

<b>CABINET</b>	<b>AGENDA ITEM No.</b>
<b>15 December 2008</b>	<b>PUBLIC REPORT</b>

Cabinet Member responsible:	Councillor Sheila Scott Efficiency and Business Improvement Portfolio Holder	
Contact Officer(s):	Jo Proud – Strategic Improvement Manager, Strategic Improvement Division	Ext 452531

**PERFORMANCE MONITORING REPORT – QUARTER TWO 2008-09**

R E C O M M E N D A T I O N S	
<b>FROM : CMT</b>	<b>Deadline Date : n/a</b>
<p>Cabinet is requested to note that:</p> <ul style="list-style-type: none"> <li>(i) the performance of Corporate Plan priorities is progressing well against the targets set.</li> <li>(ii) there are some areas of concern within the wider LAA priorities, and that the effects of the credit crunch and the deepening recession may impact on the deliverability of some of the targets set.</li> <li>(iii) where areas of concern or potential risk to negative performance of targets have been identified, action plans either are in place or further review and analysis is being undertaken to ensure that robust action plans are put in place to minimise the negative performance and bring some areas back on track.</li> </ul>	

**1. ORIGIN OF REPORT**

1.1 This report is submitted to Cabinet following signoff from CMT on 18 November 2008.

**2. PURPOSE AND REASON FOR REPORT**

2.1 The purpose of this report is to provide Members with information on the performance of the council between the 1 July 2008 and 30 September 2008.

2.2 This report is for Cabinet to consider under its Terms of Reference no. 3.2.1 'to take collective responsibility for the delivery of all strategic Executive functions within the Council's Major Policy and Budget Framework and lead the Council's overall improvement programmes to deliver excellent services'.

**3. TIMESCALE**

Is this a Major Policy Item/Statutory Plan?	<b>NO</b>
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## 4 BACKGROUND

### CAA

- 4.1 As part of the new CAA framework, the new 196 National Indicators (NIs) will be the only means of measuring national priorities that have been agreed by Government. The new indicators will strengthen the incentives for closer partnership working to deliver joined-up outcomes because they will apply (where relevant) to other local partners - such as Primary Care Trusts and police.
- 4.2 Departments are now reporting performance against the 196 NIs. A selection of the 196 NIs are allocated to and reported under the Corporate Plan objectives and the LAA priorities and this report shows how the Council is performing against those two areas.
- 4.3 There are also a number of NIs which do not report under the Corporate Plan and LAA and these are listed under the Comprehensive Area Assessment (CAA) section. These should be considered as work in progress during 208/09 as we move from the CPA to CAA regime.

## 5. PERFORMANCE MONITORING REPORT 2008-09 QUARTER 2

- 5.1 The purpose of this report is to provide Members with information on the council's performance between 1 July 2008 and 30 September 2008 against the three key areas stated below:
- **Corporate Plan**
  - **Local Area Agreement (LAA)**
  - **Comprehensive Area Assessment (CAA)**
- 5.2 For the purposes of performance reporting we use a system of Red Amber Green (RAG) assessment:
- **Red** means that the NI is not performing well and is potentially an area of risk
  - **Amber** means they are performing near a set tolerance (this will differ for each NI)
  - **Green** means that the NIs are performing well
- 5.3 For Quarter 2 the focus had been on ensuring that data is captured against all the NIs. For those NIs which only report on an annual basis we continue to focus on identifying substitute measures that provide an indication of performance so that we can report more regularly. We are now starting to see additional commentary being included on Performance Plus and this is allowing us to make better assessments of RAG status and carry out early intervention to mitigate any potential future issues. We would envisage that future Quarters will continue to provide more detailed and accurate assessments against all NIs.
- 5.4 The remaining sections of this report show progress in the 3 areas outlined in paragraph 5.1 above.






## 6. CORPORATE PLAN

### 6.1 CORPORATE PLAN PERFORMANCE HEADLINES:

- Focus for Quarter 2 has been on capturing data and monitoring performance of the 139 Corporate Plan Indicators, of which 100 are NI's and 39 are local PCC Indicators
- 9 indicators have improved performance, 116 indicators have remained static in performance and 14 indicators have no data (i.e. annual measures or awaiting place survey targets) however substitute proxy measures have now been put in place to enable supporting commentary to be recorded in the absence of actual data, to help monitor the performance of these indicators.
- Overall 3 out of 5 priorities are on target with 2 showing negative performance direction of travel since Quarter One.
- Indicators are challenged by the Strategic Improvement Team to ensure accuracy of data provided

6.2 Performance, status and direction of travel against the five priorities as follows:

**Table 1 – Quarter 2 Performance of the Five Corporate Plan Priorities**

<p><b>Plan to deliver a safe and attractive environmentally friendly city</b></p>		<p>We are continuing to perform well across all objectives falling under this strategic priority. Significant improvements in satisfaction levels with street cleansing and refuse collections have been captured through surveys via the Bulk Collection Service. Partnership initiatives focusing on reducing crime will help to build upon the continued success of Weeks of Action. Previous gaps in data have now been addressed which will enable more accurate and efficient reporting on performance.</p>
<p><b>Achieve the best possible health and well-being</b></p>		<p>Progress against targets is mixed with some areas of good performance and some areas of concern. There are clear action plans for those areas under-performing with lead officers responsible for their delivery. Data gaps remain and ongoing work to develop proxy measures wherever possible is essential to provide a higher level of assurance around delivery of the targets".</p>
<p><b>Make Peterborough a better place in which to live and work</b></p>		<p>Good progress is being made in key areas of this priority and performance remains largely within tolerances.</p>
<p><b>To provide high quality opportunities for learning and ensure children are safe</b></p>		<p>Overall, there has been excellent progress in a number of key areas of delivery, including NEET figures, first-time entrants into the Youth Justice System and the delivery of core assessments within Children's Social Care.</p> <p>Quarter 2's data is promising and a major programme of change and development is ongoing within Children's Services which will continue to ensure services are effective and efficient.</p>
<p><b>Being accessible effective and efficient</b></p>		<p>Whilst the majority of performance is in line with targets, the credit crunch is impacting on asset disposal plans. Significant service improvements continue in Peterborough Direct</p>

## **7. LOCAL AREA AGREEMENT (LAA)**

7.1 The LAA comprises 4 priorities:

- **Creating Strong and Supportive Communities**
- **Creating the UK's Environment Capital**
- **Creating Opportunities, Tackling Inequalities**
- **Delivering Substantial and Sustainable Growth**

7.2 Each of these priorities comprises 4 outcomes which are managed by Outcome Lead Officers. There are a total of 81 NIs allocated across the LAA outcomes and then aggregated and reported against the 4 priorities.

