

Management Scrutiny Committee

14th April 2011

Performance Report Quarter 3 (April – December 2010)

Report of the Chief Executive

1.0 Purpose of the report

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

- Progress in relation to the LAA targets and other national indicators
- Results of the annual budget consultation

2.0 Background

- 2.1 Performance against the national indicators, particularly those identified as priorities identified in the LAA and associated improvement targets have been reported to Scrutiny Committee throughout 2010/11 as part of the quarterly performance monitoring arrangements. The LAA priorities have been a key consideration in terms of the extent to which the partnership is improving outcomes for local people. In October 2010 the Government announced that it was putting Local Authorities fully in control of Local Area Agreements, enabling Authorities and their partners to amend or drop any of the current LAA targets without needing ministerial agreement. Where it is chosen to keep the targets, Government will have no role in monitoring them. Local Authorities will not be required to prepare an LAA from April 2011, once the current regime expires. The Government also announced the replacement of the National Indicator set with a single, comprehensive list of all data that local government will be required to provide.
- 2.2 As a consequence the performance framework is being reviewed to reflect the requirements of the new governments self regulation and improvement agenda as part of the strategic planning process for 2011/12. The new framework will form the basis of performance reports to members from July 2011. This is the last performance report that will focus on the LAA and national indicators. **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 in terms of corporate services.
- 2.3 The annual budget consultation took place during October/November 2009. The consultation took the form of a survey followed by participatory workshops which were held across Sunderland with Community Spirit panel members and representatives from the voluntary and community sector. The findings helped to inform the Council Revenue Budget for 2011/2012 which was approved on 2 March 2011 at a meeting of the full Council. A summary of how resources will be directed to the top priorities identified can be found in **section 3.1**.

3.0 Findings

3.1 Consultation

The annual budget consultation took place during October / November 2010. It included a survey and workshops, both of which focused on nine areas of priority. These were identified by listening to the views of local people and taking into account other priorities, such as those identified by government or through inspections of council services.

Below is a summary of the findings from the survey and workshops and how the council is responding to priority areas.

For each of the nine areas of priority, the questionnaire asked whether:

- The priority has got better, worse or stayed the same in the last 12 months
- It should be a priority for 2011/12
- There is anything else we can do to address the priority area.

834 Community Spirit panel members took part which represents a response rate of 59%. An additional 32 residents completed the survey online bringing the total to 866.

3.1.1 Community Safety

Of those who expressed an opinion, the majority of respondents (66%) believe that community safety has stayed the same over the last 12 months. A further 19% think it has got better and 15% believe it is worse.

Virtually all respondents (94%) agree that community safety should be a priority for the year ahead and only 1% disagree.

Respondents were asked what, if anything else, can be done to make Sunderland's communities even safer and 517 gave responses. The most popular response is in relation to a greater police presence/more police on the beat (in general and in relation to specific areas) (220 respondents). A number of respondents (72) also gave comments about the need for action around the licensing and sale of alcohol. The related issue of underage drinking is also commonly mentioned (27 respondents) and related to this the need for more activities/facilities for young people (19 comments). Greater enforcement and punishment is also identified (50 respondents). There are however some positive comments around keeping up the good work (26 respondents).

Similar themes emerged at the workshops including the importance of police presence and the need for more action around the licensing and sale of alcohol and issues around young people drinking.

Below is a summary of how we are addressing the priority areas and in particular the issues raised in the survey and workshops.

The council works with a number of partner organisations to tackle crime and the causes of crime and this has resulted in significant improvements in recent years. Sunderland's crime rate remains below the national average and has continued to fall. There were reductions in all of the main recorded crime types in the last year, including:

- the number of victims of recorded crime which has reduced by 2,689 victims (11.5%) in 2009/10
- the number of young people re-offending which has reduced by 26.7% in 2009/10
- recorded anti-social behaviour (ASB) with almost 6,064 fewer ASB incidents and 1,756 fewer youth related ASB incidents.

Below are details of how the council and its partners are addressing some of specific issues raised:

In terms of police presence, there are now 84 dedicated neighbourhood police officers based within Sunderland. That is more than there has ever been. Their aim is to respond to community concerns and reduce crime and disorder. The Chief Constable has made a commitment to maintain front line policing. Northumbria Police is working hard, through activities like planned patrol to ensure these officers are visible at the right times and in the right places to reassure of communities. To contact your Neighbourhood Policing Team telephone: 03456 043 043.

