

To: Communities Policy Overview Committee – 13 July 2007

By: Mike Hill, Cabinet Member for Communities
Amanda Honey, Managing Director for Communities

Subject: Service Performance Report 2006/07

Classification: Unrestricted

Summary:

This report presents a summary of performance by the Directorate in 2006/07

FOR INFORMATION

Introduction

The Communities Directorate was established on 1 April 2006 and represents a range of services hitherto located in four former KCC Directorates. The attached report gives an overview of service performance during the year and is constructed largely on a thematic rather than service unit basis to demonstrate the value of combining them in this way.

Ensuring continuous improvement in service performance and securing value for money in management arrangements will continue to be priorities in 2007/08 together with a focus on innovation and maximising the impact that the combination of these services can bring.

There are 13 Best Value Performance Indicators which are attributable to Communities. These have already been reported to Members (County Council 21 June 2007), in the KCC Annual Plan 2007/08 and are included as an Appendix to this report for ease of reference.

This meeting is also an opportunity for Members to raise questions or comment on any references in the KCC Annual Plan which relate to services in the Directorate. Members are therefore asked to bring their own copies with them to the meeting.

Recommendation

Members are asked to NOTE the performance of the Communities Directorate as summarised in the attached report.

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COMMUNITIES SERVICE PERFORMANCE **2006-07**

INTRODUCTION

1. This has been a positive year for service performance in the directorate, with good progress shown on most indicators and some areas of previous concern showing improvement. This report to the Policy Overview Committee gives an overview of performance and incorporates results of external assessments, evaluation and results of customer feedback where appropriate. It concludes with an annex which notes activity levels and other management information.

COMPREHENSIVE PERFORMANCE ASSESSMENT (CPA)

2. The 2006 CPA results published in February 2007 demonstrated a maximum Culture Block score of 4 out of 4, an increase from 2 out of 4 in 2005. Nine out of 11 indicators in this block are Libraries indicators, with particular improvement being the increased satisfaction with Library services by Kent residents in general (70% in 2006 compared to 55% in 2005). This “double point jump” was only achieved by one other council in 2006.

3. In addition, the Environment Block score improved from a 3 to a maximum 4. This included strong performance from the 5 out of 16 indicators involving Trading Standards, covering business and consumer satisfaction with the Service, compliance in visits to high risk premises and performance against a checklist of best practice.

4. Communities has 13 BVPIs within its remit and a summary of 2006/7 performance is attached to this report. A number are not directly attributable to the performance of Communities services – particularly those relating to crime in the county – but there are good improvements to note in relation to libraries indicators. The main result of concern is BV 221a which is an indicator measuring the percentage of youths engaged through youth work who gain a recorded outcome. The 2006/7 target of 60% was nationally determined and Kent performance shows a decline from 2005/6. This was at least in part due to a significant increase in new participants in youth work, meaning that the proportion of recorded outcomes decreased. However, further analysis is being undertaken by the Youth Service to uncover reasons and move forward with improvements in the coming year.

CHILDREN & YOUNG PEOPLE

5. Almost all Services in Communities are involved with children and young people and this directorate’s performance contributes directly to the annual assessment by OfSTED of KCC’s performance in relation to this age group (e. through the Youth Offending Service, Kent Drug & Alcohol Action Team, Libraries, Youth Service, KEY Training, Community Safety, and Trading Standards). The overall assessment by OfSTED for 2006 was sustained at 3 out of 4 for the contribution of KCC’s services to maintaining and improving outcomes for children and young people; and 4 out of 4 for capacity to improve.

6. The Children & Young People's Plan will be the framework for the assessment in 2007/08 and Communities contributes to a number of the priorities in the plan well as leading on two of them. Progress is being made on these and action on both will remain a high priority in 2007/08.

6.1 Priority 9 – Ensure children and young people are safe and feel safe in the communities where they live, go to school, play, work and travel.

