

Aim 3: Well serviced, safe and sustainable neighbourhoods with optimum local accountability and influence over service management

Priority	Measure	Targets			Key actions for 2004/05	
		04/05	05/06	06/07		
AED Cath Green						
3.1	Deliver a coherent, area-based neighbourhood management service with optimum accountability to stakeholders and local participation in standards and service provision	HMS0009 - percentage improvement in the overall standard of service provision for streetscene measures specified within customer charters.	Baseline to be established August 2004	5% increase on baseline	5% increase on 05/06 out-turn	<ul style="list-style-type: none"> Develop 7 neighbourhood plans and identify and agree each neighbourhood's priorities to ensure that they are well managed and improve cleanliness, safety and inclusion Improve community engagement by strengthening links and synergies between citizens and the Regeneration Partnership Boards and area committees Development of the citizens' compact through consultation with community groups, representatives and area committees Establish governance of citizens' compacts through area committees and communicate arrangements to all stakeholders and interested parties Maximise the use of one stop shops, customer focus centres and Liverpool Direct Ltd (LDL) to improve neighbourhood service delivery. Establish a framework of meetings between Neighbourhood Services and Environmental Services Technical Client to effectively deliver environmental services across the 7 neighbourhood areas. Establish co-ordination arrangements for monitoring service delivery partner performance through Neighbourhood Services' observation and dialogue with Technical Client officers. Enhance scrutiny arrangements on performance of the Repairs service through regular reporting to the select committee, gap inspection working group and tenants forums Reconvene the citizens jury (MWDA) to consult on the development of the city council's waste management strategy Introduce an appointment system for type 2 repairs
		BV164 - compliance with the Commission for Racial Equality (CRE) code of practice in rented housing and good practice standards for social landlords in tackling racial harassment	Yes	Yes	Yes	
		BV74a-c - tenant satisfaction with overall service delivery			78%	
		BV75a-c - tenant satisfaction with participation in management and decision making			53%	
		BV185 - percentage of responsive (type 2 non-emergency) repairs during the year for which the authority both made and kept an appointment	85%	90%	95%	
		HMS0010 - percentage of emergency repairs completed within 24 hours	98%	98%	99%	
AED Cath Green						
3.2	Restructure the city's housing market	RHZ0008 -overall vacancy rates across all tenures city-wide	7.5%	7.5%	7.5%	<ul style="list-style-type: none"> Housing market renewal initiative (HMRI) - adjustment of the programme in line with the allocation of funding available to Liverpool for 2003/06 to tackle vacant properties through clearance and intervention measures.





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3.2	Restructure the city's housing market <i>(continued)</i>	BV184a - proportion of local authority homes which were non-decent at 1 April	59% 1 Apr 04	58.6% 1 Apr 05	58.3% 1 Apr 06	<ul style="list-style-type: none"> Ongoing monitoring of the Eastern Fringe Estates and Garston clearance programmes 'Living Through Change' programme to support residents in areas of clearance and market restructuring Stock option appraisal process to be completed for submission to the Community Homes Task Force/Office of the Deputy Prime Minister (ODPM) for approval on preferred option in order to achieve decency standards Continuation of the demolition of redundant council stock Delivery of the housing planned maintenance programme to decency standards in 2004/05 Delivery of the Sefton Park stock transfer (subject to tenants ballot) Delivery of the approved development programme for investment in registered social landlord (RSL) stock and reprovion in support of the city's housing strategy Production of a revised housing strategy statement including an action plan to obtain 'Fit for Purpose' status for submission to ODPM.
		RHZ0009 - percentage of owner occupation across the total city stock	53%	53.5%	54%	
		RHZ0010 - the proportion of council tax band A & B properties	79.5%	79%	78.5%	
AED Cath Green						
3.3	Improve decency standards in private sector housing, in particular for vulnerable households (baseline to be established following a further private sector stock condition survey in 2005)	BV62 - proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	5.9%	5.7%	6.2%	<ul style="list-style-type: none"> October 2003 - July 2004: develop specific action plans based on the neighbourhood renewal area (NRA) option appraisals Formal declaration of renewal areas for Anfield / Breckfield, Garston, Dingle Lodge Lane / Picton, Kensington, Granby Continued clearance of unfit properties through the housing market renewal initiative programme and the housing capital programme Develop packages for home owners in the priority areas in accordance with the private sector renewal strategy
		BV64 - number of private sector vacant dwellings annually that are returned per annum into occupation as a direct result of action by the local authority	1,167	1,750	1,750	
AED John Sayers						
3.4	Tackle crime and the fear of crime by reducing vehicle crime, domestic burglary and robberies	CSS0008 - total number of vehicle crimes in Liverpool	11,609	10,350	9,212	<ul style="list-style-type: none"> Use anti-social behaviour orders (ASBOs) to reduce street robbery in the city centre Protect targeted small businesses with CCTV and radio network Develop the 'Safer Routes' initiative to strengthen security on public transport Maintain the supervision and surveillance of offenders programme Promote preventative practices through advertising campaigns
		CSS0009 - total number of domestic burglaries	6,042	5,208	4,479	
		CSS0010 - Total number of robberies	1,144	1,261	1,150	

