

Agenda item 4

For information

Interaction Partnership; 19 May 2009

Interaction Partnership Performance Summary 2008/09

Purpose of report;

This paper highlights the performance of the Partnership between 1 April 2008 and 31 March 2009 in meeting the targets set in the Interaction Partnership Strategy, agreed by the board in March 2008. The strategy set end targets to be met by 31 March 2010 for each of the Partnership's thematic priorities. This summary provides a snapshot of the progress in 08/09 in meeting the targets and highlights the areas which need to be improved upon in 09/10.

Key Points

1. General; Resident Satisfaction

- **Resident satisfaction with all services**, except the provision of primary health care, was less in Golf Green Ward than in Pier Ward.
- **Resident satisfaction with their quality of life** was 73% over both wards, which was 7% higher than the end target set for 2010. Satisfaction was lower in Golf Green Ward than Pier Ward. It should also be noted that the overall level of satisfaction fell by 6% from the figure in January 2008 (79%).
- **Resident satisfaction with the neighbourhood in which they live** was 71% over both wards, which was 8% higher than the end target set for 2010. Satisfaction is lower in Golf Green Ward than Pier Ward. It should also be noted that the overall level of satisfaction fell by 12% from the figure in January 2008 (83%).

2. Community Safety

- **Reported crime** *significantly increased* in both wards on the baseline figure from 07/08 but **reported anti-social behaviour** decreased in both wards to below the targets set for 2010.
- Overall **resident satisfaction** with the performance of crime and disorder agencies in making their neighbourhood a safer place to live (62%) significantly exceeded the level set for March 2010 (in excess of 50%).

3. Environmental Services

- The incidences of **fly-tipping** (91) decreased to a level below the target set for 2010 (97)
- There were no **property demolitions in Brooklands and Grasslands** during 2008/09, although a number are at an advanced stage of enforcement action which will result in either properties being improved to an acceptable standard or being demolished during 2009/10.
- Overall **resident satisfaction with the cleanliness** of their neighbourhood was 60%, which was higher than the end target set for 2010 (in excess of 50%)

3. Health

- The number of residents who took part in **exercise (referral) programmes** (108) significantly exceeded the target set for 2010 (58)

4. Children and Young People

- Whilst no exact data is currently available for the numbers of **young people not in employment, education and training (NEET)** in both wards, the overall NEET figure (source; Connexions) in March 2009 for Clacton was around 290, which represents a significant increase over the previous year.
- The end target set for the numbers of **children and young people regularly engaged in positive activities** in both wards (100) was significantly exceeded in 08/09 (371).

5. Employment and Incomes

- The number of residents enrolling in **adult learning** (180) in 08/09 was three times higher than the figure set in the end target (60), and the number of people experiencing a **new training, development or occupational activity** (85) also significantly exceeded the target set for 2010 (25).
- There was an exceptionally high level of **new and backdated benefit awards** (£285,360) which was a direct result of the two benefits advice outreach services funded by the Partnership. The figure for 08/09 has already greatly exceeded the target set for 2010 (£100,000).

6. Community Development

- A **residents' forum** for Pier Ward was formally established in February 2009 and provides a platform for people to voice concerns to local

statutory agencies about quality of life and neighbourhood satisfaction issues.

Key areas for Improvement for 09/10

- To reduce the incidences of crime and disorder in both wards (on the figures for 08/09) and to improve resident satisfaction with agencies responsible for crime and disorder services in Golf Green Ward
- To escalate the level of enforcement action against unfit properties in Brooklands and Grasslands and Jaywick Village
- To reduce the number of young people who are not in employment, education or training in both wards

Summary of performance by thematic priorities

i) Community Safety

Key Priorities

a) Reduction in crime and anti-social behaviour

Key targets;

By 2010, to have achieved a 5% reduction in reported crime;

-in Golf Green Ward from 492 to 467 cases per year

-in Pier Ward from 1612 to 1531 cases per year

By 2010, to have achieved a 5% reduction in reported ASB;

