

Performance Matters 2006/07

New Forest District Council's annual performance plan, including What the Residents Thought

An organisation of excellence
Working with public and partners
Economic well being
Social well being
Environmental well being

Provide detailed feedback to:

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Inside front cover:

Your feedback and further copies of the plan

If for any reason you have any difficulty reading the annual performance plan, it is available in other formats. For a copy of Performance Matters in Braille, large print, on tape or CD, or if you wish to have it in a language other than English please telephone 023 8028 5491 or e-mail equalities@nfdc.gov.uk

Our performance – your feedback

Feedback from our partners, customers, tax payers and other stakeholders is important to us. We need to know what you think about our performance over the last year, what we plan to do and how we plan to do it. You can do this in three ways:

- 1 Complete a feedback form from the back of this booklet or request one from a local information office or from the contact information below;
- 2 Complete a feedback form online;
- 3 Write your comments by email or post to the below address.

Get your own copy

If you have only had a chance to glance at our performance and plans and would like to look in more detail at the information, you can request your own copy or view it online. Performance Matters can also be viewed at all libraries, Citizens Advice Bureaux and council information offices across the district.

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Introduction to Performance Matters

The performance plan provides an opportunity to reflect on what we achieved in 2005/06 and set out our future targets.

The council has built on its previous comprehensive performance assessment (CPA) success with a very positive result in the Audit Commission's use of resources (UOR) assessment achieving a score of 3 out of 4 in all five categories from financial reporting to value for money. The Audit Commission commented that the council has a robust governance and performance management framework in place that exceeds the minimum requirements in most respects. The learning coming out of the report will see further improvements, in particular in the areas of procurement and risk management.

The Audit Commission's annual audit and inspection letter stated that the council is demonstrating continued improvement through the effective delivery of its improvement plan with clear benefits to the local community. We are performing well in using the community strategy and other partnership initiatives to help meet our corporate priorities and have strengthened our capacity to deliver improvement. With regard to service delivery the council continues to improve overall and this is reflected in good progress made across our four key priorities.

The year also saw the council taking a major role in helping to develop Hampshire's Local Public Service Agreement (LPSA) and Local Area Agreement (LAA). We will work hard over the next three years to ensure they deliver real benefits to the communities of the New Forest.

The future direction of the council will be shaped through a review of its corporate plan, The Heart of the Forest, in 2006/07. Our current vision, corporate objectives, aims and priorities will all be challenged alongside the review of the community strategy in order to set an agenda for the next four years that is relevant to the people and places that it serves.

In particular the key challenges in the coming year will be:

- Monitoring our focus on the use of resources and efficiency agenda
- Delivering against partnerships and developing the role of the local strategic partnership
- Working together with the New Forest National Park Authority
- Using the Clean Neighbourhoods and Environment Act to meet our priority for clean street and public spaces
- Working towards appropriate housing development in the district with the partnership for urban south Hampshire (PUSH)
- Playing our part in delivering the children's and young people's plan
- Building on the success of community safety initiatives
- Responding to the increasing challenge of affordable housing

Overall, performance has improved with 58% of indicators either showing improvement or in the top quarter comparison but there is much to be achieved. The performance plan has an important role in helping to shape decisions. We encourage its use by members, employees and our stakeholders in the quest for continuous improvement.

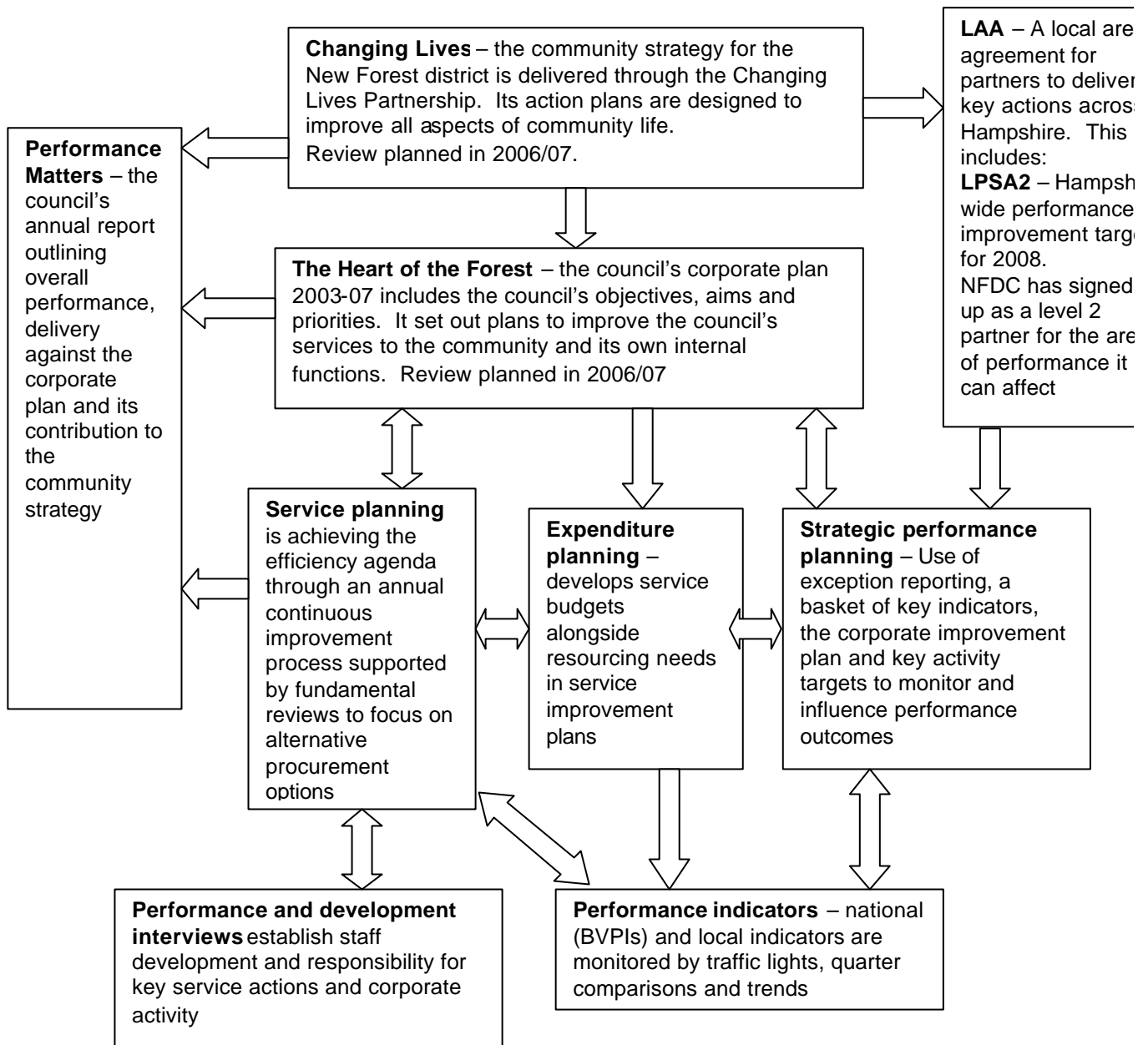
Cllr Mel Kendal
Leader

Dave Yates
Chief Executive

The council's performance management framework

We cannot deliver continuous improvement unless we know what we are aiming to achieve, where we are achieving it and where we are not. To help do this the council has developed a performance management framework. All the elements of this framework ensure that appropriate plans are in place to improve alongside regular monitoring of how we are performing. They also form the structure of our annual performance plan so that all our stakeholders have key information on our performance and plans.

The chart below outlines the individual elements of the framework and how they fit together.



Overall performance summary (do these in pie charts)

Overall traffic light performance

	2004/05	2005/06
Red	6%	14%
Amber	58%	40%
Green	36%	46%

We have continued to make the traffic light system more robust. Although the strong performing indicators (green) have increased the red areas of potential concern have too. All red indicators have a plan of action in place to improve or comments on reasons for performance.

Annual level of improvement

	2004/05	2005/06	2008/09
Got worse	15%	20%	7%
Stayed the same	28%	35%	35%
Improved	57%	45%	58%

More indicators have got worse and stayed the same this year. However, forecasts for 2008/09 show continued improvement provided the targets are achieved. The target hit rate for this year was 67%

Comparing with other districts (2004/05 benchmarks)

	2004/05	2005/06	2008/09
★	16%	10%	4%
★★	18%	21%	14%
★★★	32%	31%	32%
★★★★	34%	38%	50%

Our performance is showing more marked improvement than district councils in England. This continued trend can only be achieved, however, if our performance continues to improve in line with others.

The Heart of the Forest – The council's corporate plan

Introduction

The Council's Corporate Plan, the Heart of the Forest, sets out how the council can play a leading role in the future of the New Forest District.

The plan sits at the top of a family of council strategies and plans designed to deliver solutions to help meet the needs of our district. Most importantly, the council publishes its performance plan in June each year which reports on its performance and sets targets against the council's aims.

The corporate plan is not just a document. It informs everything the council does and can help improve its performance. It makes sure that everyone is working towards the same goal - improving the quality of people's lives.

The council recognises that the quality of life is shaped by the economic, social and environmental conditions that exist. It firmly believes that real gains can be had by achieving positive impacts across all these three areas. To achieve this, all services, (including both members and employees), need to seek solutions that cross over organisational, service and strategic boundaries. This is part of our approach to achieve excellence.

Excellence is also about providing services at a level that people are willing to pay for. To achieve this we need to make full use of performance information and the views of people who receive or pay for the service.

The council also acts as an enthusiastic and committed community leader and tries to make things happen for the benefit of the communities it serves. A better understanding of the issues facing communities can then be translated into action, either directly by this council, in partnership with others, or enabling others to act. Our role in the local strategic partnership (LSP) has helped strengthen existing partnerships and further development of the LSP will contribute towards a better use of resources for the district.

We are committed to The Heart of the Forest and strongly believe it will help this council move closer to achieving excellence in all that it does.

Cllr Mel Kendal - Leader

Dave Yates - Chief Executive

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Vision

To be an outward looking council, working closely with the community and in partnership with others to enhance the quality of lives of present and future generations by:

- Preserving the environment of the New Forest district for the peaceful enjoyment of residents and visitors;
- Helping to create and maintain a local economy that brings opportunities for jobs and economic benefit for the area; and
- Understanding and fulfilling local needs through creating and maintaining healthy and safe communities for the enjoyment of all.

How we will deliver the Vision

We will improve both the provision of services and our role as a community leader. In doing so, we aim to provide value for money. This is achieved in three ways:

- Ensuring the best use of resources and assets
- Being innovative in our approach to deliver excellence
- Developing effective partnerships with local organisations

Everything we do is delivered through a set of values which are shared by all Members and employees. These are:

- Caring
- Communication
- Openness and trust
- Positive thinking
- Quality
- Simplicity
- Value for money
- Working together

Key Priorities

The plan sets out our aims for the next four years. They are all important. Of these, our key priorities are:

- Clean streets and public spaces
- Crime and disorder and community safety
- Housing
- Managing our finances

1 ORGANISATION OF EXCELLENCE

To fulfil our aspirations for the people of the New Forest we need to be capable and efficient. Traditionally New Forest District Council has been regarded as a leader amongst shire districts. We are the second largest in terms of population. Many of our achievements have been praised at a national and regional level. We want to build on this good basis to become, and remain, an organisation of excellence.

To do this we will:

- 1.1 Develop our employees
- 1.2 Manage our finances (**PRIORITY**)
- 1.3 Improve our performance
- 1.4 Foster innovation in service delivery
- 1.5 Promote equal opportunity and diversity
- 1.6 Manage our physical assets
- 1.7 Make best use of new technology

Summary of performance 2005/06

Overall traffic light performance
Annual level of performance change
Comparison with other districts' performance (2004/05)
2008/09 target improvement and comparison

Key:

Portfolio key targets

C&D Crime and Disorder Portfolio
E&P Economy and Planning Portfolio
Env Environment Portfolio
H&SI Health and Social Inclusion
H Housing Portfolio
L Leisure Portfolio
P&R Policy and Resources Portfolio

Performance matters

Red Performance shows potential issue for concern
Amber Performance is maintaining or steadily improving
Green Performance is strong or showing clear improvement
x Key portfolio or service level target was not achieved in 2005/06
✓ Key portfolio or service level target was achieved in 2005/06
© Key portfolio or service level target for 2006/07

1.1 DEVELOP OUR EMPLOYEES

Employees are vital to our success. We intend to build on our excellent track record for training and development and have worked with employees to produce a people strategy. We are committed to maintaining and improving the practices which are recognised in Investors in People status, and the values which underpin all we do.

People Strategy

Policy & Resources Portfolio: Cllr Mel Kendal
Human resources, Jayne Griffiths

Get in the zone

“Learning isn’t something that can just be done to you,” says Catherine Granville, human resources officer, “you have to participate – that’s why we are developing a more self-managed approach for all council employees in ‘The Learning Zone’.” This is a web based one-stop shop for all learning including training opportunities, feedback from courses and links to other sites. There are further developments afoot such as working in partnership with other authorities to share training courses and activities, and a virtual learning centre where employees can learn for all aspects of their work and life. “The message we want to deliver is that all learning is good – learning keeps you alert, and your brain active. It should also help employees tackle their day job better too.”

Performance matters overview 2005/06

Efficiency	Effectiveness	Quality
	19.57% of the top 5% of earners were women (BV11a)	9.4% of employees left the authority voluntarily (LP43a)
	0% of the top 5 % of earners were from black or ethnic minority backgrounds (BV11b)	11.9% of employee contracts were terminated. (LP43b)
4.4% of pay was paid as overtime (LP45)	2.17% of the top 5% of earners have a disability (BV11c)	0.35% of employees took early retirement (BV14)
	1.6% of employees were from ethnic minorities. (BV17a) 2.10% of the working age population in the district are from ethnic minorities (BV17b)	0.12% of employees took retirement on the grounds of ill health (BV15)
Each employee took an average of 8.3 days sick (BV12)	3.35% of employees have declared a disability. (BV16a) 12.24% of the working age population in the district have a disability (BV16b)	

Red alert	
BV11a & BV11b:	Due to the way this indicator is calculated the 5% pay point has shifted resulting in a few employees falling below the scale. Following the annual pay award, however, performance has already improved
LP43a & LP43b	Leavers have increased dramatically during the changeover to the national park, particularly in the planning service. It is not expected to continue in the long term

Key targets

Looking back – 2005/06

- ✓ Successfully re-assessed against the Investors in People standard in November 2005 **(P&S)**
- ✓ Implemented a new human resources and payroll system
- ✓ Published a new people strategy, including workforce planning
- ✓ Launched the 'Learning Zone' – an electronic based employee information – on the council's intranet

Looking forward – 2006/07

- ⊙ Publish a gender equality scheme involving employees and other stakeholders in its production **(P&S)**
- ⊙ Consider options for pay progression for employees, carry out consultation and make a recommendation to Cabinet and the Council **(P&S)**
- ⊙ Further develop mobile and home working in line with the Department for Communities and Local Government (DCLG) priority service transformation outcomes for implementing electronic government **(F&S)**
- ⊙ Pilot and introduce flexible working procedures
- ⊙ Continue to develop the human resources system to achieve 'self-service' administration for employees
- ⊙ Encourage, evaluate and promote an effective model for services to review their businesses processes
- ⊙ Improve communications for employees including a dedicated telephone line for latest news in the district and e-newsletters to employees desks

The council's improvement plan

Expand the variety of methods for individuals to access training and development, including the use of new technology and partnership working. Initiatives already underway include the workforce development strategy; introduction of the European computer driving licence; and development plans produced for each service.

Develop a learning culture at all levels which evaluates what we do and shares learning from successes and failures. An initial discussion paper has raised awareness for learning opportunities. Complaints procedures have been revised to share learning. Housing and commercial services are also piloting process mapping techniques to feedback to other services.

Partnerships in action

- Providing human resources services to the New Forest National Park Authority (2005-07)
- Working with Hampshire authorities to jointly procure recruitment, occupational health and training providers (2006/07)
- Develop leadership and workforce development activities with other Hampshire authorities (2006/07)

Opinions matter

All employees were surveyed in 2005/06 to update management information on key issues such as diversity and ethnicity. Results are available on request.

To undertake a communications survey with all employees during 2006/07 to establish the current employee issues which may be tackled by improved communication.

What the residents thought

2005/06 outcomes

- C Your career – Young People's Panel, June 2005 (see page xx)

1.2 MANAGE OUR FINANCES

COUNCIL PRIORITY AIM

We are concerned that excellence is not achieved at undue cost to the tax payer. An excellent authority will manage its finances efficiently. We have introduced a new financial management system to provide for more flexible and robust planning and monitoring. We will match our corporate priorities with a medium term financial plan, which clearly recognises what resources will be available and what we believe people are willing to pay.

Financial Strategy

Policy & Resources Portfolio: Cllr Mel Kendal

Financial services, Pat Higgins

Taxation services, Glynne Miles

'E' numbers

The council tax service is looking to investigate the potential for e-billing of council tax and business rates. "In a similar way to many of the public utilities, e-billing could make the service more efficient in terms of speed and cost savings" says Glynne Miles, head of customer services. Consideration needs to be given to how enforcement action is dealt with, and the initial resource implications are also an important factor. "Councils have already started e-billing for council tax but we would need to see a good take up of the scheme to realise its full potential."

