

CORPORATE PLAN PRIORITIES REPORT –
Delivery of budget savings through changed service provision

A1

Reporting period: Quarter 2, 2011-12

Corporate priority: Delivery of budget savings through changed service provision

Background: Changes to the environment in which the council operates, has forced it to review and revise the range and level of services it will provide in the future and the way in which these are to be delivered. Over the next two years the size and shape of the organisation will need to be modified to meet its future obligations, while enabling delivery of the required savings plan and Medium Term Financial Strategy. Delivery of the budget savings will be achieved with the implementation of a transformation programme focusing on five key areas:

- Accommodation rationalisation
- Shared Services
- Improved ICT infrastructure
- New ways of working
- Delivery of benefits

Fire and Rescue Service

In addition to transformation activity, it has been agreed to report on the progress of the Fire and Rescue service within this corporate priority as 'changes to service provision' form a part of the Fire and Rescue service modernisation programme, which remains of significant strategic importance.

See the [Isle of Wight Council Corporate Plan 2011-2013](#) for full details regarding the council's commitment to the delivery of budget savings through changed service provision.

Actions carried forward

1. The 16 August 2011 Cabinet agreed that the council continues to focus on the achievement of savings in 2011/12 and on maintaining strict budgetary control to ensure that the overall budget is not exceeded, and that the Budget Review report to Full Council on 21 September 2011 sets out the initial areas for achieving savings in 2012/13 and future years in delivering a sustainable budget strategy.
2. The 11 October 2011 Cabinet approved the Strategic Asset Management Plan (SAMP) 2011 and that the Cabinet Member for Economy and the Environment be empowered to approve in-year variations to the SAMP as required.

Summary

Status: GREEN

Risk: Within the last two quarters the strategic risk relating to the delivery of the medium term financial strategy has moved from a score of 12 (red) to a 9 (amber). This indicates that the risk profile is moving in the right direction and that the control measures which are implemented and still in progress are making significant contributions to reducing this risk. Should further budgetary pressures be applied or the control measures fail, then this risk could again escalate to a higher status.

Finance: The overall implementation of the budget strategy is on track and performing well this quarter. Continuing staff restructures and ongoing procurement savings will shape the position further in quarter 3. Performance of identified savings is above target with £15.2m achieved by end of September against a target of £15m. An overall analysis of the revenue budget position at the end of quarter 2 is provided in Appendix B. Transformation budgets are being re-profiled to account for the delays within the property remodelling programmes (Sandown and County Hall).

There are no current budget pressures within the Fire Service. The Fire Control transfer to Surrey is likely to achieve £65K of the savings target in 2011-12 with a full year saving of £250,000 from 2012/13 onwards. The shortfall in 2011/12 will be met by other underspends.

Performance: Performance in quarter two is generally positive for this priority with end of year targets on track. Progress with the achievement of council savings is above target and this is reflected in the positive management of risk in this area. The profiling of capital expenditure has improved on previous years and although this is still an area of underperformance the trend is encouraging. Key areas to watch over the next quarter will be the slippage on the County Hall remodelling project and staff sickness levels.

Summary

Performance relating to the Fire & Rescue Service is mixed for the quarter with key areas to watch around numbers killed or seriously injured in road traffic accidents and the completion of fire safety checks in vulnerable households.

[Link to Quarter 2 Data Report](#)

Performance commentary

Budget savings

The percentage of predicted revenue outturn (net cost of services) compared to budget is performing well. Contract and staff savings arising from the cessation of, and reduction in, a number of contracts within adult social care continue to be forecast at the end of quarter two. There are also projected savings in the Planning and Regulatory Service, in landfill tax and street cleansing budgets, and in the Concessionary Bus Fare scheme. Treasury management is forecast to be generating a one-off saving of up to £1m due to the deferral of planned long term borrowing requirements, currently funded from internal resources. The overall picture at the end of September is positive with a projected under spend of £1.8 million.

Good progress has been made in delivering the budget savings strategy in the first six months of the financial year with regular progress reports being monitored by the Budget Review Board. Other options for savings continue to be identified in vacancy management, contract reviews and supplies and service, and savings in capital financing. This will help in areas where implementation of the savings strategy is delayed. Further work is in progress on the achievement of staff savings and procurement/contract savings, including full year effect of savings identified in 2012/12. On track to meet the end of year savings target.

Although the capital programme is running slightly behind spend profile with £15.6 million spent during the first half of the financial year against a target of £18 million, it is still forecast to deliver a significant improvement against previous years. Spend patterns will be re-profiled which should enable more accurate monitoring in the next two quarters. It is forecast to achieve an end of year position of £53.3m which is significantly higher than capital spend achieved in previous years.

Revenue income from fees and charges continues to run slightly ahead of profile with 44.22% achieved against a target of 42.23%. However, there is no indication that this will result in over recovery of income at year end which is forecast to achieve 100%.

Online transactions

The percentage of transactions completed online compared to telephone/face to face remains above target with 43% of transactions completed online compared to a target of 32%. It is anticipated that the end of year target will be met.

The transactions that customers can complete online includes electronic forms, online payments, online maps, Freedom of Information (FOI) requests, complaints forms and bespoke online applications such as Highways Defect Reporting. An additional five forms are now available online since the last quarter, however, a number of older forms have been deactivated therefore the number of transactions that the customer is able to complete online is slightly below the target for the quarter with 352 transactions available online against a target of 365. At the end of the second quarter it is forecast that the end of year target will be not be achieved.

There has been a 28% increase in the transactions completed online compared to the previous quarter. This is well above the target of 5%, however, this is a new performance measure and therefore the targets were difficult to set for the first year. During quarter one, 4448 transactions were logged in the Customer Relationship Manager (CRM) system which originated from the website. During quarter two this increased to 5702 transactions.

Increase in back office functions delivered through Shared Services

At the end of quarter two there has been a 4.02% increase in back office functions delivered through shared services against a target of 5%. This equates to 6.42 full time equivalent (FTE) staff, this included staff from adult social care, highways operational support, and children's services. The shared service centre has also taken over the process for the council's vehicle driver's authorisation, previously maintained by Highways. Discussions are continuing with regard to the potential transfer of staff from highways business support, the blue badge team and schools admissions during the next quarter.

Performance commentary

Employee Reductions

Since the end of August 2010, there have been 166 compulsory redundancies, 93 voluntary redundancies, 3 voluntary retirements, and a further 12 staff have been redeployed and their posts removed. The total of 274 includes 25 senior managers. This equates to a reduction of 64 employees since the last quarter.

The total number of people employed by the council has fallen by 458 (342 FTE) since the 1 December 2010. The reduction reflects the number of redundancies, and also the extent to which the council has not recruited to vacancies over the period.

Sickness Levels

Sickness levels are higher than the anticipated target of 3 days at the end of quarter two with an average of 4.36 days lost due to sickness per permanent employee. There is an increasing amount of absence information available for managers and rollout of the attendance management policy and well-being strategy continues.

County Hall Remodelling

The County Hall remodelling project is slightly behind schedule at the end of quarter two with approximately 7.5% of the project complete compared to a target of 10% by 30 September 2011. Contract negotiations are ongoing which has had a slight stalling effect on the project. Various measures have been taken to reduce the impact, however, until the negotiations have been concluded it is difficult to estimate the full impact on the project timelines. Work is complete in the council chamber with new audio visual equipment installed and new furniture which allows the chamber to be used in a more flexible way. Work has commenced on committee rooms one and two and is expected to be complete in these areas by the end of January 2012.

Complaints

The quarter two complaints summary highlights that there were 12 cases referred to the Local Government Ombudsman during this period with 8 resulting investigations. Overall, there has been a 23% decrease in complaints received compared to quarter 2 2010. The biggest decrease in numbers is within Highways and Transport (63%) and Waste Services (37%). Smaller reductions are recorded for Economy & Tourism (35%), Children's Services (32%) and Adult Services (30%). The only significant increase is for Community Safety at 70% although this involves small numbers of complaints. Other service areas show similar figures to last year. Most complaints are now closed at initial stage or stage one. Only 1 complaint was dealt with at stage 2 during the quarter. This trend re-confirms that the complaints process is becoming more efficient with more comprehensive responses being provided at stage one and complaints being processed in a more timely manner by nominated complaints officers across the authority.

Contact Centre

The contact centre has continued to receive an increasing number of calls during quarter two as it continues to take on additional functions. This has put pressure on the percentage of all enquiries being resolved at the first point of contact by the contact centre. During September the contact centre was presented with the highest number of calls ever recorded with 48,605 calls and resolved 74.98% of these at the first point of contact which was just above the target of 73%. However, 67.35% calls were resolved at the first point of contact in July and 69.1% in August which was below the monthly target of 73%.

The contact centre has been struggling to meet its target relating to the percentage of calls answered in person during the second quarter. During September 59.95% of enquiries were answered in person compared to a target of 80%. July and August were slightly better with 67.16% of calls answered in person in July and 69.54% in August. The table below shows some key contact centre statistics for July, August and September.

