

## CITY OF PLYMOUTH

**Subject:** Locality Working: Evaluation Criteria  
**Committee:** Customers and Communities Overview and Scrutiny Panel  
**Date:** 19 July 2010  
**Cabinet Member:** Councillor Peter Brookshaw  
**CMT Member:** Director for Community Services  
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**Ref:** NJM  
**Part:** I

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### **Executive Summary:**

The Panel has agreed a Work Programme for 2010/11, including the review of Locality Working.

A table is attached containing proposed evaluation criteria that will be used over the coming year. Members are invited to consider these as a basis for performance monitoring.

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### **Corporate Plan 2010 - 2013:**

The report delivers Corporate Improvement Priority ('CIP') 4 'deliver improved quality of life for residents by better engagement and improved coordination of services across Localities' – Key Milestones: 'Agree model for Locality working in partnership with LSP and start implementation' – Key Performance Measures: 'Establish Locality Teams and Neighbourhood Liaison Officers; Start implementation; Review model.'

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### **Implications for Medium Term Financial Plan and Resource Implications: Including finance, human, IT and land**

The model for locality working is based on better co-ordination of existing Council and partner resources, rather than additional resourcing: staff resources will be drawn from Health and Police, not just the City Council and there is no proposal to recruit additional staff. The monitoring of Locality working will be met from within existing budgets.

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### **Other Implications: e.g. Section 17 Community Safety, Health and Safety, Risk Management, Equalities Impact Assessment, etc.**

An Equalities Impact Assessment has been undertaken. This concludes that Locality working should have a positive impact for all Equalities groups, by encouraging greater community involvement, involving a range of communication techniques. Nevertheless challenges exist and actions have been identified to encourage maximum participation across all six equality strands.

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**Recommendations and Reasons for recommended action:**

It is recommended that the Panel agrees the evaluation criteria proposed.

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**Alternative options considered and reasons for recommended action:**

Additional or alternative criteria exist but it is considered that the criteria proposed will provide the best overview for the review period.

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**Background papers:**

Table attached: Locality Working Evaluation Criteria

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**Sign off:** comment must be sought from those whose area of responsibility may be affected by the decision, as follows (insert initials of Finance and Legal reps, and of HR, Corporate Property, IT and Strat. Proc. as appropriate):

Fin		Leg		HR		Corp Prop		IT		Strat Proc	
Originating SMT Member: Peter Aley, Assistant Director, Safer Communities											

## LOCALITY WORKING: EVALUATION CRITERIA

<b>Measure</b>	<b>Data source</b>	<b>Target</b>	<b>Data provider(s)</b>
1. Neighbourhood Liaison Officers (NLO) and Locality Managers (LM) appointed	List	At least 90% of NLOs and 100% of LMs by Aug 2010	Locality Coordinator
2. Locality Teams established	List of team members	6 by July 2010	Locality Coordinator
3. Community priorities identified via Neighbourhood Meetings process	List priorities/frequency	At least 6 priorities identified by every Neighbourhood by March 2011	Neighbourhood Liaison Officers
4. Priorities followed up & feedback given	Written evidence against priorities list	At least 75% of priorities followed up and feedback given by March 2011	Neighbourhood Liaison Officers and Locality Managers
5. Training and awareness raising	List of training / events Copy of councillor guidance	At least 8 staff training sessions held by July 2010 Awareness raising sessions held across at least 3 organisations by Aug 2010 Councillor guidance issued by Aug 2010	Locality Coordinator and Assistant Director for Safer Communities
6. Satisfaction of members with Localities working as way of getting issues raised and responded to.	Satisfaction survey amongst members of public engaged with Localities process	At least 60% satisfied in early 2011	Locality Coordinator and Policy & Performance Officer responsible for consultation
7. Satisfaction of PCC staff that Localities working is making a positive difference	Satisfaction survey amongst NLOs, Locality Managers and other Locality Team members of PCC staff engaged with Localities process	At least 60% satisfied in early 2011	Locality Coordinator and Policy & Performance Officer responsible for consultation. Survey recipients
8. Satisfaction of Police with Localities working is making a positive difference	Satisfaction survey amongst Neighbourhood Police engaged with Localities process	At least 60% satisfied in early 2011	Locality Coordinator and Policy & Performance Officer responsible for consultation. Survey recipients
9. Publicity methods used for advertising Neighbourhood	List of meetings & methods	At least 75% of Neighbourhoods have at	Neighbourhood Liaison Officers & Police

meetings		least 3 methods by December 2010	
10. Involvement of third sector organisations	Report	Community Anchors identified and notified to Locality Managers, in at least 4 Localities, by Dec 2010	Plymouth Third Sector Consortium
11. LSP overview of progress	Reports to LSP executive on progress including community priorities identified and being dealt with	At least 2 reports by March 2011	Locality Coordinator and Assistant Director Safer Communities
12. Data available to Neighbourhoods	Neighbourhood profiles produced and published	100% of Neighbourhoods have profile	Plymouth Analysts Network
13. Public attendance at Neighbourhood meetings	Record of numbers attending each meeting	For information only - no target	Neighbourhood Liaison Officers and Police