7.3 To monitor and report on the key indicators for the local strategic partnership a group of representatives from key partners (Police, Fire, PCT and PCC) meet on a monthly basis and are known as the Performance Hub. At each hub session each NI in the LAA is reviewed and assessed. Performance is then reported to the Greater Peterborough Partnership (GPP) via a performance reporting pack and performance dashboard. The former gives details of performance against priorities, outcomes and NIs and the latter picks out the key highlights and focuses on specific risks being addressed by the GPP.

7.4 Risk areas are addressed and reported on, identifying what the problem is, why there has been poor performance, what potential solutions are and recommendations for action.



### **7.5 LAA PERFORMANCE HEADLINES**



- Focus on Quarter 2 has been around delivery action planning across all LAA National Indicators.
- Indicators within the Outcome for 'Building Community Cohesion' (NI 001, NI 013 and NI 035) were submitted for challenge. Areas of risk were identified and recommendations made to ensure that there are robust action plans in place to deliver the indicators within this Outcome.
- All 16 Outcome Lead Officers are now in place to ensure that we have a strong team to deliver the commitment and challenge required for the LAA
- Solution Centre design and framework were signed off. Programme 1 (Theft from Vehicle Crime) is due to commence early October, with key stakeholders across all partner organisations. Future programmes up to the end of year are being identified.

7.6 Attached in Annex A is a list of the LAA Indicators that underpin the RAG assessments in the GPP exec reporting pack (Annex B) and comments within Table 2.

7.7 Performance, status and direction of travel against the four priorities as follows:

**Table 2 – LAA Quarter 1 Performance of the 4 Priorities**

<p><b>Creating Strong &amp; Supportive Communities</b></p>		<ul style="list-style-type: none"> <li>• <b>Making Peterborough Safer - Green</b></li> <li>• Overall performance within this outcome is positive however serious acquisitive targets are of concern.</li> <li>• Theft from Vehicle Crime (part of Serious Acquisitive Crime) is being put forward to the Solution Centre to be worked through with partners.</li> <li>• <b>Building Community Cohesion - Amber</b></li> <li>• Positive development has been made in relation to NI 001 in particular the Millfield and New England Project which has completed Street Level Task Force. Visual improvement to the neighbourhood situation in the area has been reported.</li> <li>• <b>Empowering Local Communities - Red</b></li> <li>• A focused transformation programme is underway to review our approach in delivering neighbourhood services and reaching our communities. This will deliver recommendations by Christmas 2008 with implementation taking place in January 2009.</li> <li>• <b>Building Pride in Peterborough - Red</b></li> <li>• Quarter 2 saw a Week of Action take place in the east area of the city with its usual emphasis on community engagement and participation. Street Leaders pilot scheme has been reviewed and is due to be rolled out across all areas of the City.</li> </ul>
<p><b>Creating the Country's Environment Capital</b></p>		<ul style="list-style-type: none"> <li>• Positive progress has continued within this Priority.</li> <li>• <b>Overall Consumption of Natural Resources - Green</b></li> <li>• Indicators within this outcome are performing well</li> <li>• Our overall recycling performance hit over 50% recycling across the city.</li> <li>• <b>Increasing Use of Sustainable Transport - Green</b></li> <li>• "Travelchoice" week, aimed at encouraging local residents to shift to more sustainable travel modes, received widespread coverage in the local media following exhibitions and a Peterborough City Council (PCC) staff car-free day. It is intended to encourage wider commitment from partners to Department for Transport targets and there is a very encouraging shift away from children travelling to school by car. The Department for Transport released NI 198 Mode of travel to school data and this evidenced excellent results for Peterborough.</li> <li>• <b>Growing our Environmental Business Sector - Green</b></li> <li>• Action planning is nearing completion with regard to promoting the Eco-Innovation centre and Enviro-Cluster which, despite the economic downturn, is performing at target. It is predicted that there may be a period of slow growth through these tough economic times when businesses may be reluctant to set-up or relocate, though we are currently on-target.</li> <li>• <b>Making Peterborough Cleaner &amp; Greener - Green</b></li> <li>• The first six months of this year show a significant forward travel in satisfaction levels in Street Cleansing through the survey results collected by Peterborough Direct via the Bulky Waste Collection service. The Environment Capital Partnership focussed on sustainable transport at its September meeting and also approved the allocation of £75K LPSA reward grant to a range of prioritised projects aimed at achieving LAA outcomes.</li> </ul>

<p><b>Creating Opportunities – Tackling Inequalities</b></p>		<ul style="list-style-type: none"> <li>• Progress against targets where data is complete is mixed with some good areas of performance and the challenging areas have clear actions to bring them back on track</li> <li>• <b>Regenerating Neighbourhoods - Red</b></li> <li>• In order to progress this outcome and in common with other outcomes, we are in need of a reinvigoration of the neighbourhood agenda which is clearly high on the list of priorities.</li> <li>• A workshop to kick-start this has been arranged for mid November. In the meantime the impact of the present economic downturn will undoubtedly also have an effect on the achievability of NI 153 in terms of the availability of employment (this will also impact on the adult skills agenda and work is underway to address this jointly and in conjunction with large employers).</li> <li>• <b>Improving Health - Red</b></li> <li>• Overall the performance of the Improving Health target indicators has declined since August. This is due to a number of reasons: some indicators are only reported annually, a number are still subject to no data being available yet and a routine delay in data return.</li> <li>• The Department of Health teenage pregnancy national support team undertook a review of the Peterborough Teenage pregnancy strategy and recommendations are being incorporated into future activities.</li> <li>• <b>Supporting Vulnerable People - Amber</b></li> <li>• September performance continues to reflect an amber status. We have established that delivery of Individual Budgets is fundamental to the success of this outcome area, as the increased awareness and choice of services will improve access and support for a number of vulnerable groups. This will therefore be a key area of focus in achieving numerous indicators, and the high level of staff resource committed to this work reflects this.</li> <li>• <b>Improving Skills in Education - Amber</b></li> <li>• There are considerable difficulties experienced within this outcome nationally with the collection of data. Further data sets are expected in October</li> </ul>
<p><b>Delivering Substantial &amp; Sustainable Growth</b></p>		<ul style="list-style-type: none"> <li>• There are serious challenges within this priority with the current declining state of the market which will throw serious concerns over the deliverability of the economic and housing targets set in the LAA 2008/11.</li> <li>• <b>Increasing Economic Prosperity - Red</b></li> <li>• Against a backdrop of rising unemployment nationally and fragile business confidence, Peterborough faces a significant challenge in meeting the overall employment target</li> <li>• <b>Creating Better Places to Live - Green</b></li> <li>• The delivery of affordable homes is performing strongly with the continued expectation that it will exceed the target. It is less easy to assess the trend with regard to private sector housing, despite the anticipation that building rates will slow as a result of the credit crunch, as the 2008/09 overall housing start on site and completion figures to date are not markedly at variance with those for 2007/08.</li> <li>•</li> <li>• <b>Building the Infrastructure of the Future - Amber</b></li> <li>• The recent Action Planning exercise has identified a number of resource issues that need to be managed to ensure continued progression of this outcome. Overall it is considered that this outcome is on target relative to 1<sup>st</sup> year aims.</li> <li>• <b>Safe, Vibrant City &amp; Neighbourhood Centres - Red</b></li> <li>• Key projects within the Outcome are progressing well: the Public Realm Implementation is at advanced design stage. Other</li> </ul>

		initiatives, such as the Living over the Shop scheme to increase residential provision within the city are awaiting recruitment and resource commitment. Recruitment is currently underway in Opportunity Peterborough to provide key resources to deliver elements of the action plan. Once these are embedded, key initiatives currently on hold can be progressed.
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7.8 Details of overall LAA performance (Reporting Pack) is attached in Annex B

7.9 A number of NI's within the LAA were selected for further analysis and review. Attached in Annex C are details of NI's where further analysis have been carried out and recommendations made.

