

Sustainable Communities Scrutiny Committee

December 2010

Performance Report Quarter 2 (April – September 2010)

Report of the Chief Executive

1.0 Purpose of the report

The purpose of this report is to provide Sustainable Communities Scrutiny Committee with a performance update relating to the period April to September 2010. This quarter the report includes:

- Progress in relation to the LAA targets and other national indicators.
- Progress in relation to the Review of Music Policy Review, Access to Housing Policy Review, Local Studies Policy Review and Tourism Policy Review Recommendations.
- Results of the annual MORI residents survey which took place during May to July 2010

2.0 Background

2.1 Members will recall that a new performance framework was implemented during 2008/2009. This includes 198 new National Indicators which replaces previous national performance frameworks. As part of this new framework 49 national indicators have been identified as key priorities to be included in the Local Area Agreement (LAA). Performance against the priorities identified in the LAA and associated improvement targets have been reported to Scrutiny Committee throughout 2009 as part of the quarterly performance monitoring arrangements. The LAA priorities have been a key consideration in CAA in terms of the extent to which the partnership is improving outcomes for local people. CAA was introduced in April 2009 to provide an independent assessment of how local public services are working in partnership to deliver outcomes for an area. However, the coalition government have abolished CAA with immediate effect. Progress in the LAA will continue to be monitored through 2010/11 (which is the last year of the agreement) through the Council and the Sunderland Partnership's performance management and reporting arrangements. The performance framework will be reviewed when further national direction is available to ensure that it is fit for purpose.

2.2 The annual MORI residents survey was undertaken from May to July 2010. The survey takes the form of face to face interviews with 1215 residents across the city. The results in terms of the services within the committees remit are also incorporated into this performance report.

2.3 As part of the development of Scrutiny particularly in terms of strengthening performance management arrangements, Policy Review recommendations have been incorporated into the quarterly performance report on a pilot basis. The aim is to identify achievements and outcomes that have been delivered in the context of overall performance management arrangements to enhance and develop Scrutiny's

focus on delivering better outcomes and future partnership working. The latest progress report in relation to the Access to Housing Policy Review and Place to Play/Review of Music Provision Policy Review is included as **Appendix 1**.

2.4 **Appendix 2** provides an overview of the position for relevant national indicators and also any local performance indicators that have been retained to supplement areas in the performance framework that are not well covered by the national indicator set.

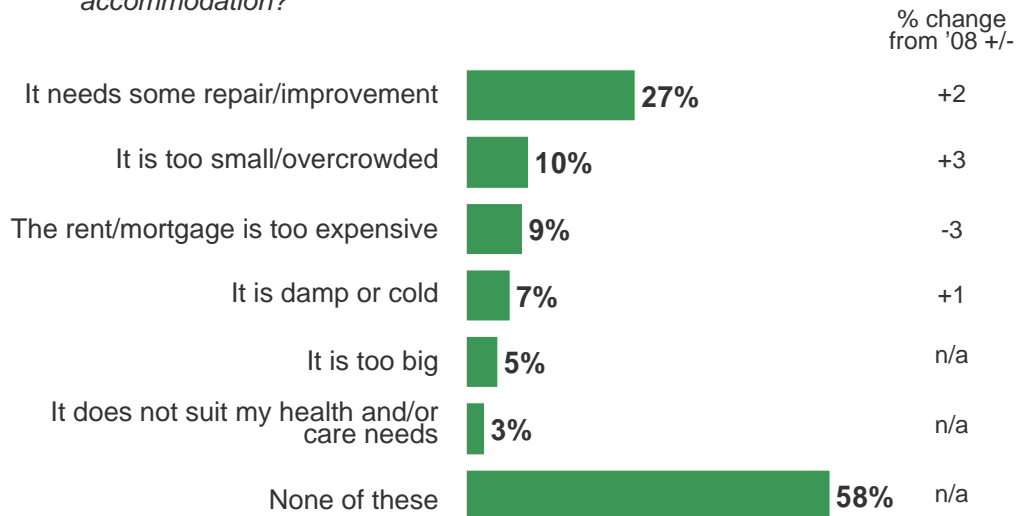
3.0 Findings

3.1 Consultation


When presented with a list of potential housing problems, most Sunderland residents say these do not apply to them. Nonetheless, a sizable minority (42%) say at least one of these difficulties does affect them. The following chart shows the main problem is a general need for repair and improvement, mentioned by a quarter of residents.

Housing issues

Q Which, if any, of these statements apply to your home or present accommodation?



