

Summary Performance Sheets for all 'Designated LAA2 measures

The following pages form an Appendix to the 'Isle of Wight Local Area Agreement 2 End of Year Report for the period April 2009 – March 2010'

Each page represents a highlight report for each of the 35 designated indicators included in LAA2.

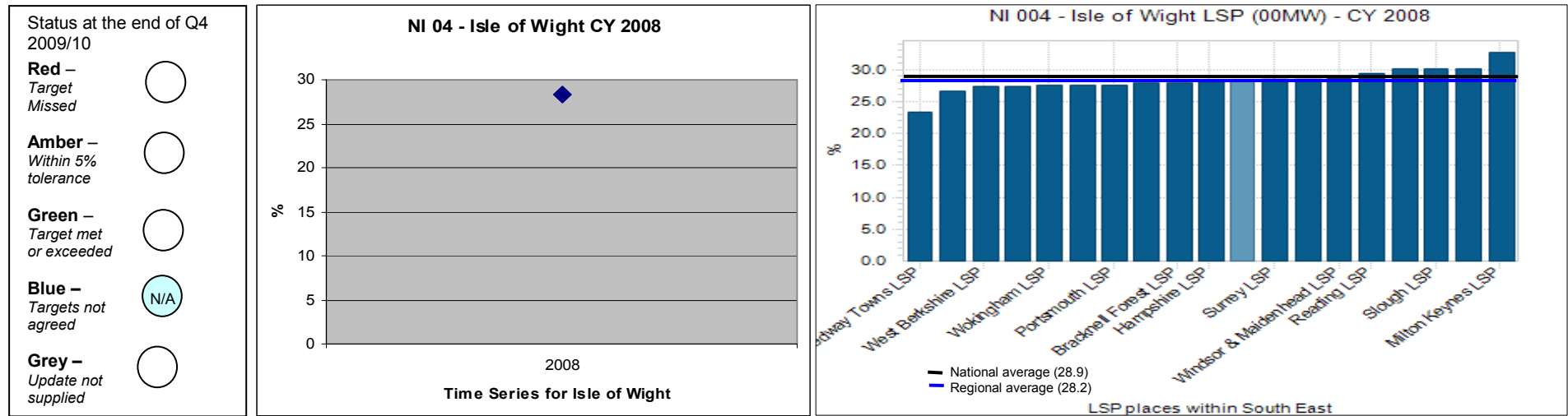
Measure Owners were invited to comment and offer their input to the information provided as a part of the process for developing these pages, each of which provides:

- An indication to the performance attained in 2009/10 against target using a traffic light format.
- Line and bar charts based on information drawn from the CLG Places Analysis Tool (PAT) which acts as a portal to the Government's central data Hub for all NI performance. The line graph tracks performance reported for Isle of Wight while the bar chart presents comparator performance for South East England with the Regional and National averages overlaid.

Due to the way in which data is collated and input into the Hub by the various government departments and agencies responsible for these indicators, much of the information may be considered as historic, but is included as it offers a level of benchmarking at a regional level.

- Finally, a brief summary is provided for performance during both Years One and Two.

NI 04 - % of people who feel they can influence decisions in their locality



Summary of Performance:






Year One – 2008/09 – Performance for this indicator is gauged through responses given to the Place Survey for which the first results were given in 2008. Community engagement was established through events such as ‘Big Day Out’ for children, young people and families with live feedback given on site, and Wight2BHeard an annual conference for young people. Community Safety Partnership (CSP) held a statutory ‘face the people’ session in a form of a ‘Question Crime’ event where chief officers of all statutory partner agencies reported on their work and answered questions related to community safety on the Island. In addition, Police Safer Neighbourhoods Teams and Council’s Environment and Neighbours Officers are undertaking regular street briefings and ‘street mapping’ exercises in their patrol areas. These activities are used to identify and action priority issues for the local community and to give a feedback about the progress. CSP Tasking and Coordinating Group funded a number of community-led crime reduction and environmental improvement projects. Good working relationships were established with parish and Town Councils.

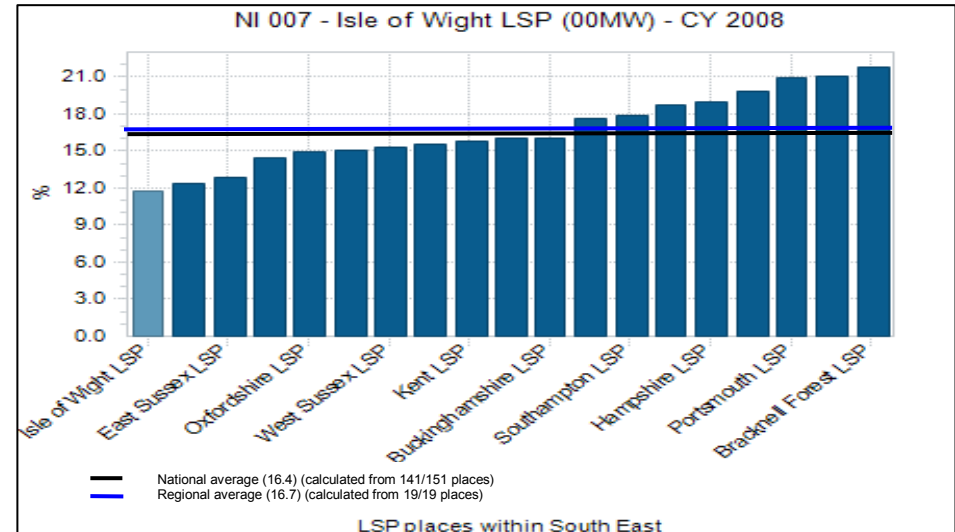
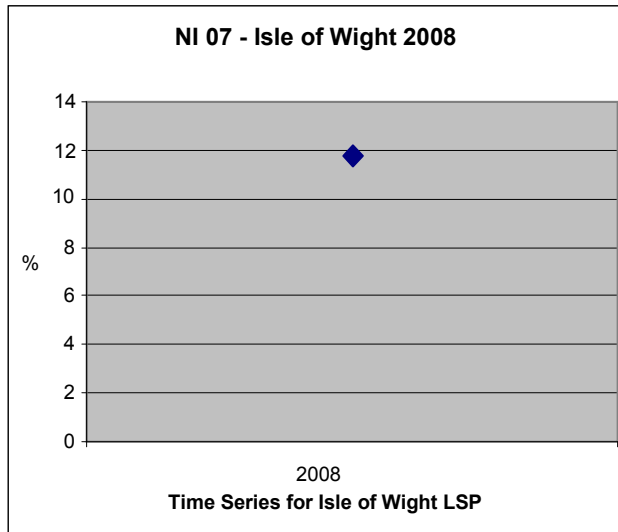
Year Two – 2009/10 – Over the course of the year an ongoing programme of work was developed to introduce a Joint Community Engagement Framework (JCEF) across the the Island Strategic Partnership (ISP) in order to drive improved performance. The JCEF was funded jointly by the SE Regional Improvement and Empowerment Partnerships. An engagement toolkit is in development, to enable front line teams across the membership of the ISP to improve their understanding of customer engagement and how to improve it. However, the initial timeline for the JCEF has slipped considerably, due to the General Election (which made popular consultation events inappropriate for April/May) and sickness absence at the consultancy carrying out the work. An estimated delivery date is for July 2010 (Yr 3). Further South East Regional Empowerment Partnership funding (Targeted Support Fund) has meant the establishment of a Community Inclusion post, aiming to develop a sustainable network of representative groups across the Island by the end of Yr 3. CSP held a statutory ‘face the people’ session in a form of a ‘Partners Against Crime’ event where chief officers of all statutory partner agencies reported on their work and answered questions related to community safety on the Island. This event was very well attended and received an excellent feedback from all participants. Police Safer Neighbourhoods Teams and Council’s Environment and Neighbours Officers(ENOs) continue undertaking regular street briefings and ‘street mapping’ exercises in their patrol areas in order to identify and action priority issues for the local community, and to give a feedback about the progress. CSP Tasking and Coordinating Group funded a number of community-led crime reduction and environmental improvement projects across the Island. Good working relationships were maintained with Parish and Town Councils. The Participatory Budgeting pilot, the launch of the UP2U fund, was a major success. 95 people from Freshwater and Totland parishes met to decide how £20,000 public funding should be spent on improving the health and wellbeing of young people in the area. Five bids were awarded funding and, as at the end of Yr2 of the indicator, some of this money had already been committed and spent. Evaluation methodologies will be used with the young people’s bid teams, to monitor how involved they felt before, during and after the project. This evaluation report will be fed back to Government in due course. The success of the event has already meant that Participatory Budgeting is to be considered in health-funded schemes in the future and for the localised spend for the Council’s activities for young people

Additional Comments:

Cut in ABG funding related to community safety will reduce Community Safety Partnership’s ability to undertake community engagement work. Budget cuts within the Police and the IWC will lead to the reduction in the number of frontline staff undertaking day-to-day proactive work with the local communities (the Police Safer Neighbourhoods Teams and the Council’s ENOs are likely to cease to exist during 2010/11). Community Inclusion funding may still be under review, but is regarded by CLG as “committed”. A decision was taken not to participate in the next Place Survey, due end 2010, and focus on the IWC Residents’ Survey for consultation. Given that the CLG has indicated the Place Survey is under review, this would seem sensible. The target for Yr3 is 31% - the latest Residents’ Survey showed a figure of 35% and it is hoped that the activities outlined above will further improve this score. This will significantly improve the IWC performance in its group.

NI 7 – Environment for a thriving third sector

| | |
|---------------------------------------|---|
| Status at the end of Q4 2009/10 | |
| Red – Target Missed |  |
| Amber – Within 5% tolerance |  |
| Green – Target met or exceeded |  |
| Blue – Targets not agreed |  |
| Grey – Update not supplied |  |



Summary of Performance:

Year One – 2008/09 –

A target for this indicator was agreed in principal with GOSE in this year but performance is determined through use of a survey that is carried out every other year with the next one due winter 2010 and reported in February of the following year.

A joint strategy was formulated and agreed between the Isle of Wight Council and the voluntary sector for meeting the target applied, with the strategy supported by an Action Plan covering the period up to the completion of LAA2.

Joint work had been undertaken between IWC, the NHS/PCT and Rural Community Council to develop new commissioning protocols to assist with providing access to funding opportunities by third sector organisations. The resulting process, based on competitive grant making Prospectuses, was developed in time for piloting in 2009.

Year Two – 2009/10 –

New Voluntary and Community Organisations (VCO) commissioning arrangements commenced in June 2009. Following a successful pilot, the continuously evolving Prospectus programme has become part of the Council's commissioning process. This grant-making programme has been introduced with the intention of assisting with an increase in public service delivery by VCOs.

A Compact Delivery Group comprised of public and voluntary sector representatives was also established in June 2009. This group has been overseeing the implementation of the Action Plan intended to build the sustainability of voluntary and community organisations and their capacity to deliver public services.

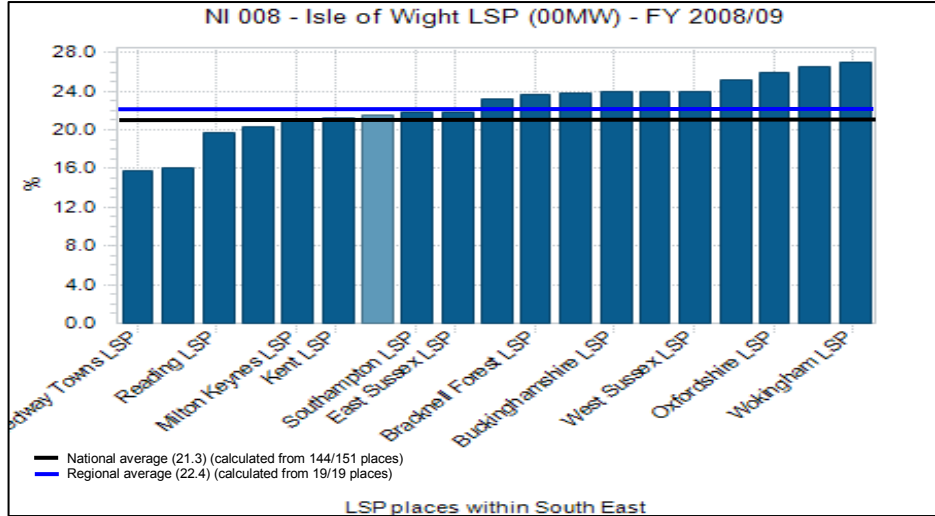
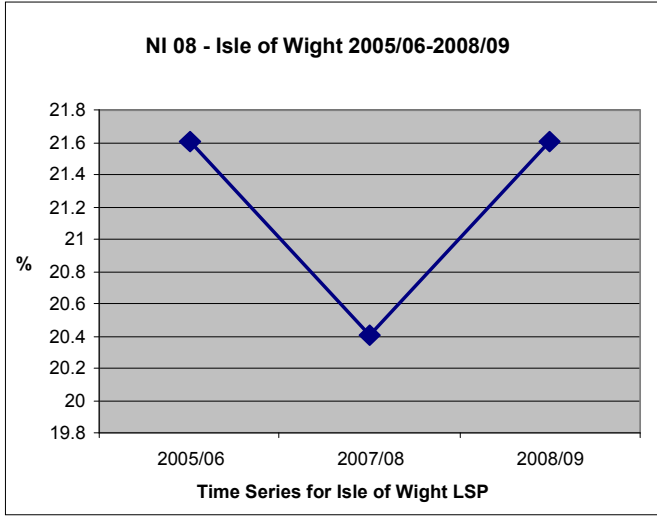
Additional Comments –

Prevailing economic conditions and financial pressures on funding for the local public sector and the voluntary and community sector have had an impact on activity and confidence on the Island as elsewhere. In the light of these uncertainties, the Council is continuing to work with the sector to ensure that valuable services are provided and the sector can thrive and adapt to changing needs and economic circumstances.

NI 8 – Adult participation in sport and active recreation

Status at the end of Q4 2009/10

- Red –** Target Missed ●
- Amber –** Within 5% tolerance
- Green –** Target met or exceeded
- Blue –** Targets not agreed
- Grey –** Update not supplied



Summary of Performance:

Year One – 2008/09 –

A number of initiatives were introduced during the year many in conjunction with other agencies and community groups to drive-up numbers participating in sport activity. Amongst these was the Return to Sport programme which attracted some 400 adults and achieved a 65% retention rate. In addition a nationally recognised retention package was introduced at all local authority fitness facilities aimed at creating the right conditions to ensure that people make a lifelong commitment to exercise.

To meet the demand identified in the Ryde locality an extension to opening hours was introduced together with the provision of a new fitness suite. The extension of the exercise referral to the Ryde area was also intended to cater for a new target audience. Joint work with the Primary Care Trust was undertaken with the Cardiovascular Disease project. The project intends to encourage participation in various sports and leisure activities, from 12 wards of high deprivation. Free and reduced price membership for the One card and the links into the Health Trainer programme this has resulted in over 2700 additional visits in the year to leisure centres. Culture and Leisure Services undertook a Leisure Needs Analysis, completion of which will address the future of the Islands community facilities and allow the Authority to plan for the future.

Year Two – 2009/10 –






The results of the Active People 3 survey were released in the year and evidenced an improved outcome to the result from the previous year survey. Although below the target applied for 2009/10, when local demographics are factored in and analysed, the Isle of Wight compares favourably as one of the leading authorities in Active People 3. An area of concern with the survey results has been the size of the sample size and on this occasion the survey sample was still small (500 people) and was not considered to represent an accurate statistic for this indicator. However, local data that has been collected indicates an increase in the levels of adult participation (return to sport and sport centre user numbers). In addition new sports equipment has been secured across a number of sites with a focus of expanding adult participation.

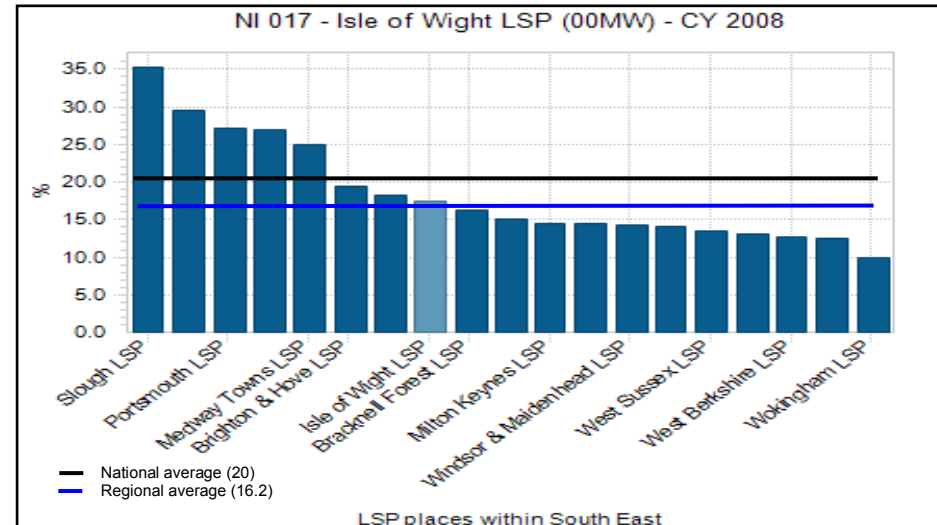
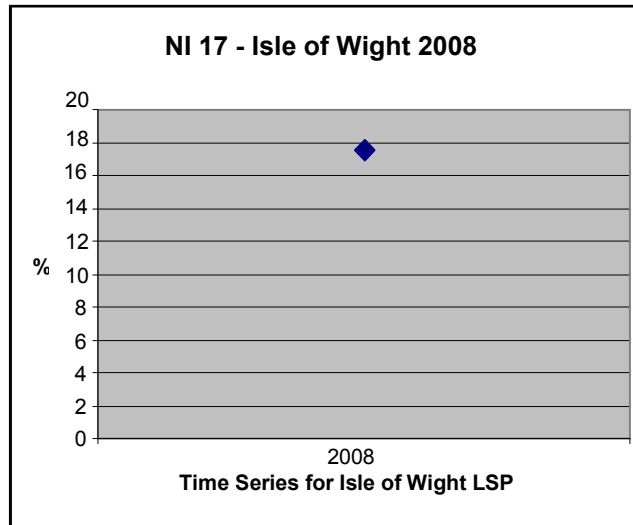
Other initiatives operated through the year have included M.E.N.D., (Mind, Exercise, Nutrition, Do-it) in Partnership with PCT, together with the ongoing Cardiovascular Disease project, expanded return to sport to targeted groups and areas of deprivation on the Island.

Additional Comments –

This indicator is generated from a random survey of 500 people, and the results reflect all service providers – not just local authority services but private and third sector too. Although the indicator target has not been met this year the local authority has increased participation through new initiatives with local partners (PCT, Governing bodies of sport, etc). The local authority has a full active people diagnostic report that states of the 14 indicators measured we show 1 increase, 2 decreases and 11 indicators that show no significant change (based on the statistical variance from survey sample taken). We can also evidence that we are performing well against comparable neighbour Local Authorities in our benchmarking group.

NI 17 – Perceptions of anti-social behaviour

| | |
|---------------------------------------|---|
| Status at the end of Q4 2009/10 | |
| Red – Target Missed |  |
| Amber – Within 5% tolerance |  |
| Green – Target met or exceeded |  |
| Blue – Targets not agreed |  |
| Grey – Update not supplied |  |



Summary of Performance:

Year One – 2008/09 –

Due to problems with the weighting, the results of the first Place Survey were delayed. However, from the Isle of Wight Resident's Survey an indication was given that in 2008 fewer people had perceived various aspects of anti-social behaviour being a problem in their local area compared to 2006. Combined with this, a local target relating to the criminal damage rate, something associated with anti-social behaviour, had been achieved for the first time in many years.