-in Golf Green Ward from 535 to 508 cases per year

-in Pier Ward from 1364 to 1296 cases per year

Performance during 2008/09

Reported Crime

-In Golf Green Ward, there were 554 cases of reported crime

-In Pier Ward, there were 1492 cases of reported crime

Anti-social Behaviour

-In Golf Green Ward, there were 356 cases of ASB

-In Pier Ward, there were 1058 incidents of ASB

Source; Essex Police

b) Improved resident satisfaction with the performance of agencies in making their neighbourhood a safer place to live

Key target; By 2010, to have increased resident satisfaction (in both wards) of the performance of agencies in making their neighbourhood a safer place to live from 47% to more than 50%

Performance during 2008/09

-In Golf Green Ward, 53% of residents thought agencies were fairly or very successful in making their neighbourhood a safer place to live

-In Pier Ward, 69% of residents thought agencies were fairly or very successful in making their neighbourhood a safer place to live

Overall, 62% of residents thought agencies were fairly or very successful in making their neighbourhood a safer place to live

Source; Annual Residents Satisfaction (sample) Survey carried out in January 2009

c) Improved public confidence in agencies responsible for community safety

Key target; By 2010, to have increased the level of resident satisfaction (in both wards) with crime and disorder services from 46% to more than 50%

Performance during 2008/09

-In Golf Green Ward, 54% of residents were fairly or very satisfied with agencies responsible for crime and disorder services

-In Pier Ward, 73% of residents were fairly or very satisfied with agencies responsible for crime and disorder services

Overall, 61% were fairly or very satisfied with crime and disorder services

Source; Annual Residents Satisfaction (sample) Survey carried out in January 2009

ii) Environment and Housing

Key Priorities

a) Reduction in fly-tipping

Key target; By 2010, to have achieved a 20% reduction in fly-tipping in both wards from 121 incidences in 07/08 to 97 incidences

Performance during 2008/09

91 incidences of fly-tipping were reported in both wards.

Source; TDC Environmental Services

b) Improved resident satisfaction with the cleanliness of the neighbourhood in which they live

Key target; By 2010, to have increased resident satisfaction with cleanliness in the 2 wards from 47% to in excess of 50%.

Performance in 2008/09

- In Golf Green Ward, 54% of residents were fairly or very satisfied with the cleanliness of the neighbourhood in which they lived

-In Pier Ward, 72% of residents were fairly or very satisfied with the cleanliness of the neighbourhood in which they lived

Overall, 60% of residents were fairly or very satisfied with the cleanliness of the neighbourhood in which they lived

Source; Annual Resident Satisfaction Survey carried out in January 2009

c) Improved standards in private sector housing

Key target; By 2010, to have cleared 8 burnt out/derelict sites in Jaywick

Performance in 2008/09

No properties were demolished during 2008/09. However, 2 sites have recently been served building act notices and it is anticipated that both will result in demolition.

Source; TDC Environmental Services

iii) Health

Key Priorities

a) Reduction in Cardio-Vascular Disease

Key targets;

By 2010, to have;

-Increased the number of people on exercise referral schemes/walking for health from 48 to 58 per year.

-Run two weight management/lifestyle programmes

Performance in 2008/09

108 residents from both wards were took part in exercise and walking for health programmes

2 Weight Management and Lifestyle Programmes were run in Jaywick

Source; NE Essex PCT

b) Improved emotional and mental well-being of residents

Key target;

By 2010, to have increased the number of residents from the 4 GP practices serving Golf Green and Pier wards accessing information, support, psychological therapies and other interventions through primary care mental health services from 868 per year to 1700 per year.

Performance in 2008/09

136 residents from 4 GP practices serving both wards accessed information, support and psychological therapies through primary care mental health services (Note that a new system of patient referral was not formally introduced until 19 January 2009)

Source; NE Essex PCT

c) Improved provision of primary care

Key targets;

By 2010, to have;

i) Increased resident satisfaction with local primary care services in both wards from 53% to more than 57%

ii) Developed a multi-agency health centre in Pier Ward

Performance in 2008/09

- In Golf Green Ward, 66% of residents were fairly or very satisfied with local health services

-In Pier Ward, 60% of residents were fairly or very satisfied with local health services

Overall, 61% of residents were fairly or very satisfied with local health services

