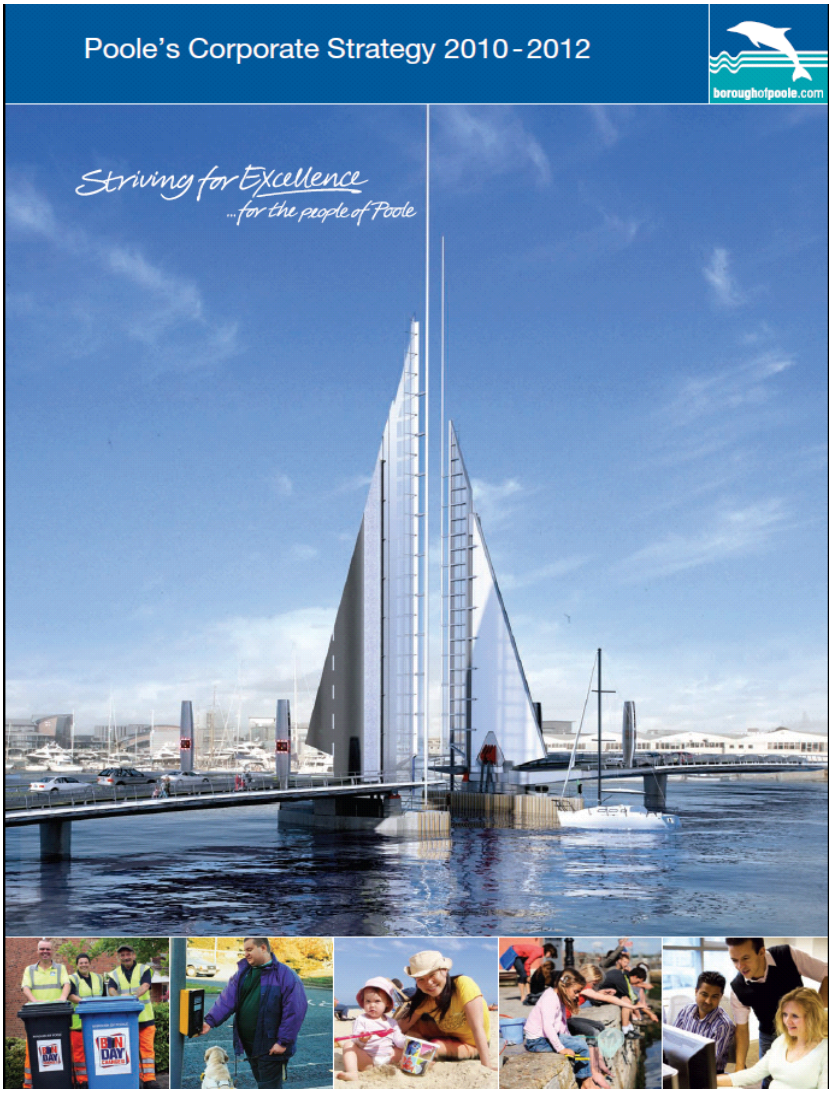

BOROUGH OF POOLE

END OF YEAR PERFORMANCE REPORT 2009/10

Supporting Children & Young People and Building Schools for the Future

Many children in Poole have excellent life chances, with good support, good health prospects and success in education. However some children and young people, and their parents and carers experience difficulties and persistent disadvantage. By working with others across the Borough, the Council aims to give all children and young people in Poole the best start possible. We are committed to reducing inequalities.

What we want to achieve:

- Children and young people in Poole are kept safe
- The life chances of children in Poole are transformed through providing excellent education opportunities and facilities across the borough
- Inequalities for vulnerable children and young people in Poole are reduced and all children have equal chances of achieving their potential
- Children with complex needs are well supported and achieve better outcomes
- Children in care are supported to achieve their potential

What did we do during 2009/10?