There is a range of activity underway and planned to help tackle issues around licensing, the sale of alcohol and underage drinking:

- Working with Her Majesty's Customs and Excise to target off licensed premises that are involved in the distribution of illicit alcohol which is often sold at very low prices.
- Working with Balance, the North East Region's alcohol office, to:
 - support the introduction of a minimum unit price for alcohol
 - raise awareness of the risks of excessive alcohol use, to both an individual and the community through joint campaigns
 - support parents in saying no to buying alcohol for their children.
- The continuation of Operation Barracuda to reduce irresponsible alcohol sales and to enforce licensing objectives. This involves visits to licensed premises predominantly within the city centre, Coalfields and Washington areas. The aim is to stamp down on crime and disorder and to identify where under 18s are consuming alcohol. Past activity has resulted in prosecutions and one premise was closed down.
- The Council's Community and Safer City Scrutiny Committee has been reviewing Alcohol, Violence and the Night Time Economy with a specific focus on the city centre. The review has considered a variety of evidence and also included three night time visits to the city centre. A report of the findings and recommendations to address the issues raised will go to the Scrutiny Committee in April.
- The XL youth village and mobile youth bus frequently host alcohol free cocktail bars, encouraging children and young people not to drink alcohol. They also promote alcohol awareness with children and their families.

- The 'Your Health' website (www.yourhealthsunderland.com) has recently been launched which provides information to young people and their parents on alcohol use, including not drinking and where to seek further information and support if a young person does drink alcohol
- The Police Reform and Social Responsibility Bill is currently working its way through Parliament; this includes a review of the Licensing Act (2003) and will give local areas more powers to challenge licensing applications or reviews. If agreed this Bill will allow areas to introduce an Early Morning Restriction Order which will enable them to reduce licensing hours in pubs, clubs and bars. There is also an opportunity to introduce a late night levy against licensed premises to meet the costs of policing the area and other related tasks, including removing broken glass, paying for Street Pastors, Taxi Marshall Services, etc. Once this Bill has been passed we will look to implement it in Sunderland.

In terms of anti-social behaviour, a new approach has been agreed to delivering services which will mean that they are tailored to the needs of local communities and focus on prevention and early intervention.

3.1.2 Refuse and recycling collection

Views towards the refuse and recycling collection are positive with 67% of respondents who expressed an opinion believing it has got better over the last year. A further 30% believe it has stayed the same and only 2% think it is worse. Respondents from East Sunderland are less likely to think it has got better (58%) and more likely to think it has stayed the same (39%).

Better	67%
Stayed the same	30%
Worse	2%

The majority of respondents (84%) agree that refuse collection should be a priority for the year ahead and only 2% disagree.

Respondents were asked what, if anything else, can be done to improve refuse collection and 485 gave responses. The most popular responses are positive comments about the service in general (102 respondents). A further 38 responses relate to satisfaction with the blue bin/recycling collection. There are however 61 comments about the need to increase/extend recycling.

Seventy responses are about changing the frequency of collections – this includes moving to fortnightly collections (30 respondents), maintaining or increasing existing collections (13 respondents) making blue bin collections weekly and green bins fortnightly (11 respondents) and having weekly blue bin collections (8 respondents).

The findings correspond with the workshop feedback. A number of groups were positive about refuse collection and the new blue bins for recycling and on the whole groups were positive about fortnightly bin collections, although there were some concerns about families being able to cope and possible fly-tipping. Other popular survey responses relate to:

- The need to clean up after bin collections - 34 respondents
- Preferences for different numbers or sizes of bins - 24 respondents

More encouragement to recycle for example through publicity, education, rewards etc - 22 respondents

Below is a summary of how we are addressing the priority areas and in particular the issues raised in the survey and workshops.

Refuse collection is the highest rated service the council provides in terms of customer satisfaction. The recycling and refuse collection management structure has been redesigned, resulting in a less costly structure. A new computer system is being used to organise collection routes better and to improve assisted collections, general efficiency and safety.

The roll out of blue bin recycling service started in the spring of 2010 and was completed before Christmas. The new service has proved extremely popular, with participation being much higher than with the previous black box. Public satisfaction with recycling services is rising as a result. We expect to collect around 5,000 tonnes more of material in 2010/11 compared to the previous year, an increase of 50%. It is expected that this will rise further in 2011/12 as the service will be in operation across the city for a full year.

