Plymouth LINk Contract Monitoring - Quarterly Report September 2010

Timescales:

<u>Indicator</u>	Annual	Stretch	Figure to	Figure this	Discussion
	Target	Target	Date	Quarter	
Nos of members:					
LINk	850	1000	425	255	50% of target
PAPOP	300	400	143	110	48% of target
					56% of target
PIPS	250	350	139	96	
					All services slightly under where we need to be at this stage. Team focus/plans to achieve via community involvement over next few months.
Nos of members who are individuals:					
LINk	500	750	257	167	52% of target
PAPOP	200	300	128	99	64% of target
PIPS	150	250	94	30	63% of target.
					Recent LINk sign ups relate to organisations/groups
Nos of members actively involved:					
LINk	50	70	44	30	88% of target
PAPOP	30	40	24		80% of target (On track to achieve across all services.)
PIPS	20	25	8	4	45% of target.
Nos of feedback					
received:		1.000			
LINk	1000	1250	811		81% of target
PAPOP	350	500	216		62% of target
PIPS	150	250	74	73	50% of target

<u>Indicator</u>	Annual	<u>Stretch</u>	Figure to	Figure this	<u>Discussion</u>
	<u>Target</u>	Target	<u>Date</u>	Quarter	
PIPS ONLY -					
Nos of members who feel					
more confident as a result of being involved	15/20 (75%)				
in PIPS			100%	100%	Satisfaction survey completed Sept 2010
Nos of members seeking employment	5/20 (25%)		50%	50%	
Nos of members commencing employment	1-3	3-5	9	5	This quarter - 1x vol post at CAB and 4x PIPS office volunteers
Nos of members commencing a qualification or course	15	20	3	2	This quarter 2 PIPS active volunteers are starting NVQ's.
Nos of members attending training	30	45	9		As before plus x2 Engaging Communities training plus x1 CAB debt/finance training

Stakeholder Satisfaction Monitoring

		Numbers		Outcome / Actions
<u>Source</u>	<u>LINk</u>	<u>PAPOP</u>	<u>PIPS</u>	
Phone	43	10	205	
Person	429	161	82	
Website	657			
Training	7		3	
Specific compliments			22	(12x email, 10x phone)
Complaints				

See results of LINk satisfaction survey

Equality and Diversity Monitoring (Timescales: July 10 - Sept 10

PL1 49 DH4 0 Press 0 Carribbean 0 25 and under 1 PL2 23 EC1 0 Event 226 African 1 26-39 2 PL3 28 EX1 0 Article 5 Indian 0 40-55 4 PL4 46 EX2 1 Word of Mouth 2 White British 17 56-65 1 PL5 34 EX8 0 Email 7 Pakinstani 1 Over 65 2 PL6 24 EX20 0 Other 1 Did not Disclose 241 Did not Disclose 252 PL7 9 EX39 0 Local Resource 0	LIINK						T=			
PL2 23 EC1 0 Event 226 African 1 26-39 2 PL3 28 EX1 0 Article 5 Indian 0 40-55 4 PL4 46 EX2 1 Word of Mouth 2 White British 17 56-65 1 PL5 34 EX8 0 Email 7 Pakinstani 1 Over 65 2 PL6 24 EX20 0 Other 1 Did not Disclose 241 Did not Disclose 252 PL7 9 EX39 0 Local Resource 0 Did not Disclose 241 Did not Disclose 252 PL8 1 SE16 0 Leaflet 16 Inches Inches PL Inches Inches PL Inches Inches <th>Postcode</th> <th>es</th> <th></th> <th></th> <th>Info Source</th> <th>е</th> <th>Ethnicity</th> <th></th> <th>Age Groups</th> <th></th>	Postcode	es			Info Source	е	Ethnicity		Age Groups	
PL3	PL1	49	DH4	0	Press	0		0		1
PL4	PL2	23	EC1	0	Event	226	African	1	26-39	2
PL5 34 EX8 0 Email 7 Pakinstani 1 Over 65 2 PL6 24 EX20 0 Other 1 Did not Disclose 241 Did not Disclose 252 PL7 9 EX39 0 Local Resource 0 PL Did not Disclose 241 Did not Disclose 252 PL8 1 SE16 0 Leaflet 16 PL	PL3	28	EX1	0	Article	5	Indian	0	40-55	4
PL6 24 EX20 0 Other 1 Did not Disclose 241 Did not Disclose 252 PL7 9 EX39 0 Local Resource 0 Company of the part of	PL4	46	EX2	1	Word of Mo	outh 2	White British	17	56-65	1
PL7 9 EX39 0 Local Resource 0 PL8 1 SE16 0 Leaflet 16 PL9 13 SG1 0 Feedback Box 1 PL10 0 TQ1 1 Not Specified 42 PL11 0 TQ7 0 PL12 2 TQ9 1 PL13 0 TQ13 1 PL14 1 Unknown 40 Languages Gender PL15 0 English 0 Female 157 PL16 0 French 0 Male 74 PL18 1 Unknown 0 Did not Disclose 30 PL19 1	PL5	34	EX8	0	Email	7	Pakinstani	1	Over 65	2
PL8 1 SE16 0 Leaflet 16 PL9 13 SG1 0 Feedback Box 1 PL10 0 TQ1 1 Not Specified 42 PL11 0 TQ7 0 <t< td=""><td>PL6</td><td>24</td><td>EX20</td><td>0</td><td>Other</td><td>1</td><td>Did not Disclose</td><td>241</td><td>Did not Disclose</td><td>252</td></t<>	PL6	24	EX20	0	Other	1	Did not Disclose	241	Did not Disclose	252
PL9 13 SG1 0 Feedback Box 1 PL10 0 TQ1 1 Not Specified 42 PL11 0 TQ7 0 PL12 2 TQ9 1 .	PL7	9	EX39	0	Local Reso	urce 0				
PL10 0 TQ1 1 Not Specified 42	PL8	1	SE16	0	Leaflet	16				
PL11 0 TQ7 0 PL12 2 TQ9 1 PL13 0 TQ13 1 PL14 1 Unknown 40 PL15 0 Languages Gender PL16 0 French 0 Male 157 PL17 0 French 0 Male 74 PL18 1 Unknown 0 Did not Disclose 30 PL19 1 T T T T PL20 0 T T T T T	PL9	13	SG1	0	Feedback E	Box 1				
PL12 2 TQ9 1 <td>PL10</td> <td>0</td> <td>TQ1</td> <td>1</td> <td>Not Specific</td> <td>ed 42</td> <td></td> <td></td> <td></td> <td></td>	PL10	0	TQ1	1	Not Specific	ed 42				
PL13 0 TQ13 1 PL14 1 Unknown 40 PL15 0 Languages Gender PL16 0 English 0 Female 157 PL17 0 French 0 Male 74 PL18 1 Unknown 0 Did not Disclose 30 PL19 1 PL20 0 Image: Control of the control of	PL11	0	TQ7	0						
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PL15 0 Languages Gender PL16 0 English 0 Female 157 PL17 0 French 0 Male 74 PL18 1 Unknown 0 Did not Disclose 30 PL19 1 PL20 0 Image: Control of the contro	PL13	0	TQ13	1						
PL16 0 English 0 Female 157 PL17 0 French 0 Male 74 PL18 1 Unknown 0 Did not Disclose 30 PL19 1 PL20 0 0 0 0 0	PL14	1	Unknown	40						
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PL18 1 Unknown 0 Did not Disclose 30 PL19 1	PL16	0					English	0	Female	157
PL19 1 PL20 0	PL17	0					French	0	Male	74
PL20 0	PL18	1					Unknown	0	Did not Disclose	30
	PL19	1								
PL21 2	PL20	0								
	PL21	2								