- Improved the stability of placements for looked after children with at least 70% of children remaining in the same foster home for two years.
- Achieved above average health outcomes and school attendance rates for children in care and continue to offer flexible and high quality accommodation and support for care leavers including a newly developed independence training flat.
- Developed a Family Intervention Project to provide intensive support for families with complex and longstanding problems.
- 11 play areas in Poole have been revamped through the national Playbuilder scheme.
- Made good progress on adding classrooms, sports halls and specialist accommodation to the buildings at Poole Grammar School, Parkstone Grammar School and Poole High in preparation for the Age of Transfer in 2013.
- Helped Early Years settings to improve the Personal Social and Emotional Development and the Communication, Language and Literacy skills of 0-4 year olds, closing the gap between children from disadvantaged backgrounds and others when they start school.
- Key Stage 2 results for mathematics were higher than the previous year and pupil progress in maths between age 7 and 11 improved sharply by 8 percentage points, exceeding the national figures for 2008. Girls in particular made good progress, unlike previous years when boys' progress has outstripped them in maths.
- The number of pupils gaining 5 or more subjects at GCSE grades of A*- C including English and Mathematics rose and was substantially above national figures .
- Seven schools were graded as 'Outstanding' or 'Good' by Ofsted. 73% of Poole schools are now considered outstanding and good.
- 'Outstanding' grades were also awarded to 4 of Poole's pre schools and nurseries and 9 of our childminders. 20% of pre schools and nurseries and 25% of childminders are now judged as 'outstanding' compared to 10% and 9% nationally. 75% of all early years and childcare provision is at least a 'Good' grade against the national average of 68%.
- 195 young people in Poole gained the Duke of Edinburgh's Award - 149 Bronze, 33 Silver and a record breaking 13 Golds, 5 of whom were from Montacute School, one of our Special Schools helping to making it our best ever 'Golden' Year in Poole.
- Provided a range of short break opportunities to help disabled children and young people remain with their families and provide rewarding experiences. 285 children had a short break. There were 440 overnight short breaks with foster carers.
- Reduced exclusions across all schools between autumn 2008/spring 2009 and autumn 2009/spring 2010. Permanent and fixed-term exclusions have reduced by a third.
- Held nine community Fundays at eight venues across the Borough which were attended by approx 2,400 local children & young people.
- Achieved approval from the government for the Outline Business Case for our joint Building Schools for the future programme.

Promoting Health and Well-being

The majority of people in Poole enjoy good health, however, inequalities in relation to health and life opportunities exist. The Council aims to support and develop communities so taking the healthy option is the first, best and easiest choice.

The Council and all partners also recognise that more needs to be done to safeguard adults who are vulnerable to abuse and neglect. Together the Council has already implemented significant improvements through an action plan developed following the Care Quality Commissions inspection of Poole Social Services in March/April 2009. The quality of care commissioned for local people by the Council is a high priority, with an increasing number of residential placements now commissioned from good and excellent providers.

What we want to achieve:

- People in Poole lead healthier and more active lives and the effects of poverty and inequality are reduced
- Adults are safeguarded from harm and abuse and people receiving health and social care are treated with dignity and respect
- People receive social and health care services which are personalised to meet their individual needs
- Carers can easily access the advice, information, support and services they need

What did we do during 2009/10?

- Monthly audits of safeguarding practice by both by internal staff and an independent safeguarding experts have confirmed that new policies and procedures are being followed with many examples of good or excellent work and no examples of poor practice. A new Bournemouth and Poole Safeguarding Adults Board was established to ensure all partners contribute effectively to safeguarding adults.
- Helped over 1,200 people with depression/anxiety or other common mental health issues to manage their conditions using Cognitive Behaviour Therapy.
- Agreed a Protocol with health partners for ensuring consistently good quality discharge practices from hospital and through enhanced prevention and early intervention services and seen a reduction in the number of emergency hospital admissions.
- Provided almost 6,000 vulnerable people with support to enable them to maintain their independence and enabled eight out of 29 people with learning disabilities to move from hospital accommodation into a community based location and have developed plans for the further 21 to move during 2010/11
- People are waiting less time for equipment and minor adaptations - 95.1% items under £1,000 were delivered within 7 working days and the waiting time for minor adaptations is just over 1.5 weeks
- A new online service has been launched with the support of the Customers First Programme , making it easier and quicker to apply for and receive a Blue Badge Disabled Parking Permit
- Through Poole's Alcohol harm Reduction Strategy seen a fall in alcohol-related admissions to hospital to well below the England average.
- Improved the quality of residential care commissioned with over 90% from good or excellent providers and are working on improvement plans with adequate and poor rated residential homes to improve the percentage of care homes commissioned from good and excellent rated providers.
- People have had greater control over their choice of care through direct payments. We have introduced supported assessments and personal budgets for people who receive adult social care.
- Better understanding of the laws and practices relating to food safety through targeted training for the proprietors and staff of takeaways and restaurants where English is a second language
- Achieved 69% satisfaction with our Leisure Centres and a higher number of visitors pro rata
- Provided additional outdoor fitness equipment to the activity routes in Poole Park, Baiter and Whitecliff and a new mobile climbing wall for the Hamworthy Outdoor Education Centre.
- Seen an increase in the number of people completing exercise referral schemes and doubled the number of Access to Leisure & Learning venues offering discounts to people on low income.

