

Sustainable Communities Scrutiny Committee

Performance Report 2009/2010

Report of the Chief Executive, Deputy Chief Executive, Executive Director City Services, Executive Director Health, Housing and Adults Services

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 2009 to March 2010. This report includes key achievements during 2009/10, residents satisfaction with services and progress in relation to the LAA targets and other national indicators.

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.

2.2 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 will be reviewed when further national direction is available to ensure that it is fit for purpose

As part of the development of Scrutiny particularly in terms of strengthening performance management arrangements, Policy Review recommendations have been incorporated in to 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 next progress report will be provided in December 2010.

2.3 **Appendix 1** 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 Key Achievements

Homelessness is reducing - Housing advice has prevented 714 homeless cases during 2009/2010 an improvement on the previous year when 684 cases were prevented. 9 households were living in temporary accommodation at the end of 2009/2010 compared to 10 households the previous year.

The approach taken to ensure the sustainability objectives of the Sunderland Strategy are being met was further embedded during the year through more Sustainability Impact Assessments carried out on major projects and procurement contracts. This method of testing and improving the extent to which high level strategies and projects contribute to the sustainable development of Sunderland and identify how negative impacts can be mitigated.

Sunderland's Climate Change Action Plan was revised and now aims to reduce CO₂ by 29% by 2020, which aligns the city's carbon emission reduction target to the EU Covenant of Mayors initiative. Sunderland was the first UK city to submit its Sustainable Energy Action Plan (SEAP) to the EU Covenant of Mayors initiative.

Sunderland was ranked fifth best out of the UK's 20 largest cities for how well-prepared the city is for the future and how central sustainability issues are to the city's plans in the Forum for the Future's 2009 Sustainable City Index report. Sunderland's commitment to climate change received the top score out of all 20 cities.

Fuel poverty is reducing, only 4.14% of households claiming income based benefits are living in homes with a low energy efficiency rating.

20 schools across the city continued on their journey to become Eco Schools as part of a citywide sustainable schools project, with the first school, Barmston Village Primary School achieving Green Flag status.

A revamp of Sunderland's historic seafront is underway. The City Council has undertaken a major consultation exercise earlier this year where 2,500 people backed heritage led regeneration at Roker seafront. The first phase of improvements at Marine Walk, Roker will include creating an illuminated area for events to be held, cliff-side lighting, an outdoor classroom area and a trail inspired by the areas heritage and culture. The entrance to Roker Park from Marine Walk will also be improved with feature lighting.

3.2 Customer Focus

The Place Survey 2009 asked residents to state if they had used museums / galleries or theatres / concert halls within the last year. 54% of respondents stated they had used museums / galleries within the last year, with 54% also stating they had used theatres / concert halls. Satisfaction amongst service

users with all facilities is high with 71% satisfied with museums / galleries and 72% satisfied with theatres / concert halls.

As a measure of community cohesion all residents were asked to what extent they agree or disagree that their local area is a place where people from different backgrounds get on well together. 65% of respondents agree that their local area is a place where people from different backgrounds get on well together. This compares to 67% recorded in 2008. The remaining 35% gave the opposing view.



When considering respect and consideration in their local area, 40% of respondents perceive people not treating one another with respect and consideration to be a problem in their area. This includes 12% who feel this is a very big problem. Three fifths (60%) of respondents feel that this is not a problem. There has been very little movement over time on this issue when comparing these results with the 2008 survey (39%).

3.3 Performance

A full overview of performance can be found in appendix 1 the following section contains an overview of progress in relation to LAA targets and also those performance indicators that are declining and / or haven't achieved the target set for 2009/10.

3.3.1 Housing

In relation to housing there are two national indicators that are a priority identified in the LAA. An overview of available performance can be found in the following table

NI	Performance Indicator	Performance 2008/09	Performance 2009/10	Trend	Target 2009/10	Target achieved
NI 154	Net additional homes provided	299	384		90	✓
NI 159	Supply of land ready to develop housing sites	145	120.16		100	✓

Despite the economic downturn and the detrimental effect on the housing market 384 additional homes were provided during 2009/2010, this is an improvement on the previous year when 299 additional homes were provided. 191 affordable homes were provided during 2009/2010 compared with 230 the previous year.

Performance against NI 159 Supply of ready to develop housing sites has exceeded the target of 100%. The supply of ready to develop housing sites has reduced when compared to the previous year as a consequence of the economic climate and targets for 2009/10 were set to anticipate this.

The energy efficiency of a house is measured through a formal toolkit using the Standard Assessment Procedure (SAP), used to assess the energy

efficiency of a sample of households in receipt of income-based benefits in 2009/10, following a similar survey the previous year. This found that whilst 38.8% of these households had high energy efficiency ratings (compared to 33.7% in 2008/09), with 4.1% (4.7% in 2008/09) had the lowest energy rating. Reducing the proportion of the latter is a key objective associated with National Indicator 187, as a result of the city's investment in domestic energy efficiency over a number of years; for example, 4.1% is half the national average for 2008/09.

