

## **Sustainable Communities Scrutiny Committee**

### **Performance Report and Value for Money Self-Assessment 2008/2009**

#### **Report of the Chief Executive, Director of Financial Resources, Executive Director City Services, Executive Director Health, Housing and Adults Services and Director of Development and Regeneration**

#### **1. Why has this report come to committee?**

- 1.1 To provide members with a value for money assessment in relation to Sustainable Communities for the period April 2008 to March 2009 as part of the committee's work programme. It includes findings from a range of performance information including spend, investment, improvements, residents perception and both national and local indicators including those within the Local Area Agreement.

#### **2. Background**

- 2.1 On an annual basis the Audit Commission's 'Use of Resources Assessment' considers how well organisations are managing and using their resources to deliver value for money and better and sustainable outcomes for local people. The Audit Commission provides a score and judgement on value for money in the use of resources which in turn contributes to an overall score for the council's Comprehensive Area Assessment (CAA) Organisational Assessment.
- 2.2 Although it is no longer a statutory requirement to produce a Value for Money Self Assessment to inform this judgement the council has chosen to do so to demonstrate how well we manage and use our financial resources to achieve value for money. The Audit Commission has continued to publish 'Value for Money Cost Profiles' which inform our assessment and are referred to within the report. The cost profiles are used to compare Sunderland's position relative to other Metropolitan Authorities and it's 'Nearest Neighbourhoods' (a group of other authorities which are assessed by the Chartered Institute of Public Finance and Accountancy (CIPFA) as having comparable demographics to Sunderland).
- 2.3 Members will recall that a new national performance framework has been implemented during 2008/2009. This includes 198 new National Indicators which replaces the Best Value Performance Indicators and Performance Assessment Framework Performance Indicators. As a consequence 2008/2009 has been a transition year as we develop baselines for the new indicators and ensure any corrective action will be effective in the new framework.
- 2.4 Two residents' surveys were undertaken during 2008/2009: the Council's long-established annual Residents' Survey, used to which find out residents' views on Council services, and the Place Survey, a new statutory national survey (taking place every 2 years) to find out residents' views on all public services in the area. The results of the latter are used as the basis for a number of

National Indicators, some of which to calculate National Indicators (some included in the LAA), and therefore represent residents' perceptions of services and their impact on their life.

- 2.5 As part of this new framework 49 national indicators have been identified as key priorities to be included in the Local Area Agreement. Targets have been agreed for these indicators through a process of negotiation with partners and government. These improvement targets will also be a key consideration in the Comprehensive Area Assessment (CAA) in terms of the extent to which the partnership is improving outcomes for local people.

### **3. Current position**

- 3.1 In preparing the report Directorates have reviewed the Audit Commission's Value for Money cost profiles in addition to a whole range of other performance information including satisfaction levels, and benchmarking information in order to formulate a balanced assessment of the position of each service area.
- 3.2 During the first year of the implementation of the new national performance framework the Council is only statutorily required by government to set targets for those performance indicators that formed part of the Local Area Agreement. However, the Council and its partners decided to set targets for the other national and local performance indicators for 2008/2009 in order to ensure there's a strong commitment to service improvement across the partnership in Sunderland. This cannot be done for all indicators as this is the first year of collection for a number of the new national indicator set and 2008/2009 needs to be used as a baseline year against which the partnership can target future improvement. It is also important to note that in relation to many of the new National Indicator set data is available at different points of the year and will not always readily follow the quarterly monitoring cycle, e.g. perception measures from the Place Survey.

The 5 Year Housing Strategy is a locally determined strategy informed by regional priorities and locally identified need and endorsed by citywide partners, who will be instrumental in its delivery. The Strategy sets out 3 major aspirations for the city, which are supported through a number of delivery priorities. These aspirations are:

- Improve the choice of type, location and price of housing to meet 21st Century aspirations and demands, and reverse the trend of outward migration;
- Improve the quality and standard of housing and ensure that sustainable communities are created;
- Provide housing and accommodation with support options that reflect and meet the needs and aspirations of Sunderland's large and diverse population.




These key aspirations match a number of priorities in the Local Area Agreement, as well as the direction of Government housing policy, as explored below. The analysis provided in the CAA will incorporate the Audit

Commission's judgement about the extent to which housing-related issues are addressed in the city. Historically, an individual rating was provided about the extent to which the Council had addressed this issue through the Comprehensive Performance Assessment. The Audit Commission rated the 2008 position for housing as a 3 out of 4 service in Sunderland (with 4 being top-rated).