Action in 2006/07 has been project based for instance the Young People's Safety Forum (a joint initiative between Kent County Youth Council, Medway Parliament, the Fire Service, and Kent Police & Kent Safe Schools) works with children and young people to identify issues of personal safety most important to them and devise ways of tackling them through raised awareness. Trading Standards has led a number of projects to raise children & young people's awareness about products, the law, and their safety as consumers, such as Young Consumer of the Year Competition, Consumer Challenge Quiz (for those with moderate learning difficulties), Playsafe and Talking Shop.

The recent NFER survey of over 40,000 children and young people in the county included a range of questions about safety and the results are now being analysed in order to inform future activity.

6.2 Priority 16 – Reducing youth offending and anti-social behaviour.

There has been a 14% reduction in the number of new entrants to the youth justice system in 2006/7 compared to 2005/6, reflecting in part, the success of prevention initiatives such as the very successful Power Project running in west Kent. It works with young people at risk of offending and has a 94% success rate. The overall re-offending rate for the 2005/6 cohort was 40.2%, compared to 35.7% in 2004/5. This figure is based on a sample cohort and is therefore prone to fluctuations and is still an improvement over the 2002/3 and 2003/4 totals but is nevertheless a priority for 2007/08 to reverse the trend.

7. Other performance information relating to the work of the Youth offending service shows a much improved rate of referral for to CAMHS for young offenders with acute mental health difficulties. It rose in 2006/7 to 84.4%, which is now only marginally below the national average of 89%.

8. The Kent Drug & Alcohol Action Team has also focused on preventative approaches for young people, for instance providing tailored and targeted group drug and alcohol sessions to vulnerable young people including 905 young people at risk of exclusion and 406 young offenders. A successful peer-education drama competition with 15 entries from schools has also been held.

9. Communities has an important role to play amongst younger children and the library service works closely with Children's Centres throughout in the county. In 2006/07 'Bookstart' book bags and treasure boxes were given to over 16,000 pre-school children via health visitors and pre-schools and KCC's Registration Service also now gifts a 'Bookstart' baby pack to parents when they register their child. This has contributed to a significant 62% increase in the number of under-5s joining libraries.

10. The Youth Service in 2006/7 improved the proportion of young people aged 13-19 reached by the service to 34%, having already met its target of 25% the previous year. There has been an increase in the number of participants in youth work to 19,754 from

7,956 in 2005/6 and an increase in the number of young people achieving 'accredited' outcomes from 931 in 2005/6 to 2,111 in 2006/7, although the number of 'recorded' outcomes has not decreased proportionally. This is being investigated further (ref. para 4).

Consultation with and involvement of young people in decision making:

11. This continues to be a feature of the Directorate's work – the role of the Kent Youth County Council in this context is well documented and has been previously been reported to this Committee.

12. 2006/07 saw a particular focus on finding methods of reaching young people whose views are seldom heard and this will be a hall mark of our work in future. For example, carrying out experimental focus group work with young women who are offenders (some of whom are also parents) and ensuring an emphasis on making sure that decision making in relation to the Youth Opportunities Fund is inclusive of all groups of young people.

13. A Youth Participation Officer in YOS has also been gathering the views of young people on the quality of service they receive, their attitudes to offending, hobbies and interests throughout the past year. This information is now being collated into a report to be fed back to the service users involved as well as informing service planning.

COMMUNITY SAFETY

14. Crime levels in Kent have been lower than the national average for some time, but domestic burglaries per 1,000 households, violent crime and robberies per 1,000 population increased in 2006/7 compared to 2005/6. Vehicle crime has fallen, however. Kent Police are the main agency that can influence crime levels but Communities Services such as Community Safety, YOS and KDAAT are working in partnership with Police to help bring crime down.

15. Trading Standards has expanded the membership of the Kent Consumer Support Network, meaning that more local businesses and organisations will receive alert messages regarding rogue traders, including doorstep sellers. A successful "Cold Calling Control Zone" trial in the Cranbrook area took place and as a result new zones will be set up during the coming year. High levels of Business and consumer satisfaction with the service have been maintained and the results below contributed to the authority's strong performance in the CPA Environment Block results, published in February 2007.