**Table 3 – LAA NI's selected for Further Analysis in Quarter 2**

Measure	Description	Actual	Target
NI 001	% of people who believe people from different backgrounds get on well together	No Data	66%
NI 013	Migrants' English language skills and knowledge	No Data	TBC
NI 035	Building resilience to violent extremism	2	3

## 8. COMPREHENSIVE AREA ASSESSMENT (CAA)

8.1 The CAA is replacing the Comprehensive Performance Assessment (CPA) which is currently in its last year. While it is early days and work is ongoing to assess the impact, we are reviewing performance against all 196 NIs as part of our preparation for the introduction of CAA.

### 8.2 CAA QUARTER 2 HEADLINES

- Focus on capturing data and monitoring performance on all the 196 National Indicators – including sub-measures the total is 232 (2 have been deleted)
- 16 indicators will not be measured until 2009 (deferred /awaiting place survey targets).
- 12 measures are performing off target, these areas are being reviewed to ensure completeness and accuracy of data and clear action plans put in place to bring them back on track
- Data Quality Assessment for the organisation has improved from Level 2 to Level 3

8.3 As with the LAA, we have selected a number of NIs for further analysis where we have identified potential areas of risk. Attached in Annex D is the detail of the NI's that have been analysed in this Quarter and recommendations made.

**Table 4 – CAA NI’s selected for Further Analysis in Quarter 2**

<b>Measure</b>	<b>Description</b>	<b>Actual</b>	<b>Target</b>
NI 111	First Time Entrants into YJS	35	27
NI 132	Timeliness of social care assessment (of all adults)	75	85
NI 181	Time taken to process Housing Benefit/Council Tax Benefits new claims & change events	21.83	18.00
NI 016	Serious Acquisitive Crime (SAC)	29.59	30.14
NI 113i	% of pop. aged 15 – 24 accepting a test/screen for Chlamydia	174	270
NI 118	Take up of formal childcare by low-income families	18.00	21.00

**9. ANTICIPATED OUTCOMES**

9.1 For Cabinet to note the content of the report.

**10. REASONS FOR RECOMMENDATIONS**

10.1 Failure to monitor performance would mean that Cabinet would not be able to ensure that the council was working in an efficient and effective manner.

**11. ALTERNATIVE OPTIONS CONSIDERED**

11.1 This report was presented for monitoring purposes.

**12. BACKGROUND DOCUMENTS**

12.1 None.



## Annex A - LAA Performance Indicators

LAA PERFORMANCE INDICATORS with Descriptors	
<b>R</b>	<b>Creating Strong &amp; Supportive Communities</b>
<b>G</b>	<b>Making Peterborough Safer</b>
<b>G</b>	NI 017 Perceptions of anti-social behaviour
<b>A</b>	NI 032 Repeat incidents of domestic violence
<b>A</b>	NI 016 Serious acquisitive crime rate
<b>G</b>	NI 020 Assault with injury crime rate
<b>R</b>	NI 030 Re-offending rate of prolific and priority offenders
<b>G</b>	NI 033(i) Arson incidents (Primary Fires)
<b>G</b>	NI 033(ii) Arson incidents (Secondary Fires)
<b>R</b>	NI 040 Drug users in effective treatment
<b>G</b>	NI 047 People killed or seriously injured in road traffic accidents
<b>G</b>	NI 111 First time entrants to the Youth Justice System aged 10 – 17
<b>A</b>	<b>Building Community Cohesion</b>
<b>A</b>	NI 001 % of people who believe people from different backgrounds get on well together
<b>R</b>	NI 013 Migrants English language skills and knowledge
<b>A</b>	NI 035 Building resilience to violent extremism
<b>R</b>	<b>Empowering Local Communities</b>
<b>R</b>	NI 004 % of people who feel they can influence decisions in their locality
<b>R</b>	NI 006 Participation in regular volunteering
<b>R</b>	<b>Building Pride in Peterborough</b>
<b>R</b>	CUSO10 Live, Work and Play
<b>R</b>	NI 002 % of people who feel that they belong to their neighbourhood
<b>A</b>	<b>Creating Opportunities, Tackling Inequalities</b>
<b>R</b>	<b>Regenerating Neighbourhoods</b>
<b>R</b>	NI 153 Working age people claiming out of work benefits in the worst performing neighbourhoods
<b>G</b>	NI 187 Tackling fuel poverty – people receiving income based benefits living in low energy efficiency homes
<b>R</b>	<b>Improving Health</b>
<b>G</b>	NI 008 Adult participation in sport
<b>R</b>	NI 039 Rate of hospital admissions per 100k for Alcohol-harm
<b>R</b>	NI 056 % of children in Year 6 with height and weight recorded who are obese
<b>R</b>	NI 056(i) % of children in Year 6 with height and weight recorded who are obese
<b>R</b>	NI 056(ii) % of children in Year 6 with height and weight recorded who are obese
<b>A</b>	NI 112 Under 18 conception rate
<b>R</b>	NI 120 All-age all cause mortality rate
<b>R</b>	NI 121 Mortality rate from all circulatory diseases at ages under 75
<b>A</b>	NI 123 Stopping smoking
<b>A</b>	<b>Supporting Vulnerable People</b>
<b>A</b>	NI 054 Services for disabled children
<b>A</b>	NI 050 Emotional health of children
<b>A</b>	NI 059 % of Initial assessments for children's social care carried out within 7 working days of referral
<b>G</b>	NI 060 % of Core assessments for children's social care that were carried out within 35 working days
<b>G</b>	NI 063 Stability of placements of looked after children: length of placement
<b>R</b>	NI 130 Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets)
<b>G</b>	NI 135 Carers receiving needs assessment or review and a specific carer's service, or advice and information
<b>R</b>	NI 139 People over 65 who say that they receive the information, assistance & support needed to exercise choice and control to live independently
<b>G</b>	NI 142 Number of vulnerable people who are supported to maintain independent living
<b>R</b>	NI 150 Adults receiving secondary mental health services in employment
<b>A</b>	<b>Improving Skills &amp; Education</b>
<b>G</b>	NI 072 Achievement of at least 78 points across the Early Years Foundation Stage
<b>A</b>	NI 073 Achievement at level 4 or above in both English and Maths at Key Stage 2 (Threshold)
<b>R</b>	NI 074 Achievement at level 5 or above in both English and Maths at Key Stage 3 (Threshold)
<b>A</b>	NI 075 Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths (Threshold)
<b>A</b>	NI 079 Achievement of a Level 2 qualification by the age of 19
<b>R</b>	NI 083 Achievement at level 5 or above in Science at Key Stage 3