Ipsos MORI Base: 1,215 Sunderland residents aged 16+; interviewed 21 May – 25 July 2010

Source: Ipsos MORI 

About one in ten also say their home is too small for their needs or that either the rent or mortgage is too dear. They are least likely to say their home is unsuitable for their health or care needs (just three per cent).

The Ipsos MORI residents survey 2010 asked about satisfaction with homelessness and housing advice, the table below provides a breakdown of results:

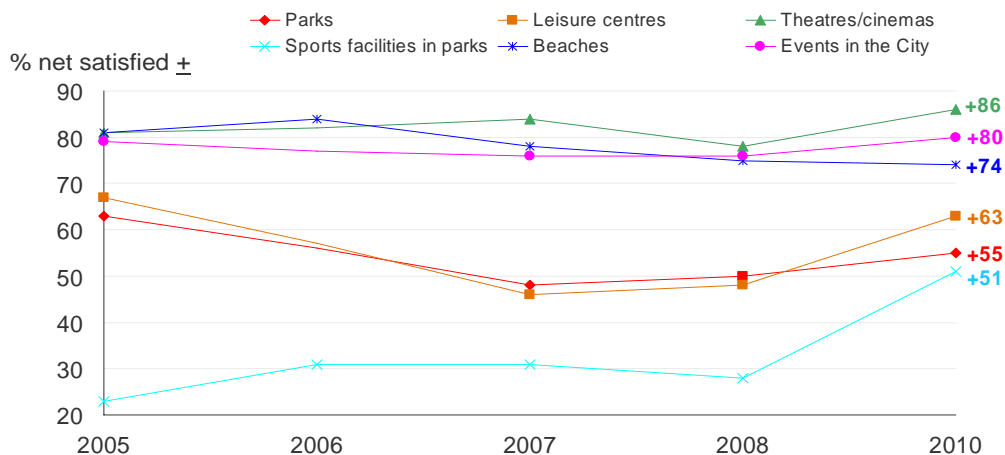
	Satisfied (%)		Dissatisfied (%)	
	2008	2010	2008	2010
Homelessness and housing advice	51	41	34	33

As can be seen from the table above satisfaction with the service has declined by 10 percentage points when compared to 2008. There has been a slight improvement in those dissatisfied with the service from 34% in 2008 to 33% in 2010.

Satisfaction amongst service users with services such as parks, leisure centres and theatres / cinemas has risen since 2008. Satisfaction with beaches remains stable. The graph below shows net satisfaction with aspects of culture and leisure since 2005.

Service net satisfaction – culture and leisure

Q I would like you to tell me how satisfied or dissatisfied you are with the quality of each of these in your local area.



Ipsos MORI Base: All residents interviewed who use services

Source: Ipsos MORI



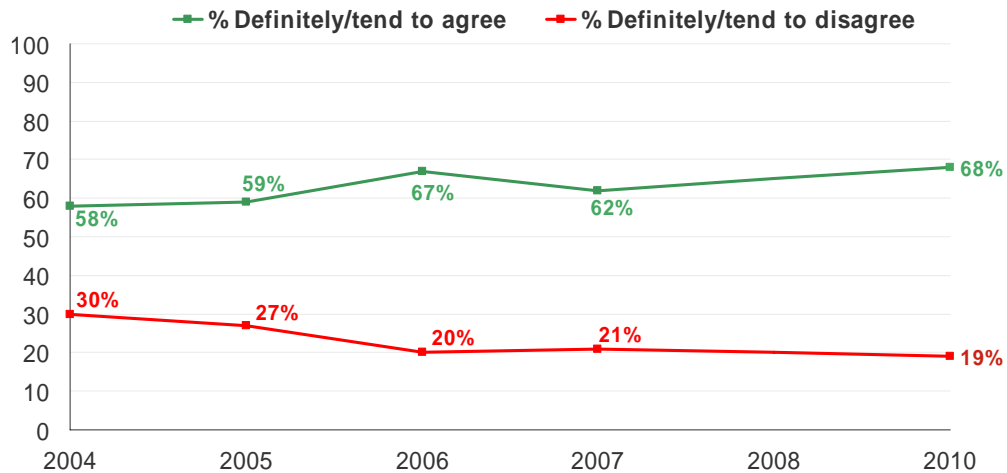
Sports facilities in parks has significantly improved with 52% of users satisfied in 2008 improving to 67% in 2010. Satisfaction amongst users of leisure centres has also improved from 68% in 2008 to 76% in 2010, this increased satisfaction can be attributed to the opening of the Sunderland Aquatic Centre and two 25m community swimming pools in Hetton and Silksworth.

