

DECISION-MAKER:	OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE		
SUBJECT:	UPDATE ON PROGRESS – PREVIOUS SCRUTINY INQUIRIES		
DATE OF DECISION:	22 APRIL 2010		
REPORT OF:	HEAD OF POLICY AND IMPROVEMENT		
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STATEMENT OF CONFIDENTIALITY

N/A

SUMMARY

This report provides an update on the progress made in relation to the recommendations made by Scrutiny Panels about previous Inquiries.

RECOMMENDATIONS:

- (i) The Overview and Scrutiny Management Committee is requested to consider the report and provide feedback.
- (ii) To note that all the recommendations agreed by the Executive on 16th February 2009 in response to the Fuel Poverty Inquiry have now been completed and where appropriate incorporated into service delivery.

REASONS FOR REPORT RECOMMENDATIONS

1. The Overview and Scrutiny Management Committee agreed that officers should provide regular updates on the actions accepted by the Executive in relation to the recommendations from previous Inquiries.

CONSULTATION

2. Not applicable.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

3. No alternative options were considered as this report has been requested as part of the Scrutiny monitoring process undertaken by the Overview and Scrutiny Management Committee.

DETAIL

4. This report provides updates on the following previous Inquiries:
 - Fuel Poverty;
 - Increasing Independent Living in Housing;
 - NEETS;
 - Crime & Disorder/Absence from School;
 - Children's APA ; and

- Enforcement.

Fuel Poverty

5. The Environment and Sustainability Scrutiny Panel considered the issue of Fuel Poverty and presented 14 recommendations to the Executive on 24th November 2008. In response, on 16th February 2009 the Executive accepted 10 of these recommendations, rejected 1 and noted 3 others subject to further work being undertaken to assess the affordability and practicality of the recommendations before deciding whether or not to implement them. Overview and Scrutiny Management Committee received a progress report on implementation of the agreed actions at the meeting on 10th September 2009. At that time, 8 out of the 13 acknowledged recommendations had been fully implemented, leaving 3 actions outstanding relating to the accepted recommendations and 2 noted recommendations (for further consideration). Appendix 1 of this report sets out the current position for each of the 5 outstanding recommendations and associated agreed actions. Overall good progress has been made and the current position is that all recommendations have been completed by the end of March 2010. It should also be noted that some actions have now been incorporated into the delivery of services (e.g. referral system and staff training) on an ongoing basis.

Increasing Independent Living in Housing

6. The Healthy City Scrutiny Panel considered the issue of Increasing Independent Living Through Housing between September and December 2008. The Overview and Scrutiny Management Committee presented 17 recommendations to the Executive on 16th February 2009. In response, on 20th April the Executive accepted 15 of these recommendations and noted 2 others subject to further work being undertaken to assess the affordability and practicality of the recommendations before deciding whether or not to implement them.
7. The Overview and Scrutiny Management Committee received a progress report on implementation of the agreed actions at a meeting on 8th October 2009. At that time, 7 recommendations and 12 of the 24 actions had been fully implemented leaving 9 actions outstanding relating to the accepted recommendations and the 3 actions for the noted recommendations. Appendix 2 of this report sets out the current position for each of the 8 outstanding recommendations and 12 associated agreed actions. Overall good progress is being made and it should be noted that some of the outstanding actions have longer term timescales where they cannot be implemented quickly or where a further decision is required. The position at the end of March 2010 is that there are 5 recommendations and 6 actions still outstanding. Further updates will be provided to OSMC on a 6 monthly basis (until all the actions are completed / resolved or progress reporting is not required).

NEETS

8. On 8 October 2009, the Overview and Scrutiny Management Committee endorsed the 34 recommendations of the Economic Well Being Scrutiny Panel following their Inquiry into Young People Not in Education, Employment or Training which was held between January and July 2009. The Cabinet response to the Scrutiny Panel recommendations was approved on 28 September 2009. Appendix 3, details Cabinet's response to the recommendations, together with a progress update on each recommendation. 31 of the 34 recommendations have been completed and there is planned activity to meet the remaining three.
9. The objectives of the Scrutiny Inquiry were:
 - To identify the number of young people who are not in education, employment or training in Southampton and analyse trend information.
 - To identify the causes / reasons for the high level of young people not in education, employment or training within Southampton and the impact on the economy of the city
 - To review the action being taken to reduce the number of young people who are not in education, employment or training levels by Southampton City Council and partners
 - To compare the performance and methods of Southampton with other local authority areas and identify successful strategies
 - To highlight examples of good practice
 - To develop ideas for strategies that may help to reduce the number of young people who are not in education, employment or training in Southampton.

Crime and Disorder and links with Absence form School

10. From February to June 2009 the Safer Communities Scrutiny Panel undertook an inquiry into the potential links between crime and disorder and absence from school. The inquiry identified that on average 1,960 pupils were absent from Southampton's schools each day in 2007/08. The Panel did not find clear evidence that pupils who were persistently absent from school are committing offences within school hours in Southampton. The Panel did however identify that absence from school is associated with poorer outcomes for young people. The Panel's report therefore set out a number of recommendations to help underpin the progress that Southampton's schools are making in tackling levels of absence.
11. On 18 June 2010, the Overview and Scrutiny Management Committee endorsed the 16 recommendations of the Safer Communities Scrutiny Panel. In September 2009 11 of the 16 recommendations were accepted by Cabinet, 3 recommendations were noted with further work to be undertaken, 1 recommendation was partially accepted, and 1 recommendation was not accepted.

12. Appendix 4 details Cabinet's response to the recommendations, together with a progress update on each recommendation. The appendix shows that action has been completed against a number of the endorsed recommendations, whilst progress continues to be made against a number of the other recommendations.

Children's Annual Performance Assessment

13. On 10 September 2009, the Overview and Scrutiny Management Committee endorsed all seven recommendations of the Children and Young People's Scrutiny Panel following their Inquiry into the Children's Annual Performance Assessment (APA) which was held between July and August 2009. The Inquiry considered the Action Plan that had been developed in response to the 22 weaknesses in the Children Annual Performance Assessment (APA), in terms of whether it was appropriate to drive improvement and to consider changes in performance in the areas of weakness since they were identified in the APA letter.
14. The Children and Young People's Scrutiny Panel concluded that the Southampton APA Action Plan was appropriate and demonstrated sign up from key partners and partnerships. The Panel recognised that outcomes for children and young people in Southampton had improved in a number of areas since the APA judgement was made. However it identified that there had been limited progress or a decline on performance levels in other areas.
15. The Cabinet approved the Scrutiny Panel's seven recommendations on 18 January 2010. Appendix 5 details Cabinet's response to the recommendations, together with a progress update on each recommendation. This shows that action has been taken to progress the recommendations and most will receive continuing attention. The updated performance monitoring shows that 10 of the 22 weaknesses are showing as improved, 4 are maintaining slight variance to target, 7 are significantly at variance to target and one is not longer applicable.

Enforcement Review

16. The council carried out an Enforcement Review during 2009 and a number of recommendations from this review are being implemented. Of particular note:
- A new integrated street enforcement team was launched on the 5th April 2010 and its called City Patrol. This comprises Parking Enforcement and the former City Patrol team. The team has a new distinctive uniform and will be clearly identified as City Patrol.
 - A corporate Enforcement Plan will be completed by the end of April 2010 and this will set out the key priorities, targets and initiatives for all of the council's enforcement activity. This will be overseen by an Officer Board led by the Director of Environment.
17. In August and September 2009, the Safer Communities Scrutiny Panel examined the outcomes of the Review and made a number of recommendations. Appendix 6 provides an update on the implementation of the cross council Enforcement Review and on the recommendations from the Safer Communities Scrutiny Panels Inquiry into the Enforcement Review.

FINANCIAL/RESOURCE IMPLICATIONS

18. The financial, legal, resource, property and policy implications resulting from the Fuel Poverty Inquiry were identified within the reports considered by Cabinet on in relation to each of the Inquiries.

Capital

19. As detailed in the relevant Cabinet reports.

Revenue

20. As detailed in the relevant Cabinet reports.

Property

21. As detailed in the relevant Cabinet reports.

Other

22. N/A

LEGAL IMPLICATIONS

Statutory power to undertake proposals in the report:

23. As detailed in the relevant Cabinet reports.

Other Legal Implications:

24. As detailed in the relevant Cabinet reports.

POLICY FRAMEWORK IMPLICATIONS

25. As detailed in the relevant Cabinet reports.

SUPPORTING DOCUMENTATION

Appendices

1. Update on the recommendations relating to Fuel Poverty
2. Update on the recommendations relating to Increasing Independent Living in Housing
3. Update on the recommendations relating to NEETs
4. Update on the recommendations relating to Crime and Disorder and links with Absence from School
5. Update on the recommendations relating to Children's APA
6. Update on the recommendations relating to Enforcement Review

Update on Fuel Poverty Inquiry

Update on response to Fuel Poverty Inquiry Recommendations – 22nd April 2010

No	Recommendation	Actions agreed in February 2009.	Progress / Position March 2010
2	<p>A fuel poverty referral system, similar to Luton Borough Council's, is developed to co-ordinate the activities undertaken by Southampton City Council and partners to alleviate fuel poverty. This referral system must:-</p> <ul style="list-style-type: none"> a) Work closely with SWAP [Southampton Warmth for All Partnership] b) Help to co-ordinate available grants to ensure that maximum value is obtained by residents c) Work with partners to improve trust amongst vulnerable groups d) Seek to maximise the uptake of benefits for residents in fuel poverty, including energy suppliers' social tariffs. 	<p>Responsible Officer – Private Sector Housing Manager.</p> <p>This recommendation is noted but requires further investigation to identify the additional resources needed and a longer term budget for the associated costs before a commitment is made for its implementation.</p> <p>Temporary funding has been secured for a 6 month pilot project [from November 2008 to April 2009] to co-ordinate a series of activities relating to fuel poverty this winter.</p> <p>This has funded a temporary Co-ordinator post who has been working to adapt many of the features of the Luton BC scheme for use in Southampton. Including setting up the 'Keeping Warm this Winter' free phone helpline [accessed via 0800 519 1100] with recorded advice on tackling fuel poverty, sign posting to appropriate agencies (i.e. for free insulation, benefits check, keeping warm and well) and to request a tailored information pack (e.g. for older people, for families with young children etc.). This facility has been developed in association by SWAP.</p> <p>Advice is already being provided which links in with assistance from Warm Front and PUSH 4</p>	<p><u>Action Completed / [Ongoing]</u></p> <p>A fuel poverty referral system is in place in the City using a single free phone number and is coordinated on behalf of SWAP by the Council's energy efficiency officer. In addition where officers from across SCC and partner organisations visit clients homes they can refer potential fuel poverty cases they encounter.</p> <p>The Home Safety Project being run as part of the Cities in Balance Programme (Later Years Partnership) also routinely identifies older people in fuel poverty and refers them for assistance.</p> <p>The Council is currently evaluating a new national initiative called Hotspots, which has been developed by a national fuel poverty charity. This is a cross-referral initiative that aims to engage frontline practitioners as referrers of vulnerable and hard-to-reach households primarily into sources of energy efficiency assistance and advice, income maximisation and home safety services. This will complement the existing arrangements. Further information is</p>