## LAA PERFORMANCE INDICATORS with Descriptors

<b>G</b>	NI 087	Secondary school persistent absence rate
<b>A</b>	NI 092	Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest
<b>A</b>	NI 093	Progression by 2 levels in English between Key Stage 1 and Key Stage 2
<b>A</b>	NI 094	Progression by 2 levels in Maths between Key Stage 1 and Key Stage 2
<b>A</b>	NI 095	Progression by 2 levels in English between Key Stage 2 and Key Stage 3
<b>A</b>	NI 096	Progression by 2 levels in Maths between Key Stage 2 and Key Stage 3
<b>A</b>	NI 097	Progression by 2 levels in English between Key Stage 3 and Key Stage 4
<b>A</b>	NI 098	Progression by 2 levels in Maths between Key Stage 3 and Key Stage 4
<b>A</b>	NI 099	Children in care reaching level 4 in English at Key Stage 2
<b>A</b>	NI 100	Children in care reaching level 4 in Maths at Key Stage 2
<b>A</b>	NI 101	Children in care achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and Maths)
<b>A</b>	NI 107	Key Stage 2 attainment for Black and minority ethnic groups
<b>G</b>	NI 117	16 to 18 year olds who are not in education, training or employment (NEET)
<b>R</b>	NI 162	Learners achieving an Entry Level 3 qualification in numeracy
<b>R</b>	NI 163	Working age population qualified to at least Level 2 or higher
<b>R</b>	NI 165	Working age population qualified to at least Level 4 or higher
<b>G</b>	<b>Creating UK's Environment Capital</b>	
<b>G</b>	<b>Conserving Natural Resources</b>	
<b>G</b>	BPEP 006	% residents effecting climate change
<b>A</b>	BPEP 007	% natural resources - focused education
<b>G</b>	NI 186	Per capita CO2 emissions in the LA area
<b>G</b>	NI 192	% of household waste recycled and composted
<b>G</b>	NI 193	% Municipal waste land filled
<b>G</b>	<b>Increasing Use of Sustainable Transport</b>	
<b>G</b>	NI 175	Access to services and facilities by public transport, walking and cycling
<b>G</b>	NI 177	Local bus passenger journeys originating in the authority area
<b>G</b>	NI 198	Children travelling to school by car
<b>G</b>	<b>Growing Our Environmental Sector</b>	
<b>G</b>	SGSG 008	EGS sector companies
<b>G</b>	<b>Making Peterborough Cleaner &amp; Greener</b>	
<b>G</b>	NI 195a	Improved street and environmental cleanliness (litter)
<b>A</b>	NI 195b	Improved street and environmental cleanliness (detritus)
<b>G</b>	NI 195c	Improved street and environmental cleanliness (fly posting)
<b>G</b>	NI 195d	Improved street and environmental cleanliness (graffiti)
<b>G</b>	NI 196	Improved street and environmental cleanliness – fly tipping
<b>G</b>	NI 197	Improved local biodiversity – proportion local sites with positive conservation management
<b>R</b>	<b>Substantial &amp; Truly Sustainable Growth</b>	
<b>R</b>	<b>Increasing Economic Prosperity</b>	
<b>R</b>	NI 151	Overall employment rate (working age)
<b>R</b>	NI 166	Average earnings of employees in the area
<b>R</b>	NI 167	Congestion – average journey time per mile during the morning peak
<b>A</b>	NI 171	VAT registration rate
<b>R</b>	SGSG 009	Average earnings of residents
<b>G</b>	<b>Creating Better Places to Live</b>	
<b>A</b>	NI 154	Net additional homes provided
<b>G</b>	NI 155	Number of affordable homes delivered (gross)
<b>G</b>	SGPH 002	Decent homes
<b>A</b>	<b>Building the Sustainable Infrastructure of the Future</b>	
<b>A</b>	NI 188	Planning to adapt to climate change
<b>R</b>	<b>Creating Safe &amp; Vibrant City Centre &amp; Sustainable Neighbourhood Centres</b>	
<b>R</b>	GO4a	Number of units of residential development
<b>R</b>	GO4b	No City Centre Empty frontages
<b>R</b>	GO4c	Footfall figures Rivergate & Queensgate

**GPP/ LAA Reporting Pack**  
**September 2008**



# Priority Comments

Creating Strong & Supportive Communities (SSC)		
Paul Phillipson	September 2008	Red
<p><b>Making Peterborough Safer:</b> Marketing and Communications package for the Safer and Stronger Peterborough Partnership is progressing well with a formal review by the PSP checking all the hallmarks of effective partnership receiving an excellent review. The serious acquisitive crime sub element of Vehicle crime is currently being worked through the Solution Centre with excellent buy-in from partners.</p> <p><b>Empowering Local Communities:</b> New outcome lead will give renewed drive and vigour within this area along with a restart of the Neighbourhood Investment Strategic Partnership. There is excellent work being conducted on the roll out of street leaders and the continued weeks of action.</p> <p><b>Building Pride In Peterborough:</b> Perception Peterborough event went extremely well with broad participation and the results of the event will continue to inform this area of business. It has also brought all parties closer together to drive forward on this agenda.</p> <p><b>Building Community Cohesion:</b> excellent progress on the Prevention of Extremism (PVE) agenda, ESOL and Inter-faith working group. The street level task force has concluded its interim work with MANERP and lessons learnt will assist in progressing matters across the city and helping to further empower communities..</p>		

Creating the UK's Environment Capital (EC)		
Trevor Gibson	September 2008	Green
<p>Positive progress has continued on all four outcomes in the Environment Capital priority.</p> <p>“Travelchoice” week, aimed at encouraging local residents to shift to more sustainable travel modes, received widespread coverage in the local media following exhibitions and a Peterborough City Council (PCC) staff car-free day. It is intended to encourage wider commitment from partners to Department for Transport targets and there is a very encouraging shift away from children travelling to school by car.</p> <p>Action planning is nearing completion with regard to promoting the Eco-Innovation centre and Enviro-Cluster which, despite the economic downturn, is increasing at target levels. Public perception of the councils waste management services is improving. The Environment Capital Partnership focussed on sustainable transport at its September meeting and also approved the allocation of £75K LPSA reward grant to a range of prioritised projects aimed at achieving LAA outcomes.</p>		