3.3 **Appendix 1** provides a value for money assessment of each service area within the Committee's remit. The information is structured in the following way:

- |           |  |
|-----------|--|
| Section 1 | Financial information – how our spend compares with other authorities and efficiency gains   |
| Section 2 | Key improvements delivered – how we have spent the money including investment and progress in relation to those actions we identified in last years value for money assessment   |
| Section 3 | What residents think of the services – results of consultation exercises   |
| Section 4 | Performance & Outcomes Delivered– how the service is performing including progress in relation to LAA targets including any areas of risk. Increasingly these measures are based on an outcome-based approach as part of the improvement to the National Indicator set |
| Section 5 | Next steps – Plans to achieve greater value for money in 2009/2010   |

A summary of key performance indicators for each service area relating to 2008/2009 is contained in Section 4. This outlines performance across the full range of services within the Committees remit. It provides a risk-based analysis, using a standard 'traffic light' approach:

-  Performance improving year on year or cost reducing year on year
-  Performance stable year on year
-  Performance declining year on year or cost increasing year on year

Section 4 also explains the corrective action against key performance indicators that are either declining or failing to achieve targets. The relevant Director has provided details of corrective action underway or proposed in this respect. Where this is the first year of collection for an indicator or definitions have changed no trend analysis is available.

3.4 **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 new national indicator set. This fulfils the expectation that Councils will identify local performance measures to support delivery of local priorities.

#### **4. Recommendation**

The Committee is asked to consider the content of the report and provide comment where relevant to be included in the 2008/2009 value for money assessment that will be presented to Cabinet in October 2009.

#### **5. Background Papers**

1. Value for Money Cost Profiles
2. Annual Report 2008/2009
3. Value for Money Self Assessment Summary
4. Value for Money detailed Directorate Self Assessment Housing Services
5. Value for Money detailed Directorate Self Assessment Cultural Services

## APPENDIX 1

### Summary Value for Money Assessment - Housing

#### Section 1 Finance (comparative spend and efficiency)

Service Area	Cost per Head		Benchmarking Group	Latest Benchmark Position			
	2007/08	2008/09		Lower Quartile (less cost)	Lower Median Quartile	Upper Median Quartile	Upper Quartile (higher cost)
Total Housing Services	£60.38	£60.90	Metropolitan authorities				
			Nearest Neighbours				
Homelessness	£3.74	£3.13	Metropolitan authorities				
			Nearest Neighbours				
Other GFRA Housing Services	£6.05	£8.36	Metropolitan authorities				
			Nearest Neighbours				

- 1.1 Spend per head of population on Housing Services in 2008/2009 continued to be in the upper median quartile compared to Metropolitan Authorities and Nearest Neighbour Authorities for 2008/2009. However, planned expenditure on Housing Services represented an increase of only 0.9% between 2007/2008 and 2008/2009 which is below the current rate of inflation.
- 1.2 Spend per head of population for people at risk of homelessness remained in the upper median quartile compared to Metropolitan Districts and upper median quartile compared to Nearest Neighbours (upper quartile in 2007/2008), reflecting the fact that additional funding has been provided to assist in addressing this priority area for improvement in 2008/2009. The additional funding has succeeded in improving Value for Money, as it has enabled the Council to help a greater number of people and family's reduce their risk of homelessness outside of a statutory process, i.e. at an earlier and more preventative stage. This not only improves outcomes for individuals and promotes their independence, but also provides a more cost-effective approach to supporting people.
- 1.3 Spend per head of population for Other Housing Services for 2008/2009 was ranked upper median against both Metropolitan and Nearest Neighbour authorities, similar to the positions the previous year. The increased spend in this area is primarily related to additional investment in preventative support, including information and advice, and the increase in the number of empty properties returned to occupation.

#### Section 2 Investment and Key Improvements made during 2008/2009

- 2.1 Key improvements achieved include:

- Sunderland on course to meet national Decent Homes Standards for 2010;
- Progressed developments associated with renewal activity described above;
- Progressed improvements to support people at risk of homelessness through advice, information and support earlier and more effectively and developed Improvement Programme to continue the development of improved support for people at risk of homelessness;
- Developed Accommodation Solutions for Vulnerable People Project to identify the housing needs of vulnerable people;
- Continued development of Home Improvement Agency;
- Ongoing development of Extra Care schemes to better support individuals to live independently, with the first delivered in March 2009.

### Section 3 Customer Focus

- 3.1 The Ipsos MORI residents survey 2008 asked about satisfaction with housing services results are detailed below:

	Satisfied (%)		Dissatisfied (%)	
	2007	2008	2007	2008
Homelessness and housing advice	38	51	42	34

Satisfaction with homelessness and housing advice has improved from 38% to 51%.

### Section 4 Performance Information (outcomes delivered)

- 4.1 In relation to Housing Services two National Indicators are priorities identified in the LAA. An overview of performance can be found in the following table.