	July 2011	August 2011	September 2011
Calls offered	42,705	40,357	48,605
Abandoned calls	27.72%	24.99%	33.61%
Average speed of answer (seconds)	87	84	116
Average staffing (FTE's)	12.1	12.8	13.2
First point of contact resolution	67.35%	69.10%	74.98%

The contact centre has recently appointed an additional 2.5 x full time equivalent (FTE) staff on permanent contracts and 3 x FTE on fixed term contracts to help to improve the service it offers. Once the new recruits have completed their six week training programmes, there should be an improvement in contact centre performance.

A number of changes have recently been implemented in the contact centre and to the telephony network.

Performance commentary

These changes include the following:

- Automated functionality has been provided on the Council's main number, 821000 to improve officer to officer, elected member and partner agency contact with Directors and Heads of Service. This facility has been designed for support to officers, elected members and partner agencies when calling from outside of the internal network and will help improve the speed at which members of the public can contact the council. The facility is currently being used on average for 57 calls per day.
- Mobile phone numbers for all staff issued with a council handset have been made available through the internal WightNet phonebook and the Customer Relationship Management (CRM) system.
- Categories of calls are being reviewed and a strategy developed to move current customer telephone activity wherever possible, to online self service and opportunities identified for the transfer of additional processes into the contact centre to increase the resolution rate at the first point of contact.
- Corporate standards are being developed for the use of the CRM system.
- The contact centre team are reviewing pages for service areas and providing training and advice for the migration of new service areas

In a very short period of time these changes have all made a positive impact on contact centre performance in terms of the abandoned rate, speed of answer and the speed at which customers can contact the council. As more information is gathered around customer enquiries, a strategy and action plan will be developed together with a review of contact centre operations and a proposal for future customer access channels.

FIRE AND RESCUE

Accidental dwelling fires

There were sixteen accidental domestic dwelling fires during quarter two. The end of year forecast remains at 64 compared to a target of 88 and outturn of 91 in 2010/11. There has been a 19% decrease in these types of fires since the same period last year (19 fires down to 16). Continued preventative work at events and through home fire safety checks will continue to educate local residents.

Primary fires

There were 46 primary fires attended during quarter two, compared to 60 during the same period last year. This represents a 30% decrease. The Community Safety and Technical Fire Safety and Enforcement teams within the Fire and Rescue Service will continue to work together to maintain this downward trend.

Road traffic accidents

The numbers of people killed or seriously injured in road traffic accidents is reported on a three month lag with June data reported in September. There were 28 serious casualties during the months of April, May and June compared to 24 during the same period last year. This represents a 17% increase since the same period last year. There were 21 serious casualties during January, February and March of this year, which brings the total number of serious casualties between January and September to 49.

Preventative work is being undertaken which includes the 'Head On' education programme being delivered to high schools and proposed winter driving campaign. Enforcement work is being carried out with the roads policing unit and driver awareness training continues to be delivered in partnership with Hants Constabulary, following referrals from driving offenders. The road safety forum will work together to reduce this figure.

Response standards

Response standards continue to be maintained with consistently good performance during quarter two. Performance has been above target since June and performance this quarter is consistent with that of the second quarter in 2010/11. It is anticipated that the end of year target of 80% will be exceeded by approximately 5%. This demonstrates the value of having whole time fire-fighters on duty during those periods when Retained Duty System crews have difficulty providing adequate cover.

Home fire safety checks

The percentage of home fire safety checks completed for vulnerable households remains below target and was significantly below target in September with only 36.7% being completed against a target of 60%. It is unlikely that the end of year target will be met. Training and development with partners, plus increased working with the drug and alcohol action team will assist in reaching these vulnerable households. Witness support will assist in promoting the home fire safety services provided by the fire and rescue service.

Wider context

Council Tax Freeze

In conjunction with the government's intention to support families from experiencing further hardship an additional year's (2012-13) freeze of council tax has been proposed. The Chancellor has announced his intention to support local authorities with meeting this by an extra £805 million that has been set aside.

It has been proposed for a new grant scheme to be made available to all billing and major precepting authorities, including police and fire authorities, which decide to freeze or reduce their council tax next year. If they do, councils will receive additional funding, equivalent to raising their 2011-12 council tax by 2.5 per cent. Police and fire authorities will receive additional funding equivalent to raising their 2011-12 council tax by 3 per cent.

The Department for Communities and Local Government is due to be writing to all English local authorities with full details of the new scheme, including providing an indicative breakdown of estimated grants to help local authorities with budget planning.

Source: HM Treasury website, 3 October 2011.

A consequence to these proposals are that the grant will only represent a single year's payment and post 2013, there would be a need to apply a more marked increase in council tax to compensate. Such an increase would need to meet the net difference in revenue required plus any inflationary increases that apply, which could be in the region of 5%, although the ability to apply such an increase could be impacted were government to instigate a cap to council tax increases in that year. Any subsequent deficit would then need to be made up by further savings being made across future authority expenditure, over and beyond those already planned.

In the wider context of **New Ways of Working**, the council library review came to a formal close in September confirming arrangements that will see the establishment of community libraries in Bembridge, Brighstone, East Cowes, Niton and Shanklin. The community libraries will complement six others the council will continue to run directly in Cowes, Newport, Ryde, Sandown, Ventnor and Freshwater.

Fire & Rescue Service

The introduction of new 'crime mapping' information technology was announced at the end of September, a joint project involving police, fire and rescue services and councils including Isle of Wight council.

The public facing website '[Crime Reports](#)' will also provide transparency to residents and useful information to local Neighbourhood watch groups in their understanding of problem areas within their locality.

The software that supports the crime mapping facility will offer a range of statistical information that will provide the Island's Fire and Rescue service with improved analytical capability to incidents reported, which will assist with informing operational decision making.

Corporate priority: Raising educational standards

Background: The council is committed to achieving a sustained improvement in the standards of educational attainment by Island students, in order to offer them an improved range of opportunities in later life. Building on the improvements seen in GCSE results attained in 2009/10 academic year, an ambition remains to achieve the national average by the 2014/15 academic year. To support this ambition, the Isle of Wight schools system was returned to a two tier system, fully effective from September 2011.

See the [Isle of Wight Council Corporate Plan 2011-2013](#) for full details regarding the council's commitment to raising educational standards.

Actions carried forward

1. The 16 August 2011 Cabinet agreed that a report be brought before Cabinet on 4 October 2011 regarding actions being taken by schools to address persistent absence and exclusions within the new two-tier school system. The Cabinet meeting of 11 October received a report regarding 'tackling attendance and exclusions in the new secondary school providers' and agreed to monitor attendance and exclusion rates, regularly audit attendance and behaviour policies and hold the secondary providers to account for performance biannually through the council's scrutiny function.
2. The 16 August 2011 Cabinet agreed the recommendations and action plan from the review of provision for children and young people with special educational needs and disabilities (SEND).
3. The 11 October 2011 Cabinet agreed to the development of a working relationship with Southampton City Council school improvement and related education functions for an initial period covering the school year 2011/12.

Summary

Status: AMBER

Risk: The high risk scores (red) in each of the three levels of education is a reflection of the current attainment results and the potential for any impact of the school reorganisation. Planned actions are in place, which should be further developed to encompass the scope of activities identified in the Schools & Learning Business Plan. The target risk scores indicate that levels of education remain an important priority of the council and will continue to receive high levels of scrutiny.

Finance: Within the local authority budget there has been a small increase to income from schools for training provided by the Learning & Development team.

Performance: 2010/11 GCSE performance levels are below target as already reported through the media during August. The council continues efforts to bring about sustained improvement to attainment results through the setting of educational standards as a priority and regular reporting to Cabinet. Some exclusion and attendance data has not been available for the quarter 2 report due to technical issues, however previous agreement for continued close monitoring and challenge both via quarterly reporting to Cabinet and through more recent decisions to hold secondary providers to account via the council scrutiny function will continue. These are critical proxy indicators to the wider educational attainment of students which continues to fall behind national averages but the impact of the implementation of a two-tier system as part of the schools reorganisation project has yet to take effect.

[Link to Quarter 2 Data Report](#)

Performance commentary

Exclusions and Attendance

For temporary exclusions, the figure of 78 reported in July is marginally above the figure for July 2010 of 73, although the figure reported in August of 86 shows a 50% increase over the same period last year (58) however it is still forecast to meet the end of year target of 830. Schools were not in session during August so

Performance commentary

the figure reported in September is zero. Boys continue to make up the majority of those being excluded.

The performance data for the '*number of permanent exclusions*' and the '*% of secondary school persistent absence rate*' has not been available for quarter 2 due to problems with the electronic data transfer system between schools and the local authority. Work to resolve this issue is ongoing, however officer attendance at exclusion meetings has identified a continuing increase in the number of exclusions which is being closely monitored by the authority.

