, and they live for less time in good health. Average life expectancy in Halton is 77.3 years for men and 80.4 years for women. The health of the people who live in Halton is generally improving, with life expectancy increasing each year and rates of people dying from heart disease and most forms of cancer are decreasing. However, this is not the case for all people in Halton and as a result, health of the population in Halton is below average compared to England as a whole.

Housing Tenure

There were 54,833 households in Halton in 2013, of which the majority are owned with a mortgage, however, 25% are socially rented.

Economic Activity

74.5% of working aged adults in Halton are economically active (Oct 2013 – Sept 2014). 1.2% are claiming unemployment benefits and a further 1.2% fall within the category of youth unemployment (aged 18-24). 12.5% of Halton residents are claiming out-of-work benefits.

Indices of Deprivation

Halton has inherited a number of physical, environmental and social problems as a result of its past. The Index of Multiple Deprivation (IMD) for 2015 indicates that Halton is ranked as the 27th (out of 326) most deprived Local Authority nationally (a ranking of 1 indicates that an area is the most deprived). Halton has 21 of its 79 Lower Super Output Areas (LSOAs) that fall within the top 10% most deprived nationally. This is around 26% of its population. The most deprived ward in Halton is Windmill Hill whilst the least deprived ward in Halton is Birchfield.

Crime

Total recorded crime and key crimes such as burglary and car crime have been reduced in recently years however this still remains the most pressing problem for most people in Halton, and fear of crime remains at unacceptable levels and impacts upon too many lives. Recent figures indicate 69.1 residents per 1000 are affected by crime in Halton.

CFRS Priorities

At the end of the 2016/17 planning year **Halton** saw a decrease in accidental fire in the home when compared to the same period in 2015/16 (**32** incidents in 2016/17 compared to **48** incidents in 2015/16). The majority of the incidents have a low severity rating indicating that they are relatively minor. We aim to further reduce incidents of fire in the home further through our targeted approach to Safe & Well visits.

The reduction of deliberate fire activity is a key priority for the Service in Halton

During the last 12 months there were a total of **234** deliberate fires in Halton (22.3% reduction from 2015/16 Q4), **62** (26.5%) of these were primary fires (55% increase from 2015/16 Q4) and **172** (73.5%) were secondary fires (34% reduction from 2015/16 Q4).

In response to these incidents we will maintain initiatives across Halton by targeting deliberate fires and deliberate fire setters, and ensure the PNR process provides detailed intelligence for potential prosecution with a more increased emphasis on the newly appointed SPOC for each Local Policing Unit.

Reduction of Killed & Seriously Injured (KSI) on the Roads;

Cheshire Fire & Rescue Service (CFRS) is the publicly accountable body responsible for ensuring the communities of Cheshire West & Chester, Cheshire East, Halton & Warrington are protected by an effective and efficient Fire & Rescue Service (FRS). This remit extends to carrying out road safety activity in partnership with local authorities and other key agencies such as; Police, Ambulance, Highways Agency and Department For Transport as well as a range of relevant road safety charities and groups.

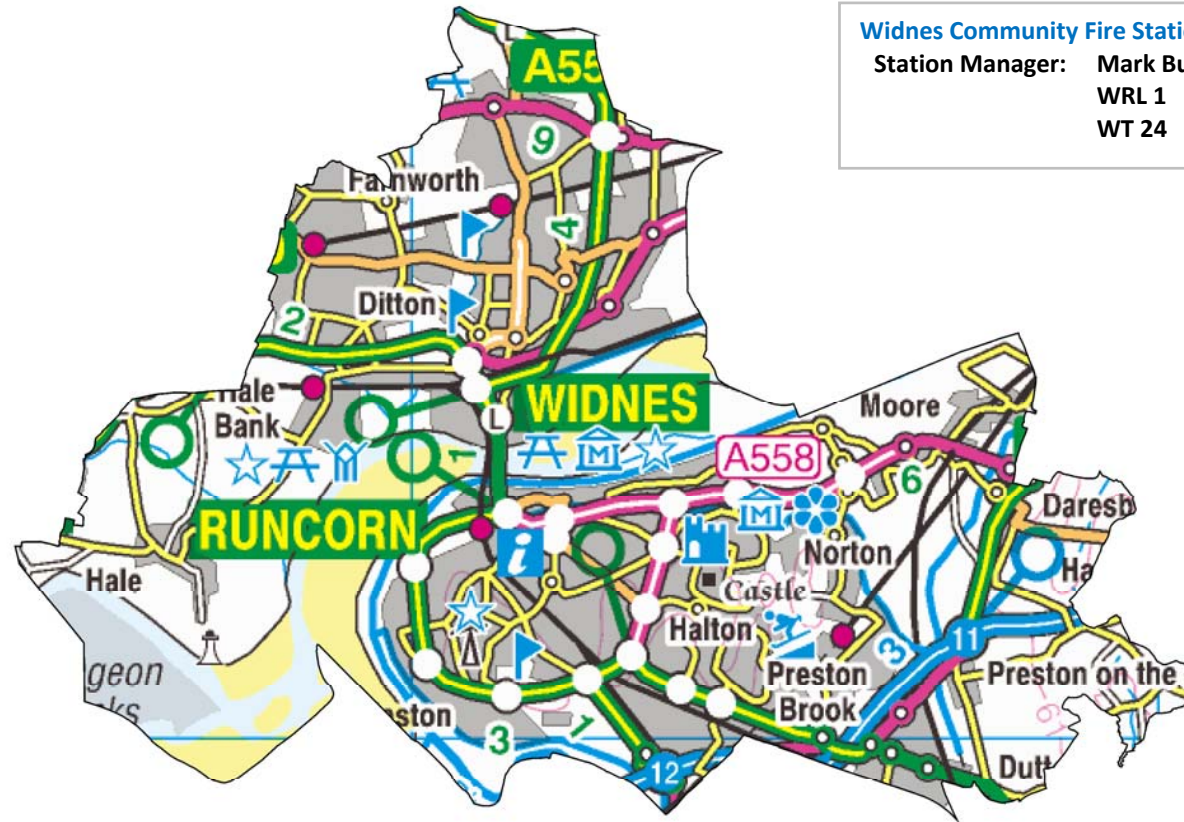
There were **438** KSI casualties including **36** fatalities in the CFRS area during 2016 of which **45** KSI casualties occurred in Halton including **1** fatality.

Cheshire Fire and Rescue Service Resources in Halton Unitary Performance Area

Community Fire Protection
 Manager: Ian Kay

Runcorn Community Fire Station
 Station Manager: Mark Bushell
 WRL 2 (1WT; 1OC)
 WT 20
 OC 16

Widnes Community Fire Station
 Station Manager: Mark Bushell
 WRL 1
 WT 24



Key
 WRL Water Ladder Appliance
 WT Whole Time Staff
 OC On Call System

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2. UNITARY PERFORMANCE TEAM

Fire Authority Members	Councillors: Rob Polhill, Stef Nelson and Phil Harris		
Unitary Performance Manager	Lynsey McVay		
Locality Safety Manager	Lorraine Page		
Unitary Protection Manager	Ian Kay		
Unitary Admin Manager	Liz Thompson		
Unitary Communications Representative	Sarah Dornford-May		
Unitary Human Resources Representative	Phil Mobbs, Ursula Corcoran		
Stations and Relevant Station or Watch Managers where appropriate	Runcorn:	Station Manager	SM Mark Bushell
		Red Watch	WM Rob Everson-Hart
		White Watch	WM Gavin Hanson
		Blue Watch	WM Andy Clarke
		Green Watch	WM Mark Sopp
		On-call	WM Ben Sanderson
	Widnes:	Station Manager	SM Mark Bushell
		Red Watch	WM Gary Raper
		White Watch	WM Dave Jones
		Blue Watch	WM David Rutter
		Green Watch	WM Stuart Saunders

3. DELIVERY PLAN

Service Delivery Key Objectives

Ref	Key Objective
1	Improve Home Safety
2	Reduce deliberate fires and anti-social Behaviour
3	Improve Road Safety
4	Improve Fire Safety in Non Domestic premises
5	Improve the operational preparedness
6	IRMP & Sustainable Communities Strategy

Monitor & Review

All whole time stations will develop community action plans (CAP's) aligned to the above priorities. These will include SMART objectives and milestones all of which will be reviewed on a quarterly basis. The report will be presented to local Unitary Performance Groups, the Unitary Performance Management Team, before formal submission to Performance Management Group.

All the activities delivered on station through the Community Action Plans (CAPS) will be subject to an Equality and Environmental Impact Assessments.

Positive Action:

As concerns recruitment, and in particular firefighter recruitment, the Service is actively encouraging applications from diverse groups, such as women and members of the LGBT and BME communities, as part of an ongoing programme of positive action. All departments and crews shall support and/or facilitate positive action events together with HR and the Equality and Inclusion Team, as and when appropriate.

Delivery Plan

1. Improve Home Safety

In 2017-18 'Safe and Well' visits will be targeted on two tiers: Very high risk households through referrals from partnerships agencies and targeted households based on risk from the HRD set (total 40,000 (Platinum, Gold, Silver, Bronze)). The Service has devised a targeting methodology to identify high risk households taking account of personal risk; socio-demographic risk and emergency response risk.

Ref	CAP	Lead	Key Intelligence	Outputs & Outcomes	Target 2017/18
1.1	<p>We will deliver 1344 per whole time pump stations from the HRD set. (Including partner referrals). We will visit all Platinum and Gold Addresses to offer a Safe and Well visit and aim to complete a visit in 65% of the addresses.</p> <p>In addition we will deliver when required adhoc risk based Safe & Well visits from other sources. (E.g. after the fire etc.)</p> <p>We will offer Contact Assessments to over 65s in accordance with our partnerships with Age UK.</p>	SD Pre	<p>16/17 Total Accidental Dwelling fires = 32 (17/18 target 40) 16/17 Total number of primary fire injuries = 3 (ADF Injuries = 0).</p> <p>The peak times are consistent with the wider Cheshire picture with incidents increasing during afternoon and evening meal times.</p> <p>The majority of ADFs occurred in the kitchen, with cookers being the most frequent ignition source.</p>	Number of Safe and Well Visits completed from the HRD data set and partner referrals.	2688
				By 01/04/2018 - Visit 100% of Gold households to offer a Safe and Well visit.	100%
				100% of the over 65s will be offered a Contact Assessments	100%
				Safe and Well visits completed in Platinum and Gold addresses	65%
				Injuries in ADFs (BV143ii)	2
				Reduction in BV142iii Accidental Dwelling Fires	40
				BV143i Deaths in Accidental Fires	0
				Deaths in Primary Fires (NI49ii)	0

Ref	CAP	Lead	Key Intelligence	Outputs & Outcomes	Target 2017/18
	We deliver Key Stage 2 educational visits to all primary schools within the unitary area (51 KS2 visits – Runcorn 31, Widnes 20)		People within this "Platinum" risk category are more likely to be older, living alone in demographic areas that are known to have more fires.	Reduction in NI49iii Non-fatal casualties (excluding precautionary check)	
1.2	Operational Crews to support the delivery of national and local planned Road Safety Programmes to ensure the provision of suitable educational information is delivered in conjunction with the Locality Safety Manager and as detailed in the Road Safety Delivery Plan 2017/18.	Pre	The risk for males aged 85+ is twice that of males 65+. Our targeting of Safe & Well visits is aimed at the over 65's, prioritising the Gold, Silver and Bronze households taken off the HRD data set. Other Safe & Well visits are completed following agency referral and post incident.	BV 144 Percentage of accidental fires in dwellings confined to room of origin	95%
				BV 209iii percent of dwellings were no smoke alarm was fitted.	No more than 12%

2. Reduce Deliberate Fires and Anti-Social Behaviour

Arson is a particularly destructive crime, which impacts on both the individual victim and on society as a whole. It is now the largest single cause of major fires in the UK. At its worst, arson leads to loss of life and significant financial damage. Even minor arson, where it is persistent and pervasive, sets a strongly detrimental (and visually harmful) tone to deprived communities, contributes to social exclusion, and effects public confidence in the Police and Local Partners ability to tackle crime and ASB. Arson is inextricably linked with other forms of ASB and requires a holistic inter-agency response based around 4 E's: Education, Engagement, Elimination & Enforcement.