Creating Opportunities, Tackling Inequalities (OI)		
Denise Radley	September 2008	Amber
<p>The process of finalising action plans for the delivery of the outcomes has helped to critically review each target and our delivery plans. The delivery challenge session provided further clarity with an overview of risks and issues for the block overall. Follow up discussions to the delivery summit resulted in the Lead Director and Outcome Lead Officers estimating a 70% confidence level overall in relation to delivering this block with a 40% to 100% estimated confidence range across the targets. There are still significant risks attached to targets without proxy measures. A session with the Executive Members for Children's Services &amp; Adult Social Care and Health has ensured better political oversight of the delivery plans and risks. RAG ratings have shifted in September, regenerating neighbourhoods has moved from green to red reflecting concerns around the neighbourhood agenda, improving health has moved from amber to red as targets with no data available have now been recategorised. Skills and education has however improved from red to amber reflecting updated data received.</p>		

Substantial & Truly Sustainable Growth (GO)		
Steve Compton	September 2008	Red
<p>The effects of the credit crunch and the deepening recession are beginning to manifest themselves in the market place with the inevitable consequential concerns on the deliverability of economic and housing targets set in the LAA 2008/11.</p> <p>Despite this, key work is progressing in completing the necessary research to underpin some of the targets although further work is still needed and will be dependent upon availability of funding resources to support this.</p> <p>OP continues to recruit and grow its team and is busy finalising the overall strategic growth framework with Peterborough City Council to set a clear and responsive growth delivery function in the city.</p>		

<b>Creating Strong &amp; Supportive Communities (SSC)</b>	
<b>Paul Phillipson</b>	
<b>Making Peterborough Safer (SSC01)</b>	<b>G</b>
<b>Building Community Cohesion (SSC02)</b>	<b>A</b>
<b>Empowering Local Communities (SSC03)</b>	<b>R</b>
<b>Building Pride in Peterborough (SSC04)</b>	<b>R</b>

<b>Creating the UK's Environment Capital (EC)</b>	
<b>Trevor Gibson</b>	
<b>Overall Consumption of Natural Resources (EC01)</b>	<b>G</b>
<b>Increasing Use of Sustainable Transport (EC02)</b>	<b>G</b>
<b>Growing our Environmental Business Sector (EC03)</b>	<b>G</b>
<b>Making Peterborough Cleaner &amp; Greener (EC04)</b>	<b>G</b>

<b>Creating Opportunities, Tackling Inequalities (OI)</b>	
<b>Denise Radley</b>	
<b>Regenerating Neighbourhoods (OI01)</b>	<b>R</b>
<b>Improving Health (OI02)</b>	<b>R</b>
<b>Supporting Vulnerable People (OI03)</b>	<b>A</b>
<b>Improving Skills in Education (OI04)</b>	<b>A</b>

<b>Substantial &amp; Truly Sustainable Growth (GO)</b>	
<b>Steve Compton</b>	
<b>Increasing Economic Prosperity (GO01)</b>	<b>R</b>
<b>Creating Better Places to Live (GO02)</b>	<b>G</b>
<b>Building the Infrastructure of the Future (GO03)</b>	<b>A</b>
<b>Safe, Vibrant City &amp; Neighbourhood Centres (GO04)</b>	<b>R</b>

# Outcome Comments

Making Peterborough Safer (SSC01)		
Steve Welby	September 2008	Green
<p>Serious Acquisitive Crime remains a challenging area of business for the partnership. It is currently showing amber on the RAG scale with the reductions required only just being met. The risk of maintaining performance in this area was the basis of a referral to the GPP Solution Centre to examine vehicle crime – the most significant proportion of Serious Acquisitive Crime. This 13 week process started on 06 October with a partnership team working together to define the problem, the performance gap and enable a clear picture of the issues. The team includes representation from YOS, Children's Services, drugs and alcohol, Police (including analysis investigation and intelligence), Probation, Neighbourhood Management, Community Safety and the outcome lead for Making Peterborough Safer. The focus was established as Theft from Motor Vehicle which represents 52% of all recorded Serious Acquisitive Crime. A Practitioner Event took place on the 22 October, where front line staff from different organisations was invited to be briefed on the work so far and encouraged to contribute and enrich the picture of vehicle crime. A further 8 days have been diarised for the team week commencing 10<sup>th</sup> November to finalise the definition of the problem and move to the solution stage of the process. A significant proportion of the agenda for the next Safer Peterborough Partnership Delivery Board on the 13<sup>th</sup> November has been set aside for the team to brief the Board and encourage Board members to contribute. This is a new and innovative way to examine a long standing problem for the city that will develop a solutions package to effectively manage this problem.</p>		

Empowering Local Communities (SSC03)		
Adrian Chapman	September 2008	Red
<p>A new, permanent Outcome Lead Officer has now been identified for this outcome and Adrian Chapman, Head of Neighbourhoods at Peterborough City Council (PCC) is taking forward this forward with immediate effect. As part of senior management changes at PCC, a focused transformation programme is underway to review our approach to delivering <b>neighbourhood services</b> and reaching our communities. This will deliver recommendations by Christmas 2008 with implementation taking place from January 2009. A high level workshop has been arranged for mid-November to discuss the future delivery and governance of neighbourhood management. The workshop will include OLOs with a connection to neighbourhood/ community activity as well as other key partners, and will also focus on the future of the Neighbourhood Investment Strategic Partnership (NISP). The successful Street Leaders scheme is being rolled out to other areas in Peterborough. The scheme, which recruits local volunteers to report environmental decline and ASB before it becomes a deep rooted problem, has been trialled in a number of areas already and we have recruited over 100 volunteers across the city. The 10<sup>th</sup> Week of Action is being planned for an October start – to cover Woodston/ Fletton: Weeks of Action provide an excellent response to community calls for action, and should help to engender a feeling of responsiveness and local pride. PCC continue to support the Peterborough Council for Voluntary Services (PCVS) infrastructure with a view to ensuring closer connectivity between this outcome, PCVS and other agencies.</p>		

Building Community Cohesion (SSC02)		
Jawaid Khan	September 2008	Amber
<p>Positive development has been made in relation to NI 1 in particular the Millfield and New England Project which has completed Street Level Task Force between April and October, 2008. Visual improvement to the neighbourhood situation in the area has been reported. Detailed work to take multi-agency partners coordinated action against the problematic landlords is to be followed by the Action Group which meets regularly. In order to enhance inter-faith dialogue: a Faith, Culture and Identity course has been successfully delivered between June and October, 2008. 18 participants from different faith background have completed the course. The next stage is for the new 'champions' to organise inter-faith activities and this will be followed up over the next months.</p> <p>In terms of NI 13, an ESOL workshop has been organised with assistance from DIUS and has brought focus to the language needs of migrant workers and women in settled communities. An action plan is being prepared with assistance of a multi-agency ESOL Operations Group. The action plan is intended to be tabled at the next Cohesion Board in December 2008.</p> <p>Regarding NI 35, a draft report by the consultant has been produced. The focus on actions which fit in the 5+2 objectives of the Prevent Strategy met with positive support at the Regional PVE Seminar organised by GO-East on 14 October 2008 when the efforts led by Peterborough in relation to PVE work were also positively show-cased in the Region.</p>		