Not in Education, Employment or Training (NEET)

The September 2011 data shows that there are 213 young people aged 16-19 who are NEET (5%) this compares to 195 young people who were NEET (6.89%) in September 2010. This has been achieved despite a climate where jobs for this age group are scarce.

Due to all of last year's year 11 students leaving education (a normal occurrence at this time of year) the number of 'not known destinations' in September 2011 has increased to 1387 this is lower than September 2010 (1415) despite the definition changing to add those young people who are 19 years old in the current academic year. The new Education Participation Team (Connexions) is continuing their efforts to contact the full cohort of young people and thus reduce this number daily. Comparisons supplied by [Department for Education for 16-18 year olds](#), based on the three month average (November, December 2010 and January 2011) placed the Island mid-table in terms of the South East with an estimated rate of 5.7%. The regional average for the same period was 5.4% and our nearest neighbours were experiencing significantly higher NEET rates: Southampton 9.8% and Portsmouth 11.3%.

The Education Participation Team are running monthly "Real Opportunities Now" (RON) programmes to engage those disengaged young people who are NEET by giving them challenge & adventure coupled with tasters on what opportunities are available to them in the world of employment & training.

The Hospitality Training Partnership (HTP) are offering flexible tailored programmes for NEET young people, through the European Social Fund, which will allow young people to look at employment and training opportunities in a supported programme. Their offer can include work experience, literacy and numeracy and personal development sessions as required by the young person to help them progress into a positive destination. The Education Participation Team (Connexions) is able to refer young people to this programme but young people are also able to refer themselves directly to HTP. The programme is "roll on roll off" so young people are able to start immediately with as little as 3 hours training to help them engage.

The Foundation Learning programmes offered by our three post 16 providers are now more flexible which allows programmes to be tailored for the individual's needs as well as more flexible start dates. This gives young people a better opportunity to progress into a positive destination in education, training or employment.

Employment training opportunities for young people linked to JobCentre Plus are being introduced. The council will also be launching its pre apprentice programme from October 2011 offering support to Small Medium Enterprises' through the Work Based Learners for fifty 16-18 year old who are registered as NEET.

Personal Education Plans (PEPs)

The '*percentage of Personal Education Plans completed for children in care*' at the end of Quarter 2 was 55%, this represents 57 out of 103 children. This is considerably behind the target of 95% and a drop from levels around 90% during the past two quarters, however recent re-structure changes in service have impacted on processes to record and collate this information. Work is underway to reconcile recording on the Integrated Childrens Services system and Electronic Social Care Records to improve data quality, whilst the Looked After Children Units are promoting the completion of plans in-time to achieve the end of year target of 95%. The recent formation of a new working group by the Deputy Director for Children's Safeguarding & Family Services during October will focus on attainment and attendance for looked after children, providing a forum to discuss issues with completion and quality of plans within the wider context. It is anticipated that data quality and recording processes will be improved by January 2012.

Attainment

Level 4 at KS2 – A provisional figure of 63% was achieved for the '*Percentage (%) for achievement at level 4 or above in both English and Maths at KS2 (former NI 073)*' against a target of 82%. This contrasts with a rising trend of 63.7% in 07/08 results to 69% in 09/10 results.

GCSEs – A provisional figure of 49.5% was achieved for the '*percentage for achievement of 5 or more A-C grades at GCSE (NI 075)*' in August 2011, against a target of 53%. This figure demonstrates an improvement of 4.5% over 2010 results.

Performance commentary

Attainment for Looked After Children

Although the number of 'Looked after children achieving 5 or more A*-C GCSE's (or equivalent) at Key Stage 4 (KS4) including English & Maths' remained the same as 2010 with a provisional result of 10% (representing 2 students) in August 2011 (against a prediction of 24%), the number of 'Looked after children achieving 5 or more A*-C GCSE's (or equivalent) at Key Stage 4 (KS4) excluding English & Maths' improved from 15% in 2010 to 25% (provisional) in August 2011 (against a target of 33.3%).

Further to this, the number of pupils achieving five or more A*-G GCSEs has increased from 45% in 2010 to a provisional 60% in August 2011. There have also been improvements in pupils achieving one or more GCSEs at A*-C and A*-G (for A*-C, 50% versus 35% in 2010 and A*-G, 70% versus 60% in 2010).

The cohort size has also remained the same as 2010 at 20 pupils, which represents an increase in the absolute number of pupils achieving. The rate of achievement for looked after children has improved across the board (with the exception of five or more A*-C GCSEs including English & Maths which has remained the same) to some of the highest levels since 2006.

Level 3 Attainment by Age 19

The 'percentage achievement of a Level 3 qualification by age 19 (NI 080) in 2009/10 has increased to 46.6%, an increase on the figure reported for the previous year (45.1%). It is noted that the 2010/11 data is not available from the Department of Education until March 2012, however, there has been a steady increase in Level 3 attainment over the 2007/08 – 2009/10 period but the figures for the Isle of Wight remain notably below the regional (55.9%) and national (52.0%) averages. The 2009/10 GCSE results for level 2 at 16 are very encouraging (70.9% compared with 57.8% in 2009) and this is above the 2008/09 national average. This sets a good baseline to enable a higher achievement of Level 3 at 19 in future years.

The overall pass rate for A-levels, provisional results announced in August 2011 (A - E grades) has improved by just under one percentage point, giving the Island an average of 97.7% just below the national average of 97.8%.

Wider context

Schools reorganisation

The School Reorganisation programme is close to completion with the transition to a two tier system now established. The emphasis has now switched to the completion of new build projects affecting a number of sites intended for Primary Schools and the new Cowes Secondary School. September saw the ground breaking for the new Haylands Primary School and the demolition of part of the old Ventnor Middle School site to make way for the new St Francis Primary build. Completion of the programme leaves a number of sites becoming available for sale, the eventual success of which will be determined by factors such as the impact of the current economic turmoil being experienced nationally and availability of funds by companies to purchase the land with a view to development.

Academic attainment

The priority reflects an intention to see an improvement in academic attainment that will achieve meeting the national average by the academic year 2014/15. On analysis of historic data, the following points are noted:

- In the case of five or more A*-C grade GCSEs, looking at results achieved over the five years 2005-2010, the Island's average percentage increase was 4.9% compared to 3.8% for England, having been bolstered by the results for 2009/10 where the increase in that year was +12.1% on the previous year. This performance suggests that the Island may eventually match with the national average although it may take slightly longer than 2014/15.
- In the case of five or more A*-C grade GCSEs including English and Maths, the projections remain less optimistic based on the current 5 year average, despite the Island having regained some momentum with an improvement in results in 2010.
- By comparison for five or more A*-G GCSEs, the Island has already achieved a pass rate equivalent to the national average.
- In all three categories, results for girls proved to be better than that achieved by boys, consistent with the outcomes seen at both regional and national levels.
- Reflecting on A level results and using the 'average point score per candidate' as the comparator, a four year average (2006-2010) suggests the Island has achieved a 17 point increase compared to 6 for England. Again the 2010 results helped to return the Island's results to a position of improvement and at a rate significantly better than that seen across England as a whole. However, unless this margin of difference remains it may be unlikely that the national average would be achieved by 2015.

Source: Department for Education

Wider context

Despite the focus on attainment of national levels, a recent report by the Programme for International Student Assessment (PISA) provides a form of benchmarking of British schools performance against other countries. PISA is run by the Organisation for Economic Co-Operation and Development (OECD) and the survey takes place every three years. It is a sample survey that assesses 15–16 year olds in three areas: literacy, maths and science. The [2009 tables](#) that were recently released placed Britain amongst the poorer performing nations. The only European nation that appeared to have fared well was Finland. The relevance to these results are that PISA puts less emphasis on whether a student can reproduce content, and focuses more on their ability to apply knowledge to solve tasks. This is important in the modern labour market which privileges people's ability to transfer their knowledge and skills to new situations. Michael Gove (Secretary of State for Education) is reported as saying 'Today's PISA report underlines the urgent need to reform our school system. We need to learn from the best performing countries.' (Source: DfE, In the News, Secretary of State comments on PISA study of school systems, 7 December 2010)

Cultural attitudes can influence individual pupil attitudes towards education either at peer level or through experiences of siblings and other family members. On this basis there may be a number of synergies with the experience of housing and the domestic environment in which a young person lives, issues relevant to safeguarding for that young person and its impact on personal development, while the positive influences provided through a buoyant economy and employment opportunity enable an individual to carry forward a realistic view to the benefits an education and resultant qualifications can offer.

Young people not in education, employment or training

Numbers of young people that are not in education, employment or training (NEET) were marginally higher at the end of September which is consistent with the experiences at regional and national levels. While a range of initiatives are being applied to engage with and improve the prospects for this client group, the impact of the current economic downturn cannot be disregarded with those aged 16-24 having experienced significant increases with unemployment and this is reflected in the proportion of Island residents from this age group currently claiming JobSeekers Allowance – 8.0% (August 2011). The effects of the withdrawal of the principal support mechanism to this client group (Connexions) will also need to be monitored.