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 June 2009 and June 2010.

The number of housing prevention cases (715) exceeded its target of 695 cases for 2009/10, which provides evidence that the Council implemented a more pro-active preventative strategy. However, the Council is currently exploring the reasons for the subsequent decline in the number of preventative cases in 2010/11.

The number of homeless households living in temporary accommodation remained stable at 9 households, when compared to 2008/09 performance with 2009/10 (NI 156). The challenging target of 5 households was therefore not achieved for March 2010, and there was also an increase in the number of B&B weeks used for families in 2009/10. However, the Housing Service continues to work with its housing partners to ensure the use of such accommodation is minimised before individual households' circumstances reach crisis and has reduced the use of B&B accommodation in 2010/11. Furthermore, performance against NI156 remains in the best-performing 25% when compared to other metropolitan councils.

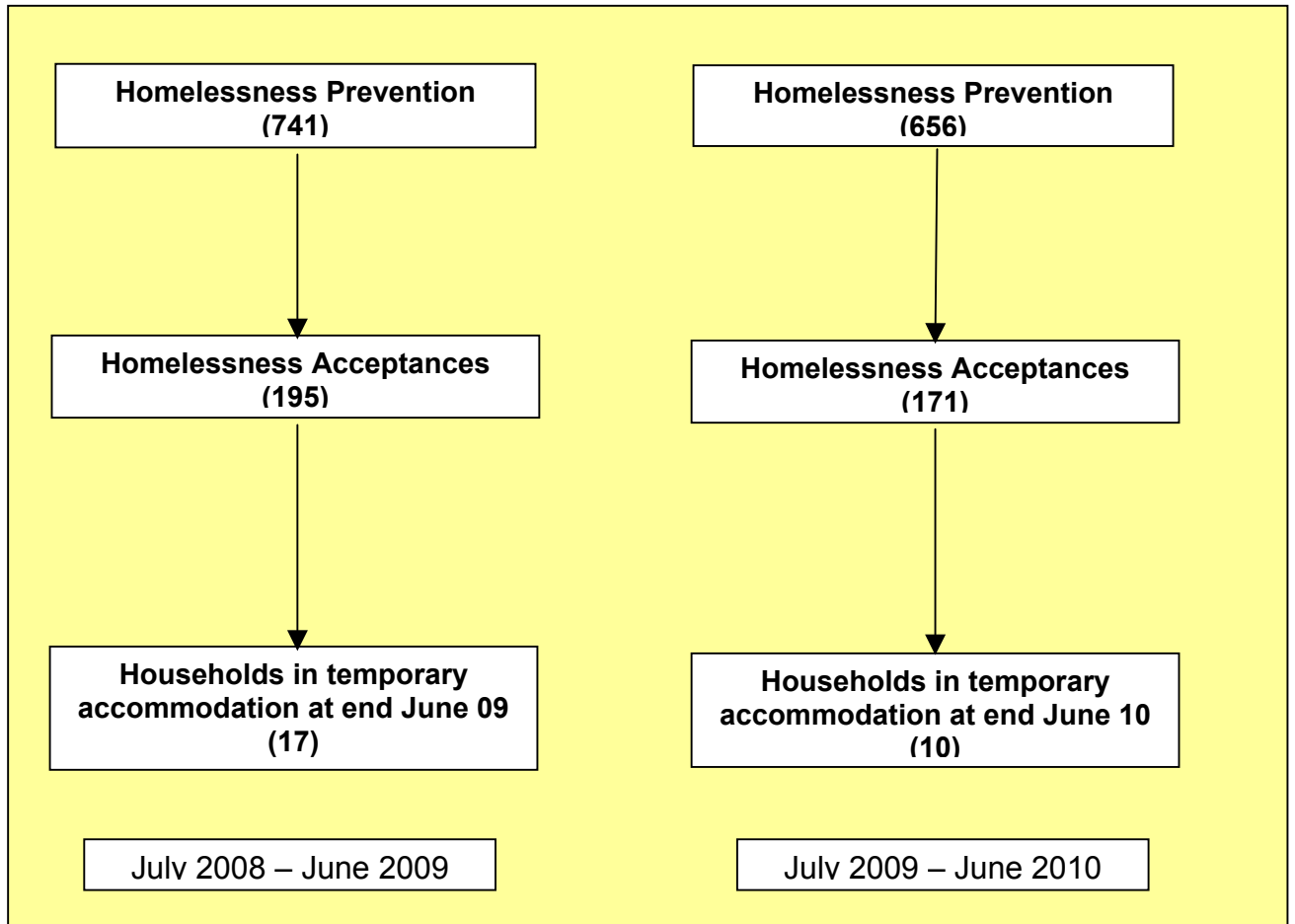


Figure 1 – Comparison of Homelessness Performance Objectives (Figures in brackets are number of cases)

The number of private sector dwellings that that have been either demolished or returned to use by the Council decreased from 387 to 332 between 2008/09 and 2009/10. The 2009/10 target was therefore unfortunately not achieved as a consequence of capacity issues in the Housing Service which has now been resolved. As a result, the number of such dwellings demolished/returned to use increased to 115 for the period April – June 2010, on course to meet the 2010/11 target.