Update on response to Fuel Poverty Inquiry Recommendations – 22nd April 2010

No	Recommendation	Actions agreed in February 2009.	Progress / Position March 2010
		<p>Safer Homes Work with partners to improve trust and to promote benefit take up for residents in fuel poverty is underway with an action plan being developed. In the early summer, following the end of the pilot period, the progress, outcomes and future potential will be evaluated for the Cabinet Member to consider and to determine the next steps.</p>	<p>available at http://www.nea.org.uk/hotspots/ It should be noted the Council's new Executive Director for Adult Social Care is from Luton and will be well placed to assist and advise the Council on this area.</p>
4	<p>Fuel poverty training continues to be rolled out across Southampton City Council and key partners who visit people at home. Training should include identifying the signs of fuel poverty and knowledge of the referral system. The proposed conference should be a platform to help address this need.</p>	<p>Responsible Officer – Private Sector Housing Manager Target date for completion: Summer 2010 Recommendation accepted as a continuation and expansion of existing of fuel poverty awareness training already provided to Council staff and partners, etc. The Energy Officer is currently responsible for providing and co-ordinating training for various community groups and advice agencies. Furthermore Eaga (the organisation that provides Warm Front grants) and the Environment Centre (local sustainability charity funded by the Energy Saving Trust) also have training programmes</p>	<p><u>Action Completed / [Ongoing]</u> The training of staff across Southampton City Council and key partners who visit people at home is continuing and enables participants to recognise fuel poverty and make an appropriate referral. Further training event is being planned this year in conjunction with the Environment Centre.</p>
6	<p>Work to alleviate fuel poverty is co-ordinated with the emerging programme designed to co-ordinate promotion of benefits take up.</p>	<p>Responsible Officers – Regeneration & Renewal Manager / Development Officer (Poverty) [in conjunction with Corporate Communications] Recommendation accepted and work is already in progress with Corporate Communications to</p>	<p><u>Action Completed / [Ongoing]</u> A new benefits take-up action plan has been delivered by Regeneration and the Housing and Money Advice Service. Joint actions on events and publications have taken place, such as articles in City</p>

Update on response to Fuel Poverty Inquiry Recommendations – 22nd April 2010

No	Recommendation	Actions agreed in February 2009.	Progress / Position March 2010
		develop a comprehensive benefit take-up campaign for 2009/10 to coincide with support to assist with the Credit Crunch and work with the Anti-Poverty Group. The advice will cover a range of benefits and information including fuel poverty and a range of activities being developed by council advice services and voluntary sector advice providers.	View and Tenants Link, debt management and benefits awareness and ongoing “road shows” in places such as the Marland Shopping centre as well as publicity through leaflets and advice and guidance on City Council’s web site.
11	The Cabinet Member for Housing and Local Services writes to the appropriate Government Minister to request that the law be amended to enable landlords, whose tenants die due to the energy inefficiency of the property, to be prosecuted.	<p>Responsible Officer – Private Sector Housing Manager</p> <p>Recommendation noted subject to further advice from the Council’s Solicitor. The Council already has powers to prosecute landlords with regard to the thermal comfort of the property but solicitors have been asked to check the extent to which existing powers may also be used to prosecute landlords in manslaughter type cases.</p>	<p>No further action required / Completed</p> <p>Cabinet Member has received legal advice that existing powers permit action against landlords where evidence of a wilful failure to insulate or provide heating leads to a death.</p> <p>In practice, this would be difficult to prove, so it is considered more appropriate to take action under the Housing Act 2004 and civil action (where the burden of proof is lower).</p>
13	The Environment and Sustainability Scrutiny Panel welcomes the actions proposed by the Government to reduce any unjustified tariff differentials being paid by some pre-payment customers. In addition it is recommended that: Southampton City Council and local partners, to include all partners in SWAP, increase awareness amongst	<p>Responsible Officer – Private Sector Housing Manager</p> <p>Recommendation accepted. Actions are already underway with information available through the fuel poverty advice number and associated marketing (included as advice on ‘managing your fuel bills’)</p>	<p><u>Action Completed / [Ongoing]</u></p> <p>Southampton Warmth for All Partnership has actively promoted awareness of social tariffs through Primary Care Trust, Sure Start, Age Concern, City Council staff and others. This information has also been provided from the Keep Warm advice line, radio broadcasts and via voluntary groups. Information on social</p>

Update on response to Fuel Poverty Inquiry Recommendations – 22nd April 2010

No	Recommendation	Actions agreed in February 2009.	Progress / Position March 2010
	vulnerable groups of social tariffs provided by energy suppliers.		tariffs and assistance from energy suppliers and their contact numbers are available on the Council's web site. City View magazine for February / March gave advice on Warm Front & how to keep warm with further information / an article on accessing social tariffs planned for publication in City View later this year.

Update on Increasing Independent Living Through Housing Inquiry

Update on response to Increasing Independent Living through Housing Recommendations – 22nd April 2010

No	Recommendation	Actions agreed in April 2009.	Progress
SUPPORTING PEOPLE:			
1	That Supporting People funding for older people is determined by the needs of older people irrespective of their housing situation.	<p>Responsible Officer – Commissioner Supporting People</p> <p>Target Date for Completion – December 2010</p> <p><u>Recommendation Accepted.</u> Supporting People funding for services for older people is currently being reviewed and is in a transition period. The new structure covering services in all tenures will be in place during next year.</p>	<p><u>Action in Progress / Not yet due to complete</u></p> <p>Funding for a service providing support to older people in the community has been secured to March 2011, and the contract has been let to SCC. This service has commenced, and takes over from an original one year support service.</p> <p>Consultation with residents on wider issues for sheltered housing to commence March / April 2010.</p> <p>This is part of a longer term project to provide better quality support and care to older people with links to commissioning, telecare and community services</p>
2	That through the Supporting People Programme work is undertaken with support providers and landlords to rationalise community alarm provision and ensure that baseline quality service standards are met.	<p>Responsible Officer – Commissioner Supporting People</p> <p>Target Date for Completion – December 2010</p> <p><u>Recommendation Accepted.</u> Work is currently in progress with landlords and community alarm service providers to better understand the current service and to identify areas for improvement. Baseline service standards will be agreed and in place from</p>	<p><u>Action in Progress / Not yet due to complete</u></p> <p>Review of community alarm services updated. Consultation with landlords to commence in March / April 2010.</p> <p>This is part of a longer term project to provide better quality support and care to older people with links to commissioning,</p>

Update on response to Increasing Independent Living through Housing Recommendations – 22nd April 2010

No	Recommendation	Actions agreed in April 2009.	Progress
		2010.	telecare and community services.
INCENTIVES OFFERED TO UNDER-OCCUPIERS TO RELINQUISH COUNCIL OWNED FAMILY HOMES:			
4	Southampton City Council invests resources into practical support to help and encourage under-occupiers to relocate to smaller accommodation.	<p>Responsible Officer – Head of Housing Solutions Target Date for Completion – Pilot Plan April 2010 <u>Recommendation Accepted.</u> A successful bid has been made to CLG to secure resources for a pilot scheme to encourage and facilitate moves to alleviate overcrowding / under-occupation. Further work will be undertaken, during the pilot period, to determine whether this scheme is effective and it can be mainstreamed.</p>	<p><u>Action Completed / [Ongoing]</u> Funding has been secured to enable a pilot project to be undertaken on ‘overcrowding’ which will also include tackling under-occupation. Work undertaken to date includes publicity and liaison with housing associations to encourage tenants ‘under occupying’ their own property to ‘downsize’ to a smaller home. The results of the initial phase of the pilot project are expected in Spring 2010. A further bid has been made to continue / develop this project further in 2010/11 and for additional resources for relocation incentives. An incentive scheme is in place to encourage people to relocate to smaller, more appropriate, properties to suit their housing needs.</p>
5	Southampton City Council continues to contact under-occupiers on a regular basis informing them of the availability of suitable alternative	<p>Responsible Officer – Head of Housing Solutions Target Date for Completion – Ongoing <u>Recommendation Accepted.</u> Tenants under-occupying Council owned homes can be identified from our tenancy records and contacted as</p>	<p><u>Action Completed / [Ongoing]</u> Officers contact people in this situation as part of the ‘Under Occupation’ project [See 4 above] and as part of the lettings process.</p>

Update on response to Increasing Independent Living through Housing Recommendations – 22nd April 2010