Building Pride in Peterborough (SSC04)		
Kevin Tighe	September 2008	Red
<p>Work is progressing well with regard to the targets set. <b>Strategic</b> – a project officer has now been assigned to create a virtual stakeholder group and a steering group for Building Pride in Peterborough. Invitations will be sent out in October 2008. Perception Peterborough is on target with the specialist consultants delivering four days of creative workshops during September 2008. The City Marketing Plan is on target with new PR consultants in place to coordinate the cities marketing plans. <b>Neighbourhood</b> Full review of Neighbourhood Investment commissioned in quarter 1 to ensure that it is best positioned to deliver against this outcome (review completion date – 10 October 08). 2008 Place Survey being posted out to a random section of Peterborough citizens. This replaces Best Value and will provide valuable information to the CLG for assessment purposes. Quarter 2 saw a Week of Action take place in the East area of the city with its usual emphasis on community engagement and participation. Another is planned for the end of October in Fletton/ Woodston. Street Leaders pilot scheme has been reviewed and is due to roll-out on 1 October across all areas of the City. The Cultural Olympiad project is on target with community workshops being held at the city museum and community centres in the Greater Dogsthorpe area. International Theatre Group NIE has conducted a number of walk abouts along Lincoln Road and interacted with residents, and has made contact with a number of venues and schools in the area.</p>		

Overall Consumption of Natural Resources (EC01)		
Paul Pace	September 2008	Green
<p>Designated indicators under this outcome are all performing well.</p> <p>In the first six months of this year, we have seen our recycling performance hit over 50% recycling across the city which is excellent news for the city and the partnership.</p> <p>Currently work is ongoing to co-ordinate and record all the environmental educational work that is carried out across the city. This will help us maximise the effect this work under "Natural Resources Focused Education" will have on local schools.</p>		

Increasing Use of Sustainable Transport (EC02)		
Teresa Wood	September 2008	Green
<p>It is Travelchoice Week from 15 September 2008 – events include a photo competition, a School Run Challenge, and a poster competition for schools.</p> <p>Also, as part of Travelchoice Week, a Sustainable Travel Exhibition in Cathedral Square was held on Saturday 20 September and a Car Free Day for Peterborough City Council staff on Monday 22 September 2008.</p> <p>The Department for Transport released NI 198 Mode of travel to school data and this evidenced excellent results for Peterborough.</p>		

Growing our Environmental Business Sector (EC03)		
Gareth Jones	September 2008	Green
<p>We are now finalizing our action plan which hopes to build upon the work of the Eco Innovation Centre, EnviroCluster and the E5xpo which will help promote Peterborough as <i>the</i> location for environmental businesses to relocate to or start-up in.</p> <p>It is predicted that there may be a period of slow growth through these tough economic times when businesses may be reluctant to set-up or relocate, though we are currently on-target.</p>		

Making Peterborough Cleaner & Greener (EC04)		
David Denson & Martin Baker	September 2008	Green
<p>The first six months of this year show a significant forward travel in satisfaction levels in Street Cleansing through the survey results collected by Peterborough Direct via the Bulky Waste Collection service.</p> <p>Measures on the improvements to street and environmental cleanliness have on the whole performed well. A lower than anticipated performance on levels of detritus locally is still higher than the national average. In addition the cleansing regime has been reviewed and changed to help improve performance with additional resource deployed. By the end of the year it is anticipated that this figure will reach the target of 17%.</p>		

**Regenerating Neighbourhoods (OI01)**

<b>Claire Higgins</b>	<i>September 2008</i>	<i>Red</i>
<p>In strategic terms, in order to progress this outcome and in common with other outcomes, we are in need of a reinvigoration of the neighbourhood agenda which is clearly high on the list of priorities for Paul Phillipson and Adrian Chapman. A workshop to kick-start this has been arranged for mid November. In the meantime the impact of the present economic downturn will undoubtedly also have an effect on the achievability of NI 153 in terms of the availability of employment (this will also impact on the adult skills agenda and work is underway to address this jointly and in conjunction with large employers). The availability of data is another fundamental issue both in terms of individuals seeking work and their location. NI187 is more achievable at present and there is a detailed action plan in place although some of this is reliant on grant funding. Work is underway to finalise action plans for both indicators together with resourcing requirements. The Priority Lead Director and OLO's for Opportunities &amp; Inequalities are meeting Councillors Goldspink and Lamb in late October to brief them on progress with the priority to date.</p>		

**Improving Health (OI02)**

<b>Sue Mitchell</b>	<i>September 2008</i>	<i>Red</i>
<p>Overall the performance of the Improving Health target indicators has declined since August. This is due to a number of reasons: some indicators are only reported annually, a number are still subject to no data being available yet and a routine delay in data return.</p> <p>Training for the CVD risk register software (NI121) for the analysis of patient lists (32 -74 years) was completed in September. The Department of Health Teenage Pregnancy National Support Team undertook a review of the teenage pregnancy strategy and partnership (NI112) in September. Their recommendations will be incorporated into future activity. The Healthy Towns Bid, which will impact on a number of Improving Health target indicators, reached the second stage of the bidding process. Final outcome of the £6m project bid (£3m matched funding) will be announced in October.</p>		

**Supporting Vulnerable People (OI03)**

<b>Jo Wright-Lakin</b>	<i>September 2008</i>	<i>Amber</i>
<p>September performance continues to reflect an amber status. We have established that delivery of Individual Budgets is fundamental to the success of this outcome area, as the increased awareness and choice of services through the Hub will improve access and support for a number of vulnerable groups. This will therefore be a key area of focus in achieving numerous indicators, and the high level of staff resource committed to this work reflects this.</p> <p>Indicator Leads have been compiling information in advance of the LAA Delivery Summit, which should ensure that partners are aware of the ongoing work and how they can be involved. Engagement with the voluntary and community sector is ongoing, as the level of engagement to date has been varied across the indicator set, and their contribution is critical to successful achievement. There are some risks to delivery of this outcome area which cannot be mitigated against, including demographic pressures and the national review of adult social care funding and eligibility. We will however monitor national developments and their impacts on delivery.</p> <p>There is a need to amend the trajectory for numbers of mental health service users in employment, as the new lead in this area does not consider the trajectory to be reasonable. We have reviewed submissions from other Local Authorities which supports this view, and work is ongoing to develop a revised trajectory using this data.</p>		