Apprenticeships for 16-18 year olds, offer a means of entry into the world of work for many young people, often linked to vocational training through the Isle of Wight College and other training providers. The most recent results (2009/10) for numbers of Apprenticeships completed suggest that the Island (-1%) is not performing as well as the remainder of the SE region (+11.2%). Similarly the Island's success rate for Apprenticeships, while improving, does not match that being achieved at a regional level and is below both regional and national levels.

The recent decisions to cut the funding students from disadvantaged families receive and the increased costs students will incur through going to University may affect the decisions of future generations leaving mainstream education. In an attempt to resolve some of these issues Schools Minister Nick Gibbs, recently announced proposals to overhaul post-16 education in order to give young people the best chance to go on to university or skilled employment. These proposals cover a range of topics including funding and programme of study. However, one of the core proposals is for all students aged 16-19 without a grade C or better in GCSE English and Maths should continue to study these subjects. This is intended to address problems in basic literacy and numeracy of school and college leavers experienced by UK employers.

(Source: Department for Education, 'Gibb: Simpler, fairer funding system to improve post-16 education', 6 October 2011)

Corporate priority: Keeping children safe

Background: The council remains committed to both improving the educational outcomes for children and young people while ensuring they remain safe and enjoy healthy lives. Safeguarding children and increasing public awareness of taking early, preventative action is a key priority of the local authority. A revised approach to children's social work has been introduced, intended to deliver system improvements and efficiencies, ensuring that appropriate action is taken through a joined up team based methodology, while providing clear, children based outcomes. Additionally an enhanced recruitment and retention policy has been introduced, bringing sustained investment to children's social work on the Isle of Wight.

See the [Isle of Wight Council Corporate Plan 2011-2013](#) for full details regarding the council's commitment to keeping children safe.

Actions carried forward

1. The 16 August 2011 Cabinet agreed that a report on the implementation of the Recruitment and Retention Strategy for Children's Social Care and the impact on performance be brought before Cabinet on 4 October 2011; this date has subsequently been changed to 14 February 2012.
2. The 16 August 2011 Cabinet agreed the action plan resulting from the children's social care report on OFSTED Inspection (June 2011).
3. The 10 May 2011 Cabinet meeting resolved to invite the scrutiny panels for Health and Community Wellbeing and Children and Young People to establish a joint working group to look at the issues regarding the rates of hospital admission per 100,000 for alcohol related harm, recognising this is a partnership issue that involves staff and resources from both health and police services. The joint working group would report back to the relevant Cabinet members and the outcomes of that report would be summarised in a future edition of the quarterly reports. A progress update from both the 7 September 2011 Health & Well Being Scrutiny panel and the 14 September 2011 Children & Young People Scrutiny Panel noted that relevant stakeholders are being identified together with key information that will form the basis of the inquiry. Dates are now being looked at with the lead member for a member briefing meeting.

Summary

Status: AMBER

Risk: The current risk score (red) relating to a failure to safeguard children is higher than would be considered acceptable, but given the broad changes occurring within the service area and the transitional period for new methodologies to be adopted, the risk status is rightly raised as a precautionary measure to keep attention and focus on the outstanding actions at monthly risk reviews led by the Director.

Finance: There are no significant pressures at quarter 2 against the £13.5m budget attributable to this priority area. The main budget allocation is to Longer Term Interventions (£10.4m), which represents 78% of the total budget, this area includes all Looked after children associated team budgets, Beaulieu House, Agency Placements, Fostering & Adoption, Short Breaks, Homecare and Childrens Disability budgets.

Performance: Progress over the quarter has been broadly positive and although some individual targets have been missed there are a number of key points worthy of praise; the general improvement in the number of children remaining on Island for agency placements is favourable and the increase in the number of Common Assessments completed shows steady improvement. Child protection targets also demonstrate good performance for this period.

[Link to Quarter 2 Data Report](#)

Performance commentary

Looked After Children

The 'numbers of Looked After Children (LAC)' has remained relatively stable with minor increases through the

Performance commentary

latter half of 2010/11. During the first quarter there was a slight overall decrease from 175 to 173, with a quarter 2 figure of 175 versus a target of 174. The current end of year forecast is 169 against a target of 168.

The continued efforts and hard work of the teams in keeping children out of care and working to get currently accommodated children also out of the system has successfully resulted in some children leaving care during quarter 2. The 'First Response' has a co-ordinated approach to prevent children and young people coming into care through the extended use of the Common Assessment Framework (CAF), noted as one of two areas of strength in the recent inspection by Ofsted, and through access to Universal Services and support from schools and children's centres.

As outlined in quarter 1, it is envisaged that this downward trend will continue towards targets once the Reclaiming Social Work (RSW) model has fully embedded. However, if new legislation is enacted, there are around 11 young people (three year estimate) on remand who would be newly classified as children looked after. Changes would also affect those young people who access short break funded activity in excess of 75 days per year, which at the current level could include up to 23 young people.

Agency and Foster Placements

The definition of this measure has been refined since quarter 1, re-focussing on 'agency foster and agency residential' placements (this now includes only outside of Local Authority placements, for example excluding Beaulieu House placements). Performance is steadily improving in quarter 2 with 32 (provisional figure) Looked After Children in agency foster (14 children) or agency residential placements (18 children). Although not directly comparable with the previous year, this figure is still favourable compared with 49 at the beginning of 2010/11. Of the current 14 agency placements, 4 are off-island and of the current 18 residential placements, 14 are off-island. In addition there are also 4 residential placements at Beaulieu House. Compared with 30 children placed off-island for their needs to be met in quarter 1, only 18 were placed off-island for their needs to be met in quarter 2.

Child Protection

The monitoring measure of '*numbers of Children becoming subject to a Child Protection Plan for a second or subsequent time*' during quarter 1 now has a target of reducing the number of repeat plans to less than 15%, however a higher rate of repeat plans does not necessarily indicate poor performance. Out of the 16 child protection plans started during quarter 2 only 1 was a repeat plan (6%), this compares to 5 out of 20 (25%) during quarter 1 of this year and 1 out of 22 (5%) for quarter 2 in the previous year.

At the end of quarter 2, 3 out of the 73 (4.1%) children with a child protection plan had been subject to a plan continuously for more than 2 years, against a target of 5%, this compares to 3 out of 66 (4.5%) at the end of quarter 1 this year and 3 out of 86 (3.5%) at the end of quarter 2 in the previous year.

Support for Disabled Children

The '*number of families of disabled children who are being supported through direct payments*' is increasing with more children being allocated Direct Payments (DP). Currently 72 families are supported against a target of 55. The current end of year forecast is to exceed the target of 65 with 68. Parents are happy with the scheme as it provides them with the flexibility to organise their child's care with the DP hours they have been allocated.

There has been a steady increase in the take up of DP's since they came into operation. There are currently 87 active carers looking after the children and it is anticipated that the number of children being allocated DP's will increase further due to the schemes success. Other initiatives such as personal budgets are being investigated as possible improvements for development in the future.

Common Assessments

As at 30 September 2011, 192 assessments have been completed against a target of 223. This is an increase of 75 since quarter 1. Some of the increases / declines in numbers undertaken on a monthly basis can be attributed to variations throughout the year, including increases during periods of holiday, e.g. there is an observed rise in June and a decrease in September that can be attributed to the re-organisation of schools and personnel changes. Further training will be delivered in the autumn which should encourage the use of common assessments by a wider range of professionals, and as staff become more familiar and knowledgeable of the process, more assessments will be completed. Early indications of figures in October already suggest an increase to expected levels. The end of year forecast of 400, although short of the 450 target, still represents substantial improved performance in this area.

Wider context

Child Poverty

The most recent Child Poverty statistics (snapshot at 31 August 2009) were released in September by HM Revenue and Customs. These reflect the proportion of children living in families in receipt of out of work benefits or tax credits where their reported income is less than 60% of median income. For the Isle of Wight the percentage of all children in poverty is 21.5% against a national figure of 21.3% (England). This sees an increase from 2008 where the Island figure stood at 20.2% (England 20.9%).

These figures sit against the 2010 Indices of Multiple Deprivation (IMD) results which identified that five of the Island's 89 Lower Super Output Areas (LSOAs - geographic areas with around 1,500 resident population) were within the 20% most deprived nationally, namely: Pan A; Pan B; Ryde North East B; St John's West A and Ventnor West A. In respect of the Income Deprivation Affecting Children Index there were again five LSOAs within the 20% most deprived nationally: Osborne; Pan B; St John's West A, Sandown B and Ventnor West B.

The [Institute for Fiscal Studies](#) has suggested that there is the potential for the number of children falling into relative poverty within the UK increasing by a further 400,000 by 2015. This is seen as a culmination of a number of factors, some the resultant effect of the economic downturn combined with changes made to the tax and benefits system. Such an outcome would lead to the government missing targets to reduce child poverty by 2020. (A child is considered to be in relative poverty if he or she lives in a household whose income is below 60% of the average in that year, and in absolute poverty if he or she lives in a household whose real-terms income is below 60% of the 2010/11 average – a period set as a benchmark in this year's Child Poverty Act.)