No	Recommendation	Actions agreed in April 2009.	Progress
	accommodation.	opportunities / new developments arise. The lettings process is used to promote opportunities, for example, the scheme of 2 bed bungalows in Thornhill suitable for 1-2 people.	
6	Southampton City Council increases the financial incentives offered to under-occupiers who move to smaller City Council owned or RSL accommodation. The increase should take into consideration the incentives offered by other local authorities and the relative success or otherwise of their schemes, and should be reviewed annually.	<p>Responsible Officer – Head of Housing Solutions Target Date for Pilot Completion – April 2010 <u>Recommendation Noted with further work to be undertaken.</u> The scope and value of incentive payments / support will be reviewed under the pilot scheme [No. 4 above]. This may also include extending the scheme to occupiers of flats. Partner RSLs are also reviewing their own systems to improve under occupation SCC's letting policy was amended to increase housing needs points and to prioritise RSL under-occupiers to enable moves to take place.</p>	<p><u>Action in Progress / Decision Awaited</u> Officer review linked to 'under occupation' project is currently in progress and due to conclude by Spring 2010. There has been a bid for additional resources for incentives in the bid made to Government for resources (as described above) for 2010/11. Following pilot scheme conclusion / evaluation, the business case for increasing financial incentives to be considered by the Cabinet Member prior to the budget setting process.</p>
DISABLED ADAPTATIONS			
9	The new processes for delivering disabled adaptations be evaluated when full year performance information becomes available. This process should include service users and stakeholder groups.	<p>Responsible Officer – Asst. Head of Health and Community Care Target Date for Completion – June 2009 <u>Recommendation Accepted</u> Meetings are being set up with Later Years Partnership, Health and Community Care Customer Forum.</p>	<p><u>Action Completed / [Ongoing]</u> All relevant stakeholders have been consulted and will be involved in reviewing performance.</p>

Update on response to Increasing Independent Living through Housing Recommendations – 22nd April 2010

No	Recommendation	Actions agreed in April 2009.	Progress
		<p>Responsible Officer – Head of Decent Homes Target Date for Completion - June 2009 <u>Recommendation Accepted</u> Tenant evaluation survey forms are also being reviewed to ensure they capture key performance information and outcomes. These to be reported quarterly and reviewed April 2010.</p>	<p><u>Action Completed / [Ongoing]</u> Customer satisfaction returns are sent to all clients on completion of work and feedback is captured with any reasons for dissatisfaction being followed up. Performance information considered by service management regularly. In addition, the reformed joint officer / tenant ‘Disability and Equality Group’ meet regularly and will review the effectiveness of the survey forms / overall performance.</p>
10	<p>Following the performance evaluation the Panel recommends that the overall service standard for the delivery of major disabled adaptations from referral to installation should be reduced from 12 months to a challenging target to be determined once a full year’s performance information becomes available.</p>	<p>Responsible Officers – Asst. Head of Health and Community Care; Head of Decent Homes; Head of Housing Solutions Target Date for Completion – Review of performance data – June 2010 leading to budget setting process for 2011/12 Recommendation noted with further work to be undertaken. The aspiration to reduce the time taken is welcomed and supported. Existing systems will continue to be reviewed to improve efficiency by streamlining processes where Many major adaptations can involve substantial costs and have a range of complexities including funding, planning and construction aspects. Over £2.5m is invested annually into adaptations and introducing a new challenging target is likely to require additional resources to significantly reduce</p>	<p><u>Action in Progress / Not yet due to complete</u> In February 2010, Council agreed the Budget & investment of at least £3.2M per annum in each of the next 3 years. [DFGs £1.8M & HRA £1.4M]. This increased level of resource is needed to meet increased demand / volume of adaptations rather than reducing completion time targets. In 2009/10, there was a large increase in the volume of referrals including a doubling in the number of critical cases [from just over 100 to over 200 cases] and this has adversely affected the response times for non urgent and major cases with many still taking over 12 months to complete. Performance information is being collected /</p>

Update on response to Increasing Independent Living through Housing Recommendations – 22nd April 2010

No	Recommendation	Actions agreed in April 2009.	Progress
		<p>the overall timescales. Review of performance targets and resources required to allow reduced timescales to be undertaken. The budget setting process to determine whether additional resources can be identified to reduce the timescale.</p>	<p>analysed through the PARIS system this year and the overall performance for 2009/10 is expected to be available from May 2010. Following further consideration by Cabinet Member(s) a decision is needed prior to the 2011/12 budget setting process.</p>
		<p>Responsible Officer(s) – As above Following the review of performance information, Cabinet Member(s) will consider performance standards and targets in consultation with their other Cabinet colleagues and inform OSMC.</p>	<p><u>Action in Progress / Decision Awaited</u> Relevant Cabinet Member(s) to consider the review of performance information in light of overall budget position. Result to be determined by over summer months / communicated to OSMC and reflected in 2011/12 budget setting process.</p>

Update on response to Increasing Independent Living through Housing Recommendations – 22nd April 2010

No	Recommendation	Actions agreed in April 2009.	Progress
12	<p>The City Council works with other local authorities to develop a comparator group that will enable Southampton City Council's performance standards, targets, budgets and processes relating to the delivery of disabled adaptations to be compared with other authorities.</p>	<p>Responsible Officer(s) – As above Target Date for Completion – June 2010 for 2009/10</p> <p>Recommendation accepted. Work is in progress to develop comparator information with other councils in the Major Cities Group; those across Hampshire and with the Audit Commission.</p> <p>In addition Decent Homes is working with Winchester City Council to examine processes and costs for major adaptations to ensure best value and best practice is achieved. Benchmarking is also planned with other housing authorities and RSLs.</p>	<p><u>Action Completed / [Ongoing]</u></p> <p>Development of benchmarking at a national level with Major Cities / Housemark has been very slow. However, work has progressed to establish benchmarking with local authorities across Hampshire [excluding Portsmouth] and housing associations to develop comparative measures for disabled adaptations in both the private and public sectors.</p> <p>Performance measures have been established for adaptation type, expenditure, job costs and applicant volumes however indicators for time and quality issues have not yet been agreed.</p> <p>This benchmarking data for 2009/10 is due to be available by end of May 2010.</p>

Update on response to Increasing Independent Living through Housing Recommendations – 22nd April 2010

No	Recommendation	Actions agreed in April 2009.	Progress
13	That the City Council seeks to negotiate Service Level Agreements with RSL's, clarifying the role played by RSL's in the delivery of disabled adaptations, and the level of funding that they will provide to support this.	<p>Responsible Officer – Head of Housing Solutions Target Date for Completion – Agreement with Housing Associations by August 2009 to introduce SLAs during coming year – August 2010</p> <p>Recommendation Accepted. The Adaptations Steering Group [internal SCC group] has determined that housing associations should fund from their own resources adaptations under £1,000 as a minimum. Furthermore, SCC is working with PUSH authorities to standardise the housing associations' contribution to disabled adaptations across South Hampshire. Meetings with housing associations have been arranged to seek to negotiate the introduction of SLA's in the coming year.</p>	<p><u>Action Completed / [Ongoing]</u></p> <p>A service level agreement, based on a national model, has been developed by officers. However, this is a voluntary agreement and RSLs are encouraged to adopt it.</p> <p>Western Challenge Hsg Assn has agreed to apply this model and negotiations are continuing with other housing associations in the city and through PUSH to extend the application of this agreement.</p> <p>Housing Associations have continued to invest in the adaptation of properties to meet the needs of their tenants.</p>
HANDYPERSON SCHEME:			
15	That the City Council use the next 2 years to consider the long term options for paying for a handyperson service. This should be mindful of the future financial pressures already being faced by the Supporting People programme locally, and that any funding from this source may be short-term in nature.	<p>Responsible Officer – Commissioner Supporting People Target Date for Completion – April 2011</p> <p>Recommendation Accepted. The period of the new Handyperson service (September 2009 to April 2011) will be fully utilised to consider options for the scope and longer term viability of providing this service including identifying other potential funding sources.</p>	<p><u>Action in Progress / Not yet due to complete</u></p> <p>Funding has been secured for the revised Handyperson Service. Review of longer term funding taking place this year to be considered as part of forthcoming budget setting process.</p>

RESPONSE TO THE NEET SCRUTINY PANEL RECOMMENDATIONS

No.	RECOMMENDATION	RESPONSIBLE OFFICER	TARGET DATE FOR COMPLETION	ACTIONS TO DATE
Partnership working				
1	Ensure that Southampton Solent University and Southampton University are represented and fully engaged on the 14-19 Partnership.	Service Manager, 14-19	September 2009	Achieved - no further action Both Universities are represented at Consortium and Operations group level. They have contributed to the mapping of progression routes during Diploma development.
2	Review membership of the Economy and Enterprise Board and ensure appropriate representation from learning providers in the City.	Service Manager, 14-19		Achieved - no further action Led by Assistant Chief Executive, Economic Development and Regeneration.
Strategic leadership and organisational change				
3	Ensure that Portfolio holders for Children's Services and Safeguarding, Economic Development and Young People and Skills for a sub group of Cabinet to track progress and ensure NEET actions and targets are met with the expectation that the Economic Development Cabinet member will take the lead.	Service Manager, Children and Youth Support	October 2009	Achieved - no further action The Cabinet Members for Children's Services and Learning are updated with NEET data on a regular basis.
4	Economic Development takes a strategic lead for the co-ordination of effort in reducing NEETs; working closely with the	Head of Service, Young People and Community	October 2009	This recommendation was not accepted as part of the Scrutiny Inquiry and Children's Services and Learning continue to work in

No.	RECOMMENDATION	RESPONSIBLE OFFICER	TARGET DATE FOR COMPLETION	ACTIONS TO DATE
	Cabinet sub group and Children's Services and Learning. This strategic lead will need to ensure the barriers to accessing education, employment and training are integrated with the priorities and targets around worklessness, educational achievement, quality information and advice and the local economic impact. Through partnership working agencies need to understand and act on these priorities in a co-ordinated manner efficiently and effectively in order to meet the Local Area Agreement targets.	Support and Assistant Chief Executive, Economic Development and Regeneration.		partnership with other portfolio holders to address the issues of NEET.
5a	The strategic lead raises the profile of the issue of NEETs within the City Council and externally to ensure that; The 14-19 Learning, Skills and Employability Strategy 2009-2012 and the fully integrated NEET Action Plan is regularly monitored, reviewed and continues to be cross referenced with the EDAP.	Service Manager, 14-19	December 2009	Achieved - no further action The outputs of the 14-19 Strategy are reviewed on a quarterly basis. The NEET project is currently being drafted for the period of 2011 – 2013 and will recognise the NEET caseloading methodology that the service has implemented.
5b	An audit of finance including external funding and personnel involved takes place, as there is concern re duplication of effort to reduce NEETs. (The Scrutiny Panel remains unclear as to how many agencies and staff are involved in reducing the number of NEETs).	Operations Manager	September 2010	Further action to be undertaken The transfer of 16-19 funding from the Learning and Skills Council to the Local Authority, took place with effect from 1 April 2010. The majority of funding streams in support of reducing NEET were from Learning and Skills Council sources. The Local Authority,