Performance matters overview - 2005/06

Efficiency	Effectiveness	Quality
	Processing notifications of change of circumstances to benefit claims took an average of 20.9 days (BV78b)	
28.8 fraud investigations were carried out per 1000 caseload (BV76c)	93.55% of undisputed invoices were paid on time (BV8)	There were 4 prosecutions and other sanctions, per 1000 caseload (BV76d)
The net cost of administration per benefit claimant was £32.00 (LP29 – forecast)	There were 0.25 fraud investigators per 1000 caseload (BV76b)	98.4% of benefit cases were processed correctly (BV79a)
299 claimants were visited to investigate fraud, per 1000 caseload (BV76a)	On average, it took 25.5 days to process a new benefit claim (BV78a)	100% of prosecutions were successful (LP28)
	98.55% of council tax was collected (BV9)	
	99.3% of national non-domestic rates were collected (BV10)	
	80.44% of housing benefit overpayments were recovered during the year (BV79bi)	
	36.3% of housing benefit overpayments were recovered from the total outstanding (BV79bii)	
	4.3% of housing benefit overpayments were written off from the total outstanding (BV79biii)	

Red alert

BV78b	Some data was included in the 2005/06 figures in error and cannot be removed, thus falsely inflating the performance. Since the error was identified the average performance has been 5.9 days.
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Key targets

Looking back – 2005/06

- ✓ Carried out an appraisal of resource options for new affordable housing **(H)**
- ✓ Implemented £120,000 of efficiency gains within the tax and benefits service with minimal impact on performance **(P&R)**
- ✓ Formulated a strategic framework for the procurement of works, goods and services in accordance with good practice **(P&R)**
- ✓ Fully implemented the new Agresso human resources and payroll system **(P&R)**
- ✓ Implemented the re-evaluation of business rate properties and introduced and promoted the small business rate relief scheme
- ✓ Increased council tax direct debit collections
- ✓ Developed a policy for the management of the council's cash within the treasury management strategy

Looking forward – 2006/07

- ⊙ Evaluate charging options for on street parking within the district **(E&P)**
- ⊙ Enter into partnership arrangements with other authorities in Hampshire for the efficient procurement of contracts for recruitment advertising **(P&R)**
- ⊙ Deliver the council's efficiency targets **(P&R)**
- ⊙ Agree increased recovery costs per prosecution case with the Magistrates Courts to offset expenditure
- ⊙ Phase out bank giro and weekly council tax payments to encourage more efficient methods of tax collection
- ⊙ Participate in a county-wide procurement review for tax and benefits services
- ⊙ Agree partnership arrangements with suppliers for e-billing council tax and business rates
- ⊙ Bring forward the council's final accounts to a month earlier than usual to enable more timely financial planning

The council's improvement plan

Improve the council's medium term financial strategy: Following the implementation of the new performance management framework, better alignment of strategic, financial, and workforce planning has been achieved. The financial strategy for 2005/06 onwards has been approved. Short and medium term financial objectives have been established and included in the service planning process.

To explore methods of attracting additional funding: Increased attention is now given to income generation opportunities, especially within the expenditure planning process.

Partnerships in action

To provide statutory financial role and other financial services to the New Forest National Park Authority and technical/ financial advice to the NFDC/ Test Valley partnership.

The council is contributing towards a joint funding officer in partnership with five other Hampshire authorities.

Opinions matter

The benefits service will be carrying out a triennial BVPI satisfaction survey of claimants to be compared nationally. As well as assessing the overall satisfaction of claimants with the service the survey examine areas such as access, the service in the office, the telephone service, the staff, clarity of forms, and time taken for a decision. The fieldwork will be undertaken between August 2006 and January 2007.

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1.3 IMPROVE OUR PERFORMANCE

Whilst we fully support the principles of best value, we have found that a more comprehensive approach is required to drive improvement in the council's performance. Members and employees are involved in planning and reviewing services in the council's new approach to performance management. Services will improve as they work towards the corporate plan and deliver against important community issues.

Policy & Resources Portfolio: Cllr Mel Kendal

Performance and strategic development: performance management, Dottie Dabrowska

Thinking hard about software

The performance team is considering the potential benefits that a performance management software package may add to the performance management framework. "There are many products on the market at the moment and we are interested in finding something that not only supports performance analysis but adds value to other aspects of the council's performance such as risk management, service planning and project management. Any software must also fit in with the council's culture" said Dottie Dabrowska, performance improvement officer. The options are being considered during the summer and we hope to have a system in place by March 2007."

Performance matters overview 2005/06

Effectiveness	Quality
75% of the council's key targets were completed (LP1a)	
27 complaints were determined by an ombudsmen (LP43a)	68% of residents were satisfied with our overall performance (BV3 – 2003/04)
No complaints were considered to be as a result of maladministration (LP43b)	45% of residents were satisfied with complaint handling (BV4 – 2003/04)
57% of all indicators were in the top quarter or have improved (LP1b)	
69% of indicators linked to the council's 4 priority aims have improved and/ or were in the top quarter (LP1c)	

Red alert:

LP1a	Achievement of the key targets has continued to drop over the last 2 years (78% 2003/04 & 75% 2004/05). A greater focus will need to be given to deliver on these key areas in future through more regular reporting of progress to senior management team in the key basket of indicators.
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Key targets

Looking back - 2005/06

- ✓ Completed all the year's milestones included in the council's improvement plan (P&R)
- ✓ Increased the council's indicators in the top quartile or improving in 2005/06 (57%) from 2004/05 performance (50%) (P&R)
- ✓ Recorded and shared all learning arising from complaints received by the council (P&R)
- ✓ Rationalised and improved performance management information available on the council's external and internal websites to ensure that all stakeholders can obtain clear performance information

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- ✓ Achieved a score of 3 out of 4 for all areas of an independent audit into our 'use of resources' based on financial reporting, financial management, financial standing, internal control and value for money
- ✓ Member training undertaken on lead scrutiny role within the council's performance management framework

Looking forward – 2006/07

- ⊙ Increase performance indicators which are either top quarter or improving performance **(P&R)**
- ⊙ Achieve all the year's milestones included in the council's improvement plan **(P&R)**
- ⊙ Complete a review of the council's corporate plan **(P&R)**
- ⊙ Deliver the council's efficiency targets **(P&R)**
- ⊙ Publish a member's guide to performance management
- ⊙ Purchase and implement performance management software to support performance monitoring and improvement across the council
- ⊙ Establish a basket of key indicators based on important issues for the council to achieve, in relation to performance, financial and human resources data, and implement a reporting mechanism to the senior management team

The council's improvement plan

There are a number of key milestones that link with this aim. These include:
200/06

- Reviewed effectiveness of democratic arrangements resulting in the creation of the Corporate Overview Panel
- Developed senior managers' role with a rotating chair for the heads of service meeting and a more strategic/ service based work programme
- Finalised the risk management strategy alongside a pilot risk register which will inform implementation in the next year

2006/07

- Continue to develop the performance management framework by
 - Set smarter targets against the council's priorities and aims
 - Develop a basket of key performance indicators
 - Review the corporate plan in 2006/07 to obtain a clear direction for the next 4 years.
- To ensure maximum learning from complaints a new system has been implemented and will continue to develop across the council
- Continue to develop the council's improvement plan, updated every 6 months, in particular to focus on the need to consider implications of future comprehensive performance assessment (CPA) criteria

Partnerships in action

The performance unit is working with Hampshire authorities to share key performance indicators to provide regular and local performance comparison information

Opinions matter

To survey officers and members of the council to assess key successes and weaknesses of the current service planning process and establish/ undertake improvements as appropriate. (2006/07)
A national general BVPI survey will identify 2500 randomly selected residents to consider their overall satisfaction with council services as well as the asking questions on the planning, leisure, recycling and refuse collection services (2006/07)

What the residents thought

2006/07 programme

August 2006

Complaints, Citizens' Panel

October 2006

Performance Matters, Citizens' Panel and Young People's Panel

1.4 FOSTER INNOVATION IN SERVICE DELIVERY

As our competition strategy sets out we are not dogmatic about who delivers services. What matters is what works. Many of our services have proved through competition that they are best delivered in-house. We are exploring ways the council can maximise its purchasing power. We will build on our innovative partnerships, including the unique Test Valley Partnership.

Procurement strategy; Competition policy

Policy & Resources Portfolio: Cllr Mel Kendal

Lead officer: Chris Malyon, Financial Director

No small agreement

The Government's Procurement Concordat for Small and Medium Sized Enterprises sets out an agreement to encourage effective trade between local authorities and small businesses. The council is committed to sign up to the principles of the concordat, many of which are addressed in its procurement strategy.

"We will be aiming to increase the amount of work, goods and services awarded to local businesses" says Becky Drummond, senior auditor involved in the project. Contractors will also be encouraged to establish and demonstrate the contribution that small firms, ethnic minority businesses, social enterprises and voluntary and community sector suppliers play in the supply chain. "Signing up to the concordat will demonstrate that we have good procurement principles in place for smaller businesses. This can only be a good thing for the economic prosperity of the district"

Key targets

Looking back – 2005/06

- ✓ Reported on the first year performance of Lymington health and leisure centre, against the business plan and its targets **(L)**
- ✓ Implemented £120,000 of efficiency gains within tax and benefits service, following the fundamental service review **(P&R)**
- ✓ Formulated a strategic framework for the procurement of works, goods and services in accordance with good practice **(P&R)**
- ✓ Fully implemented the Agresso human resource and payroll system **(P&R)**

Looking forward – 2006/07

- ⊙ Complete a best value review of the private sector leasing scheme **(H)**
- ⊙ Complete a fundamental review of the leisure services **(L)**
- ⊙ Review options for strategic outsourcing of some areas of the ICT operations **(P&R)**
- ⊙ Enter into partnership arrangements with other authorities in Hampshire for the efficient procurement of contracts for recruitment advertising and temporary agency staff **(P&R)**
- ⊙ Sign up to the Government's small business concordat
- ⊙ Consider the development opportunities for the Test Valley partnership

The council's improvement plan

The Test valley partnership continues to deliver a range of operational, financial and management benefits. A review of its effectiveness has been undertaken and an officer team is progressing a business case to propose further development opportunities for the partnership.

Develop a strategic framework for procurement through a working group. The draft procurement strategy has been finalised with the delivery of an action plan to be outlined in 2006/07

Partnerships in action

- To commence a joint procurement service with Test Valley Borough Council
- The council will lead on a project that will evaluate the potential for developing a county wide council tax collection service

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Opinions matter

Consultation will take place during 2006/07 on the draft procurement strategy with partners, including the business partnership.

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1.5 PROMOTE EQUAL OPPORTUNITY AND DIVERSITY

We are introducing robust equal opportunity policies and will ensure they are properly monitored. We aim to avoid discrimination either in recruitment practice or in service delivery. We will celebrate the benefits of diversity and do all we can to remove barriers to access. We will work with those who have disabilities to understand and respond to their needs.

Equalities and race scheme

Policy & Resources portfolio: Cllr Mel Kendal

Key service: Performance and strategic development, equalities team, Helena Renwick

Have a DES day

"The need to change from consultation to involvement for service delivery is the focus for the council in drafting its disability equality scheme (DES)," says Helena Renwick, the council's equality officer. The council's DES Involvement Day in May 2006 brought together over 70 people who were disabled, carers or representing a group or organization looking after the interests of all types of disabled people. During the day a wide range of barriers to services and employment were identified and prioritized. "Many of the people who attended felt they were being listened to for the first time. A smaller steering group has the task of turning those aspirations in to a draft three year action plan. These action plans will form the core of the DES when it is published by December 2006. It is hoped the steering group will also act as a performance sounding board throughout the 3 year period."

Performance matters overview 2005/06

Effectiveness	Quality
19.57% of the top 5% of earners were women (BV11a)	
None of the top 5% of earners were from black or ethnic minority backgrounds (BV11b)	
2.17% of the top 5% of earners have a disability (BV11c)	
1.6% of employees were from ethnic minorities. (BV17a) 2.10% of the working age population in the district are from ethnic minorities (BV17b)	
3.35% of employees have declared a disability. (BV16a) 12.24% of the working age population in the district have a disability (BV16b)	The council has achieved level 2 of the equality standard for local government (BV2a)
94% of the council's buildings were suitable for and accessible to people with disabilities (BV156)	Achieved 77% against the duty to promote race equality (BV2b)
	There were no racial incidents reported to the council (BV174)
	The council's housing service is following the Commission for Racial Equality's code of practice (BV164)

Red alert:

BV11a & BV11b:	Due to the way this indicator is calculated the 5% pay point has shifted resulting in a few employees falling below the scale. Following the annual pay award, however, performance has already improved
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Key targets

Looking back – 2005/06

- ✓ Developed a consistent information service for customer contact via the web, the contact centre or in a local office **(P&R)**
- ✓ Achieved 60% of level 3 of the national equality standard **(P&R)**
- ✓ Included impact needs assessments in all the council's service plans

Looking forward – 2006/07

- ⊙ Achieve level 3 of the national equality standard **(P&R)**
- ⊙ Publish a disability equality scheme by 30 November 2006, involving the disabled community and other stakeholders in its production **(P&R)**
- ⊙ Publish a gender equality scheme involving employees and other stakeholders in its production **(P&R)**
- ⊙ Organise disability equality scheme involvement day and feed actions and outcomes into the final published scheme

The council's improvement plan

The council has published an equalities strategy to include the race scheme. The emphasis is now on the delivery of the equalities standards. A working plan including objectives and targets for 2006/07 is to be carried out by the corporate equalities group and equalities team.

Partnerships in action

A key action for 2006/07 will be to involve the local strategic partnership in the development of the disability equality scheme and gender equality scheme

Opinions matter

In 2005/06 a survey was undertaken with the equalities network to understand views on the council's website and community safety issues.

During 2006/07 there will be an employee survey to establish the key issues for the gender equality scheme.

What the residents thought

2005/06 outcomes

A Accessing council services – Citizens' Panel, June 2005 (see page xx)

2006/07 programme

August 2006 Communications – Young People's Panel

1.6 MANAGE OUR PHYSICAL ASSETS

We will continue to review our assets to make sure we get the most out of them. We will not hold property or land unnecessarily or wastefully. We will manage our services in an environmentally sustainable way in areas such as water conservation, energy efficiency and recycling.

Asset management plan; Capital strategy

Policy & Resources Portfolio: Cllr Mel Kendal

Lead officer: Pat Higgins, Financial services

A lower energy bar

Soon leisure centres and other council buildings will be able to check their energy consumption online in a new initiative to encourage greater energy awareness and efficiency. The information is to be updated on graphs each month from self-readings so that services can see how their activities are affecting their energy costs. "This information is already helping us to identify problems", says Emma Waterman, energy and environment officer, "A sudden increase in the water meter readings at Lymington Town Hall in December identified a leak, it was sorted out much quicker than it would normally have been. We're also giving advice to service on consumption and plan to pilot automatic meter readings in the near future too. By reducing energy consumption not only will we save money for the council but we will be doing our bit to for the planet too."

Performance matters overview 2005/06

Efficiency	Effectiveness	Quality
Council buildings were using 100% of the average electricity consumption for local authorities (BV180ai)		
Council buildings were using 68% of the average fossil fuel consumption for local authorities (BV180aaii)		90% of our 27 public conveniences provided access to disabled people (LP20b)
	The average SAP rating of council homes was 68 (BV63)	16% of council dwellings are non-decent, which has improved by 17% since last year (BV184a & b)
	94% of buildings were suitable for and accessible to people with disabilities (BV156)	61% of our 27 public conveniences provided baby-changing facilities (LP20c)

Red alert!

BV180ai	Fully operating leisure centres (compared to closures in some last year) and the use of mobile air-conditioning units have resulted in an increased use of electricity. Awareness raising at all council buildings, particularly at leisure centres, is planned to improve consumption.
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Key targets

Looking back – 2005/06

- ✓ Developed an options appraisal for Hardley Industrial Estate. The original options have been revised following lessee changes and alternative options are currently being evaluated **(P&R)**
- ✓ Undertook an appraisal of options for the future delivery of the council's housing stock
- ✓ Completed and published the business continuity plan

Looking forward – 2006/07

- © Produce a 10 year planned maintenance and improvement programme to meet the requirements of the decent homes standard and the ongoing maintenance needs of the council's housing stock **(H)**

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- ⊙ Implement the requirements of the housing, health and safety rating system as required by the Housing Act 2004 **(H)**
- ⊙ Determine long term future of the Ringwood Office **(P&R)**
- ⊙ Undertake an options appraisal of moving to one-site administration **(P&R)**
- ⊙ Complete the implementation of the asset management system
- ⊙ Move the council's environmental management reporting system over to a web-based monthly posting of e-reports
- ⊙ Develop a system to calculate and update energy performance certificates for all our buildings following the euro directive on building energy performance

1.7 MAKE BEST USE OF NEW TECHNOLOGY

We want to use information and communications technology in the drive to provide high quality and cost effective services that can be accessed where and when it is convenient for our citizens and visitors.

ICT Strategy

Policy & Resources Portfolio: Cllr Mel Kendal
Information and communication technology, Ken Connolly

Getting IT right

IT services are taking the first steps towards adopting a world-renowned quality standard called ITIL. "This will give the council a better IT service and reduce the long term IT costs" said Anna Mace, a network support officer who is setting up the new service desk for the council. "There will be a single point of contact for all users to get information whether it be technical advice to set up a demonstration on-line or help with an excel spreadsheet. There is a lot still to be done but ultimately we are aiming to have something in place for the New Year.

"To get it right we will need to involve the users to identify where we are now and where we want to be. We want to make things clearer for our users, and this will be supported by greater ownership of issues by ICT employees until they are resolved. A key element to achieve this will be a knowledge database where all procedures and other information will be available – ultimately this means that if the IT department won the lottery someone could come in and be able to manage the service straight away!"