Ref	CAP	Lead	Key Information	Outputs & Outcomes	Target 2017/18
2.1	<p>In support of the 2017/18 CFRS Deliberate Fire Reduction Plan specific plans will be developed to respond to peak activity and reduce all deliberate fire setting including bonfires.</p> <p>We will continue to develop relationships with each Local Policing Unit and officer appointed as a Single Point of Contact for arson related matters within their areas, evidence/information gathering at incidents will be shared in a timely manner with local Police and other partners through the Local Tasking & Co-ordination Group (T&C) and PNR IRS interface process, so risk reduction activities can be implemented.</p>	SD P&P	16/17 Deliberate Primary Fires = 62	NI33i Deliberate primary fires	49
			16/17 Deliberate Secondary Fire = 172	NI33ii Deliberate Secondary	259
			The main hotspot areas towards the end of Q4 were; Hough Green and Lower House both in Widnes	Deliberate Primary Fires excluding Vehicles (BV206i)	23
			Other areas to continue to monitor will be in Halton Lodge, Runcorn and another possible emerging location of interest was within the Appleton Ward in Widnes.	Deliberate Secondary Fires excluding vehicles (BV206iii)	257
			The Service Corporate Intelligence unit will	Deliberate primary vehicle fires (BV206ii)	28
				Deliberate secondary vehicle fires (BV206iv)	1
				NI 21 Anti-Social Behavior	0
				Reduction in arson over the bonfire period or for periods identified through local intelligence and increased activities.	100%

Ref	CAP	Lead	Key Information	Outputs & Outcomes	Target 2017/18
			analyse deliberate fire activity based on the SARA model and will provide quarterly intelligence reports for each Service Delivery Area. Where necessary these reports will inform arson reduction activity.	PNRs to be completed for all Level 1 deliberate fire incidents Attendance at local meetings	
2.2	Deliver bonfire; firework and safety campaigns	SD Pre & Pro		Bonfire Reduction Plans and Report. Local SMs to produce the plans in conjunction with local partners, LPUs and the Arson Reduction Manager.	
2.3	Continued delivery of our youth engagement programmes, including Cadet units, RESPECT, Key Stage 2 school visits, Phoenix Project & Princes Trust Teams	Pre		RESPECT Teams completed and supported by Service Delivery Teams	TBC
			Princes' Trust Teams	TBC	
			NI117 NEET Young People	TBC	

3. Improve Road Safety - NI47

There were 479 KSI casualties including 38 fatalities in the CFRS area during 2015 of which 174 KSI casualties occurred in CWAC including 13 fatalities. This is comprised of children, young adult road users, car occupants, pedestrians, pedal cyclists, and powered two-wheelers. Whilst the KSI figures is over 40% less than it was a decade ago, it is still unacceptably high and its impact devastates families and puts significant strain on the public services that deal with the incidents and help put lives back together.

Ref	CAP	Lead	Key Information	Outputs & Outcomes	Target 2017/18
3.1	In support of the 2017/18 CFRS Road Safety Plan;		There were 438 KSI casualties including 36 fatalities in the CFRS area during 2016 of which 45 KSI casualties occurred in Halton including 1 fatality.	A reduction in KSIs (NI47)	TBC
	The Service will support Summer Road Safety Week planned for 15 th to 30 th July 2017	Pre		Summer Road Safety Week – 1 event per whole time station.	2
	Each Whole time watch will deliver at least 1 additional road safety in conjunction with Corporate Communication Team.	SD		Each Whole time watch will deliver at least 1 additional road safety event	8
	Undertake events to support the National CFOA led Tyresafe / Winter Driving campaign during October 2017.	Pre		1 event per whole time station.	2
	In liaison with the Local Road Safety Partnership each wholetime watch to deliver a specific event during Brake	Pre		One event per whole time watch to support the theme of the Brake Road Safety week.	8

Ref	CAP	Lead	Key Information	Outputs & Outcomes	Target 2017/18
	Road Safety week 20th to 26th November 2017.				
3.2	Support regional and national FRS road safety activity by effectively engaging with other FRS Road Safety Practitioners through the CFOA Prevention, Protection & Road Safety Directorate.	Pre	The Service Business Intelligence Unit will analyse RTC/KSI's based on the SARA model and will provide quarterly intelligence reports for each Service Delivery Area. Where necessary these reports will inform RTC reduction activity.	1 per whole time station.	2
3.3	Represent CFRS on local road safety delivery groups (including LAPS and CSP) to ensure activity is integrated into each local authority's statutory road safety plan.	SD Pre		Representation on local authority boards and strategic delivery and support of CSP priorities identified through Strategic Assessment.	

4. Improve Fire Safety in Non-Domestic Premises /Safeguard Heritage/Reduce Unwanted Fire Signals

We will improve the standards of fire safety within the non domestic built environment and reduce the occurrence of Non Domestic fire related incidents and safeguard heritage. In 2016/17 there were **111** false alarms which is a significant drain on resources and therefore we will robustly implement service policies to ensure significant reductions in this type of incident. During 2016/17 there were **20** fires involving non-domestic premises which affected local businesses and the economy.

Ref	CAP	Lead		Outputs and Outcomes	Target 2017/18
4.1	Implement proactive initiatives to reduce the impact of UWFS. This will include monitoring all UWFS's and responding in accordance with NEW UWFS policy	Pro	16/17 Fires in Non Domestic Premises: 20	Reduction in non domestic property fires (BV207)	20
			The repeat property types for non domestic fires were schools (primary/secondary & colleges) and EPHs.	Reduction in Uwfs	125
4.2	WT watches will receive 1 day's technical scene preservation training from Protection.	Pro	16/17 False Alarms in Non Domestic Premises: 111	WT personnel to complete 2 day technical fire safety (Protection) course	1 day
4.3	Operational crews undertake fire safety audits, peak activity inspections, thematic visits with a commitment based upon; one inspection per watch per tour (to include Fire works, pre-Christmas visits)	Pro	The most common causes are Faulty Equipment and Accidentally/carelessly set off	One themed inspection per watch per tour (to include Fire works, pre-Christmas visits)	1 per watch per tour
4.4	P&P to organize two business safety events in each Unitary Area.	Pro		Completed Business Liaison events	1

Ref	CAP	Lead	Outputs and Outcomes	Target 2017/18
4.5	As and when requested by industry CFRS will take part at exercises at COMAH sites.	SD	Protection Team complete 300 audits across the Service area.	
4.6	Undertake health Check/ “during performance” (peak activity) type inspections of sleeping risk premises.	Pro	Following any notable fires in commercial premises all relevant premises; either within the immediate vicinity or similar business sector visited.	
			Prevention and Protection to complete a minimum of 300 initial premises audits	300 audits

5. Improve Operational Preparedness

Despite successful prevention activities our core role remains one of responding to emergencies; these emergencies are today much broader in range to reflect the changing risks that face our community. The terrorist threat and climate change are key examples of this, although, there are many more inherent risks in the way we now live on a day to day basis. We will reduce the risk at Operational incidents for our firefighters and the community.

Ref	CAP	Lead	Key Information	Outputs and Outcomes	Target 2017/18
5.1	Maintain skills matrix to ensure operational staff resilience/competence and prioritise training needs	OTG SD		All Operational Personnel to attend a two day BA/Fire behavior training 30% of operational personnel will attend the following course: RTC/BTACC (2 day), Height Safety (1day), Hazmat (1day), along with any specialist training course/s required by the station/s operational capability required, as per Policy and guidance	

Ref	CAP	Lead	Key Information	Outputs and Outcomes	Target 2017/18
5.2	Ensure all personnel maintain competence through robust management, delivery and recording qualitative and quantitative progress against completion of the annual training forecast. Complete 100% of Cluster exercises at identified locations. Update risk register	SD		<p>Qualitative & quantitative reports by SM. (see: PDRPro Reports) Complete 100% of Cluster and short notice exercises.</p> <p>Training events validated by SM. One heritage theme operational exercise or simulation. High performance on PDRPro relating to Service Training Forecast.</p>	
5.3	<p>Ensure full compliance to the Station Management Framework as per policy.</p> <p>Update risk register</p>	SD		Compliance with standards with SMF policy (SMF eDocs 1391)	
5.4	Maintenance of the Station Risk Footprint as per the SSRI policy (SSRI validation and quality assurance completed)	SD		<p>100% of SSRIs (low & high level) to have plans attached on Fire Core.</p> <p>All Low Level SSRIs recorded on FireCore include initial considerations and a plan drawing of the site applying new risk methodology.</p>	

Ref	CAP	Lead	Key Information	Outputs and Outcomes	Target 2017/18
5.5	<p>All Appraisals to be completed on time.</p> <p>To ensure resilience, each watch should have a minimum of one fire fighter suitably qualified to act to crew manager.</p>	SD		<p>100% of appraisal to be completed before the deadlines</p> <p>Minimum of one fire fighter qualified to act to crew manager per watch (ICA)</p> <p>Ensure appliance availability and resilience</p>	100%
5.6	<p>Hydrant Inspections</p> <p>Each station will complete their High Risk SSRI Hydrant Route as per policy.</p>	SD		Hydrant Inspections completed as per policy.	100%

6. IRMP & Sustainable Community Strategy/Health & Wellbeing Strategy

We will implement the objectives set out in the Integrated Risk Management Plan (IRMP14). This will include those objectives applicable in all Unitary areas and those specifically relevant to the Halton Unitary. We will also support delivery of the SCS/Health & Wellbeing Strategy.

Ref	CAP	Lead	Key Information	Outputs and Outcomes	Target
6.1	<p>The Service Delivery Department will be involved in the delivery of various IRMP (10 -14) Objectives.</p> <p>We will continue to support the Emergency Response Programme.</p>	SD			N/A
6.2	Expand and roll out the programme of Cardiac Response Pilots to all Fire Stations.	OPA SD	Under the scheme, both NWS and firefighters respond and whoever reaches the casualty first, starts providing life-saving treatment.	It is hoped that the scheme will be extended to all stations by December 2017, subject to review and the agreement of staff.	

Ref	CAP	Lead	Key Information	Outputs and Outcomes	Target
6.3	<p>Engaging Diverse Communities. Each station will participate in events relevant to community risk and the community diversity profile within their station area.</p> <p>We will support the delivery of objectives within the Sustainable Communities Strategy and integrate CFRS activities by contributing to key partnerships / local delivery plans. (e.g.CSP, AP's, CDRP etc.)</p>		<p>The SM will decide which events to target. (See Key Information - list of community events) All events to be added to the CAP. SM to ensure Individual watches design and implement relevant activities with outcomes recorded on the CAP.</p> <p>SM must liaise with Locality Safety Manager and Corporate Communications to ensure activities are coordinated Note * - All Stations must deliver activities for these events. A further event must be completed based on local demographics/risk</p> <p>The activities should predominantly focus on engaging diverse communities with the ultimate aim of reducing the following: Accidental Dwelling Fires, Fire injuries, Deliberate Fires, Non</p>	<p>Number and type of events delivered.</p> <p>One station open day per station.</p> <p>100% attendance at identified strategic and local meetings. (See CAP).</p>	<p>1 per station</p> <p>100%</p>

Ref	CAP	Lead	Key Information	Outputs and Outcomes	Target
			domestic Fires & killed and seriously injured on the roads		

4. WORKFORCE PLANNING

People – Workforce Planning Considerations

Workforce planning has a significant role in delivering improved services and helping to achieve priorities.

- **What is workforce planning?** – It is a key planning tool for ensuring the right number of people with the right skills, experiences and competencies are in the right jobs, at the right time, at the right cost.
- **Why consider workforce planning?** – It demonstrates a more planned approach and allows Managers to anticipate change rather than being surprised by events, as well as providing strategic methods for addressing present and anticipated workforce issues.

Please use this tool to record any workforce planning considerations identified for your department
 Select the guidance document to provide you with more detail in how to complete this tool but if you need further help please Contact your HR Business Partner in People and Development

[Workforce
 Planning
 Guidance](#)

Retirements	It is anticipated that #### person/people will retire in Halton over the next year. Evidence supports that over recent years that more people have retired or have left the Service than were forecast to leave. Through the Service Establishment Meeting and Human Resources Management Team Meeting (HRMT) we have identified that in the next 5 year period 2016-2021 there is a potential continuous shortfall of staff to meet the funded establishment.
Recruitment	We will consider the requirement to address staffing shortfalls through recruitment (transfers, migration, wholtime recruitment, cross boarder promotions and apprentices). We will continue to manage on-call recruitment through the Recruitment Project Task Group.
Skills and competencies	All requirements will be assessed prior to the annual appraisal process to ensure that training course are arranged to meet local needs. For each of the new stations a Skills Gap Analysis will be completed to ensure we have the people with the right skills in the right place to deliver an effective service.
Managers/ICs	We have set a target to ensure at least one ICA firefighter is available on every watch. This year will see a series of promotion boards for Watch and Crew Managers which should stimulate development in this area along with a newly designed development programme.
Staffing Management	The Head of Service Delivery meets fortnightly to assess staffing needs and adjust/redeploy staff to address deficiencies. This will continue throughout the coming year.

REPORT TO: Safer Policy Performance & Performance Board

DATE: 20th February 2018

REPORTING OFFICER: Strategic Director - Enterprise, Community & Resources

PORTFOLIO: Community Safety

SUBJECT: Emergency Planning

WARDS: Boroughwide

1.0 PURPOSE OF THE REPORT

The purpose of the report is to provide an update to the Safer Policy & Performance Board, on the work undertaken by the 'Emergency Planning Team' during the past year.

2.0 RECOMMENDATION: That the work of the Emergency Planning Team and this report be noted.

3.0 SUPPORTING INFORMATION

3.1 Background

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

3.2 The service produces a three year Emergency Planning Work Programme; as part of the 'cycle of activities,' establishing a 'risk profile,' which determines the key priorities for developing / updating and testing of Emergency Plans. This is completed with a review and revision, which informs the Service Area Work Programme for the following Work Programme cycle.