No.	RECOMMENDATION	RESPONSIBLE OFFICER	TARGET DATE FOR COMPLETION	ACTIONS TO DATE
				as the commissioner of 16-19 provision will now undertake the audit of all funding.
5c	The true cost of NEETs is identified locally and funds are pooled to facilitate joint working that has a focus on long-term spend to save outcomes.	Operations Manager	April 2010	<p>Further action to be undertaken</p> <p>The study completed by the University of York identified the economic and social costs of NEET. The findings from this study have informed the development of locality based teams and the need to identify young people at risk of becoming NEET on transition from primary to secondary school.</p>
5d	The business community and learning providers work together to develop a clear understanding of employers' needs and cascade that information through established partnerships and networks, ensuring appropriate representation.	Assistant Chief Executive, Economic Development and Regeneration and Young People and Community Support.	September 2010	<p>Achieved - no further action</p> <p>The 14-19 Learning, Skills and Employability Strategy sets out an objective to provide an Employer Engagement plan for the City.</p> <p>In addition, the Apprenticeship and Diploma pathways have developed opportunities for young people to engage in work related programmes.</p> <p>Section 106 planning agreements continue to provide opportunities for young people to enter the labour market.</p>
5e	A list is developed of organisations tackling NEETs and young adults with contact details. List to be maintained by SCC and distributed to all stakeholders for ease of communication; work together on fundraising bids, share expertise and	Operations Manager	December 2009	<p>Achieved - no further action</p> <p>The Children and Young People's Trust website contains a listing of all provision for young people and the website continues to be developed and updated.</p>

No.	RECOMMENDATION	RESPONSIBLE OFFICER	TARGET DATE FOR COMPLETION	ACTIONS TO DATE
	resources, reduce duplication, improve signposting to young people and share good practice in delivering initiatives that support young people locally.			
5f	Establish medium term budget plans with a view to providing clear funding signals to voluntary groups and agencies and to help overcome the short-term nature of service provision.	Service Manager, Children and Youth Support, Operations Manager and Commissioning Manager, Children and Young People's Trust.	Financial 2010/11	<p>Achieved - no further action</p> <p>The Children and Young People's Trust are already commissioning a range of services for example targeted support for children and young people, 16-18 provision and work is progressing to identify further commissioning opportunities within the Trust's commissioning framework.</p>
	Prevention and retention			
6a	It is acknowledged by the Scrutiny Panel that Solent Skills Quest do provide a mentoring training programme to young people, in partnership with local businesses. The City Council should support this programme by taking a keen interest and lead on supporting the development and promotion of this scheme to ensure it is sufficiently resourced and addressing the NEETs issue.	Service Manager, 14-19	November 2009	<p>Achieved - no further action</p> <p>Solent Education Business Partnership leads the brokerage of business mentors from industry, on behalf of the 14-19 Consortium.</p>
6b	The capacity of employees within partner organisations should be released to support young people who are vulnerable to becoming NEET or have already reached that status, into education, employment and/or training.	Operations Manager	On-going	<p>Achieved - no further action</p> <p>Partnership arrangements are facilitated between the secondary schools and local employers to release the capacity of</p>

No.	RECOMMENDATION	RESPONSIBLE OFFICER	TARGET DATE FOR COMPLETION	ACTIONS TO DATE
				<p>employees to support and mentor young people in vocational and enterprise initiatives.</p> <p>Solent Education Business Partnership leads this brokerage on behalf of the 14-19 Consortium.</p>
6c	<p>Personal development/training opportunities should be offered to employees in order to increase the provision of cost effective, one to one support and mentoring to all vulnerable young people.</p>	<p>Service Manager, Children and Youth Support</p>	<p>On-going</p>	<p>Achieved - no further action</p> <p>Partnership arrangements are facilitated between the secondary schools and local employers to release the capacity of employees to support and mentor young people in vocational and enterprise initiatives.</p> <p>Solent Education Business Partnership leads this brokerage on behalf of the 14-19 Consortium.</p>
7	<p>Young people who are NEET are referred or actively encouraged to access one to one life coaching style support that will help them for example, make long term plans, take responsibility for their choices and recognise that a job can lead to a career.</p>	<p>Service Manager, Children and Youth Support</p>	<p>On-going</p>	<p>Achieved - no further action</p> <p>Where appropriate opportunities for coaching have been facilitated through enterprise initiatives and business mentoring opportunities.</p>
8	<p>Children's Services and Learning investigate and identify a strategy for dealing with any low uptake of support on offer through the 14-19 Partnership.</p>	<p>Service Manager, 14-19</p>	<p>On-going</p>	<p>Achieved – no further action</p> <p>Curriculum developments including the four national suites of learning including 17</p>

No.	RECOMMENDATION	RESPONSIBLE OFFICER	TARGET DATE FOR COMPLETION	ACTIONS TO DATE
				Diploma lines, GCSEs and A Levels, Apprenticeships and Foundation Learning are being implemented across schools and colleges.
9	Through the BSF programme - Children's Services and Learning review options for the co-location of services to provide young people with local support in community hubs	BSF Project Director	On-going	Achieved - no further action Led by the Infrastructure and Capital Division.
10	Ensure that the City Council continues to work in partnership with the SCPCT and Southampton Solent University on the 'Skills Development Zone' and develop opportunities for work experience and placements internally and in partner organisations.	City Development and Economy, Regeneration and Young People and Community Support	On-going	Achieved - no further action Children's Services and Learning have worked alongside colleagues in Organisational Development in the brokerage of Apprenticeship placements. These placements enable young people to engage in work related learning across a range of public sector organisations.
11	Consultation takes place to monitor the impact of the closure of the Connexions High Street branch.	Service Manager, 14-19	On-going	Achieved - no further action Locality based working has been implemented. Literature has been developed to inform young people of services available in their locality.
12	Children's Services and Learning develop a robust method of identifying potential NEET young people at an early age and make this information available to schools and practitioners.	Service Manager, 14-19 and Service Manager, Children and Youth Support	January 2010	Achieved - no further action The development of Tier 1, 2 and 3 services in each locality area identifies those young people most at risk.

No.	RECOMMENDATION	RESPONSIBLE OFFICER	TARGET DATE FOR COMPLETION	ACTIONS TO DATE
				The new locality model for Children's Services and Learning will be operational from Spring 2010.
13	Ensure those from low income families are aware of the financial incentives to stay on at college.	Service Manager, 14-19 and Service Manager, Children and Youth Support	On-going	<p>Achieved - no further action</p> <p>Personal Advisors and Youth Support Workers deliver advice and guidance to young people on the benefits and incentives of remaining in education and training.</p>
14	Ensure that young people and families who do not now meet the CAMHS raised criteria for referral are signposted and able to access alternative support.	Service Manager, Children and Youth Support	February 2010	<p>Achieved - no further action</p> <p>Locality based Tier 1 and 2 services are able to support young people who do not meet the CAMHS criteria.</p>
	Process change			
15	Children's Services and Learning should involve young people in decision making regarding services that affect their quality of life; e.g. access to support, information advice and guidance, and that the practice of consultation be embedded across SCC and other organisations through the 14-19 partnership.	Service Manager, 14-19	On-going	<p>Achieved – no further action</p> <p>Children's Services and Learning have a dedicated Participation team who are responsible for involving young people in decision making. This is delivered through a range of initiatives including:</p> <p>Southampton Youth Parliament (SCKP), Young Inspectors, Youth Capital/Youth opportunities fund and UK Youth MP.</p>
16	Southampton City Council's on line 'Area Prospectus' for 14-19 year olds be	Operations Manager	On-going	<p>Achieved – no further action</p>

No.	RECOMMENDATION	RESPONSIBLE OFFICER	TARGET DATE FOR COMPLETION	ACTIONS TO DATE
	updated and improved. Promote the web site as an interactive tool e.g. for use between care leavers and their personal advisors to assist with a Pathway Plan. Focus on easy access to vocational training and opportunities for placements within SCC in particular link up with housing advice.			<p>Complete and progress monitoring is underway to ensure that the Area Wide Prospectus is kept up to date with all post-16 education and training opportunities.</p> <p>Common Application Process pilot planned for the Summer term of 2009/10.</p>
17	Children Services and Learning develop a referral system offering a tiered level of support and promote this to practitioners. Ensure support is available to all vulnerable learners on a one to one basis, especially during transitional stages.	Services Manager, Children and Youth Support	April 2010	<p>Achieved - no further action</p> <p>All young people who have an identified special educational need or learning difficult or disability have a transition plan, which is developed by Personal Advisors in school and colleges.</p> <p>Additional training to support this workforce operating within localities is being developed.</p>
18	<p>Children's Services and Learning monitor young people with special educational needs to improve;</p> <ul style="list-style-type: none"> • Educational achievement • Quality of support provided • Emotional health and wellbeing 	Service Manager, 14-19	On-going	<p>Achieved - no further action</p> <p>All young people who have an identified special educational need or learning difficult or disability have a transition plans which is developed by Personal Advisors in school and colleges.</p> <p>Additional training to support this workforce operating within localities is being developed.</p>