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AED John Sayers						
3.4	Tackle crime and the fear of crime by reducing vehicle crime, domestic burglary and robberies <i>(continued)</i>				<ul style="list-style-type: none"> • Improve street lighting in 'hotspot' areas. • Extend the alleygating (domestic) programme and extend the programme to include non-domestic properties • Strengthen witness support activities • Build capacity to tackle anti-social behaviour through additional work in 3 'Trailblazer' pilot areas • Extend vehicle crime reduction measures e.g. targeting known offenders, provisions of stoplocks, youth auto project initiatives and campaign materials • Extend the programme of victim / offender / location related crime reduction programme through the joint agency process • The Youth Offending team (YOT) to develop a new range of vehicle crime programmes and deliver the programme to a minimum of 30 young offenders • YOT to deliver the violent offenders programme to a minimum of 20 young offenders 	
AED Dave Smith						
3.5	Promote and optimise the independence of vulnerable people through more effective prevention and diversion for institutional health and social care and rehabilitation of those who can be discharged from institutional care	LPSA 5(i) - emergency admissions to hospital of people aged 75 or over	10,181	10,181	10,181	<ul style="list-style-type: none"> • Diversion from hospital - work in partnership with Health, where appropriate, to assess and provide home care, day services, respite care, equipment and adaptations services to offer immediate support aimed at the prevention of hospital / residential care admission • Timely discharge from hospital - provide a range of intermediate, interim and home care services that will enable safe and timely care to provide immediate support to people on discharge from hospital and enable them to make informed and appropriate decisions about their long-term care arrangements • Preventative services - support the further development of the range of services that promote good health and prevent accidents and illness, such as nutritional advice, income maximisation, accident prevention advice and exercise programmes
		LPSA 5(ii) - admissions of supported residents aged 65 or over to residential or nursing care per 10,000 population aged 65+	95	90	85	
		LPSA 5(iii) - admissions to hospital of people aged 75 or over due to hypothermia or injury caused by a fall per head of population aged 75 or over	23	26	23	
		BV53 - the number of households receiving intensive home care per 1,000 population aged 65 or over	22	23	25	





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3.5	Promote and optimise the independence of vulnerable people through more effective prevention and diversion for institutional health and social care and rehabilitation of those who can be discharged from institutional care <i>(continued)</i>	PAF0D41 - delayed transfers of care - percentage of people in an acute hospital bed whose hospital discharge is delayed - per 100,000 population aged 65 or over.	37	20	18	See previous page for key actions
		BV56 - percentage of items of equipment costing less than £1,000 delivered within 7 working days	92	100	100	
		BV54 - older people aged 65 and over helped to live at home per 1,000 population aged 65 or over	130	132	135	
AED Dave Smith						
3.6	Enable service users and carers to experience increasingly high-quality services through the promotion of choice, user led decision making, effective assessments of need, focused flexible care packages and timely resources	BV58 - percentage of adults and older people receiving a statement of their needs and how they will be met	98	100	100	<ul style="list-style-type: none"> Assessments and care planning - ensure that care plans are written in a clear and measurable way, outlining the tasks required to be undertaken and that they enable the delivery of high quality packages that meet the needs of individual service users Assessment and support for carers - ensures that the needs of carers are assessed in a comprehensive, consistent and fair way. Improve the quality, quantity and flexibility of short break services for carers Review of care plans - ensure that every user receives an appropriate and timely review of their care within the parameters of 'Fair Access to Care' and that, where appropriate, partner agencies are involved in the process
		PAF0D42 - the number of informal carers who received an assessment as a proportion of the local number of clients and carers receiving assessment	30%	35%	40%	
		SAR0003 - increase the number of short breaks for carers by 5%	282	296	311	
		BV196 - acceptable waiting time for care packages - percentage of care packages delivered within 28 calendar days	90%	100%	100%	
		PAF0D40 - clients receiving a review as a percentage of those receiving a service	65%	70%	75%	
		BV 201 / PAF C51- the number of people receiving direct payments per 100,000 population	46	59	92	