

Devon Local Area Agreement



stronger together

Devon Local Area Agreement
Mid Year Performance Review
2006/2007

DRAFT Version 0.6

Submission
December 2006

Contents

	<u>1. Introduction</u>	
	<u>2. Performance Methodology</u>	
	<u>3. Overall Performance & Self-Assessment</u>	
<u>3.1</u>	<u>Gap Analysis</u>	5
	<u>4. Children & Young People</u>	
<u>4.1</u>	<u>Block Performance</u>	5
<u>4.2</u>	<u>Key Risks & Issues</u>	5
<u>4.3</u>	<u>Successes / Achievements / Good Practice</u>	6
	<u>5. Safer Communities</u>	
<u>5.1</u>	<u>Block Performance</u>	7
<u>5.2</u>	<u>Risks & Issues</u>	7
<u>5.3</u>	<u>Successes / Achievements / Good Practice</u>	7
	<u>6. Stronger Communities</u>	
<u>6.1</u>	<u>Block Performance</u>	9
<u>6.2</u>	<u>Risks & Issues</u>	9
<u>6.3</u>	<u>Successes / Achievements / Good Practice</u>	10
	<u>7. Healthier Communities</u>	
<u>7.1</u>	<u>Block Performance</u>	11
<u>7.2</u>	<u>Risks & Issues</u>	11
<u>7.3</u>	<u>Successes / Achievements / Good Practice</u>	11
	<u>8. Older People</u>	
<u>8.1</u>	<u>Block Performance</u>	12
<u>8.2</u>	<u>Risks & Issues</u>	12
<u>8.3</u>	<u>Successes / Achievements / Good Practice</u>	12
	<u>9. Economy & Enterprise</u>	
<u>9.1</u>	<u>Block Performance</u>	14
<u>9.2</u>	<u>Risks & Issues</u>	14
<u>9.3</u>	<u>Successes / Achievements / Good Practice</u>	14
	<u>10. Appendix A – Improvement Plan Summary</u> Error! Bookmark not defined.	
	<u>11. Appendix B – Indicators to be revised in the 2007/2008 Refresh</u> Error! Bookmark not defined.	




1. Introduction

This Performance Report details performance against the outcomes and associated indicators under each of the four blocks for the first two quarters of year two of the Devon Local Area Agreement (LAA). A supporting detailed performance document has been developed to provide more detailed performance information including all outcomes, indicators, baselines, targets, achievement, and performance commentary. This report has been prepared according to government guidance.

2. Performance Methodology

The outcomes in each of the blocks are supported by indicators, targets and delivery plans for reaching those targets. Reporting against progress is undertaken regularly and appropriately to each outcome through a combination of sources.




This report summarises performance against each block, outcome and indicator in the LAA for the first two quarters of 2006/2007. Performance is illustrated by the following symbols:

-  On or Above Target
-  Within 5% tolerance
-  >5% Below Target

Where performance is below target on an individual indicator, an improvement plan has been developed and signed off by the relevant block lead. The improvement plan explains the reason for being off target, the remedial actions proposed and a timescale for when performance is expected to be back on track. A summary of the improvement plans for Devon is at Appendix A to this report.

3. Overall Performance & Self-Assessment

Out of 114 indicators, 29 are on or above target, six are within 5% tolerance and 21 are below target.

BLOCK	Indicators				n/a
Children & Young People (4 outcomes)	23	7	1	6	9
Safer & Stronger Communities (9 outcomes)	35	13	5	9	8
Healthier Communities & Older People (6 outcomes)	38	8	0	6	24
Economy & Enterprise (2 outcomes)	18	1	0	0	17
TOTAL:	114	29	6	21	58

Since April 2006, 37 indicators show travel in the right direction, four show no change and 15 show a downward trend.

Devon has worked extensively since the last performance report to build a more rigorous and challenging performance management process. This work has resulted in a number of indicators from the original LAA being identified as inappropriate for a variety of reasons. Each of these inappropriate indicators has been removed and will be replaced with more appropriate indicators as apart of the current refresh, building a stronger LAA overall.

