

DRAFT



Performance Matters

2007/08

New Forest District Council's annual performance plan and
'What the residents thought 2006-08'



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 email 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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Contents

	Page		Page
Introduction to performance matters (still to add)	1	Social well being	
Overall performance summary (still to add)	5	4.1 Crime and disorder and community safety (priority)	39
Heart of the Forest - the council's corporate plan	7	4.2 Health	43
Performance Matters		4.3 Young people	47
Key	9	4.4 Older people	49
Organisation of excellence		4.5 Social inclusion	51
1.1 Develop our employees	11	4.6 Housing (priority)	55
1.2 Manage our finances (priority)	15	4.7 Leisure, arts and culture	61
1.3 Improve our performance	17	Environmental well being	
1.4 Foster innovation in service deliver	21	5.1 Clean street and public spaces (priority)	
1.5 Promote equal opportunity	23	5.2 Environmental management	69
1.6 Manage our physical assets	25	5.3 Waste	73
1.7 Make best use of new technology	27	5.4 Flooding	77
Working with public and partners		5.5 Coastal protection	79
2.1 Involve the public	29	5.6 Environmental and planning	81
2.2 Work with partners to deliver a community strategy	31	5.7 Transport	85
Economic well being			
3.1 An economic strategy	33		
3.2 Economy and planning	35		
3.3 Tourism	37		

Page

What the residents thought

Introduction	87
Citizens' Panel	89
Young People's Panel	111
Young people's questionnaire	125
'Best value' surveys	127
Future matters	129
Citizens' Panel and Young People's Panel consultation programme 2007/2008 (DRAFT)	131



Performance Matters

- Introduction
- Overall performance summary
- Heart of the Forest - the council's corporate plan
 - 1 Organisation of excellence
 - 2 Working with public and partners
 - 3 Economic well being
 - 4 Social well being
 - 5 Environmental well being
- What the residents thought
- Best value and local performance indicators
- Efficiency statements
 - Looking back
 - Looking forward

Introduction to performance matters

Overall performance summary



The Heart of the Forest

The council's corporate plan 2004-07

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

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 An 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 technology

Key

ABBREVIATIONS

P&R	Policy and Resources Portfolio
LC&Y	Leisure, Culture & Youth Matters Portfolio
C&D	Crime & Disorder Portfolio
EH&W	Employment, Health & Wellbeing Portfolio
Env	Environment Portfolio
F&E	Finance & Efficiency Portfolio
H	Housing Portfolio
P&T	Planning & Transportation Portfolio

CORPORATE AIMS

Organisation of excellence

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

Working with public and partners

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

Economic well being

- 3.1 An economic strategy
- 3.2 Economy and planning
- 3.3 Tourism

Social well being

- 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

Environmental well being

- 5.1 Clean street and public spaces (priority)
- 5.2 Environmental management
- 5.3 Waste
- 5.4 Flooding
- 5.5 Coastal protection**
- 5.6 Environmental and planning**
- 5.7 Transport**

1.1 Develop our employees

- Policy and Resources Portfolio Holder: Cllr Mel Kendal
- Head of Human Resources, Manjit Sandhu

Key targets

Looking back—2006/07

- * Considered options for pay progression for employees through an equal pay audit. A project team has been set up to carry out consultation and make recommendation to cabinet/ council in 2007/08 **(P&R)**
- ✓ Further developed mobile and home working in line with the ODPM priority service transformation outcomes for implementing electronic government **(F&E)**
- ✓ Published a gender equality scheme involving employees and other stakeholders in its production **(P&R)**
- ✓ Carried out an equal pay review and made recommendations for action **(P&R)**
- ✓ Pilot and introduce flexible working procedures
- ✓ Continue to develop the human resources to provide 'self service' administration for employees.
- * Improve communications for employees a dedicated news line and e-newsletters

Looking forward—2007/08

- ⊙ Further develop mobile and home working in line with the ODPM priority service transformation outcomes for implementing electronic government **(F&E)**
- ⊙ Review the internal structure currently in place for the provision of health and safety advice and procedures by December 2007 **(EH&W)**
- ⊙ Complete a pay and reward review, carry out consultation with employees and make recommendations to cabinet/ council **(P&R)**
- ⊙ Progress the work of the HIOWLA (Hampshire and IOW) Human Resources Collaborations Group, particularly the implementation of the Hampshire wide recruitment portal **(P&R)**
- ⊙ Develop a programme of member training following the elections in May that also covers requirements of the Government White Paper **(P&R)**

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

Partnerships in action

**

1.1 Develop our employees contd

"Employees are vital to our success"

The council's improvement plan

Develop a communication framework

A major communications review has been undertaken following an audit of communication channels. Improvement plans developed and framework being developed.

Develop senior managers' roles and structures

Heads of service meeting continue to evolve including development of a robust strategic work programme.

More focussed approach at senior management meetings on key issues ie performance management and role of group itself

Achieve more flexible working patterns

Steering / working group established. Revised flexi-scheme in place and new working protocol now in place. Scheme to be reviewed in October.

Expand the variety of methods for people to access training and development, including technology and partnerships

Workforce Development Strategy has been agreed. Aim to develop essential skills further from SEEDA bid, following success of the pilot. ICT Learning Strategy agreed. Learning Zone launched, including a link to Ashbridge e-learning centre.

Develop a learning culture at all levels to evaluate what we do and share learning from successes and failures

Learning culture discussion paper raised awareness of learning opportunities. Complaints procedure revised to share learning. Further work planned in 2007/08 to further develop council's culture in this area

Opinions Matter

In February 2007 managers at the council were asked to rate various questions revealing their satisfaction of three sections of the human resources team: the payroll team, the human resources advisory team and the recruitment team.

Although most managers were satisfied with the majority of aspects considered there is room for improvement!

1.1 Develop our employees cont'd

Performance matters overview 2006/07

Efficiency

10.4 days sick were taken per full time equivalent (FTE) employee (BV12)*

0.52% of FTE employees took early retirement (BV14)*

5.28% of pay was paid as overtime (LP45)*

0.14% of FTE employees took ill-health retirement (BV15)

Effectiveness

1.67% of the top 5% of earners were from black/ ethnic minorities (BV11b)

3.34% of the top 5% of earners have a disability (BV11c)

28.14% of the top 5% of earners were women (BV11a)

3.7% of employees have declared a disability (BV16a)
12.24% of the district's working age population have a disability.

2.05% of employees are from a black/ ethnic minority background (BV17a).
1.2% of the district's working age population are from ethnic minorities/ black

Quality

15.27% of FTE employees left the authority voluntarily (LP43a)*

19.84% of FTE employee contracts were terminated (LP43b)

See the detailed graphs, section (xx) for more information

1.1 Develop our employees cont'd

Performance matters overview 2006/07

*Red alert!

BV12	There has been significant activity to tackle short term sickness, particularly in Commercial Services, further training sessions for managers planned for June 2007. A review of policies and procedures is currently underway.
BV14	High level of early retirements not expected to continue as affected by large scale restructuring in Housing
LP43a	At times of uncertainty the voluntary leaver rate will increase. This year's performance has been affected by a fundamental review in Leisure and major restructuring/ reviews in Housing and Commercial Services
LP43b	Performance has increased due to the voluntary leaver rate and restructuring in Housing and Commercial Services
LP45	2005/06 data did not take into account payments in the old payroll system. It is estimated that the actual figure for 2005/06 was in the region of 5%. The increase for 2006/07 relates to higher sickness levels and increased turnover resulting in more overtime cover. Further investigations and more resources need to be allocated to tackle this issue effectively.

1.2 Manage our finances

PRIORITY AIM

- Finance and Efficiency Portfolio Holder: Cllr Colin Wise
- Assistant Director of Resources, Financial Services: Pat Higgins
- Assistant Director of Resources, Customer Services: Glynne Miles

Key targets

Looking back—2006/07

- ✓ Evaluated charging options for on-street parking within the district **(P&T)**
- ✓ Delivered the council's efficiency targets **(F&E)**
- ✓ Entered into partnership arrangements with other Hampshire authorities for the efficient procurement of contracts for recruitment advertising and temporary agency staff **(P&R)**
- ? Phase out bank giro and weekly council tax payments to encourage more efficient methods of tax collection
- ? Participate in a county-wide procurement review of the tax and benefits service
- ? Agree partnership arrangements with suppliers for e-billing council tax and business rates
- ? Bring forward final accounts a month earlier to enable more timely financial planning

Looking forward—2007/08

- ⊙ Review the service level agreement with HCC for the delivery of emergency planning and report outlining recommended further action **(C&D)**
- ⊙ Complete the review of on-street charging options by 30 September 2007 **(P&T)**
- ⊙ Agree environmental improvement plans arising from the council's green audit **(Env)**
- ⊙ Co-ordinate the preparation of a business case for shared tax and benefit services in Hampshire by 30 September **(F&E)**
- ⊙ Construct a detailed business case for moving to a one-site administration **(F&E)**
- ⊙ Develop a structured framework to facilitate the delivery of the council's efficiency and improvement programmes by June 2007 **(F&E)**

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 the medium-term financial plan, which clearly recognises what resources will be available and what we believe people are willing to pay.

Financial Strategy

The council's improvement plan

Achieve Government efficiency targets (including review of accommodation)

Government targets currently being met but need to gear activity to respond to fresh challenges. Review of accommodation, currently underway, is potentially the biggest opportunity to achieve significant savings

1.2 Manage our finances cont'd

See the detailed graphs, section (xx) for more infor-

Performance matters overview 2006/07

Efficiency

There were 26.73 fraud investigations per 1,000 claimants (BV76c)*

217 claimants were visited to investigate fraud per 1,000 claimants (BV76a)

There were 0.24 investigators per 1,000 claimants (BV76b)

The net cost of administration per benefit claimant was £27.40 (LP29) forecast

6.55% of benefit overpayments were written off from the total outstanding (BV79biii)

Effectiveness

30.08% of benefit overpayments were recovered from the total outstanding (BV79bii)*

95.04% of undisputed invoices were paid on time (BV8)

99.1% of national non-domestic rates were collected (BV10)

79.86% of housing benefit overpayments were recovered during the year (BV79bi)

98.8% of council tax was collected (BV9)

It took an average of 23.9 days to process new benefit claims (BV78a)

It took an average of 6.4 days to process a notification of change of circumstance to a benefit claim (BV78b)

Quality

There were 4.3 prosecutions and other sanctions per 1,000 claimants (BV76d)

78% of all benefit claimants were satisfied with the overall service provided (BV80g)

99.4% of benefit cases were processed correctly (BV79a)

*Red alert!

BV76c	New risk assessment process now filters out cases that overlap or are less likely to be successful. The more successful cases investigated require greater resource input per case so the number of cases is likely to reduce.
BV79bii	Overpayments identified in 2005/06 were abnormally high, following a national exercise to identify undeclared income and capital. Working to agree a robust policy to write off long standing debts. Restrictions to the amount that can be recovered from existing claimants also extends the period of recovery greatly.

