Plymouth LINk Contract Monitoring - December 2010

Timescales:

Approx 50 members not logged yet and big events in january royal mail, commonwealth families etc approx 30 members not logged yet and new PAPOP community mail, commonwealth families etc approx 30 members not logged yet and new PAPOP community mail prox 2011 77 meetings from 2011 77 meetings from 2011 78 meetings from 2011 79 m	<u>Timescales:</u>					
Nos of members	Indicator	Annual	Stretch	Figure to	Figure this	Discussion
Nos of members		Target	Target	Date	Quarter	
LINK 850 1000 519 208 mail, commonwealth families etc approx 30 members not logged yet and new PAPOP community exceeding target Nos of members who are individuals: LINK 500 750 352 156 PAPOP 200 300 189 74 PIPS 150 250 133 20 Nos of members actively involved: LINK 50 70 44 0 reviewing this target to ensure interest followed through PAPOP 30 40 24 0 PIPS 25 8 0 14 new active members not logged yet - target met Nos of feedback received: LINK 1000 1250 1011 120 target exceeded PAPOP 350 500 247 185 on track to hit target PIPS 150 250 104 30 on track to hit target PIPS Nos of members who feel more confident as a result of being involved in PIPS 15(20 (75%)) Nos of members who feel more confident as a result of being involved in PIPS 15(20 (75%)) Nos of members seeking 15(20 (25%)) Nos of members seeking 15(20 (25%))	Nos of members:					
LINK 850 1000 519 208 mail, commonwealth families etc approx 30 members not logged yet and new PAPOP community exceeding target Nos of members who are individuals: LINK 500 750 352 156 PAPOP 200 300 189 74 PIPS 150 250 133 20 Nos of members actively involved: LINK 50 70 44 0 reviewing this target to ensure interest followed through PAPOP 30 40 24 0 PIPS 25 8 0 14 new active members not logged yet - target met Nos of feedback received: LINK 1000 1250 1011 120 target exceeded PAPOP 350 500 247 185 on track to hit target PIPS 150 250 104 30 on track to hit target PIPS Nos of members who feel more confident as a result of being involved in PIPS 15(20 (75%)) Nos of members who feel more confident as a result of being involved in PIPS 15(20 (75%)) Nos of members seeking 15(20 (25%)) Nos of members seeking 15(20 (25%))						approx 50 members not logged vet and big events in january royal
PAPOP 300 400 201 77 meetings from 2011 exceeding target	LINU	050	4000	540	000	Imail. commonwealth families etc
PAPOP 300 400 201 77 meetings from 2011 PIPS 250 350 294 193 Nos of members who are individuals: LINK 500 750 352 156 PAPOP 200 300 189 74 PIPS 150 250 133 20 Nos of members actively involved: 150 250 133 20 LINK 50 70 44 0 reviewing this target to ensure interest followed through PAPOP 30 40 24 0 14 new active members not logged yet - target met Nos of feedback received: LINK 1000 1250 1011 120 target exceeded PAPOP 350 500 247 185 on track to hit target PIPS 150 250 104 30 on track to hit target PIPS ONLY - Nos of members who feel more confident as a result of being involved in PIPS 100% Satisfaction survey completed Sept 2010 Nos of members seeking 5/20 (25%) 100% Sa	LINK	850	1000	519	208	
Nos of members who are individuals:			1.00	004		
Nos of members who are	PAPOP	300	400	201	11	<u> </u>
Nos of members who are	PIPS	250	350	294	193	exceeding target
Individuals:						
Individuals:	Nos of members who are					
LINk 500 750 352 156 PAPOP 200 300 189 74 PIPS 150 250 133 20 Nos of members actively involved: Improved the control of						
PAPOP 200 300 189 74		500	750	352	156	
Nos of members actively Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved: Involved:						
Nos of members actively involved:		1				
Involved:	PIPS	150	250	133	20	
Involved:						
Link 50 70 44 0 reviewing this target to ensure interest followed through PAPOP 30 40 24 0 PIPS 20 25 8 0 14 new active members not logged yet - target met	Nos of members actively					
PAPOP 30 40 24 0	involved:					
Nos of feedback received:	LINk	50	70	44	0	reviewing this target to ensure interest followed through
Nos of feedback received:	PAPOP	30	40	24	0	
LINk	PIPS	20	25	8	0	14 new active members not logged yet - target met
LINk						
LINk	Nos of feedback received:					
PAPOP 350 500 247 185 on track to hit target 150 250 104 30 on track to hit target PIPS ONLY - Nos of members who feel more confident as a result of being involved in PIPS Nos of members seeking 15/20 (25%) 185 on track to hit target 100 Satisfaction survey completed Sept 2010		1000	1250	1011	120	target exceeded
PIPS ONLY - Nos of members who feel more confident as a result of being involved in PIPS (75%) Nos of members seeking 15/20 (75%) 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%	PAPOP	350	500	247		
Nos of members who feel more confident as a result of being involved in PIPS Nos of members seeking 15/20 (75%) 100% Satisfaction survey completed Sept 2010 Nos of members seeking	PIPS					
more confident as a result of being involved in PIPS 100% 100% Satisfaction survey completed Sept 2010 Nos of members seeking 5/20 (25%)	PIPS ONLY -					3.1
more confident as a result of being involved in PIPS 100% 100% Satisfaction survey completed Sept 2010 Nos of members seeking 5/20 (25%)						
more confident as a result of being involved in PIPS 100% 100% Satisfaction survey completed Sept 2010 Nos of members seeking 5/20 (25%)	Nos of members who feel					
of being involved in PIPS 100% 100% Satisfaction survey completed Sept 2010 Satisfaction survey completed Sept 2010		15/20 (75%)			
Nos of members seeking 5/20 (25%)				100%	100%	Satisfaction survey completed Sept 2010
				12270		
	employment	5/20 (25%)		50%	50%	