NI	Performance Indicator	Performance 2008/09	Target 2008/09	Target achieved	Target 2009/10
NI 154	Net additional homes provided	299	260	▲	90
NI 159	Supply of land ready to develop housing sites	145%	100%	▲	100%

There are no key risks in relation to the Local Area Agreement at this stage.

There are a number of areas of positive performance as follows

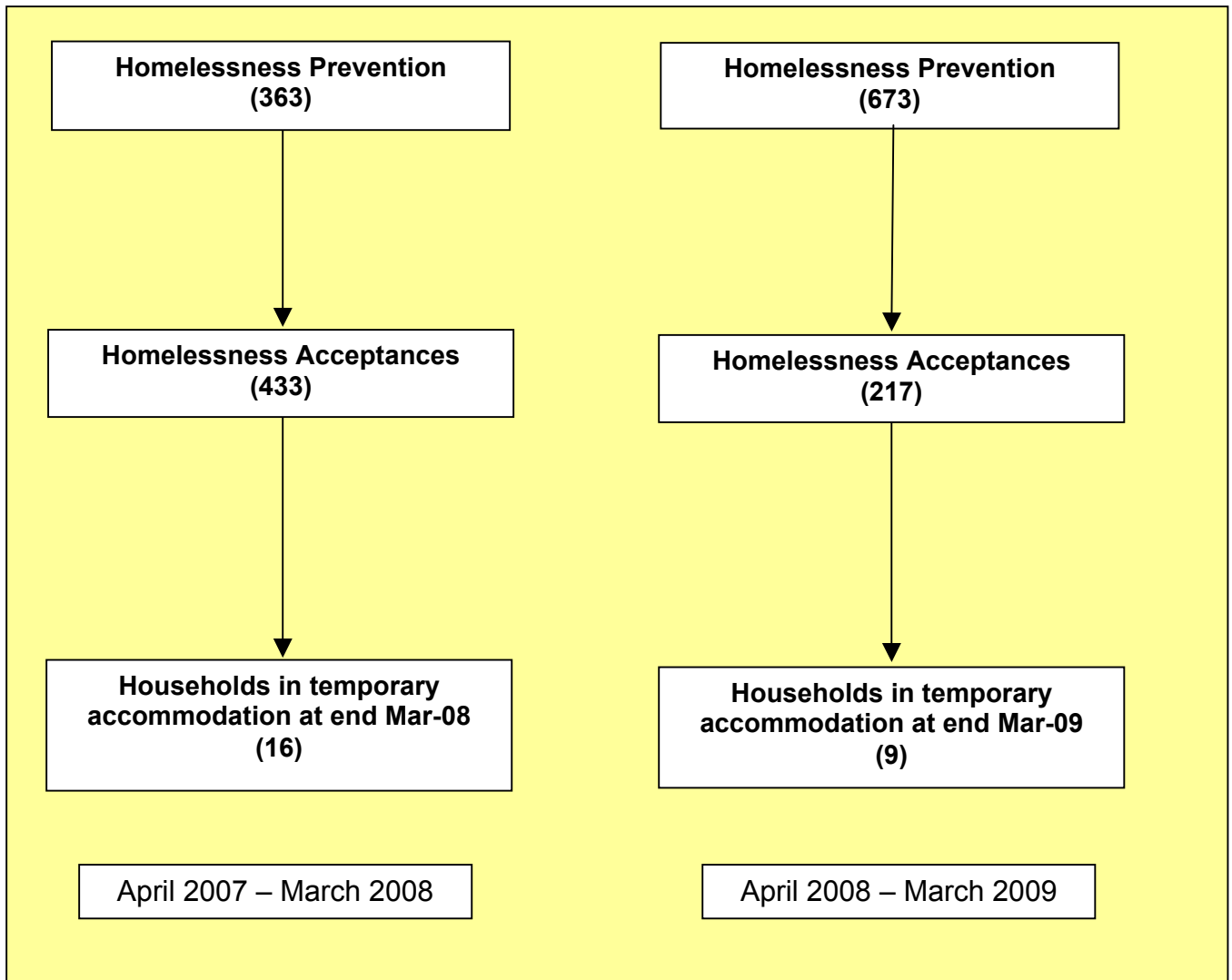
#### Housing Strategy

- 4.2 230 affordable new homes have been provided during 2008/2009. This has been achieved by supporting Registered Social Landlords (RSLs) in their bids for National Affordable Housing Programme funding and by liaising with the planning department to give all schemes the best opportunity for success.
- 4.3 Despite the economic downturns detrimental effect on the housing market 299 additional homes have been built during 2008/2009 this is an improvement on

the previous year when 186 additional homes were provided. 230 affordable homes were provided during 2008/2009.