In 2011/12 we plan to improve the recycling services for flats by providing containers for the same range of materials as the blue bin including cardboard

3.1.3 Roads and footways

Over half (53%) of respondents who expressed an opinion think that the condition of roads and footways has got worse over the last 12 months, this compares to 39% last year. A further 38% think they have stayed the same and 10% think they have got better. Respondents aged 18-44 are more positive than other age groups about roads and footpaths with 15% thinking they are better and 42% worse.

Better	10%
Stayed the same	38%
Worse	53%

The majority of respondents (83%) think that road and footpath maintenance should be a priority for the year ahead and only 3% disagree. Respondents aged 65-74 are more likely to agree (90%) than other age groups whereas those aged 18-44 are less likely to agree (72%) and more likely to respond 'neither'. Females are also slightly more like to agree than males (86% compared to 80%).

Five hundred and twenty-three respondents gave comments in relation to what else can be done to improve roads and footways. The most popular responses relate to the need for more or better repairs/maintenance - in general (57 respondents), of footpaths (79 respondents), of roads (59 respondents) and in relation to potholes (79 respondents). There are also a number of comments around the bad weather effects on roads and footpaths (63 respondents). Other popular comments relate to:

Preventing parking on pavements - 33 respondents
 Improving reporting/response mechanisms, including for example an email or telephone hotline - 31 respondents
 Problems caused by utility companies - 30 respondents
 The need for a better inspection programme - 27 respondents

Correspondingly, the condition of roads and footpaths was discussed by some groups at the workshops in terms of potholes in roads and trip hazards caused by uneven footpaths. Causes mentioned include the bad winter, parking and poor reinstatement by utility companies.

Significant investment has been made in recent years on roads and footpaths and conditions are good compared to other councils (as measured by central government). Severe winter conditions however continue to impact on the road conditions and in particular potholes and the consultation has confirmed residents concerns. The focus will therefore be on highways maintenance of these local problems rather than large scale resurfacing schemes.

3.1.4 Clean streets

Of those who expressed an opinion, the majority of respondents (65%) believe that the state of streets has stayed the same over the last 12 months. The remainder believe they have got cleaner (19%) and dirtier (16%). Those with a disability are more likely to think streets have got dirtier (23%) and less likely to think they have stayed the same (58%).

Cleaner	19%
Stayed the same	65%
Dirtier	16%

The majority of respondents (80%) agree that clean streets should be a priority for the year ahead and only 6% disagree. Those respondents aged 18-44 are less likely to agree than other age groups (65%) and more likely to respond 'neither' whereas those aged 55+ are more likely to agree (87%).

Respondents were asked what, if anything else, can be done to make Sunderland's streets cleaner and 628 gave responses. The most popular response is in relation to fines and enforcement activity (183 respondents). This is for issues such as dog fouling, littering and fly-tipping. A number of respondents feel that local people should take responsibility for their own environment (49 respondents) and 48 respondents believe that retailers such as takeaways should take more responsibility. Issues around enforcement, education and accountability of retailers were also raised at the workshops.

There are also a number of responses in relation to bins - the need for more litter bins (113 respondents) and dog waste bins (23 respondents) and to empty bins more regularly (24 respondents). Other popular comments include the need for more education (particularly of young people) and campaigns / publicity around the issues (82 respondents), the need for more street cleaning (60 respondents) and related to this the possibility of using the unemployed and offenders to clean up (25 respondents).

The council has introduced a new way of working to provide services such as street cleansing, grass cutting and environmental enforcement called 'Responsive Local Services'. This means that local teams will work with councillors, partners (such as Gento and Northumbria Police) and residents to identify and tackle local issues and priorities in each of the five areas of Sunderland.

The council has fifteen environmental enforcement officers working in Responsive Local Services proactively tackling issues like dog fouling, litter dropping and fly tipping. The council's approach to environmental enforcement is to educate and encourage but take formal action where it is appropriate.

We plan to carry out an environmental education campaign in 2011/12 raising awareness of environmental problems and the responsibilities that everyone has in keeping the city clean and green. This will highlight the responsibilities of individuals and businesses. We will also continue to issue fixed penalty notices for environmental offences including littering and dog fouling and pursue prosecutions when necessary. Since April 2010 we have issued 324 fixed penalty notices and made 116 successful court applications.