1.3 Improve our performance

- Policy and Resources Portfolio Holder: Cllr Mel Kendal
- Head of Performance and Strategic Development, Keith Smith

Key targets

Looking back—2006/07

- ✗ Did not achieve all the year's milestones included in the Council's Improvement Plan although good progress has been made against the majority of them **(P&R)**
- ✗ The review of the council's corporate plan has been re-aligned to fit in with the development of the community strategy and will now be completed during 2007/08 **(P&R)**
- ✓ Delivered the council's efficiency targets **(F&E)**
- ✓ Increased the number of corporate indicators either in the top quarter or improving from 57% to 71% **(P&R)**
- ✗ Members guide to performance management not yet published. Pending introduction of new performance management software.
- ✓ Purchased performance management software to support performance management and improvement

- ✓ Established a key basket of indicators based on important issues to the council and implemented a reporting system to the senior management team

Looking forward—2007/08

- ⊙ Achieve and maintain all Government targets for time taken to determine minor, major and other planning applications (BV109a, b & c) **(P&T)**
- ⊙ Improve the availability of electronic service delivery in planning to achieve the PARSOL level 3 standard **(P&T)**
- ⊙ Develop a structured framework to facilitate the delivery of the council's efficiency and improvement programmes, June 2007 **(F&E)**
- ⊙ Review and identify improvements to the complaints system and report findings **(P&R)**
- ⊙ Achieve an increase in the number of the council's performance indicators either in the top quartile or improving, from the previous year **(P&R)**

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 community issues.

- ⊙ Agree environmental improvement plans arising from the council's green audit **(Env)**
- ⊙ Publish a revised corporate plan that sets clear aims and objectives to be achieved in the next four years **(P&R)**
- ⊙ Complete a pilot implementation programme for the performance management system and devise an implementation strategy **(P&R)**
- ⊙ Develop and implement a data quality strategy and action plan for all services to follow, in particular to support the implementation of the council's performance management software.

1.3 Improve our performance cont'd

"Members and employees are involved in planning and reviewing services in the council's new approach to performance management"

The council's improvement plan

Review effectiveness of democratic arrangements

Following establishment of Corporate Overview Panel and lead scrutiny approach, members surveyed in December 2006 to assess perception of involvement in performance and scrutiny.

Identify smarter targets against council priorities and aims

Key targets drawn from service plans and assessed against the corporate plan aims. Medium term targets to be identified as part of the review of the corporate plan in 2007/08.

Complaints

Work continuing on the reporting module of the complaints system. Testing of the model carried out in 2006/07.

Ensure focussed and rigorous review of performance against BVPIs and other measures

CMT and members more engaged through quarterly 'Focus on Performance' reports. Basket of key performance indicators established. Clearer performance data now provided with symbols and graphs.

Review of the corporate plan

A two stage process for review is currently being drafted for approval.

Deliver the council's 'contact centre' vision

Recently agreed that all external-facing services are to adopt the contact centre approach. Call management technology has been installed. Two year plan agreed to focus on the two main administration centres eg integrating the switchboard and introduction of self-service transactions.

Implementation of the performance management software across the council

Performance management software acquired and pilots underway in three service areas.

Opinions Matter

What the residents thought

Complaining to the council - Citizens' Panel, July 2006 - Page ***

Focus on media - Young People's Panel, July 2006 - Page ***

Sharing performance information - Citizens' Panel, September 2006 - Page ***. A questionnaire on the same topic was also sent to council members and relevant officers to ensure that they would get the most out of performance management information including this document - 'Performance Matters'.

1.3 Improve our performance cont'd

Performance matters overview 2006/07

Efficiency

26 complaints were handled by an ombudsman (LP44b)

There were 206 service complaints recorded (LP44c)

Effectiveness

No complaints determined by an ombudsman were considered as a result of maladministration (LP44a)

79% of the council's key targets were completed (LP1a)

71% of the key corporate indicators were either in the top quarter for England or improved in the last year (LP1b)

Quality

67% of citizens were satisfied with the overall service provided by the council (BV3)

46% of residents who had complained were satisfied with how their complaint had been handled (BV4)

20% of all complaints to the council were justified (LP46)

See the detailed graphs, section (xx) for more information

1.3 Improve our performance cont'd

1.4 Foster innovation in service delivery

- Finance and Efficiency Portfolio Holder: Cllr Colin Wise
- Director of Resources: Chris Malyon

Key targets

Looking back—2006/07

- ✗ The leisure fundamental review was not completed, however, it has progressed well and is due for completion in September **(LC&Y)**
- ✓ Completed a review of the recycling and waste collection service **(Env)**
- ✓ Carried out a review of grass cutting frequencies **(Env)**
- ✓ Reviewed options for strategic outsourcing of some areas of the ICT services operation **(F&E)**
- ✓ Completed a best value review of the private sector leasing scheme **(H)**
- ✓ Entered into partnership arrangements with other authorities in Hampshire for the efficient procurement of contracts for recruitment and temporary agency staff **(P&R)**

- ? Signed up to the Government's small business concordat
- ? Consider the development opportunities for the Test Valley partnership
- ? Encourage, evaluate and promote an effective model for service to review their business processes

Looking forward—2007/08

- ⊙ Introduce more self-service opportunities, within the contact centre, including self service payments by phone **(F&E)**
- ⊙ Complete the migration of key corporate information systems to be hosted at Hampshire County Council as part of the housing pilot project **(F&E)**
- ⊙ Complete a business case study for the introduction of a commercial gas servicing team through the New Forest/Test Valley Partnership **(H)**

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

- ⊙ Co-ordinate the preparation of a business case for shared tax and benefit services in Hampshire **(F&E)**
- ⊙ Agree options for the procurement of health and leisure centre management arising from the fundamental service review **(LC&Y)**
- ⊙ Agree options for the procurement of the Tourism service management arising from the fundamental service review **(LC&Y)**
- ⊙ Ensure the implications of the Government White Paper are fully explored including two tier partnership working **(P&R)**

1.4 Foster innovation in service delivery cont'd

"We are not dogmatic about who delivers services "

The council's improvement plan

Build on the establishment of the Test Valley Partnership

The partnership continues to deliver a range of operational, financial and management benefits. Further development under review, with the establishment of a project board to oversee the outcomes.

Explore methods of attracting additional external funding

Using the expenditure planning process to identify income generation opportunities. Joint projects include a partnership of five Hampshire authorities to employ a Joint Funding Officer. Other examples of external funding can be found in waste management, health, community safety funding, planning and lottery funding for leisure activities.

Procurement

The procurement strategy and action plan have been approved. A working group has now been established to implement proposed procurement improvements.

1.5 Promote equal opportunity and diversity

- Policy and Resources Portfolio Holder: Cllr Mel Kendal
- Head of Performance and Strategic Development, Keith Smith

Key targets

Looking back—2006/07

- ✓ Achieved level 3 of the national equality standard **(P&R)**
- ✓ Published a disability equality scheme involving the disabled community and other stakeholders in its production **(P&R)**
- ✓ Published 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 a final published scheme.

Looking forward—2007/08

- ⊙ Achieve 55% of level 4 of the Equality Standard **(P&R)**
- ⊙ Publish a revised Race Equality Scheme for 2008 - 11 **(P&R)**

The council's improvement plan

Complete the Equalities Strategy (including the Race Scheme)

The strategy has now been completed. Emphasis is now focussing on delivering against the different levels of the Equalities Standard. Achieved target level of 100% of level 3. Published the Disability Equalities Scheme and Gender Equalities Schemes.

We have robust equal opportunity policies and will ensure they are properly monitored. We aim to avoid discrimination either in employment 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 our minority communities to further our understanding and respond to their needs.

Equalities and Race schemes

Partnerships in action

With the Disability Equality Scheme being a priority for 06/07 partners have remained involved on various projects arising from this scheme.

Opinions Matter

The Disability Equality Scheme (DES) Advisory Group consisting of residents and partners have been heavily involved in DES projects including elections, car parking and DES action plan itself. With regular feedback being sought.

The Equalities Network have also been consulted on a few specific topics.

1.5 Promote equal opportunity and diversity cont'd

Performance matters overview 2006/07

Effectiveness

1.67% of the council's top 5% of earners are from black/ ethnic minorities (BV11b)

3.34% of the council's top 5% of earners have a disability (BV11c)

28.14% of the council's top 5% of earners are women (BV11a)

3.7% of employees have declared a disability (BV16a)
12.24% of the district's working age population have a disability.

2.05% of employees are from a black/ ethnic minority background (BV17a).
1.2% of the district's working age population are from ethnic minorities/ black

Quality

Achieved 77% of the duty to promote race equality check list (BV2b)

Achieved level 3 of the equality standard for local government (BV2a)

94% of the council's buildings are suitable for and accessible to people with disabilities (BV156)

The council's housing service is following the Commission for Racial Equality's code of practice (BV164)

There were no racial incidents reported to the council (BV174)

See the detailed graphs, section (xx) for more information

1.6 Manage our physical assets

- Finance and Efficiency Portfolio Holder: Cllr Colin Wise
- Assistant Director of Resources, Financial Services: Pat Higgins

Key targets

Looking back—2006/07

- * The long term future of Ringwood offices has been delayed to align with the Ringwood Town Centre review, currently underway **(F&E)**
 - ? Complete the implementation of the asset management system
 - ? Move the council’s environmental management system to a web based approach
 - ? Develop a system to calculate and update energy performance for all buildings

✓ Produced 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)**

✓ Implemented the requirements of the housing, health and safety rating system as required by the Housing Act 2004 **(H)**

Looking forward—2007/08

- ⊙ Investigate the possibility of extending closed circuit television coverage to other major towns in the district **(C&D)**
- ⊙ Agree environmental improvement plans arising from the council’s green audit **(Env)**
- ⊙ Construct a detailed business case for moving to a one-site administration **(F&E)**

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

- ⊙ Consider and report on the implications of the Government White Paper on the council’s existing policies for community assets **(F&E)**
- ⊙ Devise a health and safety development plan for the Leisure service which identifies the key actions required across the service **(LC&Y)**

Partnerships in action

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1.6 Manage our physical assets cont'd

Performance matters overview 2006/07

Efficiency

On average, council buildings were using 99% of the average electricity consumption for local authority buildings (BV180ai)

On average, council buildings were using 53% of the average fossil fuel consumption for local authority buildings (BV180aii)

Effectiveness

94% of buildings are suitable for and accessible to people with disabilities (BV156)

The average SAP rating of council owned homes was 70 (BV63)

Quality

96% of the council's 27 public conveniences provide disabled access (LP20b)

80% of the council's public conveniences provide baby-changing facilities (LP20c)

13% of council owned homes were non-decent, which has improved by 19% since last year (BV184a & b)

See the detailed graphs, section (xx) for more information

1.7 Make best use of new technology

- Finance and Efficiency Portfolio Holder: Cllr Colin Wise
- Assistant Director of Resources, Head of ICT: Ken Connolly

Key targets

Looking back—2006/07

- * All planning documents are not available to view online. Although there have been various improvements to the planning website, planning applications will not be fully available online until late 2007. **(E&P)**
- ✓ Developed and implemented a training strategy (including e-learning) for all employees and members use of ICT **(F&E)**
- ✓ Further developed mobile and home working in line with the ODPM priority service transformation outcomes for implementing electronic government **(F&E)**
- ✓ Further developed the local land and property gazetteer and fully integrated the council's other land and property based information systems with it **(F&E)**
- * Did not undertake a publicity campaign to potential customers to encourage more up-take of electronic transactions. **(F&E)**

- ✓ Have reviewed the options for strategic outsourcing of some areas of the ICT services operation and have identified a preferred option
- ✓ Have furthered developed technology to support mobile working and home working
- ✓ Produced a draft ICT Strategy for 2007-11
- ✓ Introduced service management ITIL standards and procedures for ICT service to create best practice and minimise risks to the council's business infrastructure

Looking forward—2007/08

- ⊙ Further develop electronic access to all services for customers and partners in order to minimise operating costs and to improve efficiency through the e-channels project **(F&E)**
- ⊙ Review the mobile working pilot project and propose an action plan for the targeted use of mobile working across the council **(F&E)**

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

ICT Strategy

- ⊙ Complete the migration of key corporate information systems (housing management and tax & benefits), hosted at Hampshire County Council, as part of a hosting pilot project **(F&E)**
- ⊙ Review and identify improvements to the complaints system and report findings **(P&R)**
- ⊙ Complete a pilot implementation programme for the performance management system and devise an implementation strategy **(P&R)**
- ⊙ Progress the work of the HIOWLA (Hampshire and IOW) Human Resources Collaborations Group, particularly the implementation of the Hampshire wide recruitment portal **(P&R)**

1.7 Make best use of new technology cont'd

“use information and communications technology in the drive to provide high quality and cost effective services”

The council's improvement plan

Agree and implement an enhanced and integrated e-government strategy

The council achieved its e-government implementation target in 2006.