During the year, a range of activities and initiatives were employed, many in conjunction with other partner agencies, these included: implementation of the multi-agency violence and damage action plan; support for a Pub Watch scheme in order to reduce alcohol-related anti-social behaviour; the use of high visibility patrols (Police Community Support Officers and Town Centre managers/Environment and Neighbourhoods Officers) in Newport, Ryde and Sandown at peak times for anti-social behaviour and damage; the enforcement of Designated Public Places Order and a 'Not In My Neighbourhood' action week to tackle anti-social behaviour.

A Multi-Agency Anti Social Behaviour Action Group (ASBAG) established. In 2008/09, there were: 18 Acceptable Behaviour Contracts (ABCs); eight Anti-Social Behaviour Orders (ASBOs) and one Anti-Social Behaviour Injunction (ASBI).

Year Two – 2009/10 –

A figure for the 2008/09 Place Survey which took place in October-December 2008 was given as 17.5%. This was better than the national figure of 20% but below the South East figure of 16.2%. However, due to continued problems with the weightings associated with this result, the figure may yet be amended. The Jan-Mar 2010 British Crime Survey response to "How the police and council are dealing with Crime and ASB in the local area" came out at 64%, which was the highest result recorded in the Hampshire Constabulary area. The 'Not on Our Island' promotion was publicised throughout the Island's local media and was well received.

Again a range of partnership activity was undertaken over the course of the year, examples of which include: summer policing plan (achieved a reduction in anti-social behaviour (ASB) by 25% compared to summer 2008); proactive use of ASBOs and ABCs by ASBAG (in 2009/10, there were: 26 ABCs, two ASBOs and three ASBIs); Operation Constrictor (Police Community Support Officers (PCSOs) and Environment and Neighbourhood Officers (ENOs) targeting known offenders); youth diversionary activities commissioned by Partnership Tasking and Coordinating Group (PTCG) and CREWs (Crime Reduction Environment Weeks).

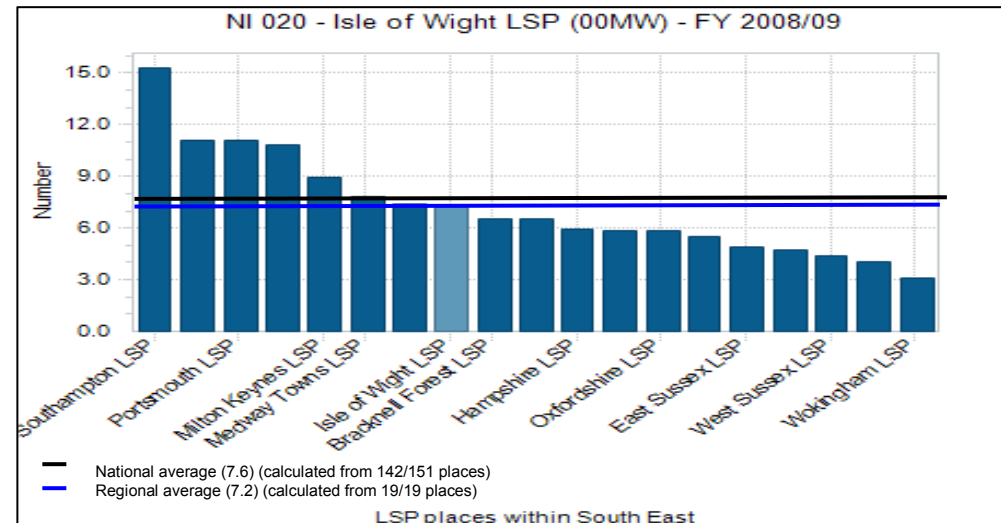
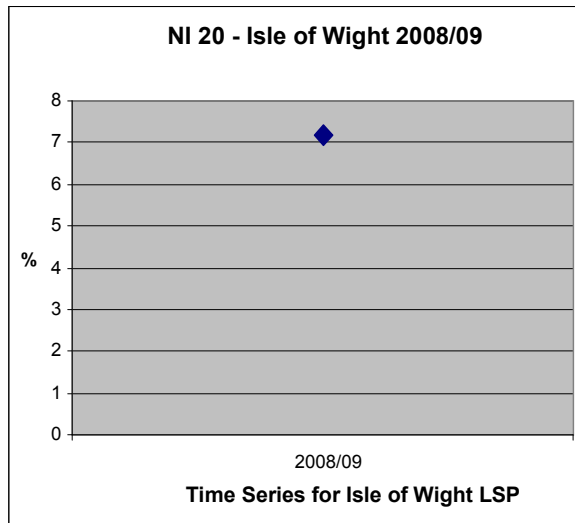
Additional Comments – The Isle of Wight Community Safety Partners have adopted Anti-Social Behaviour Minimum Standards in 2010. The Home Office provided local Community Safety Partnerships with one-off funding to support the implementation of the ASB Minimum Standards in 2010. The allocation to the Isle of Wight Community Safety Partnership was £44,000. The Chairs of the Isle of Wight Community Safety Partnership (Chief Executive of the Isle of Wight Council and the Isle of Wight Police Division Commander) have approved a plan as to how this funding could be utilised to support the implementation of the ASB Minimum Standards on the Island.

Budget cuts and an ongoing review of the Council's street inspections function (includes the ENOs) will have an impact on the Council's ability to tackle anti-social behaviour and on perceptions of anti-social behaviour on the Island.

NI 20 – Assault with injury crime rate

Status at the end of Q4 2009/10

- Red –**
Target Missed
- Amber –**
Within 5% tolerance
- Green –**
Target met or exceeded
- Blue –**
Targets not agreed
- Grey –**
Update not supplied



Summary of Performance:

Year One – 2008/09 –
 The Multi Agency Risk Assessment Conference (MARAC) process became embedded and began to tackle repeat incidences of domestic violence. In addition a Summertime Policing Plan was introduced and Safer Street Patrols deployed at weekends with both initiatives intending to put the right resources in the right places at the right time. The former proved to be hugely successful and performance monitoring, which tracked expenditure against crime rates, showed a significant reduction in violence on previous years.

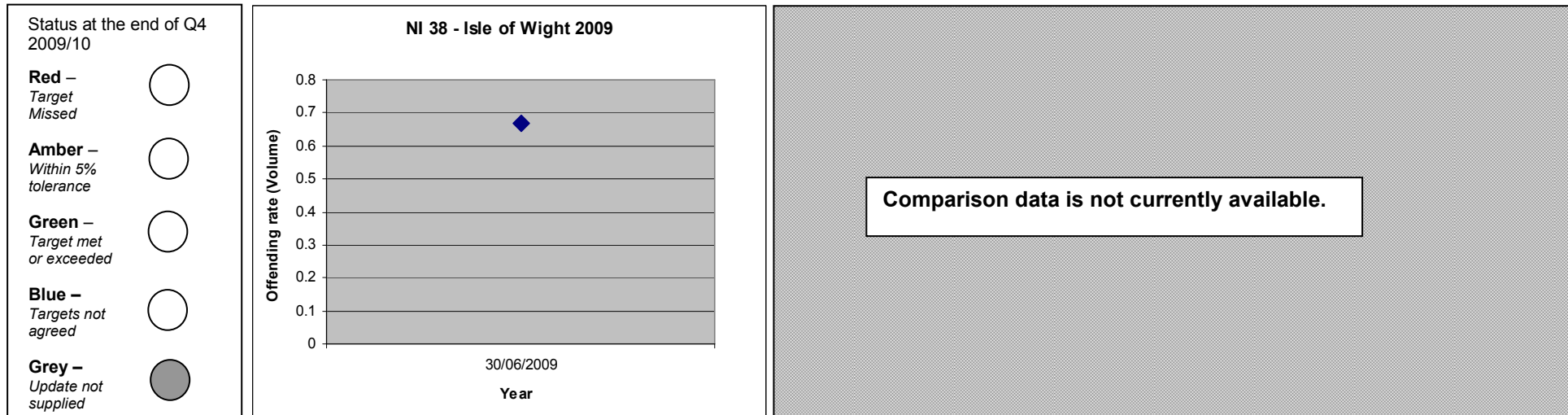
Despite the success seen with reducing violence associated with the “Night Time Economy”, an ongoing challenge remained in the areas of domestic abuse (30% of the recorded crime in this target area) and low level violence between young people immediately after school. To combat each of these issues it was identified that funding needed to be sought for a Domestic Abuse Coordinator and an effective action plan would need to be developed and put in place, to compliment an Anti Bullying Strategy being launched later that year.

Year Two – 2009/10 –
 The final year outturn figure for 2009/10 of 6.42 may be seen as a positive change in performance when compared to last year’s outturn figure of 7.24. The actual rate is calculated using a rolling 12 month total which better reflects the current crime rate on the Island against the year end target.

A number of initiatives have been established and employed over the course of the year in tackling this problem: the Street Pastors project where trained volunteers (Street Pastors) are used to identify and defuse developing conflicts outside licensed premises, initially running in Ryde on Friday nights and rolled out in Newport at the beginning of the new year; the ongoing targeting of the top ten licensed premises contributed to a decline in violent offences attached to the night time economy; while the summer policing plan helped to ensure extra officers were on duty at peak times and ‘Safer streets’ patrols continued targeting hotspot locations.

Violent offenders have been overseen through the Multi-Agency Public Protection Arrangements (MAPPA), to prevent re-offending, with weekly meetings being held to review current intelligence and information that are attended by all the relevant agencies. In addition an ‘Actual Bodily Harm problem profile’ was developed by the police analyst to be actioned by the Violence and Damage Steering Group. Key areas of challenge include Bullying for which an Anti Bullying Strategy was launched in the new academic year, and Domestic Abuse for which the Domestic Abuse Forum was resurrected and a co-ordinator appointed

NI 38 – Drug related (Class A) offending rate



Summary of Performance:

Year One – 2008/09 –

This measure was deferred until 09/10 in order to allow for final data to be established.

A continued development of police drug operations and joined up working with drug treatment agencies delivered a number of initiatives: a Drugs Strategy Spend funded numerous operations at ferry ports, prison and licensed premises with a subsequent arrest referral procedures bringing more people into treatment; joint operations at the Festival and Bestival ensured action was not only about enforcement; the Early Drugs Intervention Initiative (EDII) continued to demonstrated proven excellent partnership working, with increased drug awareness sessions delivered and bronze actions that led to increased accessing of services and engagement in treatment; a new BBV (Blood Borne Virus control) that was deemed highly innovative project started during this year with anyone accessing the pharmacy needle exchange (i.e. Injecting drug users) being offered free Hep B and C screening and Hep B vaccination at the pharmacy, thereby providing increased accessibility and a potential route to engagement in treatment.

The down turn in the economy was however seen as a potential for increased numbers turning to crime and a need was seen for monitoring the levels of drug suppliers as increased numbers offered a potential increase to the availability and reduce street price of drugs.

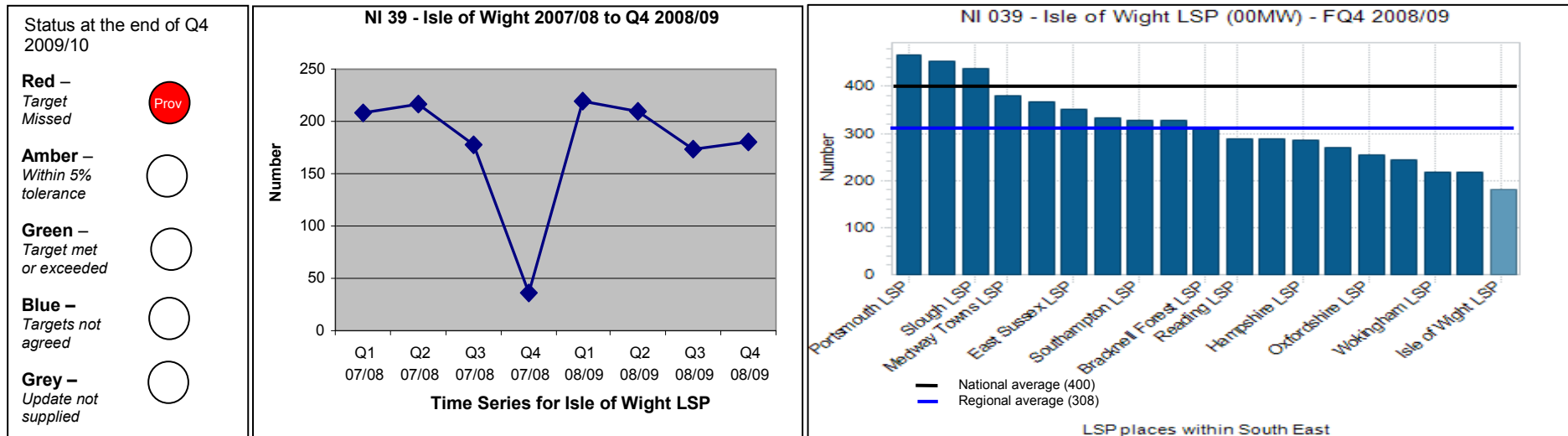
Year Two – 2009/10 –

Issues have continued to persist with determining outcomes although a revised baseline and target were established for both 2009/10 and 2010/11 interim analyses are provided by Government Office for the South East (GOSE) with Q1, Q2 and Q3 2009/10 data all indicating that performance was off-trajectory. Detailed review of the relevant data has identified that the poor performance relates to a single individual from the relevant cohort of 11 individuals that are monitored in respect of this target – discussions with Probation have tentatively identified the individual as no longer being in residence but under the calculations any crimes committed by them for which they are convicted are counted against the cohort. A refresh of the cohort will occur in 2010/11, and identify a new group of individuals.

Activities continue to be undertaken by the Partnership in order to reduce drug-related (Class A) offending rate, including: the IOW Prison going live with an Integrated Drug Treatment Service (IDTS) at Camphill from 1 April 2010, with Parkhurst and Albany due to follow in 2010/11, and JobCentre Plus achieving agreement with the National Treatment Agency (NTA) for people on Job Seekers Allowance to have a fast track assessment with a drug service where they divulge a class A Drug misuse as a barrier to working. Meanwhile, all quarterly and monthly Performance Indicator measures for Drug Interventions Programme (DIP) were 'green' (better than the target)

As the NI38 target data is calculated annually a robust performance indicator will not be available until August 2010 for 2009/10

NI 39 – Rate of hospital admission per 100,000 for alcohol related harm



Summary of Performance:

Year One – 2008/09 –

While it was not possible to record an output for this year, indicators suggested a downward trend in the number of admissions.

During the course of the year, a range of initiatives were delivered including: ‘Know Your Limits’ campaign; Bar Best None scheme; Implementation of a Dual Diagnosis Service Delivery Plan; the continued delivery of the Community Alcohol Project (CAP) in Sandown; follow-up actions undertaken on incidents of alcohol admissions to Accidents and Emergencies (A&E) and the application of Designated Public Place Order zones and ‘No Drinking’ zones. A nurse specialising in Substance Misuse was appointed to work in St Mary’s Hospital A&E Department to offer brief interventions to patients attending as a result of alcohol misuse and develop capacity among other staff to respond to alcohol-related issues.

Year Two – 2009/10 –

Work was undertaken to analyse the profile of hospital admissions included in this indicator since not all those included were caused wholly by alcohol consumption. Early indications had suggested that those caused partly by alcohol consumption were contributing to performance being behind target. While current indicators suggest that performance remains behind target, the IW still has one of the lowest admission rates in England for this indicator


Partners delivered a number of projects and activities to support the delivery of this indicator over the course of the year, including: ongoing work to promote responsible drinking and responsible sale of alcohol; a Safer Summer communications campaign followed by a similar campaign for a Safer Christmas’ had an alcohol awareness element; Trading Standards in conjunction with the police, undertook test purchases to tackle alcohol substitutions, underage sales of alcohol and other age-restricted goods. In addition, during Q3, Community Safety Services of IW Council and other partner agencies delivered a local campaign of actions to support the National Alcohol Awareness Week (19-23 October 2009) with a proactive media campaign (press and IW Radio), and a range of other initiatives focussed towards raising awareness to issues relating to Alcohol awareness. Positive feedback about this campaign was subsequently received from members of the public and partner agencies. In September, Get Sorted (Young People’s Substance Misuse Service) hosted a training focused on Binge Drinking.

Some success was seen with follow up actions on incidents being undertaken by the A&E Alcohol Nurse post from its introduction in 2009 but it was decided to remove this post in January 2010. Concerns were expressed at the time to the potential negative effect this move might have on delivery of this indicator.


A training event on the legal highs was delivered to practitioners in March (one of the first nationally). Positive feedback about this event was received from the participants. Further similar events for practitioners and Questions & Answers sessions for members of the public are planned for 2010/11.

NI 50 – Emotional health of children

Status at the end of Q4 2009/10

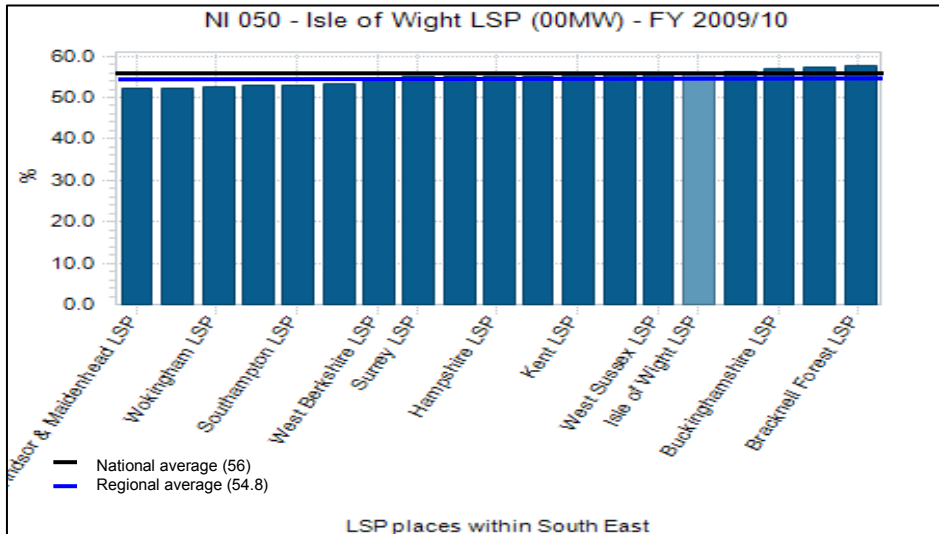
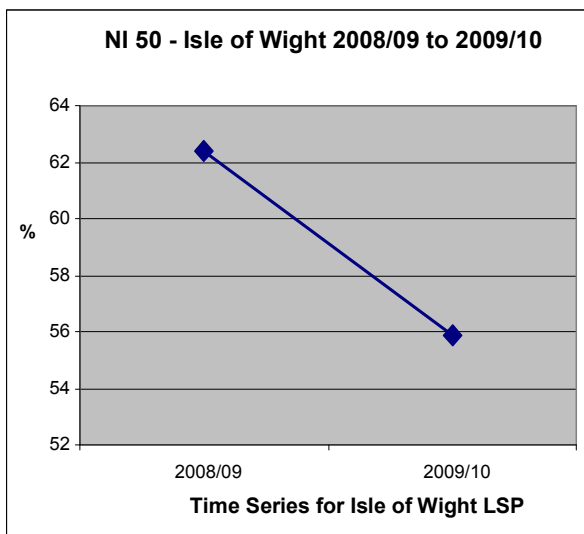
Red – Target Missed 

Amber – Within 5% tolerance 

Green – Target met or exceeded 

Blue – Targets not agreed 

Grey – Update not supplied 



Summary of Performance:

Year One – 2008/09 –
 The indicator uses the TellUs survey of young people and is based on the percentage of these with good relationships (defined as those answering “true” to having one or more good friends AND answering “true” to at least two other statements about being able to talk to parents, friends or another adult). Isle of Wight performance in the TellUs 3 survey was 62.8% compared to 63.3% nationally, and was slightly better than the South East average of 62.1%.