We will also explore the potential of working with partners such as the Youth Offending and Probation services to see how offenders might be able to support Responsive Local Services.

We will be reviewing arrangements for grass cutting, focusing activity on those areas which are most used, and improving the bio-diversity (number and variety of plants and animals) of some areas by cutting less frequently.

3.1.5 Facilities for young people

Forty-five percent of respondents who expressed an opinion think that facilities for young people have got better over the last 12 months with a similar proportion believing they have stayed the same (42%) and only 13% thinking they are worse. Respondents with a disability are less inclined to think they have got better (31%) and more inclined to believe they are worse (21%). Residents from the North are also less likely to think they have got better (34%). Whereas respondents aged 18-34 are more positive with 61% believing facilities have got better.

Better	45%
Stayed the same	42%
Worse	13%

The majority of respondents (78%) agree that facilities for young people should be a priority for the year ahead and only 5% disagree.

Respondents were asked what, if anything else, can be done to improve facilities for young people and 417 gave responses. The greatest number of responses relate to the need for more activities /facilities in general (75 respondents) with a further 32 responses specifically relating to youth clubs and 29 comments about more sports facilities. Other popular responses relate to:

- The need for more / better promotion of activities / facilities - 39 respondents
- Young people hanging around and anti-social behaviour - 25 respondents
- Positive comments around keeping up the good work - 23 respondents

All of these aspects were discussed at the workshops. The importance of training was also raised at the workshops and 12 survey responses relate to the need for job and training opportunities.

Facilities for young people is an important priority not only in terms of providing young people with things to do but in terms of community safety and community integration. We are improving the ways in which we deliver services to young people in areas where there is little or no provision through the mobile youth buses and XL village events. The council has invested £450,000 since 2009 in order to purchase and deliver 180 XL Youth Village events and 225 mobile bus sessions across the city each year. These have led to significant reductions in anti-social behaviour (a reduction of 34% was reported during the first year) and there is a significant reduction in police call outs at times when Village events and mobiles are in operation. The events have also attracted national positive interest and have been very well received by young people. Youth Village events and mobile bus sessions will continue to be delivered in 2011/12.

We have also employed the voluntary and community sector to deliver a minimum of 3 youth sessions in every ward across the city. This presents good value for money since they can attract funding from other sources and we are able to make the best use of existing resources such as buildings and staff without duplication. A full programme of positive activities is available at www.letsqosunderland.com Targeted at young people and their families, the website includes a wide range of information about what's on and where from youth clubs, events, sports facilities and so much more.

3.1.6 Affordable decent housing

Respondents' views are more divided over affordable decent housing – 49% of those who expressed an opinion believe it has stayed the same over the last 12 months but 27% believe it has got better and 24% think it is worse. Those with a disability are less likely to think it has got better (19%) and more likely to think it is worse (35%). Those age 65-74 are also less likely to think it has got better (19%) and more likely to think it has stayed the same (59%).

Better	27%
Stayed the same	49%
Worse	24%

The majority of respondents (77%) agree that affordable decent housing should be a priority for the year ahead and 5% disagree. Those with a disability are more likely to think affordable decent housing is a priority (85%) whereas respondents aged 18-44 are less likely to think so compared to other age groups (66%).

Respondents were asked what, if anything else can be done to improve the provision of affordable decent housing and 401 gave responses. The most popular response relates to the need for more houses to be built (76 respondents). This is followed by the need for more affordable housing (44 respondents) and related to this, affordable rents (19 respondents). These comments reflect discussions at the workshops.

A number of respondents point to the need to refurbish/modernise existing properties such as run down, boarded up and empty housing (37 respondents). Related to this, respondents express dissatisfaction with demolished housing (30 respondents), an issue also discussed at the workshops. Twenty-two respondents raise issues around private landlords including substandard accommodation and high rents.