The e-government team is now concentrating on promoting the new access channels and identifying efficiency benefits arising from the investment programme.

Expand the variety of methods for people to access training and development, including technology and partnerships

Workforce Development Strategy has been agreed. Aim to develop essential skills further from SEEDA bid, following success of the pilot. ICT Learning Strategy agreed. Learning Zone launched, including a link to Ashbridge e-learning centre.

Partnerships in action

**



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

2.1 Involve the public

- Policy and Resources Portfolio Holder: Cllr Mel Kendal
- Head of Communications, David Atwill
- Head of Legal and Democratic Services, Grainne O'Rourke
- Head of Performance and Strategic Development, Keith Smith

Key targets

Looking back—2006/07

- ✓ Further developed the contact centre approach to include the larger services based at Appletree Court, such as Housing and Planning **(F&E)**
- ? Conitnue 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 to the disabled

Looking forward—2007/08

- ⊙ Undertake public consultation on the future development options for Ringwood town centre, with particular reference to the Furlong **(P&T)**
- ⊙ Develop the core strategy of the local development framework, in partnership, to enable a public enquiry to be held in 2008 **(P&T)**
- ⊙ Develop and implement an action plan to increase involvement of tenants including the establishment of five additional tenant focus groups in the district **(H)**
- ⊙ Publish a community engagement strategy **(P&R)**
- ⊙ Develop a programme of member training following the elections in May that also covers requirements of the Government White Paper **(P&R)**

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' view into the decision making process. The Citizens' Panel, other surveys and public meetings also help us to consult the public.

Consultation Policy

Partnerships in action

LAA priority outcome:

Empower local people to have a greater voice and influence over decision making and the delivery of services

LPSA2: Hampshire targets

Encourage volunteering

Measure: The number and extent of people participating in local voluntary and community activities for 2 hours a week or more

22% (2005)

⊙ 25.5% (2009)

2.1 Involve the public cont'd

"Individual non-executive councillors of all parties are our front line members"

The council's improvement plan

Develop a communication framework

A major communications review has been undertaken following an audit of communication channels. Improvement plans developed and framework being developed.

Develop a consultation framework

Greater co-ordination of consultation planned for 2007/08, including across LSP partners. Greater emphasis on face to face involvement being used and developed. Community engagement strategy discussion paper produced for early discussion at the Communications Group. Specific interest through Crime and Disorder Panel as a result of legislation and police operations. There are opportunities to collect and use community intelligence around crime and disorder issues.

Performance matters overview 2006/07

Quality

↘ 78% of benefit claimants are satisfied overall with the service (BV80g)

↘ 61% of planning applicants were satisfied with the service (BV111)

↔ 88% of residents were satisfied with the household waste collection (BV90a)

↔ 67% of residents are satisfied overall with the services provided by the council (BV3)

↑ 46% of residents complaining to the council were satisfied with how their complaint was handled (BV4)

↑ 77% of residents were satisfied with cleanliness standards (BV89)

↑ 84% of residents were satisfied with the recycling facilities (BV90b)

↑ 88% of the council's tenants are satisfied with the overall housing service (BV74i)

↑ 71% of council tenants are satisfied with opportunities for participation in decision making (BV75a)

↑ 72% of residents were satisfied with the council's sports and leisure facilities (BV119a)

↑ 81% of residents were satisfied with parks and open spaces in the district (BV119e)

Opinions Matter

What the residents thought

Whole section - starting page ***

See the detailed graphs, section (xx) for more information

2.2 Work with partners to deliver a community strategy

- Policy and Resources Portfolio Holder: Cllr Mel Kendal
- Head of Performance and Strategic Development, Keith Smith

Key targets

Looking back—2006/07

- ✓ Delivered more than 80% of the actions included in the community strategy action plan, where resolution is in the control of the council **(P&R)**
- ✓ Progressed the review of the community strategy through joint working with the local development scheme, including a joint consultation exercise **(P&R)**
- ✓ Ensured the changing lives partnership is geared to meeting the challenges presented by the Hampshire LAA and other Government initiatives through identifying issues and improvement planning
- ✗ No significant improvement to communications to promote the work of the Changing Lives Partnership including improvement to its website

Looking forward—2007/08

- ⊙ Develop the core strategy of the local development framework, in partnership, to enable a public enquiry to be held in 2008 **(P&T)**
- ⊙ Consider and report on the implications of the Government White Paper on the council's existing policies for community assets **(F&E)**
- ⊙ Develop partnership mechanisms with the new Primary Care Trust and Hampshire County Council to deliver jointly agreed health priorities **(EH&W)**
- ⊙ Publish a revised community strategy for the district that demonstrates synergy with the emerging Local Development Framework Core Strategy **(P&R)**
- ⊙ Ensure the implications of the Government White Paper are fully explored, including two tier partnership working **(P&R)**

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

2.2 Work with public and partners to deliver a community strategy cont'd

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

The council's improvement plan

Lead a multi-agency response to meet the diverse needs of the district by finalising the community strategy and ensuring it is implemented

Review of the strategy is co-ordinating with the local development framework, following a public consultation on 'Future Matters'. Also ensuring alignment with the community bridging process to ensure issues arising from the parish plans and market town health checks are also included in the strategy as it develops.

Work in partnership with other bodies through local area agreements (LAA) and local public service agreements (LPSA2)

The council is involved in more Hampshire-wide targets than any other district. LPSA monitoring underway via the LAA process. Developing

Partnerships in action

** Add update on review of community strategy

Opinions Matter

What the residents thought

Local Criminal Justice Board - Citizens' Panel, July 2006 - Page ***

Future Matters - undertaken with residents and organisations February 2007 - Page ***



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:

- 3.1 An economic strategy
- 3.2 Economy and planning
- 3.3 Tourism

3.1 Economic strategy

- Employment, Health and Well Being Portfolio Holder: Cllr Maureen Holding
- Assistant Director of Community Services, Leisure Development: Martin Devine

Key targets

Looking back—2006/07

- ✓ Economic development targets have been devised from the action element of the economic strategy **(P&T)**
- ✓ Identify key issues for action from the revised economic strategy following consultation with partners

Looking forward—2007/08

- ⊙ Ensure that an effective exit management strategy is put in place for the continuation of local produce initiatives after LEADER+ funding comes to an end in November 2007 **(EH&W)**

Partnerships in action

Changing Lives Strategy - Economy

Providing better access and Taking preventative action (2006/07)

- ✓ Assessed the implications of the revised economic strategy and implemented its recommendations. The strategy has been approved and a service plan to implement the actions agreed

LAA priority outcome

Deliver first class support for businesses, promote skills and workforce development and address barriers to employment

LPSA2:Hampshire targets

Increase Hampshire's share of VAT registrations within the South East Measure: Average of Hampshire's share of the SE regions VAT registrations

15% (2000-04)

↔ 14.7% (2005)

⊙ >15% (2008)

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

Opinions Matter

**

3.1 Economic strategy cont'd

3.2 Economy and planning

- Employment, Health and Well Being Portfolio Holder: Cllr Maureen Holding
- Planning and Transportation Portfolio Holder: Cllr C R Treleaven
- Assistant Director of Community Services, Planning: Chris Elliott

Key targets

Looking back—2006/07

- ✗ Did not submit employment land development plan document as the plans have been changed. They will now be submitted as part of the 'Core Strategy' development **(P&T)**
- ✗ The long term future of Ringwood offices has been delayed to align with the Ringwood Town Centre review, currently underway **(F&E)**
- ✓ Completed and opened Hythe Promenade environmental improvement scheme **(P&T)**
- ✓ Implemented New Street, Lymington highway improvement scheme **(P&T)**
- ✓ Progressed the review of the community strategy through joint working with the local development scheme, including a joint consultation exercise **(P&R)**

? Progress the local development framework to meet targets set out in the local development scheme

? Assist village and town plan preparations across the district and link their outcomes with the community strategy

Looking forward—2007/08

- ⊙ Undertake public consultation on future development options for Ringwood town centre, with particular reference to the Furlong **(P&T)**
- ⊙ Ensure that an effective exit management strategy is put in place for the continuation of local produce initiatives after LEADER+ funding comes to an end in November 2007 **(P&T)**
- ⊙ Develop the core strategy of the local development framework, in partnership, to enable a public enquiry to be held in 2008 **(P&T)**

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 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

- ⊙ Achieve and maintain all government targets for time taken to determine minor, major and other planning applications, BV109a, b & c **(P&T)**
- ⊙ Establish a viable strategy for a combined managed workspace / skills centre with partners to be implemented as and when a suitable opportunity becomes available **(EH&W)**

3.2 Economy and planning cont'd

"Safeguarding existing employment sites"

Partnerships in action

**Changing Lives Strategy -
Built environment**

Providing better access (2006/07)

× Did not complete the design and implementation of Mallard Courtyard, New Milton. Following public consultation this scheme has now been amalgamated with larger scheme for Station Road, South, to be implemented in 2007/08

Taking preventative action (2006/07)

✓ Promoted and supported the town/village plans and Market Towns 'Health check' process across the district. The Fordingbridge **Market Town Healthcheck** was formally launched in June 2007.

Opinions Matter

**

Performance matters overview 2006/07

Effectiveness

The local development scheme was submitted by 28 March 2005, and has a 3 year rolling programme (BV200a)

All the milestones set out in the local development scheme for 2006/07 were met (BV200b)

An annual monitoring report was published by December 2007 (BV200c)

3.3 Tourism

- Employment, Health and Well Being Portfolio Holder: Cllr Maureen Holding
- Assistant Director of Community Services, Leisure Development: Martin Devine

Key targets

Looking back—2006/07

- ✘ Although the fundamental review of Tourism is progressing well, procurement options and other outcomes are not expected to be finalised until October 2007 **(LC&Y)**
- ✓ Completed and opened Hythe Promenade environmental improvement scheme **(P&T)**
- ✓ Implemented New Street, Lymington highway improvement scheme **(P&T)**
- ✓ Identified key performance indicators for the tourism service to assess its success more effectively in the future

Looking forward—2007/08

- ⊙ Agree options for the procurement of Tourism service management arising from the fundamental service review by October 2007. **(LC&Y)**

Opinions Matter

What the residents thought

Leisure, tourism and arts - Citizens' Panel, June 2006 - Page ***

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;
- Yet protects and enhances the local environment.

Our future together

3.3 Tourism cont'd

"Our strategy seeks to create a destination that welcomes, involves and satisfies visitors"

Partnerships in action

Changing Lives Strategy - Tourism

Providing better access (2006/07)

- ✘ Clear roles for community tourism groups not established as the Tourism and Visitor Management Strategy has been delayed until October 2007
- ✓ Implemented a defined destination marketing programme that makes best use of information technology to integrate industry and key stakeholder marketing activity
- ✓ Assessed the impact of the re-launched LA21 tourism kit and continue to widen its appeal to accommodation providers
- ✓ Ensured the tourism service relates to the emerging national park includes several joint projects and the visitor information centres

Taking preventative action (2006/07)

- ✘ Further work still required to ensure wide stakeholder input into the Tourism and Visitor Management Strategy. Publication expected October 2007
- ✓ Increased community awareness of the services available at the visitor information centres
- ✓ Re-constituted the LA21 tourism group to provide an effective link between the environment and tourism destination management

Performance matters overview 2006/07

Effectiveness

Any indicators and perf to add?