Protecting Poole's Environment & Reducing Our Carbon Footprint

Poole has a unique environment. A beautiful harbour, world-class beaches, delightful chines, plentiful wildlife, rich heathland, top-quality parks and open spaces, and an outlook to the sea that offers fabulous views and fresh sea air.

This environment is enjoyed by the vast majority of people who live or work here, as well as the many people who visit Poole. The quality of the environment attracts people and businesses and with these come investment and jobs.

What we want to achieve:

- The carbon footprint of Poole is decreased through reduced CO2 emissions both from large organisations and in the wider community
- Poole has sustainable and accessible waste management services
- People can access and enjoy high quality leisure opportunities, including parks and beaches
- The unique and valuable natural heritage and the build environment of Poole is protected, enhanced and managed for people and wildlife

What did we do during 2009/10?

- Achieved four Blue Flag awards for our beaches and two Green Flag awards for Poole Park and Upton Country Park
- Maintained high levels of street cleanliness across the borough with at least 88% of Poole's streets clear of litter and detritus
- Recycled 40% of household waste collected
- The rebalancing of the waste collection rounds has resulted in saving the cost of purchasing an additional vehicle at £145,000 plus running costs
- A new fleet of fuel-efficient refuse trucks have taken to Poole streets to help keep the borough clean and green. Borough of Poole has invested £1.9 million in purchasing 13 new vehicles to deliver the council's refuse, recycling and garden waste collection services. Each of the vehicles are fitted with clean, low emission, engines and will help to support the council's efforts to further reduce its carbon footprint.
- Removed all reported graffiti on public property within 24 hours
- Cut back around 45 miles of hedges, pruned and mulched around 40 acres of shrub beds and landscape planting, hard edged 310 miles of verge and grass edgings and prepared ornamental beds, painted play areas and recycled 80% of the waste this generated
- Successful bidding for funds towards environmental measures to help reduce street lighting energy use
- Identified as a top performing authority for walking/cycling, highway enforcement & for ease of access to key services for households without a car by the 2009 National Highways Benchmarking Club MORI Survey
- Transformed Longmeadow Lane woodland to create open and accessible woodland with £35,500 heathland mitigation money
- Processed nearly 2200 Planning and Tree Applications
- Installed a new electrical management system (£100k) at the Dolphin Swimming Pool to more efficiently manage the centre's energy use.
- Saved £1,372.88 and 9 tons of CO_2 through our six month part night lighting trial, where 117 lighting columns in residential roads and 30 on Holes Bay Road have been switched to part night lighting.

Strengthening Our Communities

Poole is an historic town with a rich cultural heritage and life. Many local people have a strong sense of pride in their town and commitment to their community. Levels of crime and anti-social behaviour are low in comparison with other parts of the country. However, there are communities in Poole that have suffered high levels of anti –social behavior and reducing this remains a priority for us. We are also committed to identifying, working with and supporting repeat vulnerable victims of anti-social behavior.

The Council is committed to delivering fairness for all residents, ensuring that as broad a range as possible of people can influence decisions and that people of different backgrounds come together and get on well together.