The Welfare Bill 2011 is currently going through Parliament. It is legislating for the biggest change to the Welfare System in over 60 years and introduces a wide range of reforms. Amongst the main elements of the bill is a proposed replacement to the Disability Living Allowance with a new benefit 'Personal Independence Payment' to support disabled people who face the greatest barriers to independent living. One of the main elements of the Personal Independence Payment will be an objective assessment of need with greater use of evidence to enable more accurate and consistent assessment of an individual to determine who will benefit most from additional support. While there is a commitment to support disabled children and families it will be necessary to develop a specific child assessment to take account of the differing needs of children from adults. Before considering any extension of the Personal Independence Payment to new claims for children, consideration will be given to the new arrangements for working age individuals. It is also proposed to reform child maintenance to make it easier for parents to make more flexible private maintenance arrangements.

A variety of reports issued within the quarter by the Department for Education include:

- ['Supporting independence? Evaluation of the teenage parent supported housing pilot \(September 2011\)](#), provided a summary for a range of initiatives undertaken across seven local authorities involving enhanced packages of support for teenage parents. This was one of a suite of nine 'Child Poverty Pilots' funded by central government up to March 2011, enabling local authorities and their partners to develop innovative approaches to tackling the causes and consequences of child poverty and improve outcomes for children and families living in poverty. In the case of this pilot, particular emphasis was given to those aged 16-17 years and those not living with parents or carers and while it proved less successful in helping teenage parents move into employment, education or training, it did increase the opportunity for young parents to achieve independent living.
- [Local authority child poverty innovation pilot evaluation: Final synthesis report](#) provides a summary of the national evaluation by GHK Consulting of the Local Authority Child Poverty Innovation Pilot which ran between April 2009 and March 2011 and included a wide range of innovative activity designed by local areas to tackle child poverty. At least one from five themes was expected to be included with a total of ten authorities participating.

Childcare Provision

The results of the ['Childcare and Early Years Providers Survey 2010'](#) were released by the Department for Education at the end of September 2011, the latest in a series of surveys that began in 1998. The report provides information on a range of topics including the key characteristics of childcare and early years provision. Amongst the key findings were:

- The long term decrease in the number of active childminders continued in 2010 and the total now stands at 47,400. This marks a decrease of 7% since 2009 (in contrast to the other types of childcare provider whose numbers increased in 2010).
- The large majority of staff in group-based childcare settings had a relevant qualification at level 3 (76 per cent) in 2010. This is a significant increase from the figure of 65 per cent in 2007 and marks progress from the 2009 figure of 73 per cent. The proportion of childminders with a level 3 qualification had also increased, from 41 per cent in 2007 to 54 per cent in 2010.

Wider context

Safeguarding

A report by Ofsted '[Safeguarding in schools: best practice](#)', employs evidence gathered from the inspection of all maintained schools, residential special schools and pupil referral units inspected between September 2009 and July 2010. Included within the commentary of the Summary Report was the suggestion that parents, carers and children should feel reassured that almost all schools now take a careful and responsible approach to their safeguarding arrangements although it qualified this by indicating that there was variation in the effectiveness of procedure across the sector of maintained schools.

Reporting period: Quarter 2, 2011-12

Corporate priority: Supporting older and vulnerable residents

Background: A key responsibility of the council remains to support the most vulnerable in Island communities, including those adults with a disability or long term health condition and the frail elderly. Going forward, four key themes have been identified, to:

- Support individuals and communities to become less dependent on public services;
- Develop more effective arrangements between public sector organisations, helping to reduce an individual's need for access to the more intensive, high cost services;
- Provide real choice in order to enable people to take control over how they are supported;
- Improve the assessment and response to need in order to speed decision making and achieve improved service outcomes for individuals by strengthening delivery of social work and care management support.

See the [Isle of Wight Council Corporate Plan 2011-2013](#) for full details regarding the councils commitment to supporting older and vulnerable residents.

Actions carried forward

1. The 11 October 2011 Cabinet received the report detailing feedback from the initial consultation around care for older people on the Isle of Wight, including the role of the Adelaide and Gouldings and agreed to allow a further period of time for officers to prepare a more detailed report which will then come before Cabinet on 13 December.
2. The 10 May 2011 Cabinet meeting resolved to invite the scrutiny panels for Health & Community Wellbeing and Children & Young People to establish a joint working group to look at the issues regarding the rates of hospital admission per 100,000 for alcohol related harm, recognising this is a partnership issue that involves staff and resources from both health and police services. The joint working group would report back to the relevant Cabinet members and the outcomes of that report would be summarised in a future edition of the quarterly reports. A progress update from both the 7 September 2011 Health & Well Being Scrutiny panel and the 14 September 2011 Children & Young People Scrutiny Panel noted that relevant stakeholders are being identified together with key information that will form the basis of the inquiry. Dates are now being looked at with the lead member for a member briefing meeting.

Summary

Status: AMBER

Risk: Safeguarding vulnerable adults is a statutory duty placed on all local authorities. The consequences of failing in this duty are very high, both in terms of the impact this has on an individual concerned and to their family, but also in terms of the potential damage it would bring to the council's reputation. During quarter 2 this risk has moved from a score of 13 (red) to score of 9 (amber) indicating that the control measures in place and in progress are have an effect on the reduction in risk.

Finance: The financial position of Adult Social Care remains positive. An underspend of £212k is currently forecast against the budget of £44.2m mainly due to contractual arrangements, grants and joint contracts with the PCT. The £2.9m savings target for this service is set to be achieved this year and plans are in place for the full year effect from 2012/13.

Performance: All performance measures contributing towards the progress of this priority are not meeting, but within tolerance, of quarter 2 targets. The key area to watch will be the council activity to ensure social care clients receive self directed support and the allocation of resources to achieve this. Future strategy and related performance for the health and well being of Island residents will be shaped by the Joint Strategic Needs Assessment currently available to residents via iwight.com.

[Link to Quarter 2 Data Report](#)

Performance commentary

Personal Budgets

The prioritisation of eligibility and charging reviews remains the main factor in reducing the overall performance in this area. The percentage of clients receiving Self Directed Support (SDS) and Personal Budgets (PBs) continues to rise (currently 39.2% versus 45% target), however performance is not forecast to reach the year end target of 60% (current forecast 48.3%) but remains within tolerance. Work continues to raise awareness of Personal Budgets and the pace is expected to pick up once the current eligibility and charging reviews have been completed.

Carers' Needs Assessment

Performance for carers' needs assessments remains broadly stable over the last 6 months between 30% and 33%, currently at 32.2% versus a target of 33%, however there have been reductions in both the number of clients receiving community services and the number of carers receiving assessments or services. Carer numbers are reducing faster in proportion to the reduction of client numbers. Current forecast for the end of year position is to exceed target by around two percentage points of 34.8% against a target of 33%.

Safeguarding Vulnerable Adults

The Safeguarding Practitioners have been working with the Care Managers to ensure timely completion of safeguarding cases. There has been further progress chasing the referrals and unblocking those that have become difficult to move on. There are however, several complex cases currently ongoing which will continue to be open cases until they are resolved and this is having a continued detrimental effect on performance figures. The latest performance of 61.8% as at 30 September is the lowest rate in the last three months, falling behind a target of 64.17%. Year end forecast is more favourable at 68% versus a target of 70% bring performance to within tolerance.

Wider context

Southampton, Hampshire, Isle of Wight and Portsmouth (SHIP) have been successful in a bid to take on a pathfinder project that will help each area form a 'Local HealthWatch' to act as the voice for people who use and need health and social care services from October 2012.

Age Action Alliance

In a recent release by the Department for Works and Pensions it was announced that a range of organisations from across the voluntary, private and public sectors would be becoming together in partnership as the Age Action Alliance. As the first national initiative of its kind, the Alliance aims to improve the lives of the most disadvantaged older people, to prevent deprivation in later life and challenge age discrimination, tackling issues relevant to older people including public health, safe warm homes, combating loneliness and isolation, work on age-friendly neighbourhoods and promotion of digital inclusion and new attitudes to ageing. It will build on projects developed by voluntary and private sectors and government programmes such as Ageing Well and Active 60 and will champion ways of working to deliver practical solutions. It is planned that the Age Action Alliance will be informed by older people themselves.