Most people in Sunderland remain positive about community integration in their local area. The following chart shows two in three residents agree that people of different backgrounds get on well together in the neighbourhood, and only one in five disagree. It also shows a long-term improvement in this measure. After falling in 2007, agreement that people of different backgrounds get on has increased again

and is now 10 percentage points higher than in 2004. Disagreement has fallen by 11 percentage points over that time, a considerable achievement.

Different backgrounds getting on together

Q To what extent do you agree or disagree that this area is a place where people from different backgrounds get on well together?



Base: c. 1,200 Sunderland residents.

Source: Ipsos MORI

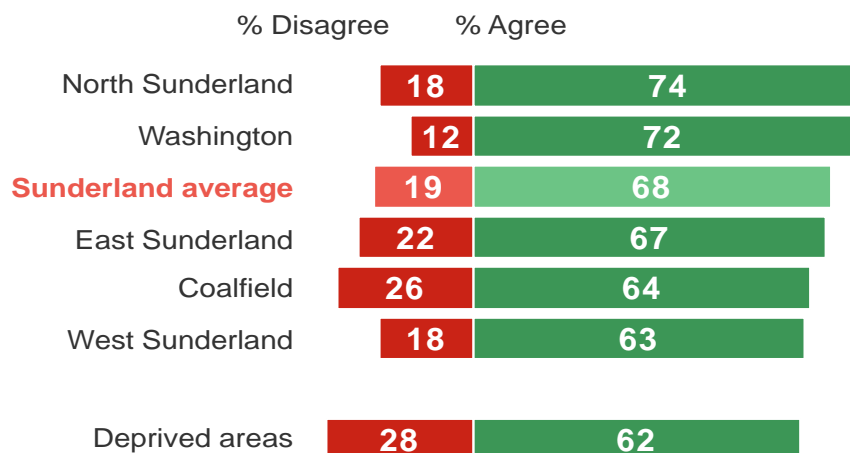
Ipsos MORI



However, these figures remain less positive than the national picture. There are some major differences between regeneration areas. Agreement is above the City average in North Sunderland, but disagreement is greater than the City average in Coalfield and the most deprived areas. Compared with 2007, there have also been some major improvements, with agreement increasing by 12 percentage points in Washington (from 60% to 72%) and in North Sunderland (from 62% to 74%).

Community integration – Regeneration areas

Q To what extent do you agree or disagree that this area is a place where people from different backgrounds get on well together?



Ipsos MORI Base: Sunderland residents aged 16+; 1,215 in mainstage and 209 in deprived areas Source: Ipsos MORI

Looking at other population groups in Sunderland, young people are less positive about community integration, which mirrors wider national patterns. One in four local people aged 16-34 (23%) disagree that residents of different backgrounds mix well together, compared with only one in eight of those aged 65+ (12%).

Just as with general attitudes to the local area, social tenants and less affluent residents are also less positive (reflected in the more negative figures for deprived areas). Agreement that people of different backgrounds get on is lower in social grades D and E than in grades A and B (63% compared with 79%). Equally, it is lower among social tenants (60%) and private sector renters (63%) than owner-occupiers (73%). On the other hand, BME residents are strikingly positive about community relations. They are over twice as likely as the Sunderland norm to agree strongly that local people of differing backgrounds get on well (37% compared with 17%).