Extensive work has also been undertaken in reviewing existing partnership delivery structures in the light of experience during the LAA process. This work has been jointly funded by the Devon Strategic Partnership and the Devon Improvement Programme (which is a partnership of all local authorities in Devon) and has resulted in the Devon Strategic Partnership adopting a revised governance structure which aligns the community strategy and LAA processes and reflects best practice suggestions within the 2006 Local Government White Paper.

These changes provide the foundation for a fundamental revision of the Devon LAA to run from 1 April 2008.

3.1 Gap Analysis

There are various reasons for the 'non-applicable' instances within the mid-year performance review – these are detailed in the table below.

Block	Revision in 2007/2008 Refresh	Annual Target / Annual Review Data	External Factors
Children & Young People	4	5	0
Safer & Stronger Communities	5	3	0
Healthier Communities & Older People	11	13	0
Economy & Enterprise	3	7	7
TOTAL	23	28	7

Where data is annual, performance is expected to be reported at the 2006/2007 Annual Performance Review in July 2007. Where appropriate, processes are being put in place to report more frequently. There are, however, some indicators e.g. those based on annual survey data, where this is not possible.




For an explanation of why indicators are being revised or removed in the 2007/2008 refresh, please refer to Appendix B and/or the Devon 2007/2008 Refresh submission.

4. Children & Young People

4.1 Block Performance

Out of 23 indicators, six are on or above target, one is within tolerance, five are below target and there are 11 instances of 'non-applicable data'.

Performance against each of the four outcomes in the Children and Young People's block is detailed below:

Outcome	Indicators				n/a
CYP1: Devon's children and young people have better physical and mental health	8	3	0	2	3
CYP2: Life chances of Devon's most vulnerable children, young people & their families are improved	7	2	1	3	1
CYP3: Devon's families have safe and secure housing	6	1	0	1	4
CYP4: High aspirations and ambitions for young people	2	1	0	0	1
TOTAL:	23	7	1	6	9

4.2 Key Risks & Issues

The Children and Young People's Plan

Work has already begun to refresh the Children and Young People's Plan in order to address concerns around shared priorities, capacity to deliver and implementation of strategies/policies. This work, on the back of the JAR delivery plan, will be supported by an effective and programme managed implementation plan.

Children's Trust Governance

The Children's Trust governance arrangements are now reaching final draft stage. A legacy of substantial and consistent re-structuring of 'duty to co-operate' partners has had an impact on the priority given to the LAA and Children's Trust, thus some risks to delivery remain. Partner commitment to resourcing and

ownership of delivery has yet to be evidenced as a collaborative enterprise. The JAR has certainly provided the impetus from a Children's Trust perspective.

The arrival of finalised governance arrangements for the Children's Trust and sign up to the accountabilities inherent within, that will bring the whole 'duty to co-operate' commitment into sharp focus. That focus must be a **commitment to promote independence, aspiration and choice for families and to build strong communities in which our children can grow up, flourish and succeed.**

Children's Trust Programme Office

A Programme Office has been created to manage the major changes required to ensure delivery of the five 'Every Child Matters' outcomes and hence the LAA Children's block targets. The creation of a Programme Office is predicated upon the use of nationally recognised, Office of Government Commerce (OGC) methodology and represents a determined move towards delivery of outcomes for Children and Young People after a period of strategy and policy formulation. A programme mandate now exists and when resources are finalised, the programme for delivery can be effectively performance managed across the CT partnership, potentially setting best practice for national interest, particularly in the context of complex two tier authorities.

For now, the Programme Mantra which appears in the Mandate is, **From 'Consensus building' to 'Common practice' and 'Outcome focus'.**

LAA Refresh

The mandatory migration of substantial funding streams from core budgets to LAA managed arrangements has altered the landscape and the enthusiasm for alignment under the LAA and the Sustainable Community Strategy. This years' refresh has been good preparation for the re-negotiation of our LAA into a new agreement to commence in April 2008. The way forward will be to align the CYPP with the LAA Children's block and the over-arching SCP. Clarity of purpose, effective leadership, sufficient resource and the right people using appropriate skills will be essential components for success.

4.3 Successes / Achievements / Good Practice

★ The average number of visits to Devon Children's Trust Service Directory. 870 against a target of 500 for March 2007.