During the year work was undertaken to establish a SEAL (Social and Emotional Aspects of Learning) Strategy Group on the Isle of Wight combined with an audit of all schools in terms of SEAL and related activities ie, Healthy Schools, anti bullying work etc. in order that the Local Authority could target where work was needed. Subsequent outcomes included: 40%+ of Secondary schools and 80%+ of primary schools becoming engaged in SEAL, together with a reduction in Secondary Persistent Absence to 4.6% and Primary Persistent Absence to 0.9% (both below National averages) and a significant continued reduction seen in both fixed and permanent exclusion.

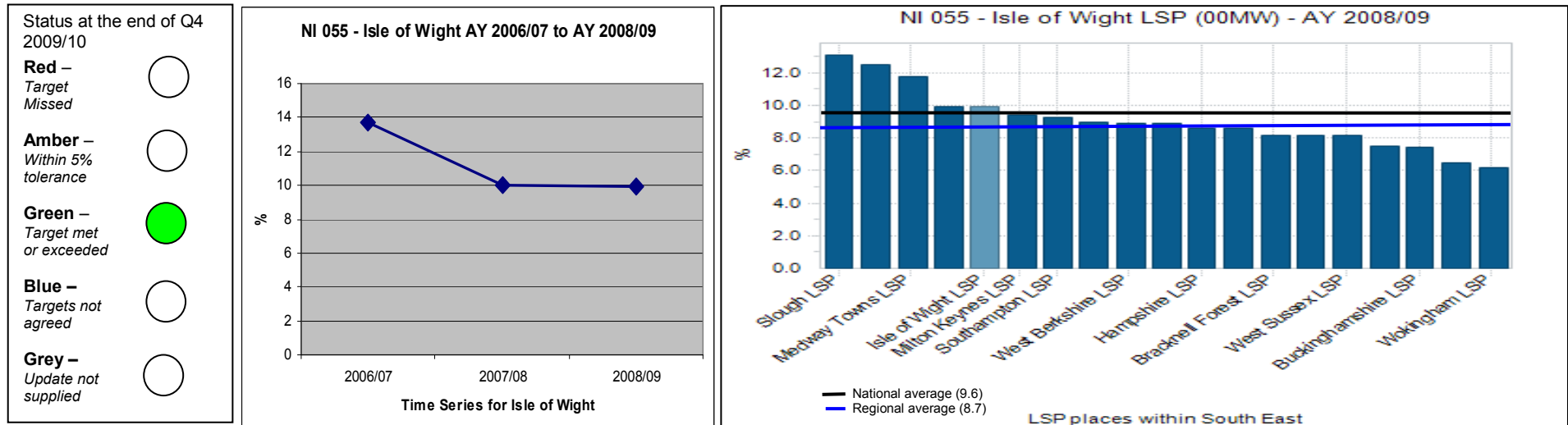
Year Two – 2009/10 –
 Early in the year work was undertaken to promote take-up and participation in TellUs4 with a total of 1,810 pupils in years 6, 8 and 10 in all High schools, nine Middle Schools, one special school and one PRU (Pupil Referral Unit) taking part, an increase of almost 800 pupils on the previous year. A result of 55.9% was given which compared to the National Average of 56.0% and ranked the Island 70th out of 154 Local Authorities in England. However, the formula for calculating these percentages was found to have been changed between TellUs3 and TellUs4, meaning that the percentages for the two years were not directly comparable. This has an impact on final year targets which were based on the previous methodology applied

Additional Comments –
 Targeted Mental Health in Schools (TaMHS) is a three-year pathfinder programme aimed at supporting the development of innovative models of therapeutic and holistic mental health support in schools for children and young people aged five to 13 at risk of, and/or experiencing, mental health problems; and their families.

In February 2010, the Local Authority submitted a plan that outlined what they proposed to cover for one year of the TaMHS Project, being split into two threads:

- Development of Intervention Based Activities, Developing Schools as Commissioners; Developing the capacity of the workforce and increasing the depth of universal Emotional Health and Well being approaches – through three schools in North East Wight
- Increasing Depth of universal Emotional Health and Well being approaches and developing capacity of the schools workforce – Through a total of six schools, three in each of the following areas: West Central Wight, South Wight and Rural Primaries.

NI 55 – Obesity in primary school age children in Reception



Year One – 2008/09 –

The 2007-08 academic year measurement was conducted in summer 2008, with 92% of eligible children in Reception Year measured. Isle of Wight Reception Year obesity prevalence was 10%, (compared with 13.7% 2006-07) and was only slightly higher than in England. This contrasts with the 2006-07 data, when the Isle of Wight rate was statistically, significantly higher than England's

A range of developments and Initiatives were introduced during the year: the MEND (Mind, Exercise, Nutrition, Do it!) project a family-based programme for overweight and obese children aged between 7-13 and their families was introduced into three areas and was sponsored by Sainsbury's. Many of the families commented that the programme had made an impact on their lifestyle, in that they were making better food choices and enjoying activities together as a family. Programmes are being supported by a parent-run follow up support group, MEND4Life, and 1 Year One Card to use at any Local Authority leisure facility; Change4life a national movement launched by the government to encourage parents to make better food choices for their children and encourage activities like outdoor play, walking and cycling with events held across the Island. The Health Eating Alliance continued to be funded by the PCT to coordinate and contribute to the Change4Life themes with its members; The provision and extension of junior gym at the Heights and Medina Leisure Centres; free swimming during holiday periods; holiday activity programmes and Junior concessionary rates to improve access.

Year Two – 2009/10 –

This is an annual measure and 2008-09 performance was ahead of target for Reception Year children.

The PCT (Primary Care Trust) put forward a commissioning strategy for obesity which covers adults and children and the practitioner multi agency healthy weight partnership scoped current projects and planning activity and intervention work for the coming year.

Many of the same initiatives applied in 2008/09 have been continued across 2009/10 including: MEND which was delivered across the Island and received positive evaluation from those attending, however, due to cost and difficulty in recruiting, the continued delivery of this programme has become subject to review; Change4Life events have been held and the change4life themes are now being promoted across the Island.

Additional Comments –

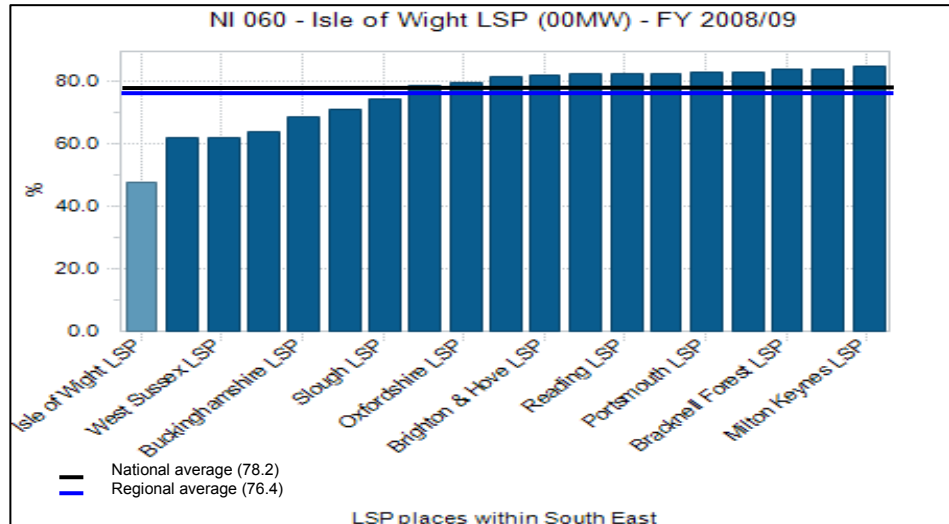
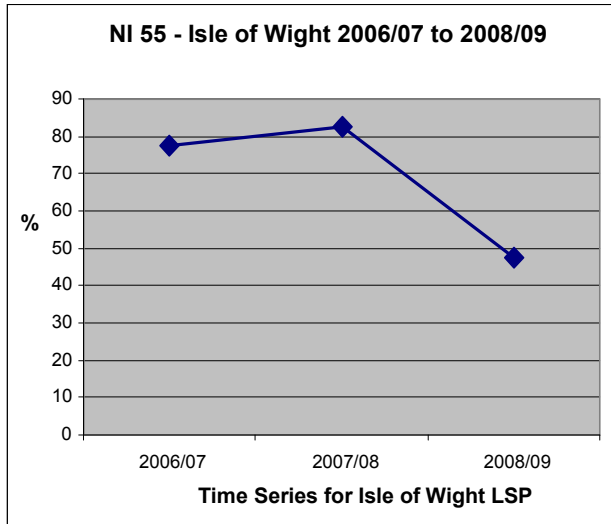
Health Visitors have implemented and are working to, the Healthy Child Programme which enables a positive effect on the uptake of breastfeeding, supporting reduction in obesity. The Island has seen an increase in initiation of breastfeeding, further work needs to be undertaken to support continuation of breastfeeding.

Early intervention in areas such as weight management, will support health and wellbeing objectives for children and young people. We will work across the children's trust and partners (including the third sector) with health visitors and school nursing services as part of the overarching strategy to deliver more effective early intervention.

NI 60 – Percentage of core assessments for children’s social care that were carried out within 35 working days of their commencement

Status at the end of Q4 2009/10

- Red – Target Missed** 
- Amber – Within 5% tolerance** 
- Green – Target met or exceeded** 
- Blue – Targets not agreed** 
- Grey – Update not supplied** 



Summary of Performance:

Year One – 2008/09 –
 Performance was influenced by the implementation of ICS (Integrated Children’s System) which had impacted significantly on practitioners being able to input assessments onto the system. ICS set up errors meant that the Child Protection Section 47 exemplar could not be tied with Core Assessments and so not input until early December. There had also been an impact with establishing new practice and process following the training that had been given in September with Swift ICS. Combined with these systems issues, problems were also experienced with staffing and capacity issues.
 Initiatives introduced during the year included: an ICS Steering Group monitoring implementation; a monthly Recruitment & Retention group to focus on staffing; a review process management of recording with ICS implementation and the introduction of Date Performance meetings every week within the service area to assist in greater scrutiny in order to enable the early identification of issues/concerns that would impact on performance in order to achieve a more responsive and timely resolution.

In addition, a Threshold document was produced intended to assist Practitioners with identifying children and young people who required services from Targeted Intervention and thereby enabling increased focus and concentration on those in need of social care.

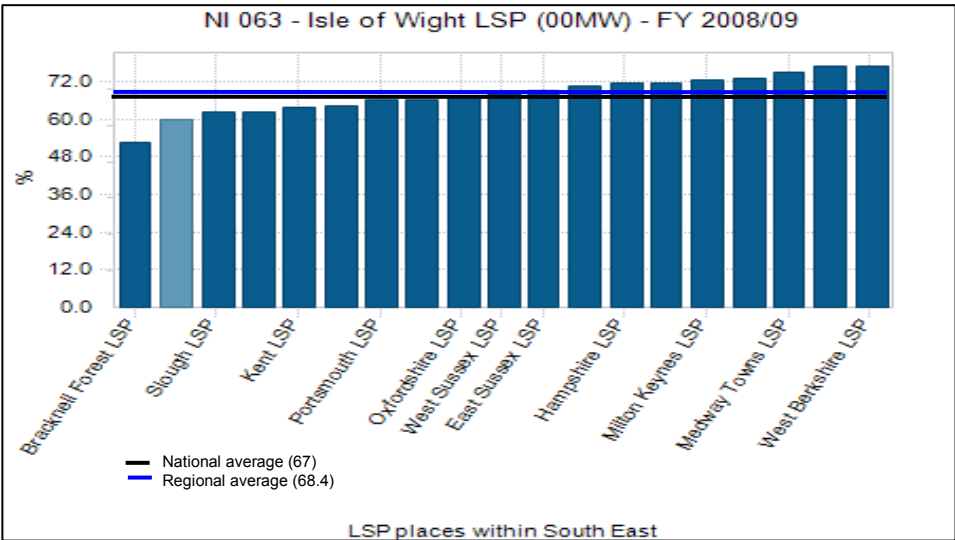
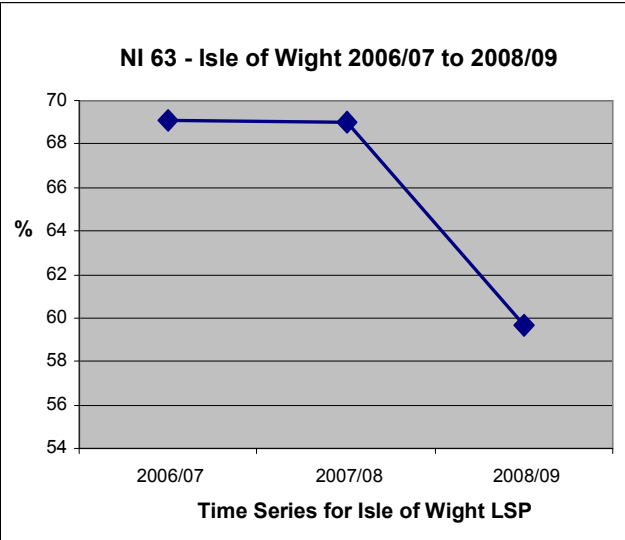
Year Two – 2009/10 –
 Performance for the year was calculated to be at 72% and below the target included in LAA2, although official figures have not yet been released in to the Hub. Although the year’s outturn was below target, a steady improvement in performance had been seen over the past 12 months. This would suggest an improvement in performance by practitioners both in data quality and the embedding of business processes.

During the course of the year a development day was held and facilitated by Ingson Ltd which was used to address recording and process issues, while a Department for Children Schools and Families (DCSF) improvement project was implemented, working with front line staff to improve performance.

NI 63 – Stability of placements of looked after children: length of placement

Status at the end of Q4 2009/10

- Red** – Target Missed ●
- Amber** – Within 5% tolerance
- Green** – Target met or exceeded
- Blue** – Targets not agreed
- Grey** – Update not supplied



Summary of Performance:

Year One – 2008/09 –

While good performance is generally considered to be reflected by a high percentage, a slight decline was seen in the performance achieved in 2008/09, but this was identified to be due to an increase in the numbers of children with complex needs being dealt with and for whom there was a requirement for additional resources and accommodation support. During the year Isle of Wight Council Senior managers became responsible for authorising placements while the Joint Commissioning Solutions Panel continued to authorise placements requests, and to apply a mechanism to monitor and review such placements.

A number of initiatives were applied during the year including: 'Have Your Say' days to seek the views of children and young people in care.; a Placement Stability Improvement Plan was established in order to identify key themes, issues and activities in order to provide improvements with monitoring and managing this indicator; a Corporate Parenting Board was established to monitor the Placement Stability Improvement Plan and reporting to the Children's Trust Executive; Care Matters events were introduced to raise profile and awareness; a Children in Care Council was established; a recruitment campaign was undertaken for foster carers which received significant interest.

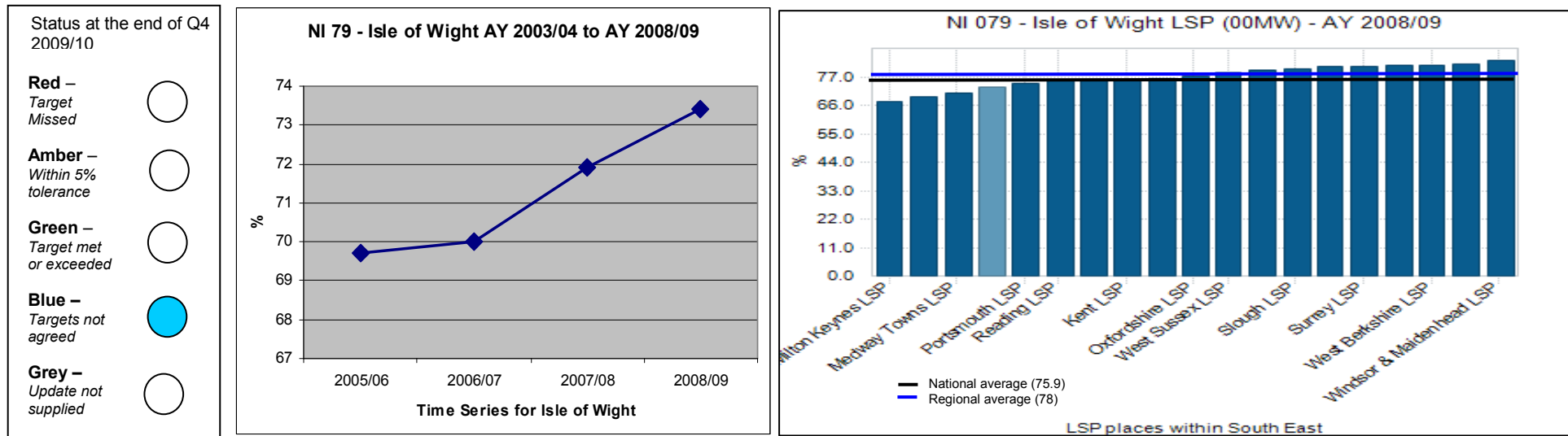
The restructure of Targeted Intervention was proposed intended to enable focused management of looked after children while an area for concern remained the lack of resources and provision for complex and disabled need children and young people.

Year Two – 2009/10 –

Performance across the year was seen to fluctuate possibly due to the relative size of the cohort on the Island and the fact that a small number of placement breakdowns, involving sibling groups, can easily affect the performance recorded.

A Placement Stability Improvement Plan was introduced intended to identify, monitor and action change and report its findings to the Corporate Parenting Board, chaired by lead member. Additionally, a new "placements under pressure" initiative was applied in order to reduce the need for children to move and placement breakdown.

NI 79 – Achievement of a Level 2 qualification by the age of 19



Summary of Performance:

Year One – 2008/09 –

Whilst there was evidence of an improvement having been achieved in this year, the rate of change was seen as remaining too slow. Work continued with stakeholders to improve the curriculum offered through a combination of rationalisation and the sharing of good practice and this included the increased use of data streams (Assessment and Learning in Practice Settings (ALPS)/Learning Achievement Tracker (LAT)/Fischer Family Trust (FFT)) between the schools

During the year various initiatives were applied:

- The monitoring of attainment at Key Stage 4 was applied together with the establishment of a support framework where underachievement was identified. In support of this: work was undertaken to achieve a data sharing protocol amongst Providers for data and findings through the 14-19 Partnership Consortium; to obtain and apply analysis to local and national data including FFT and National Consortium for Examination Results (NCER) data.
- The monitoring of levels of attainment at post 16 was applied, combined with the establishment of a support framework where there was underachievement. In support of this: it was necessary to agree a Value added scoring process with Providers at the 14-19 Consortium and to embed the coordinated use of a range of value added tools including LAT/ALPS/FFT across all 14-19 providers.
- Work was undertaken to improve the take-up of apprentices including the application of appropriate marketing. In support of this; was the need to introduce effective and comprehensive impartial information advice and guidance (IAG) that was to be provided via Providers and IW Connexions; while increasing the provision for opportunity for access to Young Apprentice and Diploma routes and providing access to employer-led and trade-recognised activities and experiences.