Business Advice Survey

Overall satisfaction	95% satisfied
Information/advice easy to understand	97% easy
Informative staff	95% good
Officers courteous and polite	98% yes

Consumer Advice Survey

Overall satisfaction	82% satisfied
Advice easy to understand	95% easy
Informative staff	92% good
Advisers courteous and polite	96% yes

(This survey includes people who have contacted Consumer Direct)

16. The Community Warden Scheme was evaluated in 2006 by researchers from the Kent Criminal Justice Centre at the University of Kent. This produced very positive results.

Forty interviews were conducted in the community with Police Officers, crime & disorder staff, voluntary agencies clergy and local businesses being asked for their perceptions of their Community Wardens. Wardens were consistently seen as capable, confident and cheerful and only 1 interviewee out of the 40 was slightly critical of the Warden's role. A household survey indicated that awareness of Community Wardens and their role could be higher. This will be an area to focus on in future. A number of awards have been received including certificates of appreciation.

LEARNING AND SPORT

17. Library services

17.1 The Library Service has maintained or increased performance against several of the national Public Library Service Standards in 2006/7* compared to 2005/6 (see below). Physical Visitor numbers have reduced, mainly due to the closures of libraries for refurbishment during the year. However, part of the modernisation of the service is the promotion of issuing / renewing library books through the web / Contact Centre and in 2006/7, over 1 million (1,109,361) "virtual" web visits occurred, an increase of over 50% on the previous year. Children's book issues have also increased – by 9.6%

Public Library Service Standards	2005-06	2006-07	Standard 2006-07
Proportion of households living within specified distance of static library			Class dependant
Aggregate opening hours per 1,000 population for all the libraries	132 hrs	141 hrs	128 hrs
Percentage of libraries open more than 10 hours a week that have access to the internet (and on-line catalogues)	100%	100%	100%
Total number of electronic workstations available to users per 10,000 population	6	6	6
Percentage of requests for books met within 7 days	65%	66%	50%
Percentage of requests for books met within 15 days	81%	79%	70%
Percentage of requests for books met within 30 days	90%	88%	85%
Number of library visits per 1,000 population	5,355	5,159	

			Class dependant
Number of virtual visits TOTAL (not a standard)		1,109,361	
Overall Adult user satisfaction taken from PLUS survey	91%	91%	94%
Overall user satisfaction taken from Children's PLUS survey	72%	72%	77%
Annual items added through purchase per 1,000 population	203	219	216
Time taken to replenish the lending stock on open access or available for loan	6.2 years	5.6 years	6.7 years

*returns to be validated by CIPFA

17.2 Five Libraries have been refurbished during 2006/7 as part of the modernisation agenda. These are Birchington, Coldharbour, Newington (the Marlowe Academy), Sevenoaks and Staplehurst. Early indications show that this work is having a positive impact, with increases in total issues (books plus Audio-Visual) in the months after re-opening. For example, the Sevenoaks Kaleidoscope saw issues rise 11.7% in Jan-March 07 compared to the same period in 2005/6. The difference has been even more marked at Coldharbour, with a 34.3% increase in issues over the previous year since re-opening in August 2006.

17.3 The opening of the Kaleidoscope in Sevenoaks was an important landmark in 2006/07 as it exemplifies the impact of the local modernisation agenda. It combines a library with art gallery and museum. and the project was developed through partnership with Sevenoaks District Council, the Town Council and Tourist Information Centre. Local people have been involved in the project from the outset, for example by helping to select over £60,000 worth of new books.

18. Adult Education

18.1 Despite significant issues arising from the reduction in LSC grant the Kent Adult Education Service has successfully achieved its financial target for 2006/7 and has recruited 2000 learners who did not hold a Level 2 qualification, of which 1,000 were from SIP wards. They have established links with 60 Early Years settings in priority districts promoting learning opportunities to parents. Two hundred parents participated in family programmes. In addition, Investor in People feedback indicated that KAES was a high performer in the successful renewal of the award.