**Improving Skills in Education (OI04)**

<b>Mel Collins</b>	<i>September 2008</i>	<i>Amber</i>
<p>Foundation Stage Profile (FSP) results for 2008 show that the NI72 target of 40% was exceeded by 2%. Peterborough has achieved a 3% increase from 2007 compared with the national increase of 4%, but over a 3-year period Peterborough has seen an improvement in the target of 9%, exceeding the national increase over the same period of 4%. Although Peterborough did not achieve the target of 29% for NI 92 (narrowing the attainment gap), the gap was closed by 2.6% moving from 35% in 2007 to 33% in 2008. Peterborough exceeded the national closure of 1%. For the first time in 4 years there are some improvements in KS1 results overall, although standards at KS1 remain below the NA and our SN. At L2, Reading and Writing results improved by 0.8% and 0.9% respectively, closing the gap with NA, as national results remained the same as 2007. Boys' performance has improved in nearly all areas, most noticeably in reading (+2.5%) and writing (+3%), whereas national results again remain static. L3 results overall are up on last year in speaking and listening, reading, writing and maths; boys have done particularly well in reading (+3.8%), writing (+2.7%) and maths (+2.9%). Girls' results have decreased in comparison with last year, except in L3 maths. KS2 data is still incomplete especially for Maths. Early un-validated data for English shows a 1% increase on last year (with reading up by 1.6% and writing up by 2.5%) although Maths and Science show a decline. KS2 data for Maths is still very incomplete which impacts on the combined English and Maths scores. Currently data still shows 20 absent pupils for English and 75 absent pupils for Maths. Un-validated and incomplete KS3 data reveals increases in L5 English and Maths on last year although the results remain well below the NA. Outcomes are broadly in line with 2007, but at level 5+ the gap between LA and national results has been closed in 5 of the 6 indicators. Significant improvement in writing outcomes showing a 4% increase.</p>		



<b>Increasing Economic Prosperity (GO01)</b>		
<b>Will Spinner</b>	<i>September 2008</i>	<i>Red</i>
<p>Against a backdrop of rising unemployment nationally and fragile business confidence, Peterborough faces a significant challenge in meeting the overall employment target where the latest projections show a potential deficit of 2500 people moving into employment.</p> <p>The national economic situation will also have a bearing on average wage growth, the more so as some 27% of the workforce is employed in elementary and processing jobs at the bottom end of the wages spectrum.</p> <p>The draft delivery action plan for this Outcome is under negotiation with key partners. The next phase of work to December 2008 will be to identify gaps in activity and design appropriate interventions. The Peterborough Business Support and Enterprise group, which includes representatives from many publicly-funded business support organisations, is now engaged in delivery planning for improved business start up, survival and growth rates.</p>		

<b>Creating Better Places to Live (GO02)</b>		
<b>Rosemary Woodland</b>	<i>September 2008</i>	<i>Green</i>
<p>The delivery of affordable homes is performing strongly with the continued expectation that it will exceed the target. It is less easy to assess the trend with regard to private sector housing, despite the anticipation that building rates will slow as a result of the credit crunch, as the 2008/09 overall housing start on site and completion figures to date are not markedly at variance with those for 2007/08.</p> <p>Work commenced on 17 September 2008 on a Housing Stock Condition Survey commissioned by Peterborough City Council. The final report is due by end January 2009. This will provide a robust baseline for vulnerable households in Peterborough living in non-decent homes.</p>		

<b>Building the Infrastructure of the Future (GO03)</b>		
<b>Phil Harker</b>	<i>September 2008</i>	<i>Amber</i>
<p>A number of resource issues remain which need to be managed to ensure continued progression of this outcome. Key progress relative to the two primary indicators are:</p> <ul style="list-style-type: none"> <li>a) NI 188 – Funding secured for the UK CLIP assessment work and an active project has been initiated that will complete February 2009. Negotiations with PCC and PCT will commence to commit resources to pilot climate change adaptation into business/service plans.</li> <li>b) NI 167 – targets still require additional work to complete which need funding to achieve. This is now a key priority that needs to be resolved by end November 2008.</li> </ul> <p>Overall, it is considered that this outcome is on target relative to the 1<sup>st</sup> year, however, some resource issues need to be addressed.</p>		

<b>Safe, Vibrant City &amp; Neighbourhood Centres (GO04)</b>		
<b>Steve Bowyer</b>	<i>September 2008</i>	<i>Red</i>
<p>Recruitment is currently underway in Opportunity Peterborough (OP) to provide key resources to deliver elements of the action plan. Once these are embedded, key initiatives currently on hold can progress.</p> <p>Progress is being made on the indicator data sets following positive engagement at the recent Challenge session of the Performance Hub. It is anticipated that these will be in place for the next round of reporting.</p> <p>Key deliverables are running to programme (e.g. public realm implementation).</p>		



CPA / CAA

**NI 001 % of people who believe people get on well together**

**Key Points:**

- This indicator will be measured through the Place Survey, so current baseline (45%) based on last year’s survey
- Indicator being managed by the Cohesion Board who have identified 3 key areas for focus: 1) Migrant Workers, 2) Interfaith & Intercultural Dialogue, and 3) Young People & Cohesion
- Need to get partners (e.g. Voluntary & Employment sectors) throughout city involved as they need to take joint responsibility for this measure
- The Members network will be utilised to drive messages through the community

Action 1	Improve integration and reduce exploitation by unscrupulous landlords	Jawaid Khan
Action 2	Improve integration and reduce exploitation by unscrupulous employment agencies	Jawaid Khan
Action 3	Programme of Inter-faith Dialogue with wider civic engagement and impact on policies	Jawaid Khan
Action 4	Programme to improve inter-cultural dialogue through festivals and shared events	Jawaid Khan
Action 5	Establishing cohesion programmes for schools	Jawaid Khan

**Recommendation:**

- Need to ensure the work in this area is robust . Indicator to be re-presented to Corporate Management Team in December with updated action plans.

7<sup>th</sup> Oct 2008



CPA / CAA

## NI 013 Migrant English Language Skills & Knowledge

### Key Points:

- This is a new indicator and so the main issue in this area has been the lack of data to identify the potential cohorts in the city
- Data being collated through various means (e.g. through Adult Education Colleges, Learning Skills Council)
- An ESOL Operations Group has been set up which is being led by Jawaid Khan and has representatives from LSC, PCC, Regional College, Adult Education College, & Go East.
- The first step in addressing this will be to identify the needs of the community – key areas that have been chosen for focus are: 1) New Arrivals, 2) Women in settled communities, & 3) Young People (16-18) not in school or in employment

Action 1	Continued Development of Operations Group – e.g. inclusion of voluntary sector	Jawaid Khan
Action 2	Review action plan with Keith Nelson to identify dates and update progress	Jawaid Khan
Action 3	Develop matrix of ESOL provision (training and services)	L McCarthy (New Link)
Action 4	Develop '1-stop-shop' approach for support to migrants	L McCarthy (New Link)

### Recommendation:

- More work needs to be done in this area to ensure there is a robust action plan in place to deliver this indicator. It to be re-presented to CMT in December with updated action plans..