3.3 Emergency Planning Team - Key Duties and Responsibilities

The Emergency Planning Team has a number of key duties and responsibilities, which are as follows:

1. To assist with the preparation, review and exercising of the Council's contingency plans for the provision of services during and following a Major Incident or Major Incident Standby and / or emergencies, including arranging and conducting de-briefs following incidents.
2. To assist with the preparation, review and exercising of the Council's plans required by statutory legislation (e.g. Control of Major Accident Hazard (COMAH) Regulations, Major Accident Hazard Pipelines (MAHP)) and other plans as required.
3. To liaise with External Organisations ((Category 1 & 2 Responders) which include the emergency services, Health & Safety Executive (HSE), voluntary

organisations, etc.), Members, and other Council Departments on functions covered by the Emergency Planning Team.

4. To assist with updating the Corporate and Directorate Business Continuity Plans, and where appropriate including testing and exercising.
5. To arrange and present seminars and exercises for the Council and other relevant organisations to improve and refine the Council's response.
6. To ensure records of emergency planning training and exercises, involving the Council are maintained.
7. To provide specialist technical advice to the Council and other Council Departments, participating in senior level multi-discipline officer working groups, both internal and external.
8. To promote Business Continuity to local businesses.
9. To ensure the public information strategy is established and maintained before, during and after incidents in line with the Cheshire Resilience Forum (CRF) Media Framework Plan.
10. To be part of the Council's on-call duty rota for response to Major Incident and Major Incident Standby and to act as Staff Officer (if required) or as a member of the Council's emergency response team.
11. To support the working of the Cheshire Resilience Forum (CRF), attend Management Group meetings, act as Capability Leads, undertake Risk Assessment and Chair Groups when required.

These duties are governed under Key Legislation and Statutory Duties, which will be discussed in the following paragraphs of this report.

3.4 STATUTORY DUTIES:

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

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

3.4.1 Civil Contingencies Act 2004 (CCA)

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

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

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

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

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

Planning for Local Risks

In line with the CCA, Halton Borough Council has identified the high risks within the borough. For all these high risks, there is an Emergency Plan. These documents aim to provide resilience to protect, minimise the effects and reassure the community of Halton; limiting the consequences of a Major Incident / Major Incident Standby within the Borough. These plans are updated and tested on a regular / rota basis.

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

3.4.2 Control of Major Accident Hazard Regulations (COMAH) 2015

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

At present, Halton has 9 Upper Tier COMAH Sites across the borough.

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

'Upper Tier' - Runcorn COMAH Operator site includes:

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

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

'Upper Tier' - Widnes sites

- Univar Ltd, Pickerings Road, Halebank, Widnes
- ICoNiChem Widnes Ltd, Moss Bank Road, Widnes (Originally Shepherds site)
- Emerald Kalama Chemical Ltd, Dans Lane, Widnes (Originally Innospec site)

COMAH Compliance

External Planning

The COMAH Regulations require Halton Borough Council, as a Local Authority, to prepare Emergency Plans to deal with the off-site consequences of a possible Major Accident at 'Upper Tier' sites. These plans are reviewed at least every 3 years or updated when there are major changes to the site. All External COMAH Emergency Plans are up to date for all sites, within the 3 year COMAH Cycle.

Due to the complexity and interconnectivity of the six Operators located within the Runcorn COMAH site, the External COMAH Plan is tested / validated on an annual basis. This is a recommendation by the Competent Authority and has been implemented for a number of years. The next exercise is scheduled to take place March 2018.

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

Univar Ltd, External COMAH Emergency Plan was tested using a Major Live exercise format, July 2017. The next scheduled test will take place July 2020.

ICoNiChem Ltd, External COMAH Emergency Plan was tested using a Major Live exercise format, October 2015. The next scheduled test will take place October 2018.

Emerald Kalama Chemical Ltd, has recently moved into Upper Tier Status. A Table Top Multi-Agency Familiarisation Exercise took place December 2017. A further Major Live Exercise has been scheduled to take place May 2019.

Following all exercises, a multi-agency structured debrief is scheduled within 4 weeks of the exercise. The outcomes of the debrief, the areas of development, good practice and recommendations form the Exercise Report and are benchmarked for future COMAH exercises.

Lower Tier COMAH Sites

Halton Borough Council has no statutory duty for compliance of 'Lower Tier' COMAH sites. However, these sites remain governed under COMAH Regulations 2015 and are required to produce a Safety Report, an 'Internal COMAH Plan' and a Major Accident Prevent Policy for the Competent Authority. There is also an annual inspection carried out by Cheshire Fire & Rescue Service.

At present, Halton have one Lower Tier COMAH site, which is based in Runcorn.

3.4.3 Major Accident Hazard Pipeline (MAHP) Regulations 1996

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

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

Halton Borough Council, as the Local Authority has a statutory duty to work with the pipeline operators who have MAHP infrastructure within the area, to work in partnership to produce the HBC MAHP Multi-Agency Emergency Plan. As part of the update, consultations take place with the Pipeline Operators, Emergency Services, NHS England, Public Health England, HSE and with members of the public via their Elected Members.

The plan was updated September 2016 and is scheduled to be reviewed 2019. The plan is updated in line with the has 3 year review and produced in accordance with the legal obligations placed on Halton Borough Council under the Pipeline Regulations 1996. Under the Regulations there is no specific duty placed on Local Authorities to test / validate the plan. However, as part of the Cheshire Resilience Forum (CRF) work the plan was tested as part of a Table Top Multi-Agency Exercise, November 2016.

CRF Industrial Issues Group has recommended for a Cheshire wide MAHP Multi-Agency exercise to be scheduled mid-2019. This has been agreed by CRF Management Group.

Public Reassurance

Under the COMAH Regulations 2015, the 'Community' / Public Information Zone (PIZ) will always be consulted regarding a COMAH site, which is in close proximity to their home / business. This consultation process includes a 'Safety Letter' and 'Information Card' which is circulated, at least every 5 years, and includes actions to be taken in the event of a major incident.

This information is also posted on the Halton Borough Council Website.

<https://www4.halton.gov.uk/Pages/health/Emergency-Planning.aspx>

Halton also leads and hosts the Cheshire Resilience Forum (CRF) Website, where up to date information regarding risks and resilience work throughout Cheshire are posted.

<http://cheshireresilience.org.uk/>

As part of the community reassurance, the Emergency Planning Team have recently worked with local Parish Councils and Schools, (where appropriate), with the aim of raising awareness regarding COMAH Sites and Emergency Preparedness within their area.

3.5 Emergency Centres

3.5.1 Local Authority Emergency Centres (LAEC)

In the event of a Major Incident / Major Incident Standby, Halton has two Local Authority Emergency Centres, one based at Municipal Building and one at Runcorn Town Hall. The LAECs are checked on a monthly basis and prior to a major event taking place within the borough.

3.5.2 Emergency Rest Centres

In the event of a Major Incident / Major Incident Standby, where people are required to be evacuated and taken to a place of safety. Halton has 11 designated Rest Centres throughout the Borough. All these establishments have a designated Rest Centre Box, which contains key information and equipment to activate and manage a Rest Centre. All centres are checked on a quarterly basis and prior to a major event taking place within the borough.

3.6 Training

The Emergency Planning Training Programme 2018 / 2019 for Emergency Responders have been circulated and can be accessed via the Emergency Planning Portal. Feedback from all training is benchmarked for future Emergency Planning Training.

3.7 Business Continuity Management (BCM)

All Business Continuity Templates have been updated and all individual Business Continuity Plans are updated on an annual review.

3.8 Corporate Resilience Group

The 'new' Corporate Resilience Group has been in place since March 2017 and officers from key service areas attend the group. The overall aim of the group is to share updates from key service areas, gain an update from the Emergency Planning Team, which covers future events, exercises and outcomes from debriefs etc. This group is proving beneficial to the resilience planning work in Halton.

3.9 Cheshire Resilience Forum (CRF)

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

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

The CRF works towards the National Risk Register, where risks are assessed at a Cheshire level.

3.10 Cross Border - Working with Partners

Halton continues to work with partner agencies as part of exercise planning, training and validation exercises, both within Cheshire and Cross-Border. For example, Halton attend COMAH and Nuclear Power Exercises in neighbouring areas including Merseyside. Halton are also a member of the Liverpool John Lennon Airport Emergency Planning Group.

3.11 Internal Resilience

Emergency Planning Portal

The Emergency Planning Team have been working to develop SharePoint and an Emergency Planning Portal via the intranet with the aim to ensure emergency planning documents, Business Continuity Plans, Training Programmes and dates are easily accessible for Emergency Responders. Following the Elections, the section holds an annual Elected Members Training session.

<http://hbc/teams/EMERPLAN/Pages/ElectedMembers.aspx>

Phone 'app'

The Emergency Planning Team has been working with HBC ICT Services and have produced a phone app. This phone app is available to all HBC Emergency Responders.

3.12 Joint Emergency Services Interoperability Programme (JESIP) Principles

The aim of JESIP is primarily to improve the way Police, Fire & Rescue and Ambulance services work together when responding to major multi-agency incidents, although this now being expanded to cover other organisations. Halton have attended JESIP workshops and are implementing the JESIP procedures and practices into the emergency planning work i.e. working with the emergency services and capturing information regarding incidents via the **METHANE** message (as shown below), updated the Major Incident Forms which HBC Contact Centre / Out of Hours Team use when recording the major incident / major incident standby via the 'blue lights' call.

3.13 Major Incidents in Halton

The Emergency Planning Team has a robust emergency planning response system to respond to Major Incident / Major Incident Standbys within the Borough.

3.14 Debriefs

Following all Major Incidents / Major Incident Standbys / Exercises, a formal internal debrief and/or a multi-agency debrief will be scheduled to take place.

3.15 Events taking place within the Borough

An example is The Creamfields Music Festival which takes place each August Bank holiday in Daresbury and the Emergency Planning team are part of the Planning for this event.

3.16 Cross Border Working – Merseyside

Halton has one cross border COMAH risk. Vertellus Specialities UK Ltd (formerly Pentagon Chemicals). The site is an ‘Upper Tier’ COMAH site and is based in Lower Road, Halewood. This is Merseyside’s largest COMAH risk within the borough of Knowsley. The Public Information Zone for this site includes properties and establishments within the borough of Halton, including Univar Ltd. Therefore, this site has the potential, in the most extreme circumstances, to have a ‘domino’ effect to Univar Ltd site. This means a ‘major accident’ at the Vertellus site, has the potential to cause a ‘major accident’ at the Univar site. Halton will be attending the major live exercise for Vertellus Site, July 2018.

3.17 Liverpool John Lennon Airport

The Emergency Planning Team continues to work and support Liverpool John Lennon Airport, attending the Emergency Planning Meetings and Exercises.

3.18 Liverpool City Region (LCR)

Registered Social Landlords (RSLs) Events

Recently, Halton Emergency Planning has been working closely with Liverpool City Region Emergency Planning Colleagues, regarding Registered Providers Emergency Planning and Business Continuity training. There have been a number of events, which took place in July and October 2017. All RSLs across the region were invited to attend both events. Halton Housing Trust being the largest housing provider within the Borough attended these events.

The events covered Emergency Planning preparedness, local response and recovery aspects, plus other specific Emergency Planning arrangements and procedures. The overall aim of the event was to provide further reassurance and cross checks. This is before a larger event scheduled to take place in March 2018.

A meeting also took place, Chaired by Margaret Carney, Chief Executive, Sefton Council, where the events and emergency planning resilience across the Liverpool City Region was discussed.

4.0 POLICY IMPLICATIONS

There are no policy implications.

5.0 FINANCIAL IMPLICATIONS

There are no financial implications.

6.0 IMPLICATIONS FOR THE COUNCIL’S PRIORITIES

6.1 Children and Young People in Halton

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

6.2 Employment, Learning and Skills in Halton

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

6.3 A Healthy Halton

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

6.4 A Safer Halton

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

6.5 Halton's Urban Renewal -

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

7.0 RISK ANALYSIS -

No full risk assessment is required

8.0 EQUALITY AND DIVERSITY ISSUES -

None

9.0 KEY DECISIONS ON THE FORWARD PLAN

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

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

None under the meaning of the Act.

Safer PPB Report – February 2017

REPORT TO:	Safer Policy and Performance Board
DATE:	20 th February 2018
REPORTING OFFICER:	Strategic Director – People
PORTFOLIO:	Trading Standards
SUBJECT:	Consumer Advice
WARDS:	Borough wide

1.0 PURPOSE OF THE REPORT

- 1.1 The report describes the work of the Trading Standard's consumer advice service, explains how it works with the National Citizen's Advice Consumer Helpline and provides some case studies from the last financial year.

2.0 RECOMMENDATION: That the report be noted.

3.0 SUPPORTING INFORMATION

3.1 The consumer advice landscape

- 3.1.1 In the early 2000s the Department of Trade and Industry created Consumer Direct, a national helpline providing the first response advice on behalf of Trading Standards Services. A change in government in 2010 saw the responsibility for delivering the helpline transfer to Citizens Advice (NACAB as was), the service was re-named to the Citizens Advice Consumer Helpline but the commercial contractors remained responsible for providing the service. Citizens Advice decided to undergo a tender exercise when the commercial contracts were up for renewal, restricting applications to local Citizens Advice bureaux.