3.2 Performance

Housing

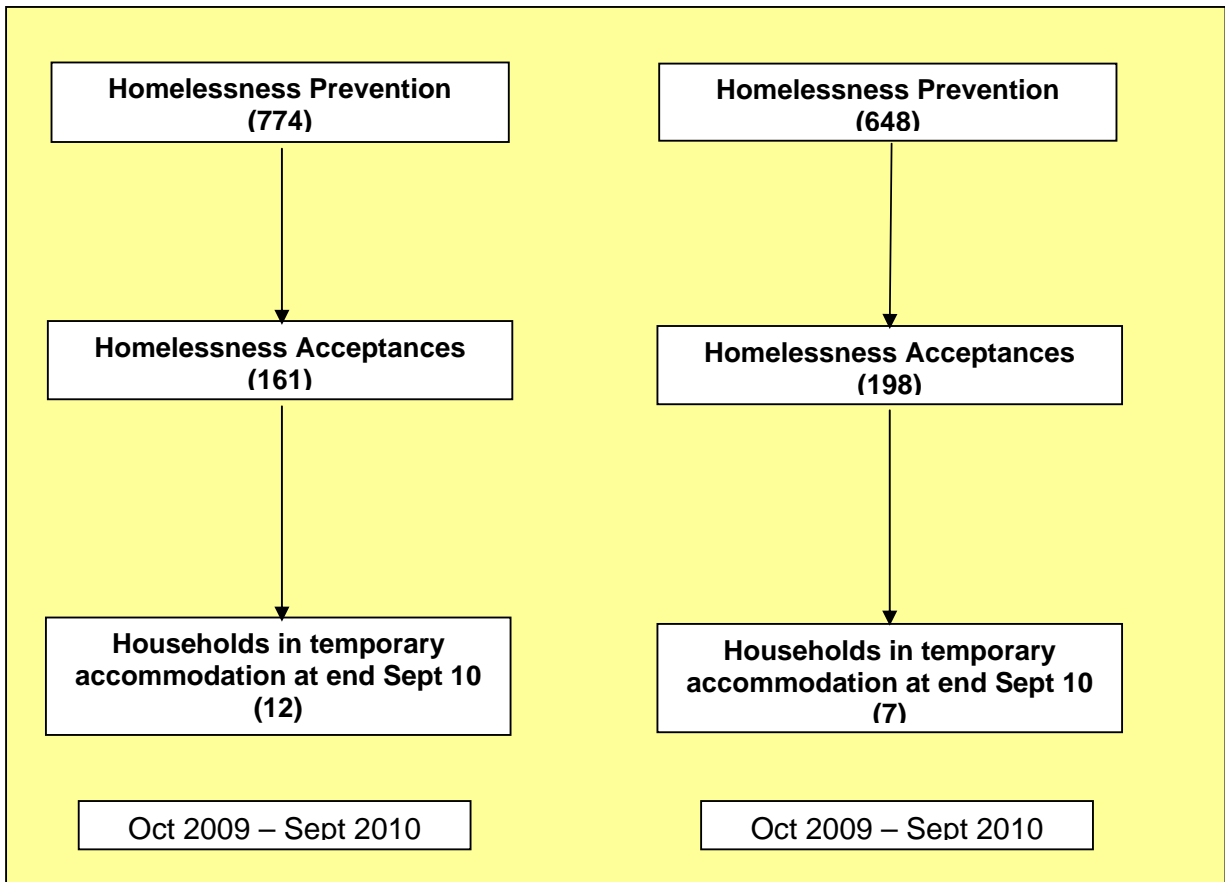
Reducing the Risk of Homelessness

The work in relation to homelessness can be divided into 3 areas:

- *“Homelessness Prevention”*: Providing appropriate information, advice and support to individuals and families earlier to reduce their risk of homelessness before these individuals become accepted;
- *“Statutory Homelessness Acceptance”*: This refers to those individuals and families to which the Council has statutory responsibilities in relation to homelessness, housing advice and housing allocations within the Acts discussed above;
- *“Using Temporary Accommodation”*: This refers to the statutory homelessness acceptance cases of families and individuals that need to access temporary

accommodation and are then supported to identify and move to more permanent accommodation solutions in the city.

A key objective of the Housing Options Team is to work with individuals and families as early as possible to reduce their risk of homelessness before individuals need statutory intervention – increasing the number of homelessness prevention cases and decreasing acceptances. Figure 1 shows progress in achieving these objectives diagrammatically for the end of October 2009 and September 2010.



The number of homeless prevention case continues to be at a historically high level, but, compared to the April to September period in 2009/10, the number of cases have declined from 386 to 318 cases in 2010/11. The reasons for the decline are still being explored – it may be linked to lack of awareness of the service discussed above. It is also possible that more households are provided with housing advice across the city as part of advice services, including the third sector and partner organisations such as Gentoo. This would serve to reduce the need for council supported prevention actions, with residents able to find their own solutions.

The number of homeless households living in temporary accommodation has improved when compared to the same period in the previous year from 12 to 7. Overall, temporary accommodation use has remained fairly consistent with the previous year. This is primarily due to the relatively low number of households who require temporary accommodation provision. However, the Council does need to

further reduce the utilisation of families in bed and breakfast accommodation, although this remains relatively low.

The service is currently working with private sector landlords and social housing providers in the city to address issues of access to longer term accommodation through the access to housing review. Initiatives such as the development of the city wide and sub regional Choice Based Lettings policies will enhance resident's housing options. Part of the review has focused on improving sign posting between agencies that will help residents receive improved outcomes.