No.	RECOMMENDATION	RESPONSIBLE OFFICER	TARGET DATE FOR COMPLETION	ACTIONS TO DATE
19	Children's Services and Learning ensure relevant CCIS information is shared with schools and colleges across the City to enable proactive, direct targeting and marketing to engage young people through personalised invitations in catchment areas with one to one support relevant to the interests of the young person.	Service Manager, 14-19	December 2009	<p>Achieved - no further action</p> <p>Children's Services and Learning are working with schools and colleges to utilise CCIS database to target initiatives at young people, for example the Diplomas and the January Guarantee initiative.</p>
20	<p>A greater emphasis should be placed on achievements through informal education e.g.:</p> <p>Develop and implement a higher profile for the recognition and celebration of the achievements of volunteers and vulnerable learners e.g. Duke of Edinburgh Award.</p>	Service Manager, Children and Youth Support	On-going	<p>Achieved - no further action</p> <p>The Duke of Edinburgh Award is delivered through the Participation team. This team also deliver other opportunities for young people to engage in informal education for example the Youth Achievement Award.</p> <p>The Rock Challenge Event is adopted by many primary and secondary schools and the event recognises the achievements of children and young people through informal education.</p>
Data				
21	Children's Services and Learning explore the possibility and potential of incorporating figures from all schools; to include independents to improve the accuracy and interpretation of data in correlation with local populations	Service Manager, Children and Youth Support	October 2009	<p>Achieved - no further action</p> <p>Some schools within the City's Independent sector are working with the Local Authority in the sharing of data.</p>

No.	RECOMMENDATION	RESPONSIBLE OFFICER	TARGET DATE FOR COMPLETION	ACTIONS TO DATE
22	Where practicable, capture data re 'long term NEETs' and focus resources on this group and on teenage parents – see best practice.	Service Manager, Children and Youth Support	October 2009	<p>Achieved - no further action</p> <p>The locality case working model ensures that all NEET young people including 'long term' NEET receive appropriate information, advice and guidance. Youth Support Workers hold a caseload of 10-15 NEET young people.</p>
Best practice				
23	As a matter of routine involve the young person's parents and family at every available opportunity. E.g. Bitterne Park Secondary School.	Service Manager, 14-19	On-going	<p>Achieved - no further action</p> <p>There are a range of activities that brief young people's parents/carers and they include:</p> <p>Personal Advisors information, advice and guidance sessions.</p> <p>School and College post-16 Options events.</p> <p>Diploma briefing events.</p> <p>Targeted mail shots of 16-18 education and training opportunities.</p>
24	<p>Schools share good practice re staff training and a flexible curriculum prior to the 'September Guarantee' E.g.: Bitterne Park staff training programme:</p> <p>Inset days to begin or improve flexible learning and improve offer for vulnerable learners.</p> <p>Allow a focus on English and Maths and</p>	Service Manager, 14-19	On-going	<p>Achieved - no further action</p> <p>A curriculum mapping project is underway to scope the broad range of curriculum that is available across the city.</p> <p>There is a city wide timetable for Diploma delivery with planned common timetabling for the delivery of Functional Skills and Foundation Learning.</p>

No.	RECOMMENDATION	RESPONSIBLE OFFICER	TARGET DATE FOR COMPLETION	ACTIONS TO DATE
	vocational studies either within school or at a local college. Offer courses at an appropriate level for the individual. "Make it fun" and help it fit individual requirements.			
25	Continue to deliver and raise the profile of the Social and emotional aspects of learning (SEAL) programme prioritising those at risk of social exclusion and becoming NEET. Celebrate achievement.	Service Manager, 14-19	On-going	<p>Achieved - no further action</p> <p>Children's Services and Learning have a dedicated team of Advisors who hold the responsibility to implement this programme across the primary and secondary sectors.</p>
26	Share the good practice within schools that have a strong ethos of pastoral care. Embed that ethos across all schools using clear procedures and case studies to promote understanding.	Service Manager, 14-19	On-going	<p>Achieved - no further action</p> <p>Continued best practice is shared across the 14-19 Consortium.</p>
27	Investigate the possibility of replicating the local NEET Conference that became the citywide 'Choices' conference. Engage schools and colleges re delivery in Year 10.	Operations Manager	December 2009	<p>Achieved - no further action</p> <p>Annual event held.</p>
28	Investigate and replicate the successful engagement of teenage parents into distance learning provision (Coventry) 'Care to Learn' and 'Busy Mumy'.	Service Manager, Children and Youth Support	September 2010	<p>Further action to be undertaken</p> <p>Children's Services and Learning have commissioned an innovative teenage parents learning programme that already delivers a high conversion rate into education or training. This provision will be compared with the Coventry programme, in preparation for future commissioning.</p>

No.	RECOMMENDATION	RESPONSIBLE OFFICER	TARGET DATE FOR COMPLETION	ACTIONS TO DATE
29	Investigate the feasibility of contacting the Prince's Trust and other similar organisations, review their programmes to develop key skills, confidence and motivation, enabling young people to move into work, education or training. Establish whether such schemes could be set-up locally to help tackle the NEET problem.	Service Manager, Children and Youth Support	March 2010	Achieved - no further action Our investigation has confirmed that the existing Entry2Employment programme currently delivers key skills, confidence and motivation to enable young people to move into work, education and training.
Safe environment				
30	Schools to be encouraged to involve vulnerable young people in implementing the anti-bullying strategies as outlined in the Children and Young People's Plan. Investigate and adopt best practice already operating in schools e.g. Chamberlayne Park College for the Arts should be shared. Ensure the approach is being used across all schools and is approved and robustly monitored by young people in partnership with service providers.	Head of Service	On-going	Achieved - no further action Children's Services and Learning have a dedicated officer with the lead for anti-bullying across the City.
31	Implement a consistent approach to supporting teachers and other practitioners with regards to dealing with difficult behaviour, ensuring resources are sufficient. See Bournemouth Good Practice Appendix 7.	Service Manager, 14-19	April 2010	Achieved - no further action The Targeted Mental Health in Schools programme will train school cluster staff to support students, staff and the wider community in the identification of young people who are demonstrating poor emotional wellbeing and will include anger management programmes.

No.	RECOMMENDATION	RESPONSIBLE OFFICER	TARGET DATE FOR COMPLETION	ACTIONS TO DATE
32	Children's Services and Learning should develop a protocol to identify <i>reasons</i> for absence from school with a robustly monitored referral system to re-engage the young person in education as soon as possible. Review budgets and priorities to ensure sufficient support is available from Education Welfare Officers when home school relationships are at risk. (For further information re absence from school see the Safer Communities Scrutiny Panel report re Potential Links Between Crime and Disorder and Absence from School, June 2009 – Recommendation 1.).	Team Managers, Young People and Community Support	On-going	Achieved - no further action
33	Children's Services and Learning should work in partnership with the Youth Offending Team to investigate the quality of supervision, information, advice and guidance on offer to young offenders through the ISSP (Intensive Supervision and Surveillance Programme (Wheatsheaf Trust Building) to ensure the safety of all parties and positive outcomes.	Service Manager, Children and Youth Support	On-going	Achieved - no further action
34	OSMC recommendation: "That Cabinet explore the possibilities of using the funding from the 'Future Job Fund' to develop an apprenticeship scheme for the Council that would be specifically tailored for groups that are likely to be Not in Education, Employment and Training (NEET)"	Post-19 funding	December 2009	Achieved - no further action

Inquiry into the Potential Links between Crime and Disorder and Absence from School – Summary of Recommendations

Recommendation	Responsible Officer	Target Date for Completion	Action Taken
To improve the consistency of practice in reducing school absence across Southampton it is recommended that:			
1. Budgets and priorities are reviewed to seek to develop the support available from Educational Welfare Officers (EWOs) to schools within Southampton. This review should investigate potential funding streams from schools, partner agencies and voluntary organisations to develop EWO support with the aim of ensuring that there is a full time equivalent EWO to support each school cluster group.	Principal Officer Inclusion	April 2010	<p>Recommendation noted with further work to be undertaken.</p> <p>The Education Welfare Service will be realigned into Inclusion locality teams by September 2009 and all schools have an allocated EWO. The value for money options within Inclusion Services will continue to be evaluated and both directorate and external funding sources will be reviewed accordingly. Some school funded EWOs are already in place and this provision will be developed wherever possible through partnership working with schools. However the provision of the core service is a statutory requirement for the local authority.</p> <p>Further recruitment is planned to fill staffing vacancies.</p>
		March 2010	<p>Progress update March 2010:</p> <p>The new manager is now in place. Action is therefore completed and outcomes are monitored through The Children & Young People’s Plan Enjoy & Achieve Group Action Plan.</p>
2. Southampton's Children and Young People’s Trust prioritises the commissioning of long term, city-wide support and resources for initiatives currently funded through the 5-13 Years Strategy Group Plan that can demonstrate to have improved school attendance through promoting school	Head of Young People & Community Support	April 2010	<p>Recommendation accepted.</p> <p>The Children and Young People’s Trust is currently undertaking a commissioning process for the provision of services targeted at supporting vulnerable children and young people. This includes specific sub contracts within the commissioning framework which are targeted at vulnerable young people and primary and secondary transition.</p> <p>See also Recommendation 5 below which outlines support for transition from primary to secondary school.</p>

Recommendation	Responsible Officer	Target Date for Completion	Action Taken
<p>enjoyment. The schemes particularly focus on primary to secondary transition and activity over their 'transition' summer holiday.</p>			<p>Progress update March 2010: Action now completed and the outcomes monitored through The Children & Young People's Plan Making a positive contribution Group Action Plan.</p>
<p>3. Southampton City Council promotes good practice, such as 'hook days' at the start of term, within all schools, and encourages the development of common attendance policies and practices within geographical school cluster groups.</p>	<p>Principal Officer Inclusion</p>	<p>March 2010</p> <p>Already in place</p>	<p>Recommendation accepted. Recruitment is under way for the behaviour and attendance consultant and the principal education welfare officer. They will jointly lead development of city wide and school based policies & procedures, including the dissemination of good practice across geographical school cluster groups, such as hook days to engage the children's attention at the start of each term. This will be supported by a range of other initiatives including contacting home on the first day of absence, nurture schemes to support vulnerable students and behaviour and attendance policies within schools.</p> <p>Progress update March 2010: Recruitment process completed. Locality working arrangements in place.</p>
<p>4. Education Welfare Officers, school nurses and, where applicable, the police officers that are being deployed through the developing Safer School Partnerships work closely within the cluster groups to promote a joined up approach.</p>	<p>Head of Young People & Community Support</p>	<p>September 2009 until September 2011</p>	<p>Recommendation accepted. Hampshire Police and Southampton City Council are working together on a two year pilot programme with three city secondary schools to develop school based Safer School Partnerships. The three schools in the pilot will work with primary sector schools to promote the full participation of all children and young people in the life of the school and its wider community.</p> <p>Work is underway to develop the joined up working already in place between school nurses and EWOs.</p> <p>Progress update March 2010: Programme underway. Ongoing work with schools and partners to promote good practice, set & achieve targets and achieve</p>