PAPOP

Postcode	es			Info Source		Ethnicity		Age Groups	
PL1	10	PL13	0	Press	0	Caribbean	0	Did not Disclose	57
PL2	18	PL14	0	Event	49	African	0		
PL3	7	PL15	0	Article	2	Indian	0		
PL4	9	PL16	0	Word of mouth	0	White British	0		
PL5	9	PL17	0	Email	0	Did not Disclose	60		
PL6	5	PL18	0	Other	1				
PL7	1	PL19	0	Local Resource	1				
PL8	0	PL20	0	Leaflet	6	Languages		Gender	
PL9	1	PL21	0	Feedback box	0	English	0	Female	39
PL10	0	Unknown	0	Not Specified	2	French	0	Male	17
PL11	0					Unknown	0	Did not Disclose	4
PL12	0								

PIPS

Postcode	es			Info Source	Ethnicity		Age Groups	
PL1	4	PL13	0	Press 0	Caribbean	0	18 - 25	0
PL2	3	PL14	0	Event 63	African	0	26 - 40	5
PL3	4	PL15	0	Article 0	Indian	0	41 - 65	2
PL4	3	PL16	0	Word of mouth 7	White	5	Over 65	1
PL5	1	PL17	0	Email 0	Not disclosed	36	Not specified	34
PL6	3	PL18	0	Other 0				
PL7	2	PL19	3	Local Resource 0				
PL8	0	PL20	0	Leaflet 0			Gender	
PL9	2	PL21	0	Feedback box 0			Female	28
PL10	0	TQ5	6	Not Specified 0			Male	10
PL11	0	Unknown	4				Not Specified	4
PL12	0							

Targeted events and consultation with hard to reach groups (cut and past from activity logs)

							PAPOP		
					Nos	LINk new	new	LINk	PAPOP
Date	Event	Target Groups	Audience	Venue	spoken to	members	members	feedback	feedback
	Unity Festival			All Nations					
09.07.10	on the Hoe	Р	Public, BME, Older People	Ministries	50	5	3	6	6
				Plymouth City					
	Family Fun			Council, Sports					
10.07.10	Day, Brickfields	Р	Public, BME, Older People	and Recreation					
	Unity Festival			All Nations					
10.07.10	on the Hoe	Р	Public, BME, Older People	Ministries	200	8	3 2	: 3	3
	Annual LINk Celebration,			PIPs, Plymouth Natural Health					
17.07.10	Piazza	Р	Public, BME, Older People	Centre	420	90	28	315	15
	Unity meeting at Council								
31.07.10	Buildings	P, BME	BME, Public, ASR		10			3	3
	Minds Matters, Piazza, City			PIPS, PAPOP, Charers					
04.09.10	Centre	P,MH,LD	Public, MH, LD, CH	Champs,	350	32	16	111	3