Year Two – 2009/10 –

Whilst national figures have now been published a break down of these by Local Authority is still awaited.

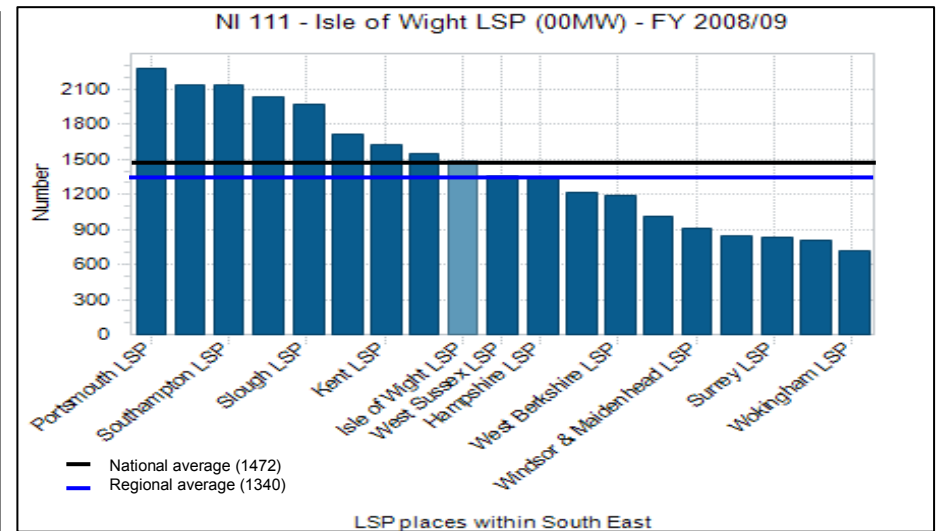
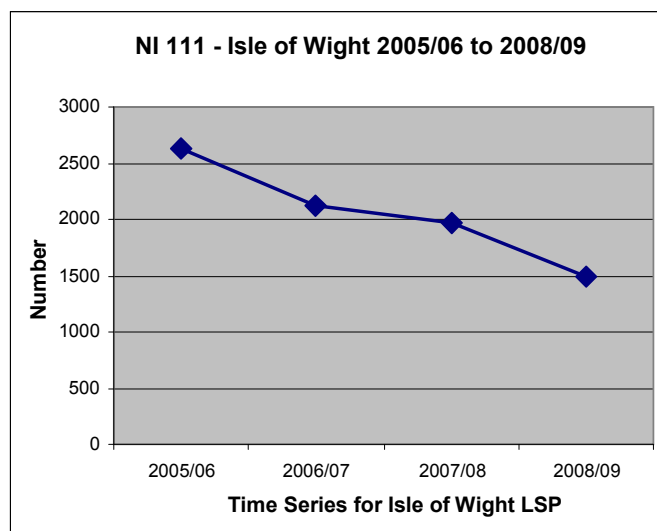
The following milestones have been achieved

- Achieve a data sharing protocol amongst Providers,
- Obtain and analyse local and national data including Fisher Family Trust and NCER data,
- Share data and findings with all Providers through the 14-19 Partnership Consortium,
- Embedding the coordinated use of a range of value added tools including LAT/ALPS/FFT across all 14-19 providers,
- Effective and comprehensive IAG via Providers and IW Connexions through career events,
- Provide increased opportunities to access Young Apprentice and Diploma routes and Provide access to employer-led and trade-recognised activities and experiences

NI 111 – First time entrants to the Youth Justice System aged 10-17

Status at the end of Q4 2009/10

- Red** – Target Missed
- Amber** – Within 5% tolerance
- Green** – Target met or exceeded **Prov**
- Blue** – Targets not agreed
- Grey** – Update not supplied



Summary of Performance:

Year One – 2008/09 –

Performance for the year demonstrated a continued trend of improvement with a further reduction in the numbers of first time entrants in 2008/09.

The Real Opportunities Now (RON) programme proved to be an effective process for the transition of young people into education, employment or training. Funding was provided through the Youth Inclusion Forum, which had been established to reduce first time entrance and persistent absence from schools, and had operated as a part of the Children's Trust through its making a positive contribution outcome group. RON was cited as an example of best practice by the DCSF (Department for Children, Schools and Families)

The Youth Inclusion Forum also proved to be a successful mechanism through which all agencies could jointly identify activities to which they could pool resources and contribute to the best outcomes for young people. The partnership between the police, fire and rescue and community safety service with children's services, proving to have been particularly effective

The impact of the economic downturn impacted the availability of jobs and at the close of the year was seen as having the potential to impact the continued reduction in numbers seen with this indicator although other the application of other approaches around the family and targeted positive activities were viewed as having the potential to mitigate such rises.

Year Two – 2009/10 –

A provisional figure of 1513 was given for this indicator but this is subject to further review.

During the year the Early Intervention Team had been working closely with the Common Assessment Framework (CAF) process in conjunction with supporting the roll out of 'gate-keeping' arrangements associated with locality working intended to identify young people at risk at an earlier stage.

A weekly caution clinic has been introduced where Early Interventions and the Youth Offending Team attended the police station. Minor offenders are diverted away from the criminal justice system but have an interaction with the Early Interventions Team.

The Youth Inclusion Forum has been able to continue its work following the allocation of LPSA2 reward money following success in this target area.

NI 112 – Under 18 conception rate

Status at the end of Q4 2009/10

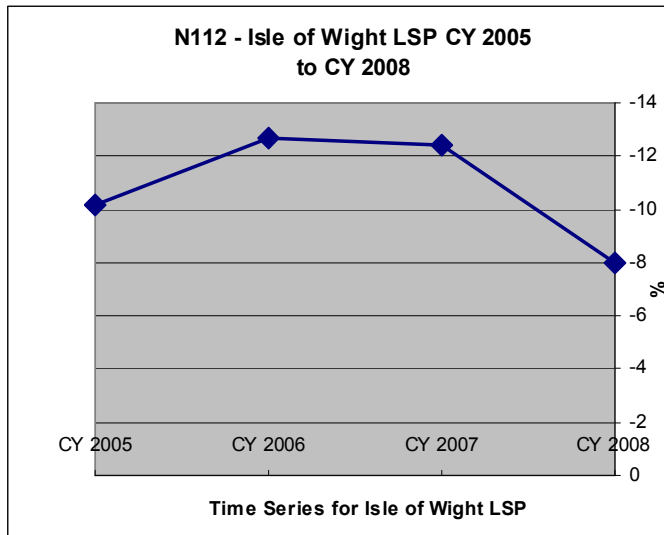
Red – Target Missed

Amber – Within 5% tolerance

Green – Target met or exceeded

Blue – Targets not agreed

Grey – Update not supplied



Comparison data is not currently available

Summary of Performance:

Year One – 2008/09 –

During 2008/09 funding from the Strategic Health Authority was used to enable four General Practices to be established and offer specialised young people's clinics in the targeted areas of Ryde, Newport and Sandown and an outreach sexual health and contraceptive nurse started to work with vulnerable young people across the Island. In addition a review was undertaken of the sexual health service provision across the Island to see if services were meeting the needs of young people. A condom distribution scheme also became fully implemented and proved successful in its use by young people.

During the year:

- The PCT continued to train professionals in using LARC (Long Acting Reversible Contraceptive);
- Pharmacists sought to improve their Emergency Hormonal Contraceptive service, taking on both a Chlamydia screening service and the condom distribution scheme;
- The APAUSE (Added Power and Understanding in Sex Education) project was evaluated and improvements made, (with a further re-evaluation due in 2009/10) and was being operated in four of the Island's High schools;
- From the target areas a number of teachers had undertaken the PSHE CPD Certificate (Personal Social Health Education Continual Professional Development) scheme
- Rainer (Voluntary organisation) developed a drop in service at Sandown that included the local pharmacist, school nurse, youth worker and offered Chlamydia screening and condom distribution scheme.
- 'Speak-easy' (how to talk to your children around sex and relationship issues) programme commenced this year in co-operation with parenting strategy and the new parenting experts.

Year Two – 2009/10 –

The most recent data release of -8% as provided by ONS (office for National Statistics) ,represents the 2008 figure for the reduction in teenage pregnancies since 1998 baseline. A figure for 2009 is not expected to be available until February 2011.

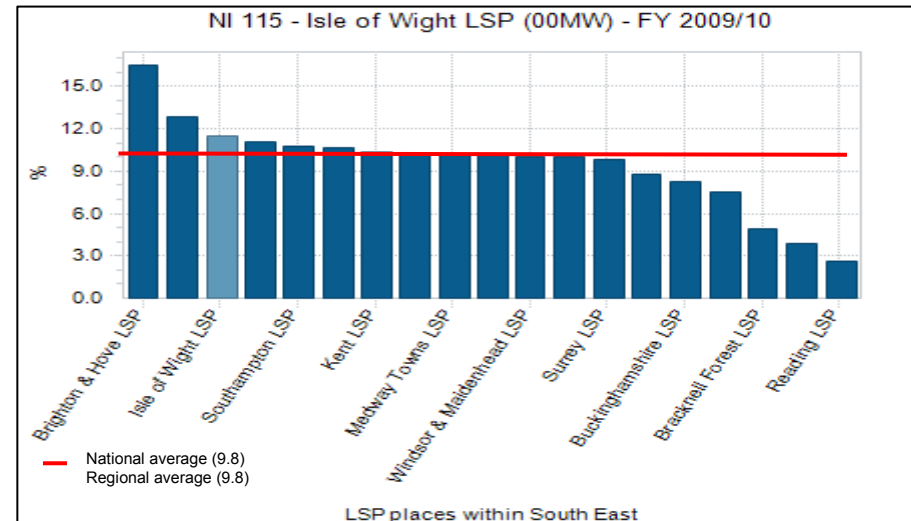
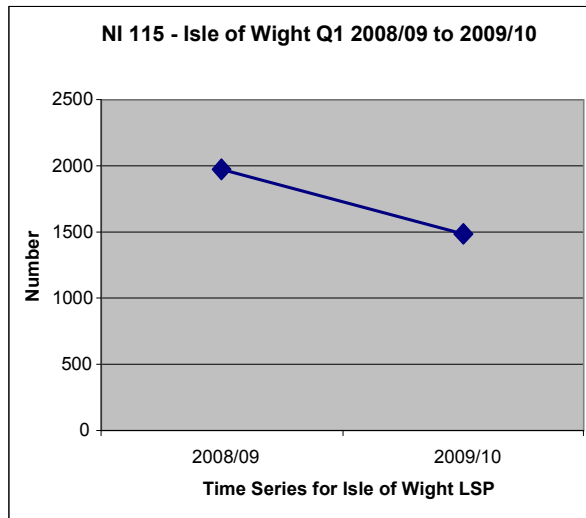
Additional Comments –

The Lead Officer responsible for this measure has been on Maternity Leave since the beginning of 2010. A contingency plan was prepared in advance of this departure but could not be applied. Authorisation has recently been given for this position to be advertised for Maternity Cover.

NI 115 – Substance misuse by young people

Status at the end of Q4 2009/10

- Red – Target Missed** 
- Amber – Within 5% tolerance** 
- Green – Target met or exceeded** 
- Blue – Targets not agreed** 
- Grey – Update not supplied** 



Summary of Performance:

Year One – 2008/09 –

The indicator is designed to measure progress in reducing the proportion of young people frequently misusing substances – including illegal drugs, alcohol and volatile substances such as glue, gas or solvents – misuse of which by young people is strongly linked with involvement in crime or anti-social behaviour, an increased risk of failing at school and damage to both mental and physical health. Targets for the indicator were to be based on the evidence from the TellUs3, a self completion survey designed to gather young people's views on their life and which established a baseline of 12%

During the year: six teachers were trained through continuing professional development to achieve the certificate in PHSE (Personal Health and Social Education) which included drug and alcohol prevention and policy development in school; an alcohol strategy was developed incorporating specific co-ordinated action to tackle alcohol misuse by young people and through the development of the common assessment framework to include 'Get Sorted' on the early interventions panel, targeted youth support was implemented with the intention that young people who were at risk of, or involved with, substance misuse were identified earlier on and support put in place as part of a package

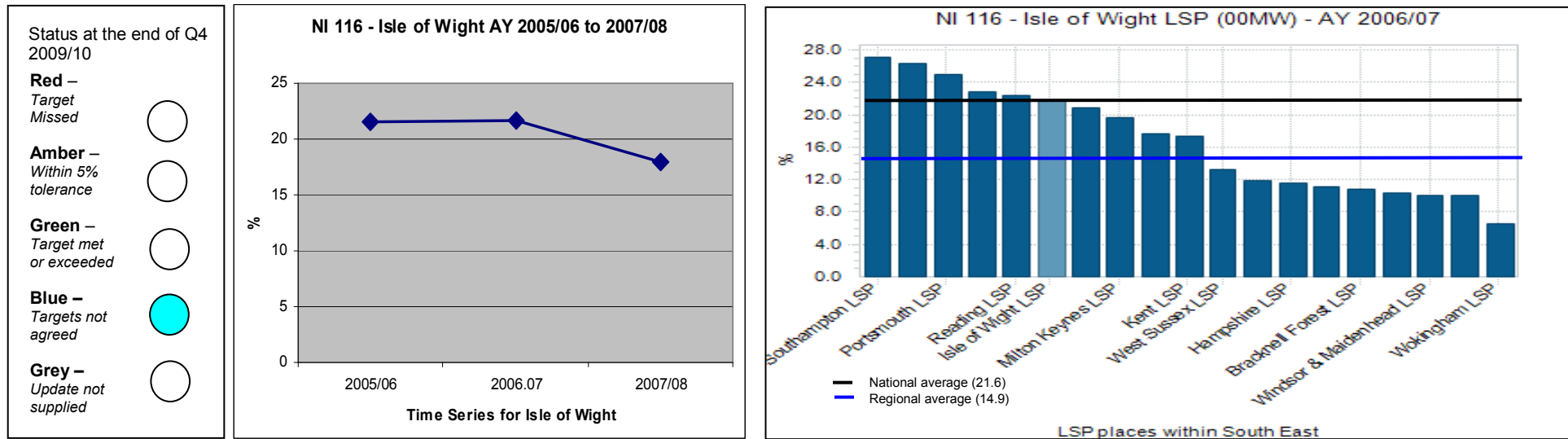
Year Two – 2009/10 –

The indicator applies both elements of a question in TellUs which asks young people if they have been drunk or have taken drugs in the last 4 weeks and while the results for TellUs4 indicated a slight increase of 0.5 percentage points nationally the results for the Island showed a reduction of 0.4 percentage points. However, the Island remains ranked as third lowest against the Council's statistical neighbour group.

Additional Comments –

The risk of harm is considered to have been reduced through increased engagement. A large percentage of referrals come from schools due to the clinics offered within the public High schools. The Authority also collaborates with the police, and a Service User group to provide education around the risks of harm with alcohol and substance misuse and this has been delivered to over 600 young people in the last year. Additionally participation in raising awareness of the authority's Young people's Substance Misuse Service and the risks around alcohol and substance misuse with professional presentations and involvement with community days such as 'Crime & Disorder' and The Big Day Out. Additionally a variety of professionals were invited to attend a Legal High training which the DAAT funded to gain an understanding of the current trends and harm reduction advice.

NI 116 – Proportion of children in poverty



Summary of Performance:

Year One – 2008/09 –

Data is published annually by the Department of Work and Pensions and represents the level of poverty in an area defined through measurement of the proportion of children (aged 0-15 years) who live in families in receipt of out of work benefits. To help promote Child Poverty as an active issue for which ongoing work and development is required it is included as an identified need with the Children, Young People and Families Plan (Childrens Trust) together with engagement of the Achieve Economic Well Being Group (Economic and Environment).

A multi agency workshop was held in April of 2009 and attended by representatives from across the Voluntary and Community Sector, PCT (Primary Care Trust), Local Authority (both Children and Young People and Adult and Community) and JobCentre Plus. Outcomes include:

- Better understanding of definition of poverty and how targets are defined nationally
- Better understanding of different roles and responsibilities of agencies and problem solving around some practical issues
- Recognition of the impact of families on Child Poverty and the need to respond to family, not individual Children and Young People needs.
- Gaps in provision identified e.g. Food Poverty and Poverty linking to Parenting Support

Year Two – 2009/10 –






Performance data for 2008 has been released but the figure for 2009 data is not yet available. The 2008 figure indicates that the gap between the Isle of Wight (17.9%) and the National average (19.2%) has increased further to -1.3 percentage points. While an increase in the gap is suggested, at that stage the recession had not been nationally declared and the impact on the Isle of Wight was not felt significantly until early 2009.

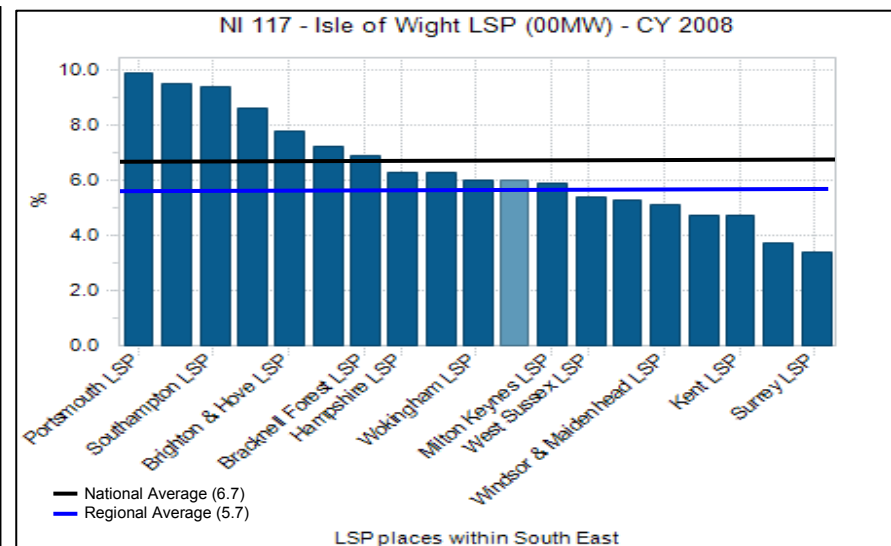
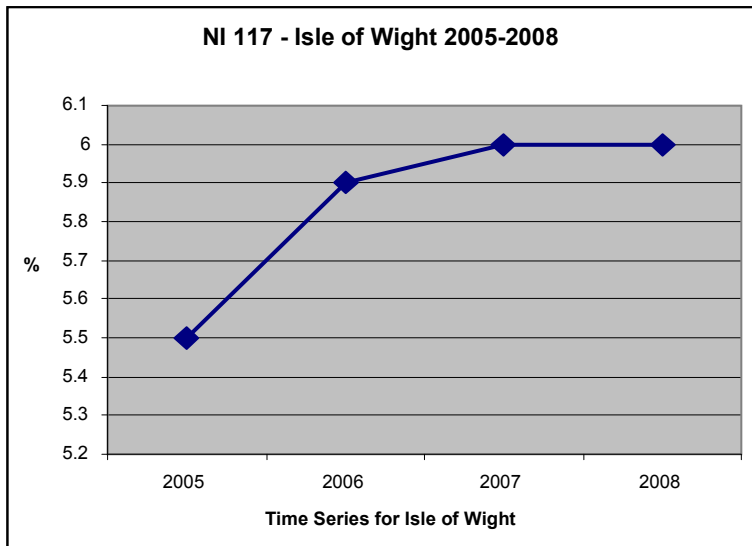
A revised target was agreed through negotiation with Government Office for the South East for the final year to now become 'Extend the lead with the England average rate by 0.1 percentage points, compared with the 2007 baseline lead of 0.7 percent'.