- 4.4 The energy efficiency of a house is measured through a formal toolkit using the Standard Assessment Procedure (SAP), which was used to assess the energy efficiency of a sample of households in receipt of income-based benefits in 2008/09. This found that whilst 33.7% of these households had high energy efficiency ratings, 4.7% had lower rating. Reducing the proportion of the latter is a key objective associated with National Indicator 187, with 2008/09 representing the benchmarked year.
- 4.5 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.
- 4.6 Clearly, 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. If this statutory intervention is needed, however, then an objective is to ensure that an individual or family’s current circumstances are resolved without the need for a spell in temporary accommodation. Finally, individuals/families that do access temporary accommodation need to be supported to move to more permanent accommodation as soon as appropriate.
- 4.7 Figure 1 shows progress in achieving these objectives diagrammatically, and this shows that a number of objectives have been achieved. This means there was an increase in the number of preventative cases at an earlier stage, consequent reduction in people accessing support through statutory acceptance and a reduction in households in temporary accommodation. This was achieved through a much greater focus on prevention, including additional investment in schemes designed to help people maintain their current tenancies and help finding move-on accommodation.

**Figure 1 – Comparison of Homelessness Performance Objectives  
(Figures in brackets are number of cases)**



### **Section 5 Plans to achieve greater value for money in 2009/2010**

- 5.1 In October 2008, the council launched Sunderland's Plan for Adult Social Care 2009-2025 which sets out how the challenges of an ageing population and rising expectations will be met, enabling people to have more choice and control over the support they receive. One of the key aims is for every person to have the support to live independently in their own home or community, if that is what they want.
- 5.2 In the first three years this will focus on building on the successes of services such as Telecare, exploring new ways of delivering services and working with housing partners to provide affordable housing, to improve the choice, quality and design of property available for vulnerable people in Sunderland. This includes Extra Care accommodation, a form of sheltered housing with care and support tailored to individual needs, which provides independent living for



particularly vulnerable people. Four schemes are being developed across the city providing over 170 mixed tenure apartments – the first in Silksworth opened in March 2009.

- 5.3 During 2009/2010 the council has allocated £1.2m to support the Adult Social Care 2009-2025 plan.
- 5.4 The Council also implemented a Business Improvement Project aimed at reducing the risk of homelessness. This will build on the work, and additional investment, in these services (e.g. Private Sector Homelessness Project) to ensure improvements for customers through earlier and more joined up information, advice and support. By improving services for residents, the Project will also deliver a more efficient service as a result of its implementation.

## Culture

### Section 1 Finance (comparative spend and efficiency)

Service Area	2007/08	2008/09	Benchmarking Group	Latest Benchmark Position			
				Lower Quartile (less cost)	Lower Median Quartile	Upper Median Quartile	Upper Quartile (higher cost)
Culture and Heritage	£10.72	£14.15	Metropolitan authorities				
			Nearest Neighbours				

- 1.1 Cultural Services expenditure is in the upper median quartile when compared to Metropolitan authorities and our Nearest Neighbours. This reflects the high priority attached to these services and Sunderland's ongoing commitment to improving cultural opportunities for its citizens in order to address the strategic themes of Healthy City, Learning City and Attractive and Inclusive City.

### Section 2 Investment and Key Improvements made during 2008/2009

- 2.1 Decision taken to develop a new city centre based facility that will provide information and access to the city's cultural heritage. The centre will involve volunteers from relevant community groups and will maximise the use of technology and visual impact to showcase and explore the city's heritage, landmarks and visitor attractions. This will be the focal point of a series of interventions designed to enhance the cultural and visitor attractiveness of Sunderland city centre through investment in the City Library and related facilities.
- 2.2 The twin Anglo-Saxon monastery of Wearmouth-Jarrow is the UK's nomination for World Heritage Site status in 2010. The monastery is centred on St Peters Church in Wearmouth, Sunderland and St Pauls Church in Jarrow. Wearmouth-Jarrow was a major centre of European learning and culture in the 7<sup>th</sup> century and was home to the venerable Bede, whose influence remains today. Original and rare remains of 7<sup>th</sup> century architecture are also still standing. If it achieves World Heritage Site status, this incredible site and its inspirational story will receive the world-wide recognition, and protection for the future, that it richly deserves. Tourism makes up 10% of the regions economy and employs, directly and indirectly, 100,000 people. Evidence shows that a World Heritage Site has significant potential to increase visitors to, and spend in, an area. These increases translate directly and indirectly into jobs being safeguarded and created.