Performance matters overview 2005/06

Effectiveness
96% of permissible electronic interactions with the council have been enabled for electronic delivery (BV157)

Key targets

Looking back – 2005/06

- ✓ Implemented a new planning system that is fully compliant with the e-governance agenda **(E&P)**
- ✓ Developed a consistent information system for customer contact via the web, the contact centre or in local offices **(P&R)**
- ✓ Implemented an improved corporate web site to achieve top quartile standards which will act as a primary access channel to services **(P&R)**
- ✓ Developed and implemented an information systems strategy for the planning service, including administration, development control and tree management functions **(P&R)**
- ✓ Fully implemented the new Agresso human resources and payroll system **(P&R)**
- ✓ Extended the customer services system to support car parking, concessionary travel, green waste collection and sundry other operations

Looking forward –2006/07

- ⊙ Ensure all planning application documents are available to view online **(E&P)**
- ⊙ Develop and implement a training strategy (including e-learning) for all employees' and members' use of ICT **(P&R)**
- ⊙ Further develop the local land and property gazetteer and fully integrate the council's other land and property based information systems with it **(P&R)**
- ⊙ Undertake a publicity campaign for potential customers to encourage more take up of electronic transactions **(P&R)**
- ⊙ Review the options for strategic outsourcing of some areas of the ICT services operation
- ⊙ Further develop technology to support mobile working and home working
- ⊙ Produce an ICT strategy for 2006-10 to take the council further forward in it's use of ICT to support service delivery and efficiency
- ⊙ Introduce service management ITIL standards and procedures for ICT services to create best practice and eliminate risks to the council's business infrastructure

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The council's improvement plan

Implement an enhanced and integrated e-government strategy providing a focus on the innovative use of new technology through the delivery of an implementation programme. The majority of this has been achieved by promoting new access channels and identifying the benefits arising from the investments made.

Expand on the variety of methods for individuals to access training and development, including use of new technology and partnership working. Initiatives already underway include the workforce development strategy; introduction of the European computer driving licence; and development plans produced for each service.

Partnerships in action

During 2006/07 there will be joint working with Hampshire County Council on selective outsourcing of ICT infrastructure management.

An ICT strategy for the commercial services partnership with Test Valley Borough Council will be developed.

Opinions matter

An internal customer survey is planned for 2006/07 to gauge satisfaction levels with the current ICT service provision and to assist in service planning.

What the residents thought

2006/07 programme

August 2006 Communications – Young People's Panel

2 WORKING WITH PUBLIC AND PARTNERS

One of the strengths of local government is that it is close to the people it serves. We understand, however, that we need to constantly strive to keep in touch with the people of the New Forest.

To this end we will:

- 2.1 Involve the public
- 2.2 Work with partners to deliver a community strategy

Summary of performance 2005/06

Overall traffic light performance

Annual level of performance change

Comparison with other districts' performance (2004/05)

2008/09 target improvement and comparison

Key:

Portfolio key targets

C&D Crime and Disorder Portfolio

E&P Economy and Planning Portfolio

Env Environment Portfolio

H&SI Health and Social Inclusion

H Housing Portfolio

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L Leisure Portfolio

P&R Policy and Resources Portfolio

Performance matters

- Red Performance shows potential issue for concern
- Amber Performance is maintaining or steadily improving
- Green Performance is strong or showing clear improvement
- x Key portfolio or service level target was not achieved in 2005/06
- ✓ Key portfolio or service level target was achieved in 2005/06
- © Key portfolio or service level target for 2006/07

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2.1 Involve the public

Our local councillors and the democratic process are our primary link with the public. The new constitution of the district council allows open access to all meetings and encourages public participation, not least at cabinet meetings. Individual non-executive councillors of all parties are our front line members - they play a vital role in working in and representing their communities by feeding residents' views into the decision making process. The Citizens' Panel, other surveys and public meetings also help us to consult the public

Consultation policy

Policy & Resources Portfolio: Cllr Mel Kendal

Communication unit, David Atwill

Legal and democratic services, Grainne O'Rourke

Performance and strategic development, consultations unit, Debbie Holmes

Yes, we scan!

Following a review of the Citizens' Panel, questionnaires and newsletters will now be printed in black and white. Debbie Homes, consultation officer said "The money saved has enabled us to buy a scanner which will reduce time spent on inputting and other costs. This feedback from the panel has made a really positive difference to how I work."

Performance matters overview 2003/04 (last national survey)

Quality
53% of residents were satisfied with the overall sports and leisure facilities (BV119a)
32% of residents were satisfied with the provision of museums (BV119c)
68% of residents were satisfied with our overall performance (BV3)
45% of residents were satisfied with complaint handling (BV4)
86% of all tenants were satisfied with the overall housing service provided (BV74ac)
38% of black and ethnic minority tenants were satisfied with opportunities for participation in management and decision making (BV75b)
74% of residents were satisfied with cleanliness standards (BV89)
88% of residents were satisfied with the household waste collection service (BV90a)
78% of residents were satisfied with recycling facilities (BV90b)
70% of applicants and those commenting on proposals were satisfied with the planning service (BV111)
85% of black and ethnic minority tenants were satisfied with the overall housing service (BV74ii)
67% of all tenants were satisfied with the opportunities for participation in management and decision making (BV75ac)
84% of benefit claimants were satisfied overall with the service they had received (BV80g)
73% of residents were satisfied with the provision of parks and open spaces

Red alert

BV119 ac	A high proportion of respondents selected 'neither satisfied nor dissatisfied', possibly as there was no 'don't know' option given on the prescribed format. Only 9% (BV119a) and 12% (BV119c) expressed any level of dissatisfaction with the provision.
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Key targets

Looking back - 2005/06

- ✗ The October deadline for the review of PNA initiatives in Calshot and Pennington was missed due to staffing issues. The task was, however, completed by April 2007. **(H&SI)**
- ✓ Developed a consistent information service for customer contact via the web, the contact centre or in a local office **(F&R)**
- ✓ Published New Forest Today, a lifestyle magazine which is human interest led, to replace Forest News following research with the Citizens' Panel and focus groups.
- ✓ Established newforest.org.uk - an overarching news and events website for the Forest area

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- ✓ Corporate communications review undertaken to improve internal and external communication channels of the council.
- ✓ Reviewed the style of Citizens' Panel and Young Peoples' Panel literature to result in cost savings made by changing to black and white questionnaires and newsletters
- ✓ Purchased scanning equipment to save significant time spent inputting data
- ✓ Published the council's consultation policy and guidance

Looking forward – 2006/07

- ⊙ Further develop the contact centre approach to include the larger services based at Appletree Court such as Housing and Planning (**P&R**)
- ⊙ Develop a web based radio station for the district on newforest.org.uk, to be funded by key partners
- ⊙ Introduce video news releases on the council's website
- ⊙ Prepare a scrutiny guide for members
- ⊙ Continue to develop technology to support local democracy and member information
- ⊙ Work towards ensuring that the council's meeting venues and polling stations are fully accessible

The council's improvement plan

Develop a communication and consultation framework. Service plans and the performance plan now include the use of consultation results. In addition, a consultation and guide has been published to support a consultation framework. Work is continuing with a major communications review underway, following an audit of current communication channels. The Local Strategic Partnership will also be involved in the co-ordination of consultation for 2006/07. Overall, there will also be a greater emphasis on the development and use of face to face involvement of stakeholders.

Partnerships in action

- To maximise the full potential of a partnership agreement between the Chief Lawyers Hampshire Group
- Developing closer communication links with the New Forest's local strategic partnership
- A number of Citizens' Panel and Young Peoples' Panel questionnaires are put together involving partners. These include health and community safety.

LPSA2

Target 13: *Increase the number and extent of people participating in local voluntary and community activities.* This will be measured through a survey of over 16 year olds. The baseline data is 22%, following a MORI survey in August/ September 2005. A second survey will be conducted towards the end of the LPSA period. The target performance is 25.5%

Opinions matter

- Focus groups were held in 2005/06 around 10 town and parish councils to determine the preferred types of communications for New Forest District Council and its partners and how this can be best delivered.
- An internal communications consultation is planned in order to identify how communications may affect the personal development of employees (2006/0)
- To undertake the general BVPI survey as part of a Government prescribed three yearly national survey to 2500 randomly selected residents

What the residents thought

2005/06 outcomes

B Your questionnaires – Citizens' Panel and Young People's Panel, June 2005 (page xx)

2006/07 programme

August 2006 Communications – Young People's Panel

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2.2 Work with partners to deliver a community strategy

The council is working through the local strategic partnership to identify what the issues are for the district and how agencies can best work together to resolve them. This will be the key outcome of the community strategy.

For this to work effectively, we must all focus on communities and the people that live in them.

Communities are more important than organisational structures and geographical boundaries, so we and our partners will need to be flexible to achieve better results. The council is committed to this approach and through its community leadership role will encourage others to share the same view.

The local strategic partnership is also bringing a new way of working. This will improve awareness of who is doing what and improve communication between the partnership agencies and communities. The council will play a leading role in making this happen.

Community Strategy

Policy & Resources Portfolio: Cllr Mel Kendal
Performance and Strategic Development, Keith Smith

Changing Lives

The community strategy for the district is now in its third year and will be reviewed during 2006/07 to produce a new strategy by September 2008. Keith Smith, head of performance and strategic development said "The review provides a tremendous opportunity to challenge the existing priorities for the district. The process for doing this will run alongside the local development core strategy, the new approach to planning. This should enable the better use of planning as a positive tool. Both strategies will be developed directly with stakeholders and this should ensure that future resources are directed at what is important to communities".

Key targets

Looking back - 2005/06

- ✖ The environment and lifelong learning community action networks still need further development with partners. The need for these will be reviewed as part of the community strategy review **(P&R)**
- ✓ Delivered at least 80% of the actions included in the community strategy action plan where resolution is in control of the council **(P&R)**
- ✓ Created an improvement plan for the Changing Lives Partnership providing greater clarity of direction
- ✓ Greater emphasis placed on a bottom up approach through the community bridging process, feeding parish action plans into the community strategy

Looking forward – 2006/07

- ⊙ Deliver more than 80% of the actions included in the community strategy action plan where resolution is in the control of the council **(P&R)**
- ⊙ Progress the review of the community strategy through joint working with the local development scheme, including joint consultation **(P&R)**
- ⊙ Ensure the Changing Lives Partnership is geared to meeting the challenges presented by the Hampshire local area agreement and other Government initiatives
- ⊙ Promote the work of the Changing Lives Partnership through improved communication mechanisms including improvements to its website

The council's improvement plan

Lead a multi agency response to meet the diverse needs of the district by finalising the community strategy:

The 2004-07 strategy performance for the past two years has been around 80% of delivery by NFDC and partners. More work is needed for the environment and older people community action networks. This will be considered when the strategy is reviewed during 2006/07.

A compact with the voluntary sector, across the whole of Hampshire, has now been agreed and published. The New Forest local strategic partnership joined the compact in December 2005.

Work in partnership with others through the local area agreements (LAA) and local public service agreements (LPSA): The council has been a significant player in the development of and participation in

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the targets set for 2008 – and has signed up as a level 2 partner for all relevant targets. Mechanisms for measuring local baselines and performance are to be developed.

Partnership in action

Each year the community strategy action plan contains over 100 partnership based actions, each one geared to meeting the priorities of the strategy using two key themes:

- Providing better access and
- Taking preventative action

Opinions matter

The community strategy review process will include significant consultation with our partners and communities. This will take place during 2006/07, with the final community strategy expected to be published around September 2008. This work will also help shape the review of the council's corporate plan.

What the residents thought

2006/07 programme

December 2006 Local development framework – Citizens' Panel and Young People's Panel

3 ECONOMIC WELL BEING

We aim to facilitate a sustainable and growing economy for the New Forest that creates economic and employment opportunity whilst making best use of the district's natural environment as an economic asset.

This will be achieved through:

- 1.1 An economic strategy
- 1.2 Economy and planning
- 1.3 Tourism

Summary of performance 2005/06

Overall traffic light performance

Annual level of performance change

Comparison with other districts' performance (2004/05)

2008/09 target improvement and comparison

Key:

Portfolio key targets

C&D Crime and Disorder Portfolio
E&P Economy and Planning Portfolio
Env Environment Portfolio
H&SI Health and Social Inclusion
H Housing Portfolio
L Leisure Portfolio
P&R Policy and Resources Portfolio

Performance matters

Red Performance shows potential issue for concern
Amber Performance is maintaining or steadily improving
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✓ Key portfolio or service level target was achieved in 2005/06
© Key portfolio or service level target for 2006/07

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3.1 ECONOMIC STRATEGY

We have worked to understand the needs of business and have explored how these needs can be accommodated within the protective policies for our area. Our economic strategy has been produced in close consultation with the business community. To ensure that local business continues to have a voice, we will work closely with the New Forest Business Partnership and others.

Economic strategy

Economy and Planning Portfolio: Cllr Jeremy Heron
Economic development unit, Neil Miller

Make your Marque

Funding from Europe, SEEDA and the council has enabled the Leader+ project to get off the ground. The local action group who are driving the project until 2007, made up of a range of stakeholders in the district, have put together an action plan to promote the forest's produce and encourage small producers to grow. One initiative to achieve this is the development of the New Forest Marque. "Basically, we're branding legitimate Forest produce", said Martyn Evans, local produce co-ordinator, "Since the 2005 New Forest Show 65 producers have been accredited with the Marque. Not only have they been promoted around the Forest and nationally but many products are now being used in Forest hotels and pubs. The project has been going so well that I haven't needed to promote it yet," said Martyn, "producers are still contacting me to ask how they can get involved".

Key targets

Looking back – 2005/06

- * A revised economic strategy was delayed due to complex issues around fitting in with the local development framework **(E&P)**
- ✓ Reviewed suitable opportunities to enable provision of further managed work spaces, to allow greater affordability without commitment to onerous lease terms to encourage small business formation
- ✓ Further developed the LEADER+ project to support local producers resulting in marketing opportunities and training for existing and new small scale producers
- ✓ Devised a partnership programme of initiatives and events to support the small business sector, including the New Forest Business Partnership and the Federation of Small Business

Looking forward – 2006/07

- ⊙ Economic development targets to be devised from the action planning element of the forthcoming strategy **(E&P)**
- ⊙ Identify key issues for action from the revised economic strategy following consultation with partners

Partnerships in action

Changing lives – c. Economy

Providing better access (2005/06)

- Increased the level of new business start ups
- Raised business awareness of assistance and support with energy efficiency and recycling initiatives

Taking preventative action (2005/06)

- Increased business survival rates
- Examined business needs in terms of site availability, skills availability and development, and infrastructure issues

LPSA2

Target 3: *Increase Hampshire's share of VAT registrations within the South East* to support economic activity and demonstrated growth. The current baseline performance is 15%, and must be exceeded based on the rolling best 4 'Hampshire shares' of the South East. The target will be successful if the stretch improvement has been achieved in 3 or more calendar years 2005-2008.

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LAA themes:

- Supporting the infrastructure and conditions for a prosperous and sustainable area
- Deliver first class support for businesses, promote skills and workforce development and address barriers to employment

Opinions matter

Commissioned a survey of business needs across the district, and held a follow-up conference event to discuss survey output to feed into the economic development strategy.

What the residents thought

C Your career – Young People’s Panel, June 2005 (page xx)

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3.2 ECONOMY AND PLANNING

We will use the planning process as a positive tool to help maintain a sustainable local economy.

This will include:

- Safeguarding existing employment sites as well as working with partners to bring forward additional identified sites
- Working with existing businesses to help them adapt and develop their premises to meet future needs
- Helping to meet the challenges of the changing rural economy, both with farming generally and commoning specifically
- Enhancing our town centres to maintain and improve their attractiveness and helping them to be viable as important local community and commercial centres

Economic strategy; District local plan

Economy and Planning Portfolio: Cllr Jeremy Heron

Economic development unit, Neil Miller

Planning (policy, design and information), Graham Ashworth

Town and parish plans story

Performance matters overview - 2005/06

Effectiveness
The local development scheme was submitted by 28 th March 2005, with a 3 year rolling programme
All the milestones set out by the local development scheme have been met
Published an annual monitoring report by December

Key targets

Looking back – 2005/06

- ✓ Adopted the 1st review of the New Forest District Local Plan **(E&P)**
- ✓ Submitted the local development scheme in accordance with new planning act, by the timetable required by the government **(E&P)**

Looking forward – 2006/07

- ⊙ Complete and open Hythe Promenade environmental improvement scheme **(E&P)**
- ⊙ Implement New Street, Lymington highway improvement scheme **(E&P)**
- ⊙ Submit the employment land development plan document **(E&P)**
- ⊙ Progress the review of the community strategy through joint working with the local development scheme including joint consultation **(P&R)**
- ⊙ Progress the local development framework to meet the targets set out in the local development scheme
- ⊙ Assist village and town plan preparations across the district and linking their outcomes with the community strategy

Partnerships in action

Changing Lives – di The built environment

Providing better access:

To prepare a draft for the New Milton urban design framework and undertake public consultation through existing partnership group (2006/07)

Taking preventative action:

Implement and promote the design guidance for new development through seminars and events including the recent design guide on 'Design Density and Character' (2006/07)

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Opinions matter

The integration of the local development framework within the community strategy review and the New Forest National Park management plan will be consulted widely in the community in 2006/07

What the residents thought

2005/06 outcomes

D Open spaces, sports and recreational facilities – Citizens' Panel and Young People's Panel, August 2005 (page xx)

2006/07 programme

December 2006 Local development framework – Citizens' Panel and Young People's Panel

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3.3 TOURISM

We will manage the complex relationship and interaction between visitors, the industry that serves them, the communities that host them and their collective impact on, and response to the environment where it all takes place. Our strategy seeks to create a destination that welcomes, involves and satisfies visitors; achieves a profitable and prosperous industry; engages and benefits host communities; and yet protects and enhances the local environment.

