

## Contract Monitoring - Quarterly Report

### Plymouth LINK Contract Monitoring - December 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>
<b>Nos of members:</b>					
<b>LINK</b>	850	1000	519	208	approx 50 members not logged yet and big events in january royal mail, commonwealth families etc
<b>PAPOP</b>	300	400	201	77	approx 30 members not logged yet and new PAPOP community meetings from 2011
<b>PIPS</b>	250	350	294	193	exceeding target

<b>Nos of members who are individuals:</b>					
<b>LINK</b>	500	750	352	156	
<b>PAPOP</b>	200	300	189	74	
<b>PIPS</b>	150	250	133	20	

<b>Nos of members actively involved:</b>					
<b>LINK</b>	50	70	44	0	reviewing this target to ensure interest followed through
<b>PAPOP</b>	30	40	24	0	
<b>PIPS</b>	20	25	8	0	14 new active members not logged yet - target met

<b>Nos of feedback received:</b>					
<b>LINK</b>	1000	1250	1011	120	target exceeded
<b>PAPOP</b>	350	500	247	185	on track to hit target
<b>PIPS</b>	150	250	104	30	on track to hit target

<b>PIPS ONLY -</b>					
<b>Nos of members who feel more confident as a result of being involved in PIPS</b>	15/20 (75%)		100%	100%	Satisfaction survey completed Sept 2010
<b>Nos of members seeking employment</b>	5/20 (25%)		50%	50%	

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<b>Nos of members commencing employment</b>	1-3	3-5	10	1	Social enterprise
<b>Nos of members commencing a qualification or course</b>	15	20	6	3	Equality & diversity training - looking at new oportunities in 2011.
<b>Nos of members attending training</b>	30	45	11	2	Health and social care at Plymouth University - looking for new opportunities in 2011.

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**Stakeholder Satisfaction Monitoring**    sept-dec 10

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





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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	
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	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	Parent and Family Forum LD focus.	C, P, HeaChris Hall		Carers, Public, Agencies	Parent & Family Forum, PCC, NHS, agencies.	60	0	0	78	0
03.12.10	Carer's Rights Day, Jury's Inn	C, P, Hea	CH,KM,CB,VS, PM	Carers, Public, Agencies	LINK, PAPOP, PIPS, Pride & Preudice.	45	3	0		

### Discussion/action plans

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.