18.2 Two further Skills Plus Centres have been opened during 2006/7, one at Dartford and one at the Marlowe Academy. They focus on improving adult skills in English and maths, help people to apply for promotion at work, prepare for or learn skills to support other studies, and helping parents assist their children with homework.

19. Sport, Leisure & Olympics

19.1 Preparations for the Kent Youth (Schools) Games were a priority during 2006/7, with a steering group comprising key partners established. School Sport Partnerships have agreed to organise local area heats, competitions and festivals towards the end of 2007, with the finals in the summer of 2008.

19.2 The “Kent 2012” strategy aimed at maximising the benefits for Kent arising from the London 2012 Olympics was prepared during the past year, culminating in the official launch in May 2007. Pre-games Training Camp submissions have been made on behalf of Kent by the Sports Development Unit, involving 120 facilities and all districts. Approximately 360 athletes have been supported to compete at a national level in the run up to the 2012 Olympics and Paralympics.

19.3 Other core business also continued including support for fifty-eight schemes to support sports activities on school sites outside of school hours and the introduction of a pilot Club Connect Card scheme offering discounts to clubs on various equipment and resources from Kent County Supplies and Maudesport, as well as discounts on training courses to which 90 clubs signed up. This scheme will grow during the coming year.

19.4 As part of the ‘Quest’ external evaluation in 2006, in which KCC achieved one of the highest scores of any council, a survey of the Sports Development Unit’s partners was conducted. This showed the favourable light in which the Service is held by them, with community engagement seen as a particular strength.

CULTURAL DEVELOPMENT

20. The Cultural Development Unit has continued with its broad programme of arts based projects for example the successful mobile arts project which engages with young people and families in areas of social deprivation and exclusion; and the co-sponsored “Theatre in the Square” performance which forms part of the build up to a Youth Theatre festival in 2008 will be . It also continues to make a strategic contribution to the County of which the Cultural Vitality study was a good example.

21. The Turner Contemporary arts programme in 2006/07 has featured nationally and internationally renowned artists; has presented work in gallery and public settings; and has been a catalyst to events that would not otherwise have been possible. Participants in the public programme of workshops and events have ranged from the young to the elderly and this will increase when the Turner gallery is opened.

22. Following the decision in early 2006 to re-visit the gallery design and location, good progress has been made during 2006/07 to bring the project back on track. The architects have completed the Royal Institute of British Architects (RIBA) stages A and B of the design development process and this has confirmed the footprint of the building on Margate’s Rendezvous site as well as exploring a number of ‘massing’ options. Designs were presented at a public meeting at Margate Winter Gardens in June 2007.

KENT AGREEMENT

23. Finally, Communities services have been contributing during 2006/07 to many of the 18 Kent Agreement outcomes, and the Kent Drug & Alcohol Action Team is the lead the Lead Partner on Outcome 11:

“To reduce the harm caused by substance misuse (especially alcohol and drugs), including substantially increasing the number of drug misusing offenders entering treatment through the Criminal Justice System.”

24. KDAAT has met its local target over the past year but has as yet not reached the Kent Agreement stretch target. This was in part due to the de-commissioning of services in the West of the county. With a new provider in place, there is every confidence that the KDAAT-led targets will be met by March 2008.

PERFORMANCE PRIORITIES FOR 2007/08

25. Continuous performance improvement in all Communities services remains a priority and in 2007/08 there will be a particular focus on innovation, access and the customer experience, whilst maximising the opportunities arising from bringing the services under one portfolio and Directorate.

26. KCC will be undergoing a number of major inspections during 2007/08 and it will be a priority in Communities to ensure that judgments are based on a good evidence base that fully reflects the performance of the services involved. These are the Youth Service and Youth Offending Service inspections, the Joint Area Review of Children’s services and the examination of KCC’s contribution to Safer Communities during the corporate inspection in 2007/8. Assisting the authority in the achievement of Level 3 of the Equalities Standard for Local Government by March 2008 is also high on the directorate’s agenda.

