

PERFORMANCE MANAGEMENT
Statement to Scrutiny People by the Community Engagement, Cohesion
and Wellbeing Portfolio Holder (Cllr Pain)
2011/2012

Achievements

CEC 01 Deliver Children's Centre services to at least full core offer standard

The Children's Centre Programme continues to be delivered in line with the full core offer standard. The programme supports 13 projects delivering targeted services to families. Services are delivered through Children's Centre Buildings, in homes and in other settings throughout the district. The commissioned services are:

- Family Outreach
- Parent Engagement
- Volunteer Home Visiting
- Domestic Violence
- Post Natal Illness
- Speech, Language and Communication.
- Library Outreach
- Mobile Toy Library
- Physical Literacy
- CAB Debt Advice
- Adult Learning in Children's Centres
- Parenting Plus
- Single Point of Contact

Children's Centre Services are delivered across 5 reach areas within the district. Reach areas are defined by the number of children under 5 in each area. Services provided by the programme are targeted towards families in greatest need. The table overleaf is a summary of the families support during 2010/2011 split into client group and by geographical area. Although the table gives details of the output for last year it is representative of the numbers of people supported in the first 6 months of 2011/2012.

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Families from children's centre target groups supported between April 2010 to March 2011; families maybe in multiple categories						
	Lutterworth	Broughton Astley	Harboro Town	Fleckney Kibworth	Outer Harb	Total
Teenage mothers/ pregnant teenagers	14	3	50	3	3	73
Lone parents	33	33	145	28	18	257
Children in workless households	51	45	151	30	23	300
Children in black & ethnic minorities	26	0	27	9	9	71
Disabled children & children of disabled parents	15	7	31	8	13	74
Families in which the project made contacts with Fathers	33	10	69	24	6	142
Gypsy, Romany & Travellers	32	0	47	1	0	80
Families who have experienced domestic abuse	22	12	68	5	11	118
Families in temp accommodation (not GRT)	7	4	13	2	0	26
Family of offender	5	8	7	0	4	24
Parental emotional health needs	66	52	219	102	23	462
Parents are 1st generation Migrants	14	1	15	4	0	34
Parent with learning difficulties	15	6	22	1	6	50
Drug/alcohol issue household	6	1	32	3	5	47
Asylum Seekers	0	0	0	0	0	0
Total target groups engaged	339	182	896	220	121	1758

CEC 02 To increase adult participation in sport and physical activity through the active together project

The current Active Together 2 programme was due to finish in September 2011 due to the funding coming to an end. Leicestershire and Rutland Sport have negotiated an additional contribution of funding from Leicestershire and Rutland NHS PCT to support the project until 31 March 2011 (to tie in with the new Commissioning arrangements). At a local level this has meant a reduction in the delivery plan budget so that the Physical Activity Development Officer posts can be extended until March. Targets have been realigned to reflect the reduction in delivery plan budget and now have to have 25 % targeted activity to reduce health inequalities with underrepresented groups. The targeted work is proving successful, specifically working with the travelling community, mental health users and disabled people.

Universal work is continuing, and good participation numbers being achieved.

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CEC 03 To increase the patronage at Harborough Leisure Centre and Lutterworth Sports Centre

Currently the Exercise referral programme is operating well at both facilities. There are currently discussions at a Countywide level to review the delivery programme, and HDC has made representation about the new proposals.

Patronage on track for both facilities. The wetside refurbishment at Harborough Leisure Centre is complete. During the works, the pool has remained fully open and operational.

Dryside patronage across both sites is below target and is included within the marketing plan for the next quarter to promote, additionally due to the seasonal nature of wetside bookings this should increase. Health and fitness patronage is ahead of target.

Actual Patronage April	Target Patronage	Difference	Full Year Target
439097	429988	9109	1031972

CEC 04 Address the outcomes of the Localism Bill - (Community Empowerment)

CEC 05 Develop an in house Citizens Panel

CEC 06 Undertake a Peer assessment against Achieving level of Equality Framework for Local Government

CEC CON. 01 Leisure Centre User Survey

During April this year a 'Customer intimacy week' took place at both Centres to find out what customer satisfaction with the facilities across a whole range of service areas. The overall results show:-

Overall Satisfaction Score	Great	Good	Ok	Poor
Harborough Leisure Centre	22.6%	54.1%	22%	1.3%
Lutterworth Sports Centre	25.2%	56.1%	17.8%	0.9%

Lutterworth Sports Centre and Harborough Leisure Centre are Quest accredited. Quest is an industry standard quality assurance scheme, and covers details such as performance, development, management systems and health and safety. At the last audit undertaken by external Quest assessors, Harborough received a score of 82% and highly commended and Lutterworth also 82% and highly commended. This puts the sites in the top 8 percent of Quest Accredited leisure centres throughout the country.