New statutory duties were outlined in the Child Poverty Bill in March which seeks to ensure the delivery of public services, co-ordination of activity by key players, tailoring of solutions to meet local need and engagement of individuals and groups at risk of being marginalised are a priority.

NI 117 – 16 – 18 year olds who are not in education, employment or training (NEET)

Status at the end of Q4 2009/10

- Red – Target Missed** 
- Amber – Within 5% tolerance** 
- Green – Target met or exceeded** 
- Blue – Targets not agreed** 
- Grey – Update not supplied** 



Summary of Performance:

Year One – 2008/09 –

Early in the year there had been some success with reducing the numbers captured as NEET with the rate being at 4% at one point between April and September. The rate of progression from the Real Opportunities Now programme in to Entry to Employment had been positive and focus under the September Guarantee had been given to school leavers to encourage a positive approach, supported by Connexions Personal Advisers encouraging the take up of training or work. There was also a pilot for a new Youth Enterprise programme, a short (six week) programme intended to help improve the self esteem of individuals combined with developing their skills based and the opportunity to gain a vocational qualification.

However, from October 2008, the impact of the Economic Downturn began to be seen with the numbers rising from October onwards to reach 7.1% recorded in March 2009. The downturn had a significant effect on the range and numbers of job opportunities available to young people.

Year Two – 2009/10 –

A NEET Strategic Plan was developed this year and ratified by all stakeholders. Throughout the year Advisers continued to focus on assisting 16 and 17 year olds to access opportunities for learning and training. In conjunction with local schools work was undertaken to identify Year 11 pupils in danger of not securing any qualifications with an intention of developing a programme to build their self esteem, employability and basic literacy skills.

Performance during the year continued to be disappointing but was set against a challenging background where the economic downturn continued to impact the jobs market and opportunities for employment.

Additional Comments:

Annual performance is determined through a calculation of the average performance achieved over the three months November, December and January for that year.

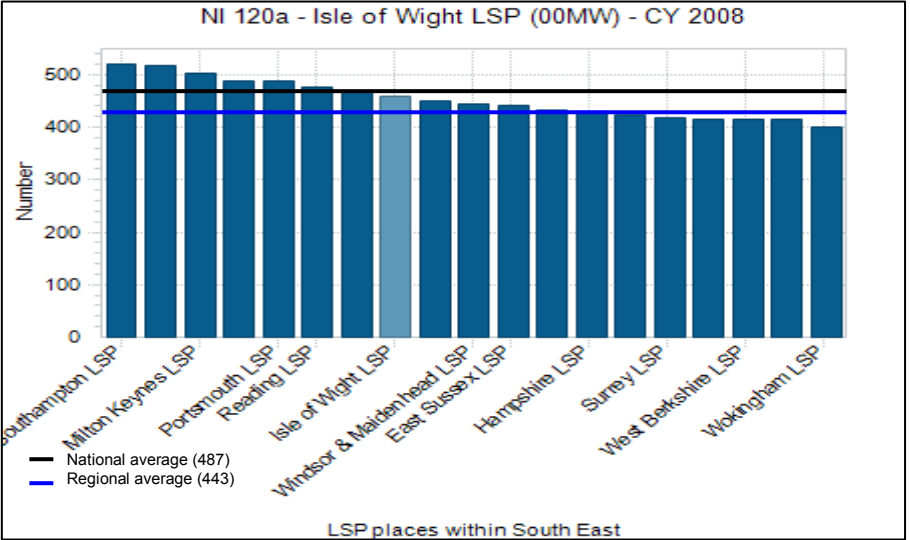
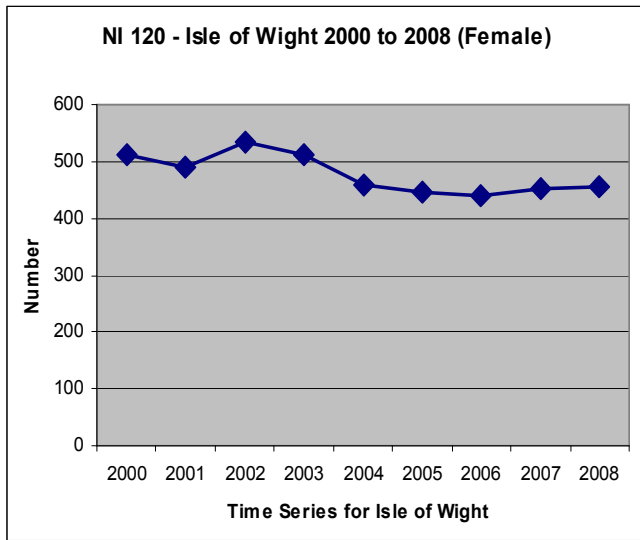
It should be noted that while a number (five in total) of the set of National Indicators included in the Isle of Wight LAA, were identified as affected by the Economic downturn and afforded the opportunity for a review and re-negotiation of the final year target in January/February 2010, NI 117 was not included in this group. Given the relationship between the group captured under this measure and its relationship with Higher Education and in particular employment, the lack of opportunity to review final year targets at this later stage of the LAA cycle seems likely to impact negatively on the ability to achieve the current target of 3% for 2010/11.

NI 120 – All age cause mortality rate

Female:

Status at the end of Q4 2009/10

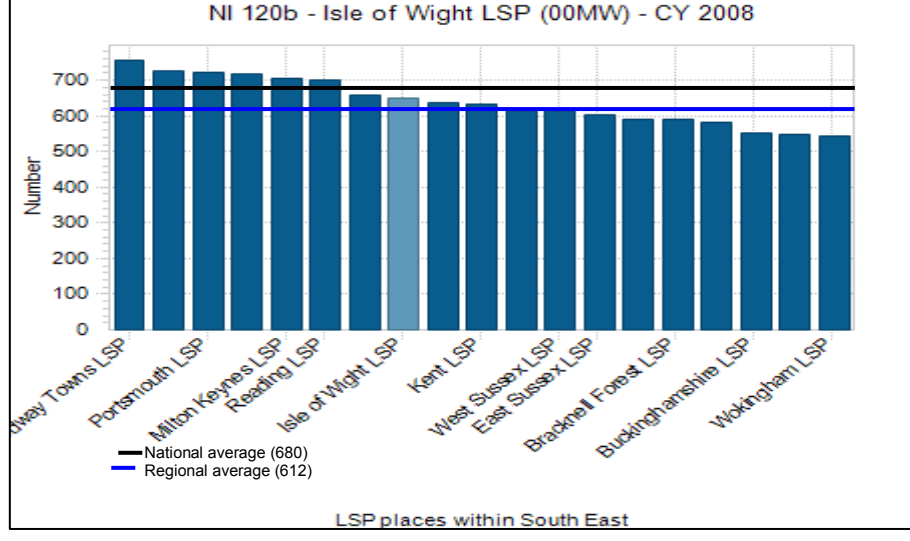
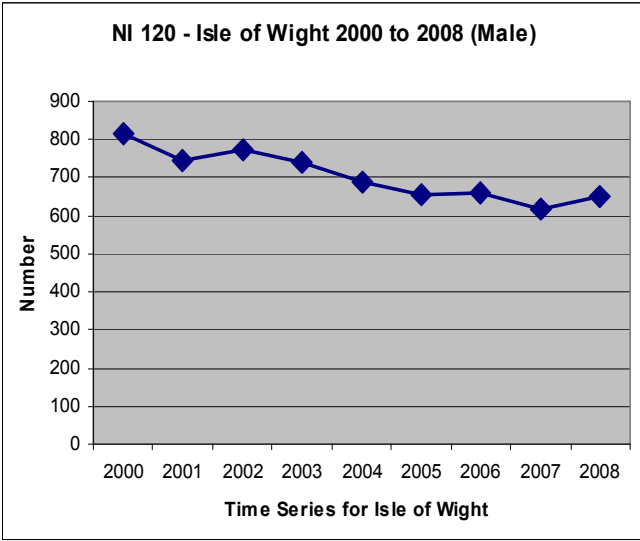
- Red –** Target Missed
- Amber –** Within 5% tolerance
- Green –** Target met or exceeded
- Blue –** Targets not agreed
- Grey –** Update not supplied



Male:

Status at the end of Q4 2009/10

- Red –** Target Missed
- Amber –** Within 5% tolerance
- Green –** Target met or exceeded
- Blue –** Targets not agreed
- Grey –** Update not supplied



Summary of Performance:

Year One – 2008/09 –

The indicator is split into Male and Female subsets for which the most recent data available for this indicator was for 2005-07 and published in early 2009 which gave results of 644 for men and 446.7 for women.

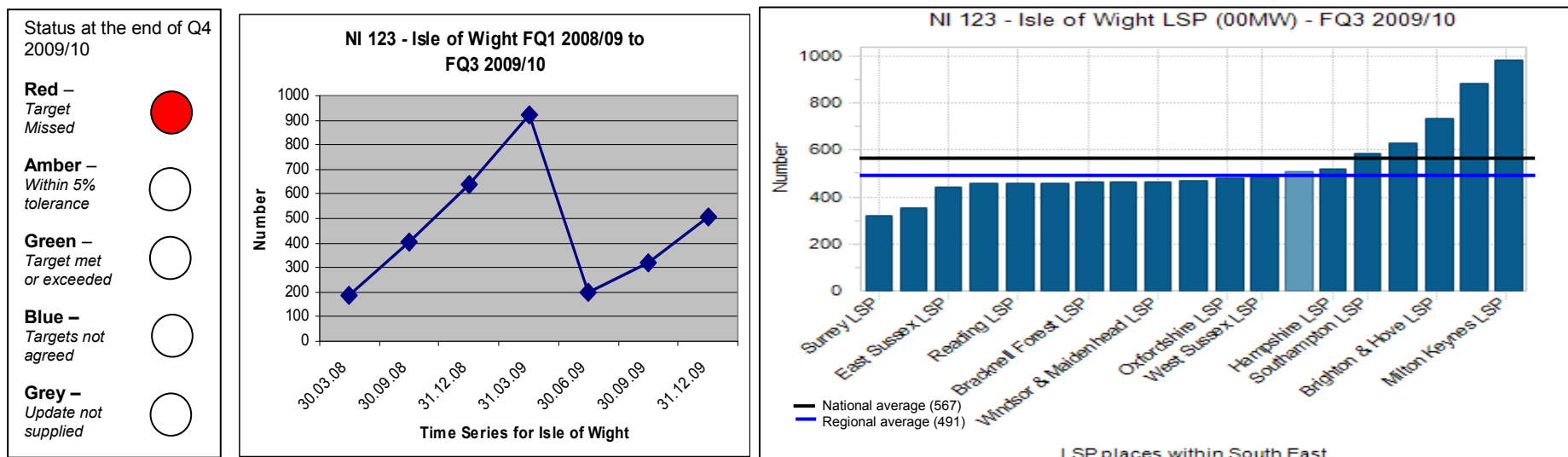
A number of other National Indicators will contribute to success with this indicator. These include: Smoking quitter activity (NI 123); Alcohol harm reduction activity (NI 39) and Adult participation in sport (NI 8).

Other more specific initiatives were undertaken during the year and associated with this indicator - The PCTs (Primary Care Trust) Cardiovascular Health Inequalities Programme, which targeted 12 wards with high mortality rates when compared with the rest of the Island. The programme offered cardio-vascular risk screening via GP Practices, with partner engagement with the Chamber of Commerce an Outreach Screening programme, and through other channels specific lifestyle support and interventions including health trainers, physical activity opportunities and weight management programmes.

Year Two – 2009/10 –

Data has since been released for 2006-08 and provides figures of 641.5 for men and 450.1 for women. These results suggest a slight flattening in the downward (improving) trend being seen for this indicator. A factor contributing to this outcome appears an increase in the number of deaths from cancer among the under-75 age group in 2008, with lung, colorectal and upper digestive organ cancers contributing particularly. Lifestyle factors such as smoking, physical activity and diet and alcohol consumption are also relevant to these specific cancers. Activities targeting NI 123 (smoking cessation), NI 8 (adult participation in sport) and NI39 (alcohol-related hospital admissions) will have an impact on these mortality indicators in the future. Also relevant will be the development of multi-agency work to tackle adult obesity.

NI 123 – Stopping smoking (rate per 100,000) population



Summary of Performance:

Year One – 2008/09 –

The target data entered for this indicator captures the number of quitters, for which performance at the start of the year had been slow but through the use of increased media campaigns at both local and national levels had led to an increase in throughput.

During the year the Island Quitters service:

- Continued to provide level three smoking cessation support, working with local businesses to increase the percentage of 4 - week quitters from the routine/semi routine workforce combined with continued support to target semi-routine/routine workers with stop smoking drop-ins and the Smoke Free 'whole site' Award through the Healthy Business Partnership
- The Smoking Cessation Advisor worked with Chamber Health Cardio-Vascular Screening outreach screening programme on its workplace and community visits which helped raise awareness to the harm of continued smoking and prompted many smokers to attend NHS Services.
- Worked with children and young people – e.g. a smoking cessation group at Sandown High.
- Continued intensive work with pregnant women, including a designated stop smoking advisor established to work with pregnant smokers

Initially the economic downturn was seen as having influenced smokers' decisions to quit with the threat of job loss and financial difficulty proving to be a challenge and proving to be a barrier to quitting. However with subsequent throughput it was suggested that smokers were beginning to recognise the financial implications of continued smoking and were electing to quit.

Year Two – 2009/10 –

During the course of the year smokers in routine and manual groups were targeted through national campaigns and use of local media. In addition service agreements were agreed with GP practices and pharmacies in respect of Local Enhanced Services for Smoking Cessation helped both to increase the availability and accessibility to cessation services within the community leading to improved activity and data quality. Some indications suggested that throughput from these services included individuals from targeted groups such as routine and manual occupations. However, the impact of the economic climate continued to influence people's decisions about quitting and remained a significant barrier.

A National No Smoking Day took place in March 2010 and this was used by the Island Quitters service to further promote the benefits from quitting.

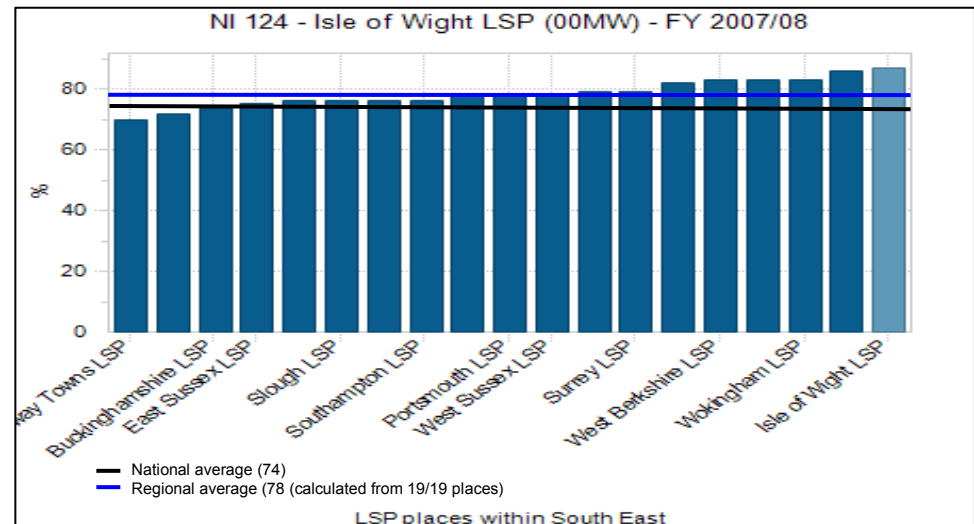
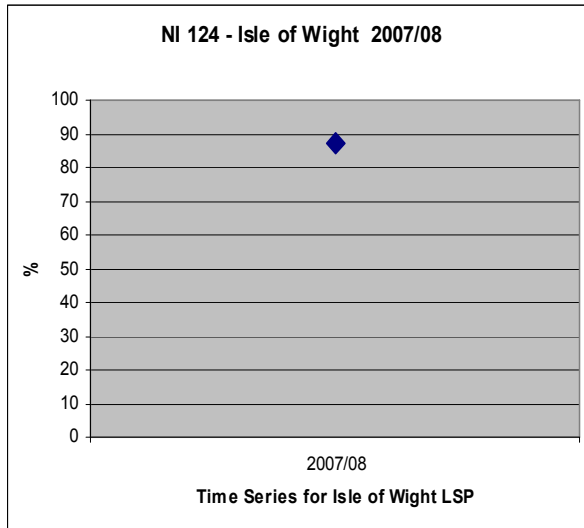
Additional Comments –

A recovery plan is being implemented for 2010/11, including a service review and developments to provide easier access to the service and more options for potential quitters

NI 124 – People with a long term condition supported to be independent and in control of their condition

Status at the end of Q4 2009/10

- Red –**
Target Missed
- Amber –**
Within 5% tolerance
- Green –**
Target met or exceeded
- Blue –**
Targets not agreed
- Grey –**
Update not supplied



Summary of Performance:

Year One – 2008/09 –
 The local Health Services Survey had been used to provide the data used to measure performance for this indicator with a further one due to have been conducted in autumn 2009. Accurate measurement for the impact of case management had proved extremely challenging, particularly in relation to preventing avoidable hospital admission given the complexity of interventions involved with the patients, carer and range of service providers.

During 2008/09 initiatives introduced had included: the new role of community matron, a mechanisms chosen by the Department of Health and seen as key to delivering personalised managed care to adults with complex long term needs; use of a community matron model was introduced to establish case management in order to achieve a targeted 5% reduction in emergency bed days.

Introduction of community matron services was seen to have had a positive impact in areas such as reducing GP consultation time and emergency bed days together with a reduction of inappropriate hospital admissions..

Year Two – 2009/10 –
 Formerly measured using the Healthcare Commission's local Health Services Survey, advice is awaited to establishing how the indicator is to be reported in the future.

NI 128 – User reported measure of respect and dignity in their treatment



Summary of Performance:

Year One – 2008/09 –
 Outturn for this indicator is based on the results of an annual survey not due to be implemented until 2009-10. During the year the following initiatives were introduced: the introduction of a Safeguarding Service for vulnerable adults; training and awareness learning sessions were undertaken with staff/workers. A Service Manager for Safeguarding adults was successfully recruited the role of which was to work with partners in order to drive forward respect and dignity across the whole adult social care agenda.

Year Two – 2009/10 –
 The annual survey was undertaken in February 2010 provided by the Department of Health(DoH) and also used to evidence NI 127. The published results of the annual survey are yet to be provided by the DoH and will be representative of a portion of service users as the survey cohort this year is surveying those people who had Occupational Therapy input in the areas of aids or adaptations. The council's own research into the results has shown the overall level of service user satisfaction for the 2010 survey was 96.4 percent. There was a rise in the proportion of respondents stating that they were either *extremely* satisfied or *very* satisfied with their equipment/minor adaptation. In 2008 this figure was 80.5 percent, which in 2010 rose by a little over four percent to 84.9. Respect and dignity is an outcome measure for social care and is measured in the Self Assessment Survey (SAS). In their recent inspection report delivered in October 2009 CQC commented that "There continues to be good performance in ensuring that the dignity of individuals in care homes is maintained"






The multi-agency safeguarding board is now in place with all partners playing an active role in line with single authority roles and responsibilities.