The Welfare Bill 2011

The Welfare Bill 2011 is currently going through Parliament. It is legislating for the biggest change to the Welfare System in over 60 years and introduces a wide range of reforms. Amongst the main elements of the bill affecting this priority area are:

- The introduction of Universal Credit intended to simplify the system of support for people of working age with the aim of ensuring that work always pays.
- The introduction of reforms to ensure benefits such as Employment Support Allowance and Housing Benefit are more clearly targeted at those who need them most.
- A proposed replacement to Disability Living Allowance with a new benefit 'Personal Independence Payment' to support disabled people who face the greatest barriers to independent living.
 - One of the main elements of the Personal Independence Payment will be an objective assessment of need with greater use of evidence to enable more accurate and consistent assessment of an individual to determine who will benefit most from additional support
 - New claims will not be applied at age 65+ or state pension age but individuals already entitled will continue for as long as their mobility and daily living needs continue in line with the eligibility criteria applied.

Engagement with sport and culture

The Department for Culture Media and Sport recently released (September 2011) a summary report for the

Wider context

findings of the most recent [Taking Part Survey](#). This covers the period July 2010 to June 2011 and provides 'reliable national estimates of adult engagement with sport, libraries, the arts, heritage and museums & galleries', gathered from face-to-face interviews with adults aged over 16 and living in private households. A selection of the key findings:

- **Culture**
 - Between 2005/06 and 2011/12 Q1, the proportion of people visiting a museum or gallery in the last year significantly increased (from 42.3% to 46.1%).
 - In July 2010 to June 2011, 39.4 per cent of adults had used a library in the last 12 months, a significant decrease from 48.2 per cent in 2005/06, but showing no further change from 2009/10.
 - Digital engagement - In July 2010 to June 2011, 16.5 per cent of adults had visited a library website in the last 12 months, a significant increase from 8.9 per cent in 2005/06.
- **Sport**
 - 53.3 per cent of adults had participated in active sport at least once in the last 4 weeks while 25.2 per cent had participated in 30 minutes of moderate intensity sport at least three times in the last week.
 - Between 2005/06 and July 2010 to June 2011, the proportion of 16-24 year olds who had taken part in active sport at least once in the last 4 weeks decreased from 76.8 per cent to 71.9 per cent. Across the same time period, the proportion of people aged 75+ doing sport increased from 15.2 per cent to 18.8 per cent.
 - Rates of sports participation have remained steady across the other socio-demographic groups.
 - In general, people who live in less deprived neighbourhoods are more likely than those who live in more deprived neighbourhoods to participate in sport. This has not changed since 2005/06.
- **Big Society**
 - In the year to 2011/12 Q1, 23.8 per cent of adults reported that they had volunteered in the last 12 months. This is unchanged from previous years.

At a local level and in conjunction with the councils need to meet its saving's target associated with reduced government grants being received, delivery of a number of council services have passed to community based projects to run. These include:

- The transfer of Shanklin Theatre to a community trust
- Supporting the introduction of ten community bus schemes to replace existing Wight Bus routes
- Supporting the establishment of five former libraries to becoming operated by community based volunteers.

Joint Strategic Needs Assessment (JSNA) 2011

The 2011 draft JSNA has now been finalised and presented to the membership of the Health and Well being Board in October. Selected professionals and the general public (via iwight.com) will have the opportunity to comment for a 28 day period across October and November. Once all comments have been received and considered, a final document will be published and support the drafting of the first Island Health and Wellbeing Strategy.

Corporate priority: Housing and Homelessness

Background: In conjunction with its partners, the council intends to work towards fulfilling the needs of Islander's for secure and appropriate housing, significant to maintaining a quality of life. This may require meeting the needs of those unable to buy their own homes, or to provide environments appropriate to meeting the special needs of the elderly and disabled. To help achieve this the council have set ambitious targets for the development of affordable housing and will work towards enabling the frail and very elderly to remain living in their own homes or access housing solutions appropriate to their physical needs, and to ensure the best possible use of the Island's existing housing stock is made by bringing into use empty properties where appropriate. In addition, the provision of support, guidance and advice, will continue to be provided for temporary accommodation.

See the [Isle of Wight Council Corporate Plan 2011-2013](#) for full details regarding the council's commitment to housing and homelessness.

Actions carried forward

1. On 13 July 2010 Cabinet agreed that officers be authorised to investigate new models of affordable housing and prepare a report for Cabinet outlining how new delivery vehicles could be established to increase the provision of affordable housing for Island residents including associated issues with rural areas.

Summary

Status: GREEN - No immediate action required

Risk: The key risk for this priority remains high (red) with a number of mitigating actions both implemented and planned for 2011/12. As highlighted within the performance commentary, empty properties on the council tax register are being targeted for potential use and wider work is being undertaken with housing developers to ensure new streams of affordable housing are available, but there remains a physical shortfall of properties which leads to a high risk profile.

Finance: There are currently no significant pressures at this stage in the year, however performance figures around homelessness and temporary accommodation are susceptible to change which may impact the budgetary position. There are robust plans in place to ensure the Disabled Facilities Grant is utilised to adapt 1,000 resident homes helping to allow independent living to continue, which in turn will help to reduce pressures on the adult social care revenue budgets.

Performance: All indicators aligned to this priority are demonstrating positive performance at quarter 2, with the majority set to achieve end of year targets. The Island's economic backdrop of increased levels of unemployment, increases in the cost of food, electricity and gas and changes to benefits such as Housing Allowance are likely to impact performance levels in the future with higher demand for temporary accommodation support anticipated.

[Link to Quarter 2 Data Report](#)

Performance commentary

Homeless households

The number of homeless acceptances is well within target for quarter 2 with a total of 32 against a target of 42 and below the number recorded for the same period last year, although the rate of acceptances over the past 3 months has accelerated. If this trend continued performance would approach the level recorded last year, however the end of year forecast figure of 81 is within target and equivalent to that of last year.

Temporary accommodation

The number of households in temporary accommodation has seen a decline through the first two quarters from 141 to 132 with an initial downward trend to a low of 129 in July and slight fluctuations in August and September. This compares favourably with 138 at the same point last year. The reductions achieved so far have been through successful 'move on's' via the Island Homefinder scheme.

Performance commentary

Overall performance in this area is strong, however there is still a high demand for these services and preventative work has largely contributed to maintaining the level of performance. There are also on-going difficulties in providing accommodation once a long-term duty to house has been accepted.

Service users supported

Targets for the percentage of service users supported to establish and maintain independent living have been raised from 90% to 95.5% from quarter 2 onwards. The quarter 2 performance has exceeded the revised target at 98.04%, however the end of year forecast, showing an improvement of 1% over quarter 1 is marginally below target at 95%. Tight contract monitoring is attributed to providers meeting targets. This represents strong performance within the context of reduced Supporting People budgets and higher pressures on the service.

Property adaptations/modifications

This measure was newly reported in 2011/12 and exceeded the quarter 1 target. Performance continues to remain high with an additional 405 adaptations/modifications in quarter 2 bringing the total to 727 against the target of 450 for quarter 2. End of year forecast is also above target of 1000 at 1300. This figure constitutes handyperson completed tasks and Disabled Facilities Grants (DFG) with the addition of an emergency stair lift replacement this quarter.

Empty properties

The '*number of empty properties brought back into use*' measure is being redefined based on a new recording methodology which measures the absolute number of empty properties within a Local Authority Area, following central government's introduction of the New Homes Bonus (NHB) scheme, which rewards Local Authorities for reducing the number of empty properties. In previous years the council was required to submit a return of the number of empty properties brought back into use. The current target of 200 is an estimate based upon the old methodology and previous performance. As this has not been recorded in this manner before it will take some time for a baseline and target to be set.

The starting figure for this measure was taken at October 2010 and was 1041 – this figure has been reduced to a core of 864 empty properties as of 3 October 2011. For each reduction from the 1041 figure, the council will receive a NHB of between £6k to £8k. This year (October 2010 to October 2011) a reduction of 177 has been achieved which will generate a new homes bonus of between £1.1m - £1.5m. The figure does fluctuate with new properties being constantly added and removed, it is important to remember that if the figure rises (measured as a net increase each October) there will be financial penalties.

Wider context

Between 2000 and 2010, the Isle of Wight experienced an overall rise in population with nine out of the ten years seeing an increase. Estimates for 2010 Population figures (source Office for National Statistics) suggest that the numbers living on the Island have reached a total of 140,500.

Aligned to this population increase has been the increase in numbers of residents aged 65 years and older, endemic to greater longevity associated with improved healthcare. As a preferred location for retirement the Island experiences increased inward migration from people in this age group. Based on 2010 population estimates c.24% of the population was aged 65+ with this ratio projected to increase to 33% by 2033. The results of the 2011 Census due for release in summer 2012 will assist with defining more clearly the proportions for age groups of residents and the make-up of households and home ownership across the Island.

Despite the average price of property on the Island reducing to £152,333 (August 2011 – Land Registry) marginally down by 0.5% on the previous month's average, the current economic downturn has contributed to the exaggeration of pressure made on household budgets both in terms of an increase in the levels of unemployment and stagnation in wage growth for those in employment. These issues when combined with the effects of increased fuel costs are exposing increasing numbers of households to the potential for mortgage default and ultimately of house repossession, with the Bank of England (credit report) having reported an 'unexpected' increase in the number of UK mortgage defaults for the first three months of 2011 while anticipating that numbers would continue to rise further. The housing team continues to monitor the situation locally and is using its preventative approach to homelessness in an effort to ameliorate the worst impacts of the economic downturn.