The tender exercise was completed in the autumn of 2016 and the service began to transfer to the new providers (8 centres in total – 2 large call centres and 6 smaller ones) in February 2017. The transition is now complete. All staff working in the new service are employees who have undergone specific training for the Helpline, there are no volunteers and generic CAB staff will not be used on the Helpline.

3.2 How Trading Standards works with the Citizens Advice Consumer Helpline

- 3.2.1 The helpline provides initial advice to callers who have a consumer advice problem and the details of all calls are added to a national

database. This is particularly important so that Trading Standards can get a national picture of what's going on. When callers require complex advice they are referred to their local Trading Standards for that advice. In the majority of cases the helpline can provide this initial advice over the phone without having sight of documents etc.

- 3.2.2 When there is an allegation or suspicion that a criminal offence may have been committed the helpline notifies the relevant Trading Standards service. Trading Standards evaluate such cases and decide whether or not action can or should be taken - the investigation or otherwise of any criminal aspect to a complaint will not have any bearing on the ability of a consumer to pursue their civil claim. Individual complaints do not necessarily lead to immediate enforcement action as sometimes a number of complaints are needed to take effective action. The information is, however, valuable intelligence allowing Trading Standards to properly prioritize their activities. In general, Trading Standards will only contact the consumer if we need further information or if we need to see documents or other evidence.
- 3.2.3 The Trading Standards Service receives thousands of complaints each year, working in this way with the helpline allows us to concentrate our support on the vulnerable, and those consumers who need our help the most, whilst ensuring that all receive a level of advice to enable them to resolve the issue independently. It also allows Trading Standards to focus our regulatory work on those traders who cause the most detriment to other businesses and consumers in the Borough.
- 3.2.4 Halton's consumer advice service provides advice and support tailored to the needs of the consumer. In some instances the consumer will only need expert advice to resolve the dispute with the trader. Other cases will require higher levels of support including letter-writing or contacting the trader on the consumer's behalf. Wherever possible the service tries to assist parties to resolve disputes and avoid court action. Where such a resolution is not achieved the service can assist consumers with the court process or represent the consumer in court where the consumer is unable to represent themselves.

3.3 The law that applies when you buy goods and services

- 3.3.1 Since 2015 there have been some significant changes to consumer legislation which were intended to make consumer rights simpler and clearer. Even so, this remains a very complex area of law.
- 3.3.2 The rights that a consumer has depends upon the type of contract they have (for goods, for goods and services or for services only), the time that has elapsed since they made the contract or were supplied with the goods or service and the way that the contract was made (on the trader's premises, in their home or by distance methods such as online, postal or over the phone).

3.3.3 In some instances the consumer has the responsibility to prove that the goods or service is faulty and in other situations the trader has this burden of proof.

3.3.4 Generally, if a trader visits a consumer at home and a contract is made or if a consumer enters into a contract via distance means, the consumer is entitled to a 14 day cancellation period and should be informed of this at the time the contract is made. If the consumer is not given the cancellation notice they are entitled to cancel the contract (at any time up to 12 months and 14 days after the contract was made), making the goods available for the trader to collect and they don't have to pay for any services that the trader has provided under the contract. N.B. the legislation exempts specific goods or services from the right to cancel so a right to cancel contracts concluded by distance or off-premises means cannot be assumed.

3.3.5 If a trader misleads the consumer or uses an aggressive practice to entice them into a contract the consumer may have additional rights:

- A full refund within 90 days of the contract being made
- The right to receive a discount of between 25% and 100%(depending on the amount of harm and the impact on the consumer)
- The right to claim damages for additional losses or harm they have suffered.

The adviser will have to consider how influential the trader's act was on enticing the consumer to enter into the contract because the above rights are only available if the trader's action was a significant factor in the consumer's decision to enter into the contract.

3.3.5 Where a consumer has been unable to resolve a dispute with a trader they have the right to take a claim in the Small Claims Court. The system is designed so that consumers can take the action themselves without the need of a solicitor. In reality, it can be very difficult to navigate the Small Claims process for non-professionals in cases which involve disputes over whether goods or services are faulty because there are approximately 50 civil procedure rules supplemented by practice directions. Generally the more complex the case e.g. those requiring expert reports and witnesses, the more complex the process is.

3.4 **Performance of Halton Trading Standards Consumer Advice service**

3.4.1 A satisfaction survey of service users is undertaken quarterly which shows that consistently over 98% of users are either very satisfied or

satisfied with the service they have received (although it should be noted that the response rate is fairly low).

After contacting the service, respondents say they benefitted from the following:

- Reduced worry and stress (70%)
- Avoided paying extra bills and charges (22%)
- Avoided extra postage costs or telephone charges (13%)
- Saved time (39%)
- Reduced time of work (22%)
- Felt better able to deal with a similar problem in the future (97%)

3.4.2 Responses to the satisfaction surveys provide an indication of the profile of service users:

- 91% are 50 or over
- 36% are 70 or over
- 39% are disabled
- 16% are carers

3.4.3 The satisfaction survey provides an option for respondents to make comments. Respondents have told us:

'I found the T (*trader*) appeared more responsive once TSD (*Trading Standards Department*) became involved'

'Thank you so much for your help, it has been invaluable and I am so grateful that with your understanding and support this matter is now resolved.'

'Excellent service I was getting nowhere until TSD (*Trading Standards Department*) intervened'

'The help I've received has been invaluable as I was at my wits end and my mental health was in jeopardy. At least I am sleeping better now and more able to deal with other problems from day to day. Thank you.'

3.4.4 In the last financial year the consumer advice service obtained at least £39,476 redress for Halton consumers. Only a relatively small percentage of consumers let us know the outcome of their complaint and so in reality the figure is likely to be much higher than this.

3.5 Individual case studies

3.5.1 The consumer advice service provides the greatest support to consumers who need it most. Many of the consumers we deal with are facing severe challenges in their lives (such as illness, unemployment,

bereavement) at the same time as being unable to resolve serious consumer issues which have often been unresolved for significant periods of time. Such consumers can suffer considerable detriment where the goods or services involved are necessary to meet their everyday basic needs e.g. a car needed for work or a kitchen or bathroom which leaves them without cooking or bathing facilities. The following are very brief outlines of the cases that Trading Standards have been able to resolve in the last year (further details are provided in Appendix A):

3.5.2 Case Study 1

A consumer who was living with a brain tumour and coping with other challenging family circumstances (her husband was recovering from a heart-attack, her daughter had mental health problems, her son had learning difficulties and both her and her husband had lost close family) contacted us after she had been without her car for 3 months and been unable to get the trader to fix it. A Small Claims Court procedure was commenced once negotiations with the trader failed. Within 48 hours before the court date the trader offered an out of court settlement for the amount the consumer was claiming - £5372.

3.5.3 Case Study 2

A consumer had been caught out by a rogue timeshare re-seller who charged her £4680 to bring two timeshare agreements to an end but failed to do anything. The consumer was facing challenging circumstances in her life: her husband had a mental health problem and he had accrued significant debt without her knowledge resulting in them having to sell their family home. Whilst we were helping this lady her husband was sectioned and her mother was diagnosed with dementia. Despite repeated resistance we were eventually able to secure a full refund for this lady from her credit card company.

3.5.4 Case Study 3

The consumer had used all his savings for a full house refurbishment in May 2016 at a cost of £31,700. His wife was living with cancer and her mobility was restricted. The consumer believed that the work wasn't satisfactory but had been unable to resolve the dispute with the trader. Despite the trader refusing to return to the property we have secured a partial refund and will hopefully be successful in obtaining the balance without the need for court.

3.5.5 Case Study 4

The service was contacted by the son of a 92 year old man who had been cold-called by a T offering to do work on his home. He had been persuaded to pay a £700 deposit. The trader had failed to give him the

required notice of cancellation rights. We secured a £500 refund for the consumer.

3.5.6 Case Study 5

The consumer entered into a contract with a trader for a fitted kitchen at a cost of £3,500. There were various problems with the kitchen including a gas pipe being bent after the cooker was forced into place by the trader. The trader responded to occasional letters that were sent to him by the consumer but did not accept liability for any of the problems, blaming the fitter. As a result of our intervention, after 16 months of the consumer having a kitchen which was defective, the trader agreed to replace the kitchen and offer compensation.

3.5.7 Case Study 6

We were contacted by the son of an 85 and 95 year old who had bought a stairlift for £950 because one of them was virtually bed-bound. The stairlift was faulty but the trader was claiming that it had been damaged by the consumer. After much negotiation, the trader agreed to remove the stairlift and refund £780 - they insisted on retaining £170 for the alleged damage.

4.0 POLICY IMPLICATIONS

None

5.0 FINANCIAL IMPLICATIONS

None

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES [\(click here for list of priorities\)](#)

6.1 Children and Young People in Halton

None.

6.2 Employment, Learning and Skills in Halton

None

6.3 A Healthy Halton

The consumer advice service provides expert tailored advice to consumers to empower them to deal with their own consumer problems and to intervene on behalf of those who are unable to resolve the problem themselves. Often those requiring the greatest help are facing challenging life situations such as poor health, bereavement or debt and problems with goods or services that they require to meet their basic needs.

6.4 A Safer Halton

None

6.5 Halton's Urban Renewal
None

7.0 RISK ANALYSIS
None – the report is for information only

8.0 EQUALITY AND DIVERSITY ISSUES
None

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

None under the meaning of the Act.

Appendix A

Case Studies

- 1 A consumer was facing serious health problems herself (she had a brain tumour) and with her family (her husband had a heart attack, their daughter had mental health problems and their son had learning difficulties) and both herself and her husband had lost close family members around the same time. The consumer had bought a car from a main dealer but it had failed within six months. The consumer had been trying to resolve the dispute for several months before contacting the advice service but the trader claimed that the consumer had caused the problem with the car. Attempts to negotiate a settlement failed and so the service supported the consumer to file a claim in the Small Claims court.

The case was further complicated because the trader's head office was based in Glasgow and so a different process was required to have the case heard in an English court. Another complication was that the car had been stored outside at the trader's premises for 21 months and had become badly corroded, making it difficult to obtain evidence.

A consumer advisor was set to represent the consumer at court (her health issues meant that she was not able to represent herself) but within a couple of days of the hearing date the trader offered an out of court settlement of £5372 which was the amount the consumer was claiming. The consumer would not have been able to pursue this claim without our help.

2. The consumer had entered into two timeshare agreements some years ago and was being pursued for maintenance fees. She was contacted by a company who told her that they could bring these contracts to an end at a cost of £4,680 which she paid on 23 October 2014, paying a deposit on her credit card.

This service wrote to both the company and the credit card company. The credit card company refuted the claim, after further negotiations they offered to refund 50% and finally a full refund was secured for the consumer. During this time her husband suffered mental health issues and was sectioned. He had got into debt without the consumer's knowledge which resulted in them having to sell their home to pay off the debt. Her mother was also diagnosed with dementia during this time.

3. The consumer entered into a contract for a full house refurbishment in May 2016 at a cost of £31,700. The consumer has complained to the trader on several occasions regarding work that has not been carried out with reasonable care and skill. Since our involvement we have discovered that the boiler installed by T was not commissioned or registered with gas safe (a potential safety issue). The windows

installed were not compliant with Building Regulations as safety glass was not installed, which is particularly concerning because the consumer's wife has to use crutches. Despite the trader refusing to return to the property to look at what is being alleged, we have secured a partial refund and will hopefully be successful in obtaining the balance without the need for court.

4. The service was contacted by the son of a 92 year old man who had been cold called by a T offering to do work on his home. He had been persuaded to pay a £700 deposit. The trader had failed to give him the required notice of cancellation rights. We contacted the Trading Standards local to the trader and obtained contact details for him. We wrote to and rang the trader and eventually secured a £500 refund for the consumer. We offered to support the consumer to take action in the Small Claims Court but he chose not to pursue it any further.
5. The consumer entered into a contract with a trader for a fitted kitchen at a cost of £3,500 in December 2015. There were various problems with the kitchen including a gas pipe being bent after the cooker was forced into place by the trader. Although the consumer and his wife were capable of dealing with the issue the trader was known to our service, which influenced our decision to intervene. The trader responded to occasional letters that were sent to him by the consumer but did not accept liability for any of the problems, blaming the fitter. This service wrote to the trader advising him that the company were liable for the fitting. The trader still did not resolve the situation and so the service drafted court papers for the consumer. After the claim was issued the trader agreed to attend a meeting at the consumer's home. We advised the trader that in our view the consumer would stand a reasonable prospect of being successful in his claim at court. After 16 months of the consumer having a kitchen which was defective, the trader agreed to replace the kitchen and offer compensation.
6. We were contacted by the son of an 85 and 95 year old. One of his parents was virtually bed bound and because of this they had paid £950 to have a stairlift installed. The stairlift was faulty but the trader was claiming that it had been damaged by the consumer. Following contact from this service the trader offered to collect the stairlift for inspection and take it back to their premises on the understanding that if no further damage had been caused they would refund minus £170 for the damage allegedly caused by a 90 year old lady. After much negotiation, the trader agreed to remove the stairlift and refund but they would not change their stance on the £170 damage.