Equalities

Delivered training on equalities for new members after the May elections

Provided training for officers on the new Equality Act 2010

Implemented the EF:FECT toolkit, an on-line toolkit, to collect evidence of how the Council is meeting its equality duties

A strategy for Community Engagement has been agreed by the Council. As part of the delivery of the Action Plan

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the Citizens Panel has been refreshed and the number of residents available now totals 550.

The Council is now actively using the 'Customer Insight' data that is available through a system called 'Mosaic'. The Community Profile data has been used for future options work and also the waste strategy. The Mosaic system will be used for other work such as the Channel Shift Strategy and for the promotion of Benefit take-up.

Quarterly reports are now being generated by the Harborough Improvement Team to include the outcomes achieved with the linkages to the Council objectives. Volunteer statistics and additional external funding are now being reported upon.

The Harborough Improvement Team continues to put the Big Society and Localism into practice by working with the community, businesses and other community organisations to support them to identify and meet their own needs and bringing local partners together to work on projects. 233 volunteer hours into the work of HIT – with an economic value of around £5,300.

Harborough Improvement Team have delivered a range of initiatives including 'Market Harborough by the Sea' and Litter Picks. Funding is also in place for a feasibility study for a Community Building within the Welland Park.

Current work in progress.

Developing the Business Case for the future operation of the Market Harborough Museum (report to go to Executive in December 2011)

On 7th November it was announced that the Olympic Torch Relay will be passing through the District on 2nd July 2012. The locations that the torch will travel through are Market Harborough, Lubenham, Foxton and Kibworth. Work will begin with local communities in order that people can get involved and that the opportunity to showcase the district is acted upon.

Equalities

Continue work towards meeting the "Achieving" level of the Equality Framework

Produce a report on the "Single Equality Standard" for consideration by members

Health and Wellbeing

The development of the county shadow Health and Wellbeing Board has created the need to formalise the delivery of the council's health improvement role. The PCT has provided a consultant public health officer to assist all district councils in Leicestershire for one day per week. Work is underway to develop a delivery model, which will ensure that the necessary links are established. The PCT has also provided funding of £5000 which can be used by community groups for projects which help to deliver the objectives of the shadow Health and Well Being and the council's health related priorities. A system for dealing with grant applications is currently being developed.

There is ongoing recruitment for the Citizens Panel. This has been promoted across several channels including website, press release, Talkback and via the Councils new Twitter account. Response has been poor.

The Council is looking at a corporate solution for consultation. At present it has a number of products available and in use but all of these have limitations. A business case is being prepared for one system that would be used for a variety of consultation exercises – including those involving maps as well as textual consultations.

The Harborough Improvement Team is developing a sustainability plan. The aim of this plan is to take the long-term view on HIT's future, and clearly demonstrate HIT's value as a partner in delivering public and businesses

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objectives.

Work is in hand looking at how Locality Working could be implemented in Harborough in response to wider changes in partnership working across Leicestershire. The new approach will see fewer, leaner but 'harder' partnerships that are better able to direct public sector resources to tackle deep rooted issues. In response to the review of partnership working, each district has been asked to develop, lead and administer 'Locality Boards'. In Harborough there are no existing structures to take on this new locality role. This offers opportunities in terms of fresh thinking and challenges. Developing locality working will strengthen the Councils ability to influence wider resources in delivering local priorities and the vision for the district.

Future plans

The Localism Bill is progressing through Parliament. The Bill, which will have a major impact on how the Council operates, was last debated in the House of Commons on 7th November. The next stage is Royal Assent and Councillors will be briefed on the legislative outcomes. The Localism Bill will also be outlined to the annual meeting of the Parish Councils on 30th January 2012.

The Council is currently reviewing its vision and values. Work is in hand to relate the vision and values within our Service level Agreements with the voluntary sector. This is to ensure that the Council gets best value from its financial contributions.

Areas of concern

The current financial pressures to fund ongoing initiatives that will impact on the community.

There is a resource implication in setting up and administering locality working which will need addressing as part of the business planning cycle/ future options work.

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Key Performance Indicators <i>(report on exceptions, i.e. over or under performing BV indicators)</i>			
Better than target		Worse than target	
Corrective Actions			
Topical issues			