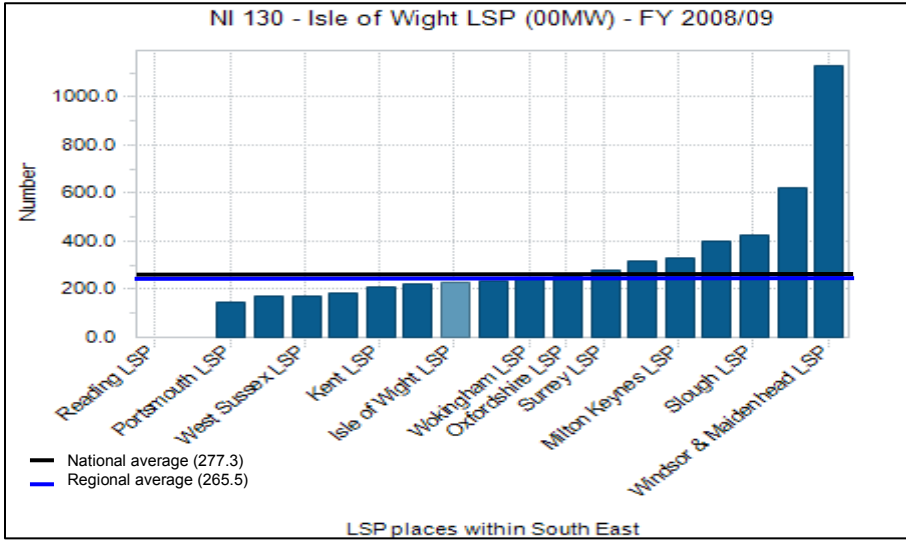
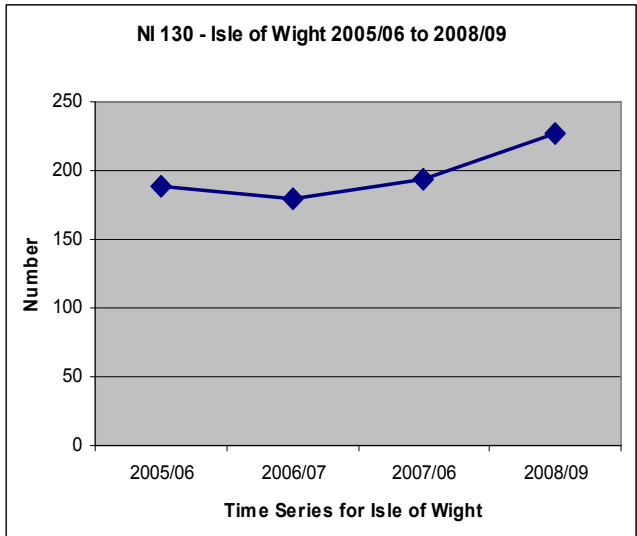
Additional Comments –
 The new Integrated Memory Service was launched in November 2009 and comprises of Local Authority and Primary Care Trust employees, the team includes a psychiatrist, psychologist; Occupational Therapy; support workers; care managers; Community Psychiatric Nurses (CPNs) and a psychiatric liaison nurse. The Safeguarding Service has established itself well and has raised the profile of Adult Safeguarding on the Island. There were 2,900 alerts processed during the year. This evidences a new culture where people feel empowered to report concerns or seek advice and has resulted in a reduction in the number of reported abuses in care homes.

In consultation with service users and care staff, a Dignity Charter has been developed for all direct services employees and service users. Focus groups were held to develop the charter. The charter has been developed in line with the DoH Dignity in Care Campaign and aims to positively change the culture of care services and improve the quality of care and the experience of people using community services, care homes and home support services. The use of the Charter is being introduced to all Social Service contracts, and will be monitored at audit.

NI 130 – Social Care clients receiving Self Directed Support per 100,000 population

Status at the end of Q4 2009/10

- Red – Target Missed** 
- Amber – Within 5% tolerance** 
- Green – Target met or exceeded** 
- Blue – Targets not agreed** 
- Grey – Update not supplied** 



Summary of Performance:

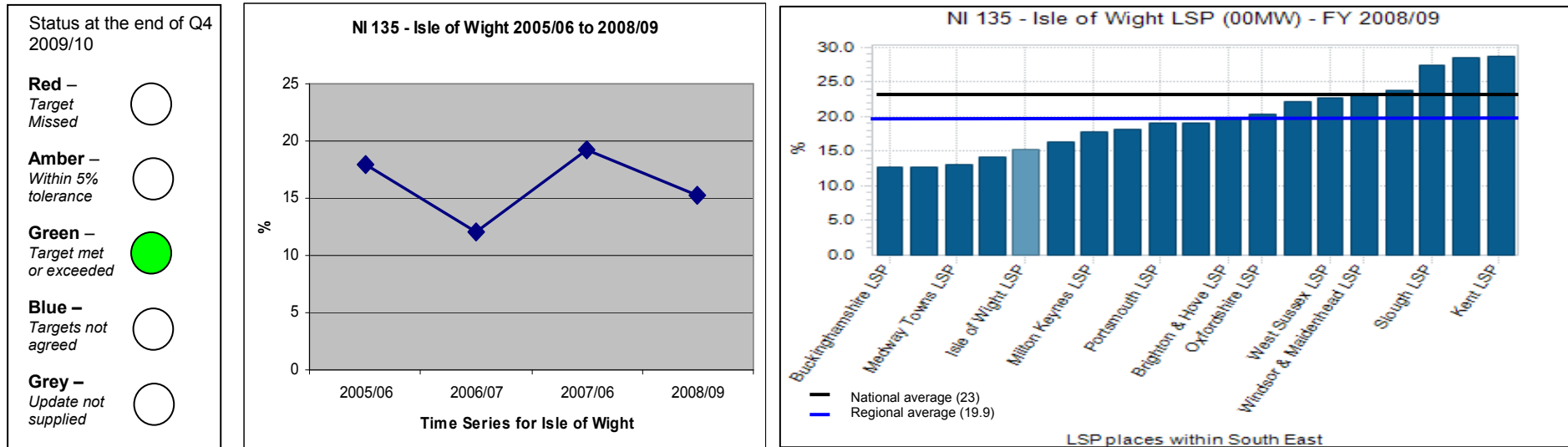
Year One – 2008/09 –
 This indicator was due to be measured in the same way as PAF C51 for 2008/09 with the definition and method of calculation being amended for 2009/10 and the result reported as a percentage of those receiving services, rather than ‘per 100,000 of the population’ applied in the first year. During the first year: a ‘Shared Assessment’ pilot questionnaire was issued to client groups in order to allow for Resource Allocation System (RAS) development for Individual Budget System; a Self Directed support information pack was created and workshops were held to facilitate increased understanding of ‘personalisation’ with providers. By the end of the year there were 14 clients receiving personal budgets with an additional 108 in the early stages of being assessed for and developing support plans for self directed support.

Year Two – 2009/10
 Recruitment was undertaken for support staff needed to help ensure a quicker throughput of allocated budgets. In addition training was held both with staff and providers to broaden their understanding of the processes involved with Brokerage, Advocacy Pilots becoming established to assist with the determination of individual needs. A new weekly report has been developed and delivered to team managers fortnightly, this highlights any personal budgets that need to be finalised, gives them monthly targets to achieve per team to achieve the 2011 target and is used to identify where the process is slow and needs to be improved. Regular meetings are being held with the Brokerage, Advocacy and Information and Advice Pilots to understand what is working well and where further developments are needed to improve the process for support planning, essential to the provision of personal budgets. The year end outturn was 8.5% which is below the national target for NI130, however the department is confident with the work being undertaken that they will meet the 2011 target of 30%.

Additional Comments –
 A new local indicator has been developed to track the actual number of personal budgets being taken up from those cases that are in fact eligible (which the national indicator does not take into account) this is used at Transforming Adult Social Care Scrutiny and within Service Board to track the actual take up of Personal budgets month on month.

Work is also being undertaken with Plan my Care on a National Pilot to develop a prototype system which provides advice and information on services available and providers, alongside a support tool for developing the support plans needed to utilise a personal budget. This is due to go out for testing at the beginning of July. Extensive work is being undertaken to direct attention of all staff to understand the need to deliver more personal budgets to support the transformation agenda and this is being actively monitored at all levels within the directorate.

NI 135 – Carers receiving needs assessment or review and a specific carer’s service, or advice and information



Summary of Performance:

Year One – 2008/09 –

Achievements in the first year included an increase in the range of support function and services provided to carers, providing increased engagement and consultation and the opportunity for respite break support. A number of initiatives were introduced in partnership with the PCT around an integrated approach to dementia including a Carer Group in Newport using funding secured from Public Health to provide cover and enable carers to attend the group, together with an Alzheimers Cafe for the benefit of those suffering this form of dementia and their carers.

A Carers Strategy began to be developed during this year and a post, jointly funded by the PCT for ‘family and carer support’ was established to offer support to the families and carers of stroke survivors.

Increased support and services became provided to carers in the form of increased engagement and consultation together with opportunities for respite break support.

Year Two – 2009/10 –

Further progress was achieved in year two with an Action Plan introduced to offer further improvement in the forms of support provided to carers. The Carers Strategy developed in year one was finally launched this year. In addition FACE (Functional Assessments in the care environment) reviews were brought in to effect. These include a carer review intended to offer improvements with this indicator when recorded in Swift.

Care managers were also provided with training during the year which included reference to the need to ensure that reviews were being undertaken.





The year end outturn for NI 135 increased to 30.2% which is a significant improvement and surpasses the current LAA target.

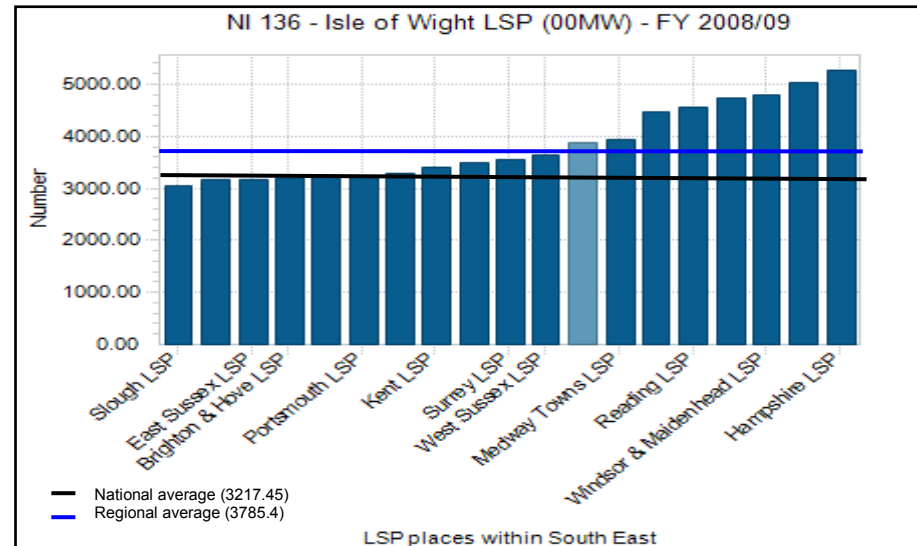
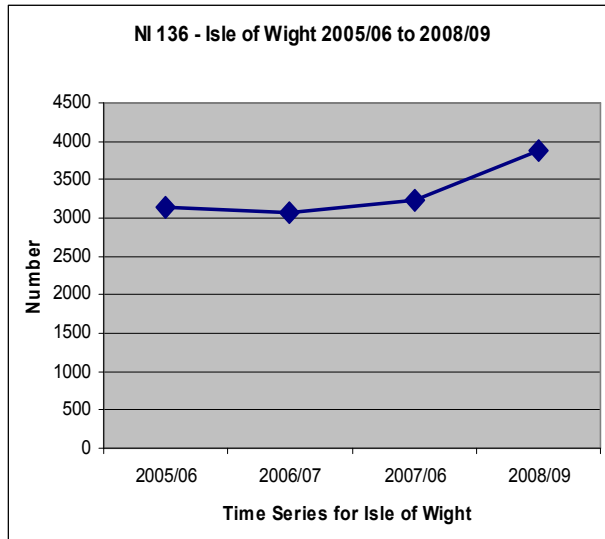
Additional Comments –

Work continues to develop advice, information and services for carers across all client groups. The important and significant contribution carers make and as part of our ongoing commitment to supporting carers on the Island has been recognised, with an online support group for carers being developed to provide advice, support and information to carers in rural and hard to reach areas. The performance team is working closely with team and service managers to develop reporting tools that identify where assessments have not been delivered for carers to ensure that the number of assessments undertaken for carers continues to rise.

NI 136 – People supported to live independently through social services (all adults)

Status at the end of Q4 2009/10

- Red – Target Missed** 
- Amber – Within 5% tolerance** 
- Green – Target met or exceeded** 
- Blue – Targets not agreed** 
- Grey – Update not supplied** 



Summary of Performance:

Year One – 2008/09 –

Through the further development of the council's in-house re-enablement service, work continued in this year towards shifting resources towards enabling greater numbers of people to remain living in their own homes. A part of the ethos supporting this approach remained about the need to offer people choices and to increase their opportunity to remain independent. This was evidenced in the approach taken towards complex care cases where the issue was about how and where they received care and the opportunities for reducing their reliance on residential care. Areas of achievement during the year included the introduction of a mobile night service, facilitating an increase in the numbers of people enabled to remain living in their own homes. In addition a case analysis was undertaken of service users in order to develop increased use of community care resources and provide more cost effective use of these resources.

Year Two – 2009/10 –

The placement panel for all care continues to monitor and challenge all requests for residential services ensuring that only those cases that cannot be sustained in the community are progressed, further reducing the reliance on this type of care. Awareness raising sessions have been undertaken with staff and service users to ensure they are fully cognisant of the need to maintain independence and maximise the use of reablement services promoting independent living skills within the Adelaide and the Gouldings.

End of year outturn was 3,253, this is below target and due solely to extensive data cleansing and updating of information in Swift which has reduced the denominator for this measure. Inactive cases have been closed, which were previously counted and this has had an adverse impact on the outturn. If these changes had not been made in year, the target would have been achieved.

All new care packages and any changes to existing care packages are now monitored and agreed through panel only. In support of the prevention agenda we are also increasing the amount of information, advice and support available to service users which means that they are able to make alternative choices and will not require input from social services when previously they would have supplied them.

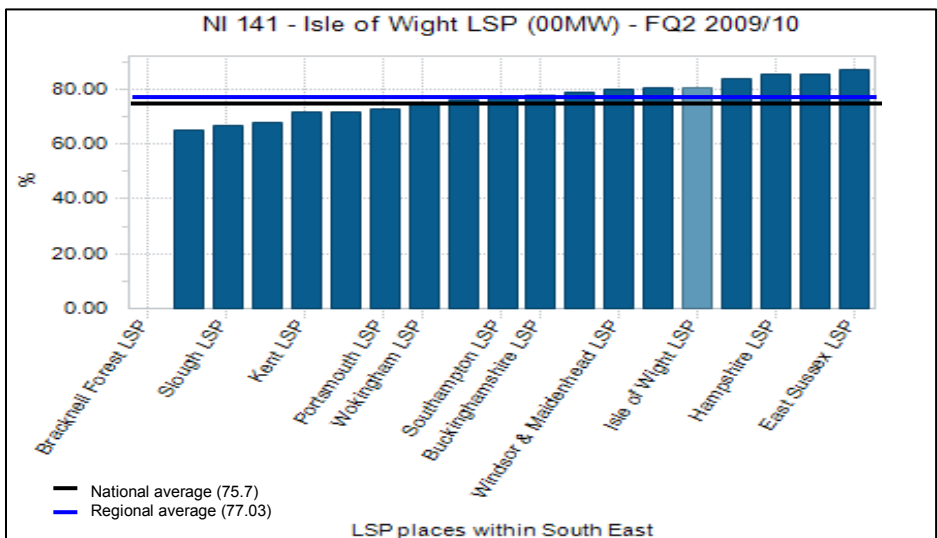
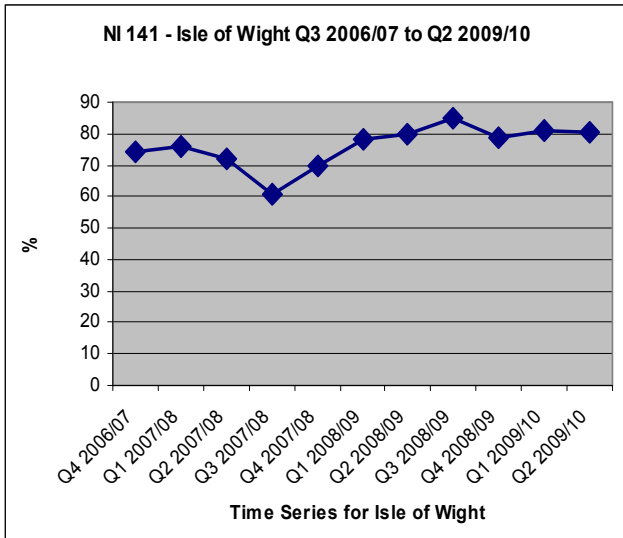
Additional Comments –

In addition regardless of the increased monitoring and management of the service provision, with the changes to the denominator (which will continue as the current services being delivered are rationalised) it is increasingly doubtful that it will be possible to reach the target previously set.

NI 141 – Percentage of vulnerable people achieving independent living

Status at the end of Q4 2009/10

- Red – Target Missed** ○
- Amber – Within 5% tolerance** ○
- Green – Target met or exceeded** ●
- Blue – Targets not agreed** ○
- Grey – Update not supplied** ○



Summary of Performance:

Year One – 2008/09 –

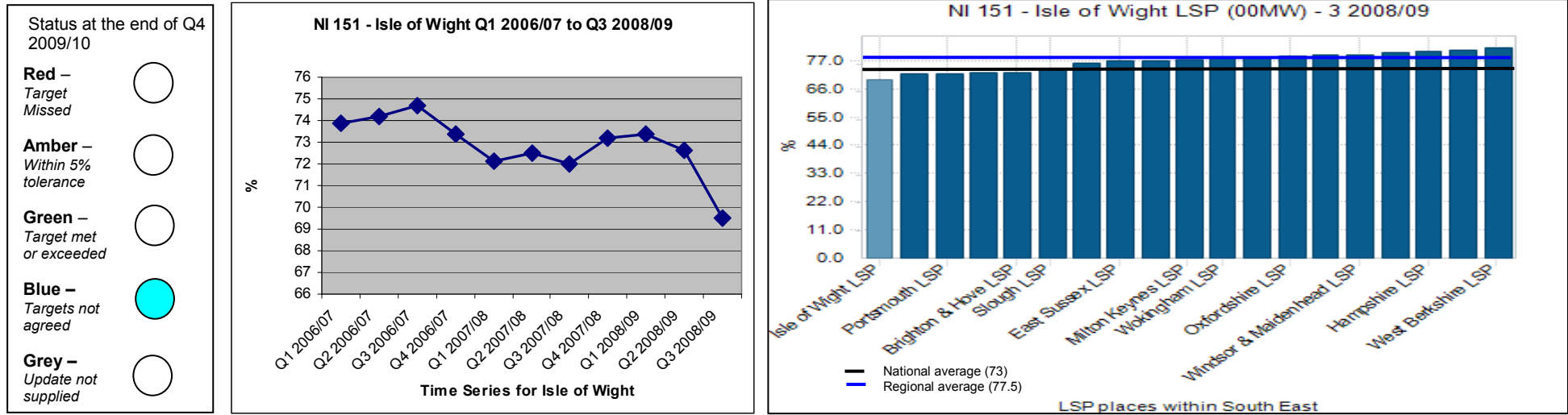
Curiously this is one area that appears to have benefited from the impacts felt from the economic downturn in as much as it has provided opportunities to access the private sector to access rental of accommodation. The Supporting People team took advantage of this opportunity and commissioned a 'Find a Home' service with financial support being provided through the Housing services rent deposit scheme combined with a housing loan scheme operated by the Credit Union. Use of this scheme was made by commissioned service providers to develop a more effective approach in placing clients in suitable accommodation with financial assistance. Anecdotal evidence has suggested that the provision of stable independent living arrangements can prove to be a contributing factor to providing successful ongoing outcomes for individual clients.