REPORT TO:	Safer Policy and Performance Board
DATE:	20 th February 2017
REPORTING OFFICER:	Strategic Director People
PORTFOLIO:	Community Safety
SUBJECT:	The Trading Standards Scams Project
WARDS:	Borough wide

1.0 PURPOSE OF THE REPORT

The report describes the work of the Trading Standard's Scams project. It explains the different types of scams; who can become vulnerable to them; the impacts of being scammed; the approach taken in Halton; the impacts of the project to date and an estimate of the extent of the problem in Halton.

2.0 RECOMMENDATION: That the Board notes and welcomes the good done by the Scams Project.

3.0 SUPPORTING INFORMATION

3.1 What is a scam?

3.1.1 There is no standard definition of a scam so we have developed our own: a communication (by letter, email, text, phone, pop-up internet advert or face to face contact) or activities that make a promise of something, appear to fulfil a need in an individual and that ultimately involve the development of a relationship and the illegitimate manipulation of the individual for the financial gain of another. A scam always involves trickery and a loss of either personal information or money to the person being scammed.

3.1.2 Scammers have a sophisticated understanding of human behaviour and have developed a scam for every consumer:

- Lotteries and prize draws for people who believe in fate and luck, risk-takers and those who may be in need of money but have no real prospect of increasing their income.
- Investment opportunities for people who have significant financial acumen, previous business experience and those who believe that they are in control of their own destiny.
- Clairvoyant letters for those who believe in luck and fate and

particularly those who are recently bereaved or who are still finding it difficult to cope with the loss of a loved one.

- Romance scams that are designed to catch out the recently bereaved or divorced.
- Masquerading as bona fide company or organisation which is intended to catch everybody out.

3.2 Who can become vulnerable to scams?

3.2.1 Anybody can be caught out by a scam if they are taken off-guard or distracted. Different scams are designed to appeal to different personality types but a common theme with all scams is a sense of urgency that requires the victim to respond quickly, without being able to exercise their normal decision-making process.

3.2.2 There is often a misconception that people who respond to scams are foolish, greedy, stupid, or naive and that they are to blame for the decisions they've made. We have worked with a lot of scam victims who believe they have been foolish in falling for a scam when the reality is that a lot of people, in their particular situation at the time the scammer strikes, would make the same decision. If this wasn't the case scams would not be as prolific as they are.

3.2.3 From the people we have worked with, it seems to be the case that most people can have a scams blind spot and whilst they may be able to identify some scams they will not be able to detect others.

3.2.4 Whilst anybody can get caught out by a scam there are certain characteristics that can make a person more vulnerable to scams: recent bereavement or divorce, pre-existing financial difficulties, poor health including mental health issues such as depression, impaired cognitive ability such as dementia and those who feel lonely or isolated.

3.2.5 The work that we have done focusses mainly on mass marketing fraud, mainly postal scams. Older adults appear to be the targets of such scams with text and online scams being targeted at younger people.

3.3 What are the impacts of being scammed?

3.3.1 Being scammed can have an impact on the individual's well-being; embarrassment, loss of self-esteem, a reluctance to trust people and a loss of enthusiasm for life. It can result in worry, stress and lost sleep. It can cause financial hardship and homelessness and put family relationships under severe strain. It can lead to a fear of the future and

social isolation. All of these impacts have been reported by the individual's we have worked with so far. The socio-economic impacts also increase a person's likelihood to experience ill-health and their likelihood to need care services in the future.

3.3.2 The National Centre for Post-Qualifying Social Work and Professional Practice published a report in December 2016 (Financial Scamming: The Value of Early Intervention by Trading Standards) which found that the population often targeted by scammers are those who do, or are likely to, require care and support services but whose ability to fund those services is reduced or eliminated. The report concluded 'Prevention of need, including the early intervention by Trading Standards, is a crucial factor in ensuring social care is sustainable in the longer term.'

3.3.3 In August 2016, The Telegraph featured an article on Harvard University's recent report about the health impacts of loneliness. Social isolation is known to activate the 'fight or flight' stress signal which increases levels of the protein fibrinogen in anticipation of injury and blood loss. Too much fibrinogen is bad for health, raising blood pressure and causing the build-up of fatty deposits in the arteries.

The article stated that Harvard researchers had compared levels of the blood-clotting protein with the numbers of friends and family in a person's social network and found striking correlations. As the number of social connections fell, the level of fibrinogen rose.

The researchers found that having less than 13 friends had the same impact on fibrinogen levels as taking up smoking.

Previously research reports have linked loneliness to a compromised immune system, high blood pressure, and ultimately, premature death.

3.3.4 A recent study by the University of York found that lonely people are around 30% more likely to suffer a stroke or heart disease, two of the leading causes of death in Britain.

3.3.5 The following are quotes from participants in the project, talking about the impact of scams on them:

"While this has been going on I just lost like the enthusiasm, that's probably the right word...And I get asked to do things for friends and such like and, I've just not had the enthusiasm. It does really affect you and I never thought it would."

“Because I’m getting older you know and you get to think “my mind is starting to go” so I think (laughs) you know that I might get sort of conned”.

“I mean my son is just, well he was around here last night very, very, very angry about the whole thing, he says that (people) have ruined me because I have sent them a lot of money. A lot, a lot, a lot of money.”

3.4 The approach taken in Halton

3.4.1 In the summer of 2014 Halton Trading Standards received information from a National Trading Standards team that a significant number of Halton residents were being targeted by scammers. Early experience of working with victims allowed the team to identify some of the unexpected barriers that would need to be overcome if the interventions with scam victims were to be successful. It became clear that simply providing information to victims on what scams were and what to look out for was not enough; time needed to be spent looking at why somebody was vulnerable to scams and identify ways of changing behaviour.

The core team did not have capacity to provide the support required by victims and it was decided that dedicated scams officer/s were required. To maximise the benefit to victims it was important that all staff involved in the Project had a broad knowledge and experience of Trading Standards including the civil and criminal law that the Service advises upon. The Project recruited two officers (1FTE) who met these criteria and they were in post by early October 2014.

The Scams Project Officers are employed on a fixed term contract which ends on 31st March 2018.

3.4.2 The project was designed to avoid stigmatising victims and frame the issue in a consumer rather than a criminal context. The project designed a misleading offers flyer and standard letter which was sent to areas of the Borough that we had identified as being targeted by the scammers. The letter explained that Halton was being targeted by misleading offers; Trading Standards Officers would be in their area in the next few weeks and would knock to see if they’re getting any of this type of post.

- 3.4.3 The project had three phases which were not time bound and were tailored to the individual needs of those who had been caught out by scams:

Phase one: the team door knocked the target addresses with the intention of merely establishing contact with residents. A very general conversation was had around whether or not the person was aware of this sort of mail and whether they received it. The officer asked householders to keep any of this kind of mail for them to collect in a couple of weeks so that the project could learn what types of misleading offers the borough was being targeted with.

Phase Two: officers would re-visit periodically to collect the mail and to talk about the different types of mail that people had received. The intention in this phase was to build trust and engage the person in conversation that could result in them sharing their experiences if they had responded to scam mail.

Phase Three: officers would begin to work with the person with the aim of facilitating them to identify, for themselves, the reasons they were responding to scams and to look at how that behaviour could be changed.

- 3.4.4 As the project started to make contact with potential victims it became clear that moving people through the process of acknowledging that they had been scammed, identifying any features of their lives that increased their vulnerability to scams, being able to recognise scams and changing their behaviour so that they stopped responding, was a lot more complex and time consuming than at first envisaged. It became clear that some people required an incredibly gentle approach over repeated visits before sufficient trust could be developed for them to talk to the officer about what they had been responding to.
- 3.4.5 Officers decide on how frequently to visit individual participants according to what support they assess is required. Officers continue to visit until they are satisfied that the person has been empowered with the knowledge, skills and abilities to identify scams. There has been one case where despite intensive support from Trading Standards, Adult Social Care, health professionals and family members, the individual was unwilling or unable to stop responding to the scammers. Once all avenues had been exhausted, and with great reluctance, we stopped supporting this individual.

3.4.6 Various research papers had identified pre-existing loneliness was a risk-factor in a person's vulnerability to scams and also a consequence of being caught out by scams. The team also recognised that for some people, responding to scams provided a routine or a 'relationship' that was valued by them. The project was therefore designed to address the issue of loneliness and isolation and to encourage the individual to replace the routine of responding to scams with some other activity. Information about local groups and activities and leaflets for Silverline (the telephone befriending service) was given to those that we visited.

We also introduced a Breakfast Club to facilitate peer support and enable people who have been, or who are at risk of being, scammed to meet and share their experiences. Attendees have formed friendships and some now meet outside of the Breakfast Club meetings.

3.4.7 As well as working on a 1-2-1 basis with people who have been caught out by scams, we put a lot of effort into raising awareness of scams and how to spot them with the general public, other council services and other agencies via iCAN, press releases and the attendance at events and meetings.

3.4.7 The project respects the right of all individuals to make unwise decisions – the aim of the project is to provide people with the information they need to be able to make an informed decision and to offer support where it is needed and wanted.

3.5 The impact of the project in Halton

3.5.1 In November 2015 we carried out a survey with the participants in the project. The main findings were:

- 38% said they were embarrassed that they had believed a misleading offer
- 58% felt that after their contact with Trading Standards they think they are a lot better at spotting scams.
- 62% said that after contact with Trading Standards they spend less money on scams.
- 57% said that after contact with Trading Standards they definitely will not respond to scams in the future.
- 24% said that after contact with Trading Standards they felt better about the future.
- 38% said that after contact with Trading Standards they felt less worried and less isolated.

- 28% said they had lost sleep because of scams.

3.5.2 We have worked with the National Trading Standards Scams Team to refine a detriment calculator which attempts to calculate the detriment caused by scams, the actual savings to consumers and the estimated savings to the local economy. We have worked with over 200 people, 100 of whom have confirmed that they are scam victims. Using data from these 100 people:

- The detriment caused to Halton consumers is £95,355
- The **actual** savings to Halton consumers is £140, 851
- The estimated savings for the economy is £5,013

Every £1 spent on the project resulted in £3.16 savings for consumers or the local economy.

3.5.3 Age UK, in a report published in April 2015 called 'Only the tip of the Iceberg', stated that 53% of people aged over 65 believe they have been targeted by scammers and that one in 12 had responded. It should be noted that this is an area of massive under-reporting because of embarrassment, stigma and the fear that others will consider you to be unable to look after your own affairs.

The Age UK figures have been applied to the age profile of Halton residents to produce an estimate of likely scam victims in the Borough.

Halton has 22,300 people aged 65 and over. Using Age UK's figure, if 53% of this age group has been targeted there will be 11,819 Halton residents who have been targeted by scammers. If one in 12 of these people have responded, there will be 984 scam victims in Halton. Applying the detriment calculation to these figures results in the following estimate of the scale of the problem in Halton:

- The estimate of annual detriment caused to Halton consumers is £437,453
- The estimated annual savings for the economy would be £49,325

3.5.4 The following are quotes from participants in the project talking about what impact the project has had on them:

"They've given me the confidence to get onto them and ask them to help and the confidence to be able to say 'I'm not happy about this, do

something'. Yes, that's it, it is confidence, and knowing someone is there to help. I would certainly recommend them to anybody".

"I feel a lot more confident yeah. Gives you more confidence doesn't it when there's people you can talk to who know about these things, gives you a lot more confidence."

"I'm in the process of setting up an IVA to try and at least dodge some of my debts. And I went to see the CAB to talk to them about that. And (Trading Standards office) came with me to that meeting and she's going to be with me when I talk to the IVA lady as well.... I'm very grateful for the degree of involvement that both social services and Trading Standards have had."

3.6 Case studies

3.6.1 Detailed case studies can be found in Appendix 1. The case studies demonstrate the range of losses and impacts suffered by those who get caught out and also the challenging circumstances that those individuals are often already experiencing at the time.

3.6.2 One of the earliest cases we dealt with involved a man in his late 60's, living alone, he had few friends and no family. He spent so much of his disposable income on scams that for five years he lived without a cooker, surviving mainly on soup, beans and bread.

3.6.3 Another early case involved a 97 year old man, who was referred to us by Social Services when they learned that he was overdrawn, had no money for food and he had stopped paying for his care charges.

3.6.4 One lady had been unable to sleep because she'd given her driving licence details to a scam telephone caller; another lady was spending £200 a month to enter prize draws; a gentleman lost £102,000 to a boiler room scam; a gentleman lost £24,000 to a romance scam and faced eviction;

4.0 POLICY IMPLICATIONS

None

5.0 FINANCIAL IMPLICATIONS

5.1 The annual cost of employing 1 FTE Scam Project Officer from 1st April 2018 is £45,890.

The estimated annual detriment for the 100 confirmed victims we are already working with is £44,457.

The estimated annual savings for the economy in relation to the 100 confirmed victims we are already working with is £5,013.

The actual savings the project has already delivered for the 100 confirmed victims we have been working with is £140,851.

The average actual saving per scam victim that we have worked with is £1408.50

5.2 Modelling the detriment and savings figures on the likely scam victim population of Halton (984 victims):

The estimated annual detriment to Halton residents would be £437,453

The estimated annual savings for the economy would be £49,325

The estimated actual savings to scam victims would be £1,385,964, assuming there are 984 victims in Halton and we could engage successfully with all of them.

It should be noted that there is massive under-reporting by scam victims so the above figures are very conservative.