4 Social well being

" We will strive to improve the health and security of all residents of the New Forest, providing opportunities for participation regardless of their ages and backgrounds."

Issues we will address are:

- 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

4.1 Crime and disorder and community safety

PRIORITY AIM

- Crime and Disorder Portfolio Holder: Cllr Goff Beck
- Assistant Director of Community Services, Environmental Health: Annie Righton

Key targets

Looking back—2006/07

- ✓ Developed an action plan for the the council's contribution to the community safety parts of the LPSA2 and developing local area agreement (LAA) **(C&D)**
- ✗ Train key personnel in the council's response to local emergencies **(C&D)**
Some emergency planning training has taken place during the year and continues to be an ongoing commitment. The council is negotiating an updated training programme with Hampshire County Council.
- ✗ Develop and implement an emergency planning action plan. **This is being considered by scrutiny at the July meeting. Members are going to review the performance of the contract for the deliver of emergency planning.**

- ✓ Assessed the implications of the audit on CCTV and implemented the recommendations **(C&D)**
- ? Review anti-social behaviour procedures with partners. **This is an on going piece oof work that has been delayed by changes in legislation. The work is currently in draft stage.**

Looking forward—2007/08

- ⊙ Review and amend the anti-social behaviour (ASB) protocol and present it to all partners for formal sign up. The protocol will address partnership working on all issues including ASBO's and post conviction ASBO's. **(C&D)**
- ⊙ Review the service level agreement with HCC for the delivery of emergency planning under the Civil Contingencies Act and outline what further work needs to be done. **(C&D)**
- ⊙ Investigate the possibility of extending closed circuit television (CCTV) coverage to other major towns in the district **(C&D)**

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

Community Safety Strategy

- ⊙ Monitor the council's position regarding the future funding of accredited community safety officers (ACSO's) in the light of Police community safety officers (PCSO's) **(C&D)**
- ⊙ Complete the review of on-street charging options by 30 September 2007 **(E&P)**
- ⊙ Achieve 55% of level 4 of the Equality Standard **(P&R)**
- ⊙ Publish a revised Race Equality Scheme for 2008-11 **(P&R)**

4.1 Crime and disorder and community safety cont'd

"Along with partners, we will help to deliver the community safety strategy"

Partnership in action

Changing Lives Strategy

B Community safety

Providing better access (2006/07)

- ✓ Established joint action groups to compliment and supersede the Divided we Fall and partnership 'tasking co-ordinating group' procedures (**Police**)

Taking preventative action (2006/07)

- ✓ 999 Live camps (**Community safety partnership**)
- ✓ Alcohol test purchasing (**Police**)
- ✓ Alcohol misuse enforcement and anti-social behaviour campaigns (**Police**)
- ✓ Cameras for cycle beat teams (**Police**)

Hampshire LAA priority outcome:

Tackle crime and anti-social behaviour recognising the harm of drug and alcohol misuse

LPSA2: Targets to 2008/09

Reduce re-offending rates of young offenders who commit further offences of violence

Measure: Re-offending rate of violent crime convicted young offenders over 12 months: (2008—28%) (2009—23.8%) and 24 months (2009—45.1%)

Reduce incidences of deliberate fires by 4%

a Primary fires (excl vehicles):

↑ 28 (2006/07) ☉: 19 (2009)

b Primary vehicle fires:

↑ 37 (2006/07) Target: 27 (2009)

c Secondary fires eg heathland, sheds

↑ 329 (2006/07) Target: 215 (2009)

Reduce violent incidences in public places.

Measure: Reduce the sale of alcohol to under 18s from 32.5% to 16%

2006/07 performance: ↘ 29%

More residents feel safe following a random sample survey of questions

Measure: MORI survey, including:

Feeling safe after dark:

58% (2005/06) Target 64% (2009)

Feeling safer due to ACSO's and PCSO's:

22% (2005/06) Target: 25% (2009)

Problem of teenagers hanging out:

57% (2005/06) Target: 51% (2009)

Problem of vandalism and graffiti:

36% (2005/06) Target: 30% (2009)

Next survey due 2008/09

Reduce those killed and serious injury road casualty by approximately 300

Number of people killed or seriously injured on Hampshire roads

670 (2004) ↘ 612 (2005)

Target: Av of 684 (2005 - 08)

4.1 Crime and disorder and community safety cont'd

"We will seek stronger community involvement"

Opinions Matter

What the residents thought

Community safety - Citizens' Panel, February 2007 - Page ***. The same questionnaire was also sent to nearly 3,000 randomly selected households in the district.

Young People's Questionnaire - via local secondary schools, February 2007 - page ***

Citizens' Panel and Young People's Panel programme 07/08 (DRAFT) - page ***

- Community safety

Performance matters overview 2006/07

Effectiveness

13.1 violent crimes were committed per 1,000 population (BV127a)

0.19 robberies were committed per 1,000 population (BV127b)

8.9 vehicle crimes were committed per 1,000 population (BV128)

There were no racial incidents recorded by the authority (BV174)

4.4 domestic burglaries were committed per 1,000 households (BV126)

55% of actions were achieved, against a domestic violence check list (BV225)

Quality

↑ 14% of residents have high level of worry about burglary

↓ 15% of residents have a high level of worry that their vehicle will be stolen

↓ 15% of residents have a high level of worry that something may be stolen from their vehicle

↓ 13% of residents have a high level of worry that their vehicles will be damaged

↑ 14% of residents have a high level of worry about street robbery

↓ 18% of residents have a high level of worry about anti-social behaviour

Results taken from a Citizens' Panel questionnaire in 2006/07

See the detailed graphs, section (xx) for more information

4.1 Crime and disorder and community safety cont'd

4.2 Health

- Employment, Health and Wellbeing Portfolio Holder: Cllr Maureen Holding
- Assistant Director of Community Services, Environmental Health: Annie Righton
- Assistant Director of Community Services, Leisure services (Business): Bob Millard

Key targets

Looking back—2006/07

- ✓ Developed an action plan for the council to implement the LPSA2 target on obesity **(EH&W)**
- ✗ Didn't achieve greater integration and promotion of information between agencies on subjects identified in the joint health strategy due to ongoing changes at the Primary Care Trust.
- ✗ Were not able to work with GPs to agree ways in which leisure can fit better with their new way of working due to ongoing changes at the Primary Care Trust.

Looking forward—2007/08

- ⊙ Review and provide food safety management information and training to small catering firms, through Safer Food, Better Business seminars **(EH&W)**

- ⊙ To implement the smoke free legislation and prepare all relevant businesses by July 2007 **(EH&W)**
- ⊙ To deliver the 'Cook and Eat' programme to one school in the district and engage and develop an appropriate healthy schools programme for at least one other school, to work towards the LPSA2 targets to reduce childhood obesity. **(EH&W)**
- ⊙ Develop partnership mechanisms with the new Primary Care Trust and HCC to deliver jointly agreed health priorities **(EH&W)**
- ⊙ In partnership with the Primary Care Trust, bring together the health related programmes operated by leisure into a single statement by December 2007 **(LC&Y)**

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 developing further our work with other agencies both locally and regionally

The council's improvement plan

Health review

Role in current projects being reviewed. Examples include Healthy Horizons; obesity management exercise referral scheme; physical activity in Pennington; community transport via Community First; PNA's in Calshot, Pennington and New Milton,; Older people's focus group.

4.2 Health cont'd

"Our success will depend upon further developing our work with other agencies both locally and regionally"

Partnership in action

Changing Lives strategy Health

Providing better access (2006/07)

- Developed an action plan from the participatory needs assessment (PNA) of the gypsy communities in the district
- Produced an updated inequalities/deprivation document
- Implemented recommendations from the New Milton PNA
- Increased access to weight management clinics in council run health and leisure centres

Taking preventative action (2006/07)

- Developed a smoke free plan, including implementation of the smoking ban in public places
- Developed prevention initiatives, healthy schools and nutrition programmes
- Delivered community cooking projects
- Worked to reduce childhood obesity and increasing physical activity

Hampshire LAA priority outcome:

Promote and improve health and wellbeing of people in Hampshire

LPSA2: Hampshire performance

Increase the number of adults adopting healthier lifestyles

Measure: Number of adults doing 30 minutes activity 5 times a week
20% (2005) ↑ 24% (2006/07)
Target: 25% (2009)

Improve the health of children under 11 by reducing overweight and obesity

Measures and performance (where available)

10-11 year olds classified as obese
20.8% (2005) Target: 19.8% (2011)
10-11 year olds classified as overweight
15.5% (2005) Target: 14.5% (2011)
Schools achieving health schools status
0 (2005) ↑ 34 (2006)
Target: 486 (2008)

Healthy eating

Measure: People aged 15-75 on a GP register with a body mass index of 30 or more
27% (2004)
No data available (2006/07)
⊙ 23% (2008)

Smoking

Measure: Smoking rate of 15-75 year olds
26% (Baseline)
↓ 24% (2006/07)
⊙ 21% (2010)

Opinions Matter

What the residents thought

A picture of health - Citizens' Panel, April 2006 - Page ***

Alcohol - Young People's Panel, October 2006 - Page ***

Citizens' Panel and Young People's Panel programme 07/08 (DRAFT) - page ***

- Health and Leisure Centres
- Health

4.2 Health cont'd

"Informed by better needs assessment methods"

Performance matters overview 2006/07

Effectiveness

Quality

**Measures may not be available due to
staff vacancy—to be advised**

See the detailed graphs, section (xx) for more information

4.2 Health cont'd

4.3 Young people

- Leisure, Culture and Youth Matters Portfolio Holder: Cllr Barry Rickman
- Assistant Director of Community Services, Leisure services (Development): Martin Devine

Key targets

Looking back—2006/07

- ✓ Supported the implementation of the action points of the Children and Young People's Plan (LC&Y)
- ✓ Achieved 'access to play' provision in (name locations from Blackfield, New Milton, Pennington, Hythe, Ringwood South) (LC&Y)
- ✗ Resolved the long outstanding need to provide youth facilities in Marchwood
- ✓ An effective voice in how children and young people's community action network (CAN) responds to the challenges of the Children and Young People's Plan

Looking forward—2007/08

- ⊙ Ensure the targets agreed in the LAA and LPSA2 are progressed—especially volunteering, adult participation, older people and children and young people (LC&Y)
- ⊙ Ensure local arrangements are made to deliver the children and young people targets, in aspects where the council is the lead, to support the creation and delivery of a local implementation plan across the district (LC&Y)

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 Young People's Panel.

Children and Young People's Plan

The council's improvement plan

Children and young people strategy

Children's plan now produced as a consultation draft. Good level of input by NFDC: chief executive on working group. Children and young people's CAN now reviewed to ensure fit for purpose, as it will be key to the delivery of the plan in the district.

4.3 Young people cont'd

"We will encourage more young people to engage with us"

Partnership in action

Changing Lives Strategy

Providing better access (2006/07)

- Increased access to leisure for all children and young people including access day at Applemoore health and leisure centre and opening of 816 gym. Further bids submitted.
- Devised an agreed action plan which sets out how to better engage young people to take up sport
- Did not establish a leisure CAN work programme for the new multi-agency leisure partnership for young people

Taking preventative action (2006/07)

- Children and young people staying safe (CYPP)
- Fewer children out of school. Data set now established baseline for future monitoring (HCC)
- Held discussions with the crime and disorder network to determine how leisure provision can curb anti-social behaviour.