What we want to achieve:

- Poole remains one of the safest places to live in the United Kingdom and people living, working and visiting feel safe and secure
- People from different backgrounds in Poole get on well together
- People contribute actively to their communities and influence local decisions
- The harm caused by alcohol in our communities is reduced

What did we do during 2009/10?

- Achieved Level 3 of the Local Government Equality Standard in September '09 and met our own internal targets for our onward journey towards excellence in 2012
- Introduced TextRelay to help deaf or hard of hearing people who can use a textphone or minicom communicate with a hearing person who is using a telephone.
- Provided an improved service for non-English speaking residents through the Customers First Programme and saved on all previous subscription charges with customers accessing translation services in 19 different languages.
- Responded to 100% of prejudice incidents reported to the Council.
- Together with Dorset Police and the exceptional work and commitment of responsible pubs, clubs and bars we have seen a 14% reduction in the number of alcohol related assaults compared to the previous year .
- There was a 6% reduction in number of reported anti-social behaviour incidents the last quarter of 2009/10 compared to previous quarter but there was an overall increase of 1% across the year.
- Empowered 1,487 victims of domestic violence to come forward and report incidents and seen the highest number of domestic violence offenders brought to justice in the last four years.
- Held a conference to develop improved practices and procedures for providing support to victims of anti-social behaviour.
- Engaged 70 young people in alcohol harm reduction treatment programmes and saw less than 2% return within 12 months of completing programmes.
- Increased the numbers of people in effective drug treatment programmes.
- A very low incidence of vehicle damage and crime in our car parks continues to make Poole one of the safest places to park in the country.
- Refurbished Hamworthy Library and re opened it with the full engagement of the community and partners.
- Launched a heathland volunteer pack and recruited 350 heathwatch volunteers.
- Upton Country Park achieved a 'Learning Outside the Classroom' quality badge and introduced a family programme of new activities.
- Formed Community and Agents and Developers Working Groups to improve engagement with the public and developers through the planning process.

Developing a Dynamic Economy & Revitalising the Town Centre

The Poole economy is diverse and successful with the town enjoying high levels of employment. The quaysides and strong presence of internationally recognised businesses, such as Sunseeker, Barclays, the RNLI, the BSO and the University demonstrate that Poole has a competitive advantage. The town, like most places, was hit by the recession with higher unemployment and new house-building falling, and there remain parts of the town where long-term worklessness is an issue. This is set against a relatively high cost of living locally, although wages are only at about the national average.

What we want to achieve:

- Poole derives multiple benefits through the delivery of major regeneration projects
- People and businesses in Poole benefit from transport that delivers positive benefits to the local, economy, environment and their well-being
- Adults and young people in Poole have the skills they need to participate and succeed in the modern workplace
- Poole is a prosperous and competitive town where public and private sector partners work together to create new jobs for the future

What did we do during 2009/10?

- Approval of £14.1m of DfT funding towards the Full Sail Ahead Poole Bridge. Our progress with the overall £40m of advanced investment in infrastructure for the regeneration project can now proceed at pace and will have a major influence on the future shape of the borough.
- Hochteif have been appointed a contractor to build the new Twin Sails bridge.
- Improved the skill set of 119 employees in small businesses across Bournemouth and Poole.
- Refurbished Poole Bus Station and seen a significant increase in the use of local bus services and particularly the use of the Council supported Route One service which now carries more than 160,000 people per annum.
- Improved of the Council's response to the challenges of severe weather conditions.
- Completed a range of road improvement schemes including - a programme of raised kerbs and shelters at bus stops and the refurbishment of Canford Main Bridge with a dedicated pedestrian and cycle provision.
- Invested more than a £1M in car park equipment and improved car park security with 19 of our key car parks achieving the national "Parkmark" award.

Improving Housing for Local People

Accessibility of housing in Poole is an issue for many people. The lack of affordable housing options was identified as in need of improvement through the recent Place Survey and the downturn has done little to improve affordability.

However, the Council was awarded a Green Flag' by the Audit Commission in recognition of achievements and innovation for its housing services in 2009.

The Council's housing stock is managed by Poole Housing Partnership which is rated as an excellent organisation by the Audit Commission.