27. The Communities directorate leads on 14 Towards 2010 targets under the “Enjoying Life”, “Safer and Stronger Communities” and “Improved health, care and well being” sections and contributions are made to the “Learning for Everyone” and “Preparing for Employment” categories in particular. Work towards these targets got underway during 2006/7 and much of this work will be reflected in the first Towards 2010 Annual Report, due in autumn 2007.

J Edwards
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July 2007

Activity levels and other management information

Staff

The Communities Directorate has 5169 staff working out of several hundred locations. This is 31.7% of the KCC total (excluding schools) and this translates to 2,018 staff on a Full Time Equivalent basis, reflecting the flexible nature of the workforce. Below is a comparison of the Communities contribution to Corporate Health BVPIs:

BVPIs (Best Value Performance Indicators)

				KCC	CMY	KCC Target (Annual)
11a	% of Top 5% of Earners that are women			46.52%	40.45%	46.00%
11b	% of Top 5% of Earners from black or ethnic minority backgrounds			2.15%	2.87	2.00%
11c	% of Top 5% of Earners declaring they meet the dda 1995 disability definition			1.80%	0	3.00%
12	The number of working days lost dues to sickness absence (per FTE)			0.66	0.88	7.2
14	% of employees retiring early (exc ill-health retirements) as a % of the total workforce			0.00%	0.00%	0.20%
15	% of employees retiring on grounds of ill-health as a % of the total workforce			0.00%	0.00%	0.30%
16a	% of employees declaring that they meet the DDA 1995 disability definition (respondents)			1.83%	1.92%	2.20%
17a	% of employees from minority ethnic communities (respondents)			2.49%	1.53%	2.40%

Communities is exceeding the KCC target levels regarding BME staff being in the top 5% of earners (BV11b) but is slightly below target when it comes to women as the top 5% of earners plus DDA eligible staff in top 5%.

On a contract count basis Communities exceeded target for proportion of DDA and BME staff (BVPI 16 & 17).

A brief survey carried out among Service Units within the directorate showed that there are approximately 1,200 volunteers managed by our services. The majority of these volunteers are involved in work with Libraries & Archives, the Youth Offending Service and Youth Services.

Freedom of Information Requests

Of the 47 requests received that related solely to CMY units, 96% were completed within the 20 working day deadline. This compares to the overall KCC total of 80% within 20 days. Of the two that were not completed in time, one took 21 days, the other was held back legitimately for 10 days to decide whether there were public interest issues.

Complaints

In total, 257 complaints have been recorded in 2006/07 across all units.

There are some variances in the way service units define and manage complaints which reflects the fact that they were previously hosted in 4 different Directorates and this will be standardised during 2007//08.

The important point to note in this context is that there have been over 150 direct changes to services as a result of following up these complaints. Examples of changes are updates to technology accessed by customers. In libraries; registration & Coroners have revised their ceremonies and developed their bereavement service; and revision of the Out of Hours reporting system for Community Wardens.

Activity levels

The Communities Directorate reached out into many parts of the community over the past 12 months. Below are some examples of the scope of its work often involving partners: - :

Learning, Culture and Sport

- There were 6,970,000 book and AV issues from libraries in addition to 5,169 physical visitors per 1,000 population.
- 13,480 loans occurred through the Kent School Library Service and the Library Service has 420 "Open Access" customers.
- The Archive search rooms received 14,000 visitors.
- Over 30,000 students enrolled on adult education courses.
- 76% of school pupils took part in at least 2 hours PE / school sport in or out of school within and beyond the curriculum.
- 360 athletes have been supported to compete at a national level in the run-up to 2012 Olympics and Paralympics.
- £4.4 million of funding has been levered into sport.
- 3,739 young people were participating in Youth Theatre activity during the year.