5.3 Empowering residents to identify scams will enable them to avoid the health and financial impacts of being scammed; preventing premature access to health and care services and preventing people from losing their savings so that they can pay for their own care should they need it in the future.

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

6.3.1 Being scammed can have an impact on the individual's well-being; embarrassment, loss of self-esteem, a reluctance to trust people and a

loss of enthusiasm for life. It can result in worry, stress, lost sleep and a fear of the future.

6.4 A Safer Halton

6.4.1 Scammers are criminals and those they catch out are victims of crime. The project will make the Halton population more resilient to scammers.

6.5 Halton's Urban Renewal

6.5.1 The project has already realised savings for the local economy. Since the project began in October 2014 it has achieved actual savings to the victims of £140,851. At least some of that money, which has been diverted from the scammers, will have been spent in the local economy.

7.0 RISK ANALYSIS

None – the report is for information only

8.0 EQUALITY AND DIVERSITY ISSUES

8.1 The project to date has mainly focussed on mass marketing fraud because the intelligence we had related to this type of scam. 85% of the people we have worked with are aged over 60 with 36% aged over 75 and 26% report they are living with existing health issues.

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

None under the meaning of the Act.

Case Studies

Case study 1

Mr F was in his late 60's, lived alone and had been without a cooker for five years. He had lived on soup, beans and bread because this was what he could cook in his microwave. Mr F had spent more than £6000 on scam lotteries and prize draws in a 10 month period (he said he had been doing it for years) and exhausted his savings. The microwave had started to fail but the gentleman had no money to replace it.

As well as supporting Mr F with the scams we assisted Mr F to complete an application for a grant from United Utilities for a cooker. United Utilities noted that he lived on his own and with his agreement arranged to have a water meter installed to save him money on his water rates.

Case study 2

Mr E was 97 years old when we started working with him. He had lost around £20,000 to scam mail but was reluctant to stop replying. He was receiving approximately 20 letters a day and numerous phone calls. Social Services reported to us that in one week his bank account balance had gone from £60 credit to £220 overdrawn - he had no money for food and he'd stopped paying his care bills.

Mr E agreed to have his mail redirected to Trading Standards so that we could filter out the scam letters.

Mr E was being sued by a betting company for an unpaid debt of £59, we arranged for that to be cancelled. This victim had bought a call blocker device for £85 which was very poor quality and would not afford the protection he needed. Trading Standards obtained a full refund for him.

Unfortunately, a few months after we started working with him he had several falls at home and is now in residential care. Mr E renewed his mail re-direction for over two years so that Trading Standards could continue to filter his post. Mr E told us that if he received the mail he would continue to respond.

Case Study 3

Mrs V had received a scam call and provided her driving licence details to the caller. She had been worried about this and by the number of nuisance calls that she was receiving each day - she was in a constant state of anxiety and wouldn't answer the phone.

Her husband had died 2 years previously with Alzheimer's and at the same time her daughter was diagnosed with breast cancer. She had not been sleeping with worry over the phone calls and was constantly crying. Trading Standards contacted the DVLA who put a note on her records to say that if they receive a request for changes they would ask more security questions.

We provided Mrs V with a call blocker device which is now blocking all of her unwanted calls. Within the first week of having the device she was sleeping again and felt so much better, she stated that we have given her her life back.

Case study 4

Mrs H lives alone and had been scammed by a doorstep caller. On a visit to his mother, Mrs H's son learnt of this incident and phoned Trading Standards for advice. The officer discussed mass mailing scams with the son who stated that each month his mother sent off in the region of £200 to enter prize draws.

Mrs H had suffered a stroke 18 months previously, could no longer drive and was missing getting out and about. Our officer put her in touch with a community development officer and Mrs H is now attending local exercise classes. At the time of our first visit she was receiving a lot of cold calls, we signed her up to the Telephone Preference Service and she reports that the number of calls have now reduced.

Case study 5

Mr G invested £102,000 in a sophisticated boiler room scam in which he visited London and met the scammers in their luxurious offices. This individual has an investment background and thought that he knew what he was doing and what to look out for.

Case study 6

We were made aware of Mrs D, who is 88 because the National Trading Standards Scams Team seized her response to a prize draw letter.

During our visit Mrs D admitted that she had been responding to prize draw type mail for a long time. Her family were aware of it and were concerned about the number of letters she was responding to. Family members had attempted to persuade her to change her behaviour but unfortunately the techniques that had been used had resulted in Mrs D feeling embarrassed and ashamed and the subject became too sensitive for any of the family members to discuss.

She told her family that she was no longer responding but she told our officers that she is. Mrs D has stressed to us that she did not want her family to know the reason for our visits.

During one visit a family member arrived and quietly raised concerns that Mrs D was continuing to respond to scams on a daily basis and because of this she was heavily in debt. The family member claimed that Mrs D was receiving up to 20 letters a day and made daily visits to the Post Office. The family member did not want Mrs D to know they had spoken to us because the problem was severely affecting their relationship.

Case study 7

Mr J is 66 and has been the victim of two concurrent romance scams that appear to have started shortly after he lost his wife. He was referred to us by Social Services at the beginning of August 2015 in an already dire situation. He had given the scammers £30,000 in less than 12 months, taking loans out for £24,000 in order to raise the money. They had also used him to launder their money. He was convinced that the ladies were genuine and that one of them was moving to England to marry him.

He was investigated by the Police for money laundering. The Police seized £14,300 from his account (money sent by the scammers that he was to return to them) which was later forfeited at a Forfeiture Hearing. The bank closed his account because of the money laundering and he now has to use expensive banking facilities designed for people with very poor credit ratings.

Mr J lived in a shared ownership house - 25% mortgage and 75% rent. Whilst he had negotiated a reduction in his mortgage payments with the building society, he had failed to pay his rent for 3 months and he had not made any payments on any of the loans which he took out in November 2014. Mr J had his car repossessed. He had his phone cut off because he didn't pay the bill but he continued to pay for broadband so that he could contact the two ladies.

We assisted Mr J to attend the CAB for advice on an IVA and we made arrangements with Silverline for him to have a Silverline friend because he felt

lonely – there's normally a 3 month waiting list for this service. We discovered that Mr J was interested in learning to play the guitar, we found a local group that he joined and enjoyed attending.

Social Services referred Mr J for psychological therapy.

We continued to work with Mr J who very slowly appeared to be accepting that the two ladies didn't exist and that he was actually in contact with scammers. In December 2015 Mr J said that his belief that the ladies were real had fallen from 100% to about 10%. Unfortunately, during the same conversation Mr J told us that he had met another young American lady online who was going to marry him, that he had been in contact with her solicitor and sent money to help her and her mother.

Case study 8

Mr S's daughter contacted us for help as she was very concerned about her father (in his 80's) as he was receiving and responding to lottery and prize draw scams on a regular basis. Mr S was showing early signs of dementia. She explained that the family had tried telling him that the letters claiming he has won large sums of money are all fake but he would not believe them and continued to send cash on a weekly basis, sometimes several a day.

We made contact with the gentleman, and continue to visit him every 2 weeks. During this time Mr S had been identified as a priority referral from the National Trading Standards Scams Team as they had seized a completed prize draw acceptance form along with £20 in cash, which he had sent to an Australian lottery scam. When we visited Mrs S was extremely grateful, she explained that she was at her wits end with it all.

Mr S has agreed to keep the mail for us and over time it has reduced slightly and we feel that we are progressing slowly with the gentleman. His wife is grateful for our regular visits and support as Mr S does admit that on occasion he is still very tempted to respond.

REPORT TO:	Safer Policy and Performance Board
DATE:	20 th February 2018
REPORTING OFFICER:	Strategic Director – Enterprise, Community and Resources
PORTFOLIO:	Community Safety
SUBJECT:	White Ribbon Campaign
WARDS:	Borough wide

1.0 PURPOSE OF THE REPORT

- 1.1 To update the Board on progress in relation to the White Ribbon Campaign (WRC) and to outline the proposed action plan put in place to achieve White Ribbon Status.

2.0 RECOMMENDATION: That

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

3.0 SUPPORTING INFORMATION

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

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

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

4.0 WHITE RIBBON PLEDGE ACTION PLAN

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

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

organisations and clubs to sign up for the White Ribbon award and sponsor special events e.g. White Ribbon Cup tournament.

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

5.0 POLICY IMPLICATIONS

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

6.0 FINANCIAL IMPLICATIONS

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

7.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

7.1 Children and Young People in Halton

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

7.2 Employment, Learning and Skills in Halton

None identified.

7.3 A Healthy Halton

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

7.4 A Safer Halton

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

7.5 Halton's Urban Renewal

None identified.

8.0 RISK ANALYSIS

None identified.

9.0 EQUALITY AND DIVERSITY ISSUES

None identified.

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

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



White Ribbon Councils Award Action Plan

B Please note that this action plan is a template, designed to guide you in constructing an anti-Violence Against Women & Girls (VAWG) campaign targeted at men and boys. We have included some additional activities at the end of the document which are not essential but signify good practice. We will assess the award on the evidence of work completed and/or the inclusion of clear targets to show that the essential criteria (actions 1-5) can be achieved. Guide notes are provided below to assist you in completing the plan.

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
1. Management/ Leadership								
Appoint Senior officer responsible for leading activities and liaising with WRC UK.	Safer PPB to designate a lead officer. There are established links between Adult Social Care, Children's Services and	An identified officer.	Chris Patino	13 th June 2017	To have a designated point of contact to ensure that the action plan is delivered.	YES	Mike Andrews – Community Safety Manager has been identified as the lead officer relating to HBC achieving the White Ribbon Council Awards Action Plan.	



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
	respective Adult and Children's Safeguarding Boards							
Set up system for monitoring progress. Report back to WRC UK end Year 1 – resubmit actions for Year 2	Update reports to be monitored and critically reviewed at Safer PPB. Halton Domestic Abuse Forum is the oversight	Activities and actions will be monitored and recorded at PPB Quarterly reports relating to action plans reflecting	Mike Andrews	13 th June 2017	On-going progress of the implementation of White Ribbon Award status. Rolling review of action plans linked to local	On-going	HBC have been supporting White Ribbon for a number of years now and has supported numerous events to raise the profile of the Campaign.	



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
	groups for matters relating to domestic abuse and sexual violence in Halton.	local activity linked to the local strategy.			activity.			
2. Domestic Abuse Strategy								
Ensure there is a commissioning strategy in place that provides adequate housing and community support services for women & children experiencing/fleeing domestic violence.	The Halton Multi-Agency Domestic Abuse Strategy. Proposal to refresh the strategy later this	Local needs assessments to be completed	Tracy Coffey – Chair of HDAF and Sarah Ashcroft Tracy Coffey – Chair of HDAF and Sarah	2014-2017 2018	Complete New Halton Multi-Agency	YES	HBC have recently recruited a specific complex dependency worker in addition to the core offer to support victims that due to a variety of reasons find it harder to engage in mainstream services this includes supported housing options beyond	



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
	year will reflect the revised Violence Against Women and Girls strategy. HDAF will take the lead in these developments.	accessing all available information , data and evidence, service standards and intelligence from local providers with input from HBC; Health; CCG's; Police; Housing and the third sector.	Ashcroft		Domestic Abuse Strategy.		the traditional refuge model.	



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
	Specialist domestic abuse community support is locally commissioned	Further consultation with victim/survivor groups; local residents; perpetrators. Reflecting the community of Halton. Performance meeting regularly held with the local provider, SP	Kath Howarth/Sarah Ashcroft	On-going	Provider/commissioner ongoing review of the service support requirements	YES		



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
	Refuge provision is currently commissioned and is currently provided by Changing Lives.	development manager and DA Coordinator The continuation of this local lifeline available to victims of domestic abuse and	Kath Howarth/Sarah Ashcroft	On-going	ents and ability to challenge and respond to emerging needs Regular review meeting with the provider to identify emerging risks and issues and review	YES		



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
	The Childrens domestic abuse service is currently provided by Catch 22	their kin. This service supports children and young people who have been significantly impacted by domestic abuse, are subject to	Clare Hunt/Sarah Ashcroft	On-going	joint working arrangements. Regular review meeting with the provider to identify emerging risks and issues and review joint working arrangements.	YES		



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
		care plans						
Ensure the local authority commission's education programmes about domestic abuse (including sexual violence, coercive control and consent) and healthy relationships that are directed towards boys within PHSE curriculum.	Responding to domestic abuse is a priority of the local safeguarding board	Healthy relationship focus in PHSE	Nicola Noon	Sept 2018	To have a focus in local schools, develop an recognition of what DA is and impact	No		
Implement a domestic abuse policy for all staff employed by the Local Authority (LA)	HBC have a staff DA Policy, it was last updated in 2013.	Ensure that the objectives and ethos of White Ribbon is reflected in the refresh	Sarah Ashcroft	Refresh date of DA policy to be agreed – Sept 2018	Updated version of the HBC DA Staff Policy	YES	HBC have had a DA policy for a number of years now to support staff members who have been exposed to abuse. HBC update all policy's on a rolling programme.	