For those renting from a private landlord and receiving Housing Benefit, changes to the benefit that have

Wider context

already been applied and the additional changes proposed for implementation across the next two years would affect almost everyone claiming a Local Housing Allowance (LHA) and where reductions occur, may be anticipated to have a significant impact on the ability of individuals to continue meeting the rents being applied, in particular large households.

From April 2011:

- The maximum £15 weekly excess, more than their rent, that some people could receive in benefit was removed.
- A limit was introduced so that Local Housing Allowance could not exceed:
 - £250 a week for a one bedroom property (incl. shared accommodation)
 - £290 a week for a two bedroom property
 - £340 a week for a three bedroom property
 - £400 a week for a four bedroom propertyThe maximum rate for housing benefit would be limited to the rate for a four bedroom property.

From January 2012 (yet to be made law):

- The shared accommodation rate that currently applies to single people under the age of 25 living in accommodation rented from a private landlord is to be extended to people under the age of 35. This means that single people under 35 will no longer receive housing benefit based on one bedroom self-contained accommodation.

From April 2013 (yet to be made law):

- Housing benefit will be restricted for some people who are living in a property that is larger than their household size. This will apply to working age people renting from a social landlord.

Annual increases in payments:

- Local Housing Allowance rates are to be revised in line with the Consumer Price Index. (The CPI measures the average changes in the prices of consumer goods and services in the UK from month to month.)

Where changes to the make up of the household occur and affect the basis for a claim, the circumstances would be re-assessed and the outcome become subject to the revised rates. Similarly where a property is shared with any adults who are not dependant on the person receiving the benefit, such as a son or daughter, the LHA might be reduced based on an assumption that they should contribute towards the rent whether they actually do so or not.

The housing and homelessness charity, Shelter, has recently issued the first of a series of reports examining the rental market, entitled [Private Rent Watch](#) in which it suggests that private rents are now unaffordable for ordinary working families in 55% of Local Authorities.

The current economic situation has had a dramatic impact on many households. The Island is experiencing increased levels of unemployment, which combined with increases in the cost of food, electricity and gas against limited/nil pay increases and changes to benefits such as Housing Allowance, each add to the difficulty with meeting the costs associated with maintaining accommodation be they mortgage or rent. Where rents charged cannot be met and eviction occurs, increased demand for support with temporary accommodation might be anticipated.

Reporting period: Quarter 2, 2011-12

Corporate priority: Regeneration and the economy

Background: Projections for the nation's economy remain uncertain, with expectations for growth in consumer spending being weak in anticipation of a contraction to household incomes. The Island's output growth is forecast to dip below that for the SE region in 2013, reflecting the reductions in the public sector and its associated impact on the private sector, while a similar picture is given in terms of employment growth which is anticipated to be slow until 2013. Over the coming year, the council's Economic and Development Action Plan (2011/12 to 2013/14) will remain focussed on the same key areas of activity as applied in 2010/11:

- Increasing inward investment;
- Provision of sufficient employment land;
- Development of a skilled workforce in key sectors;
- Promotion and expansion of renewable energy activities;
- Installation of a superfast broadband network;
- Developing and promoting a 21st century tourism offer.

See the [Isle of Wight Council Corporate Plan 2011-2013](#) for full details regarding the council's commitment to regeneration and the economy.

Actions carried forward

1. There are no actions to carry forward.

Summary

Status: GREEN

Risk: The risk relating to the Island's economic position has remained consistently high scoring (red) over the last two quarters, linked to the wider national economic downturn. The control measures listed, as well as the activities highlighted in the performance commentary would, under normal circumstances, drive the risk score down however this may be restricted by the global and national financial climate.

Finance: There are no direct financial pressures on budgets relating to this priority at this time. An identified underspend of £85K is to be fully utilised to fund a back to work programme for the young unemployed in this financial year. It is further noted that a significant amount of the tourism budget is expended in quarter 4 as this period relates to the major activity connected with the marketing campaign.

Performance: The indicators assigned to this priority show good performance for the quarter combined with positive forecasts for the end of year position. It is particularly encouraging to see the submission of a bid to support the Solent Offshore Renewable Energy Consortium, a rapidly growing sector for the Island and the Pre Apprenticeship Initiative to encourage employment of young people.

[Link to Quarter 2 Data Report](#)

Performance commentary

'Islandbreaks' website

The number of unique visits to the website at the end of quarter 2 was 360,462, less than 1% below the expected performance for the period. This is still in excess of the same period in 2009/10 but below that for 2010/11 reflecting the expected slow down in household expenditure on travel because of the prevailing economic uncertainty across the country.

Potential Investors

Five additional potential investors were receiving support during the second quarter which is above the target of two set for the quarter. The investors are from a variety of sectors including the composites, marine transport and renewable energy industries.

A number of projects from the previous quarter continue to be supported, one of which is in the final stages of relocating to, and investing on, the Island. A number of the solar energy projects that were previously reported

Performance commentary

have now gone live and are grid connected supplying significant amounts of locally generated sustainable energy.

South Boats Special Projects celebrated their expansion to Venture Quays in East Cowes supported by the council. South Boats is recognised as a pioneer in designing and manufacturing wind farm service vessels. The company has built 122 vessels on the Isle of Wight, 65 of which have been for the offshore power industry.

A formal expression of support for Wightlink's proposed improvement works at the Lymington car ferry terminal was made by the Isle of Wight council to New Forest District council. The primary consideration for the Isle of Wight council in this regard is for the improvement of links to the mainland along with a sustained visitor economy and retention of jobs.

The number of in person approaches made to potential investors is above the target for the second quarter with three approaches made against a target of two. The council, with the support of private sector partners, has also submitted a bid to the European Regional Development Fund for funding to put in place the Solent Offshore Renewable Energy Consortium (SOREC). The consortia would provide support and guidance to companies in what is a rapidly growing sector and help with identified constraints such as supply chain and technology issues. Officers also met with senior figures from Fujitsu (UK) in London to discuss next generation broadband provision on the Island.

Advice and guidance to business

Performance is just above target at the end of the second quarter with 12 in person advice and guidance activities undertaken against a target of 11. The activities of a number of Isle of Wight council partners such as Business Link and the Solent Innovation and Growth team have, or are now being, wound down in line with the cessation of Regional Development Agency funded business support contracts. Business Link is now entirely focussed on support via a website and its national contact centre.

The Government has now completed the reorganisation of the national inward investment and UK Trade and Investment functions alongside a new, reduced portfolio of national business support products under the Solutions for Business brand. Early next year the Government is also scheduled to launch a new national scheme called Business Coaching for Growth.

Employment Opportunities

The council has submitted a partnership bid with the Careers Development Group, Portsmouth and Southampton City Councils to the Innovation Fund operated by the Department for Work and Pensions. The bid is aimed at providing new job opportunities and support for those young people at risk of becoming NEET (Not in Education Employment or Training) and those 18-24 year olds who have been NEET for more than 6 months but have particular learning or health issues.

The council is also about to launch a Pre Apprenticeship Initiative. The initiative is focussed on reducing worklessness on the Island by stimulating employment opportunities with local businesses. The scheme will be delivered by Work Based Learning providers (including the IW College) and will give up to 50 young people who are NEET six months employment with a view to these becoming long term apprenticeships

Corporate priority: Highways PFI Programme

Background: The condition of the Island's roads has, and remains a concern for Island residents, with a Highways Private Finance Initiative (PFI) currently being progressed as a solution. When combined with a transfer of budget from the council, the PFI is intended to deliver a 25 year programme of highway refurbishment, maintenance and operation that will provide safer roads while improving travel choice through improved roads efficiency and effectiveness. The procurement process currently being applied is anticipated to be finalised by the end of 2012, with works commencing the following spring. In the interim, the council will continue to invest in roads, pavements, footpaths and cycle routes across the Island.

See the [Isle of Wight Council Corporate Plan 2011-2013](#) for full details regarding the council's commitment to the Highways PFI programme.

Actions carried forward

1. There are no actions to carry forward.

Summary

Status: GREEN

Risk: The Highways PFI programme has an extensive risk register reviewed by the Project Director, Project Board and the Member Review Board, which is updated after each of the procurement stages and proposed mitigation actions are agreed as part of the delivery programme. At present, all identified risks are being managed well and there are no high (red) risks.

Finance: The project has an overall procurement stage budget of £7.6m. The delivery so far has been in line with the spend profile and there are no anticipated budget pressures at this time.

Project milestone update: The Invitation to Submit Detailed Solutions (ISDS) stage evaluation of bidder submissions were completed successfully in July and following discussions at the Project Board and Member Review Board, all three bidders were taken through to the final stage of the dialogue – the Invitation to Submit Refined Solutions (ISRS). The ISRS stage dialogue is progressing well with bidders refining their proposals to meet the council requirements more closely.