★ % reduction in the number of young people appearing in the criminal justice system for the first time. 153 (actuals) against a target of 1064 (actuals) for March next year.




The latter demonstrates a commitment in Devon to viewing the application of ASBOs and S.30 Dispersal orders as the instrument of last resort if we are to continue to meet this target especially for looked after children. Too often, Looked After Children have found themselves entering the CJ system for misdemeanours, which in the average domestic setting would lead to no such consequence.

5. Safer Communities

5.1 Block Performance

Out of 22 indicators, ten are on or above target, four are within tolerance, seven are below target and there is one non-applicable indicator.

Performance against each of the 22 outcomes in the block is detailed below:

Outcome	Indicators				n/a
SSC1: Tackle those offenders responsible for volume crimes	11	5	1	5	0
SSC2: Domestic violence and abuse reduced	2	1	1	0	0
SSC3: Alcohol and drug related crime and disorder reduced	7	4	2	0	1
SSC4: Anti-social behaviour reduced	1	0	0	1	0
SSC5: Prejudice and hate related crime tackled	1	0	0	1	0
TOTAL:	22	10	4	7	1

5.2 Risks & Issues

Overall the biggest risk to achieving LAA outcomes is that the Safer Devon Partnership (SDP) is taking longer to progress reforms to the way it operates than originally expected. At the moment this is not having a direct and discernable impact on addressing most of the LAA outcomes as the theme leads are managing to get on with the focus on delivery. SDP, in conjunction with Devon and Cornwall Police, has adopted NIM strategic assessment process to inform strategic and tactical commissioning and resourcing decisions, but if the SDP does not move forward in the way it operates soon into the new year then this could have an impact on delivery. It may also impact the allocation of the SDP pooled budget which is the current major source of resourcing the delivery of the LAA.

In terms of individual outcome areas the risks and issues are:

- Volume crime overall is progressing fairly well with some good achievements. But there is a major threat to the overall total BCS comparator crime figure from the rise in criminal damage reports. As this is the single biggest crime category rises here pose a serious threat to the overall target figure. SDP had a detailed strategic assessment of the nature and prevalence of criminal damage and is now trying to implement actions that arose from that exercise. Despite this criminal damage is a volatile crime category and has an in-built perverse incentive that the public are being encouraged to report more incidents largely as a result of the deployment of PCSOs.
- Similar perverse incentives arise in the fields of domestic violence, prejudice and hate crime and Anti-social behaviour. Whilst we seek to increase reports of these types of incident so that we have a more realistic measure of their prevalence this will impact on overall crime figures in the short term. This is at a much lower level than for criminal damage but needs to be highlights as our outcome targets on these issues is in line with Government policy drivers.
- Fear of crime and RESPECT. These are both new mandatory outcome targets on which SDP is in process of developing its approach. The measurement of public attitudes related to both these issues is not easy to implement and could pose a risk to our ability to find a way to accurately measure how SDP activity impacts these issues.

5.3 Successes / Achievements / Good Practice

- ★ Violent crime 8.7% reduction
- ★ Dwelling burglary 18.9% reduction
- ★ Theft of motor vehicle 12.9% reduction;
- ★ Theft from motor vehicle 23.1% reduction;
- ★ Vehicle interference 24.9% reduction

★ Domestic Abuse incident reports to Police rolling total for 2006/7 is 8222 well above LAA target of 7873 reports per annum by March 2008




★ Prejudice and hate crime reports are increasing which will be LAA refresh new target. Whilst this helps us to begin to get fuller picture of the true level of incidents there are worrying trends of increased reports associated with national events e.g. 7th July 2005 bombings in London

6. Stronger Communities

6.1 Block Performance

Out of 13 indicators, three are on or above target, one is within tolerance, one is below target and there are eight non-applicable indicators.