Our Future Together

Leisure portfolio: Cllr Barry Rickman
Tourism, Anthony Climpson

Visit us!

There are three visitor information centres across the district providing local residents and visitors with an information service for the New Forest, and surrounding area, all year round.

For local residents, enquiries range from booking transport to selling New Forest Show tickets. Visitors to the area use the service for accommodation advice and bookings, and advice on where to go and what to see and do.

“Our queries are so diverse - says Wendy Bedggood, Lyndhurst Visitor Information Centre - .from identifying a type of snake to a phone call from a distressed visitor out in the forest who has lost their way. Basically, whatever the problem, we aim to sort it out.”

Key targets

Looking back – 2005/06

- ✘ Publication of an inclusive tourism research programme that covers visitor, industry, community and environmental data was delayed due to staff vacancies. The programme will be completed by March 2007. **(L)**
- ✓ Worked with Hampshire County Council to influence the production of information in cycling provision in the district that relates to the cycling strategy and is tailored for the needs of the visitors and leisure users, whilst containing key stewardship messages **(L)**
- ✓ Ensured that tourism services relate to the emerging national park and that visitor, industry, community and that environmental objectives were integrated into national park plans. This work will continue into next year following briefings and initial contacts. **(L)**

Looking forward – 2006/07

- ⊙ Complete and open the Hythe Promenade environmental improvement scheme **(E&P)**
- ⊙ Implement New Street, Lymington highway improvement scheme **(E&P)**
- ⊙ Undertake a fundamental review of the tourism service to include a review of alternative procurement options and a best practice assessment against the ‘Towards an Excellent Service’ (TAES) leisure model
- ⊙ Identify key performance indicators for the leisure service to assess its success more effectively in the future

Partnerships in action

Changing Lives – j: Tourism

Providing better access:

- Continue to implement a defined destination marketing programme with partners, that makes best use of information technology (2005/06)
- Set a clear role for community tourism groups and their relationship to the tourism community action network (CAN) supporting the community strategy (2006/07)

Taking preventative action:

- Increase community awareness of the services available through the visitor information centres (2006/07)
- Reconstitute the LA21 tourism group to provide an effective link between the environment and tourism destination management (2006/07)

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Opinions matter

What the residents thought – 2006/07 programme

July 2006 Leisure, tourism and the arts – Citizens' Panel and Young People's Panel

4 SOCIAL WELL BEING

We will continue to strive to improve the quality of life of all residents of the New Forest of all ages and all backgrounds. Issues include:

- 4.1 Crime and disorder and community safety (**PRIORITY**)
- 4.2 Health
- 4.3 Young people
- 4.4 Older people
- 4.5 Social inclusion
- 4.6 Housing (**PRIORITY**)
- 4.7 Leisure, arts and culture

Summary of performance

Overall traffic light performance

Annual level of performance change

Comparison with other districts' performance (2004/05)

2008/09 target improvement and comparison

Portfolio key targets

- C&D Crime and Disorder Portfolio
- E&P Economy and Planning Portfolio
- Env Environment Portfolio
- H&SI Health and Social Inclusion
- H Housing Portfolio
- L Leisure Portfolio
- P&R Policy and Resources Portfolio

Performance matters

- Red Performance shows potential issue for concern
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- © Key portfolio or service level target for 2006/07

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4.1 CRIME AND DISORDER AND COMMUNITY SAFETY

PRIORITY

We have made crime and disorder a portfolio for an individual cabinet member, and we regard our duties in this area as very important. Along with partners we will help to deliver of the Community Safety Strategy, which aims to reduce the fear of crime helping to create safe communities. We will seek stronger community involvement. CCTV will remain a priority. We will review the emergency planning arrangements to make sure we are ready to respond to changes and challenges.

Community Safety Strategy

Crime and Disorder Portfolio: Cllr Goff Beck
Community safety, Stephanie Sutton

Bridging the gap

Davis Field Bridge, in New Milton had long been an area notorious for anti-social behaviour and fear of crime amongst the community. "The residents and passers by were often troubled by noise, vandalism and intimidation" said Maggie Buchanan, PRIME development co-ordinator, who led the multi-agency project to clean up the area. Direct action has included increased patrols, anti-social behaviour orders excluding ringleaders from the area and an arrest of someone dealing drugs at the site. Other improvements to the area included cutting back over grown vegetation, removing graffiti and replacing broken fences. Overall, the project has had a positive impact. One resident said "I was delighted with the fence, and it looks nice ... I already feel safer and much more private and will now be able to enjoy my garden."

Performance matters overview 2005/06

Effectiveness	Quality
0.16 robberies were committed per 1,000 population (BV127b)	
13.14 violent crimes were committed per 1,000 population (BV127a)	45.45% of an 'actions against domestic violence' checklist has been achieved (BV225)
There were no racial incidents recorded by the authority (BV174)	
5.04 domestic burglaries were committed per 1,000 households (BV126)	
8.68 vehicle crimes were committed per 1,000 population (BV128)	

Key targets

Looking back – 2005/06

- ✗ The accredited community safety officer's scheme review and their impact on customer service provision was delayed until 31 April 2006, including a recommendation on their most effective deployment in the district (C&D)
- ✗ A review of anti-social behaviour protocols, although underway, could not be completed until the outcomes of a police review were available (C&D)
- ✗ A methodology for interpreting and evaluating the council's performance in considering crime and disorder implications in all its decisions was not developed as the government review into section 17 changes has been delayed (C&D)
- ✓ Developed a fully costed business growth plan for CCTV to enable decisions to be made on future renewal and replacement to be based in the best possible information (C&D)

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- ✓ Developed and implemented an inclusive communications strategy for the community safety partnership to reduce the fear of crime in the community **(C&D)**
- ✓ Implemented the decriminalized parking system by 1 January 2006 as the next stage of the traffic management strategy **(E&P)**
- ✓ Undertook a multi-agency footpath assessment for areas of crime and anti-social behaviour issues. Recommendations have been made to planning policy for local plan adjustments
- ✓ Continued to actively support the process of tackling anti-social behaviour
- ✓ Davis Field Bridge, (North Milton) environmental improvements developed and implemented with the community

Looking forward – 2006/07

- ⊙ Develop an action plan for the council's contribution to the community safety elements of the LPSA2 and developing Local Area Agreement **(C&D)**
- ⊙ Assess the implications of the audit on CCTV and implement the recommendations **(C&D)**
- ⊙ Train key personnel in the New Forest District Council to respond to local emergencies as required by the Civil Contingencies Act **(C&D)**
- ⊙ Develop and implement an emergency planning action plan
- ⊙ Consider the implications of the review of the Crime and Disorder Act
- ⊙ Review partnership groups in line to fit the new crime and disorder strategy
- ⊙ Review anti-social behaviour procedures with partners in the light of police re-organisation
- ⊙ Establish a performance management group to support the strategy group

Partnerships in action

Changing Lives – b. community safety

- *Providing better access*: Employed an analyst, in partnership, to assess crime and disorder issues reported by the community and allocate resources according to need (2005/06)
- *Taking preventative action*: Developed a communication strategy to reduce the fear of crime through a new media officer in place since July (2005/06)

LPSA2

Target 4: Reduce incidences of violence in public places. This will be measured by reducing the sales of alcohol to under 18s from 32.5% to 16%

Target 5: Reducing re-offending rates of young offenders (10-17 years) who commit offences of violence from 53% to 45.1%

Target 6: Reducing incidences of fire which are deliberate by 4%

Target 7: More residents feel safe following a random sample survey of key questions

Reduce secondary school children who have had personal experience of being a victim of crime in the last 12 months by 5%

Target 8: Reduce the number of killed and serious injury road casualty numbers by approximately 300

LAA priority outcome: Tackle crime and anti-social behaviour recognising the harm of drug and alcohol misuse.

Opinions matter

The community safety partnership enabled a jointly funded consultation with ethnic minorities in 2005/06. The key outcomes of the consultation were that minority groups' fear of crime has developed from the media more than their own experiences. This is in line with the view of New Forest residents in general. Full results are available on request.

What the residents thought

2005/06 outcomes

G Alcohol – Young People's Panel, October 2005 (page xx)

E Crime, anti-social behaviour and accredited community safety officers – Citizens' Panel and Young People's Panel, October 2005 (page xx)

M Speed indicator devices – Citizens' Panel, December 2005 (page xx)

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N Community safety – Citizens' Panel and Young People's Panel, February 2006 (page xx)

2006/07 programme

August 2006	Criminal justice board – Citizens' Panel
	Accredited community safety officers – Young People's Panel
December 2005	Licensing – Citizens' Panel
March 2007	Community safety – Citizens' Panel, Young People's Panel

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4.2 HEALTH

We will work with partners to produce a new health strategy. It will seek to improve access to services for all whilst targeting those most in need. The strategy will be informed by better needs assessment methods. Our success will depend upon further developing our work with other agencies both locally and regionally

Health Strategy

Health and Social Inclusion Portfolio: Cllr Maureen Holding

Environmental health, (Health) Annie Righton

Leisure services (business – health and leisure centres and Dibden Golf Centre), Bob Millard

PNA New Milton story

Performance matters overview - 2005/06

Effectiveness
Figures calculated per 100,000 population and relate to 2004/05 performance, based on a 3 year average.
The death rate for all accidents was 18.01# (QoL 10iv)
The infant mortality rate for still births was 4.59# (QoL 11i)
The mortality rate for infants younger than 1 year olds was 4.39# (QoL 11ii)
100% of non-high risk food premises were inspected (LP30b)
97.95% of high risk food premises were inspected (LP30a)
The cancer death rate in under 75s was 101.5# (Qo10i)
The circulatory disease death rate was 59.2# (QoL10ii)
The suicide and undetermined injury death rate was 6.76# (QoL10iii)

Red alert!

QoL 10iv	Performance has dropped due to a higher number of accidental deaths in 2003 (65) compared to 32 in 2002 and 33 in 2004. The numbers being dealt with are very low so any minor blips will have an effect, however, that data will be monitored to assess if any preventative action is warranted in the future.
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Key targets

Looking back – 2005/06

- ✗ The October deadline for the review of PNA initiatives in Calshot and Pennington was missed due to staffing issues. The task will be completed by March 2007. **(H&S)**
- ✗ The Active for Life programme in conjunction with the health sector was not provided, as the LPSA2 work programme is not applicable until 2006/07 **(L)**
- ✓ Worked with the New Forest Primary Care Trust and other partners to review the current health strategy to produce the partnership local health delivery plan **(H&SI)**
- ✓ Achieved the detailed project targets in implementing the Active England project, including the production of an annual report **(L)**
- ✓ Agreed a service level agreement with the New Forest Primary Care Trust to formalise support for a range of GP referral programmes

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- ✓ Introduced the healthy outlines programme at Applemore and Lymington health and leisure centres, for referrals of people who were overweight or obese
- ✓ Introduced an out of hours contract for the collection of stray dogs

Looking forward – 2006/07

- ⊙ Develop an action plan for the council to implement the LPSA2 target on obesity (**H&SI**)
- ⊙ Achieve greater integration and promotion of information between agencies on subjects identified as priorities in the joint health strategy
- ⊙ To work with GPs to agree ways in which leisure can fit better with their new ways of working

Partnerships in action

Changing Lives – e Health

Providing better access:

- Completed a health and social needs assessment of gypsy communities in the New Forest, including access to health services (2005/06)
- Integrated health targets with the community development (PNA) activities in areas of need identified by community profiling (2005/06)
- Develop an action plan from the needs assessment undertaken of the gypsy communities
- Produce an updated inequalities and deprivation document (2006/07)

Taking preventative action:

- Carried out initial PNA assessment in New Milton (2005/06)
- Expand access to cardiac rehabilitation and exercises referral schemes (2005/06)
- Implement the New Milton PNA recommendations (2006/07)
- Develop a smoke free plan, including implementation of the smoking ban in public places (2006/07)

LPSA2

Target 9: Increase the number of adults adopting healthier lifestyles. This will be measured by the number of adults doing 30 minutes moderate intensity activity 5 times a week increasing by approximately 50,000 extra adults to 24.97% of the population.

Target 10: Improve the health of children under 11 by reducing overweight and obesity (over 5 years).

This will be achieved where:

- 10-11 year olds classified as obese reducing from expected performance of 26.5% in 2008 to 19.8%
- 10-11 year olds classified as overweight from expected performance of 17.7% in 2008 to 14.5%
- Increase the number of schools achieving healthy schools status from expected performance of 269 to 486

LAA priority outcome: Promote and improve the health and well being of people in Hampshire

Opinions matter

What the residents thought

2005/06 outcomes

- G Alcohol – Young People’s Panel, October 2005 (page xx)
- H Pest Control – Citizens’ Panel, December 2005 (page xx)
- I Dog wardening – Citizens’ panel, December 2005 (page xx)
- L Food safety – Citizens’ Panel, December 2005 (page xx)

2006/07 programme

- May 2006 Health – Citizens’ Panel
- December 2006 Licensing – Citizens’ Panel

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4.3 YOUNG PEOPLE

The council is active in working with young people and values investment in their future. We will work with schools, colleges and youth organisations in developing opportunities for young people, whilst continuing to help protect the very young. We will encourage more young people to engage with us to identify their needs, through developments such as the youth panel.

Leisure Portfolio: Cllr Barry Rickman
Leisure development, Martin Devine

The New Forest @ play

Children and young people living in some areas of the district are disadvantaged by a lack of access to quality play experiences. Through the New Forest @ Play Strategy, partnership development work is focused on increasing the range of sustainable accessible play provision in areas of greatest need across the district. There is currently 'Access to Play' work going on in Blackfield, Hythe, North West Forest, New Milton and Thorney Hill. The range of provision includes open space and play areas, summer play schemes, after school clubs, out of school childcare and early year's provision.

"The access to play scheme has been really successful" says Dye Lockyer, play development officer. "Children described the scheme as 'cool' 'brilliant' 'fun' and 'interesting'. In the evaluation many of them said that if they weren't at the scheme that day they would have been at home watching TV and being bored. At least two children said that they would have been gambling on the internet."

Key targets

Looking back – 2005/06

- ✘ The report to determine an approach to funding of specialist play provision was not produced as did not identify a joint way forward with partners. This will now be pursued under the children and young people plan work. **(L)**
- ✓ Achieved the detailed project targets in implementing the Active England project, including the production of an annual report **(L)**
- ✓ Significant input has been given to the creation of the children and young people's plan
- ✓ Continued to meet the levels of activity in early years places and opportunities as required under the Hampshire County Council agreement
- ✓ Real benefits have arisen from the access to play initiatives in communities where need is greatest
- ✓ Youth sports inclusion projects underway, aimed at providing sports based activities for young people who can be hard to engage into activities

Looking forward – 2006/07

- ⊙ Support the implementation of the relevant action points in the children and young people's plan once published **(L)**
- ⊙ Achieve 'access to play' provision in at least two more locations than 2005/06 from Blackfield, New Milton, Pennington, Hythe and Ringwood **(L)**
- ⊙ Resolve the long outstanding need to provide youth facilities in Marchwood
- ⊙ To be an effective voice in how the children and young people's community action network (CAN) responds to the challenges of the children and young people plan

The council's improvement plan

To produce a children and young people strategy: The children and young people plan will provide the framework for local action. The strategy has now been produced as a consultation draft in partnership across the district. The roles and structures of the children and young people CAN will also be reviewed as a key part of its future delivery.

Partnerships in action

Changing Lives – a. Children and young people

Providing better access:

- Ensured effective mechanisms are in place for actively involving children and young people in developing and monitoring services (2005/06)
- Identified existing structures and mentoring schemes to avoid duplications (2005/06)

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- Ensure access to leisure for all children and young people, particularly focussing on the needs of those with disabilities (2006/07)

Taking preventative action:

- Engaged a consultant to assist in the delivery of some aspects of the children and young people action plan (2005/06)
- Took an active part in piloting an information sharing protocol (2005/06)
- Respond to the emerging priorities in Hampshire's children and young people plan and any new priorities arising from a review of the local strategy (2006/07)

LPSA2

Target 10: Improve the health of children under 11 by reducing overweight and obesity (over 5 years).

This will be measured by:

- o 10-11 year olds classified as obese reducing from expected performance of 26.5% in 2008 to 19.8%
- o 10-11 year olds classified as overweight from expected performance of 17.7% in 2008 to 14.5%
- o Increase the number of schools achieving healthy schools status from expected performance of 269 to 486

Hampshire LAA priority outcomes: Improve the life chances for children and young people

Opinions matter

What the residents thought

Young People's Panel 2005/06 outcomes

- B The Young People's Panel, June 2005 (page xx)
- C Your career, June 2005 (page xx)
- D Open spaces, sports and recreational facilities, August 2005 (page xx)
- E Crime, anti-social behaviour and accredited community safety officers, October 2005 (page xx)
- G Alcohol, October 2005 (page xx)
- N Community safety, February 2006 (page xx)

Young People's Panel 2006/07 programme

- July 2006 Leisure, tourism and the arts
- August 2006 Accredited community safety officers
Communications
- October 2006 Traffic management
Performance matters
- December 2006 Local development framework
- February 2007 Clean neighbourhoods
- March 2007 Community safety

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4.4 OLDER PEOPLE

We have a higher proportion of older people in the New Forest than many areas. Most have invaluable skills and expertise to contribute to community life. Some elderly people are vulnerable and we will work closely with partners to help meet their needs. With our health, social services and care and repair partners we will do our best to help elderly people stay in their own homes or, where necessary, to be in homes with appropriate care and support.