Recommendation	Responsible Officer	Target Date for Completion	Action Taken
			successful outcomes is monitored regularly by CYPP Enjoy & Achieve Group Action Plan.
<p>Southampton City Council promotes ways of aiding the transition from primary school to secondary school, especially for vulnerable children from families with complex needs. For example, introducing a primary school structure at Year 7, with the pupils staying with the same teacher at the secondary school in Year 7.</p>	<p>Head of School Standards</p>	<p>September 2010</p>	<p>Recommendation accepted. This is consistent with Priority 5 of the Children and Young People’s Plan which is supported by the action to implement national primary and primary strategies to support transition. Progress has already been made on the specific suggestion in this recommendation with a pilot in two primary and secondary schools.</p>
			<p>Progress update March 2010: This work is being monitored and evaluated through the CYPP enjoy & achieve group action plan. Model is being actively used in a number of secondary schools and a project worker is supporting a cluster of schools with improving successful transition.</p>
<p>5. Southampton City Council works in partnership with Oasis Academy Mayfield and Oasis Academy Lord’s Hill to share attendance data and good practice relating to reducing absence from school, and provides the Academies with a Toolkit to tackle this issue.</p>	<p>Principal Officer Inclusion Head of School Standards.</p>	<p>Already in place</p>	<p>Recommendation accepted. Both Academies have been given tools to analyse their data and guidance relating to reducing absence (good practice). The local authority has a data sharing agreement with Oasis Academy Mayfield which includes attendance data, enabling a monitoring role of absence (currently being implemented as an electronic transfer of data). Although there is not a data sharing agreement with Oasis Academy Lordshill, one of our School Attendance Officers can access attendance data and works closely with the school to improve attendance. The Cabinet Member and School Standards officers will continue to work with the academies to encourage full data sharing.</p>
			<p>Progress update March 2010: Competed. Monitoring undertaken on attendance in all schools through CYPP Enjoy and Achieve group action plan.</p>

Recommendation	Responsible Officer	Target Date for Completion	Action Taken
<p>6. The Scrutiny Panel would welcome Hampshire Constabulary and the School Attendance and Safeguarding Team developing the analysis on offences committed during school hours further to provide a more comprehensive understanding of the number of young people of school age committing offences during school hours, and their situation regarding educational provision.</p>	<p>Chief Inspector Karen Scipio</p>		<p>Recommendation accepted with further work to be undertaken.</p> <p>The Police recognise the need to conduct more analysis and supports the conclusion of the Scrutiny Inquiry that the Council and Police need to work together on this. They suggest that the purpose, scope and likely response to any further analysis need to be clarified and agreed before it commences. The work undertaken to date by the Police indicates that young people absent from school are more likely to be at risk of offending but not necessarily during school hours. In their view, therefore, the interventions arising from further analysis need to focus equally on absence and engagement as on tackling day time offending.</p> <p>In addition, one of the outcomes of the pilot Safer Schools Partnership programme will be to develop better recording, awareness and response at the 3 sites to young people of school age committing offences during school hours.</p> <p>Progress update March 2010:</p> <p>This project is of Safer Schools Partnership is underway. The Police are monitoring the officers' work and the outcomes will be reported to the Children's Trust.</p>
<p>To develop the culture of supporting school attendance across Southampton it is recommended that:-</p>			

Recommendation	Responsible Officer	Target Date for Completion	Action Taken
<p>7. Southampton City Council leads a publicity campaign to change public attitudes to school non-attendance and that the campaign concludes in a City Council ceremony rewarding school attendance. This should include working with all communities to strongly discourage holidays during term time.</p>	<p>Principal Officer Inclusion/ Communications link officer</p>	<p>April 2010</p>	<p>Recommendation partially accepted</p> <p>A media campaign on promoting school achievement to raise the profile of quality in our schools is already planned and the scope of this will be extended to support the crucial importance of attendance in promoting school attainment. A specific media campaign on attendance may not represent the best use of resources during a period when attendance issues will be affected by swine flu absence and it may not be the most effective means of addressing persistent truancy. A range of measures have been implemented to reward school attendance.</p> <p>The principal education welfare officer and the Behaviour and Attendance Consultant will work with schools & governors to encourage a zero tolerance approach in schools to holidays in term time through the use of Fixed Penalty Notices where appropriate. Common approaches taken to holiday leave across clusters will be developed to tackle term time leave.</p> <p>Progress update March 2010:</p> <p>Actions have been taken and local media have been engaged. Monitoring & outcomes will be measured through the CYPP Enjoy & Achieve group action plan.</p>
<p>Southampton City Council works with retailers in Southampton to encourage shopping centre staff to question young people who are shopping during school hours and promote the displaying of 'truancy aware' stickers in shops.</p>	<p>Principal Officer Inclusion</p>	<p>January 2010</p>	<p>Recommendation not accepted.</p> <p>This is not feasible as all staff who approach young people in this way would require CRB checking. The aim of this recommendation can be met through extension of the Truancy Sweep initiative in Recommendation 10. The promotion of 'truancy aware' stickers will be investigated and taken forward if deemed to be a cost effective approach to tackling truancy.</p>
<p>8. Hampshire Constabulary make combating absence from</p>	<p>PC Lorraine Barry/Insp Lisa</p>	<p>This will be an ongoing</p>	<p>Recommendation accepted with further work to be undertaken.</p>

Recommendation	Responsible Officer	Target Date for Completion	Action Taken
<p>school a higher priority within Southampton and demonstrates this commitment by supporting education led truancy sweeps in conjunction with other service providers.</p>	<p>Stevens Head of Young People & Community Support</p>	<p>programme to be used in a targeted way when there is evidenced need, partnership support and engagement. This should be evaluated and reviewed after 12 months.</p> <p>Ongoing from September 2009</p>	<p>Hampshire Constabulary accepts this recommendation with some qualification: Tackling truancy is not a police priority per se. We have previously engaged in some significant truancy operations in communities and the city centre. These have been at some considerable cost and operational time.</p> <p>In some cases targeting of these operations was not effective and there was insufficient referral and follow up by partners. To commit to additional truancy work Police need to be sure that the work is led by sound intelligence, an identified problem and clarity that the response chosen is going to be effective. The three new Safer School Partnerships will include truancy work where relevant. Other truancy activity in response to local partnership tasking and co-ordination can be supported.</p> <p>The Safer School Partnership pilot schools will share their emerging practices for dealing with truancy with their feeder primary schools and other secondary schools across the city.</p> <p>Progress update March 2010: This work is currently underway and is being monitored as per Recommendation 7. Police will report on Safer Schools Partnership through their own reporting systems.</p>
<p>To assist the early intervention and co-ordination of support for children and young people who need additional assistance to fulfil their potential it is recommended that:</p>			

Recommendation	Responsible Officer	Target Date for Completion	Action Taken
<p>9. Good practice for identifying and supporting children and young people with additional needs, who are often known to other agencies at an early stage, is shared with all schools in Southampton to help schools meet their pupils' additional needs. This includes good practice relating to:-</p> <ul style="list-style-type: none"> ○ Limiting the effect of a large school on vulnerable students ○ Developing supportive relationships with parents, especially those from vulnerable families ○ Providing proactive support and pastoral care for children under stress following bereavement or family breakdown. There are voluntary organisations working within some schools in the city currently delivering this support ○ Early multi-agency working 	<p>Principal Officer Inclusion Head of School Standards Head of Safeguarding</p>	<p>Already in place</p> <p>June 2011</p>	<p>Recommendation accepted. This is consistent with three of the priorities in the Children and Young People's Plan which all have supporting action plans:</p> <ul style="list-style-type: none"> • Priority 5 of the Children and Young People's Plan - to support vulnerable children to narrow the gap in their attainment and opportunities • Priority 2 to support and empower parents; • Priority 4 to improve outcomes for key groups of children and young people, including the introduction of the national early support programme. <p>Additionally, the development of locality working will enable intervention to be offered at an earlier stage and enable children's services professionals to support schools in meeting their pupils' additional needs. This support includes the implementation of the 'Narrowing the Gap Plan, the one to one tuition programme and the National Challenge Plan.</p> <p>Progress update March 2010: These actions are monitored though CYPP Enjoy & Achieve action plan. Locality working in place from May 2010.</p>

Recommendation	Responsible Officer	Target Date for Completion	Action Taken
<p>10. The Children Services and Learning Directorate continues to work with schools to ensure that anti-bullying strategies are being effectively implemented within schools in Southampton, as detailed in the Children's and Young People's Action Plan, and that outcomes are measured.</p>	<p>Principal Officer Inclusion Head of School standards Head of Safeguarding</p>	<p>Already in place</p>	<p>Recommendation accepted. Work is ongoing to ensure that all schools have an anti-bullying policy and co-ordinator and a supportive anti-bullying caseworker available to children and young people. The Anti Bullying Strategy is in place and due to be issued to schools shortly. All schools have Anti Bullying Policies and named co-ordinators. Further training is planned for 2009-10</p>
			<p>Progress update March 2010: Completed. Anti-bullying Strategy monitored through CYPP Stay Safe and Enjoy & Achieve action plans.</p>
<p>11. The timely sharing of data between schools, the School Attendance and Safeguarding Team, Safer Communities Team and Hampshire Constabulary is improved to help target intervention more effectively.</p>	<p>Head of Commissioning Planning and Performance Inspector Andy Timms Chief Inspector Scipio</p>	<p>September 2009 November 2009</p>	<p>Recommendation accepted. Action is under way to improve data sharing arrangements between council directorates and a data sharing group is under development for the partners in the Children and Young People's Trust, including the police. This recommendation is welcomed by Hampshire Constabulary and is further supported by the recent Safeguarding review conducted by executive leads of the statutory safeguarding agencies.</p>
			<p>Progress update March 2010: Completed.</p>

