

Contract Monitoring - Quarterly Report

Plymouth LINK Contract Monitoring - Quarterly Report September 2010

Timescales:

<u>Indicator</u>	<u>Annual Target</u>	<u>Stretch Target</u>	<u>Figure to Date</u>	<u>Figure this Quarter</u>	<u>Discussion</u>
<u>Nos of members:</u>					
LINK	850	1000	425	255	50% of target
PAPOP	300	400	143	110	48% of target
PIPS	250	350	139	96	56% of target
					All services slightly under where we need to be at this stage. Team focus/plans to achieve via community involvement over next few months.
<u>Nos of members who are individuals:</u>					
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
<u>Nos of members actively involved:</u>					
LINK	50	70	44	30	88% of target
PAPOP	30	40	24	16	80% of target (On track to achieve across all services.)
PIPS	20	25	8	4	45% of target.
<u>Nos of feedback received:</u>					
LINK	1000	1250	811	643	81% of target
PAPOP	350	500	216	185	62% of target
PIPS	150	250	74	73	50% of target

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PIPS ONLY -					
Nos of members who feel more confident as a result of being involved in PIPS	15/20 (75%)		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	3	As before plus x2 Engaging Communities training plus x1 CAB debt/finance training

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Stakeholder Satisfaction Monitoring

<u>Source</u>	<u>Numbers</u>			<u>Outcome / Actions</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				

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

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