### Section 3 Customer Focus

- 3.1 Levels of satisfaction with cultural services from the Councils annual MORI survey are detailed below:

<b>Satisfied (%)</b>	<b>Dissatisfied (%)</b>
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	2007	2008	2007	2008
Theatres / cinemas	89	86	5	7
Tourist Information Centre	81	84	2	3
Events in the City	83	83	7	7
Beaches	86	85	8	10

- 3.2 Satisfaction with the Tourist Information Centre has improved from 81% to 84%, while satisfaction with events in the city remained the same. 68% of residents were satisfied with things to do in the evening in the city centre. While 59% of residents were satisfied with leisure and entertainment facilities in the city centre.
- 3.3 In addition the Place Survey tells us that satisfaction with museums and galleries is 57.1% which is higher than both the North East (41.6%) and England (41.5%) averages

## Section 4 Performance Information (outcomes delivered)

### 4.1 Risks

51.3% of residents have visited a museum or gallery at least once in the past 12 months. While 35.3% have attended an arts event or participated in an arts activity at least 3 times in the last 12 months.

There has been a decline in the number of visitors to museums and galleries in the last 12 months. There were 1,437 visits per 1,000 population during 2008/2009 compared to 1,650 visits per 1,000 population during 2007/2008. 1,249 visits per 1,000 population were in person during 2008/2009 compared to 1,297 during 2007/2008. 16,333 pupils visited museums and galleries in organised schools groups during 2008/2009 compared to 18,037 in 2007/2008.

- 4.2 Improvement activity – Significant work has been undertaken in 2009 to encourage and enable residents to engage with a wide range of arts activity. This includes education outreach work with the Northern Gallery for Contemporary Art; the appointment of a new Creative Director at Arts Centre Washington which has led to the development of an exciting professional programme of music, dance and theatre; creative activity for all the family at the Sunderland International Friendship Festival and the showcasing of new and existing musical talent at a range of events across the city.

## Section 5 Plans to achieve greater value for money in 2009/2010

- 5.1 Currently there is no cost to gain entry to the site at St Peter's at Wearmouth, which enables visitors to enjoy access to one of the great historical sites in the country free of charge.
- 5.2 Sunderland City Council is one of a number of partners working on the processes to apply to UNESCO for World Heritage Site Status.

At its height, in the 7<sup>th</sup> and 8<sup>th</sup> century, Wearmouth-Jarrow was the premier centre for learning and culture in Europe and was the home to the era's greatest scholar, the Venerable Bede.

Presently work is ongoing to enhance the visitor experience at the Site and to reflect its huge historical significance. Funding from ONE North East has been allocated to improve signage and interpretation at the Site and to link it more closely with the nearby National Glass Centre.

Most recently an outline of the monastic footprint has been constructed at the Site, showing how the monastery would have looked 1,300 years ago, with financial support from Northumbria Water. It is hoped that this will add further to the heritage tourism experience in Sunderland and encourage greater levels of visitors to the city.

### 5.3 Music City

In October 2008, Cabinet adopted a new Music Strategy for Sunderland that aims to develop Sunderland as a Music City. The strategy embraces all musical genres and has a particular focus on supporting new and emerging musicians. The development of musical talent in Sunderland will lead to greater recognition of the city by regional and national promoters which in turn will lead to live music events that promote the city and bring inward investment.

### 5.4 Public Art

A programme of public art is currently underway that ranges from small scale community led initiatives to large scale projects such as the Stadium Gas vents artwork and the C2C. The programme of work encourages partners – both internal and external, to incorporate an element of creativity within a scheme. This includes artists recruited to sit on Steering Groups such as Seafront Strategy; artists commissioned to design new reception area for an Adult Day centre and artwork for windows at two new pools in Hetton and Silksworth. The programme also aims to encourage residents and visitors to be more aware of their surroundings and to consider the 160 pieces of public art that already exist across Sunderland.

### 5.5 Seafront Regeneration Strategy

A Seafront Regeneration project group was established in Autumn 2007 to look at development and regeneration opportunities for the seafront over the next few years. Key objectives include improving the seafront's physical environment, increasing accessibility, identifying and promoting high quality development, improving the range and quality of facilities and attractions, and protection of the natural environment and historic character of Seaburn and Roker.

A series of options have been brought forward for wider discussion in a comprehensive consultation exercise, with a view to informing the preparation

of a master plan to guide the sustainable development of the seafront over the long term. Ultimately an adopted master plan will give greater control over developments at the seafront, will support applications for funding and help to bring private sector investment contributions where appropriate.

#### 5.6 Partner initiatives – Sunderland Museum and Winter Gardens, Monkwearmouth Station Museum and Empire Theatre

Sunderland City Council works in partnership with Tyne and Wear Archives and Museums to deliver a world class service that is innovative, imaginative, creative, inclusive and sustainable.