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
		of the HBC DA Policy						
Ensure the LA training strategy includes domestic abuse awareness for all relevant frontline staff. Training also to include information on WRC - highlighting men's role in challenging VAWG.	HBC offers multi-agency domestic abuse training available to all front line staff. This includes domestic abuse awareness raising and DASH RIC/MARAC	Training programme to be reviewed and updated with HDAF / Children's Safeguarding and Adult Safeguarding Boards to identify and address gaps in training provision	Sarah Ashcroft	November 2017	Refreshed training prospectus relating to domestic abuse and sexual violence	YES	<p>Training is frequently reviewed, developed and updated regularly in to reflect any new legislation and local changes.</p> <p>Within the current offer there is specific reference to the White Ribbon Campaign and delegates are asked to support the campaign.</p>	



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
	training. As well as bespoke training to specialist teams responding to specific locally identified needs. Courses within the pathway explore gender within the context of domestic abuse. Central to	with a view to addressing these gaps in the new training prospectus i.e Harmful Practises						



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
	the ethos of local training delivery is domestic abuse is everyone's business.							
3. Ambassadors and Advocates								
Nominate at least 4 male ambassadors to take the actions of the campaign forward.	Suggestions: Cllr Cargill Cllr Thompson CE David Parr Leader Polhill	That they have completed and submitted the application forms	Mike Andrews	February 2018	A local focus on domestic abuse and commitment to the White Ribbon Campaign	No		
Encourage all MALE	Develop an	Develop a	Mike	November	By signing	No	Links directly to the 16	



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
staff to take the pledge.	internal communication campaign that will highlight the aims of White Ribbon and encourage male staff members to make the pledge.	register that can be used to monitor who has signed up to the pledge. Use the 16 days of action as a vehicle to promote White Ribbon to staff, through the HBC intranet/ team	Andrews/ Sarah Ashcroft	2018	up the pledge, staff will be required to understand the key messages of the anti-Violence against Women & Girls campaign		days of action	



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
	<p>Senior officers will be invited to nominate themselves as a White Ribbon Ambassador.</p> <p>Local members will be informed of any local events in</p>	<p>meeting/ briefings and via in-house promotions .</p> <p>Elected members and senior staff invited to nominate themselves as 'White Ribbon ambassadors'.</p> <p>Ensure that local</p>						



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
	Halton	members receive notifications of relevant events and activity within the locality.						
All Ambassadors and Advocates to become well informed about their role, and confident about what men and boys can do to challenge VAWG, through: <ul style="list-style-type: none"> - undertaking WRC online training - attending face-to-face training about 	Links to action above	Record of attendance at identified training opportunities; self-reporting of activities undertaken	Mike Andrews	September 2018	To have ambassadors who are committed to undertaking the key actions as identified	No	Identified local Ambassadors will be expected to undertake this action as part of their remit	



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
WRC and men's role in challenging VAWG - reading WRC Ambassadors Guide								
4. Communication Strategy								
Ensure the local authority's domestic abuse communication plan includes provision of information on VAWG & the services that are available in the community. i. Include guidance on reporting incidents of abuse.	A Domestic Abuse Communication Strategy has been adopted by HBC as part of the Complex Dependency Pan-Cheshire	The DA Communications Strategy. A live website A range of physical publicity materials.	Tracey Coffey		Victims, children, perpetrators friends and family members know where to go to for help and support.	No	HBC are committed to the Pan-Cheshire communications strategy that is due to launch in March 2018.	



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
ii. Ensure publicity materials highlight WRC and displays clear messages directed towards MEN.	work. There will be a dedicated website as well as physical publicity in a range of locations aimed at supporting victims; helping the public identify domestic abuse and highlight support services for							



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
	victims, children and perpetrators							
WRC commitment & logo to be displayed on letterheads & signage in a wide range of settings.	White Ribbon logo is displayed on a range of material we currently use in Halton to raise awareness of domestic abuse.	Achieve accreditation for the White Ribbon Campaign The White Ribbon is displayed on the bottom corner of all domestic abuse	Sarah Ashcroft	13 th June 2017	To continue to use the White Ribbon as a symbol to raise awareness around the issue of domestic abuse. Display in high	YES		



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
		posters in Halton – see posters.			volume traffic areas			
Make public your commitment to carrying out your WRC Action Plan, and encourage feedback from staff and local communities about its effectiveness and possible future activities.	HBC has historically issued a number of press releases to confirm their ongoing commitment to White Ribbon. HDAF to consider future activities	Press release on 16 days and White Ribbon campaign to be issues describing the strategic aims of the initiative and planned activity.	Sarah Ashcroft / HDAF / Communications team	For the 16 days of action in November 2018	Press release completed. Publicity using	NO	HBC supports a range of activities each year in support of the White Ribbon Campaign, including training events, workshops coffee mornings, lessons in local colleges and publicity stations within key buildings.	
5. Community								



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
Engagement								
Involve & encourage the local community in holding WRC awareness raising events – recommend a target of three per year.	HBC to work with local community groups to identify opportunities to hold event raising events	Each year different local groups have held events and made contribution to raising the White Ribbon Campaign profile	Mike Andrews / Sarah Ashcroft	2018	White Ribbon Campaign profile highlighted to local communities	Yes	Ongoing commitment	
Engage with local sports clubs, both amateur and professional, about how they can inform men about VAWG and encourage them to challenge it, and	HBC have been actively engaging with local sports clubs both	Various local clubs have been approached and specific sessions relating to	Mike Andrews / Sarah Ashcroft	2017	Boys and men affiliated to local rugby clubs both			



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
encourage at least two clubs to apply for WRC Sports Award.	professionally and amateur clubs across Halton	the principles of White Ribbon have been highlighted			professional amateur as well as associates and supporters of the clubs have received specific and targeted information relating to the harms caused by domestic			



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
					abuse			
Engage with local music venues about how they can inform men about VAWG and encourage them to challenge it, and encourage at least two venues to apply for WRC Music Venue Award.							HBC to explore, there are no dedicated music venues in Halton.	
Commemorate UN International Day for the Elimination of Violence Against Women – 25 th November.	Additional days are currently marked in various ways across the Borough including events, briefings,	Develop a calendar of relevant dates linked to planned activities and social media awareness raising	Sarah Ashcroft	July 2018	A calendar of planned events /social media plan	No		



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
	articles and HBC communications	strands to assist in raising awareness						
Commemorate White Ribbon Day on 25 th November	There has been historical programme of engagements activities to highlight White Ribbon including coffee mornings, conference , sporting related	HBC will continue to support White Ribbon with commemorative events.	Sarah Ashcroft / HDAF	October 2018	White Ribbon Action Plan; supports by a social media campaign and DA Strategy	YES – Annually		



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
	events							
Commemorate 16 Days of Action between the 25 th November & 10 th December.	HBC supports the 16 days of action with a number of engagement events and activities to raise domestic abuse awareness	HBC will continue to support the 16 days of action with a wide range of local events and activities which will aim to engage with the diverse communities of Halton	Sarah Ashcroft /HDAF	December 2017	White Ribbon Action Plan	YES – Annually		
6. Additional Actions								



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
Work towards setting a zero limit on sex establishment venues	HBC considers each application on its own merit.	HBC accept that sex establishment venues form a legitimate part of the leisure and entertainment industry however, at present HBC does not have any sex establishment venues that have successfully fulfilled the	Mike Andrews	Not applicable	People who frequent Halton feel safe - where they live, work and spend their leisure time. HBC is committed to Community safety, helping communities to be	YES	Through the establishment of separate complimentary licensing regime and policy, HBC recognise that there are special considerations to be had in the licensing of adult entertainments. These include the potential linkages between poorly run adult entertainments and organised crime (such as people trafficking, prostitution and touting); the negative impact overall on the community's	



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
		criteria in order to operate within this locality.			and feel safe. It is important that any sex establishment venues do not impact on people's ability to feel safe and be safe.		sense of safety (particularly that of women) through fear of heightened criminal and disorderly behaviour, conduct amounting to nuisance and increases in lewd behaviour and sexual offences; and also the impact on local regeneration and development projects by way of the deterrent effect on visitors.	
Commission a perpetrator programme – RESPECT accredited or working towards accreditation scheme.						No	HBC would like to commission a specific perpetrator programme however, due to financial constraints this	



White Ribbon Councils Award Action Plan

Actions	Activities planned for next 2 years (including intended completion dates)	Evidence (what will show activities have been completed ?)	Lead officer	Date completed	Planned outcomes	Outcomes achieved Yes / No	Council comments	WRC comments
							has been difficult. We are reviewing how we commission services in the next cycle.	
Commemorate additional dates - International Women's Day 8 th March; National Stalking Awareness Day 18 th April; International Day Against Homophobia & Transphobia 17 th May; Memory for Victims of Honour Based Violence 14 th July.	Develop a schedule of activity that can be used as a project plan to deliver a response on these key identified dates.		Sarah Ashcroft					

Guide Notes



White Ribbon Councils Award Action Plan

1. Management & Leadership

- i. Appointing a lead officer responsible for overseeing the actions will help the campaign gain momentum and achieve the activities planned.
- ii. Using the action plan to monitor progress will enable WRC UK to ensure the award scheme is being adhered to and will also enable the authority to evidence work undertaken.
- iii. Application for a further award will be assessed against the activities completed, and outcomes achieved, in the previous 2 years. This should be reported on in columns 1 and 2 – use a separate sheet if more space required.

2. Domestic Abuse Strategy

- i. As outlined above – it is recognized that in order for the White Ribbon Campaign (WRC) to be effective services to support those escaping abuse need to be in place. If we are to raise awareness of the problem, then support must be available to those who seek help.
- ii. Education is at the heart of the campaign. WRC believes that education that seeks to engage young men and boys in transformative learning is key to changing attitudes and behavior in future. We recommend that programs are commissioned that are directed towards boys and men and that this is reflected in the PHSE curriculum in schools.
- iii. Domestic Abuse Policy – as an employer the local authority needs to support its staff. Given the statistic that one in four women will experience abuse in her lifetime there will be a significant number of employees in need of support in the workplace.
- iv. Training – WRC recognize that local authorities will already have domestic abuse training programmes in place. We recommend that the programmes are fully supported and resourced, and that information about the WRC and the role men can play in challenging abuse be included in all training materials. WRC can deliver training to your staff, and provide materials about the campaign for handouts/e-learning etc.

3. Ambassadors & Advocates

- i. We recommend at least 4 ambassadors lead on campaign activities. This will help reinforce the campaign message and enable men to identify with the message.



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- ii. Pledge – taking the pledge is a first step in taking part in the campaign and is a good way of raising the profile and engaging men.
- iii. Ambassador Training and Guide. All Ambassadors should become well informed about their role, and confident about what men and boys can do to challenge VAWG. Where practical, WRC can offer an initial awareness-raising session for Ambassadors as part of the WRC Award launch event. We would expect all Ambassadors to attend this session. If this is not possible, they should make arrangements to be briefed by attending Ambassadors. All ambassadors should also undertake the 4 brief WRC online training modules (see www.whiteribboncampaign.co.uk/node/275), and face-to-face training about WRC and men's role in challenging VAWG. WRC can deliver this training, or provide materials about the campaign for handouts/e-learning etc. When Ambassador applications have been received, we send all Ambassadors our Ambassador Starter Pack.
- iv. Although our main focus is on supporting men and boys to take a stand about male violence against women and girls, we also welcome women as Advocates for the Campaign. Women can be very influential in encouraging men and boys to take a stand about male violence against women and girls. It is important that their role is well-supported too. Advocates are welcome at all our Ambassador training, and on request will be sent our Ambassador Guide.

4. Communication Strategy

- i. WRC's aim is to support and work alongside existing work taking place to support victims of abuse – in particular to provide accessible information for members of the community to report abuse and promote a coordinated community response.
- ii. In addition to promoting information on what support and help is available, we would like to see local authorities utilise publicity materials directed towards men so that they can be encouraged to take part in condemning violence against women. The aim of the campaign is to recruit male members of society to get involved in our work and feel that they can be part of the solution.
- iii. LOGO – once you receive the award we suggest you demonstrate your commitment by displaying the logo on letterheads, signage, websites etc.
- iv. Set up a monitoring system to enable staff and local communities to feedback on their experience of the campaign so that you we can monitor its effectiveness.



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5. Community Engagement

- i. Community events are an effective way of raising the profile of the campaign and reaching out to communities who may not engage with services or are hard to reach. We suggest aiming for three per year – one of which could coincide with 25th November. See resource sheets and information pack for Ambassadors for ideas on organizing events.
- ii. **Sports** – Sports venues and sporting events are a great way to raise the profile of the campaign and the issue of violence against women with men who are either taking part or as a spectator. WRC currently employs an Ambassador – Ikram Butt – he has a wealth of experience in the sporting world and can lead on recruiting and supporting sports clubs and venues to achieve our WRC Sports Award. If you would like to develop the sport activities as part of your actions please contact the office so that we can put you in contact with Ikram.
- iii. **Music Venues** – festivals, concerts, night clubs all provide great opportunities to engage men in the campaign and raise the profile of all forms of abuse. WRC works with venues and support them in becoming WRC accredited.
- iv. **White Ribbon Day 25th November** and UN International End Violence Against Women Day – this day is an extremely important day for the WRC as it shows the international reach of the campaign as thousands of people commemorate the day and organize events across the world to raise the profile of the campaign to end violence against women and girls. It provides a focal point for activities and is a great way to promote your work.
- v. **16 Days of Action** – 25th November until 10th December – the campaign runs from the 25th November which is UN International Day of Elimination of Violence against Women to 10th December – Human Rights Day. The campaign spans these days in order to highlight the link between violence against women and human rights. The 16 Days includes other significant dates such as Human Rights Defenders Day (29th November) and World Aids Day (1st December) and the anniversary of the Montreal Massacre (6th December – which was the event which precipitated the start of the White Ribbon Campaign in Canada where a student shot 6 female students).