Performance against each of the 13 outcomes in the block is detailed below:

Outcome	Indicators				n/a
SSC6: Develop the capacity of the Voluntary and Community Sector	4	1	0	2	1
SSC7: Positive and constructive working relationships between statutory, voluntary and community sectors	3	0	1	0	2
SSC8: More people volunteering and engaged with their local communities	3	2	0	0	1
SSC9: Public Spaces are more attractive, safer and cleaner	1	0	0	0	1
SSC10: The Stronger Communities plan will be fully owned by all partners, who will demonstrate a shared understanding of the vision and aims	1	0	0	0	1
SSC11: Rural Communities in Devon will have increased capacity to shape their own future and those at risk of social inclusion will be better supported (DEFRA RSCP programme)	1	0	0	0	1
TOTAL:	13	3	1	2	7

6.2 Risks & Issues

The Stronger Communities block of the LAA has suffered from not having a clear governance structure. This is now being rectified and an interim steering group is in place which includes 50% VCS membership. This group is likely to form the basis of a new Stronger Devon Partnership, under the Devon Strategic Partnership. The group is now developing a new set of LAA outcomes for 2007/08 which are more community focused. Activity under the 2006/07 delivery plan will continue, as all of it contributes to the newly redrafted outcomes.

Outcomes SSC6 and SSC7 have suffered from the difficulties in identifying appropriate measures of VCS infrastructure capacity and Compact development. The indicators selected were not ideal to measure progress, and some are to be abandoned from 2007. Work to develop the capacity of Devon's voluntary sector infrastructure is progressing well, apart from the fact that partners have not yet joined together to agree a longer term investment strategy to meet core infrastructure costs. This will need further work with the new PCT and District Councils in the coming months, through the DSP. The Compact for Devon is gradually becoming embedded in the culture of key organisations, most of whom have formally signed up to it. The work has been somewhat slower than was hoped, due in part to the limited capacity of the development role, which has not been fully funded.

SSC8 has three indicators concerning volunteering and is linked to the County Council's LPSA2 target. The LPSA2 measure of new volunteers will start to take effect within the final quarter of 2006-07 when a contract is let to carry out the research and to provide additional capacity for Devon's Volunteer Centres. The County Council's employee volunteering scheme has seen a slower take up than anticipated, but with improved leadership from the third quarter of the year, is beginning to improve.

SSC10 was an interim measure, referring to the need to establish improved governance arrangements – no indicator was found which could effectively measure this. However, a well attended conference in June 2006, followed by work with an interim steering group is leading to a re- working of outcomes and indicators for next year's plan. The new plan will see all the work towards stronger communities integrated into a single set of outcomes which are more focused on community needs.

6.3 Successes / Achievements / Good Practice

- ★ The Rural Social and Community programme, which comprises 14 projects aimed at improving the capacity of people and communities in Devon's rural areas, is progressing well, with all projects meeting their milestones so far.




- ★ The Stronger Communities conference in June provided an opportunity for 80 people from a wide variety of voluntary sector and statutory sector representatives to explore together the key criteria for successful communities and to begin to map out the activity necessary to support them. The result has been agreement amongst partners on the key outcomes which this block is seeking to achieve.

7. Healthier Communities

7.1 Block Performance

Out of 18 indicators, one is above target, five are below target and there are 12 non-applicable indicators.

Performance against each of the 18 outcomes in the block is detailed below:

Outcome	Indicators				n/a
HCOP1: The physical and mental health of Devon's adult population is improved through physical activity	4	3	0	0	1
HCOP2: The health of Devon's adult population is improved through healthy eating	1	0	0	0	1
HCOP3: The mental health and emotional wellbeing of Devon's adult population is improved	1	0	0	0	1
HCOP7: Provide information to support sensible drinking amongst Devon's adult population	3	0	0	0	3
HCOP8: Provide alcohol education, information and services to Children and Young People	8	1	0	5	2
HCOP9: Reducing the number of people who smoke in Devon	9	1	0	1	7
TOTAL:	26	5	0	6	15

7.2 Risks & Issues

This block is being completely revised in the 2007/2008 Refresh to ensure that the block picks up the key priorities for Devon. There are valid reasons for all instances of no data. A major challenge for the Healthier communities block continues to be the identification of robust indicators to reflect the range of work taking place. It has not been possible to resource a local Community Survey which would provide a range of baseline data against the selected outcomes. Consequently, for a number of indicators whilst they have been relevant to the outcome a consistent data flow has not been able to be identified so local data is extrapolated from national or regional information. Anecdotally there is a range of work taking place the impact of it is not quantified objectively against a number of the original actions.