- Provided two programmes to support reduction in pupil excluded from school through arts partners and youth sports projects
- Provided training with partners to ensure leisure is safe and accessible to young people

Hampshire LAA priority outcome:

Improve the life chances for children and young people

LPSA2: Hampshire performance

Improve the health of children under 11 by reducing overweight and obesity *Measures and performance (where available)*

10-11 year olds classified as obese
20.8% (2005) Target: 19.8% (2011)
10-11 year olds classified as overweight
15.5% (2005) Target: 14.5% (2011)
Schools achieving health schools status
0 (2005) ↑ 34 (2006)
Target: 486 (2008)

Opinions Matter

What the residents thought

Young People's Panel:

- Leisure - June 2006 - Page ***
- Focus on media - July 2006 - Page ***
- Taxis - October 2006 - Page ***
- Alcohol - October 2006 - Page ***
- Clean issues - January 2007 - Page ***
- The future of your district - January 2007 - Page ***

Young People's Questionnaire - via local secondary schools, February 2007 - page ***

Young People's Panel programme 07/08 (DRAFT) - page ***

- Health and Leisure Centres
- Green audit
- Leisure - engagement processes
- Community safety

4.4 Older people

- Employment, Health and Wellbeing Portfolio Holder: Cllr Maureen Holding
- Housing Portfolio Holder: Cllr Jill Cleary
- Assistant Director (Housing Services): Dave Brown

Key targets

Looking back—2006/07

- ✗ An older people's strategy has not been completed within the year **(H)**
- ✓ Implemented free travel for residents who are aged 60 or over and/or disabled and replaced discretionary travel tokens with new local vouchers **(F&E)**
- ✓ Reviewed the sheltered housing service
- ? Completed a needs assessment for over 65's in Blackfield, Langley, Fawley and North Totton
Which one/s completed?

Looking forward—2007/08

- ⊙ Make necessary preparations for the Government's proposed free bus travel scheme from April 2008 and review the local discretionary voucher scheme **(P&T)**
- ⊙ Work with Hampshire County Council adult services to identify and establish an extra care scheme for the district **(H)**

We have a higher proportion of older people in the New Forest than many areas. Most have invaluable skills to contribute to community life. Some elderly people are vulnerable however, and we will work closely with partners to help meet their needs. With our health, social services 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.

The council's improvement plan

Older people strategy

Work developing with Hampshire County Council and the local strategic partnership to provide a co-ordinated approach to older people in the district to link NFDC services with health and social services. Progress delayed as HCC main contact in away for 6 months.

4.4 Older people cont'd

"Some elderly people are vulnerable and we will work closely with partners to help meet their needs"

Partnership in action

Changing Lives strategy

Transport

Providing better access (2006/07)

- Developed proposals and secured 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

Leisure

Taking preventative action (2006/07)

- Provide at least two activity based programmes for vulnerable older people. Not achieved due to absence.

Opinions Matter

Hampshire LAA priority outcome:

Promote and improve the health and well being of people in Hampshire

**

LPSA2: Hampshire targets

Reduced admissions to residential homes by a person aged 65+

Measure:

1072 (2004/05)

↘ 806 (2006/07) 25% reduction

Target 1018 (2008) 5% reduction

Gap in mortality rates may add this if available in time

Additional people benefiting from Telecare technology through the preventative technology grant

0 (2004/05)

↑ 133 (2006/07) *provisional*

Target 2400 (2008/09)

4.5 Social inclusion

- Employment, Health and Wellbeing Portfolio Holder: Cllr Maureen Holding
- Housing Portfolio Holder: Cllr Jill Cleary
- Assistant Director of Community Services, Environmental Health: Annie Righton
- Assistant Director of Community Services, Housing: Dave Brown
- Assistant Director of Resources, Customer services: Glynne Miles

Key targets

Looking back—2006/07

- ✓ Implemented free travel for residents who are aged 60 or over and/or disabled and replaced discretionary travel tokens with new local vouchers **(F&E)**
- ✓ Developed the contact centre approach to include larger services based at Appletree Court including Housing **(F&E)**
- ✓ Introduced new procedures to enable benefit claims to be processed at first point of contact **(F&E)**
- ✗ Developing text messaging to remind claimants when updates/ benefit information required has been deferred

Looking forward—2007/08

- ⊙ Make necessary preparations for the Government's proposed free bus travel scheme from April 2008 and review the local discretionary voucher scheme **(P&T)**
- ⊙ Work with partner registered social landlords and the planning authority to maximise affordable housing opportunities by completing 100 new affordable dwellings **(H)**
- ⊙ Develop and implement a system to ensure accommodation is available for those identified as homeless through the private sector leasing scheme and appropriate housing advice **(H)**

Through the production of an agreed action plan we will co-ordinate, through the local strategic partnership, a greater focus on the most important issues of deprivation and social exclusion. 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.

- ⊙ Develop and begin implementation of an action plan to increase tenant involvement including the establishment of five additional tenant focus groups in the district by March 2008 **(H)**
- ⊙ Work with Hampshire County Council adult services to identify and establish an extra care scheme for the district **(H)**

4.5 Social inclusion cont'd

"a greater focus on the most important issues of deprivation and social exclusion"

The council's improvement plan

Develop innovative ways of delivering affordable housing

There has been an extensive amount of development in this area including:

- Affordable housing land to be transferred to social landlords at nil value
- Implementation of a sustainable development framework that all new schemes must comply with
- Investigation underway into a grant free model for surplus land
- Joint Hampshire project to investigate options for attracting funding for affordable housing

Partnership in action

Changing Lives Strategy

Transport

Providing better access (2006/07)

- Developed proposals and secured 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

Health

Providing better access (2006/07)

- Considered recommendations and developed an action plan from the needs assessment of gypsy communities in the Forest

Housing

Taking preventative action (2006/07)

- Improved access to housing for people with assessed social care needs

Hampshire LAA priority outcome:

Promote and improve the health and well being of people in Hampshire

Improve the co-ordination of transport and access to services across the county

Improve access to housing and accommodation

Number of people who have care needs identified and a housing need through a district council needs assessment

Measure:

0 (2004/05)

↑ 100 (2006/07)

◎ 264 (2008/09)

4.5 Social inclusion cont'd

Performance matters overview 2006/07

Opinions Matter

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Effectiveness

It took an average of 23.9 days to process new benefit claims (BV78a)

It took an average of 6.4 days to process a notification of change of circumstance to benefits (BV78b)

Quality

99.4% of benefit cases were processed correctly (BV79a)

78% of all benefit claimants were satisfied with the overall service provided (BV80g)

£350,150 was spent on advice and guidance services provided by external organisations eg Citizens' Advice Bureaux (BV226a)

70.84% of money spent on guidance was given to organisations holding the CLS quality mark at general help level and above (BV226b)

It is estimated that **** £592,195**** was spent on providing legal advice to the public through our housing, benefits and information services (BV226c)

4.5 Social inclusion cont'd

4.6 Housing

PRIORITY AIM

- Housing Portfolio Holder: Cllr Jill Cleary
- Assistant Director (Housing Services): Dave Brown

Key targets

Looking back—2006/07

- ✘ Complete 75 new affordable dwellings **(H) 42 dwellings completed. Delays in starting due to funding and other issues. The number of completions for 2007/08 will increase to 100 as a result of this delay.**
- ✓ Completed a best value review of the private sector leasing scheme **(H)**
- ✓ Completed the restructure of the housing service to ensure services are provided in the most effective way **(H)**
- ✘ An older people's strategy has not been completed within the year **(H)**
- ✓ Produced 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 council's housing stock **(H)**
- ✓ Completed housing market assessment within the PUSH region, working with partners **(H)**
- ✓ Implemented the requirements of the housing, health and safety rating system as required by the Housing Act 2004 **(H)**
- ✓ Established a cross boundary forum with neighbouring local authorities to work effectively on affordable housing issues with the national park **(H)**

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

Looking forward—2007/08

- ⊙ Complete a business case study for the introduction of a commercial gas servicing team through the New Forest/Test Valley Partnership
- ⊙ Prepare the new 10 year planned maintenance and improvement programme to be presented to tenants and members

4.6 Housing cont'd

"We will involve tenants in housing decisions "

Looking forward—2007/08 cont'd

- ⊙ Work with partner registered social landlords and the planning authority to maximise affordable housing opportunities by completing 100 new affordable dwellings **(H)**
- ⊙ Develop and implement a system to ensure accommodation is available for those identified as homeless through the private sector leasing scheme and appropriate housing advice **(H)**
- ⊙ Develop and begin implementation of an action plan to increase tenant involvement including the establishment of five additional tenant focus groups in the district **(H)**

The council's improvement plan

Develop innovative ways of delivering affordable housing

There has been an extensive amount of development in this area including:

- Affordable housing land to be transferred to social landlords at nil value
- Implementation of a sustainable development framework that all new schemes must comply with
- Investigation underway into a grant free model for surplus land
- Joint Hampshire project to investigate options for attracting funding for affordable housing

Develop clear approach to achieving the decent homes standard

New software being purchased to assess decent homes standard to enable more accurate forecasting. New 10 year programme to be established in 2007/08. TO undertake total review of HRA business plan in 2007

Opinions Matter

What the residents thought

'Best value' surveys - page ***

4.6 Housing cont'd

"The council will work with others to help provide affordable and private sector homes, to meet the needs of the district "

Partnership in action

Changing Lives Strategy Housing

Providing better access (2006/07)

- Implemented resource options for new affordable housing. Cabinet and CMT briefed in affordable housing issues. Ongoing work
- Researched the housing needs of gypsies and other travellers
- Explored the possibilities and potential for including modern methods of construction and procurement to rural housing schemes—Rural pathfinders project

Taking preventative action (2006/07)

- Piloted scheme for data collection from agencies who deal with homeless people to be rolled out to all relevant agencies
- Improved access to housing for people with assessed social care needs

Hampshire LAA priority outcome:

Improve access to housing and accommodation

LPSA2: Hampshire target

Increased access to affordable housing for rural communities

Measure: Additional homes in the period 2006 to 2008 as part of the HARAH partnership

0 (baseline)

↑ 31 (2006/07)

◎ 164 (2008)

4.6 Housing cont'd

See the detailed graphs, section (xx) for more information

Performance matters overview 2006/07

Efficiency

98.5% of rent was collected in the year (BV66a)

1.8% of tenants owe more than 7 weeks rent (BV66b)

On average, it took 20 days to re-let a dwelling (BV212)

0.7% of rent was lost through properties being empty (LP35)

The average weekly management cost per dwelling was £xx.xx

The average weekly repair costs per dwelling was £xx.xx

Effectiveness - Maintenance

60% of repair jobs had an appointment made and kept by the authority (LP185)*

95% of tenants repairs were completed to local time limits (LP32a)

24% of maintenance expenditure was spent on urgent compared to non-urgent repairs (LP211b)

It took an average of 18 days to complete non-urgent repairs (LP32b)

Xx% of maintenance expenditure was spent on planned compared to responsive repairs (LP211a)

*Red alert! Maintenance

LP185 Performance has dropped following restructures for the two main Contractors. Recording process to be reviewed as possible data quality issue identified following tenant feedback that suggests that more appointments are made and kept.