Year Two – 2009/10 –

Performance during the year fluctuated. This has much to do with the relatively small sample size attached to this cohort so that small shifts in the numbers can disproportionately affect the results achieved in a given quarter as evidenced in Quarter 4. However, the overall annual performance has exceeded target in both years. A further factor that may have the potential to influence performance has been around uncertainty to the future provision of Supporting People services on the Island. The removal of the ring-fence has predicated a resource shift from the preventative services delivered by the programme to other priorities. This will inevitably reduce the number of move-on opportunities as Landlords will be more reticent to accept vulnerable clients without easily accessible support packages.

Additionally, Providers are less likely to move on clients from Supported Accommodation without Community based Support. The calculation methodology is such that if no move-on are achieved by a service, the percentage calculated is zero, which will impact of outturns for 2010/11.

NI 151 – Overall employment rate (working age)



Summary of Performance:

Year One – 2008/09 –

Over the course of the year the government put additional monies into pre employment training in partnership with Learning and Skill Councils (LSCs) with further European Social Fund (ESF) funding specifically for the economic situation. However it was felt that for this level of investment to work effectively there also needed to be vacancies available which employers wished to fill. In conjunction with the rolling out of 'Pathways to Work', a specialist adviser was introduced intended to help customers with disabilities. The approach encouraged was an attitude of 'what can you do?' rather than 'what can't you do?' towards employment.

A new benefit Employment Support Allowance (ESA) was introduced, replacing Incapacity Benefit and Income Support for sick people. ESA removes the financial advantage of being sick rather than unemployed for customers with some ability to work. Additionally, Lone parents with school age children were taken off Income Support and moving onto Jobseekers Allowance thus making them subject to the need to look for work as a condition of receiving benefits.

JobCentre Plus had been successful with persuading employers to sign up to Local Employer Partnerships but had less success persuading them to take the most disadvantaged customers.

Year Two – 2009/10 –

At the end of the fourth quarter the latest update (as at March 2009) showed the employment rate at 73.4%. A continued rise was being seen in the numbers of new claims but not at the rate previously expected with January/February usually being the busiest months of the year. Despite the impact of the economic downturn many claimants were found to be signing off benefits and going in to work, possibly facing the reality of the situation and accepting any job rather than waiting for specific work to become available.

Early in the year there had been two significant redundancies (Woolworths and Trucast) with a further one at Vestas occurring around mid-year and the potential for additional redundancies at BAe and as a result of the Schools re-organisation. JobCentre Plus had taken a leading role in a taskforce associated with the Vestas situation and through its early intervention many of those affected had been enabled to obtain alternative jobs before the need for claiming benefit arose. Rapid Response funding administered through JCP and Response to Redundancy Funding through the Skills Funding Agency was key to dealing with this situation.

A recent shift in emphasis has been taken towards enabling young people gain employment under the banner 'Backing Young Britain' with initiatives such as Future Jobs Fund introduced which have been very successful when applied on the Island.

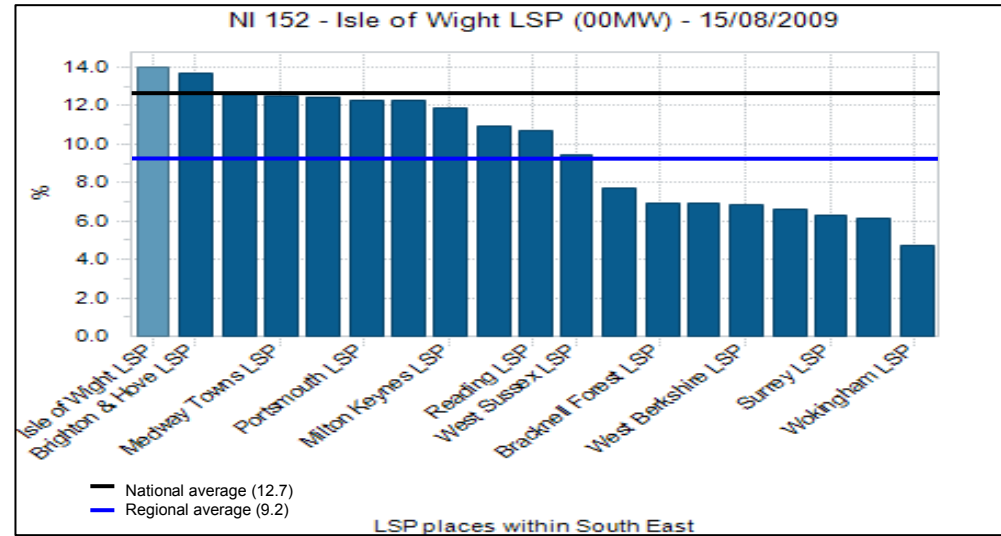
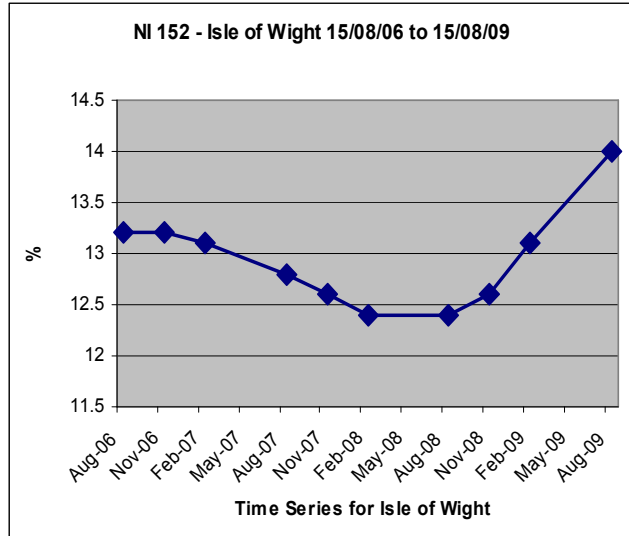
Additional Comments –

The new government are currently deciding which employer and customer incentive schemes they will keep or abandon and as such it is difficult to predict the impact this will have over the rest of 2010. However, it is known that a new programme called 'Work Programme' will be introduced in summer 2011 which will replace schemes such as Flexible New Deal, Pathways and Personalised Employment Programme (PEP).

NI 152 – Working age people on out of work benefits

Status at the end of Q4 2009/10

- Red –**
Target Missed
- Amber –**
Within 5% tolerance
- Green –**
Target met or exceeded
- Blue –**
Targets not agreed / uses historical data
- Grey –**
Update not supplied



Summary of Performance:

Year One – 2008/09 –

During the course of the year provider-led 'pathways to Work' were delivered by the Shaw Trust, intended to place people back in to work before they became long term sick or disabled.

From October 2008, lone Parents with a youngest child of 12 years became required to enter Job Seekers allowance or go into work and thereby affected the numbers for lone parents claiming benefits.

Further developed local partnership working, would have contributed to the effectiveness of these initiatives introduced by JobCentre Plus.

Year Two – 2009/10 –

During the course of the year the numbers on out of works benefits was seen to increase (despite the six month lag in the release of figures) and may be attributed to the impact felt from the economic downturn and its influence on Island employment. The figure had been anticipated to peak in January and that traditional seasonal vacancies would influence results for February and March.

The Government's Welfare Reform agenda continued to move forward but it remained unclear to what degree this would impact this indicator given the ongoing impact of the national economy. Further uncertainty applied to any potential change of government that might result from the General Election in May 2010. It was thought that the general intention would remain the same but might be approached from a different direction were the current government be rep-laced.

Additional Comments –

The new government will introduce the 'Work Programme' in summer 2011. Until then it is understood that current contracts will remain in place or be extended so that there is no gap in provision for people looking to move towards work. Lone parents are now expected to look for work when their youngest child is ten and in October 2010 this is set to go down to seven years of age. It is not envisaged that this agenda will be amended.

NI 155 – No. of affordable homes delivered (gross)

Status at the end of Q4 2009/10

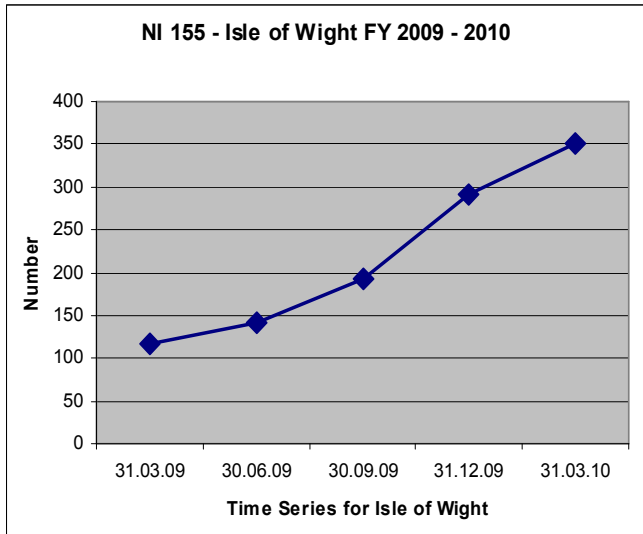
Red –
Target Missed

Amber –
Within 5% tolerance

Green –
Target met or exceeded

Blue –
Targets not agreed

Grey –
Update not supplied



No comparative data is currently available

Summary of Performance:

Year One – 2008/09 –

This year saw the introduction of the 'My choice' homebuy scheme, a government initiative which provides equity loans that enable people to purchase their homes from the open market. Due to its success additional affordable housing units were delivered during the year.

Taking this success forward in to the following year, additional providers were sought and delivery options for affordable housing investigated.

Year Two – 2009/10 –

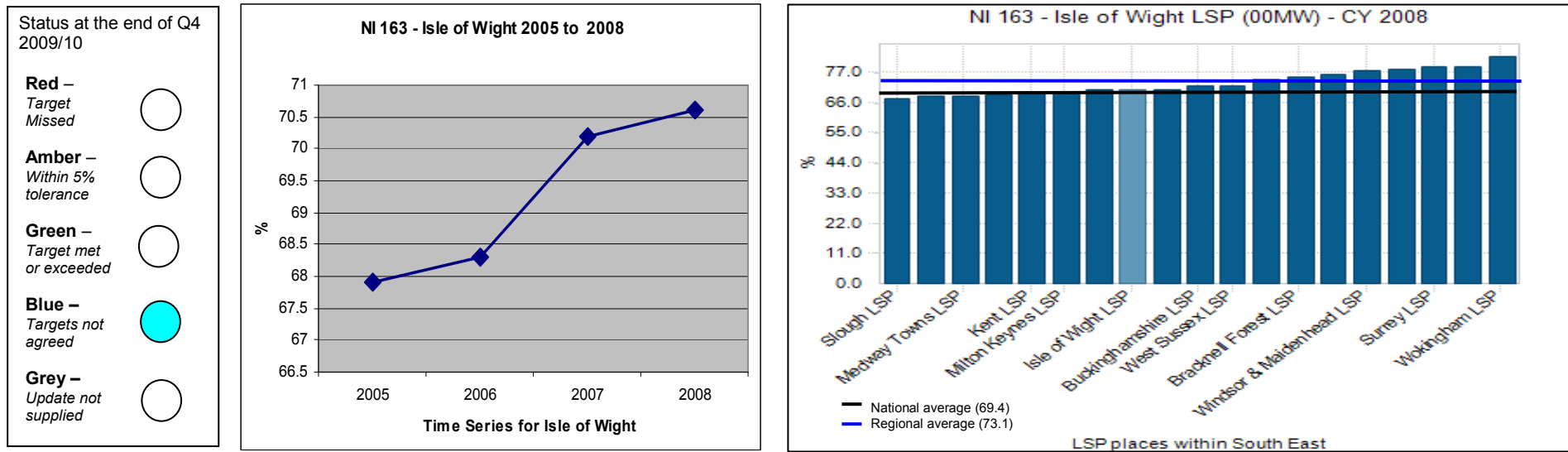
Similar to the situation experienced elsewhere in England, the economic downturn had an impact at the beginning of the year on the progress achieved. Partners associated with this indicator - Registered Providers - took a risk averse approach due to the uncertainties associated with the economy and problems experienced in accessing lines of credit. This led to a downsizing or withdrawal from proposed developments and reductions in their development staff.

Additional providers were sought and future delivery will also include the delivery of affordable housing by private sector partners.

The 'My choice' scheme continued to show popularity during the year and was actively promoted by Housing Services before its eventual withdrawal by government in 2010.

Over the course of the year a total of 230 units of affordable housing were delivered on the Island with developments in Ventnor and Oakfield in Ryde contributing to this number.

NI 163 – Proportion of population aged 19-64 for males and 19-59 for females qualified to at least level 2 or higher



Summary of Performance:

Year One – 2008/09 –

The Isle of Wight has 50,000 residents aged 19 to retirement age of which 70.2% hold a Level 2 qualification or above against the first year target of 71.3% and compared to a South East average of 72.2% and an England average of 68.1%. These figures related to the Annual Population Survey covering the period January to December 2007 and represented a steady increase over the result for the previous year of 68.3%.

Various initiatives were introduced during the year including: increasing the use of Train to Gain opportunities in the public sector and elsewhere to raise workforce skills; raising Skills for Life of employees underpinning progression to additional skills and qualifications; implementing relevant decisions of the new Employment and Skills Board, and increasing the involvement of the Island business community in local post 14 education and training.

Year Two – 2009/10 –

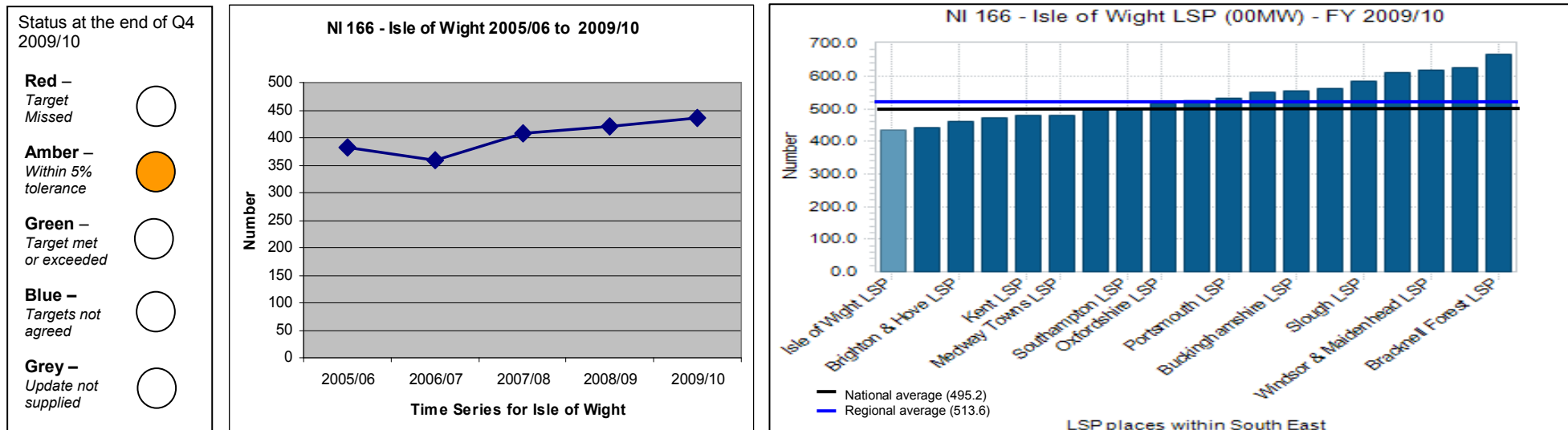
Using the latest data available (based on the Annual Population Survey for January to December 2008), the numbers holding a Level 2 qualification or above had reached 70.6%, an increase of 0.4 percentage points on that previously reported. This compared to a SE average of 73.1 and England average of 69.4%. Results for 2009 were expected to be available in the summer of 2010.

- Train to Gain – Community and Family Learning Service offered 100 staff and volunteers the opportunity to gain a Literacy and/or Numeracy qualification – reporting to a workforce development group which became established and a volunteering scheme promoted? The Skills Pledge was renewed. The Learning and Skills Improvement Service worked with the Council to develop a Whole Organisational Approach to Skills for Life to be signed off by Organisational Development Board – June 2010.
- The council adopted an Economic delivery Action Plan which included developing the island workforce in key sectors, as one of its key actions.
- The council had delivered around 35 new employment opportunities under the Future Jobs Fund for unemployed 16-24 year olds. While the scheme limits this to a six month period and there is no formal qualification at its conclusion, the skill levels and work experiences gained by individuals are significant to future employability. The CFL Service is offering literacy and numeracy qualifications to any of these young people who do not have L2 qualifications.

Additional Comments –

Train to Gain contract – 100% achievement rate
 New contract for 10/11 – 23 IWC staff/volunteers

NI 166 – Median earnings of employees in the area



Summary of Performance:

Year One – 2008/09 –

During the year an action Plan was developed associated with The IW Economic strategy which is focused towards achieving high levels of investment on the island in high value sectors. The Plan offered specific outcomes associated with increasing numbers of higher skilled and more productive positions providing for higher paid workers.

Future development includes a skills and employment strategy for the Island to drive up the skill levels of its workforce. With this focus on improving levels of skills across the island's workforce should in turn provide for a more highly skilled work force and over time attract and retain businesses to the Island that pay higher rates of pay associated with the products and services they provide.

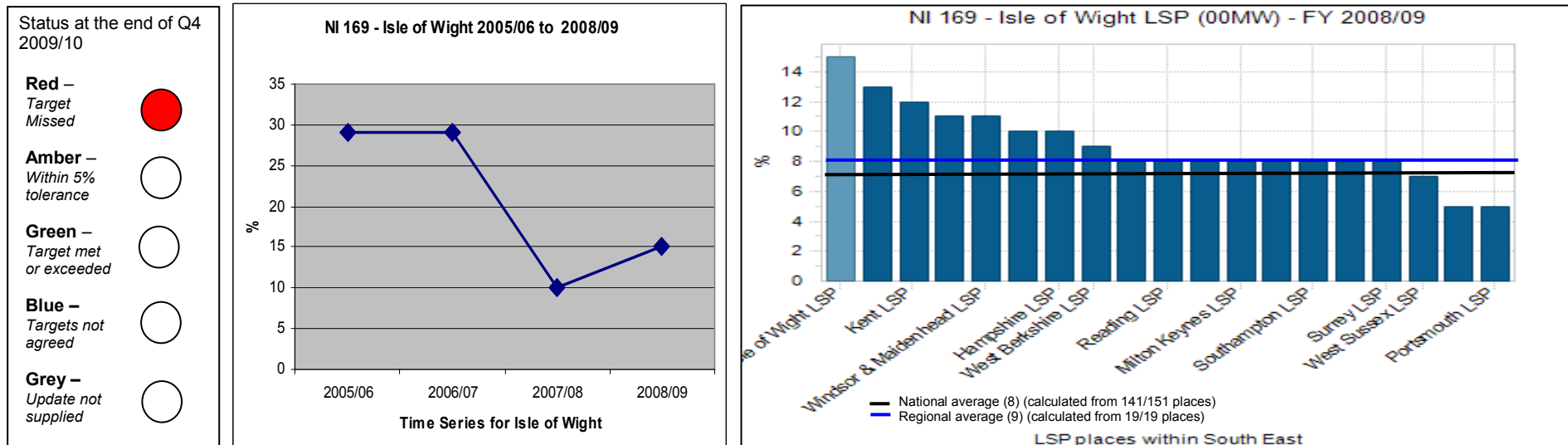
Year Two – 2009/10 –

Against the prevailing issues brought by the economic downturn, vacancies at both Vestas and BAe systems impacted on the median earnings both from the removal of skilled jobs that paid better rates and the fact that many of those made redundant were likely to accept lower salaried positions to gain further employment against a more competitive jobs market.