Whilst the governance of the block has been held within the public health leads there has been progress in engaging an increasing number of stakeholders. The existence of the new Devon PCT offers an opportunity to enhance the establishment of a new governance body reflecting the Health and Wellbeing Partnership function identified in the White Paper 'Stronger and prosperous communities'

7.3 Successes / Achievements / Good Practice

★ The number of employers in Devon engaged with DCC with active travel plans




Progress has continued to be slow across the Healthier Communities blocks. Where progress has been made it reflects the quality of emerging multi agency partnerships. Anomalies in funding and personnel have continued to produce variations in delivery across the Primary Care Trust localities in Devon against the outcomes. The public health approach within the single Devon PCT should enable a coherent and consistent approach to the Local Area Agreements to be implemented and the existing foundations of multi agency partnerships to support the delivery and monitoring of key public health policy to be built on.

8. Older People

8.1 Block Performance

Out of 12 indicators, three are on or above target and there are nine non-applicable indicators.

Performance against each of the 18 outcomes in the block is detailed below:

Outcome	Indicators				n/a
HCOP4: Older people will be empowered to make a positive contribution to their community	3	0	0	0	3
HCOP5: Older people will have easier access to the services and facilities to enjoy a good quality of life	3	1	0	0	2
HCOP6: Older people will be able to live in their own homes and be informed, active, healthy and safe	6	2	0	0	4
TOTAL:	12	3	0	0	9

8.2 Risks & Issues

As the Devon Senior council develops this provides all LAA leads and partners with the opportunity to enhance the engagement of older people in the development, delivery and review of LAA plans.

Older People feel our current LAA plans for transport and easier access to services and facilities is limited, failing to address what is important to many of them, in particular the hard to reach groups of older people and their carers. This issue is being taken forward by the sub group of the Older People Strategic Partnership. Additionally older people want to be engaged in the work to look at fear of crime amongst older people.

Current systems do not always enable us to measure the outcomes for older people. It has been difficult to obtain relevant information for some indicators. For example, the Customer Service Centre does not now routinely provide information on the number of people over 60 helped to claim benefits; the method of counting the number of people engaged in physical activity (walking and /or cycling) does not readily give information about the 65 plus age group.

Our experience suggests that the LAA can make the most effective improvements to service delivery where it brings together different partners and agencies to jointly respond to the most important issues facing people either from interest, faith or geographical communities. The current separation of the older people and healthier communities section does not facilitate this type of holistic approach to the health and well being issues for all adults in Devon.

8.3 Successes / Achievements / Good Practice

★ Older people aged 65 or over moving permanently into residential care

★ A sub group of the Older People Strategic Partnership has been established to take forward the Older People section of the LAA. The group includes both statutory and third sector partners. The group is finalising its terms of reference and outcome leads for each area of activity is being agreed.

★ The LINKAGE Plus pilot is being managed via the Devon LAA. Devon is one of eight authorities to pilot a new national government initiative to tackle social exclusion and support hard to reach groups aged 50 plus. This brings the Department of Works and Pensions into the LAA. The Government Office is keen to learn from this approach.

★ Through LINKAGE PLUS we will: improve access to information, advice and support through the Customer Service Centre; develop a Senior Council for Devon; have in place face to face contact and mentoring arrangements at very local level for people who are more isolated and/or experiencing a down turn in their lives; ensure robust independent evaluation of the pilot by the Peninsula Medical School and a programme of shared learning for Devon and nationally.

★ Agreement by the LAA Project Board on the use of Second Home Council Tax to roll forward the under spend for 06 / 07 for adults, pending the evaluation of the externalisation process and the identification by partners of other requirements in relation to housing for vulnerable people including supported and extra care housing.

★ A new contract for Home Improvement Services to support people to live independently and to improve access to information and advice about home improvements and timeliness, quality and consistency of the service.

★ All older people receiving domiciliary care and all those using direct payments have been surveyed to ascertain their views both about the services they receive and their quality of life. This has highlighted the value of the flexibility of direct payments for people who use that form of support. Services were seen to meet needs more effectively and there was evidence of a greater sense of well being.