Effectiveness - Rent collection

36% of tenants in arrears have received Notices Seeking Possession (BV66c)

0.24% of tenants were evicted as a result of rent arrears (BV66d)

Effectiveness - Decent homes

The average SAP (standard assessment procedure) rating of council dwellings was 70 (BV63)

98 vacant private dwellings were returned to use (BV64)

13% of council dwelling were assessed as non-decent (BV184b)

The proportion of non-decent homes reduced by 19% (BV184b)

4.6 Housing cont'd

Effectiveness - Homelessness

Families spent an average of 53 weeks in hostel accommodation (BV183b)*

75% of homelessness decisions received written notifications in 33 working days (LP36a)*

There was an average of 9 homeless households in bed and breakfast accommodation in the year (LP50)*

Families spent an average of 5 weeks in bed and breakfast accommodation (BV183a)

No people have been identified as sleeping rough on a single night (BV202)

Housing advice resolved 1.6 of homeless households situation per 1,000 households (BV213)

No households were accepted as homeless who were accepted as homeless within the last two years

The average number of families in temporary accommodation reduced by 14% (BV203)

It took an average of 25 days to make a homelessness decision

*Red alert! Homelessness

BV183b Availability of houses for families continues to be limited. A new leasing scheme has not had time to take effect. There is also a need to establish better systems to speed up the leasing process.

LP36a The focus has been on ensuring that cases are fully examined to limit the burden on scarce council dwellings. A review will be undertaken to establish a reasonable timescale for decisions and how enquiries can be speeded

LP50 There is a continued lack of alternative to B&B accommodation. The leasing scheme should gradually increase the supply of alternative housing.

Quality

50% of black and ethnic minority (BEM) tenants are satisfied with the opportunities in decision making

88% of tenants are satisfied with the overall service provided by the council (BV74i)

100% of black and ethnic minority tenants were satisfied with the overall service *(BV74ii)

87% of non BEM tenants were satisfied with the overall service provided (BV74iii)

71% of all tenants were satisfied with the opportunities for participation in decision making (BV75a)

71% of non BEM tenants were satisfied with the opportunities for participation in decision making (BV75c)

* The national survey undertaken in 2006/07 included responses from only 6 BEM tenants

4.6 Housing cont'd

4.7 Leisure, arts and culture

- Leisure, Culture and Youth Matters Portfolio Holder: Cllr Barry Rickman
- Assistant Director of Community Services, Leisure (Business): Bob Millard
- Assistant Director of Community Services, Leisure (Development): Martin Devine

Key targets

Looking back—2006/07

- × Bring together the health related programmes operated by leisure into a single statement by August 2006 in order to make best use of resources and profile **(LC&Y)**

Leisure is more coordinated due to Healthy Living Project Officer , however changes in the PCT have meant the work was not completed.

- × The fundamental review of the leisure service is scheduled for September **(LC&Y)**
- ✓ Support ed the implementation of the relevant action points in the Children and Young People’s Plan **(LC&Y)**
- ✓ Achieved “Access to Play” provision in at least two more locations from: Blackfield, New Milton, Pennington, Hythe; Ringwood South and identified rural areas. **(LC&Y) (STATE WHICH)**

- ✓ Ensured the targets agreed in the Local Area Agreement and Local Public Service Agreement are progressed – especially volunteering, adult participation, older people and youth engagement **(LC&Y)**
- ✓ Developed the re-branding of the health and leisure centres, including signage, literature and awareness **(LC&Y)**
- ✓ Ensured that arrangements for health and safety, risk assessment, risk management and performance assessment exhibit best practice. **(LC&Y)**
- ✓ Ensured the best use is made of the potential for partnership with the New Forest National Park Authority, with demonstrable examples **(LC&Y)**

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 areas of health, crime, young and older people. New The new service plan, with strong links to the community strategy, will help the council provide what the community needs.

Looking Ahead at Leisure

- ✓ Devised a detailed ICT statement for Leisure
- ✓ Utilised opportunities presented by the 2012 Olympics to increase participation in sport

4.7 Leisure, arts and culture cont'd

"Our work in leisure not only has benefits for the community, but also supports the work we do with partners "

Looking forward—2007/08

- ⊙ In partnership with the Primary Care Trust, bring together the health related programmes operated by leisure into a single statement by December 2007 **(LC&Y)**
- ⊙ Devise a health and safety development plan for Leisure which identifies the key actions required across the service by September 2007 **(LC&Y)**
- ⊙ Ensure the targets agreed in the local area agreement (LAA) and local public service agreement (LPSA2) are progressed – especially volunteering, adult participation, older people and children and young people **(LC&Y)**
- ⊙ In partnership with the Primary Care Trust, bring together the health related programmes operated by leisure into a single statement **(LC&Y)**
- ⊙ Devise a health and safety development plan for Leisure which identifies the key actions required across the service by September 2007 **(LC&Y)**
- ⊙ Produce, along with key partners, a Recreation and Open Space Strategy to guide future investment and feed into the sites and allocations element of the local development framework **(LC&Y)**
- ⊙ To ensure local arrangements are made to deliver the children and young people targets, in aspects where the council is the lead, to support the creation and delivery of a local implementation plan across the district **(LC&Y)**

Opinions Matter

What the residents thought

Leisure, tourism and arts - Citizens' Panel, June 2006 - Page ***

Leisure - Young People's Panel, June 2006 - Page ***

Citizens' Panel and Young People's Panel programme 07/08 (DRAFT) - page ***

- Health and Leisure Centres
- Leisure - engagement processes

4.7 Leisure, arts and culture cont'd

"The health and leisure centres and Dibden Golf Centre make a great contribution to community life "

Partnership in action

Changing Lives Strategy Leisure

Providing better access (2006/07)

- Increased the level of sport and physical activity in adults to match the target rates of the LPSA2 target
- Established and increased the proportion of people participating in voluntary and community leisure activities as leader, coach etc
- Provided two programmes for parent education and development through the cultural sector, in association with Blackfield and Ashley play schemes

Taking preventative action (2006/07)

- Produce a statement on outreach/ community activity to better integrate activity and its role
- Did not establish the level of recycling at leisure sites due to lack of resources

Hampshire LAA priority outcome:

Promote the health and well being of people in Hampshire

LPSA2: Hampshire targets

Increase the number of adults adopting healthier lifestyles

Measure: Number of adults (16+) doing 30 minutes activity 5 times a week

20% (2005)

↑ 24% (2006/07)

© 25% (2009)

Measure: Number of adults attending return to sport courses for the first time

60 (2005)

↑ 3410 (to Mar 07)

© 4000 by Dec 07

4.7 Leisure, arts and culture cont'd

Performance matters overview 2006/07

Efficiency

The net spend on recreational facilities and activities was £14.84 per head of population (LP40)

Effectiveness

There were 145.8 visits to St Barbe museum, Lymington in person, per 1,000 population (BV170b)*

There were 247.2 visits to/ usages of St Barbe museum, Lymington per 1,000 population (BV170a)

There were 8,692 swims and other visits recorded at the council's health and leisure centres (LP41)

2937 visited St Barbe museum, direct and through outreach to schools (BV170c)

Quality

34% of residents were satisfied with the provision of museums and galleries (BV119c)

72% of residents were satisfied with sports and leisure facilities (BV119a)

81% of residents were satisfied with the library service in their area (BV119b)

81% of residents were satisfied with the parks and open spaces in the area (BV119e)

26% of residents were satisfied with the provision of theatres and concert halls (BV119d)

See the detailed graphs, section (xx) for more information

*Red alert!

BV170b

Visits to the museum have been affected by works to the highway at New Street, Lymington. Works are not expected to affect visits in the long term. With one museum which fits with the audit commission definition and the dispersed population across out large district, it is always likely that the performance will not compare well with other locations.



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."

This will be achieved through:

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

5.1 Clean streets and public places

PRIORITY AIM

- Planning and Transportation Portfolio Holder: Cllr C R Treleven
- Environment Portfolio Holder: Cllr Michael Thierry
- Director of Commercial Services, John Mascal

Key targets

Looking back—2006/07

- ✓ Completed and opened Hythe Promenade environmental improvement scheme **(P&T)**
- ✓ Implemented New Street, Lymington highway improvement scheme **(P&T)**
- ✓ Achieved 86% cleanliness standards for relevant land and highways, BV199 14% index **(Env)**
- ✓ Undertook a full assessment of the requirements of the Clean Neighbourhoods and Environment Act 2005 once final regulations available **(Env)**
- ✓ Achieved 95% registrations under the new memorial masons and funeral directors registration scheme, within cemeteries in the district **(Env)**
- ✓ Carried out an inspection of all cemetery memorials **(Env)**
- ✓ Carried out a review of grass cutting frequencies and reported for consideration in October 2006 **(Env)**
- ? Construct a new public convenience at Waitrose car park
- ? Adopted a county wide contract for abandoned vehicles

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 all be included. We believe people deserve clean street and well kept facilities.

The council's improvement plan

Clean streets and public spaces

Clean neighbourhoods project team established. Enforcement policy, risk assessments and training programme in progress.

5.1 Clean streets and public spaces cont'd

"The council will work in partnership with local communities to see whether environmental services are meeting local needs"

Looking forward—2007/08

- ⊙ Complete the on-street charging options report by 30 September 2007
- ⊙ Complete service review of street cleansing operations. (March 2008)
- ⊙ Implement agreed provisions within Clean Neighbourhoods & Environment Act 2005. (September 2007)
- ⊙ Implement a pilot focus group at one cemetery within the district. (October 2007)

Partnerships in action LPSA2: Hampshire targets

Improved cleanliness of land and highways and condition of streets and pavements

Measure

- ? Unacceptable levels of cleanliness
- ? Levels of graffiti and fly-posting
- ? Targeted 'hot spots' are categorised as A or B

Opinions Matter

What the residents thought

Keeping our district clean - Citizens' Panel, February 2007 - Page ***

Clean issues - Young People's Panel, February 2007 - Page ***

5.1 Clean streets and public spaces cont'd

See the detailed graphs, section (xx) for more information

Performance matters overview 2006/07

Efficiency

£6.78 was spent on cleansing per head of population

It cost £30,207 to keep land clear of litter and refuse per kilometre (LP17a)

Effectiveness

36.73% of abandoned vehicles are removed in 24 hours (BV218a)*

There were no areas with unacceptable levels of graffiti visible (BV199b)

There were no areas of land with unacceptable levels of fly-posting (BV199c)

25.75% of abandoned vehicle reports were investigated in 24 hours (BV218a)

88% of small/ medium fly-tips were removed in 2 days (LP16a)

87% of large fly-tips were removed in 5 days (LP16b)

11% of land was below an acceptable level of cleanliness (BV199a)

Quality

Achieved level 3 (good) against possible reduction or enforcement action on fly-tipping (BV199d)

96% of public conveniences provide access for the disabled (LP20b)

80% of public conveniences have baby-changing facilities (LP20c)

77% of residents were satisfied with cleanliness standards (BV89)

*Red alert!