Children & Young People

- The Youth Service delivered its core service through 30 youth centres and 17 detached youth projects across the county, as well as providing grant aid to 100 voluntary youth organisations.
- Young people cast 28,000 votes from 130 polling stations in the Kent Youth County Council elections
- There were 163,000 attendances at youth centres during the year, plus 4,500 attendances on holiday programmes.
- Over 4,500 young people were referred to the Youth Offending Service and nearly 2,000 voluntary and statutory interventions have been delivered.
- The Kent Drug & Alcohol Action Team has contributed to 310 schools being engaged in the Healthy Schools initiative
- 420 young people have received drug treatment interventions who were referred via the youth justice system.

Community Safety

- Over 1,400 drug users were retained in treatment last year.
- Trading Standards gave 400 businesses advice regarding under-age sales and has significantly disrupted the activities of 20 rogue traders.
- There are 101 KCC Community Wardens (including 10 County Response wardens) operating in Kent.
- 2,401 properties received safety checks and installations of security equipment via the Handy van scheme.

Regulatory Services

- Approximately 15 emergency exercises are organised in Kent to validate emergency plans.
 - The Contact Centre received 1.3 million calls with 84% being answered in 20 seconds.
 - 2,155 marriages were held at external licensed venues in addition to 140 Welcoming ceremonies and Kent gained 1,800 new citizens during the year.
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Appendix 2

Communities											
Performance Indicator	Business Unit / Division	Good Performance is:	Actual 2003/4	Actual 2004/5	2005/6 National Quartile	Actual 2005/6	Mid Year 2006/7	Forecast 2006/7	Target 2006/7	Actual 2006/7	Target 2007/8
BV 220 : Score out of 4 for compliance with national library services standards	Libraries & Archives	High	New	3	Not Available	2	2	3	3	3	3
BV 170a : The number of usages of KCC supported museum services per 1,000 residents (includes requests for information by letter or telephone)	Libraries & Archives	High	33.3	45.61	Not Comparable	78.3	49.3	85.0	102.0	116.6	117
BV 170b : The number of visits made in person to KCC supported museum services per 1,000 residents	Libraries & Archives	High	27.0	24.39	Not Comparable	44.0	29.4	53.0	53.0	99.2	99.0
BV 170c : Number of pupils visiting KCC supported museums and galleries in organised school groups	Libraries & Archives	High	4,000	1,975	Not Comparable	8,737	7,641	12,500	3,000	9,417	9,400
BV 221a : Percentage of youths engaged through youth work who gain a recorded outcome	Youth & Community	High	New	New	Lower Quartile	28.3%	21.8%	21.8%	60.0%	14.0%	20%
BV 222a : Percentage of youths engaged through youth work who gain an accredited outcome	Youth & Community	High	New	New	Below Median	11.7%	16.5%	16.5%	30.0%	10.7%	13%

BV 126 : Number of domestic burglaries per 1,000 households	Community Safety	Low	11.1	10.0	Above Median	10.6	5.7	11.2	Not Set	10.7	10.7
BV 127a : Number of violent crimes per 1,000 population	Community Safety	Low	14.0	15.6	Above Median	17.6	9.6	18.2	Not Set	17.9	Not Set by KCC
BV 127b : Number of robberies per 1,000 population	Community Safety	Low	New	0.7	Above Median	0.8	0.4	0.7	Not Set	0.8	Not Set by KCC
BV 128 : Number of vehicle crimes per 1,000 population	Community Safety	Low	11.6	10.8	Above Median	11.2	5.1	10.7	Not Set	10.3	10.3
BV 174 : The number of racial incidents recorded at schools and in relation to provision of other KCC services per 100,000 population	Community Safety	Not applicable	42.1	42.1	44.3 Not Comparable	49.9	56.6	56.6	Not Set	Next due autumn 07	Not Set by KCC
BV 175 : The percentage of those racial incidents that were fully investigated	Community Safety	High	100%	100%	Upper Quartile	100%	100%	100%	100%	Next due autumn 07	100%
BV 166b : Score against a checklist of enforcement best practice for trading standards	Regulatory Services	High	87%	90%	Upper Quartile	100%	100%	100%	100%	TBC	100%