Health and Social Inclusion Portfolio: Cllr Maureen Holding

Housing portfolio: Cllr Peter Greenfield

Housing, Dave Brown

Get SMARTer

SMART technology is being introduced into homes where requested by residents in the sheltered housing schemes and through out the community. This technology will extend the existing lifeline service to the elderly to enable remote monitoring through a variety of sensors to make residents feel and be safer. "The sensors range from smoke and fall detectors to sensors that will remind someone to close their front door" said Jayne Wheeler, who is co-ordinating the project. "These systems can really save lives, for example detecting when someone has had a fall. They will also work really well for people with dementia, helping them to stay at home longer".

"Promotion of the SMART technology will start in earnest in the next year" said Jayne, "and I'm really keen to get these systems out there because of the real difference they can make to saving and improving the quality of people's lives."

Key targets

Looking back – 2005/06

- ✘ The Active for Life programme in conjunction with the health sector was not provided, as the LPSA2 work programme is not applicable until 2006/07 **(L)**
- ✓ Achieved the detailed project targets in implementing the Active England project, including the production of an annual report **(L)**
- ✓ Published the sheltered housing code of practice
- ✓ Provided extra care facilities at Barfields in conjunction with social services
- ✓ Started the SMART technology scheme within the sheltered housing and lifeline services

Looking forward –2006/07

- ⊙ Implement free travel for residents aged 60 or over and the disabled and replace discretionary travel tokens with new local vouchers **(P&R)**
- ⊙ Review the sheltered housing service
- ⊙ Promote SMART technology to the wider community through additional advertising and working with partner organisations.
- ⊙ Develop an older people's strategy

Opinions matter

- During the review of the sheltered housing scheme residents will be consulted. Their views will influence the outcomes of the review. The results are available on the request.
- The options for the future of the central control service will be consulted with shelter housing residents and key partners during 2006/07. Results are available on request.

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4.5 SOCIAL INCLUSION

Through the production of an agreed action plan we will co-ordinate a greater focus on the most important issues of deprivation and social exclusion through the local strategic partnership. We will devise ways to enable people to have opportunities to take a full part in community life. We will take proactive measures to ensure that those who are entitled to benefits and concessions properly receive them.

Health and Social Inclusion Portfolio: Cllr Maureen Holding

Benefits, Glynne Miles

Health, Annie Righton

Housing, Dave Brown

Pension benchmarking for more benefits story

Performance matters overview 2005/06

Effectiveness	Quality
It took an average of 20.9 days to process notifications of changes to benefits (BV78b)	
98.4% of benefit cases were processed correctly (BV79a)	
It took an average of 25.5 days to process new benefit claims (BV78a)	84% of claimants were satisfied with the overall benefits service (BV80g – 2003/04)
	67% of all tenants were satisfied with opportunities for participation in management and decision making (BV75a – 2003/04)
80.44% of benefit overpayments were recovered during the year (BV79bi)	
36.3% of benefit overpayments were recovered from the total outstanding (BV79bii)	
4.3% of housing benefits overpayments were written off from the total outstanding (BV79biii)	

Red alert!

BV78b	Some data was included in the 2005/06 figures in error and cannot be removed resulting in falsely inflated performance. Since the error was identified the average performance has been 5.9 days.
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Key targets

Looking back – 2005/06

- ✘ The October deadline for the review of PNA initiatives in Calshot and Pennington was missed due to staffing issues. The task will be completed by April 2007. **(H&S)**
- ✓ Error overpayments were maintained below Government threshold, earning a subsidy of approximately £80,000
- ✓ A tenant participation strategy was published for 2005-08 with improved opportunities for consultation and inclusion
- ✓ Review the tenant and leaseholder compact for 2005-08
- ✓ Worked with the pension service to identify eligibility to benefit in over 1000 cases

Looking forward – 2006/07

- ⊙ Further develop the contact centre approach to include the larger services based at Appletree Court such as housing and planning **(P&R)**
- ⊙ Introduce new procedures to enable benefit claims to be processed at first point of contact **(P&R)**
- ⊙ Develop outgoing SMS text messaging to remind benefit claimants that they need to update their benefit information

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Partnerships in action

Changing Lives – e. Health

Providing better access:

- Completed a health and social needs assessment of gypsy communities in the New Forest, including access to health services (2005/06)
- Integrated health targets with the community development (PNA) activities in areas of need identified by community profiling (2005/06)
- Produce an updated inequalities and deprivation document (2006/07)

Taking preventative action:

- Carried out initial PNA assessment in New Milton (2005/06)

Opinions matter

Two community action days were held with organisations such as Hampshire Fire and Rescue. More action days are planned during 2006/07.

The TRUST training group, with other local authority housing associations, is to provide training for tenants and enable benchmarking for procedures (2006/07)

A nationally prescribed questionnaire will be sent out to claimants during 2006/07 to establish satisfaction trends for the benefits services

What the residents thought

2005/06 outcomes

A Accessing council services – Citizens' Panel, June 2005 (page xx)

J Affordable housing – Citizens' Panel, December 2005 (page xx)

4.6 HOUSING

PRIORITY AIM

The need for affordable homes is one of the major issues facing the district. The council will work with others, including the Regional Housing Board, to help provide homes, both affordable and in the private sector, to meet the needs of the district. We will involve tenants in housing decisions. We will improve the condition of our housing stock and meet the decent homes standard by 2010. We will carry out an options appraisal to make sure we have enough money to meet this target.

Housing Strategy

Housing Portfolio: Cllr Peter Greenfield
Housing, Dave Brown

PUSH story

Performance matters overview 2005/06

Efficiency	Effectiveness	Quality
The average management weekly cost per dwelling was £16.84 (LP38a)	Families spent an average of 47 weeks in hostel accommodation (BV183b)	0.9% of private sector dwellings were made fit or demolished (LP62)
6% of tenants owed more than 7 weeks rent (BV66b)	98.61% of rent was collected (BV66a)	The average SAP rating of council dwellings was 68 (BV63)
It took an average of 22 days to re-let one of the council's dwellings (BV212)	64% of tenants in arrears have had notices seeking possession (BV66c)	75 vacant private dwellings were returned to use (BV64)
87% of homelessness decisions received written notification in 33 working days (LP36a)	0.14% of tenants were evicted as a result of rent arrears (BV66d)	16% of the council's homes were non-decent (BV184a)
0.9% of rent was lost through properties being empty (LP35)	Families spent an average of 4.9 weeks in bed and breakfast accommodation (BV183a)	The proportion of non-decent homes reduced by 11% (BV184b)
The average weekly repair costs per dwelling was £12.07 (LP38b)	1.4 (per 1000 households) homeless households had their situation resolved through housing advice (BV213)	86% of all tenants were satisfied with the overall service (BV74a – 2003/04)
74% of expenditure was for planned repairs compared to responsive repairs (BV211a)	1.18% of households were accepted as homeless who were accepted as homeless within the last two years BV214	67% of tenants were satisfied with participation opportunities in management and decision making (BV75a – 2003/04)
23% of expenditure was for emergency and urgent repairs compared to non-urgent repairs (BV211b)	95% of repairs requested by tenants were completed to target (LP32b)	Housing is following the commission for racial equality's code of practice (BV164)
	On average, there were 5 homeless households in bed and breakfast accommodation (LP50)	
	It is estimated there were no people sleeping rough on a single night (BV202)	
	The average number of families placed in temporary accommodation reduced by 16.61% (BV203)	
	98% of urgent repairs were completed to local time limits (LP32a)	

71% of repairs job appointments were kept (LP185)

Red alert!	
BV183b	Due to the unpredictable nature of homelessness and limited permanent housing in the area future targets are not expected to improve. Increased use of leased properties is planned which may reduce the council's reliance on hostel accommodation, although this is not expected to take effect in the short term
LP38a	Costs expected to continue to rise following the stock options appraisal
LP62	Performance has dropped due to the increased number of unfit dwellings from the housing conditions survey and less resources to fund the scheme

Key targets

Looking back – 2005/06

- ✗ Only 71 out of the targeted 100 new affordable dwellings were started as two developer schemes did not go ahead **(H)**
- ✓ Developed and carried out an appraisal of resource options for new affordable housing **(H)**
- ✓ Ensured closer and more effective working arrangements between planning and housing to achieve affordable housing targets and develop guiding principles for the overall housing needs of the people of this district **(H)**
- ✓ Following completion of the options appraisal, produced a balanced and viable housing revenue account budget to ensure that satisfactory progress is made towards achieving the decent homes standard by 2010, whilst balancing tenants' aspirations, for example for environmental improvements **(H)**
- ✓ Implemented a help desk to respond to and where possible resolve tenants' telephone enquiries
- ✓ Published a rural housing development strategy

Looking forward – 2006/07

- ⊙ Complete 75 new affordable dwellings **(H)**
- ⊙ Complete a housing market assessment within the PUSH region with partners **(H)**
- ⊙ Establish a cross boundary forum with neighbouring local authorities to work effectively on affordable housing issues with the New Forest National Park **(H)**
- ⊙ Complete a best value review of the private sector leasing scheme **(H)**
- ⊙ Finalise the restructure of the housing service to ensure services are provided in the most effective way **(H)**
- ⊙ Produce a new 10 year planned maintenance and improvement programme to meet the requirements of the decent homes standard and the ongoing maintenance needs of the stock **(H)**
- ⊙ Implement the requirements of the housing, health and safety rating system as required by the Housing Act 2004 **(H)**
- ⊙ Complete the fundamental review of the housing service and report on key outcomes to the housing review panel and cabinet
- ⊙ Introduce a landlord's accreditation scheme with neighbouring authorities
- ⊙ Improve performance on tackling anti-social behaviour on housing estates

The council's improvement plan

- *Agree a homelessness strategy:* Approved strategy currently being reviewed
- *Provide innovative ways of delivering affordable housing:* Implemented a housing sustainable development framework and continuing to investigate ways that the council can acquire an equity stake in new dwellings. Involved in joint working with southern Hampshire authorities to look at options to attract funds for affordable housing. Alternative approaches to asset management will aim to create resources for affordable housing.
- *Develop a clear approach to achieving the decent homes standard:* The asset management strategy has incorporated relevant requirements to achieve standards. An options appraisal is underway to ensure the required finances can be obtained to achieve the target by 2010.

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Partnerships in action

Changing Lives – f. Housing

Providing better access:

- Invited major public sector landowners to come forward with land which can be appraised by planning for development for affordable housing (2005/06)
- Developed and implemented a communications strategy to ensure that the housing register is promoted (2005/06)
- Implement resource options for new affordable housing; undertake a housing market assessment (2006/07)

Taking preventative action:

- Piloted a single data collection form to be used by agencies who deal with homeless people (2005/06)
- Developed a communication strategy to promote affordable housing (2005/06)
- Expand the pilot scheme for data collection for agencies who deal with homeless people (2006/07)
- Improve access to independent housing advice, especially in respect of legal casework (2006/07)

LPSA2

Target 14: *Improve access to housing for people with assessed social care needs:* To double the cumulative number of people with care needs and housing needs who are housed in mainstream housing from 132 to 264.

LAA priority outcomes: Improve access to housing and accommodation

Opinions matter

The TRUST training group, with other local authority housing associations, is to provide training for tenants and enable benchmarking for procedures (2006/07)

A nationally prescribed questionnaire will be sent out to tenants during 2006/07 to establish satisfaction trends for the housing services

What the residents thought

- J Affordable housing – Citizens' Panel, December 2005 (page xx)
- K Housing tenants – Citizens' Panel, December 2005 (page xx)

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4.7 LEISURE, ARTS AND CULTURE

Health and leisure centres and Dibden golf centre make a great contribution to community life. We are conducting a review to make sure they are managed as efficiently and effectively as possible. Our work in leisure not only has benefits for the community, but also supports the work we do with partners in the areas of health, crime, young and older people. New leisure and arts plans, with strong links to the community strategy, will help the council provide what the community needs. A new cultural strategy will tie all these elements together..

Leisure service plan, Arts Plan

Leisure Portfolio: Cllr Barry Rickman

Leisure development: (play, sport, coast, open space & the arts) Martin Devine

Leisure business (health and leisure centres and Dibden Golf Centre), Bob Millard

Are you getting a healthy living?

Pennington Healthy Living project was launched in April 2005 as a partnership scheme between the council and the New Forest Primary Care Trust, with additional funding from Sport England. "It has been a really successful first year" says Vicki Clarke, who is co-ordinating the scheme at Lymington Health and Leisure Centre and in the community. A wide range of activities have included a Healthy Living event and Quitters programme; blood pressure awareness session; one to one fitness programmes; healthy walks routes; Chi Kung with Age Concern; Healthy Schools partnering activity; dance taster sessions; activity sessions with young mums group and sheltered housing group and a GP referral scheme to name but a few. "It's great as these activities have not only led to increased participation but also to the involvement of people as volunteers and "champions" for the project within the community".

Performance matters overview 2005/06

Efficiency	Effectiveness	Quality
		53% of residents were satisfied with sports and leisure facilities (BV119a – 2003/04)
		32% of residents were satisfied with the provision of museums and galleries (BV119c – 2003/04)
The net spend on recreational facilities and activities was £13.70 per head of population (LP40)	There were 208.3 visits and usages to St Barbe museum per 1,000 population (BV170a)	73% of residents were satisfied with the provision of parks and open spaces (BV119e – 2003/04)
	151.3 people visited St Barbe museum in person per 1,000 population (BV170b)	
	2,500 pupils visited St Barbe in school groups (BV170c)	
	There were 7,626 swims and other visits per 1,000 population (LP41)	

Red alert!

BV119 ac	A high proportion of respondents selected 'neither satisfied nor dissatisfied', possibly as there was no 'don't know' option given on the prescribed format. Only 9% (B119a) and 12% (bv119c) expressed any level of dissatisfaction with the provision.
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Key targets

Looking back – 2005/06

- ✗ The report to determine an approach to funding of specialist play provision was not produced as did not establish a joint way forward with partners. This will now be pursued under the children and young people plan work. **(L)**
- ✗ Active for Life programmes were not provided as this scheme will support the LPSA2 work applicable from 2006/07 **(L)**
- ✓ Achieved the detailed project targets in implementing the Active England project and produced an annual report **(L)**
- ✓ Reported on the first year's performance of Lymington Health and Leisure Centre against the business plan and its targets **(L)**
- ✓ The 8-16 gym for young people at Applemore Health and Leisure Centres has been an outstanding success with over 300 young people already registered
- ✓ The fitness strategy implemented across all five health and leisure centres has increased fitness useage by 8%

Looking forward – 2006/07

- ⊙ Bring together the health related programmes operated by the service into a single statement by August 2006 in order to make best use of resources and profile **(L)**
- ⊙ Support the implementation of the relevant action points in the children and young people's plan once published **(L)**
- ⊙ Achieve "Access to Play" provision in at least two more locations than 2005/06 from: Blackfield, New Milton, Pennington, Hythe and Ringwood South **(L)**
- ⊙ Progress the Hampshire Local Area Agreement and Local Public Service Agreement targets – especially volunteering, adult participation, older people and youth engagement **(L)**
- ⊙ Complete a fundamental review of the leisure service and report outcomes to the Leisure review panel and cabinet **(L)**
- ⊙ Re-brand the health and leisure centres including signage, literature and awareness **(L)**
- ⊙ Ensure that arrangements for health and safety, risk assessment, risk management and performance assessment in leisure exhibit best practice, within financial constraints **(L)**
- ⊙ Make best use of the potential for partnership with the New Forest National Park Authority, with demonstrable examples **(L)**
- ⊙ Devise a detailed statement about the future use of ICT in leisure services
- ⊙ Utilise opportunities presented by the Olympics to increase participation in sport

Partnerships in action

Changing Lives – g. Leisure

Providing better access

- Achieved increased 'access to play' schemes in Blackfield, Hythe and the North West Forest (2005/06)
- Devise an agreed action plan which sets out a way to better engage young people in the take up of leisure activities across the district (2006/07)

Taking preventative action

- Implemented a programme of activities at Lymington health and leisure centre to deliver the development plan for the phase 2 investment, to result in community benefits (2005/06)
- Implement an Active England project in Pennington (2005/06)
- Produce a statement on the process, working practice and funding of out-reach activity in leisure (2006/07)
- Determine how leisure can relieve anti-social behaviour through discussions with the cultural sector and the crime and disorder network (2006/07)

LPSA2

Target 9: *Increase the number of adults adopting healthier lifestyles.* To increase the number of adults doing 30 minutes moderate intensity activity 5 times a week by approximately 50,000 extra adults to 24.97% of the population.

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Target 13: *Increase the number and extent of people participating in local voluntary and community activities.* This will be measured through a survey to over 16 year olds. The baseline data is 22%, following a MORI survey in August/ September 2005. A second survey will be conducted towards the end of the LPSA period. The target performance is 25.5%

Opinions matter

- As part of a continuing need to improve understanding of access issues to leisure, a specific survey was undertaken during 2005/06. There were three key issues arising: affordability, ease of access close to where people live and staff training on access issues. These have been taken forward in planning for the future service.
- During 2006/07 leisure will be undertaking a fundamental service review. As part of that there will be a number of consultations taking place, with the Citizens' Panel, parish councils, employees and other stakeholders.
- Outcomes from an extensive consultation will inform the new recreation facilities strategy being produced under the requirements of Planning Policy Guidance Note 17. The strategy will be available in 2006/07.