The council's involvement in the formation of the Solent Innovation and Growth Network (SIGN) was seen as offering potential support for attracting high growth companies to the Island that could lead to the creation of higher value jobs. Support for those finding themselves becoming unemployed was provided through organisations such as Business Link and JobCentre plus, particularly with initiatives to support the move into self-employment. Some beneficial signs were beginning to be seen from this by the end of the year and it was hoped that a continuation of this approach would, over the longer term, help to improve the economic position of the island.

In March 2010 the Council and its partners adopted an Economic Development Delivery Action Plan which sets out specific activities to deliver the objectives of the Economic Strategy. This includes support for new starts and high growth businesses, an investor support and a range of other measure which should impact on wage levels.

NI 169 – Non-principal classified roads where maintenance should be considered



Summary of Performance:

Year One – 2008/09 –

Performance reported is based on data provided by WDM Consultants from a 'scanner' survey of Island roads. The service aim had been to reduce the rate of deterioration of the highway network but conditions declined faster than was expected with a corresponding dip in performance and the target being missed by five percentage points in this year.

A programme of capital highway maintenance improvements was undertaken during the year, which combined with regular highway inspections and reactive repairs kept the highway network safe for road users.

An increase in capacity was proposed to help identify appropriate and targeted maintenance schemes and this approach was expected to have a positive impact on future performance.

Year Two – 2009/10 –

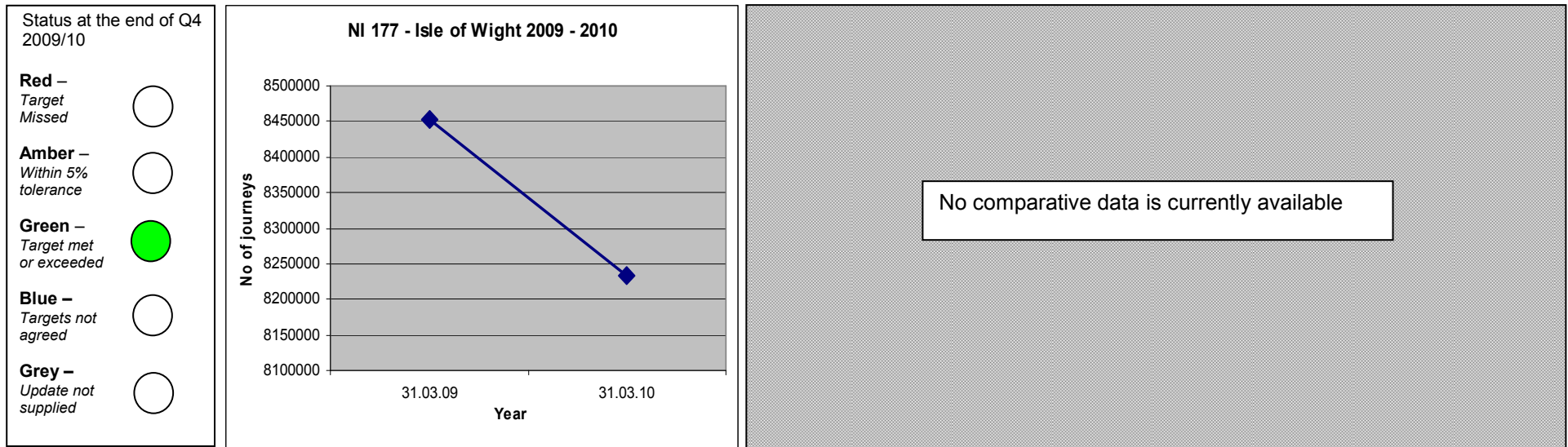
The target was missed for a second successive year and may be attributed to a number of Capital Highway Maintenance schemes that were planned for 2008-09 but were delayed to 2009/10. The result achieved shows a marked increase in the proportion of the classified but non-principal road network that should be considered for maintenance.

Additional Comments –

Action Plan

The most effective highway maintenance treatment that will influence this performance indicator is to undertake regular annual programmes of carriageway surface dressing. In April and May 2010 a programme of surface dressing was undertaken on 47 Kilometres of Classified Non Principal and Classified Principal roads. Unfortunately this is the first programme of surface dressing on the Island for about 12 years. A regular annual surface dressing programme on a similar scale over a period 4 years should lead to a significant improvement in this National Indicator. This action is dependent upon the availability of sufficient capital budget and additional resources are expected to be available with the implementation of the proposed Private Finance Initiative (PFI) Contract from 2013.

NI 177 – Local bus and light rail passenger journeys originating in the authority area



Summary of Performance:

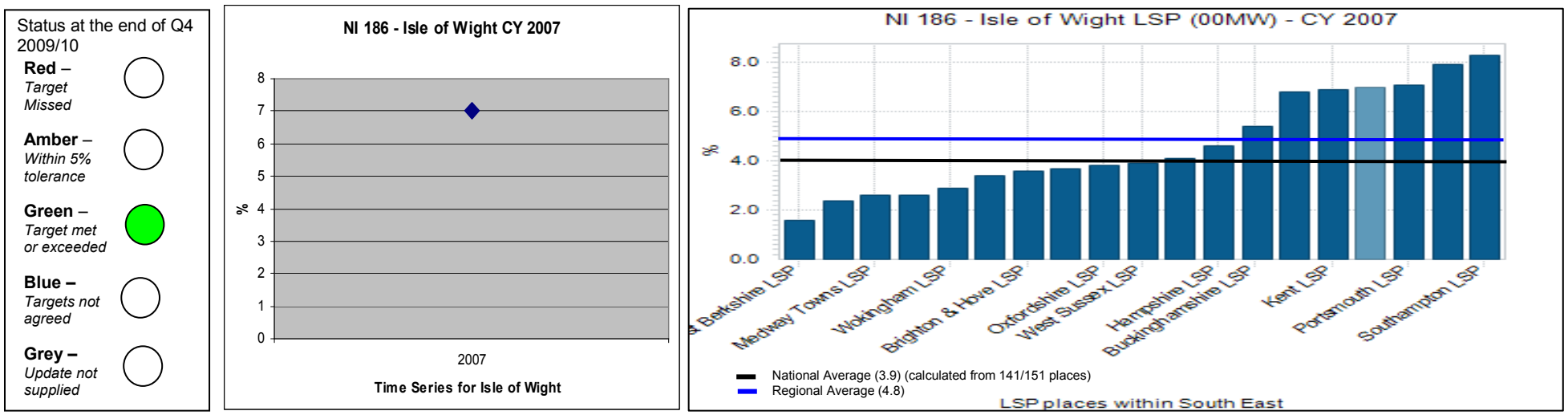
Year One – 2008/09 –

The target for the year was exceeded by approximately 0.45 million more journeys having been undertaken representing an increase of 9.6% between 2007/08 and 2008/09. This increase may be attributed to the take up by those over 60 or with a disability taking advantage of the concessionary Fares Scheme which became a nationwide initiative from 1 April 2008, together with the continued improvement to the network frequency made by Southern Vectis, the principal bus service provider for the Island.

Year Two – 2009/10 –

Performance in this year continued to exceed target but when compared to the previous year only a slight increase in numbers is seen. This may be attributed to a stabilisation of the numbers of new applicants for concessionary passes and of the network of available bus services and by a combination of the downturn in the economy and the impact of the adverse weather conditions experienced across the Island in the early part of 2010.

NI 186 – Per capita reduction in CO2 emissions in the LA area



Summary of Performance:

Year One – 2008/09 –

Due to the complexity of this indicator the collection of data is the responsibility of two government departments with the results subsequently provided to local authorities approximately 18 months later, thereby making the tracking of performance difficult.

In the first year it was anticipated that any carbon reduction achieved would principally be the result of the implementation of national measures alone. However, from September 2009 it was anticipated this would switch to reporting carbon reduction achieved through the implementation of specific initiatives that had become introduced from year one onwards. Of significance to this was the increased awareness to the importance of carbon reduction expressed through increased levels of activity by partner organisations and the council.

During the course of the year a number of initiatives were introduced including development of the Warm one Island grant scheme, Car Share scheme and promotion of national grant schemes for home energy efficiency.

Year Two – 2009/10 –

A 7% reduction in carbon emissions (compared to the 2005 baseline figure) was advised at the end of year two. Since a further reduction of 5% is needed in 2010/11 additional funding was sought from ISP to help achieve this.

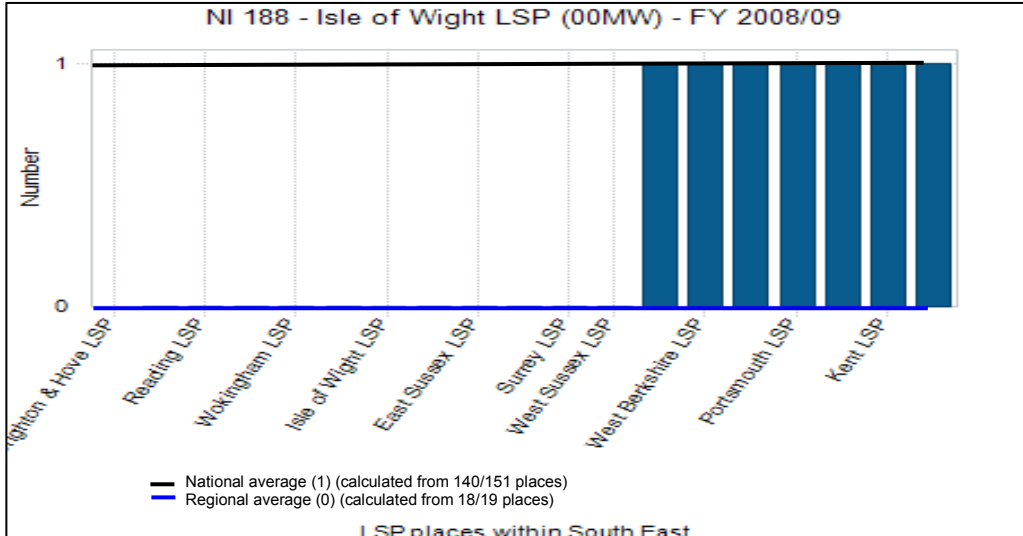
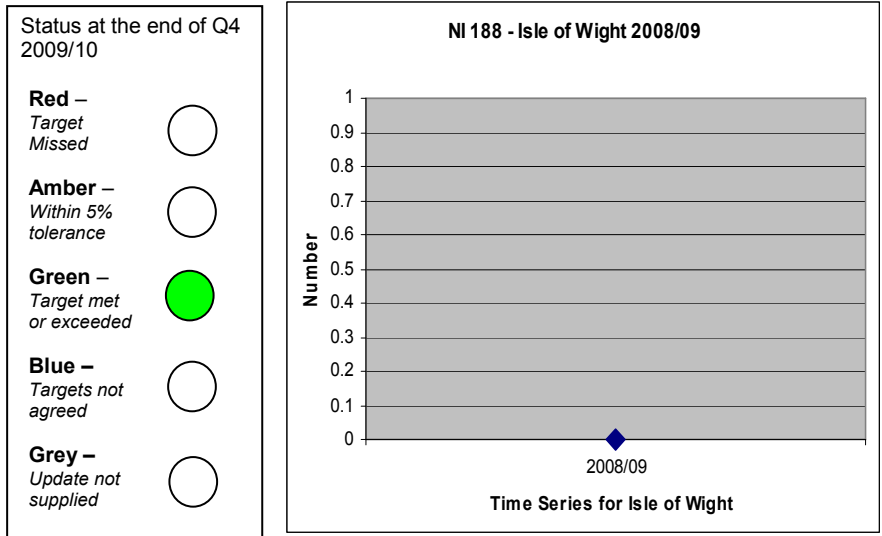
The Energy Saving trust produced a draft 'local Area Carbon Emissions Reduction' report that covered all areas of council activity and recommendations from which were due to become combined with other initiatives to form a Climate Change Strategy for the Island during 2010/11.

E-on Energy Ltd were appointed to run the Island Insulation Scheme. Launched in October 2009 initial interest was positive and to maintain momentum further promotion was given to it during the fourth quarter of the year. The One Warm island scheme aimed at households in fuel poverty saw its budget reduced to £100k pa but it was thought that due to the market audience involved this would have a marginal impact on the results achieved. Take up of the Car Share Scheme had proved to be disappointing for the first year and subsequently an increase in marketing the scheme was undertaken during January 2010, with a drive to increase proactivity amongst the Island's largest employers.

Additional Comments –

A detailed plan has been presented to the Environment and Economy Partnership Board, outlining how the additional 5% carbon savings can be achieved during 2010/11 and LPSA2 reward funding of £200,000 has been made available to assist with this. The Climate Change Strategy has been rescheduled for March 2011 to incorporate the Adaptation Action Plan.

NI 188 – Planning to adapt to Climate Change



Summary of Performance:

Year One – 2008/09 –

The Island remained at the baseline position of Level 0 at the end of this year having failed to achieve the target of Level 1. This was considered to be primarily due to a combined lack of human and financial resource. Financial resources were subsequently identified within the Area Based grant to assist with delivery in the following two years.

During the year a number of reports were collated to help develop an understanding to the potential climate change impacts. This led to the inclusion of climate risk becoming captured on the council's Strategic Risk register.

Going forward it was proposed to appoint a series of contractors to carry out pieces of work in order to progress the Island to level 2 by March 2010 together with a series of workshops for Environment and Economic partnership Board members and risk managers within the main public sector bodies in order to identify climate risks and prioritise adaptation measures.

Year Two – 2009/10 –

Island 2000 were signed up during the year to co-ordinate and ensure that the range of activities associated with this indicator were carried out in order to achieve Level 2 compliance by March 2010.

Medina Valley Centre was appointed to establish and maintain a Meteorological database and Island 2000 subsequently produced a Local Climate Impacts (LCLIP) which was published in early 2010. This is ongoing and will help to highlight how the Island might be affected by future climate change.

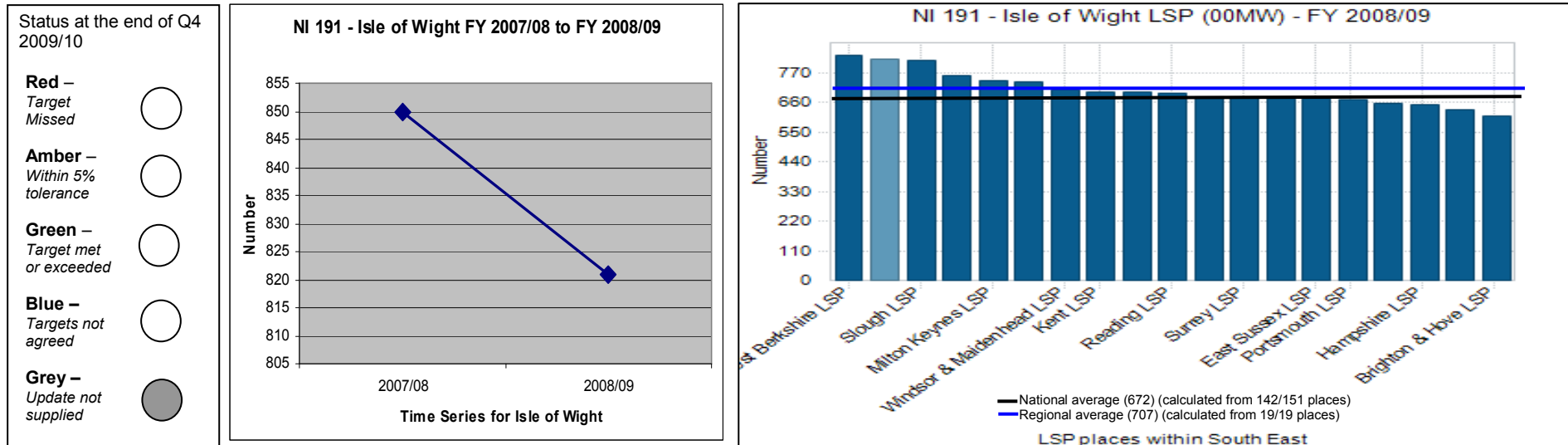
Workshops were held for both Council staff and ISP partners during the course of the year which enabled staff to identify the principal vulnerabilities and opportunities for Council Services and for the Island as a whole. In conjunction with these workshops, a comprehensive risk assessment has now been completed involving consultation with both Council Officers and ISP members. The council have used this to develop ways to respond to the priority risks identified, incorporating these into strategies and plans which may be seen in areas such as the choice of plant species Parks and Countryside have started to feature in public areas. An undertaking has been given by partner organisations to undertake a similar risk assessment process.

Additional Comments –

At the end of Year Two it was felt that work fell just short of Level 2 attainment, although approximately 90% of the Level 2 activities had been completed. This was reflected in the annual Self Assessment attainment of the five levels of performance described in the indicator definition and which is submitted to DEFRA.

There are no particular problems currently foreseen that should prevent attainment of a Level 3 by the completion of LAA2 in March 2011, and a project plan is in place to help fulfil this objective.

NI 191 – Residual Household waste per household



Summary of Performance:

Year One – 2008/09 –

Performance in the first year proved to be above target at 828kg compared to a target of 850 kg.

Waste minimisation activities undertaken during the year included the promotion of home composting, a real nappy voucher scheme, junk mail campaign and the continued promotion of the kerbside recycling service. All of which were combined with improvements made to the information that was provided via the council's website. In addition the appearance of the mini recycling sites was improved in order to encourage greater use of these facilities. Lockable frames were also fitted at some multi occupancy premises across the Island.

A waste composition analysis was undertaken and completed during the year helping to provide information on what waste remained in residual waste in order that future targeting could be applied for recycling of specific waste streams.

Year Two – 2009/10 –

An area for focus in the second year has been the 'Love Food, hate waste' campaign since food waste has been identified to be a significant contributor to the volumes of residual household waste being collected on the Island. Through a reduction in these volumes a significant impact was hoped to be made on performance achieved in year two.

The initial love food hate waste campaign in 09/10 used posters on ferries and in post offices, and a week long radio campaign with mini-site. The contact rate appeared low; this was attributed to the time of year (holiday season) and the passive methods used. Following advice from WRAP a longer, more direct campaign is planned for September 2010.

The final out-turn for 2009 / 2010 will not be known until waste data information provided to the national WasteDataFlow system has been audited and confirmed (end June 2010). However, based on audited Q1 to Q3 data, the out-turn including Q4 data will exceed / be better than the target with a reducing level of residual household waste.

Activities for 2010 / 2011 will continue in line with the Activity plan, and include the roll out of the agreed communications plan; continuing to improve the appearance and signing of the Council's main civic amenity sites; minimising waste arising through various campaigns including love food hate waste, home composting, the real nappy project. Improvements will also continue to be made to the Council's web site which has already seen significant improvements over the last year.