BV218a It is expected that area working and cross county contracts with Hampshire County Council should improve our speed of removing abandoned vehicles

5.1 Clean streets and public spaces cont'd

5.2 Environmental management

- Employment, Health and Wellbeing Portfolio Holder: Cllr Maureen Holding
- Assistant director of Community Services, Environmental Health, Annie Righton

Key targets

Looking back—2006/07

- ✓ Inspected and risk assessed a further 250 of the potentially contaminated land sites in the district **(EH&W)**
- ✓ Developed and produced, with our partners, action plans for the air quality management areas in Lyndhurst and Totton **(EH&W)**
- ? Review vehicle energy options in terms of cost and environmental implications
- ? Implement the council's environmental management reporting system to a web based monthly posting of e-reports
- ? Develop a system to calculate energy performance for all buildings
- ✓ Introduce more flexible working between the dog warden, pest control and environmental protection teams

Looking forward—2007/08

- ⊙ Prepare and submit an air quality action plan to Defra in respect of sulphur dioxide in Fawley **(Env)**
- ⊙ Report on the progress of the air quality action plans for nitrogen dioxide levels in Totton and Lyndhurst **(Env)**
- ⊙ Agree environmental improvement plans arising from the council's green audit **(Env)**
- ⊙ Prepare and submit an air quality action plan to Defra in respect of sulphur dioxide in Fawley **(Env)**
- ⊙ Undertake 200 site inspections of potentially contaminated land within the dsitric in pursuance of the Contaminated Land Strategy **(EH&W)**

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

Air quality strategy
Contaminated land strategy

5.2 Environmental management cont'd

"The council will also try to minimise any negative impact that its own practices have on the environment"

Partnerships in action

Changing Lives Strategy Environmental quality/ protection

Home energy conservation: Providing better access 2006/07

- ✓ Worked with Shecane to access available grant funding for energy projects
- ✓ Reviewed partnerships with energy suppliers to increase the number of renewable energy schemes
- ✓ Worked with energy suppliers to enable all residents to access affordable insulation
- ✓ Worked with community groups to improve awareness and increase take up of energy grants

Taking preventative action 2006/07

- ✓ Extended the scope of promotional activities on the warm front grant
- ✓ Developed a timetable with the Energy Efficiency Advice Centre to increase take up of current schemes

Pollution:

Providing better access 2006/07

- ✗ Did not develop a working protocol for dealing with brown field sites which are to be developed due to difficulties with IT integration between NFDC and the national park
- ✓ Developed interpretation and analysis of monitoring air quality management data

Taking preventative action 2006/07

- ✓ Developed air quality action plans for transport related issues in Lyndhurst and Totton, following the declaration of air quality management areas

Opinions Matter

What the residents thought

Citizens' Panel and Young People's Panel programme 07/08 (DRAFT) - page ***

- Green audit

5.2 Environmental management cont'd

Performance matters overview 2006/07

Effectiveness

Council building used 99% of the average electricity consumption of similar buildings (BV180ai)

7.77% of contaminated land sites had sufficient information available (BV216b)

100% of pollution control improvements were completed on time (BV217)

Council buildings used 53% of the average gas consumption for similar buildings (BV180aii)

There were 1055 sites of potential concern of land contamination (BV216a)

572 noise complaints were dealt with (LP32)

Quality

Achieved 100% of an environmental best practice check list (BV166a)

100% of bathing water areas complied with the EC Bathing Water Directive (LP31)

There were no days where air pollution was moderate or high for nitrogen dioxide in Totton or Lyndhurst (QoL 22i)

Days when air pollution was moderate or high for PM10 (QoL 22ii)

- 2 days in Holbury
- 12 days in Totton:

Days when air pollution was moderate or high for sulphur dioxide (QoL 22iii)

- 9 days in Fawley
- 2 days in Holbury

See the detailed graphs, section (xx) for more information

5.2 Environmental management cont'd

5.3 Waste

- Environment Portfolio Holder: Cllr Michael Thierry
- Director of Commercial Services: John Mascall

Key targets

Looking back—2006/07

- ✓ Completed a review of the recycling and waste collection services and undertook preliminary consultation with members and key partners **(Env)**
- ✓ Extended the garden waste collection scheme to the whole of the district **(Env)**
- ✓ Extended recycling collections to all properties in the district
- ✗ Reviewed the recycling centre provision, to include health and safety issues
- ✓ Undertook 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

Looking forward—2007/08

- ⊙ Implement agreed provisions within Clean Neighbourhoods & Environment Act 2005 by September 2007 **(Env)**
- ⊙ Achieve and maintain a 30% collection rate for recyclable materials by September 2007 **(Env)**

The council is committed to working in partnership with other council's in Hampshire to develop the integrated waste/ resource management programme, Project Integra. The council is committed, with partners, to recovering/ recycling at least 30% of household waste at the same time as seeking a reduction in waste collected. We will also promote the use of waste as a secondary raw material in production, thereby creating an economic contribution to the local community.

Waste Management Plan

5.3 Waste cont'd

"The council will also try to minimise any negative impact that its own practices have on the environment"

The council's improvement plan

Develop a waste strategy

Waste strategy approved by Cabinet. Joint municipal waste strategy is also due to be considered

Opinions Matter

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Partnerships in action

Changing Lives Strategy

Environmental quality, waste management

Providing better access 2006/07

- ✗ Did not implement the Joint Municipal waste management strategy. This is long term strategy that will be implemented over the next 5 years
- ✓ Provided systems and policies to achieve statutory recycling targets

Taking preventative action 2006/07

- ✗ Did not complete a project to tackle areas of poor recycling performance. A pilot project has commenced in Pennington with further projects a long term issue to tackle.
- ✓ Implemented the Clean Neighbourhoods and Environment Act

Hampshire LAA priority outcome:

Use material resources more efficiently

LPSA2: Hampshire targets

Increased tonnage of waste diverted from landfill through greater participation in recycling by local private and public sector organisations

Measure: Diversion of 1000 tonnes of commercial and industrial waste recycled
A system to record this data is currently being developed

5.3 Waste cont'd

Performance matters overview 2006/07

Effectiveness: Refuse collection

An average of 102 waste collections were missed per 100,000 population (LP13a)*

There was no change to the amount of kgs of waste collected (BV84b)

99% of missed collection were put right the next day (LP13b)

369 kgs of household waste was collected per head of population (BV84a)

Quality: Refuse collection

88% of residents were satisfied with the household waste collection service (BV90a)

Efficiency: Refuse collection

The net cost per household of refuse collection was £45.97 (BV86)

***Red alert! Refuse collection**

LP13a Work is ongoing with collection crews and the customer services team to improve recording of this

Effectiveness: Recycling

2.5% of household waste was composted (BV82bi)

There was no change to the amount of kgs of waste collected (BV84b)

27.52% of household waste was recycled (BV82ai)

All households have at least two kerbside collections (BV91a and BV91b)

19,233 tonnes of recycling was collected (BV82aii)

1,615 tonnes of compost materials was collected (BV82bii)

Quality: Recycling

88% of residents were satisfied with the household waste collection service (BV90a)

See the detailed graphs, section (xx) for more information

5.3 Waste cont'd

5.4 Flooding

- Environment Portfolio Holder: Cllr Michael Thierry
- Director of Commercial Services: John Mascall

Key targets

Looking back—2006/07

- ✓ Achieved 95% of programmed work for critical ordinary watercourse maintenance following implementation of new contracting back arrangement **(Env)**
- ✓ Implemented the contracting-back arrangement with the Environment Agency for the maintenance of critical ordinary watercourses.

Looking forward—2007/08

- ⊙ Achieve 100% of programmed work for critical ordinary watercourse maintenance.
- ⊙ Negotiate with the environment agency to secure future critical ordinary watercourse work after expiry of two year contracting back arrangement.

Partnerships in action

Changing Lives Strategy Environmental protection, flooding

- ✓ **Providing better access 2006/07**
- ✓ Investigated 180 reports of flooding and provided technical advice
- ✓ Met parish council drainage officers and flood wardens to provide technical advice
- ✓ Took an active role in Hampshire Water Strategy
- ✓ Provide sandbags free of charge where there is a risk of flooding

Taking preventative action 2006/07

- ✓ Completed flood alleviation scheme in Marchwood, works ongoing.
- ✓ Identified development proposals in flood risk areas and advice on planning applications affected
- ✓ Restored flood storage pond in Crow, Ringwood

Changing weather patterns in recent years 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

5.5 Coast

- Environment Portfolio Holder: Cllr Michael Thierry
- Director of Resources: Chris Malyon

Key targets

Looking back—2006/07

- ✓ Created a coastal monitoring programme with district councils in the South West region (**Env**)
- ✓ Complete the solent dynamic coasts project in partnership with the Environment Agency, English Nature and other local authorities
- ✓ Develop an integrated coastal ecology and coastal process monitoring programme with partners

Looking forward—2007/08

- ⊙ Implement phase 2 of the strategic regional coastal monitoring programme for the South East of England
- ⊙ Commence Solent shoreline management plan in partnership with environment agency Natural England and other local authorities

Partnerships in action

Changing Lives Strategy

Environmental protection, coast protection

Providing better access 2006/07

- ✓ Assisted the Environment agency and coastal group to implement the coastal monitoring programme for the South West of England
- ✓ Application for the Solent mainland SMP review submitted and approved by Defra

Taking preventative action 2006/07

- ✓ Implemented the strategic regional coastal monitoring programme for the South East of England—Phase 1 completed

Parts of the districts 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

Opinions Matter

**



What the residents thought

- Citizens' Panel
- Young People's Panel
- Young people's questionnaire
- 'Best value' surveys
- Future Matters

5.6 Environment and planning

- Planning and Transportation Portfolio Holder: Cllr C R Treleaven
- Assistant Director of Community Services, Planning: Chris Elliott

Key targets

Looking back—2006/07

- ✗ Did not submit Employment Land Development Plan document as the programme has been changed. This will now be included as part of the 'core strategy' development during 2007/08. **(P&T)**
- ✗ Not all planning application documents are available to view online yet. Although various improvements have been made to the planning website all documents will not be available until 2008. **(P&T)**
- ✓ Further developed the Local Land and Property Gazetteer and fully integrated the council's other land and property based information systems with it **(F&E)**

- ✓ Met all the Government targets for processing planning applications, BV109 **(P&T)**
- ? Achieve better integration of the different types of planning consultation to create a more balanced approach for the district
- ? Ensure the new planning arrangements for areas outside the national park work effectively
- ? Complete a fundamental review of the planning services and report on key outcomes

Looking forward—2007/08

- ⊙ Produce, along with key partners, a Recreation and Open Space Strategy to guide future investment and feed into the sites and allocations element of the Local Development Framework **(LC&Y)**

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

- ⊙ Improve the availability of electronic service delivery in planning to achieve the PARSOL level 3 standard **(P&T)**
- ⊙ Achieve and maintain all government targets for time taken to determine minor, major and other planning applications BV109a, b and c, **(P&T)**
- ⊙ Develop the 'Core Strategy' of the Local Development Framework (working jointly with partners) to enable a public inquiry to be held in 2008 **(P&T)**

5.6 Environment and planning cont'd

"We want to protect our unique environment and meet local needs"

The council's improvement plan

Evaluate the options arising from the New Forest National Park and agree the council's strategy

Discussions with national park authority underway on opportunities for joint working.

Improve working relationships with town and parish councils in respect of planning decision-making

Following consultation with local councils, used funds from the Planning Delivery Grant to appoint parish plan liaison officer to help in the production of parish plans. 28 parishes are at various stages of their community plan. Briefing notes now provided to parish councils identifying key issues for each application resulting in 20% less applications reported to planning committee.

Partnerships in action

Changing Lives Strategy, Built environment

Providing better access 2006/07

- ✓ Established a clear framework between the council and the national park authority for co-ordinated delivery of built environment services
- ✓ Undertook public consultation on the New Milton Urban Design Framework, through existing partnership group

Taking preventative action 2006/07

- ✓ Progressed local development framework, including progressing the core strategy through the issues and options stage and integrating with a review of the community strategy
- ✓ Implemented and promoted design guidance for new development including 'Design Density and Character'
- ✓ Completed 2 conservation area appraisals

Opinions Matter

**

5.6 Environment and planning cont'd

Performance matters overview 2006/07

See the detailed graphs, section (xx) for more information

Efficiency:

65% of minor applications were determined in 8 weeks (BV109b)

85% of all other applications were determined in 8 weeks (BV109c)

98.46% of standard searches were carried out in 10 working days (BV179)

69% of major applications were determined in 13 weeks (BV109a)

The council submitted its local development scheme by 28 March 2005 (BV200a)

The council has achieved the milestones set out by the local development scheme (BV200b)

The council issued an annual monitoring report by December (BV200c)

Effectiveness:

81% of decisions were delegated to officers (LP11)*

98.9% of new homes were built on previously developed plan (BV106)

30.5 % of appeals against planning decisions were allowed (BV204)

Quality:

There are currently no conservation areas with published management proposals (BV219c)*

61% of applicants and those commenting on applications were satisfied with the service (BV111)

16% of conservation areas have an up to date character appraisal (BV219b)

Achieved 94% of check list for quality of planning services (BV205)

There are 22 conservation areas in the local authority area (BV219a)

*Red alert!