The council has developed a Housing Priorities plan in partnership with the Homes and Communities Agency (HCA) which was agreed by Cabinet in November 2010. The plan outlines how we are going to provide much needed new homes, support the refurbishment of existing houses and promote sustainable living across the city. More information about the plan can be found at <http://www.sunderland.gov.uk/index.aspx?articleid=1926>

Some of the key actions to achieve this and also address issues raised in the survey and workshops include:

- The development of 388 affordable homes on appropriate sites across the city.
- The continued development and implementation of council mortgages to allow individuals who cannot otherwise secure a commercial mortgage to progress onto the property ladder. This will continue to be developed in 2011/2012.
- Continued work with Housing Associations to discuss and agree with them their priorities for investment in Sunderland; linked with the Affordable Homes Programme 2011-2015.
- Working in partnership with Gentoo and Centrepoint, the development of an immediate access supported housing project in Monkwearmouth for 18 vulnerable young people.
- During 2011 the Housing Service will develop a new way of working so that housing services (including how the council and its partners will tackle anti-social behaviour) can be tailored to local needs.
- Continued development, support and implementation of shared equity schemes by residents buying a percentage of the full market value of a property, usually 50% or 75% with the aim being to make desirable homes more affordable.
- Working with private sector developers to utilise sites which they own but have not yet developed.
- Investing in the current housing stock – especially for vulnerable people through the implementation of the Financial Assistance Policy. This includes providing home improvement loans to residents so that they are able to repair, adapt or modify their home to suit their needs.
- Continuing to bring properties which have been empty for more than 6 months back into use. In 2010/11, 350 properties will have been brought back into use

3.1.7 Enabling people with a disability, illness or health condition to live independently through access to services and facilities

Fifty-nine percent of respondents who expressed an opinion think that services and facilities to support people to live independently have stayed the same over the last 12 months. Thirty-one percent believe they have got better and only 10% think they are worse. Respondents from Washington are less inclined to think services have got better (18%) and more likely to think they have stayed the same (73%).

Better	31%
Stayed the same	59%
Worse	10%

The majority of respondents (76%) agree that services and facilities to support people to live independently should be a priority for the year ahead and only 3% disagree. Respondents with a disability are more inclined to agree (88%) as are

those aged 55-74 (84%) compared to other age groups. Whereas 18-34 year olds and 45-54 year olds are less likely to agree (59% and 65% respectively) and more likely to respond 'neither' or 'don't know'.

Three-hundred respondents gave comments in relation to what else can be done to improve these services. The most popular response relates to the need for more carers/support workers (35 respondents); indeed coping with increased demand was raised at the workshops. There are also a number of positive comments about the service (28 respondents), some of which draw on direct experiences. The need for more information / promotion of services available is a popular theme in the survey (25 respondents) and an issue raised at the workshops.

The importance of helping people to live independently in their own homes is also relatively popular (18 respondents) and again was something participants felt to be important at the workshops.

In October 2008, the council launched Sunderland's 15 Year Plan for Adult Social Care. One of main aims is for every person to have the support to live independently in their own home or community, if that is what they want.

Progress to date includes:

- An additional Extra Care scheme comprising of 48 apartments has opened at Bramble Hollow, Hetton during 2010/11. Extra care schemes help people to live in their own homes independently with access to tailored care and support and a range of services on site such as space for social events, restaurant facilities etc. These purpose built schemes are developed in partnership with housing providers. A further scheme (Cherrytree Gardens) is due to open later in 2011 bringing the total number of schemes across Sunderland up to four. More information on all our schemes can be found at www.sunderland.gov.uk/extracare
- More and more people are taking advantage of Direct Payments and personal budgets to increase the flexibility of the care they receive and design their own support plans.
- We are investing in additional services for Reablement at Home. These services support people to regain skills and improve their health in order to reduce their long term dependence on social care services
- Later in the Spring of 2011 we will be launching a publicity campaign to raise awareness about Personalisation of services and Reablement. The campaign will be in everyday language with real life examples of local people being in control of the services they need.

A review of how services are currently provided has enabled significant savings to be identified which will be used to invest in the following services which help to prevent more costly forms of support and admissions to residential and nursing care and/or promote independence:

- **Home care services** - Preventative services such as home care to support more people to live at home for longer should they choose to.
- **Extra care housing** – Facilities such as Cherrytree Gardens.
- **New accommodation solutions for clients with learning disabilities** - The provision of community living schemes and care support teams within these

facilities which assists in meeting increasing demand for these services as people with significant disabilities are living longer.

- **New accommodation solutions for clients with mental health needs** - The provision of residential and nursing care facilities and other accommodation solutions to help meet an increasing demand for the service.
- **Home Improvement Agency services** - This includes Disabled Facility Grants to assist home owners to achieve Decent Homes Standards, providing minor alterations and the Handyperson service.

3.1.8 Community Integration (getting along with each other)

The majority of respondents who expressed an opinion (72%) think that community integration has stayed the same over the last 12 months. A further 16% believe it has got better and 13% think it has got worse.