6. Additional Actions

Zero limit on sex establishments – Lap dancing clubs are currently licensed under the Licensing Act 2003. Critics have argued that this regime is too lax for controlling such venues and have called for them to be reclassified as “sex encounter establishments” under earlier (but still current) legislation. Following a consultation with local authorities and in response to widespread public concern at the proliferation of such



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clubs, the Government introduced the Policing and Crime Act 2009. As a result, from 6 April 2010, local authorities will be able to require all lap dancing clubs in their area, including existing venues, to apply for a sex establishment license if they want to continue to operate lawfully. Where the new provisions are adopted, local people will then be able to oppose an application for a lap dancing club on the basis that it would be inappropriate given the character of their local neighbourhood. For further information see the links below.

<https://www.facebook.com/ObjectUpdate>

www.fawcettsociety.org.uk

RESPECT Accreditation – for information and guidance on work with perpetrators and accreditation www.respect.org.uk

REPORT TO:	Safer Policy and Performance Board
DATE:	20 th February 2018
REPORTING OFFICER	Strategic Director – Enterprise, Community and Resources
PORTFOLIO:	Community Safety
SUBJECT:	Alcohol and Substance Misuse service in Halton
WARDS:	Borough Wide

1.0 PURPOSE OF THE REPORT

- 1.1** To receive a presentation on the work carried out by the Integrated Substance Misuse Service (CGL) to tackle Alcohol and Substance misuse across the partnership in the Borough.

2.0 RECOMMENDATION: That

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

3.0 SUPPORTING INFORMATION

- 3.1** Halton Integrated Substance Misuse Service is a fully integrated substance misuse service offering rapid and open access to assessment and treatment for people experiencing problems with drugs and/or alcohol, promoting recovery from addiction and dependence.

Recovery services include:

- Syringe exchange
- Health screening including vaccination for BBV
- Harm reductions
- SMART mutual aid groups
- Foundations for Recovery – therapeutic group
- Alcohol group work (EBI)
- Opiate replacement prescribing
- Breakfast clubs
- Shared care
- DIP programme DRR, ATR and TOA
- Build recovery in the community – various groups and activities i.e allotment group

- Peer mentoring
- Volunteering
- Community detoxification for alcohol and opiate
- Access to inpatient detoxification and rehabilitation
- VIDA holistic therapies
- Carer and Family group

4.0 EMERGING ISSUES

4.1 Cheshire and Merseyside Five Year Forward View Alcohol Board

Established: The Cheshire and Merseyside FYFV programme plan sets out actions which if delivered at scale will prevent alcohol-related harm, improve health and social outcomes for individuals and communities and reduce demand on local services across health, social services and criminal justice settings. A multi-agency board has been established to provide oversight and drive this work forward.

- ##### 4.2 Service User Deaths:
- Between 01/04/2016 until 31/03/2017 there have been 20 service user deaths reported in Halton Integrated Recovery Service. Eleven of these service users were recorded as residing in Widnes and nine as residing in Runcorn. Of the deaths reported 18 service users were male. CGL have recognised that this information corresponds with the office of national statistics report which explored 'deaths related to drug poisoning in England and Wales 2015'. Within this report it states '*Males were almost 3 times more likely to die from drug misuse than females (65.5 and 22.4 deaths per million population for males and females respectively).*

The investigation found the number of service users deaths were at its highest at the age range of 45-54. Of the 20 deaths CGL's investigation has found that 10 accessed the service for support with alcohol use, 5 opiate, 1 opiate and cocaine, 1 cannabis, 1 amphetamine and 2 alcohol and cocaine.

Halton Integrated Recovery Service has witnessed a significant increase in complexity of need for alcohol service users. A number of the alcohol deaths that occurred has been referred to the service whilst in hospital accessing treatment for acute health needs.

From the investigation CGL have established that better liaison with the local hospitals is required to establish whether or not their physical health is their primary presenting issue and if recovery orientated services are suitable at that time.

5.0 FINANCIAL UPDATE

- ##### 5.1
- No significant impacts within the quarter from a financial perspective.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

6.1 Children and Young People in Halton

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

6.2 Employment, Learning and Skills in Halton

None identified.

6.3 A Healthy Halton

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

6.4 A Safer Halton

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

6.5 Halton's Urban Renewal

None identified.

7.0 RISK ANALYSIS

7.1 None identified.

8.0 EQUALITY AND DIVERSITY ISSUES

8.1 None identified.

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

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

REPORT TO: Safer Policy & Performance Board

DATE: 20th February 2018

REPORTING OFFICER: Strategic Director, Enterprise, Community & Resources

PORTFOLIO: Community Safety

SUBJECT: Night Time Economy

WARD(S) Borough-wide

1.0 PURPOSE OF THE REPORT

1.1 To update the board on the positive work that is being carried out in partnership with the Police and Council to make Halton night time economy safer.

2.0 RECOMMENDATION: That:

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

3.0 SUPPORTING INFORMATION

3.1 Enforcement Performance Activity:

Licensed premises input/visits = 212 Gambling venues = 9

3.2 Section 19 of the Licensing Act 2003 Formal and Informal Premises Closure Orders and Premises Issues

Reported below are the outcomes of undertaking activities under Section 19 of the Licensing Act 2003, with the Council and Policy working in partnership.

3.2.1 Turkish Kebab

The Premises License holder has been issued with a formal warning notice with regards the opening hours. On 4 occasions in the last three months the venue has stayed open past its permitted hours and been required to close by Police. The Personal License Holder (PLH) has been warned any future breach will result in the venues Premises

License being revoked. A letter has been received from the PLH stating he is no longer at the venue and has no responsibility. However, this is not sufficient to surrender the license. The Council wrote back to the PLH explaining the situation and that he is ultimately responsible until such time as he surrenders the license. The Premises License has now been surrendered and if no other parties come forward to transfer it will effectively cease on 7th February 2018

3.2.2 **The Royal Runcorn**

This venue after a recent refurbishment has now become the busiest venue (Pub) in Halton. At the weekend it has up to 250 – 300 customers at any one time. Unfortunately this is bringing its own problems, with steady increase in incidents.

To accommodate this increase in business a new door company “ELITE” has been employed and the venue now utilizes a floor walker to try and identify customers overindulging, before issues arise.

The new company Elite has already reduced incidents and is working hard with staff and management to identify and prevent future problems. The Licensing team has also met with Directors of Elite on 25th January to discuss the way forward.

The Council and Police will continue to work closely with staff management and owners to ensure a safe environment for the customers.

3.2.3 **The Blundell Arms**

The above venue was placed on an action plan after a large scale fight inside the venue. Although this was a domestic related incident which could have happened anywhere and was not alcohol related, it was thought that staff would benefit from additional training and support. At the Action Plan meeting the owners offered a new Designated Premises Supervisor (DPS) who was fully SIA trained and had experience in a similar urban venue. We are pleased to report that since the Action Plan there have been no issues at all.

3.2.4 **Volt (Pop Planet)**

After many and varied issues, warnings and Action Plans the management of this venue decided that they were not experienced enough for a town centre venue and decided to leave. After a discussion with the Licensing Team they also surrendered the Premises License. This now means if anybody comes forward to take this venue again there will need to be a whole new application, conditions, etc.

It is also worth mentioning mention that there were two incidents at our major venues, Chambers and Establishment where Door Staff were applauded by Police for their professionalism and assistance in detaining offenders.

3.2.5 Violent Crime in Public Spaces (Update)

There has been a marked increase in knife crime in Halton with five offences noted where licensed premises have been involved. Due to the actions of staff and management three offenders have been arrested and charged with multiple offences. The main venues in the Borough have all been issued with or have obtained metal detectors and these are in use at entry.

3.2.6 We have no Tier 1 venues in Halton

3.2.7 Tier 2 venues Widnes

Establishment
Simms Cross
Corner House
Pop Planet (Closed Licence surrendered)

Tier 2 venues Runcorn

The Royal
Chambers
Bar Bananas (Now Closed) Alchemy
Barley Mow

These venues will remain as Tier 2 by the nature of their business, i.e., hours and customer base and not for reasons of increased incidents.

3.2.8 Christmas Period

We are pleased to report that we had a successful Christmas period with very few incidents at all and any minor issues being dealt with in the correct manner by the venues and management. Cheshire Constabulary reported that all our tier two venues on both sides of the water had seen a reduction in incidents compared with Christmas 2016. However, issues have been identified with several takeaways in regard to their compliance with their Licences and some conditions contained in those licenses. It is therefore our intention to give this area some attention in the current year. An area of concern is that over 70 IDs were seized over the period being used by siblings, friends etc. A press release is being organised and a purge in this area is intended. The ESTABLISHMENT is taking action and are looking at Biometric scanners.

3.2.9 CCTV Commissioning Tests

CCTV commissioning tests were completed at-

Mamma Mia Milton Road Widnes
British Legion Runcorn
Mill field Sports and Social Club
Turkish Kebab
Miami Pizza (Police have hard drive)

3.2.10 **Licensing visits**

Numerous visits have been undertaken with Immigration enforcement, Cheshire Special Constabulary, Cheshire Police Drugs Dog and Trading Standards and will continue to work closely with all departments.

The results from the above have resulted in five arrests for Immigration offences, two being deported and two arrested for drug related offences.

During these visits the licensing team collated several items of intelligence with regards to Child Sexual Exploitation (CSE) which have been past to Cheshire Police. A dedicated operation has now been set up with regards CSE around takeaways in both Widnes and Runcorn.

3.2.11 **Stryker Camera**

Our Licensing Enforcement officer has now taken responsibility of the Stryker Cameras and will be liaising with Police re the deployment.

Currently

Widnes Camera is on Cunningham Road.

Runcorn rear of now derelict Burma Star in Halton Brook

3.2.12 **Pub Watch**

Both Pub Watch groups have established numbers and it is unlikely that these numbers are going to change, however the New Closed Facebook Group is now flourishing with over 60 members either side of the water. This growth makes it so much easier to get information out to the venues and on a 24/7 basis.

We now actively promote the Facebook page to new and existing Premises, staff and management.

There were a total of 5 pub watch bans this quarter, 2 for possession of a bladed article.

We have recently had several complaints from venues and members of the Public with regards the lack of Taxis late at night. The licensees have thanked the Taxi Licensing Officer for attending Pub Watch and offering his advice and assistance.

In future meetings we have invited representatives from Immigration Enforcement, the Gambling Commission and the Inland Revenue to offer advice.

Pub Watch is a private association of licensees run by licensees for the mutual benefit of licensees. As such we have no authority to interfere, steer otherwise influence their proceedings. Their governance is based on National Pub Watch principle's and Police and other public bodies can only attend as invited guests. This has been supported by a high court decision and if it was not constituted this way Pub Watch would then be subject to the terms and restrictions of legislation such as Data Protection etc. which would effectively render it ineffective. Police are allowed to provide "logistical support" and cannot direct or influence meetings further.

3.2.13 **Club Watch**

The venues continue to share local and Police initiatives via advertising screens and have recently added campaigns re Domestic Abuse and becoming vulnerable when drinking alcohol. The venues have recently displayed and are using the training video offered by Liverpool City Council in their DLEM (Drink Less Enjoy More campaign)

3.2.14 **Gambling Returns**

We have made 9 Gambling visits this quarter with no issues

3.2.15 **Drinks Promotions**

We have lately been made aware of one or two drinks promotions in the town, such as a pound a pint, buy one get one free. Although we are not in a position to state categorically that these prices are irresponsible we have made our feeling know to the venues concerned and they have been warned that if there is any rise in incidents which can be directly attributed to excess alcohol, we will take action. The venues have also been requested to only advertise such promotions within the venue itself. We will continue to monitor this situation.

3.2.16 **Warning/Advice Letters/False Fake IDs**

There have been a total of 5 pub watch bans this quarter for offences of Assault and Drug taking. There have been 5 seizures of IDs being

used by a third party to enter Licensed Premises in Halton. This has resulted in formal warnings to the users together with their parents and all the Driving Licences being endorsed and returned to the DVLA accordingly.

We continue to promote a poster and Twitter campaign to try and reduce the problem of fake IDs. New poster attached.

Twitter account @haltonlicensing (please follow)

4.0 **POLICY IMPLICATIONS**

4.1 None identified.

5.0 **FINANCIAL IMPLICATIONS**

5.1 None identified.

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

6.1 **Children & Young People in Halton**

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

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

None identified.

6.3 **A Healthy Halton**

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

6.4 **A Safer Halton**

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

6.5 **Halton's Urban Renewal**

None identified.

7.0 **RISK ANALYSIS**

7.1 None identified.

8.0 **EQUALITY AND DIVERSITY ISSUES**

8.1 None identified.

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

None under the meaning of the Act.