What the residents thought

2005/06 outcomes

A Accessing council services, Citizens' Panel, June 2005 (page xx)

D Open spaces, sports and recreational facilities – Citizens' Panel and Young People's Panel, August 2005 (page xx)

2006/07 programme

July 2006 Leisure, tourism and the arts – Citizens' Panel and Young People's Panel

5 ENVIRONMENTAL WELL BEING

We will strive to preserve and enhance a high quality, clean and sustainable environment for the people who live, work in, or visit the district through:

- 5.1 Clean streets and public spaces (PRIORITY AIM)
- 5.2 Environmental management
- 5.3 Waste
- 5.4 Flooding
- 5.5 Coastal protection
- 5.6 Environmental and planning
- 5.7 Transport

Summary of performance

Overall traffic light performance

Annual level of performance change

Comparison with other districts' performance (2004/05)

2008/09 target improvement and comparison

Portfolio key targets

C&D Crime and Disorder Portfolio

E&P Economy and Planning Portfolio

Env Environment Portfolio

H&SI Health and Social Inclusion

H Housing Portfolio

L Leisure Portfolio

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P&R Policy and Resources Portfolio

Performance matters

- Red Performance shows potential issue for concern
- Amber Performance is maintaining or steadily improving
- Green Performance is strong or showing clear improvement
- x Key portfolio or service level target was not achieved in 2005/06
- ✓ Key portfolio or service level target was achieved in 2005/06
- © Key portfolio or service level target for 2006/07

5.1 CLEAN STREETS AND PUBLIC SPACES PRIORITY

The council will work in partnership with local communities to see whether environmental services are meeting local needs. Street cleansing, grounds maintenance, physical and environmental improvements, car parking (on-street and off-street as required), and the provision, maintenance and security of public conveniences will be included. We believe people deserve clean streets and well kept facilities.

Environment Portfolio: Cllr Michael Thierry
Commercial services, Colin Read

New Forest Spring Clean

Held every April, the Forest clean sees local clubs, societies and parishes get involved in an annual litter pick up across Forest areas such as Wilverley Plain, Hatchet Pond and Davis Field, North Milton. After 33 years, the events, jointly funded by the council and the Forestry Commission, were opened to all members of the public. Roger Sired, Waste manager for the council said “I was amazed to see how many volunteers turned up in all the different areas.” Overall, more than 500 bags of rubbish were cleared over the week with some unusual items such as car wheels, plant pots and chairs found. “Unfortunately, we also picked up a lot of disposable nappies and we will be aiming to raise awareness on the importance of disposing of these properly to protect both the forest animals and the environment.”

Performance matters overview 2005/06

Efficiency	Effectiveness	Quality
It cost £30,335 / km to keep land clear of litter and refuse (LP17a)		61% of residents were satisfied with cleanliness standards (BV89)
£6.35 was spent on cleansing per head of population (LP17b)		
10.91% of abandoned vehicle reports were investigated in 24 hours (BV218a)	12% of land was below an acceptable level of cleanliness (BV199a)	90% of public conveniences have access for the disabled (LP20b)
	42.25% of abandoned vehicles were removed in 24 hours (BV218b)	61% of public conveniences have baby-changing facilities (LP20c)
80% of small/ medium fly tips were removed in 2 days (LP16a)	1% of land had unacceptable levels of visible graffiti (BV199b)	Achieved level 3 (good) in reduction or enforcement action on fly-tipping (BV199d)
77% of large fly tips were removed in 5 days (LP16b)	There were no areas with unacceptable levels of fly-posting (BV199c)	

Key service targets

Looking back - 2005/06

- ✓ Completed construction of new public conveniences at Milford on Sea and Calshot within budget **(Env)**
- ✓ Reviewed provision of public convenience provision by October including future replacement, refurbishment and ongoing maintenance programme **(Env)**

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- ✓ Achieved 80% cleanliness standards for relevant land and highways **(Env)**
- ✓ 250 vehicles removed under the End of Life Vehicle Amnesty, a free service to car owners and the council, resulting in cleaner streets and a cost saving of approximately £17,000
- ✓ Responded to and cleared up 743 separately reported fly-tipping incidents

Looking forward – 2006/07

- ⊙ Complete and open Hythe Promenade environmental improvement scheme **(E&P)**
- ⊙ Implement New Street Lymington highway improvement scheme **(E&P)**
- ⊙ Evaluate charging options for on-street parking within the district **(E&P)**
- ⊙ Develop residents parking schemes for major towns within the district **(E&P)**
- ⊙ Achieve 86% cleanliness standard for relevant land and highways **(Env)**
- ⊙ Undertake a full assessment of the requirements of the Clean Neighbourhoods and Environment Act 2005 once final regulations are clear and make recommendations to the Environment Review Panel **(Env)**
- ⊙ Achieve 95% registration under the new memorial masons and funeral directors registration scheme **(Env)**
- ⊙ Carry out an inspection of all cemetery memorials **(Env)**
- ⊙ Review grass cutting frequencies and report to the Environment Review Panel for consideration in October 2006 **(Env)**
- ⊙ Construct a new public convenience at Waitrose Car Park, Lymington
- ⊙ Adopt a county wide contract for abandoned vehicles

Partnerships in action

LPSA2

Target 15: *Improved cleanliness of land and highways and condition of streets and pavements.*

This will be achieved by 2008/09 with a county average of 11.5% of unacceptable levels of cleanliness, 1% above the national average for levels of graffiti and fly-posting and level x of reduction and enforcement action for fly-tipping. 60% of targeted 'hot spots' are categorised as A or B in BV199 surveying techniques. Hot spots in the New Forest district are Davis Field, North Milton and Rumbridge Street, Totton.

LAA priority outcome: To tackle crime and anti-social behaviour recognising the harm of drug and alcohol misuse.

Opinions matter

What the residents thought

2005/06 outcomes

A Accessing council services – Citizens' Panel, June 2005 (page xx)

D Open spaces, sports and recreational facilities – Citizens' Panel and Young People's Panel, August 2005 (page xx)

2005/06 programme

February 2006 Clean neighbourhoods – Citizens' Panel and Young People's Panel

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5.2 ENVIRONMENTAL MANAGEMENT

The council aims to reduce levels of air, land, water, light and noise pollution and the waste of energy and natural resources. This will be achieved by working with communities and partners in proactive and reactive way. The council will also try to minimise any negative impact that its own practices have on the environment and on the health and well being of communities.

Air quality, contaminated land and environmental management strategies

Health and social inclusion portfolio: Cllr Maureen Holding

Environment portfolio: Cllr Michael Thierry

Environmental health, Annie Righton;

Property services, Peter Freeman

Is there a warm front on the way?

A campaign to increase take up of the Warm Front grant has been a great success following a number of initiatives ranging from a programme of road shows in supermarkets to a save energy play to over 3,500 primary school children. "As a direct result of our promotional activities nearly 500 residents have improved their health chances and damage to the environment by taking up the grant" said Mary Rainbow, HECA officer, who is promoting the scheme. "We will continue to provide technical advice and financial support through the scheme to improve the quality of life of all our residents and the quality of the environment of the area".

Performance matters overview - 2005/06

Effectiveness	Quality
Council buildings were using 100% of the average electricity consumption (BV180ai)	There were 9 days when air pollution was moderate or high for sulphur dioxide in Fawley (QoL22iia)
Council buildings were using 68% of the average fossil fuel consumption for local authorities (BV180aii)	There were 5 days when air pollution was moderate or high for sulphur dioxide in Holbury (QoL22iib)
72% of pollution control improvements were completed on time (BV217)	There were no days when air pollution was moderate or high for PM10 in Holbury (QoL 22iia)
100% of bathing water complied with the EC Bathing Water Directive (LP31)	Achieved 100% of an environmental best practice check list (BV166a)
There were 1045 sites of potential concern for land contamination (BV216a)	There were no days when air pollution was moderate or high for nitrogen dioxide in Totton or Lyndhurst (QoL 22iab)
10.05% of potential contaminated land sites had sufficient information available (BV216b)	There were 6 days when air pollution was moderate or high for PM10 in Totton (QoL 22iib)

Red alert!	
QoL 22iia & b	An air quality management scheme for Fawley and Holbury will be published by June 2007. Work is already underway with Esso and the Environment Agency to reduce incidents of pollution in these areas
BV180ai	Fully operating leisure centres (compared to closures in some last year) coupled with increased use of mobile air-conditioning units have resulted in less efficient use of electricity. Awareness raising at all council buildings, particularly at leisure centres, is planned to improve consumption.

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Key targets

Looking back – 2005/06

- ✓ Inspected, screened and risk assessed a further 250 of the potentially contaminated land sites in the district **(H&SI)**
- ✓ Developed an air quality action plan for integration with the local transport plan and declare air quality management areas for nitrogen dioxide levels in Totton and Lyndhurst, by May 2005 **(H&SI)**
- ✓ Undertook site walkovers of over 200 potentially contaminated land sites as part of the Contaminated Land Strategy
- ✓ Consulted on over 250 licensing applications in respect of public nuisance issues such as noise disturbance, odours etc

Looking forward – 2006/07

- ⊙ Inspect and risk assess a further 250 of the potentially contaminated land sites in the district **(H&SI)**
- ⊙ Develop and produce with our partners, action plans for the Air Quality Management Areas in Lyndhurst and Totton **(H&SI)**
- ⊙ Review vehicle energy options in terms of cost & environmental implications
- ⊙ Implement the council's environmental management reporting system to a web-based monthly posting of e-reports
- ⊙ Develop a system to calculate and update energy performance certificates for all our buildings following the euro directive on building energy performance
- ⊙ Introduce more flexible working between the dog warden, pest control and environmental protection teams

Partnerships in action

The New Forest and Dorset Contaminated Land consortium have jointly funded a contaminated land contractor, to carry out investigations into potential contaminated land sites.

Changing Lives - diii. Environmental quality/ protection

B Home Energy

Providing better access:

- Established partnerships to address the problems of insulating solid wall properties and mobile homes (2005/06)
- Work with Shecane to access any available grant funding for energy projects;
- Review partnerships with energy suppliers to increase the number of renewable energy schemes (2006/07)

Taking preventative action:

- Agreed a timetable of activities to promote the Warm Front grant to increase uptake
- Increased awareness of fuel poverty by holding a seminar for health visitors and home visitors (2005/06)
- Develop a timetable of activities with the Energy Efficiency Advice Centre to increase the take up of current energy schemes (2006/07)

C Pollution

Providing better access:

- Developed a protocol for dealing with contaminated land (2005/06)
- Develop a protocol for dealing with brown field sites which are to be re-redeveloped (2006/07)

Target preventative action:

- Develop an air quality action plan in respect of sulphur dioxide levels in Fawley, following the declaration of an air quality management area
- Implement actions following the production of the air quality action plan for transport related problems (2006/07)

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Opinions matter

Consulted with public and stakeholders on the boundaries of the three air quality management areas during 2005/06

To undertake a customer satisfaction survey of service users in respect of environmental protection and pest control during 2006/07

5.3 WASTE

The council is committed to working in partnership with councils in Hampshire to develop the integrated waste/ resource management programme, Project Integra. The council is committed, with partners, to recover/ recycle at least 30% of household waste by 2005 at the same time seeking a reduction in waste collected. We also hope to promote the use of waste as a secondary raw material in production, thereby creating a local economic contribution to the community.

Waste management plan

Environment portfolio: Cllr Michael Thierry
Commercial services (waste), Colin Read

Door-stepping out

As part of the 'recycle for Hampshire' scheme residents in Lymington and Ringwood have been reminded what can and can't be recycled. A team of recycling gurus knocked on people's doors to help improve recycling rates in these areas. "We have seen a real improvement in the number of people recycling from xx% to xx% in these areas following the campaign and hope to continue with this scheme in other areas of the district in the future" said Colin Read, assistant director, commercial services operations.

Performance matters overview - 2005/06

Efficiency	Effectiveness	Quality
The net cost per household of refuse collection was £45.39 (BV86)		
369kgs of household waste was collected per head of population (BV84a)	Waste collected per head has reduced by 5 kgs (BV84b)	94% of residents were satisfied with the household waste collection (BV90a – 2003/04)
99.46 household waste collections were missed per 100,000 (LP13a)	98.54% missed collections put right by the next day (LP13b)	78% of residents were satisfied with recycling facilities (BV90b – 2003/04)
	18,092 tonnes of recycling was collected (BV82a ⁱⁱ)	
	25.26% of household waste was recycled (BV82a ⁱ)	
	1.19% of household waste was composted (BV82b ⁱ)	99% of households were served by a kerbside collection of one and two recyclables (BV91a & b)
	741 tonnes of compost were collected (BV82b ⁱⁱ)	

Red alert!

BV86	Costs are high and expected to increase due to anticipated investment in the recycling service and increasing fuel, labour and transport costs. Despite the high recycling rate costs are still one of the cheapest in Project Integra authorities, a partnership recycling scheme.
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Key targets

Looking back - 2005/06

- ✗ Did not achieve a 30% recycling rate of household waste (actual performance 25.26%). A project board has been established to review options for future collection arrangements **(Env)**
- ✓ Implemented a new fortnightly garden waste collection scheme to 20,000 properties in Ringwood, Fordingbridge, Lyndhurst, New Milton, Milford on Sea, Barton and Bransgore areas **(Env)**
- ✓ Reviewed provision of commercial clinical waste collection resulting in a decision to cease the service
- ✓ Door-stepping campaign in Totton and Lymington was undertaken to promote recycling
- ✓ Expanded the commercial waste recycling schemes

Looking forward – 2006/07

- ⊙ Complete a fundamental review of the recycling and waste collection service and undertake a preliminary consultation with members and key partners by 31 July 2006 **(Env)**
- ⊙ The garden waste collection scheme is to be fully implemented to the whole district by September 2006 **(Env)**
- ⊙ Extend recycling collections to all properties in the district from April 2006
- ⊙ The review of recycling centre provision is to include health and safety issues
- ⊙ Undertake a management restructure to separate the waste and recycling business unit from street cleansing
- ⊙ Recruit two temporary mobile recycling officers to provide front line recycling advice for residents

The council's improvement plan

Develop a waste strategy: A waste strategy was completed and approved to provide a clear overall approach to dealing with waste in the New Forest district.

Partnerships in action

Changing Lives – diii. Environmental quality and protection

D Waste management

Providing better access:

- Provided all properties in the district with a sustainable system for the collection of garden waste (2005/06)
- Provide systems and policies to achieve statutory recycling targets (2006/07)

Taking preventative action:

- Developed waste education and promotion (2005/06)
- Reviewed policies on enforcement
- Implement the Clean Neighbourhoods and Environment Act (2006/07)
- Develop promotional activities to promote recycling performance and waste minimisation

LPSA2 - Target 16: *Increased tonnage of waste diverted from landfill through greater participation in recycling by local private and public sector organisations.* There is currently no system to measure this across Hampshire as yet. The target will be achieved by a diversion of 1000 tonnes of commercial and industrial waste recycled.

Hampshire LAA priority outcome: Use material resources more efficiently

Opinions matter

To consult with residents on the future service delivery options for the collection of waste & recycling, with particular regard to sacks and wheelie bin delivery (2006/07)

What the residents thought

2005/06 outcomes

F Waste, recycling and composting – Citizens' Panel, October 2005 (page xx)

2006/07 programme

February 2007 Clean neighbourhoods – Citizens' Panel and Young People's Panel

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5.4 FLOODING

The severe weather conditions in recent winters have increased local concerns about flood risk. The council will work with town and parish councils, Hampshire County Council and the Environment Agency to provide an emergency response and to help residents whose property is threatened or affected by floods.
Land drainage strategy; Operational flood plan

Environment portfolio: Cllr Michael Thierry
Commercial services (land drainage) Geoff Bettle

Still watercourses run deep

Critical ordinary watercourses have now been designated as main rivers and as a result the Environment Agency will more actively maintain them. "This is good news for watercourses, as it means there will be increased maintenance investment. The district council will continue to manage and undertake the work over the next 2 years" said Geoff Bettle, assistant director, commercial services, "we will then be able to review how successful the project has been and decide how to proceed in the future".

Key targets

Looking back – 2005/06

- ✓ Secured a two-year agreement with the Environment Agency for the transferring back of responsibility for critical ordinary watercourse maintenance by 1 April 2006
- ✓ New maintenance teams set up to undertake critical ordinary watercourse maintenance

Looking forward – 2006/07

- ⊙ Achieve 95% of programmed work for critical ordinary watercourse maintenance following implementation of new contracting back arrangement (**Env**)
- ⊙ Implement first year of two year contracting-back arrangement with the Environment Agency for the maintenance of critical ordinary watercourses

Partnerships in action

Changing Lives

diii. Environmental quality and protection

A Flooding

Providing better access:

- Worked with the Environment Agency to develop a comprehensive annual maintenance programme for critical ordinary watercourses (2005/06)
- Provided technical advice and help to town and parish councils to resolve drainage and flooding problems
- Investigate reports of property flooding and provide appropriate technical advice to property owners (2006/07)
- Take an active role in Hampshire Water Strategy steering group

Taking preventative action:

- Undertook water course improvements at Michigan Way, Totton (2005/06)
- Contributed to the Fordingbridge flood defence scheme
- Design work for flood reduction schemes at Bartley and Lymington completed, however, failed to secure DEFRA approval to fund the schemes (2006/07)
- Carry out flood reduction scheme at Lloyd Avenue, Marchwood

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5.5 COAST

Parts of the district's coast are being badly eroded. Working within Government policy, the council will carry out a comprehensive monitoring and maintenance programme of the district's coastline, and use its powers under the Coast Protection Act to protect the coastline from erosion where it is economically and environmentally justified. We will continue to play a lead role in regional coastal monitoring.