Nos of members	1-3	3-5			
commencing employment			10	1	Social enterprise
Nos of members					
commencing a qualification	15	20			
or course			6	3	Equality & diversity training - looking at new oportunities in 2011.
Nos of members attending	30	45			Health and social care at Plymouth University - looking for new
training	30	40	11		opportunities in 2011.

Stakeholder Satisfaction Monitoring sept-dec 10

		Numbers		Outcome / Actions
<u>Source</u>	<u>LINk</u>	<u>PAPOP</u>	<u>PIPS</u>	
Phone	375	75	62	
Person	860	150	47	
Website	489		67	
Training	9		0	
Specific compliments				
Complaints				

Equality and Diversity Monitoring (Timescales: LINk _July 10 - Sept 10

Postcod	es			Info Source		Ethnicity		Age Groups
PL1	49	DH4	0	Press	0	Carribbean	0	25 and under
PL2	23	EC1	0	Event	226	African	1	26-39
PL3	28	EX1	0	Article	5	Indian	0	40-55
PL4	46	EX2	1	Word of Mout	h2	White British	17	56-65
PL5	34	EX8	0	Email	7	Pakinstani	1	Over 65
PL6	24	EX20	0	Other	1	Did not Disclose	241	Did not Disclose
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					
PL15	0					Languages		Gender
PL16	0					English	0	Female
PL17	0					French	0	Male
PL18	1					Unknown	0	Did not Disclose
PL19	1							
PL20	0							
PL21	2						_	

PAPOP

Postcode	es			Info Source		Ethnicity		Age Groups
PL1	10	PL13	0	Press	0	Caribbean	0	Did not Disclose
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 Resourc	1			
PL8	0	PL20	0	Leaflet	6	Languages		Gender
PL9	1	PL21	0	Feedback box	0	English	0	Female
PL10	0	Unknown	0	Not Specified	2	French	0	Male
PL11	0					Unknown	0	Did not Disclose
PL12	0							

PIPS

Postcodes	5			Info Source		Ethnicity		Age Groups
PL1	4	PL13	0	Press	0	Caribbean	0	18 - 25
PL2	3	PL14	0	Event	63	African	0	26 - 40
PL3	4	PL15	0	Article	0	Indian	0	41 - 65
PL4	3	PL16	0	Word of mout	h7	White	5	Over 65
PL5	1	PL17	0	Email	0	Not disclosed	36	Not specified
PL6	3	PL18	0	Other	0			
PL7	2	PL19	3	Local Resour	c ₁ 0			
PL8	0	PL20	0	Leaflet	0			Gender
PL9	2	PL21	0	Feedback box	(0			Female
PL10	0	TQ5	6	Not Specified	0			Male
PL11	0	Unknown	4					Not Specified
PL12	0				•			
		_	_					

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

Discussion/action plans

_				.	•	, ,		PAPOP		
	_	Target				Nos	LINk new	new	LINk	
Date	Event	Groups	Audience	_	Venue	spoken to	members	members	feedback	PAPOP feedback
01.10.10	Older People's Day, Piazza, City Centre	P,Hea,	Host Team + Vols	Public, Older People, Carers, Agencies	LINK, PAPOP, PIPS	300	12	2 59	2	45
09.10.10	Healthy Plymouth Event, Piazza, City Centre	P, Hea	Host Team + Vols	Public, NHS, Older People, Carers, Agencies	LINK, PAPOP, PIPS, NHS	500	60) 9		
28.10.10	Transitions Event, Guildhall, City Centre	P, LD,Hea	Chris Hall	Public, LD, C, YP	LINk, Carers Champions, Pluss, City College.	150	14	1	32	2
23.11.10		C, P, HeaChris Hall		Carers, Public, Agencies	Parent & Family Forum, PCC, NHS, agencies. LINk, PAPOP,	60	C	0	78	(
03.12.10	Carer's Rights Day, Jury's Inn	C, P, Hea	CH,KM,CB,VS, PM	Carers, Public, Agencies	PIPS, Pride & Predudice.	45	3	s 0		

focused work in plymstock anf plympton areas to bring nos up. Team plans for 2011 focus on targets yet to meet. Younger people (young LINk) and more flexible member activity.