What we want to achieve:

- New housing contributes to the creation of sustainable communities where people enjoy living
- People can live in homes that meet their needs
- People feel supported to live safe and independent lives

What did we do during 2009/10?

- Delivered 142 new homes and a new residential Gypsy and Traveller housing scheme.
- Prevented 851 households from becoming homeless.
- Provided 508 tenancy deposit loans to help more households into suitable private sector housing.
- Further reduced the use of temporary accommodation by 64%.
- Allocated 453 new tenancies to people from our Housing Register, through our Choice Based Lettings Service.
- Introduced a Court Desk Service and implemented the government's Mortgage Rescue Scheme to support owner occupiers threatened with repossession.
- Commissioned a Rough Sleeper Outreach service which has received national acclaim as a best practice example.
- Provided 169 Disabled Facilities grants to enable vulnerable people to remain in their own homes.
- Seen a reduction in the level of rent arrears and subsequently evictions from Council properties.
- Poole Housing Partnership made great progress towards bringing all Council properties up to the Decent Homes Standard. The programme is on target to be completed during 2010/11..

Meeting the Needs of our Ageing Population

Getting older is different for everyone. For many, there is more time to enjoy life, with an increasing number of opportunities to get involved and contribute to the local community. However, the natural ageing process, and the major life changing events, which are more likely to occur in older age can also affect people's quality of life and lead to exclusion.

Over the next 20 years, Poole's population is set to age further and because it is a popular retirement town the older population will remain above the national average. Working with local older people to develop services and activities that respond to their individual needs and circumstances is of increasing importance.

What we want to achieve:

- Transport options meet the needs of older people and enable access to the services and facilities they need
- Older people with long term conditions including dementia, their carers and families receive a seamless, personalised approach from well co-ordinated health, social care and support services
- Older people live in homes which are safe and warm and meet their individual choices and needs now and in the future

What did we do during 2009/10?

- Provided a new voucher scheme for free travel to those older people unable to use public transport.
- Assisted 85 over 60 year olds to get free cavity wall and/or loft insulation under the 'Council Tax Band A—D insulation scheme'.
- Increased the uptake of free swims for people over 60 by 23%.
- Developed with Bournemouth new strategies for dementia services and older people's services.
- Developed an Integrated Care pilot scheme in the Westbourne and Lilliput areas which brings together health and social care staff and offers specialist support to people with dementia and their carers at the point of crisis, and provides the support in people's own homes.
- Developed an Older People's Charter which is now the benchmark for all our services.

Improving Efficiency and Effectiveness

In order to deliver Striving for Excellence and protect vital front line services in a period of economic challenge it is essential that the organisation:

Drives efficiency and ensures value for money
Directs resources towards priority outcomes and effectively delivers them
Improves capability and capacity within the workforce
Improves productivity

What we want to achieve:

- People in Poole benefit from a Council that delivers excellent value for money
- We secure business efficient corporate solutions that realise real cash savings which can be redirected to protecting front line services
- We continue to embrace change and innovation and use our financial, property, human and ICT assets to the optimum
- Our business transformation and efficiency review programmes deliver a further £3.3m savings by 2011/12 and £4.2m by 2012/13

What did we do during 2009/10?

- Delivered high quality services whilst keeping spend per head of population and Council Tax bills amongst the lowest in the country.
- Exceeded challenging Government efficiency targets – realising over £5.8m efficiency gains over the last two years:
  - Staff changes, reorganisations and the absorption of increased workloads has freed up £1.9m of resources to reinvest in service delivery.
  - £1.4m of efficiencies have been secured from procurement activities.
  - The efficient and innovative management of our housing stock by Poole Housing Partnership has resulted in £700k of savings.
  - The better use of our assets, changes to and reduced office accommodation has resulted in a further £200k of savings, increased income of £184k and capital receipts of £750k.
  - A further £1.5m has been saved from various service initiatives including rebalancing of waste collection rounds, revised recruitment processes, use of more efficient transport and better ways of working.
- Established an Efficiency Review Programme - a series of reviews that will cover most areas of the Council, to help identify and drive through further ongoing efficiencies over the coming years.
- Successfully introduced a corporate project and programme management methodology across the organisation.