Coast protection strategy; Coastal management plan

Environment portfolio: Cllr Michael Thierry
Coast protection team, Andrew Bradbury

No groyne strain

Over the last few years maintenance of timber groynes at Milford on Sea have been helping the environment as well as protecting the coast. "We have developed a way of saving the old timber and recycling it within the new structures" said Andrew Bradbury, coastal projects manager. "We have also modified our construction techniques to make structures last longer. It's a win-win-win situation as these small changes should ultimately achieve efficiency savings in our refurbishment programme so the council benefits too.

"As far as I know we are the only place in the country doing this and although we are sharing our practices we are also constantly learning from others too."

Key targets

Looking back – 2005/06

- o Completed the DEFRA application for round 2 shoreline management plan including extension of scope to include the whole of the Solent
- o Submitted the phase 2 application for the strategic regional monitoring programme for the southeast, and successfully awarded 5 years of funding
- o Undertook a feasibility study as part of the south west regional coastal monitoring programme
- o Completed the DEFRA High Level Target inspection programme to time and budget

Looking forward – 2006/07

- o Create a coastal monitoring partnership with district councils within the South West Government region (**Env**)
- o Complete the Solent dynamic coasts projects in partnership with Environment Agency, English Nature and other local authorities
- o Complete phase 1 of the south east regional monitoring programme
- o Develop integrated coastal ecology and coastal process monitoring programme with English Nature and the Environment Agency

Partnerships in action

Changing Lives – diii. Environmental quality and protection, A Coast protection

Providing better access:

- Completed coastal strategy study for the Western Solent (2005/06)
- Complete coastal strategy study for Christchurch Bay
- Implement the strategic regional coastal monitoring programme for the south east (2006/07)
- Seek approval to the Solent mainland shoreline management plan review

Taking preventative action:

- Carried out coastal maintenance works through the coastal maintenance contract (2005/06)
- Undertake recycling works at Hurst Spit (2006/07)

Opinions matter

Undertake consultation on the draft coastal strategy with members and interested environmental bodies and hold public consultation exhibitions in Milford, Barton and Lymington. The outcomes will influence the final strategy to be published by March 2007.

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To consult on opportunities to provide habitat enabling sea defences in the Solent Dynamic Coast Project with conservation agencies to identify support for the project. The results will feed into future policy development.

5.6 ENVIRONMENT AND PLANNING

We support policies which aim to restrain development to meet wider regional needs. We want to protect our unique environment and meet local needs. Through the local plan review we will try to channel development towards increased local employment and affordable housing for local people. We will also use our planning powers to secure high standards. We will make sure that new development is sustainable and will resist inappropriate development.

District local plan

Economy and Planning Portfolio: Cllr Jeremy Heron
Planning development and policy, Chris Elliott

Quality before quantity

The Government’s plans to make more efficient use of land are being addressed by new planning guidance. “To balance public concerns about higher density developments we need to ensure that the appropriate design quality is achieved before planning permission is given”, said Neil Williamson, head of environmental design. “To encourage a constructive dialogue with developers we’ve published the ‘Housing Design Density and Character’ guide to provide common principles for everyone to work with.” The new guidance should give significant environmental benefits by raising standards in new residential development and ensuring respect for the local character and identity is maintained. “It will be a challenge to achieve,” said Neil, “but we are passionate about delivering a better quality environment for people that live, work and visit the area and design quality in new development is of fundamental importance if we are going to achieve this”.

Performance matters overview 2005/06

Efficiency	Effectiveness	Quality
59% of minor applications were determined in 8 weeks (BV109b)	60% of new homes were built on previously developed land (BV106 – forecast)	70% of planning applicants or those commenting on applications were satisfied with the service (BV111)
83% of all other applications were determined in 8 weeks (BV109c)	There were no applications granted that departed from the statutory plan (LP10)	41% of appeals were allowed against refused planning applications (BV204)
65% of major applications were decided in 13 weeks (BV109a)	88% of planning decisions were delegated to officers (LP11)	Achieved 94% of a planning quality of service check list (BV205)
	16% of the 37 conservation areas had an up to date character appraisal (BV219a & b)	The local development scheme was submitted by 28 th March 2005, with a 3 year rolling programme (BV200a)
		All the milestones set out by the local development scheme have been met (BV200b)
		An annual monitoring report was published by December (BV200c)
		There were no conservation areas with published management proposals (BV219c)

Red alert!

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BV109b	The temporary drop in performance is as a result of staff shortages caused by the transfer to the national park authority. Improvements planned by focussing on improved procedures such as completing legal agreements
BV111	We are aiming to improve satisfaction by maintaining current levels of negotiation coupled with other service improvements
BV204	Resistance against high density housing in built up areas is conflicting with government advice. This issue is to be resolved at planning development control committee.

Key targets

Looking back – 2005/06

- ✓ Ensured the smooth transition of planning responsibilities to the New Forest National Park Authority (NFNPA) **(E&P)**
- ✓ Implemented a new planning system that is fully compliant with the e-governance agenda **(E&P)**
- ✓ Implemented the council's arrangements to ensure full compliance with the new high hedges legislation **(E&P)**
- ✓ Adopted the first review of the New Forest District Local Plan **(E&P)**
- ✓ Submitted the local development scheme in accordance with the Planning Act, by the timetable required by Government **(E&P)**
- ✓ Managed an efficient transfer to the New Forest National Park authority for key elements of the district's planning services

Looking forward – 2006/07

- ⊙ Meet all of the Government targets for processing planning applications **(E&P)**
- ⊙ All planning application documents to be available to view on line **(E&P)**
- ⊙ Further develop the Local Land and Property Gazetteer and fully integrate the council's other land and property based information systems with it **(P&R)**
- ⊙ Achieve better integration of the different types of planning consultation to create a more balanced approach for the district to include the community plan, the corporate plan, the local development framework and the New Forest National Park management plan
- ⊙ Ensure the new planning arrangements for areas out side of the national park work effectively to serve the needs of the population and the environment
- ⊙ Complete a fundamental review of the planning service and report key outcomes to cabinet

Partnerships in action

- Work closely with the NFNPA to deliver jointly agreed outcomes for the planning of the district.
- Assist village and town plan preparations across the district and linking their outcomes with the community strategy, the local development framework and the council's services

Changing Lives – d (i). Built Environment

Providing better access:

- Establish a clear framework between the district council and the national park authority for co-ordinated delivery of built environment services (2006/07)
- Prepare draft New Milton urban design framework and undertake a public consultation through existing partnership groups

Taking preventative action:

- Implemented the new planning system under the Planning and Compulsory Purchase Act 2004 in accordance with agreed local development scheme programme (2005/06)
- Produced planning guidance on design density and character for new residential development
- Complete two further conservation area appraisals as part of an ongoing programme (2006/07)

Opinions matter

What the residents thought

2005/06 outcomes

DRAFT

D Open spaces, sports and recreational facilities – Citizens' Panel and Young People's Panel, August 2005 (page xx)
2006/07 programme
December 2006 Local development framework – Citizens' Panel and Young People's Panel

5.7 TRANSPORT

We will work with our partners to enhance transport availability and choices because good access to schools, jobs and all community facilities is a key ingredient for a healthy community and successful and sustainable economy. We will also work with our partners to develop traffic management measures that reduce the environmental impact on the district and its communities.

New Forest transport plan

Economy and Planning Portfolio: Cllr Jeremy Heron
Planning (transport), Chris Elliott

Dial a ride story

Key targets

Looking back – 2005/06

- ✓ Implemented the decriminalized parking system by 1 January 2006 as the next stage of the traffic management strategy **(E&P)**
- ✓ Worked with Hampshire County Council to influence the production of information on cycling provision in the district that relates to the cycling strategy and is tailored for the needs of visitors and leisure users whilst containing key stewardship messages **(L)**
- ✓ Speed Indicator Device (SID) project developed, funding secured, deployment protocol agreed, project implemented and arrangements for follow up action agreed
- ✓ Undertook review of car parking standards
- ✓ Contributed to the operation of the New Forest road network review (including Lyndhurst) led by Hampshire County Council
- ✓ Included New Forest transport schemes in Hampshire County Council's future capital programme and local transport plan 2006-2011

Looking forward – 2006/07

- ⊙ Complete a revised traffic management strategy **(E&P)**
- ⊙ Evaluate charging options for on-street parking **(E&P)**
- ⊙ Develop residents parking schemes for the major towns within the district **(E&P)**
- ⊙ Implement free travel for residents aged 60 or over and the disabled and replace discretionary travel tokens with new local vouchers **(P&R)**
- ⊙ Produce draft revised parking standards
- ⊙ Further develop the SID project across the district
- ⊙ Implement at least 16 traffic management measures agreed with Hampshire County Council

Partnerships in action

Changing Lives – k. Transport

Providing better access

- Identified funding opportunities for safer cycle and pedestrian routes (2005/06)
- Secured funding to allow 'Dial a Ride' to be put on a more secure footing
- Develop proposals and secure funding for additional community transport to ensure that those who are unable to use bus and rail services have access to essential local services such as health, education and food shopping (2006/07)
- Expand young persons concessionary fares to include a wider age range

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Taking preventative action

- Introduced decriminalised parking enforcement (2005/06)
- Monitored car park provision on new development in excess of agreed standards
- Make use of CCTV surveillance to increase effectiveness of the enforcement of parking restrictions in Lymington High Street to deter anti-social parking, to reduce road casualties and ease congestion (2006/07)

LPSA2 - Target 8: *Reduce numbers of killed and serious injury road casualty:* This will be achieved by 304 fewer people (across Hampshire) being killed or seriously injured over the period of the agreement.

Opinions matter

- Undertaking informal traffic management meetings involving county and local members, Police and representatives from town and parish councils to develop accepted road safety measures and identify future proposals (Ongoing)
- Statutory and non-statutory consultation is already underway for traffic regulation orders and schemes including public advertisement and ad-hoc exhibitions through out the district (Ongoing)
- Consultation on the car parking standards review has been undertaken and will continue with stakeholders including developers, agents, and associated parish councils (2005 -07)

What the residents thought

2006/07 programme

October 2006

Traffic management review, Citizens' Panel and Young People's Panel

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What the residents thought

Introduction

The following pages bring together details of the social research conducted with the residents of the New Forest between April 2005 and March 2006 through the Citizens' Panel and the Young People's Panel.

During 2005/2006 the Citizens' Panel was made up of over 1,200 New Forest adult residents, and the Young People's Panel of over 350 young people aged 11 to 18. The aim of the two panels is to provide an insight into the views and opinions of all residents living in the forest.

During 2005/06 the Citizens' Panel were asked to input into 12 topic areas, with outcomes detailed on the next few pages in chronological order:

	Page
A Accessing council services	**
B The Citizens' Panel	**
D Open spaces, sports and recreational facilities	**
E Crime, anti-social behaviour and accredited community safety officers	**
F Waste, recycling and composting	**
H Pest control	**
I Dog wardening	**
J Affordable housing	**
K Housing tenants	**
L Food safety	**
M Speed indicator devices	**
N Community safety	**

During 2005/06 the Young People's Panel were asked to input into 6 topic areas, with outcomes detailed on the next few pages in chronological order:

B The Young People's Panel	**
C Your career	**
D Open spaces, sports and recreational facilities	**
E Crime, anti-social behaviour and accredited community safety officers	**
G Alcohol	**
N Community safety	**

Consultations due to take place during 2006/07 are detailed on page ***.

Further information and all the results can be viewed at the following website pages:

- Citizens' Panel – newforest.gov.uk/citizenspanel
- Young People's Panel – newforest.gov.uk/youngpeoplespanel

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To receive a hard copy of the results or if you have any queries please contact:

Debbie Holmes
Corporate Consultations Officer
New Forest District Council
Appletree Court
Lyndhurst
SO43 7PA
Tel: 023 8028 5434
Email: debbie.holmes@nfdc.gov.uk

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(A) Accessing council services

Corporate aims 1.5, 4.5, 4.7, 5.1,
Undertaken with the Citizens' Panel during June 2005.

"14% of the panel had applied for housing or council tax benefit in the previous two years. Of those, 11% had difficulty completing the application form"

Introduction

How accessible are council services?

All council services, particularly those listed below, wanted help to establish just how accessible they were to all New Forest residents irrespective of disability, age, religion, gender or sexual orientation.

- Cemeteries
- Council tax and benefits
- Public conveniences
- Leisure

How the results have impacted on the council

Cemeteries

Comments received from

Geoff Bettle, assistant director of commercial services – business services

"The results confirmed that, in general, access and provision of the cemeteries service did not adversely affect any particular equalities group. Comments regarding an insufficient number of parking spaces at some cemeteries have been noted and, whilst options for improving the situation are currently limited, any future work or expansion to these sites will seek to provide more parking".

Council tax and benefits

Comments received from Ryan Stevens, team manager (tax and benefits service)

"We were pleased to find out that our service was very accessible to the public and that most people didn't have any difficulty completing our application forms.

As a result from the findings we have amended our claim forms to include information about 'Telly Talk'.

We will be conducting further consultation during the summer when we will be undertaking our comprehensive triennial survey involving our customers."

Public conveniences

Comments received from

Geoff Bettle, assistant director of commercial services – business services

"Feedback from the panel in respect of the use of public conveniences indicated a generally high level of satisfaction with the service, however, some concerns were expressed with regard to access for those with disabilities at certain sites and in some cases poor levels of internal lighting. The planned maintenance programme for 2006/07 will address, where possible, the lighting and access issues raised on existing facilities".

DRAFT

Leisure

Comments received from Martin Devine, assistant director of leisure services

“A report was taken to the Leisure Review Panel on 13 September 2005 which identified courses of action for inclusion in their service plan for 2006/07. The citizens’ panel assisted in developing our equalities work and will lead to more specific work in the future. Specific actions arising from the questionnaire in the service plan are:

1. Assess the impact of prices on those just above the threshold of benefits when undertaking annual pricing.
2. We will ensure that outreach services are given a higher profile (as they can be easier to access)
3. Host a specific session as part of the leisure review panel’s work programme to do with transport to venues (this is now part of a wider agenda in a fully fledged transport seminar)
4. Ensure that training in access issues is included in the service’s training plan.

We will now move this on to access questions via the equalities forum where we can address any specific needs“.

Citizens’ Panel results

Question 16 – Did you find getting around the cemetery you were visiting easy or hard?

Question 22 – Did you have any difficulties in gaining access to the public convenience e.g. pathway, steps, doors etc?

DRAFT

B The Citizens' Panel/The Young People's Panel

Corporate aims 2.1, 4.3

Undertaken with both the Citizens' Panel and the Young People's Panel during June 2005.

"1% of the citizens' panel found the questions difficult to understand either 'always' or 'often'"

"7% of the young people's panel found the questions biased 'always' or 'often'"

Introduction

How are the questionnaires working for you?

The council wanted to know what the young people's panel and the citizens' panel members thought about the questionnaires and newsletters that were being sent to them. This was to ensure that we heard their views and opinions, and that the way we were asking for them encouraged the panel to share them with us.

How the results have impacted on the council

Comments received from Debbie Holmes, corporate consultations officer

"We were pleased to see the high level of satisfaction from the panels regarding the questionnaires and newsletters that we send out. The results didn't highlight any areas for change however there is still room for improvement.

Since then a more informal consultation has taken place with the citizens' panel and the questionnaires and newsletters are now black and white rather than colour enabling the council to save money on both printing and data collection. Effects of this change will be monitored"

Citizens' Panel results

Question 43 – Do you find the style and format of these questionnaires easy or hard to read?

Question 44 – How often do you find the questions difficult to understand?

Young People's Panel results

Question 26 – After every few questionnaires we send you a newsletter letting you know previous questionnaire results and of any information we feel you may find interesting. Overall, do you consider the newsletters to be good or poor?

Question 27 – Does offering you vouchers or other incentives encourage you to fill in the questionnaires, or do they put you off?

DRAFT

C Your career

Corporate aim 1.1, 3.1, 4.3

Undertaken with the Young People's Panel during June 2005.

"Of the young people's panel who were still at school, 89% said they would probably or definitely go on to further or higher education after their GCSEs"

Introduction

How might you choose what to do in the future?

A key element in the future success of local businesses and the local economy is the availability of young people looking to develop careers with these employers.

Earlier in the year councillors indicated that they were keen to learn more about the career aspirations of young people in the district, and the extent to which they felt job opportunities in the local area would be able to meet their needs. The information gained from this questionnaire will be used by the council and possibly other agencies in the formation of future policies.

How the results have impacted on the council

This questionnaire gave some insight to the world of work as seen by young people in the district.

The results of the study were presented to the Economy and Planning Review Panel in September 2005. The Panel noted the findings and suggested that they should be used as part of the data considered by consultants who were preparing the next version of the Economic Development Strategy.