Better	16%
Stayed the same	72%
Worse	13%

Fifty-nine percent of respondents agree that community integration should be a priority for the year ahead while 12% disagree. Respondents aged 18-34 years are less likely to agree with this priority (44%) and more likely to disagree (21%) and those with a disability are more inclined to agree (72%).

Respondents were asked what, if anything else can be done to improve community integration and 411 gave responses. The most popular response relates to the need for more information and publicity about initiatives/services (52 respondents). As with 'community safety' and 'young people', more activities/facilities for young people is also popular (31 respondents). Other popular responses include:

- The need for equal treatment across all groups/areas - 28 respondents
- The need for more community initiatives/events - 27 respondents
- Policing/police involvement - 26 respondents
- Positive comments about integration - 26 respondents
- Tackling anti-social behaviour - 20 respondents

In terms of the workshops a number of groups mentioned the importance of intergenerational work to improve respect in the community. Facilities for young people was again highlighted as well as the need for education and discipline in schools, which was also mentioned by a small number of people in the survey.

3.2 Performance

The following sections contain an overview of performance.

3.2.1 LAA theme - Prosperous and Learning City

NI Ref	Performance Indicator	Dec 2009 Position	Latest update Dec 2010	Trend	Target 2010/11	On target
NI 72	At least 78 points across Early Years Foundation Stage with at least 6 in each of the scales	53.40%	58%	▲	49.50	✓
NI 73	Achievement at level 4 or above in both English and Maths at Key Stage 2 (Threshold)	70%	71%	▲	75	✗
NI 75	Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths	45.10%	52%	▲	53	✗
NI 92	Narrowing the gap - lowest achieving 20% the Early Yrs Foundation Stage Profile vs the rest	37.1%	32.9%	▲	36.7	✓
NI 93	Progression by 2 levels in English between Key Stage 1 and Key Stage 2	83.5%	85%	▲	88	✗
NI 94	Progression by 2 levels in Maths between Key Stage 1 and Key Stage 2	82.4%	82%	▼	82	✓
NI 99	Children in care reaching level 4 in English at Key Stage 2	42.1%	64%	▲	45	✓
NI 100	Looked after children reaching level 4 in mathematics at Key Stage 2	47.4%	64%	▲	45	✓
NI 101	Looked after children achieving 5 A*-C GCSEs (or equivalent) at KS 4 (with English and Maths)	10%	6%	▼	26	✗
NI 117	16 to 18 year olds who are not in education, employment or training (NEET)	9.7	8.5	▲	8.8	✗
NI 152	Working age people on out of work benefits	19.5%	18.1%	▲	19%	✓
NI 153	Working age people claiming out of work benefits in the worst performing neighbourhoods	32.40%	31.0%	▲	31.2%	✓
NI 171	VAT registration rate (per 10,000 pop)	31.3	Not available		37.5	

The attainment indicators for Early Years Foundation Stage Profile, Key Stage 2, 4 and 5 are annual indicators and unchanged from those reported at Quarter 2. Achievement of 19 year olds at level 2 and 3 will be available from DfE in Quarter 4.

The percentage of 16 – 18 year olds Not in Education, Employment or Training (NEET) has significantly improved this year. The official reporting period and target represents November to January average, which is 8.4% for 2010/11, improving from 9.5% in 2009/10 and 13.2% in 2008/09. A positive impact has been through learning providers bringing forward their January recruitment to December so that young people could still apply for EMA and receive until June 2011. Connexions NEET plan between September and February has involved a full review of all NEET clients to ensure they are given the most appropriate support. The records of all those who have been NEET for more than 9 months are formally reviewed to ensure all actions are being taken to move the young person on, and all joiners to the NEET group are reviewed to ensure that NEET is the most appropriate destination.