Recommendation	Responsible Officer	Target Date for Completion	Action Taken
<p>12. The practice of working with the parents of pupils who are persistently absent from school is embedded, and that initiatives that are being delivered to support parenting and families are co-ordinated with adult services, such as debt advice and drug and alcohol support services, to ensure that issues affecting parents' ability to support their children are addressed alongside the needs of the young person.</p>	<p>Principal Officer Inclusion / Strategic Parenting Officer</p> <p>Parenting Expert, Communities, Health and Care</p> <p>Senior Education Welfare Officer</p>	<p>Already in place</p> <p>Already in place (June 2009)</p>	<p>Recommendation accepted. Children who are persistently absent are already identified and work is undertaken with them and their families. This includes contact with families of absent children by automated calling, text and parental interviews, developing into more formal approaches through parenting orders and contracts. A clear casework process and legal framework is in place.</p> <p>Effective referral pathway to Parenting Expert to deliver evidence based parenting programmes either on a one to one basis or signposting to group. To be offered at initial assessment to ensure early intervention is offered.</p> <p>The Parenting Strategy offers a range of parenting support to families from early intervention to targeted and specialist services. The Think Family project is case working a number of families with debt and alcohol problems and developing a family assessment tool.</p> <p>Parenting work in the city continues to gain momentum and offers an increasingly broad range of interventions. The improved take up of the common assessment framework (CAF) and the improved links between education welfare officers and parenting support services are achieving earlier interventions and a more integrated model of family support.</p> <p>Progress update March 2010: Completed and monitored through CYPP Enjoy & Achieve action plan.</p>
<p>13. Information on supporting parenting forms part of Southampton City Council's Attendance Strategy.</p>	<p>Principal Officer Inclusion</p>	<p>Already in place</p>	<p>Recommendation accepted. Parenting support forms part of a range of interventions, as outlined in (14) above. Parenting support is offered at many levels including informally and through parenting orders & contracts.</p> <p>Progress update March 2010:</p>

Recommendation	Responsible Officer	Target Date for Completion	Action Taken
			Completed.
<p>14. The impact of the following initiatives be monitored to ensure that best practice is being applied and outcomes are improved in the city:</p> <ul style="list-style-type: none"> ○ Integrated Children and Youth Support Services ○ Developing multi-agency locality teams ○ Common Assessment Framework ○ Developing Safer Schools Partnerships ○ Emerging Behaviour and Attendance Partnerships 	<p>Head of Young People & Community Support Principal Officer Inclusion</p>	<p>Already in place</p>	<p>Recommendation accepted. All these initiatives are included in the action plan supporting the Children and Young People’s Plan. They are monitored quarterly through the Children and Young People’s Trust and through the monitoring of divisional business plans.</p> <hr/> <p>Progress update March 2010: Completed.</p>

Children’s APA Scrutiny Inquiry – Updated Table of for OSMC 22nd April 2010 Recommendations

Recommendation	Current Activity	Proposed Future Action	Responsible Officer	Target Date for Completion
<p>a) To raise the aspirations of children and young people in Southampton it is recommended that partners from the Children and Young People’s Trust develop ways of identifying and promoting the achievements of “successful” young people from Southampton so that they can act as role models to children and young people.</p>	<p>The Children and Young People’s Trust Board (CYPTB) identified a high number of celebratory events, citations, and awards (e.g. Aim Higher awards, achievements of children looked after celebration evening, Star Awards) and acknowledged the importance and value of such events. The CYPT also acknowledged the value of engaging and inspiring parents to raise their expectations of their children e.g. Sure Start’s ‘dreams and aspirations’ work with parents.</p>	<p>Cabinet endorses this recommendation. The CYPT delegated to the Making a Positive Contribution Steering Group the development of proposals to promote and celebrate the achievements of children and young people. The Trust Board recognise a Communications issue around the image of young people and partners will seek to ensure that communications are positive and celebrate achievement.</p> <hr/> <p>Progress update March 2010: The Children’s Trust endorsed the implementation of a celebration event for children and young people. This will be incorporated into the Children and Young People’s Plan and monitored quarterly through the Trust Steering Group – Make a Positive Contribution.</p>	<p>Alison Alexander</p>	<p>Proposals to be reported to CYPTB in January 2010.</p>
<p>b) To support the drive to further improve school leaders and teachers within schools in Southampton long-term funding should be identified to support initiatives detailed in the APA</p>	<p>A number of new initiatives have been identified that provide a combination of tailored support for individual schools according to need, robust challenge and intervention. Southampton has been accepted as one of only 3 local authorities in the south-east to be part of the Primary Leading Teachers programme. This will</p>	<p>Cabinet fully supports the initiative to invest in school leadership as part of a strategy to raise standards in the city. Funding has already been identified for 2010-2011 as the Schools Forum have agreed to top slice £100k from the Individual School's Budget (ISB). This will fund a range of professional development activities relating to recruitment, retention and talent spotting of current and future school leaders at all levels.</p>	<p>Paul Nugent</p>	<p>April 2010</p>

Recommendation	Current Activity	Proposed Future Action	Responsible Officer	Target Date for Completion
<p>Action Plan designed to recruit, develop, promote and appoint strong school leaders and teachers in Southampton.</p>	<p>strengthen, refocus and realign the work of leading teachers in successful schools to improve outcomes for Year 5 and 6 pupils.</p> <p>Additional secondments to the School Improvement Service have increased the capacity of this service to support a greater number of schools.</p> <p>Six successful primary school headteachers are currently receiving training from the National College for School Leadership to enable them to support less successful headteachers.</p>	<p>Progress update March 2010:</p> <p>A comprehensive programme of leadership development at all levels of leadership is in place for 2010-2011.</p> <p>Additional funding has been made available by GOSE for a leadership programme across Southampton, Portsmouth and Isle of Wight.</p> <p>Four good appointments to primary headship have been made this term.</p>		
<p>c) To improve data collection and how effectively data it is used to help support performance improvement it is recommended that:</p> <p>i) In the short term the City Council and Children and Young People's Trust partners maximise the use of current corporate performance</p>	<p>i) A trust wide management information group has been established to improve integration of partners' data to drive performance against the priorities within the Children and</p>	<p>The Cabinet and CYPTB both support this recommendation and will implement it through the operation of the trust wide management information group. In addition work will continue within the Council to join up CSL ICT systems in the first instance, with the ambition of linking these, either through a single system or through a shared hub.</p> <p>Progress update March 2010:</p> <p>(i)The Children and Young People's Trust (CYPT) Performance and Data Analysis group is now up and running to improve the sharing and use of data across the Trust. The group is enabling local access to performance</p>	<p>Sue Allan Andrew Hind</p>	<p>i) Information group already implemented. Integrated ICT systems</p>

Recommendation	Current Activity	Proposed Future Action	Responsible Officer	Target Date for Completion
management systems with a view to improving integration with performance management systems used by the council and key partners.	Young People's Plan. In addition work has started within the council to join up CSL ICT systems in the first instance with the ambition of linking these, either through a single system or through a shared hub, with other key trust partners in the longer term.	<p>management information that both links across service areas and to the locality level. The group supports effective Trust wide arrangements for planning, collation and analysis of data. Representation on the group has been extended to a voluntary sector and public health representation.</p> <p>The capability of Corvu, the Southampton Partnership performance management system, has been adapted to meet the expressed needs of the CYPT Board, for example to include comparison of Southampton's performance with that of national performance and that of statistical neighbours.</p> <p>Within CSL, planning is underway to move towards integrating, or replacing the numerous IT systems and data hubs currently in use to achieve full integration.</p>		– completion date to be determined when scope and resource implications are clear.
ii) The Children's Services and Learning Directorate rationalises performance data to ensure that the information obtained is appropriate and relevant.	ii) The directorate works closely with corporate performance colleagues on establishing performance data that is appropriate and relevant to service and corporate needs such as national, local and LAA indicators. CSL is required to report upon 134 performance indicators but is focussing its detailed analysis on those indicators which reflect areas of enduring weak performance.	<p>ii) CSL will continue to work with heads of service, CYPT partners and corporate performance officers to balance the need to report upon 134 performance indicators and to establish its information management priority needs to ensure that information obtained and analysed is relevant and effective in driving improvement.</p> <hr/> <p>Progress update March 2010: CSL now reports upon 135 performance indicators every quarter. The directorate has</p>	Sue Allan	ii) April 2010

Recommendation	Current Activity	Proposed Future Action	Responsible Officer	Target Date for Completion
		<p>contributed to a corporate review of indicators to be included in the corporate plan and the development of more service specific business metrics to ensure that the information provided is appropriate and relevant.</p>		
<p>d) To improve the ability to track the development of children and young people in Southampton it is recommended that:</p> <p>i) NHS Southampton City undertakes regular health checks on children and young people in the City as they grow older and shares appropriate information with Children and Young People's Trust partners through the use of the Council's performance management system.</p>	<p>i) NHS Southampton City undertakes health checks on children and young people as outlined in the national evidence based Child Health Promotion programme. This has recently been revised by the Department of Health and the Department for Children, Schools and Families. The Healthy Child Programme "pregnancy and the first five years of life" (2008) and "from 5 to 19 years" (2009) outline the core recommended universal programme for health development reviews, screening and immunisation.</p> <p>NHS Southampton already shares some information regarding outcomes from health</p>	<p>Cabinet endorses this recommendation.</p> <p>i) The new guidance on the Child Health Promotion Programme is being reviewed currently through a multi agency group and updated local versions of the Healthy Child programme are being developed. The recommendation that individual information is shared about children and young people to track their development will be considered as part of the review of the new guidance as this identifies the type of information that should be shared and with whom. The revised guidance will be implemented by April 2010.</p> <p>There is a strong emphasis on the roles and responsibilities of a range of agencies including Children's Centres, education providers and others. The guidance is supporting the move to health reviews rather than physical checks once a child reaches school age as there is no evidence the re-introduction of a routine (universal) school entrant physical examination</p>	<p>Stephanie Ramsey, NHS Southampton City</p>	<p>April 2010</p>