- In 2009/2010 a £47,500 cash releasing efficiency was built into the base budgets for Sunderland Museums
- An application to the Carbon Reduction Capital Innovation Fund has been made to renew old lighting with energy efficient lighting at Sunderland Museums and Winter Gardens reducing energy costs, carbon emissions, lamp replacement and labour costs.

#### 5.7 Empire Theatre

Live Nation are contracted by Sunderland City Council to deliver a first class theatre in the North East. Working under the title of “The West End of the North East” the theatre continues to deliver a variety of performances. The recent redevelopment of the theatre enables top shows including “We Will Rock You” and the “Sound of Music” to perform in the North East, attracting audiences from across the wider region and benefiting the economy within the city. The theatre also delivers a diverse education programme which encourages young people to have the opportunity to experience all elements of the theatre as well as taking the theatre to outside audiences through various projects and outreach work.

#### 5.8 Legible City

Legible City is currently being re-positioned to support partners undertaking capital projects (Sunderland University, Sunnyside, Nexus) in delivering the physical elements of information and wayfinding solutions based on Sunderland’s identity and core values of ‘life-enhancing’ ‘smart’ and ‘balanced’ in order to make Sunderland an attractive place where our residents and visitors want to be. Having high quality legible public areas in the city centre which re-enforce Sunderland’s identity and differentiate it from other cities is important in attracting investors, employers, employees, residents, shoppers, visitors and tourists to the city, and encouraging them to return.

#### 5.9 Events Inward Investment and Development

Within the Corporate Improvement Plan 2009/2010 to 2011/2012 provision has been made to support the strategic priorities of Sunderland City Council. One of these priorities for 2009/2010 is to support the Cultural Development of

Festival and Events and an amount of £250,000 has been allocated. The Director of Financial Resources has identified an additional amount of £192,000, which is to be spent in 2009/2010.

This has enabled the City Council to expand its core events programme and work with large scale events organisers such as Nova International. For 2009/2010 this has included the delivery of: -

- Great North Walk
- Great North 10K, Sunderland
- Live Music events
- Airshow 21<sup>st</sup> Birthday Celebrations
- Support to Stadium of Light concerts
- World Cup Bid work

Work is ongoing to ensure quality events are delivered and evaluated.

## **Sustainability**

### **Section 1 Finance (comparative spend and efficiency)**

- 1.1 There is no comparative cost information included for Sustainability, as it does not form part of the Audit Commissions cost profiles. There is satisfaction and performance information included below.

### **Section 2 Investment and Key Improvements made during 2008/2009**

- 2.1 Environmental sustainability is both a key priority, at both a city and national level, and as such forms and element of the new inspection framework of Comprehensive Area Assessment. The Climate Change Act 2008 was enacted during 2008 and will set legally binding targets for carbon dioxide emission reduction at a national level.
- 2.2 £1.14 million has been allocated from the Strategic Investment Plan for a range of sustainability projects and interventions. The range of projects will help the council implement both the city wide climate change action plan as well as the council's carbon plan and will further emphasise our commitment to meeting emission reduction targets over the next three years.
- 2.3 19 Sunderland schools joined a city wide sustainable schools project all aiming to improve the environmental performance of their school and increase environmental awareness of the pupils with the goal of becoming Green Flag Eco Schools.
- 2.4 Work continued to develop a Travel Plan for the council that will aim to reduce the number of people commuting to work by car by increasing the amount of employees travelling to and from work by public transport, cycling or walking and also encouraging car sharing. Staff travel discount schemes and organised walk to work days has increased the amount of employees leaving their cars at home. The Council continues to work with employers at key employment sites such as Doxford Park and the City Hospital to develop work based travel plans aimed at reducing dependency on cars and alleviating access issues.
- 2.5 The Sunderland Aquatic Centre received BREEAM excellent rating, making it the first building of its type to receive the highest BREEAM rating for its sustainable design, which included harvesting and treating rainwater falling on the roof to top up the swimming pools.

### **Section 3 Customer Focus**

- 3.1 Following a successful bid to the Department of Environment Food and Rural Affairs (Defra), Sunderland City Council received funding to develop a citywide climate change awareness campaign. The aim of the campaign was to change people's attitudes towards this issue and encourage them to reduce their energy consumption by raising awareness of climate change.

