

CITY OF PLYMOUTH

Subject: Locality Working: Evaluation Criteria Update
Committee: Customers and Communities Overview and Scrutiny Panel
Date: 15 November 2010
Cabinet Member: Councillor Brookshaw
CMT Member: Director for Community Services
Author: Nick McMahon, Localities Project Coordinator
Contact: Tel: 01752 304335
Email: nick.mcmahon@plymouth.gov.uk
Key Decision: No.
Ref: NJM
Part: I

Executive Summary:

Evaluation criteria for reviewing outcomes from Locality working over the year to June 2011 were agreed at the Customers and Communities Overview and Scrutiny Panel meeting on 19 July.

Table 1 enclosed provides an update on progress to date. The last column of this table reports progress against the criteria.

It is concluded that Locality working is up and running, with the nomination of experienced staff to form six multi-agency Locality Teams, and the nomination of 43 City Council Neighbourhood Liaison Officers to support Ward Councillors and Police staff at Neighbourhood Meetings. Staff involved have been trained, partner agencies such as Plymouth Community Homes have been advised and involved, and Guidance has been issued to Councillors. Neighbourhood meetings, open to all residents, (based on the former police-run 'PACT' meetings) are being held every 3 months, are being advertised as widely as possible. Attendance figures vary but average around 13 members of public attending each meeting. A wide range of priorities are being identified at the meetings, the majority are at the 'being followed up' stage as this very early in the process. The 'pie chart' also enclosed provides a snap shot of the priorities identified, with anti-social behaviour and parking issues being the most common.

Locality teams have been requested by the Local Strategic Partnership Executive to work on health inequalities as a strategic priority theme, specifically on action plans to deliver tobacco control measures.

Scrutiny by a Task and Finish Group is scheduled to take place in March 2011.

Corporate Plan 2010-2013

Locality working helps to meet City and Council priorities, in particular:

Raising Aspiration – promoting Plymouth and encouraging people to aim higher and take pride; *Reducing inequalities* – taking targeted actions to reduce inequality gaps; *Value for Communities* – working together to maximise resources to benefit communities, achieving efficiency through transforming our service delivery and support arrangements, and our support to customers.

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

The monitoring of Locality working is being met from within existing budgets.

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

None arising from this report.

Recommendations & Reasons for recommended action:

This report is for information.

Alternative options considered and reasons for recommended action:

Information report only.

Background papers:

Table 1 attached: Locality Working Performance Measures Update October 2010

Chart attached: Neighbourhood Priorities identified

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											

TABLE 1: LOCALITY WORKING: EVALUATION CRITERIA: UPDATE 04/10/10

(Criteria agreed by Plymouth City Council Customers and Communities Overview and Scrutiny Panel, 19 July 2010)

Measure	Data source	Target	Update to 04/10/10
1. Neighbourhood Liaison Officers (NLO) and Locality Managers (LM) appointed	List	At least 90% of NLOs and 100% of LMs by Aug 2010	a. 43 NLOs (existing experienced staff) nominated by Council Departments by August 2010 (100% coverage) b. 6 Locality Managers nominated by August 2010 (Existing senior staff: 2 from Police, 1 from Plymouth NHS, 3 from City Council)
2. Locality Teams established	List of team members	6 by July 2010	6 Locality teams established by July 2010.
3. Community priorities identified via Neighbourhood Meetings process	List priorities/frequency	At least 6 priorities identified by every Neighbourhood by March 2011	Of 31 meetings recorded since June each meeting has identified on average 3 priorities to take forward
4. Priorities followed up & feedback given	Written evidence against priorities list	At least 75% of priorities followed up and feedback given by March 2011	It is too early to provide satisfactory monitoring, as the majority of issues have only recently been identified. Of 103 priorities recorded in meeting notes 1 June – 30 Sept: 9 had been resolved or concluded by 30 Sept. The remainder are being followed up by Police or NLOs with a view to reporting back at subsequent meetings.
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	a. 6 staff training sessions held by July 2010, 4 further by Oct 2010. b. 5 awareness sessions held by Aug 2010: Probation, Neighbourhood Police, Plymouth Community Homes, Third Sector Consortium, Plymouth NHS Managers c. Councillor Guidance issued by Aug 2010.
6. Satisfaction of members of the public with	Satisfaction survey amongst members of	At least 60% satisfied in early 2011	Baseline satisfaction surveys commenced Oct 2010

Measure	Data source	Target	Update to 04/10/10
Localities working as way of getting issues raised and responded to.	public engaged with Localities process		
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	Baseline satisfaction surveys commenced Oct 2010
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	Baseline satisfaction surveys planned for Oct 2010
9. Publicity methods used for advertising Neighbourhood meetings	List of meetings & methods	At least 75% of Neighbourhoods have at least 3 methods by December 2010	Meetings are advertised through one or more of the following: press notices, community messaging, community notice boards, shop windows, Police and Council websites, local events.
10.LSP overview of progress	Reports to Local Strategic Partnership (LSP) Executive on progress including community priorities identified and being dealt with	At least 2 reports by March 2011	Most recent update scheduled for 03/11/10 LSP Executive.
11.Data available to Neighbourhoods	Neighbourhood profiles produced and published	100% of Neighbourhoods have profile	100% of Neighbourhoods have completed profile
12.Public attendance at Neighbourhood meetings	Record of numbers attending each meeting	For information only - no target	At 19 Meetings recorded June/July, 237 members of public attended, average 12 per meeting At 11 Meetings in September, 158 members of public attended, average 14 per meeting

PRIORITIES IDENTIFIED AT NEIGHBOURHOOD MEETINGS JUNE-SEPTEMBER 2010
 (% Split of 103 Priorities identified)

Total priorities city wide