Culture

The number of visits to/usage of museums per 1,000 population has declined when compared to the same period the previous year. At the end of September 2009 it was 908 per 1,000 population this has fallen to 893 per 1,000 population at the end of September 2010. The performance achieved in 2009/10 exceeded the targets set by 5%. When setting the target for the coming year, TWAM considers carefully the sustainability and reasonableness of continuing to improve at the levels achieved in the previous year and also considers the funding available, both core and project specific. Over the last four years, Sunderland Museum and Winter Gardens for example, has attracted an average of 330,000 visits, with the actual per year influenced by the popularity of the temporary exhibition programme, which in turn is influenced by the availability of both exhibitions and additional funding. TWAM's core budgets were reduced by 5% for 2010/11, and specific project funding was also reduced. As a consequence, it was considered that a realistic target would be 2% higher than the average and this principle fed through to the targets set. The performance so far in 2010/11 suggests that this approach is indeed reasonable and realistic, with performance around +/-5% of the target set.

The number of visits to museums that were in person per 1,000 population has declined when compared to the same period the previous year. From 811 per 1,000 population to 781 per 1,000 population. A strong exhibition programme including The Singh Twins Retrospective, North East Beat: Venues Bands & Fans and Build It! The Story of Construction Toys have offered the visitor high quality exhibitions covering a diverse range of subject, which has proved popular with visitors of all ages. When setting the targets for 2010/11 the same principles were applied as with the indicator above. The performance so far in 2010/11 suggests that this approach is indeed reasonable and realistic, with performance around +/-5% of the target set.

The number of pupils visiting museums and galleries in organised school groups has declined from 7,287 at the end of September 2009 to 5,214 at the end of September 2010. The visits by school children with their school were disappointingly low for the first six months of 2010/11. In order to address the concerns over school visits a working group of staff from the learning team has been established and they are consulting with teachers to consider how best to improve communication with, and services to, schools. Additionally, this group will investigate whether initiatives such as fund-raising to support transport costs would help address the problem. Staff are also planning visits to schools as an added benefit of the school visiting the museum.

Sport and Leisure

Members may be aware that following the establishment of the Coalition Government, the national indicator set that includes NI8, adult participation in sport and active recreation has been abolished. Whilst we acknowledge that the Framework may be replaced in the future, as a Council we continue to support and contribute to driving forward participation levels in sport and physical activity. To support the need to drive up levels of adult participation in sport and physical activity, the City Council has continued to deliver and give priority to the following:

- Developing modern, high class sport and swimming facilities that are comparable with most local authorities
- Joined up service provision at Houghton Sports Centre with the Primary Care Trust
- Delivery of an affordable pricing framework for city residents
- Operating 7 Wellness Centres and 8 Community Wellness venues
- Wellness service delivering preventative services to drive forward participation
 - Mums on the move
 - Wellness on 2 Wheels
 - Wellness Walking programme, Walks in the Park
 - Active Sunderland Project
 - Nordic Walking
 - Cycle Sunderland
- Wellness service delivering targeted services to drive forward participation
 - Exercise Referral and Weight Management Programme
 - Lifestyle Activity and Food Programme
 - Workforce Health and Wellbeing Project
- Wellness service delivering specialist services to drive forward participation
 - Specialist Weight Management Service
 - Maternity Lifestyle Service
 - Stop Smoking Service
- Football Investment Strategy, developing new facilities and pathways for participation
- Specialist events and partnership working to deliver such activities such as the Active Sunderland Week, Niall's Mile, leisure centre's open weekend and the Beach Festival of Sports.

A comprehensive overview of the performance of Sport, Wellness, Aquatics and Play will be presented to Scrutiny Committee in February 2010.

3.3 Policy Review Recommendations

The recommendations agreed as part of the committees Policy Reviews will deliver a range of improvement activity. A full overview of progress is attached as appendix 1, the table below provides a summary of the number and percentage of each policy reviews recommendations that have been achieved, are on schedule to be achieved, are no longer deliverable or are not on schedule to be achieved.

Policy Review	Rag Key			
	★ Green (Recommendation achieved)	● Blue (On schedule)	🟡 Amber (Recommendation not deliverable)	▲ Red (Not on schedule)
Review of music	12 (60%)	5 (25%)	0(%)	3 (15%)
Access to Housing	4 (36%)	7 (64%)	0(%)	0 (%)

4.0 Recommendation

- 4.1 That the committee considers the continued good progress made by the council and the Sunderland Partnership and those areas requiring further development to ensure that performance is actively managed.