

LOCALITY WORKING: EVALUATION CRITERIA

Agreed by Plymouth City Council Customers and Communities Overview and Scrutiny Panel, 19 July 2010

Measure	Data source	Target	Data provider(s)
1. Neighbourhood Liaison Officers (NLO) and Locality Managers (LM) appointed	List	At least 90% of NLOs and 100% of LMs by Aug 2010	Locality Coordinator
2. Locality Teams established	List of team members	6 by July 2010	Locality Coordinator
3. Community priorities identified via Neighbourhood Meetings process	List priorities/frequency	At least 6 priorities identified by every Neighbourhood by March 2011	Neighbourhood Liaison Officers
4. Priorities followed up & feedback given	Written evidence against priorities list	At least 75% of priorities followed up and feedback given by March 2011	Neighbourhood Liaison Officers and Locality Managers
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	Locality Coordinator and Assistant Director for Safer Communities
6. Satisfaction of members of the public with Localities working as way of getting issues raised and responded to.	Satisfaction survey amongst members of public engaged with Localities process	At least 60% satisfied in early 2011	Locality Coordinator and Policy & Performance Officer responsible for consultation
7. Satisfaction of PCC staff that Localities working is making a positive	Satisfaction survey amongst NLOs, Locality Managers and other	At least 60% satisfied in early 2011	Locality Coordinator and Policy & Performance Officer responsible for

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difference	Locality Team members of PCC staff engaged with Localities process		consultation. Survey recipients
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	Locality Coordinator and Policy & Performance Officer responsible for consultation. Survey recipients
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	Neighbourhood Liaison Officers & Police
10. LSP overview of progress	Reports to LSP executive on progress including community priorities identified and being dealt with	At least 2 reports by March 2011	Locality Coordinator and Assistant Director Safer Communities
11. Data available to Neighbourhoods	Neighbourhood profiles produced and published	100% of Neighbourhoods have profile	Plymouth Analysts Network
12. Public attendance at Neighbourhood meetings	Record of numbers attending each meeting	For information only - no target	Neighbourhood Liaison Officers and Police

20/07/10