Source; Annual Residents Satisfaction Survey carried out in January 2009

Pier Ward Multi-agency Centre (MAC)

A business plan and design brief have been produced for the multi-agency centre, which was shaped by the views and opinions from a stakeholder seminar held in November 2008. A multi-agency steering group has also been set up for the facility to oversee its development and future operation.

iv) Children and Young People

Key Priorities

- a) A reduction in the number of young people not in employment, education or training**

Key target; By 2010, 70% of young people aged between 14 and 19 years of age to have achieved a level 2 qualification

Performance in 2008/09

Data not yet available

- b) Increased provision of, and take up in, positive activities for children and young people.**

Key target; By 2010, to have a minimum of 100 children (5 to 11 years) and young people (up to age of 19 years) regularly participating in organised positive activities in both wards

Performance in 2008/09

381 children and young people from both wards regularly participated in positive activities

Source; Agency records sourced from;

NACRO (Youth Mentoring and Building Foundations Projects)
Inclusion Ventures (Generic youth activities)

- c) Improved physical and mental health and emotional well being of children and young people**

Key target; By 2010, to have delivered 36 health promotion events run by young people in 3 local schools; Bishops Park College, Colbayns High School and Clacton County High School.

Performance in 2008/09

9 health promotion events were held during the course of the year

Source; NE Essex PCT

v) Employment and Incomes

Key priorities

a) Greater take up of training and employment opportunities

Key target; By 2010, 25 residents to have experienced new training, development and/or occupational activity in both wards

Performance in 2008/09

85 residents experienced a new training, development or occupational activity in both wards

Source; Signpost

b) Greater take up of adult learning opportunities

Key target; By 2010, 60 residents to have participated in a new adult learning experience in both wards

Performance in 2008/09

180 residents in both wards participated in adult learning

Source; Colchester Institute (no.of enrolments) and Tendring Adult Community College (data still pending)

c) Greater prosperity for the elderly and vulnerable

Key target; By 2010, to have increased income for elderly and vulnerable residents by £100k

Performance in 2008/09

£285,360 was awarded in new and backdated benefit claims

Source; Tendring CAB and Tendring Outreach Service

vi) Community Development

Key Priorities

a) Greater influence of residents in local decision-making

Key target; By 2010, to have established a residents forum for Pier Ward

Performance in 2008/09

A residents' forum was established in February 2009 and presently has 15 members.

Source; Community of Voluntary Services, Tendring

b) Increased numbers of residents actively involved in community and voluntary work

Key target; By 2010 to have increased the number of residents actively involved in community and voluntary work from 16% to 25%

Performance in 2008/09

10% of residents surveyed stated that they were actively involved in voluntary or community work

Source; Annual Residents Survey carried out in January 2009

c) Increased capacity of the voluntary and community sector

Key target; By 2010, 4 voluntary organisations to have achieved an accredited professional standard

Performance in 2008/09

Through the Voluntary Sector Development Initiative, which is co-funded by the Interaction Partnership, 6 voluntary groups were identified to benefit from specialist support to raise their organisational and operational capabilities. All will be working towards the attainment of recognised quality assurance standards during 2009/10, such as, PQASSO and SOUL during 09/10.

Source; Community of Voluntary Services, Tendring

Other relevant data

Resident satisfaction with quality of life and the neighbourhood in which they live

By 2010, to have;

- Improved resident satisfaction with their quality of life from 61% to 66%
- Improved resident satisfaction with the neighbourhood in which they live from 58% to 63%

Performance in 2008/09

Quality of life;

In Golf Green Ward, 67% of residents were fairly or very satisfied with their quality of life

In Pier Ward Ward, 85% of residents were fairly or very satisfied with their quality of life

Overall (in both wards), 73% of residents were fairly or very satisfied with their quality of life

Source; Annual Residents Survey carried out in January 2009

Neighbourhood Satisfaction

In Golf Green Ward, 68% of residents were fairly or very satisfied with the neighbourhood in which they live

In Pier Ward, 76% of residents were fairly or very satisfied with the neighbourhood in which they live

Overall (in both wards), 71% of residents were fairly or very satisfied with the neighbourhood in which they live

Source; Annual Residents Survey carried out in January 2009