3.3.2 Culture

The percentage of residents that have engaged in the arts at least three times in the past 12 months (NI 11) has slightly improved from 35.30% in 2008/09 to 35.60% in 2009/10. However the target of 45% has not been achieved. All future activity will seek to increase participation in arts activity by residents over 16.

The percentage of residents who say they have attended a museum or art gallery in the local area at least once in the previous year (NI 10) has slightly declined from 51.30% in 2008/09 to 50.60% in 2009/10. The target of 54.70% has not been achieved. Confidence level is +/- 4.4% so interim figure

represents no change from 2008 baseline. To set the result in context, the Tyne & Wear average was 51.6% and the North East average 50.3%. DCMS has assessed this result as 'no change' over the Mar/April 2009 result. It is worthy to note that the survey does not assess the success of individual museums, nor whether the participants visited a museum in their local area, it simply records the activity of a small sample (in this case, less than 0.18% of the Sunderland population). The data is further compromised by the way in which it is collected - as part of the Active People Survey which primarily concentrates on how much sporting activity the survey participants undertake.

3.3.3 Sustainability

The percentage CO₂ reduction from LA operations against a set baseline (2008/09 emissions) (NI 185) has improved from -4.00% to -0.18% however the target of 2.8% has not been achieved. Through the Carbon Plan, the council is aiming to reduce its carbon emissions by 10% by 2012, based on 2006/07 baseline year. After the first 3 years, the council's carbon emissions have shown an increase of 3%.

- Carbon emissions from business mileage have decreased by 16%
- Carbon emissions from our gas consumption within our property has decreased by 3%
- Emissions from our fleet has increased by 4%, which could be attributed to the council bringing their kerbside collection in house and the previous fuel consumption for kerbside collection fleet being estimated at the time of baseline setting
- Streetlighting has seen a minor <1% increase in emissions, but the number of columns grew between the baseline year and 2008/09. With the installation of more efficient LED lights, the emissions decreased by 2% during 2009/10 from the previous year.

The main increase has come from the electricity consumption in our buildings, which has led to an increase in carbon emissions of 11% since 2006/07. However, since the baseline year, major new buildings have been built, buildings have joined the energy contract and changes in the use of buildings have led to this increase.

It is also worth noting that approximately 16% of the target reduction was due to come from Property Rationalisation, to date the council has not rationalised it's property portfolio to the extent that was thought during the target setting, but through SWOW, it is anticipated that this will be prioritised in the next 2 years of the Carbon Plan.

To further help reduce our building energy consumption, Automatic Meter Reading is being installed to better monitor energy consumption. The Energy Conservation Team are currently developing energy reduction targets for individual buildings and developing a Carbon Policy that will help influence the building specific reduction targets.

3.3.4 Community Cohesion

In relation to community cohesion there are two national indicators that are a priority identified in the LAA. An overview of available performance can be found in the following table

NI	Performance Indicator	Performance 2008/09	Performance 2009/10	Trend	Target 2009/10	Target achieved
NI 1	% of people who believe people from different backgrounds get on well together	67.20%	64.50%	▼	70.88%	✗
NI 4	% of people who feel they can influence decisions in their locality	26.30%	27.40%	▲	29.27%	✗

We continue to implement the Community Cohesion Strategy, developing cohesion groups in all areas of the city and can report positive feedback from police and other partners around community tensions.

We work with partners to develop activities according to the cohesion issues identified by those who live and work in the area – we have established detached youth work in the East which has successfully addressed problems being experienced when pupils were leaving school at the end of the day.

We have worked with community groups and partners to make services more accessible to all in the North, particularly when it was noted that many felt resources were put into those who didn't work, we ensured that new activities were made available at different times.

In the Coalfields we have been working with young people to address problems of green spaces remaining underused because of perceptions that they are unsafe or magnets for anti-social behaviour.

We are working closely with elected member Inclusive Communities Champions to ensure that cohesion issues are picked up and fed into the council in the most appropriate way.

Nevertheless the indicators reported here is sensitive to national trends and current vulnerabilities experienced across the country.

4.0 Recommendation

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.