- 3.2 The campaign ran from May 2007 to February 2008 and included a billboard and bus shelter poster campaign and community displays that were rotated throughout community centres and venues across the city including the University. Posters and informative card packs were distributed to all schools, community and youth centres, libraries and council buildings.
- 3.3 In order to understand people's attitudes towards climate change before the campaign and then measure how this may have changed after the campaign, questions regarding climate change were included in both the Priority Issues Survey 2007 and Priority Issues Survey 2008.
- 3.4 The results from 2008 indicate that just under a third of respondents say they have heard of or seen the council's climate change campaign (31%), the majority of respondents believe that the world's climate is changing (86%), understand why the world's climate is changing (70%) and believe they can personally limit the effects of climate change (67%). Just over half of the respondents believe that climate change has become more of an issue for them in the last year (51%).

## **Section 4 Performance Information (outcomes delivered)**

### **4.1 Key Risks**

#### **NI 186 Per capital CO2 emissions in the LA area**

The per capital CO2 emissions in the Local Authority area (% reduction against the previous year) for 2008/2009 is 1.4% against a target of 2.9%. This current data relates to 2006 as DEFRA publish it with a 2 year lag. The next data will be published in November 2009 and will relate to 2007.

Improvement activity – A three pronged approach to reducing CO2 emissions in the Local Authority Area is being undertaken focussing on: improving the Council's energy efficiency through progressing projects such as introducing wood burning boilers, implementing the wind energy programme and upgrading the Council's Building Management System and lighting; encouraging local businesses to become Carbon Champions and having them sign up to action to reduce their carbon footprint; and encouraging the development and use of more sustainable forms of transport through travel plans development, Bus Network Redesign and continuing to improve the cycleway infrastructure.

### **4.2 Positive Performance**

In relation to planning to adapt to climate change, the authority is currently at Level 1 which means that we have made a public commitment to identify and manage climate related risk. There are five levels ranging from level 0 to level 4. There are plans in place to achieve level 2 by 2009/2010 with a view to ultimately achieving level 4 by 2011/2012.

## **Section 5 Plans to achieve greater value for money in 2009/2010**



- 5.1 As part of the Strategic Investment Plan a range of projects and interventions have been identified which will be further progressed during 2009/2010 to cut carbon emissions in both the council and the community. The programme includes:
- 5.2 Wood fuel Programme to install wood fuel boilers and develop a local wood fuel supply chain - during 2009/2010 a feasibility study will inform a business plan to enable an application to be submitted to DEFRA bioenergy grant scheme.
- 5.3 Wind energy programme to install 3 wind turbines on council land –During 2009/2010 a report will be presented to cabinet detailing the choice of sites available to take the project forward to enable an application to be made to BREs Community sustainable energy programme
- 5.4 Building Management System Replacement / upgrade – a tender process will be undertaken during 2009/2010 with project completion by March 2011.
- 5.5 Climate Change Project to secure commitments from local organisations in cutting their own carbon emissions – a high profile media campaign will publicise and encourage carbon commitments from local employers. The low carbon city campaign was launched in March 2009 and to date 15% of carbon emissions from Sunderland’s employers are registered with the campaign with 18 organisations having made carbon commitments. Further promotions during 2009/2010 include:
- A programme of street advertising
  - Campaign brochure
  - 2 newsletters
  - features in the Sunderland Echo
  - Celebration event planned for march 2010 which will mark the end of the year long campaign
- 5.6 Continuing work on the Local Development Framework – the city’s new spatial land-use plan for the next 15 years – 2009/2010 will see further consultation around the emerging Core Strategy. In due course this will be one of the key delivery mechanisms of the Sunderland Strategy. The Core Strategy will set out the overarching planning framework for the sustainable development of the city setting out in broad terms where new housing, employment and shops will be located.
- 5.7 Increase resources to deliver Sustainability Impact Appraisals to help council services develop projects, services and business plans in a way that maximises the mutual benefit to all of the city’s objectives and help the city develop in a sustainable manner.
- 5.8 The Council is working with Nexus on their Bus Network Redesign which is aimed at improving standards of accessibility to public transport across the City.

5.9 Work is ongoing with schools during 2009/2010 to develop travel plans that will reduce dependency upon car usage and encourage other more healthy modes of travelling to school. A target has been set to reduce the number of pupils using car \ van \ taxi to travel to school from 22.79% to 12.67% by 2011.

## Community Cohesion

### Section 1 Finance Information

- 1.1 There is no comparative cost information included for Community Cohesion, as it does not form part of the Audit Commissions cost profiles. There is satisfaction and performance information included below.

