

16TH SEPTEMBER 2013

REPORT OF THE CHAIR OF THE PEOPLE BOARD

People Board Progress Report

1. Purpose of Report

- 1.1 The report provides an update of progress against the People Board's Work Plan for 2013/14.

2. Background

- 2.1 In April 2013 the Local Area Plan's priorities associated with People were referred to the East Sunderland Area People Board to action on behalf of the Area Committee. The People Board has started to initiate action on those priorities and **Annex 1** outlines progress to date.

3. Key Areas of Influence/Achievements

- 3.1 Outlined below is a summary of the key areas of influence / achievements of the East Sunderland Area People Board up to 30th August 2013.

Action Taken	Outcome
Influencing Core Services devolved to Area Committee	
Library Services	Members have helped to influence the development of a new modern library service for the city. The proposals for the service included library hubs in each of the five areas of the city, supported by community libraries and a programme of community outreach activities to take services into neighbourhoods. Area Boards were asked to bring their own understanding of their communities and identify potential venues for community outreach programmes, community book reservation and collection service, any issues they are aware of in terms of residents accessing local provision in addition to potential use of closed buildings. The decision on the future provision of the service will be made by the Council's Cabinet on 4th September and the changes are due to be implemented as from October 2013
Childrens Centres	July Board received presentation on the re-commissioning of Childrens Centres with members requested via email for suggestions for any services/programmes that can improve health in the East, ideas to influence and increase in participation in parenting skills, increase in volunteering opportunities and consider whether crèche facilities are an issue.
XL Youth Villages	
The provide quarterly progress updates.	<ul style="list-style-type: none"> Continuing with outreach work in the city centre and Mowbray Park on Friday evenings. Staff are working with groups of sexually active young males around sexual health. At the request of the police the XL Village Team started doing outreach sessions over the summer on Saturday evenings around Black Road

in Ryhope. They have established contact with a group of young people who would not attend any youth provision. Over a period of time young people have engaged with staff and have requested that future sessions involve XL Village equipment, i.e. cinema box. The aim of this work will be to encourage young people to take up positive activities offered in the area.

Youth Commissioned Contracts

To provide progress updates.

- All four commissioned youth providers have met their 1st quarter (April – June) targets for contacts and participation in both 8 -10, and 11 – 19 year old contracts.
- All providers are well on their way to achieving their 2nd quarter targets.
- Providers are slightly low on their recorded and accredited outcomes target, due to the length of time it takes for young people to complete events and courses. Recorded and accredited outcomes are usually populated on the electronic youth system towards the end of the year.

Young People Not in Education, Employment or Training (NEETs)

To deliver five NEET road shows across the area.

- The commissioned youth projects and staff from Connexions worked together to plan and deliver the road shows. This included identifying NEETs and service providers who could attend the events, as well as, booking venues, date/times and promotion.
- Each event had between 8 – 12 training providers and services in attendance. Results are shown below:

Ward	Attendees	NEETs	U/K	Training	Education	Employment
Doxford	1	0	0	1	0	0
Hendon	7	1	4	0	1	1
Millfield	5	1	2	1	1	0
Ryhope	11	0	1	6	4	0
St Mich	8	0	3	4	1	0
Total	32	2	10	12	7	1

- Positive outcomes include: 32 NEETs engaged in the events, with 20 making an informed decision to move out of NEETs into EETs.
- The delivery of the road shows also strengthened the partnership working between the commissioned youth providers and Connexions staff.

Transformation of Adult Social Care:

Raising Awareness of Services Available:
Mapping exercise and on-line directory.

- In July, the mapping exercise of services available to adults aged 50+ was completed, which identified over 400 services. From the list, Members identified what existing services may need additional support to cope with an increase in customers / membership if the service was promoted in an on-line directory. Nearly 200 services were contacted and surveyed.
- The results found that the majority of the services have the capacity to increase their membership without no impact being felt, and welcomed the opportunity to be involved in an on-line directory.
- Where services did not have the capacity to increase membership, the issues related to - extra equipment and more volunteers being needed to staff sessions were popular requests, and in some cases larger

	<p>venues and assistance in developing a website was mentioned.</p> <ul style="list-style-type: none"> • The People Board will be considering the results of the survey at the September member, along with making recommendations to Area Committee. However it is worth noting that a request to allocate SIB to purchase extra equipment may be included in the recommendations via delegated decision before the next Area Committee. • It is programmed in the next quarter that the on line directory will be launched and become a valuable tool across the area, used by all sectors and the community.
<p>Increase social wellbeing by reducing social.</p> <p>Community Connector</p>	<ul style="list-style-type: none"> • The People Board recognised that, as changes will occur regularly, maintaining the information will be essential to ensure that the directory is a valuable tool. Therefore a corporate working group has been established to consider in the longer term how this information is managed. It is proposed to present a future report to Area Committee outlining the way forward. • In the short term, updates will managed via Community Connectors with support from the Area Community Officer. • The People Board considered the model used in other authorities of having Community Connectors and produced a role description, which is outlined below. <p>Community Connectors Role Description</p> <p>Join a virtual network (VCS Area Network) which will:</p> <p><i>i) Act as a focal point for information exchange ii) Promote community resources and services available (news, activities, clubs, events, services, etc) iii) develop the Connector's knowledge of what's going on in their neighbourhood and enable them to signpost and refer users to access a range of local services.</i></p> <p>Support people to access and use services</p> <p><i>i) Meet and greet new members into your organisation and introduce them to other members. li) support people to access other services iii) be approachable, understanding and supportive and a guide for those who want help.</i></p> <ul style="list-style-type: none"> • From the groups that were surveyed, 25 organisations have nominated individuals to act as a Community Connector, all of who are spread across each of the five wards. • Next steps will involve approaching the VCS Area Network to increase this figure and consider possible issues e.g. training, capacity issues, financial implications, on-going support. • Running parallel with the launch of the directory, the Connectors will be the eyes and ears in the community. Customer survey's identified that an effective way to promote what's happening in the neighbourhood is by word of mouth. The Connectors will be key to sharing information to and from the community, directly into Council, via the Area Network.

5. Recommendation

Committee are requested to:-

(a) Note the report, and the People Board's work plan update (Annex 1).

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Annex 1 East Sunderland Area People Board Work Plan