Milestone	Programmed Date	Actual Date
Issue Invitation to submit detailed solutions (ISDS)	November - 2010	01 November 2010
Issue Invitation to submit refined solutions (ISRS)	August - 2011	01 August 2011
Complete evaluation of refined solutions (ISRS)	December - 2011	
Issue Calls for Final Tender	December -2011/ January 2012	
Select Preferred Bidder	June - 2012	
Report to Cabinet regarding the outcome of competitive dialogue	September - 2012	
Financial Close	November - 2012	
Commence rehabilitation of road network	April -2013	

Milestone commentary

ISDS Dialogue & Evaluation

The ISDS submissions were received on 9 May 2011 containing large volumes of documentation supporting the technical, financial and legal requirements. Specialist teams conducted a detailed evaluation of the submissions and reported to a Peer Review Team each week. The Peer Review Team provided challenge to the evaluation

Milestone commentary

before agreeing a final score for the individual sections. The evaluation process quantified the attempted level of risk transfer from the authority's base position and risk-adjusted each of the bidders bid prices accordingly. The revised risk adjusted price was taken as the ISDS stage bid price and was be used in the final evaluation. The Peer Review Team took a final over-view of the three bids. Following this over-view meeting the council has held individual clarification meetings with the three bidders before the final evaluation scores were determined. A Project Board and a Member Review Board were held at the end of this process to formalise the evaluation and agreement to issue the Invitation to Submit Refined Solution (ISRS) was obtained.

Progress to ISRS

The council could have de-selected a bidder at the end of the ISDS stage, however it was decided to take all three bidders to the ISRS stage. A series of ISRS plenary sessions took place during the week commencing 25 July 2011 to provide feedback to the bidders and set out the areas of concerns that need to be refined to the authority's satisfaction before closing ISRS dialogue.

The ISRS stage dialogue is proceeding well and all three bidders continue to optimise their solutions. The council has carried out a complete survey of the road and footway conditions and all other assets on the highway which was completed on 31 October 2011. This will define the condition of the project network and form the benchmark condition at which the future Service Provider will be inheriting the network. All future upgrades will be measured against this baseline condition, adjusted for deterioration between 31 Oct 2011 and service commencement date.

It is likely that the council will extend the ISRS dialogue period to further refine the technical solutions and also to comply with a new DfT requirement to submit an Interim Final Business Case before closing dialogue. The programme will be adjusted to reflect this new requirement, but will still remain on target to meet the planned financial close in November 2012 and Service Commencement by April 2013.

At the end of ISRS stage, the council will de-select one bidder and take forward two bidders to the final stage of the procurement. The dialogue process will be formally closed at the end of ISRS and the remaining two bidders will be formally invited to submit final tenders.

Programme

The dialogue timescales have been managed flexibly to balance the need for refining bidder solutions whilst meeting council's key milestones and complying with the DfT approval requirements.

Corporate priority: Waste Strategy

Background: With the combination of its current Integrated Waste Management contract coming to an end in just four years, the associated facilities being in need of investment and the existing landfill site nearing its capacity, the council is at a stage where it needs to review and evaluate the options and technologies associated with waste management in order to meet its aspiration to become a leader in municipal waste management, while meeting the need to reduce residual waste landfill to a minimum. The development of a long term waste strategy has now begun, which will seek to inform the objectives and options available for the next waste management contract and the need to respond to changes in the market place, legislation and public attitude.

See the [Isle of Wight Council Corporate Plan 2011-2013](#) for full details regarding the council's commitment to the waste strategy.

Actions carried forward

1. There are no actions to carry forward.

Summary

Status: AMBER

Waste Strategy: The Waste Strategy project has been reviewed by the PFI Director, key resources and budgetary requirements have been identified. The project risk register has been refreshed and the project programme updated to reflect the expected timeframe. Progress is on target against the revised programme.

Risk: The project team has recently undertaken a risk workshop in conjunction with the Business Effectiveness Unit to track all risks to the project through its entire lifecycle. While there are some risks levels considered as high (red) there are planned actions to mitigate all of these, including:

- Produce detailed resource requirements for the project
- Sound financial modelling for future treatment of waste
- Production and regular review of Programme Plans
- Ensure robust evidence of compliance with local and national legislation and policy
- Stakeholder engagement for both internal and external parties
- Ensure strategies align with Government and EU policy and waste targets

Finance: No significant budget pressures at this early stage of the project.

Operational performance: Introducing the new waste collection service by February 2012 will be the primary focus of the Waste team for 2011 /12.

The performance of the Waste Service is measured on the volume of waste sent to landfill and is impacted by landfill tax and the government 'Landfill Allowance Trading Scheme' (LATS). Under the current arrangements, the levels of costs incurred by the authority are very much dependent on the operation of the gasification facility which has been less than consistent. The new collection service being introduced next year reduces the council's dependency on this plant to divert waste away from landfill.

[Link to Quarter 2 Data Report](#)

Project Milestone Update	Programmed date	Actual Date
Landfill Application		
Design Freeze	May 2012	
Draft Application Consultation	Jun 2012	
Final Environmental Impact Assessment (EIA) Statement	Jul 2012	

Project Milestone Update	Programmed date	Actual Date
Final Draft Planning Application to Isle of Wight Council	Aug 2012	
Submit Planning Application	Aug 2012	
Waste Strategy		
Mass Flow Model sign off	Jul 2011	Jul 2011
High Level review sign off	Aug 2011	Aug 2011
Final Options Appraisal Report	Oct 2011	
Final Procurement Strategy Report	Oct 2011	
Final Draft Strategy	Dec 2011	
Members and Public Consultation	Apr 2012	
Final Strategy to Cabinet	May 2012	
Procurement		
Official Journal of the European Community Notice published	Oct 2012	
Pre-Qualification Questionnaire (PQQ)	Jun 2013	
Invitation to Submit Outline Solutions (ISOS)	Nov 2013	
Invitation to Submit Detailed Solutions (ISDS)	Sep 2014	
Invitation to Submit Final Solutions (ISFS)	Jun 2015	
Appointment of contractor	Aug 2015	
Contract mobilisation	Nov 2015	

Milestone commentary

LANDFILL APPLICATION

Baseline Surveys:

Baseline surveys set a snapshot of physical and environmental conditions to allow for modelling of how the new site will affect the physical environment so that appropriate mitigation measures can be designed.

- A topographic survey has been completed of the proposed site.
- A ground investigation survey has been conducted. This will inform how the site is engineered and designed. Monitoring of the boreholes will be ongoing.
- Archaeology, noise, odour and traffic surveys have been conducted.
- Summer photomontages have been taken to inform the landscape assessment, a winter one will follow.
- A tree condition survey is currently underway.

Ecological Surveys:

The majority of ecological surveys are completed and the Environmental Impact Assessment Scoping Report was submitted to the Planning Authority on the 11 August 2011.

WASTE STRATEGY

The draft aims and objectives have been agreed for the development of the future Waste Strategy. The mass flow model is complete - this analyses historical waste quantities and types of waste, enables the authority to forecast future waste quantities using housing growth, government targets and national indicators to model the way waste will grow and change in the future. This will allow the council and tenderers to develop waste treatment solutions that will reflect the expected make-up of our waste over the coming 20 – 30 years. The mass flow model will also be used to model the potential application of new technologies for treatment of waste in the future.

Milestone commentary

The Project team has completed an Options Appraisal to review collection, treatment and disposal options for municipal waste using criteria chosen to help identify sustainable, environmentally friendly and economically sound potential options.

The draft Waste Strategy is expected to be completed by December ready for public consultation in February 2012.

Stakeholder Management

The Stakeholder Management and Consultation strategy have been approved by the Project Board and Member Review Board.

The following activities are either completed or planned in the next few months

- Ongoing face to face meetings with residents living adjacent to the landfill extension site
- Members information seminar held on 1 September 2011
- Press advertorials have been taken out in the Isle of Wight County Press, The Beacon and One Island Magazine outlining the changes to current collections and introducing the future Waste Strategy

Web pages and Frequently Asked Questions available at www.iwight.com/waste

Performance commentary

Recycling

The '*percentage of household waste sent for reuse, recycling and composting*' remains just below target by 1% point for the quarter, however, it is anticipated that the end of year target of 39% will be met. During the summer, island households received information regarding the planned changes to the household waste collection service in 2012 aimed to improve recycling rates.

Landfill

The gasification plant was fully operational during July, however, it was shut down during August due to exceeding dioxin emission levels, and was only operational for approximately 66% of September. This resulted in waste and fuel being sent to landfill. Some of this waste was stockpiled for use in engineering on the landfill and was therefore exempt from payment of landfill tax, reducing the financial impact on the authority. It is anticipated that the end of year targets for both the percentage of municipal waste land filled, and tonnes of biodegradable waste sent to landfill, will be missed.