### Section 2 Investment and Key Improvements made during 2008/2009

- 2.1 The Council seeks to fully embed the principles of equality and inclusion into all elements of service delivery and employment practice. Not only removing barriers to equal access but also making sure that equality is pro-actively considered as part of all function planning and management. This approach is required to meet the requirements of legislation. The Council is also committed to achieving the 'Excellent' level of the 'Equality Framework for Local Government' which is the top level of a best practice framework to help Councils to make sure that equality is considered throughout all it's work. We are currently at 'the 'Achieving' level of the framework, which is the level below.
- 2.2 Almost 24,000 people have taken advantage of the 24 hour hotline which tackles noise, nuisance and mess in the North East. Rubbish and litter, noise, vandalism and street lighting have emerged as the four main reasons people in Sunderland and Newcastle have called their Neighbourhood Helpline. The Council launched the joint venture with Newcastle after the Government withdrew funding for the national 'non-emergency' 101 project. Since its launch we have dealt with over 9,000 reports of litter and illegally dumped rubbish, over 7,300 noise complaints, over 3,000 vandalism incidents and almost 2,000 street lighting issues. Other issues include intimidation or harassment underage drinking, stray dogs, environmental issues and rowdy behaviour.
- 2.3 The Digital Challenge Programme, worth £3.5 million, sets the vision for a digitally enabled Sunderland. Services are being delivered where, when and how they are needed and wanted; in the home, local community point, face to face or remotely using technology as the enabler. The council and the Sunderland Partnership have implemented a number of projects including:
- **Community Tech** – a free equipment loan scheme for voluntary and community sector organisations based in Sunderland. The scheme allows organisations to loan equipment on a short term basis for training purposes. It also provides free support for the equipment which is loaned.
  - **e-Mentoring** – the aim is to provide disadvantaged and disengaged children with the continuity and engagement to raise aspirations and awareness of opportunities.
  - **Health-e** – a project aimed at addressing the issue of childhood obesity will allow children, parents, guardians or carers to record simple data such as height, weight, gender and date of birth and return the child's BMI against reference curves.

### Section 3 Customer Focus

- 3.1 The Place Survey tells us that in relation to inclusive communities 64.6% of people feel they belong to their neighbourhood in Sunderland this is above the Tyne and Wear average of 60.7% and the England average of 59%. However, there has been a decline in the percentage of people who believe people from different backgrounds get on well together in their local area from 72.6% in 2006 to 67.2% in 2008.
- 3.2 39% of respondents perceived that people in the area do not treat one another with respect and consideration this compares to a 35.8% Tyne / Wear average and a 31% England average.
- 3.3 26.3% of residents agree that they can influence decisions in their local area compared to a North East average of 28% and England average of 28.9%. In Sunderland 24.3% of residents would like to be more involved in decision-making.

### Section 4 Performance Information (outcomes delivered)

- 4.1 In relation to Community Cohesion two national indicators are priorities identified in the LAA and associated improvement targets will be a key consideration in the Comprehensive Area Assessment (CAA) in terms of the extent to which the partnership is improving outcomes for local people. The two national indicators are sourced from the Place Survey which is undertaken nationally every two years. An overview of the current position and future targets can be found in the following table.

NIS Ref.	Indicator Title	2008/09 Outturn	2008/9 Target	2009/10 Target	2010/11 Target
1	% of people who believe people from different backgrounds get on well together	65.2% (baseline from 2008/09 Place Survey)	Not set first year of collection	Survey not undertaken until 2010/11	68.88%
4	% of people who feel that they can influence decisions in their locality	26.1% (baseline from 200 / 09 Place Survey)	Not set first year of collection	Survey not undertaken until 2010/11	29.07%

- 4.2 There are no key risks in relation to the Local Area Agreement at this stage. There are a number of areas of positive performance as follows:
- 4.3 The ARCH multi-agency racist incident reporting system continues to improve. ARCH has been operating in Sunderland since October 2007 and there are now 13 partner agencies that have joined the ARCH scheme. Over 120 people from these organisations have been trained on the web based IT systems allowing them to add incidents onto ARCH. Once an incident is reported to ARCH, victims of racist incidents can be offered the most appropriate support, and where possible, action can be taken against perpetrators. The ARCH system is confidential and victims and witnesses can also choose to remain anonymous. During 2008/2009 259 racist incidents were reported through the ARCH system, 100 of incidents were followed up and victims offered support where relevant.

## **Section 5 Next Steps**

- 5.1 Deliver the partnership Community Cohesion Strategy.
- 5.2 Work with partners to respond to the Audit Commission report on Community Cohesion in Sunderland that has been carried out recently and develop an action plan based on the recommendations of that report.
- 5.3 Integrate the Community Cohesion Action Plan developed by GONE into existing council and partnership action plans.
- 5.4 Work with partners to deliver the action plan for the Attractive and Inclusive Delivery Partnership.
- 5.5 Deliver the Prevent agenda as per the action plan agreed with GONE.
- 5.6 Roll-out the ARCH system to incorporate other forms of hate based incident reporting.