★ Working with other block leads to identify the issues that are relevant and important to older people – for example: community safety issues and fear of crime; sustainability, energy efficiencies, warm homes and healthier lifestyles.

9. Economy & Enterprise

9.1 Block Performance

Out of 18 indicators, one is on or above target, and there are seventeen non-applicable indicators.

Performance against each of the 18 outcomes in the block is detailed below:

Outcome	Indicators				n/a
E&E–A: Improving Skills	5	1	0	0	4
E&E–C: Raised Productivity through Environment as an Economic Driver	13	0	0	0	13
TOTAL:	18	1	0	0	17

9.2 Risks & Issues

The Skills outcome is progressing well. The four LPSA outcomes are travelling in the right direction. The fifth outcome, related to the skills needs to enable businesses to use the internet to trade, is awaiting a funding decision by SWRDA. If this isn't received in early December 06 then the Objective 2 funding will be lost and the activity will not be able to go ahead.

Outcome C.1 has commenced. Outcome C.2 has been postponed until April 2007, pending successful commencement of the pilot project in the Objective 2 area. Outcome C.3 has been delayed due to staff shortages. Outcome C.4 is dependant on agreement by SW RDA to the Enabling Measure to use the Devon Rural Strategy to provide the priorities for the new EU Rural programmes from 2007 to 2013, and to use local delivery mechanisms.

It has proved difficult to engage key partners in the issues associated with workspace provision, although multi-agency approaches to site specific strategic developments, such as Exeter Science Park, SkyPark and the East of Exeter developments, are going well. Delay in SWRDA's decision relating to the follow up to the Broadband 4 Devon project risks losing the opportunity to secure Objective 2 funding before the end of December 2006 cut off, meaning that the project could not be delivered.

9.3 Successes / Achievements / Good Practice

Particular successes in the block where Devon is significantly ahead of the projected target are:

★ The Productive Skills for Devon partnership has evolved into an operational sub group of the Devon Economic Partnership. The evolution of this partnership and the potential it now has to support further collaborative work should not be underestimated. The focus of the partnership is to influence main stream activity in order to address more effectively those issues where integrated action would improve delivery. The alignment of the priorities of a number of previously disparate activities has created a strong basis for future working. Consultants were commissioned to undertake surveys of skills levels in Devon, training provision and gaps in availability of skills and training. The resulting report and Action Plan are available at: <http://www.devon.gov.uk/index/business/skillsfordevon.htm>. This research has been used to guide the Delivery Plan which has now been completed and agreed. This Delivery Plan is a distillation of the priorities identified through the consultancy stage. In addition, research has been commissioned into the skills needs of the Creative Industries sector, for which the findings are available on www.devon.gov.uk/creative_industries_research.pdf and a project to raise skills in the tourism and hospitality sectors is underway.

★ The Inclusion outcome has been worked up and four Worklessness pilots are underway, trialling different methodologies all using multi-agency approaches, evaluation is underway and baselines and targets have been established. The Devon Strategic Housing Group has a developed its work programme, work on the evidence base is underway and is evaluating innovatory approaches to addressing the housing needs of communities. The £Devon initiative has secured funding and has recruited staff, and started delivery service to alleviate financial insecurity.

★ The establishment of the Devon Economic Partnership during the course of 2006, stimulated both by the recognition by private, public and voluntary sector partners of the need to work together to address the County's economic needs and the opportunity presented by the addition of the Economy and

Enterprise block to the Devon LAA, has been a notable success. The Partnership is now preparing a clear, concise Economic Strategy for Devon that will form the economic content of the Devon Sustainable Community Strategy and the Devon LAA 2008 – 2011. A stakeholder event will be held on 12th January 2007 to help determine priorities for action for the strategy and LAA.

★ The Devon Economic Partnership held a Devon Business Leaders Brand Summit in November 2006 which agreed the need for a single, marketable identity for Devon and the common theme that the brand should be based on. The consensus was that the brand should aim to benefit all sectors of the economy, and attract investment based on innovation and 'green' business.

★ Good progress has been made towards establishing a Destination Marketing Organisation for Devon. A private sector led steering group is in place, presentations have been made to local marketing groups and a consultation document is being prepared.