3.2.2 LAA theme – Healthy City

NI Ref	Performance Indicator	Dec 2009 Position	Latest update Dec 2010	Trend	Target 2010/11	On target
NI 39	Alcohol-harm related hospital admission rates	2591	Annual collection	n/a	2248	n/a
NI 63	Stability of placements of looked after children: length of placement	67.10%	64.89%	▼	75%	×
NI 123	16+ current smoking rate prevalence	798	774.36	▼	1490	×
NI 130	Social care clients receiving Self Directed support	6.73%	16.61%	▲	30%	×
NI 136	People supported to live independently through social services (all ages)	2865.20	3007.18	▲	3507	×

One of the mechanisms by which customers can be supported to make choices about their lives is via “self-direction”, i.e. to tailor their care needs to their own requirements through the provision of a Personal Plan and Budget, the latter representing the statement of resources – direct finance (as a Direct Payment to help people purchase their own care) or its equivalent in services - the Council will provide to help meet these needs. There has been an improvement in the percentage of people receiving Personal Budgets from 6.7% to 16.6% of all customers with ongoing plans in the 12 month periods ending Dec-09 and Dec-10 (NI 130). As the above figures suggest, progress on this national indicator has accelerated following the implementation of the revised care management and assessment model, and continued to do so in the final quarter of the financial year – to the extent that the target of 30% of all customers for 2010/11 – is likely to be achieved.

Another improvement in the care management model was accelerated access of customers with low-level needs to small items of equipment only, at the same time as using social workers more effectively. Furthermore, social workers had to review some of these cases in which the equipment needed to be maintained (e.g. bath-lifts), despite the fact that the review was often a technical one of the equipment in nature. The re-designed model means such cases are reviewed by technical staff in the Council’s Care & Support division, freeing up social workers time to focus on the cases of customers with more complex needs. The downside to this is that cases of people receiving small items of previously maintained equipment are no longer classed as having “ongoing care plans” and no longer included in the figures for the number of people supported to live independently (NI 136). Whilst increasing the number of people helped with daily living is recognised as an improvement area, it should be noted the above discussion is an administrative change of classification rather than deterioration in performance against the indicator.

For those children aged under-16 in long-term placements, 64.89% (85) continue to retain a stable long-term placement, which is deterioration on the previous month and therefore remains under the 75% target. This reflects the high demand for placements and under-capacity within the system - the Foster Carer Recruitment Strategy is being developed to counteract the impact on this indicator. In Sunderland, a decision to move a child is taken on a case-by-case basis, and is made in line with the child's best interests (i.e. to bring siblings together) - such

positive moves however do have a negative impact on this particular indicator, making it one of the most challenging indicators in the set.

3.2.3 LAA theme – developing high quality places to live

NI Ref	Performance Indicator	Dec 2009 Position	Latest Update Dec 2010	Trend	Target 2010/11	On target
NI 195	Improved street and environmental cleanliness					
	a) litter	2	5	▼	8	✓
	b) detritus	4	14	▼	6	✗
	c) graffiti	1	2	▼	3	✓
	d) fly posting	0	0	↔	1	✓
NI 192	Household waste Recycled and composted	29.08%	32.25%	▲	32%	✓
NI 20	Assault with injury crime rate (per 1000 population)	5.62	5.03	▲	6.50	✓
NI 30	Reoffending rate of prolific and priority offenders (reduction in convictions)	-36	n/a	▲	-17	✓
NI 32	Repeat incidents of domestic violence	30.57%	21.95%	▲	30%	✓

The percentage of household waste arising which have been sent for reuse, recycling, compost or anaerobic digestion has improved when compared to the same period the previous year. From 29.08% to 32.25%, based on current performance the target of 32% will be achieved. The improvement in the recycling rate impacted on the amount of waste that was sent to landfill which also improved when compared to the same period the previous year. From 69.68% to 67.50% against a target of 68%.

The percentage of relevant land and highways that is assessed as having deposits of litter, deposits of detritus and levels of graffiti that fall below an acceptable level have all declined when compared to the same period the previous year. For deposits of litter performance declined from 2% in November 2009 to 5% in November 2010. However, despite the decline in performance it is still likely that the target of 8% will be achieved. Deposits of detritus declined from 4% in November 2009 to 14% in November 2010, based on current performance it is not anticipated that the target of 6% will be achieved. Increased levels of detritus recorded during the last survey relate directly to the amount of grit and salt spread during winter weather maintenance operations. We expect the final survey due in March to show a return to expected levels. Levels of graffiti that fall below an acceptable level slightly declined from 1% in November 2009 to 2% in November 2010, based on current performance it is likely that the target of 3% will be achieved.

The number of actual bodily harm (assault with injury) crimes per 1,000 population also improved when compared to the same period the previous year. The rate was 5.62 per 1,000 population at the end of December 2009 this improved to 5.03 per 1,000 population at the end of December 2010. Based on current performance it is anticipated that the target of 6.50 per 1,000 population will be achieved.

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.