Recommendation	Current Activity	Proposed Future Action	Responsible Officer	Target Date for Completion
	assessments on a population basis for issues such as weight. There is some detailed information shared for particularly vulnerable groups such as Children Looked After.	at the start of primary education. Progress update March 2010: Revision of local Child Health promotion programme nearly completed following national guidelines.		
ii) Southampton City Council works with secondary schools in the City to encourage the use of best practice with regards to using data to identify the development of children and young people during their school careers.	ii) The Directorate has been working closely with both Primary and Secondary schools to review and improve best practice with regards to the use of data. The Children's Data Team have graded levels of service level agreements with schools in relation to their data needs. Schools on Silver and Gold service level agreements receive consultancy support in the use of data.	ii) School Standards will continue to work with Schools and School Improvement Partners to develop their understanding and use of data in their work. School Standards and the Children's Data Team are reviewing best practice and school requirements in preparation for further refinement of the support available. Progress update March 2010: A programme that clarifies the roles of schools and the LA re data at different levels of detail has been agreed with headteachers. Training for headteachers from the National Strategies on the use of RAISEonline has been arranged for September 2010.	Paul Nugent	April 2010
iii) The City Council, in conjunction with Children and Young People's Trust partners, collects and reviews the information available on the property type that children live in (property		iii) This action is agreed and will be implemented by means of information/data sharing task and finish group comprising Neighbourhoods and CSL directorates with Health colleagues and a CYPTB member, who is a staff member at the university who has offered to share relevant data from the Women's survey.	Sue Allan	April 2010

Recommendation	Current Activity	Proposed Future Action	Responsible Officer	Target Date for Completion
		<p>these arrangements.</p> <p>Progress update March 2010:</p> <p>The Children and Young People’s Trust is implementing the wider membership set out in statutory guidance, with representation from a GP, academies and JobCentre Plus either in place or being arranged. The new Children and Young People’s Plan (2011- 2014) is being planned in a way which conforms to the new accountability arrangements set out in the Statutory Guidance. The new arrangements closely mirror our current arrangements, indicating that co-operation and partnership working between trust partners is already well developed.</p> <p>The implementation of locality working is progressing steadily with many services provided by both the Council and the PCT already provided on a locality basis. The reconfiguration of CSL Directorate from May 2010 will result in integrated locality teams comprising representation from:</p> <ul style="list-style-type: none"> • Social work • Emotional Wellbeing Development Officers • Educational Psychology • Behaviour Intervention Support Officers • Youth Support Officers • Early Years Professionals • Play workers 		

Recommendation	Current Activity	Proposed Future Action	Responsible Officer	Target Date for Completion
		<ul style="list-style-type: none"> • Parent Support Advisors • Children's Centres practitioners 		
<p>f) That Southampton City Council's Executive congratulates employees responsible for the improvements in outcomes for children and young people in Southampton for their efforts and achievements.</p>		<p>Cabinet endorses this recommendation. New Year letter CYPT Board and/or CSL staff members expressing thanks and congratulations and wishing well for 2010. Forward in review of CYPP Visit to Youth Parliament New Year message via existing text services Letter to schools/colleges</p> <p>Progress update March 2010: The two Cabinet Members visited the Youth Parliament to promote a positive message on young people's achievements and Cllr Walker attended and read the results of the elections, in addition to giving a talk on democracy. Consideration is being given to further steps to congratulate young people, in addition to the celebratory events such as Star Awards and Children Looked After Children Educational Achievements awards. These may include letter to staff, and text messages.</p>	Sue Allan	Completed
<p>g) That Cabinet forwards this report to the Children and Young People's Trust and appropriate partnerships to facilitate collective</p>	<p>The report was discussed at the CYPTB meeting on 25 November which was chaired by the cabinet member.</p>	<p>The Board endorsed all recommendations that directly required a Trust response.</p> <p>Progress update March 2010: The report was presented and discussed at the Children and Young People's Trust Board</p>	Sue Allan	Completed

Recommendation	Current Activity	Proposed Future Action	Responsible Officer	Target Date for Completion
ownership of the issues identified within this report.		whose membership includes representatives from all the key partnerships that relate to it. The Board supported the recommendations and the actions arising from them.		

Update on the Safer Communities Scrutiny Panel Recommendations

RECOMMENDATIONS	ACTIVITY PLANNED AND TO-DATE
Identifying better reporting mechanisms and their implementation	
The use of a standardised reporting & recording system and the use of Action Line, better staff reporting	<ul style="list-style-type: none"> • The service is working with IT Support to identify a single reporting and recording system for the new integrated City Patrol Service. • An outline business case has been agreed with Resources Board to explore the purchase of improved handheld devices. • Action Line and the web site have been identified as the most effective way of reporting enviro crime and other enforcement problems. • Enforcement and other staff will be provided with information and training which will highlight how to report enviro crime and other enforcement matters. • A working group is looking at the purchase of a new radio system which will improve City Patrol communications.
Public awareness of how to report enforcement problems	<ul style="list-style-type: none"> • Work has been carried out to improve the web pages relating to City Patrol and other enforcement activity.
Identifying the balance of work of the new team and agreeing specific objectives and performance targets	
Parking Enforcement should remain a high priority of the integrated team	<ul style="list-style-type: none"> • This has been agreed and Parking Enforcement will remain a high priority for the team and has been identified as a key enforcement priority for the council. Other priorities for enforcement are being developed and an initial workshop has been held which has identified some key enforcement priorities for the council.
Account should be taken of different areas of the city and the priorities of the integrated team should be informed by the needs of the local community. The approach should be intelligence led and be informed by Members, Safer Neighbourhood panels and others	<ul style="list-style-type: none"> • The new City Patrol team will be intelligence led and will take into account the various priorities identified in different areas of the city. • Enforcement officers will continue to work closely with the anti social behaviour team, Open Spaces, Waste and the police. • The views of ward members will be taken into account in work plans. • Enforcement officers will continue to take part in CREW and other neighbourhood initiatives.

RECOMMENDATIONS	ACTIVITY PLANNED AND TO-DATE
	<ul style="list-style-type: none"> • The Project Board and Project Team have identified that bins on the pavement is a particular issue in some areas of the city and a small working group has been set up to address this problem. • Management of the new team will interact appropriately with the Safer Neighbourhoods panel.
The new City Patrol team should be highly visible and recognisable	<ul style="list-style-type: none"> • The new team will be provided with a distinctive uniform and will be badged visibly as City Patrol. • The Civil Enforcement officers carry out daily foot patrols and are visible and have a high profile within the city.
<p>Developing effective working practices, business metrics and performance indicators that will demonstrate service delivery, value for money and customer satisfaction</p>	
<p>The city council should produce an enforcement action plan that sets out the agreed priorities, objectives and performance standards of enforcement to be delivered by the authority</p> <p>The enforcement action to be updated annually and should be considered by the Safer Communities Scrutiny Panel</p>	<ul style="list-style-type: none"> • An enforcement plan will be produced by the end of April 2010. • Workshops and other activity have taken place to help inform this plan. • Enviro crime has been identified as a key priority and therefore enforcement officers from a number of council enforcement teams are considering how to deal with fly tipping in a more effective and efficient manner, this work will feed into the enforcement plan. • The plan will be refreshed annually. • The plan, including the enforcement priorities, will be considered by key Members and the Safer Communities Scrutiny Panel.
The city council should work with residents to promote the service standard and to manage expectations about what the enforcement services can achieve. This may include consultative activity with the public	<ul style="list-style-type: none"> • The enforcement plan will take account of customer comments, complaints and satisfaction. • Web pages and other information sources will identify and publicise service standards. • Where appropriate enforcement staff will attend public meetings. • Consultative activity with the public will be considered. In particular, in relation

RECOMMENDATIONS	ACTIVITY PLANNED AND TO-DATE
	to service standard changes, new initiatives or where problems are identified.
Effective channels of communication should be developed between the police and enforcement services and the appropriate Cabinet Member	<ul style="list-style-type: none"> • The enforcement plan will identify key stakeholders including the police and relevant members. • An appropriate communication plan will be developed with the stakeholders.
Identifying future trends	
The enforcement review Project Board to take into consideration when planning the new structure, the decision of the police to relinquish responsibility for special events	<ul style="list-style-type: none"> • A city council working group has been set up and is in consultation with the police to ascertain the impact of the police withdrawal from special events. • The new structure does take account of the police decision.
The enforcement review Project Board to take into consideration any proposals to expand the hospital, universities or the Port	<ul style="list-style-type: none"> • The enforcement plan will annually take account of areas of expansion. • Where new development schemes involve expansion, then the impact of this will be taken into account. • It is recognised that intelligence and knowledge of the city is critical when considering delivering enforcement services.
<p>General recommendation: There is a need for City Patrol to have the appropriate level of resources to undertake training, education and public consultation recommended by the Safer Communities Scrutiny Panel</p>	<ul style="list-style-type: none"> • The current resources allow for the achievement of this recommendation. • Production of an integrated Enforcement Training Plan.

1.	Fuel Poverty
2.	Increasing Independent Living in Housing
3.	NEETS
4.	Crime & Disorder/Absence from School
5.	Children's APA
6.	Enforcement

Documents In Members' Rooms

	N/A

Background Documents

Title of Background Paper(s)

Relevant Paragraph of the
Access to Information Procedure
Rules / Schedule 12A allowing
document to be
Exempt/Confidential (if
applicable)

1.	Cabinet Report to Scrutiny Inquiry into Fuel Poverty 15/02/09	
2.		

Background documents available for inspection at:

FORWARD PLAN No:

KEY DECISION?

WARDS/COMMUNITIES AFFECTED:	
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