The findings were used as part of the research undertaken by consultants. Whilst not being the only factor in bringing forward these suggested actions there were clear relationships within the action plan, for example:

FINDING OF SURVEY	ACTION PLAN
Lack of awareness of opportunities	Forge greater links between business sector and education sector. More focus on vocational training.
High level of interest in running their own business	Support for increasing the rate of new start ups.
Low level of expectation of being able to work in the district	Diversification of the structure of the local economy
Transport links are a factor in job selection	Conference / workshop proposed on transport issues

In addition, it was suggested that more could be done to "sell" the council as an employer, to schools and colleges, and it was agreed to work with schools in an effort to raise the awareness of young people to the career potential of the council as an employer.

Young People's Panel results

Question 3 – Do you know which further or higher education course(s) you would like to do?

Question 8 – From the list below, which do you think would be the THREE most important issues for you then applying for a job?

DRAFT

D Open spaces, sports and recreational facilities

Corporate aims 3.2, 4.3, 4.7, 5.1, 5.6

Undertaken with both the Citizens' Panel and the Young People's Panel during August 2005.

"78% of the panel members reported that it took them under 15 minutes to reach their most visited outdoor facility"

Introduction

These questions were asked to help establish the number, range and type of facilities required to meet the future needs of people living in the New Forest. The findings from the questionnaires were to help show how provision could be improved, and provide important evidence in establishing local planning policies and provision standards. It was part of a major study of open spaces, sports and recreational facilities that was being undertaken in the district - as recommended by central government.

How the results have impacted on the council

Comments received from Simon Trueick, planning officer - policy, design and information

"This questionnaire formed part of a major study of open spaces, sport and leisure facilities currently being undertaken throughout the New Forest district and will be incorporated into the final report to be completed in June 2006. Other consultation is taking place with local groups and clubs, parish and town councils, schools and young people.

The results from the 700 participants will be very valuable. It is almost impossible to obtain the detailed information necessary in any other way.

The results will be essential in preparing policies for developer contributions, which can be secured from new residential development and will also help to inform budget allocations and support funding bids, provide the necessary detailed evidence to protect areas of open space from development and help to improve sport and recreation services for people in the New Forest."

Comments received from Martin Devine, assistant director of leisure services

"We found the following particularly interesting:

- The desire for integration into sites for the wider community – not separate provision.
- Cleanliness, convenience and security are key factors that affect use of sites
- More local facilities are needed (lack of transport)
- The web is not the means of choice for getting information

The importance placed on design surprised us and also that facilities need more detailed consideration from the perspective of young people

It was also surprising that arts and heritage providers were seen as NOT catering for youth, when in fact they are doing a great deal.

The results were passed to the consultants working on the study for recreation facilities – and it has in turn led to discussions in a youth forum on these issues. All this is being taken on board as the consultants prepare their report. We expect that come the summer when it is produced, the agenda for young people will be well represented.

A report went to the leisure review panel on 17 January 2006 where it formed the basis of a session which was framed around the findings of the study. Fourteen representatives of organisations working with young people and four young people themselves attended. The session has resulted in 19 actions for this council and a range of other organisations.

The 19 actions were recommendations from the leisure review panel – and these will go forward to the portfolio holder for leisure, tourism and the arts for his decision. Those that are relevant to organisations other than NFDC will then be sent to them."

DRAFT

Citizens' Panel and Young People's Panel results

Q16/14 – Which, if any, of the following would encourage you to make greater use of indoor sports, fitness and leisure facilities in the New Forest district?

Q25/16 – Which three of the following issues do you think are most important in relation to areas of open space and outdoor sports facilities?

E Crime, anti-social behaviour and accredited community safety officers

Corporate aims 4.1, 4.3

Undertaken with both the Citizens' Panel and the Young People's Panel during October 2005.

“19% of the panels said that they sometimes got worried by their local news reports”

Introduction

The council and its partners were interested in finding out the panels views and experiences of crime and anti-social behaviour in their neighbourhoods to help develop a plan for dealing with any highlighted problems.

How the results have impacted on the council

Comments received from Stephanie Sutton, community safety officer

“The results from this questionnaire will be used to help the council and other agencies operating in the forest.

Crime issues will continue to be reported to the community as they arise and a key part of the questionnaire's results was how we can now compare the areas that have a very low crime rate yet report to us through the questionnaire that they have a higher worry about crime.

Using this data we can target reassurance messages of actual crime levels and the fact that the New Forest is one of the safest places to live, work and visit in the UK “.

Citizens' Panel and Young People's Panel results

Question 1 – In the last 12 months have any of the following been an issue in your local area?

Question 5 – How many of the following crimes do you think there were in the New Forest within the last year?

DRAFT

F Waste, recycling and composting

Corporate aim 5.3

Undertaken with the Citizens' Panel during October 2005.

"11% of the panel had not had their refuse collected at least once in the previous 12 months."

Introduction

This questionnaire established satisfaction levels, provided information on how services should be provided and improved, highlighted peoples attitudes towards recycling and the garden waste scheme; and identified the best ways to further publicise waste minimisation messages.

Some of the questions had been asked previously and therefore trend information was gained.

How the results have impacted on the council

Comments received from Roger Sired, waste strategy manager

"Of particular interest to us was the lack of knowledge about what happens to recyclables after they have been collected, and the large proportion of residents who thought recycling to be very important (78%).

The number of missed collections (11%) and the panel's preference for plastic refuse sacks (72%) surprised us.

The results have been used to implement an edge of curtilage refuse collection policy in order to reduce the number of missed collections. We have also improved publicity so that people are more aware of what happens to their recyclables. We will continue to lobby Project Integra to accept a greater range of items for recycling.

We plan to undertake regular consultation (every 2 years) on satisfaction levels etc. for refuse collection, recycling and street cleansing.

We were interested to find out how many people used the old garden waste collection scheme (grey sacks) compared to the new garden waste scheme (re-usable green bags).

As the take up for the new scheme has been disappointing, we were interested on responses to Q32 - Reasons for not using the new scheme. It was surprising to find that the main reason (51%) was that they take their garden waste to the household waste recycling centre. We would have expected the cost of the scheme to be a major factor, but only 16% cited this as a reason for not using the scheme. To boost take up of the new scheme we will use this information to stress the convenience of garden waste collection compared to taking the waste to the household waste recycling centre.

The information on home composting was encouraging and is consistent with the success of the home composting scheme".

Citizens' Panel results

New showing trend – How satisfied or dissatisfied are you with the weekly collection of your household refuse?

New showing trend – How often do you recycle the following types of waste?

DRAFT

G Alcohol

Corporate aim 4.1, 4.2, 4.3

Undertaken with the Young People's Panel during October 2005.

"41% of the young people's panel thought that they drank less alcohol than their friends"

Introduction

These questions asked the young people about their use of and opinions on alcohol. The council felt that it was important to have an idea of the views of young people in this area.

How the results have impacted on the council

Comments received from Simone Olivier, community drugs co-ordinator

"I was shocked by the fact that young people did not feel that parents influenced their behaviour.

The information gained will be used to deliver harm minimisation messages. My plan of action from the results will be to deliver a better message regarding sensible drinking. I would like to take this consultation further to ask young people if they think that their peers drinking is sensible."

Young People's Panel results

Question 18 – Why do you and/or your friends choose to drink together?

Question 19 – At what point do you think drinking alcohol is a problem for you and/or your friends?

DRAFT

H Pest control

Corporate aim 4.2

Undertaken with the Citizens' Panel during December 2005.

"On average the panel would be willing to pay up to £14.60 for insect treatments and £15.50 for rodent treatments"

Introduction

The council wanted to know what services they should provide to rid homes and business premises of pest infestations, if at all. They also wanted guidance on costs and reaction times.

How the results have impacted on the council

Comments received from Carole Gallagher, environmental health manager

"It was encouraging to see that the public awareness of the service is good and that most would either try and treat the problem themselves or call the council's pest control service rather than a private company.

Of particular interest was the response to the charging question, as the charging for domestic rodent control treatments was only debated at the last Environment Review Panel meeting. It was interesting to learn that most are happy to be charged for these essential services, albeit at a preferred lower charge than currently set. A detailed breakdown of these questions has been requested to look at this issue in more detail".

Citizens' Panel results

Question 1 – Which of the following statements about the services do you agree with?

Question 3 – How long do you think is appropriate before the council should react to the following problems in residential properties?

DRAFT

I Dog wardening

Corporate aims 4.1, 4.2, 5.1

Undertaken with the Citizens' Panel during December 2005.

"81% of the panel knew that the council enforces dog fouling legislation"

Introduction

The council aims to reduce the number of stray dogs and instances of dog fouling. We wanted to know how much the panel knew about the services offered, whether they had seen or heard any information on the services, and which services they thought should be priority.

How the results have impacted on the council

Comments received from Carole Gallagher, environmental health manager

"It was good that most were aware of the enforcement duties and the stray dog collection service and it was not surprising that micro-chipping is not a service associated with the council. This, together with more education of dog owners, is an area of the service that we intend to promote to encourage responsible dog ownership and it is hoped that we can get this under way soon.

The control of dog fouling was seen as important as it is a highly emotive subject. With the enactment of the Clean Neighbourhoods and Environment Act 2005 and introduction of new dog control orders it is the intention to increase the dog fouling patrols of known 'hot spots' in the district.

The information on charges was of particular interest, especially the view that the charge should be waived/reduced if the owner agrees to have the dog micro-chipped and also the consensus that the charge should be higher for strays collected out of hours.

Residents thought that the dog wardening service and the police should work in partnership on education and enforcement in respect of dangerous dogs".

Citizens' Panel results

Question 6 – Have you seen or heard of any information on these services within the last year?

Question 8 – Please rank the following areas in the order that you think the council should prioritise them.

DRAFT

J Affordable housing

Corporate aim 4.5, 4.6

Undertaken with the Citizens' Panel during December 2005.

"85% of the panel support the building of affordable housing for those in need"

Introduction

The council were undertaking a review of affordable housing (social, shared ownership etc) in the area, and were interested in the panels views about the building of such housing in the area.

How the results have impacted on the council

Comments received from Antonia Hall, tenant participation manager

"We were encouraged that the provision of affordable housing was a high priority for the panel. NFDC works closely with local social housing providers, local councillors, local residents and the safety partnership to ensure proposed developments remain in keeping with each area.

We have taken on board the panels main concerns (increased anti-social behaviour, countryside being reduced, increased traffic, not enough facilities/amenities) and will ensure they remain a high priority throughout the consultation and design process".

Citizens' Panel results

Question 15 – To what extent would you support or oppose the building of affordable housing in the following areas?

Question 17 – Do you have any worries or concerns about the building of affordable housing in your area?

DRAFT

K Housing tenants

Corporate aim 4.6

Undertaken with the Citizens' Panel during December 2005.

"72% of the panel thought that the introduction of a scheme to reward and/or penalise tenants in order to encourage tenants to abide by tenancy conditions was a good idea"

Introduction

The council was considering the implementation of policies to reduce anti-social behaviour, property damage and rent arrears caused by a small number of tenants. In particular, it was considering the introduction of a reward and/or penalties scheme.

How the results have impacted on the council

Comments received from Antonia Hall, tenant participation manager

"This questionnaire followed consultation with NFDC tenants and a feasibility study into the introduction of introducing a tenant rewards scheme. The information gathered has provided us with a broader view which we can now use to underpin the results of consultation we have done so far.

Both tenants and the general population agreed that tenants should be charged for damage caused to their home and evicted in serious cases. We aim to improve our procedures for re-charging tenants for damage and have introduced demoted tenancies for low level anti-social behaviour.

We were surprised that 72% of the panel thought the introduction of a reward scheme was worthwhile as the general view of tenants themselves had been less enthusiastic. We will be looking at the more popular reward options identified by the panel such as priority for transfers and have taken on board the views regarding suspending repairs as being unfair to families " .

Citizens' Panel results

New – question 19 – Which of the following reward measures...?

New – question 20 – Which of the following penalty measures...?

DRAFT

L Food safety

Corporate aim 4.2

Undertaken with the Citizens' Panel during December 2005.

"When visiting a small café or restaurant 96% of the panel would expect the premises to have toilet and hand washing facilities"

Introduction

A review was being undertaken of local restaurants and cafes. The council was interested in the panels views regarding their toilet and hand washing facilities so that any decisions that were made were in line with public opinion.

How the results have impacted on the council

In the past we have had requests for advice on toilet provision from the owners of very small establishments particularly cafes and takeaways who have often recently taken over an establishment or are making improvements.

There is some concern about legislation that insists on all food establishments providing toilets. It appears that this burden could put some out of business if they then have to comply due to the smallness of the premises and difficulty of actually putting in the facilities.

This questionnaire has told us how residents feel about the provision of toilets in such establishments. This information will help the council develop their future policy for adequate compliance on this issue in the future.

Citizens' Panel results

New - question 22 – Do you consider a unisex toilet facility, i.e. one toilet for the use of either sex, is adequate for such premises?

New – question 23 – Do you think that having a public toilet open within a one minute walk is adequate for such premises?

DRAFT

M Speed indicator devices (SIDs)

Corporate aim 4.1

Undertaken with the Citizens' Panel during December 2005.

"36% of the panel had seen a speed indicator device in the New Forest district"

Introduction

Speed indicator devices are automatic signs located by the side of the road. They are designed to help drivers keep to the local speed limit, and are moved every few weeks so that as many roads as possible are covered.

The council wanted to know about the panels knowledge of the devices, what the data collected should be used for, if they had any concerns about them and what their opinion of them was.

How the results have impacted on the council

Comments received from Stephanie Sutton, community safety officer

"The results encouraged us to proceed with the deployment of another two SIDs. One is for urban areas and the other, funded by the leader+ development programme, will be for the forest area, and will be used predominantly on the forest roads. The road safety action group was heartened by the positive response to the SIDs and recognises the need to increase the messages to the community that these are not used for enforcement but to identify where there are speed issues as opposed to a perception that there is a speed issue. To date the SIDs have been very well received and many parish councils are also requesting their use in particular areas of their concern".

Citizens' Panel results

Question 30 – Do you have any worries, concerns or problems with these devices?

Question 31 – To what extent do you agree or disagree with the following statements?

DRAFT

N Community safety

Corporate aims 4.1, 4.3

Undertaken with both the Citizens' Panel and the Young People's Panel during February 2006.

"The crime the citizens' panel were the most worried about was anti-social behaviour"

"The young people's panel perceived the five most serious problems in the area where they lived as being – litter or rubbish, drunkenness in the evenings by young people, vandalism, poor street lighting and dangerous roads."

Introduction

The New Forest Community Safety Partnership is continuing its work to tackle the six key priorities of the community safety strategy. It is important for the partnership to gain an overview of real and perceived, crime and nuisance behaviour through consultation as they are often told that people are not reporting all the crime that they experience or witness.

This consultation aimed to track trends by asking similar questions to those they asked the year before and to explore some new areas.

How the results have impacted on the council

Comments received from Stephanie Sutton, community safety officer

The survey told us that 22% of anti-social behaviour, 56% of car crime and 34% of criminal damage is reported. This will allow us to view the reported figures with an idea of what the true extent of the crime is likely to be.

The survey makes it clear to us that people are not quite sure who is doing what to tackle crime and anti-social behaviour issues. We will undertake some media work to explain what the partnership is doing, alongside individual partners.

45% of respondents felt that the number of anti-social behaviour orders (ASBO's) were not enough and 36% didn't know. We will continue with our present work in light of this.

The New Forest is one of the safest places to live in Hampshire and the UK yet 47% of respondents worried about crime because of what they had read in the local media. We are trying very hard to encourage the media to reflect the true picture whilst reporting crimes that have been perpetrated and we are submitting articles and information to them regarding initiatives and operations. This work will continue.

The responses about drug issues are very worrying to the extent that we will be conducting a supplementary survey.

25% of respondents had been made to feel uncomfortable by cold callers with 16% of them saying that they would handle the next cold caller differently. We will continue to encourage people not to buy from cold callers and have re-ordered window stickers.

We will continue in our efforts to encourage people to slow down their driving voluntarily. This is a consistent request from surveys."

DRAFT

We now recognise that the term anti-social behaviour is used consistently for issues that are also annoying residents. We need to be clearer to the community on what we can take action on and what we can't.

Citizens' Panel results

Question 9 – Vandalism - How regularly in the past year has this been of concern to you?

Question 16 – In the last 12 months have you had any of the following types of cold callers come to your door to offer you goods for sale or services?

Young People's Panel results

Question 6 – Do you remember feeling worried at any time in the last year about the following crimes or problems happening to you?

Question 15 – Who would you like to learn more about substance misuse from?

DRAFT

Corporate Consultation Programme 2006/07

Results published at newforest.gov.uk/citizens'panel and newforest.gov.uk/youngpeoplespanel

All consultations link to corporate aim 2.1 'Involve the Public' and all Young People's Panel consultations link to corporate aim 4.3 'Young People'.

Topic	CP	YPP	Results published	Links to corporate aims
Health	✓	?	May 2006	4.2
Leisure, tourism and arts	✓	✓	July 2006	3.3, 4.7
Courts – Criminal Justice Board	✓	?	August 2006	4.1
Accredited community safety officers	✗	✓	August 2006	4.1
Communications	✗	✓	August 2006	1.5, 1.7, 2.1
Complaints	✓	✗	August 2006	1.3
Traffic management review	✓	✓	October 2006	5.7
Performance Matters	✓	✓	October 2006	1.3
Impact of licensing decisions	✓	✗	December 2006	4.1, 4.2
Local development framework	✓	✓	December 2006	2.2, 3.2, 5.6
Clean neighbourhoods	✓	✓	February 2007	5.1, 5.3
Community safety	✓	✓	March 2007	4.1