7<sup>th</sup> Oct 2008



CPA / CAA

## NI 035 Building Resilience to Violent Extremism

### Key Points:

- This is a new indicator and is being delivered in conjunction with the Police
- There is no historic data to support this indicator, so this is new territory for all concerned
- An operational group has been set up which is being led by GPP (Jawaid Khan) – partners include the Youth Justice Board (YJB)
- Key to the successful delivery of this indicator is training people who will be involved in deterring Violent Extremism: Front-line workers, Heads of Service within the Council, & Councillors
- The current score (2) for this service is through a self-assessment (process needs verification). The aim is to get Peterborough to a 3.

Action 1	Hire a consultant to lead the delivery of this indicator together with the DCLG	Operations Group
Action 2	Submit bid to Improvement Development Agency (IDeA) to obtain funding for the training	Operations Group
Action 3	Work with YJB to help identify factors that lead to crime and links to potential extremism	Operations Group
Action 4	Complete the consultation exercise to be carried out through the community	Consultant
Action 5	Develop robust action plan	Consultant

### Recommendation:

- More work needs to be done in this area to ensure there is a robust action plan in place to deliver this indicator. Ito be re-presented to CMT in December with updated action plans..

7<sup>th</sup> Oct 2008



LAA

## NI 111 First time entrants into Youth Justice System

3

### Investigation:

- NI 111 1st time entrants into Youth Justice System is performing consistently below target
- Targets set on last years outturn which was way above expectation (14.3% on target figure) – proving hard to continue the trend
- The Early Intervention and Prevention Manager (EIPM) responsible for this measure is leaving – replacement not yet identified

Action 1	Work in alliance with our partners to promote and support integrated approach to youth crime prev.	EIPM
Action 2	Work collaboratively with parents whose children are at risk to develop parenting interventions.	EIPM
Action 3	Work with neighbourhood policing teams to deal with low level offending without entering YJS	EIPM
Action 4	Promote use of restorative justice in schools and in the community	EIPM
Action 5	Implement diversity strategy to identify and reduce over-representation of minorities	EIPM

### Recommendation:

- If performance off target continues then further analysis and re-review will be required – will need to follow progress on replacement of Early Intervention and Prevention Manager

BACK

9<sup>th</sup> Sept 2008



CPA / CAA

**NI 132 % of timely social care assessments**

2

**Investigation:**

- A discussion with the PCT Performance Lead (Tina Hornsby)
- Risk against this indicator has increased due to a change in definition – 4 wk completions are now the sole measure instead of a combination of starts within 48 hrs and 4 wk completions
- Peterborough Community Services (PCS) are reporting a capacity issue due to sickness of staff – solutions are being developed to address this.
- In depth analysis has been carried out and evidence points to valid reasons for breaches

Action 1	Analysis of factors affecting performance is being undertaken and changes will be implemented (e.g. extending hours on Fridays to match call centre).	PCS
Action 2	The PCS team are working to clear standards and targets - all breaches are being scrutinised by the Assistant Director.	PCS
Action 3	Process issues around Occupational Therapy are being investigated.	PCS

**Recommendation:**

- Further analysis not required on the current position but will need to monitor



9<sup>th</sup> Sept 2008



**NI 181 Time taken to process Benefit Claims...**

CPA / CAA

**Investigation:**

- A discussion with the Interim Revenues & Benefits Manager (Shirley Pleszkan), & the Benefits Manger (Geoff Rudd)
- Clarification for the peaks in performance in the early part of the year. Main reasons were:
  - Staff on leave due to holidays (bank holidays)
  - Increase in the number of notifications received (due to yearly increases in rent)
  - Staff on training course for new 'Local Housing Allowance' guidance
- There is a 4 week lag in the processing to affect the numbers

Action 1	Taken on 2 agency staff to deal with backlogs	Shirley Pleszkan
Action 2	Restructuring the current set of 4 teams to 3 teams	Shirley Pleszkan
Action 3	Looking at alternative working arrangements e.g. home-working and agile working	Shirley Pleszkan / Geoff Rudd
Action 4	Improving Efficiency with the use of EDRMS	Shirley Pleszkan

**Recommendation:**

- No further in depth diagnosis required but need to keep an eye on performance to see if actions stated below take effect



1<sup>st</sup> July 2008



LAA

**NI 016 Serious Acquisitive Crime (SAC)**

3

**Investigation:**

- NI 016 Serious Acquisitive Crime (SAC) performing within target
- Sub-measures (x5) not all performing within target, and some over performing
- Review of all sub-measures (Theft of Vehicle under performing)
- A Task & Finish Group, lead by Tyron Joyce, set up for SAC – will deliver action plan (to be agreed in August)

Action 1	Problem profile will be produced providing in-depth analysis of the problem in the city. This will also look at past and current performance	Tyron Joyce
Action 2	Use analysis to effectively tackle crime hotspots	Tyron Joyce
Action 3	Further work targeting prolific and priority offenders (PPOs) and effective partnership working to be continued	Tyron Joyce
Action 4	Raising public awareness of hotspots in (for example) car parks	Tyron Joyce
Action 5	Enhanced use of CCTV resources when tackling identified areas/routes to areas	Tyron Joyce

**Recommendation:**

- Further analysis required – part of Critical Issue (CI003 – Crime Levels High) which will be reviewed in CMT on 9<sup>th</sup> September



29<sup>th</sup> July 2008





CPA/CAA

**NI 113i % of pop aged 15-24 accepting test/screen for Chlamydia...**

2

**Investigation:**

- A discussion with the PCT Data Analysis Lead (Tina Hornsby) and the PCT Lead (Sue Mitchell)
- The Chlamydia screening programme is very closely linked to the Teenage Pregnancy issue and both are being looked to be tackled together
- The National Chlamydia Screening Programme is focused on what models of service delivery are best placed to increase capacity to meet increasing targets and demand, whilst ensuring equitable access
- A key approach discussed for Peterborough was to develop local capacity and promote an integrated model to manage infection within a number of community settings

Action 1	Promotion of Chlamydia Screening service across Peterborough – including development of media strategy and increased use of newsletters, etc.	PCT/Sexual Health Service
Action 2	Strengthen the screening sites involvement in the CS programme – including providing sites with targets and improve training of staff, etc.	PCT/Sexual Health Service
Action 3	Increase numbers of screens obtained through Outreach – including the employment of part time staff to deliver continuity across programme	PCT/Sexual Health Service

**Recommendation:**

- Service improvement being delivered in conjunction with TP – no further analysis at this stage

29<sup>th</sup> July 2008



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