LP11 Delegation rates have reduced following a higher number of referrals to committee. The tougher approach to planning applications is likely to lead to more refusals and this will form part of a review of committee procedures in 2007/08

BV219c Target not achieved due to conservation officer vacancy; recruitment in progress. 5 management proposals are currently progressing well and expected to be completed in 2007/08.

5.6 Environment and planning cont'd

5.7 Transport

- Planning and Transportation Portfolio Holder: Cllr C R Treleaven
- Assistant Director of Community Services, Planning: Chris Elliott

Key targets

Looking back—2006/07

- × Develop residents parking schemes for the major towns within the district. **Residents parking schemes are being introduced in accordance with the council’s traffic management strategy. A scheme has been introduced at Southampton Road, Lyminster. (P&T)**
- ✓ Completed a revised traffic management strategy for the district **(P&T)**
- ✓ Evaluated charging options for on-street parking within the district **(P&T)**
- ✓ Implemented free travel for residents aged 60 or over and the disabled with new local travel vouchers **(F&E)**

- × Produce draft revised parking standards
- ✓ Further developed the speed indicator devise (SID) project across the district
- ✓ Implemented 16 traffic management measures agreed with Hampshire County Council

Looking forward—2007/08

- ⊙ Complete the on-street charging options report by 30 September 2007 **(P&T)**
- ⊙ Make necessary preparations for the Government’s proposed free bus travel scheme from April 2008 and review the local discretionary voucher scheme **(P&T)**

We will work with our partners to improve transport availability because good access to schools, jobs and all community facilities is vital for a healthy community and a successful local economy. We will also work with our partners to develop traffic management measures that reduce the environmental impact in the district and its communities

New Forest Transport Plan

- ⊙ Report on the progress of the air quality action plans for nitrogen dioxide levels in Totton and Lyndhurst.

5.7 Transport cont'd

"We will work with our partners to improve transport availability"

Partnerships in action

Changing Lives Strategy Transport

Providing better access 2006/07

- ✓ Implemented pedestrian and cycle route proposals (HCC)
- ✓ Developed proposals and secure funding for additional community transport
- ✓ Expanded the young persons concessionary fares scheme to include a wider age range

Taking preventative action 2006/07

- ✓ Used CCTV surveillance to increase effectiveness of enforcing parking restrictions on Lymington High Street
- ✗ Did not identify proposals to reduce road casualties on A326 Long Lane, Holbury due to other issues being given a higher priority by local members
- ✓ Introduce lorry restrictions to reduce heavy goods vehicle on unfenced roads

LAA priority outcomes

- ✓ Improve the co-ordination of transport and access to services across the county
- ✓ Promote the health and well being of people in the area

LPSA2: Hampshire target

Reduce those killed and serious injury road casualty by approximately 300

Measure: Number of people killed or seriously injured on Hampshire roads
670 (2004)
↘ 612 (2005)
⊙ Av of 684 (2005 - 08)

Opinions Matter

What the residents thought

Traffic management - Citizens' Panel, September 2006 - Page ***

Introduction

The following pages bring together details of the social research conducted with the residents living in the New Forest district between April 2006 and March 2007

Many of the consultations detailed were through the use of the Citizens' Panel and the Young People's Panel. During 2006/07 the panels were made up of nearly 900 adult residents and 120 young people living in the district. The aim of consulting the panels was to provide an insight into the views and opinions of all residents living in the district.

In addition, working with local secondary schools, many young people were asked to complete a short questionnaire mainly on community safety issues. This achieved a high response level and some very valuable information. It also helped to recruit new members onto the Young People's Panel.

Also detailed in the pages to follow are the 'best value' surveys that have been undertaken. These are prescribed by Central Government and included a questionnaire to each of the following - council house tenants; those who have sought planning permission; those receiving benefit for council tax and/or housing payments; and a general questionnaire covering many of the council's services to 2,500 randomly selected households in the district.

'Future matters' was a consultation document that covered many topic areas and was put together by The Changing Lives Partnership, New Forest District Council and the New Forest National Park Authority. The document was sent to local businesses, local organisations and residents for their views and opinions. The results are being used by many different organisations and will help shape the future of the New Forest district and the National Park.

2007/08 is expected to be another busy year consulting residents and other stakeholders. Details of the draft programme for the Citizens' Panel and Young People's Panel are shown at the end of this section.

To receive hard copies of consultation 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

A picture of health

Corporate aims: 2.1, 4.2
Undertaken with Citizens' Panel April 2006

"39% of residents eat the recommended five portions of fruit or vegetables a day"

How healthy are New Forest residents?

This questionnaire concentrated on health and factors that influence health. The responses provided the information that was needed for the council to work with local health services in order to decide what actions were required to improve health and prevent ill health.

Some of the questions had been asked before and were being repeated so that changes could be identified in the health of New Forest residents.

The following topic areas were included - smoking, alcohol, physical activity, nutrition, accidents, sexual health, substance misuse and mental health.

The results from this questionnaire were shared with the council's partners and in particular with the New Forest Primary Care Trust (NHS).

How the results have impacted on the future of the district

*Comments received from
Annie Righton, assistant director
(environmental health)*

"Although smoking rates from the survey are below the national average it is concerning that there has been an 8% decrease in the number of smokers who have tried to give up since the last survey in 2005. The information gained from the panel on decreased awareness of the Quitters smoking cessation service has prompted the co-ordinator of the service to increase the amount of publicity about Quitters across the Forest.

Concern about the growing increase of obesity in adults and children is the reason why NFDC health and leisure services have developed a 12 week course for very overweight adults. The course encourages an increase in physical activity with information about healthy lifestyles and nutrition. The course is run at Applemore

and Lymington Health and Leisure Centres currently and has had very successful outcomes.

The 'healthy living' project at Pennington focuses on increasing physical activity. The local population are encouraged to take part in many activities including 'walking for health'. Healthy walks in Pennington was launched on 27 September 2006.

Smoking, nutrition, physical activity and sexual health are the shared prevention priorities of the Primary Care Trust and NFDC."

CITIZENS' PANEL

A picture of health charts

Leisure, tourism and arts

Corporate aims: 3.3, 4.7
Undertaken with Citizens' Panel June 2006

"83% of the panel agreed that the tourism service achieves harmony between the interests of visitors, tourism industry, local community and the environment"

How should facilities in the district operate?

New Forest District Council supports activities in leisure, tourism and arts throughout the district.

The council runs and operates five health and leisure centres in the district and a golf centre at Dibden.

As well as providing these services the council works closely with other organisations in the private and voluntary sectors and other councils who run arts, heritage, play and sports activities and facilities throughout the district.

The council wanted the panel's input into their aims, objectives and policies – whether they were being met and how they could be improved.

How the results have impacted on the future of the district

*Comments received from
Martin Devine, assistant director of leisure services (service development)*

"The leisure service regards regular consultation with the citizen's panel as a core part of its consultation activity. This survey was undertaken to inform a whole range of new plans that are being devised at the moment. Much of the benefit of this information will be seen as those plans emerge, rather than as particular projects or programmes. None the less, there are specific actions.

The survey was also to supply material when reviewing the service. The results are already influencing that process and a number of the findings will be expressly referred to in the next service plan. The survey as a whole was also used as evidence and was given to the Improvement and Development Agency when they came to assess the service.

Information from the whole survey is being fed into our thinking in many new plans. These include a new leisure service plan, plans for new facilities and services for children and young people.

The findings suggest that the higher the level of awareness, the higher the belief that aims are actually implemented. This is a clear message that communications are key and the service needs to make stronger efforts to raise awareness of delivery/implementation, as well as policy/aims. The results of how well or badly the services are achieving their aims re-enforces this. Amongst those that responded there is very clear recognition that services do meet their objectives but as many as 73% (Dibden) "didn't know". All this suggests that our performance reporting needs to be clearer and this is part of our improvement plan for the service.

... continued overleaf

CITIZENS' PANEL

Cont.

All objectives for the health and leisure centres and the tourism service were well supported. This has meant that we have been able to use the current service as the benchmark against which to test other ways of providing it.

The support for the service's current objectives and levels of subsidy also gives a positive steer that the current direction of the service is one which you support and this will be maintained in the delivery of the service into the future.

Something which crops up a few times in the questions, relates to how we contact/communicate with the panel and the community at large. We have suspected that we could do better at this and your responses have made us think about a number of things differently.

The focus on "traditional" means of communication is a surprise, with internet the 8th choice and email 9th. This is a timely reminder to use a range of means to communicate, when we produce our engagement strategy which will say how we intend to improve the way we work with the community.

Awareness of Dibden Golf Centre 43% –

CITIZENS' PANEL

this was the lowest awareness rating which is surprising given the profile of Dibden. However, on reflection, it is to some extent understandable given that it is a single facility with a single use. None the less we will consider on our approach.

It is interesting to note that support for the council's aim to improve the quality of people's lives by helping to meet the district's leisure, tourism and arts need has increased since the last survey (from 81% to 87%) and that belief in the council doing well in implementing it has also increased (from 42% to 47%). Whilst this is encouraging, the gap between support for the aim and belief in implementation is too large and is an area for action.

Some of the questions related to the extent to which the centres should pursue a social or an economic agenda. It would appear that your response mirrors current practice – which is to strongly recognise the social benefits of the service but make surpluses on those activities where it can be achieved.

The understanding that there is an impact from leisure activities on issues such as health, environment, crime and other benefits is something that has been fairly recently developed. So, it is encouraging to see the relatively high level of

recognition, particularly in health (76%), local environment (69%) and economy (57%).

We have trend data emerging from the citizens' panel work and it will be important to continue to return to the panel, particularly when there is a fundamental review of the service which is every four years.

The data gained from this questionnaire will be used to inform future action plans for priority areas of health and will be shared with our partners in public health.

Leisure, tourism and arts charts

Leisure, tourism and arts charts

Local Criminal Justice Board

Corporate aims: 2.2
Undertaken with Citizens' Panel during July 2006

"90% of the panel thought the board should work in schools to help prevent offences in the community"

How do you rate the criminal justice system?

The National Criminal Justice Board was officially launched on 1st April 2003. Supporting the national board, Central Government requires each of the 42 criminal justice areas in England and Wales to have a Local Criminal Justice Board (LCJB).

The local board - The Hampshire and Isle of Wight Criminal Justice Board wanted to obtain your views on a number of criminal justice issues.

How the results have impacted on the future of the district

Comments received from:

Emma Robertson, business and communications manager, Hampshire and Isle of Wight Criminal Justice Board

90% of the panel said the LCJB should work in schools to help prevent offences in the community – this is in line with a pilot we are currently running in Southampton so confirms we are on the right track.

The six criminal justice agencies are working with three selected schools for the period of one year, with the aim to increase awareness of the criminal justice system, the effects of crime on the victim and witness, consequence training etc.

There are a number of initiatives being trialled with the three schools: a criminal justice process poster (to show the process), community radio topical discussion shows (for students and teachers to host 3 radio chat shows for the

community to ring and raise issues of concern), race incidence monitoring panels (for pupils to create panels to monitor racist incidents, encourage reporting, develop and implement policies and actions plans to tackle unacceptable behaviour etc) and crime awareness days to name a few.

The crime days involve the six agencies working with one year group for a full day, providing hands-on workshops which cover the work of the agencies and involves discussions around crime, the prevention of crime, consequences of decision making and crime – sentencing, prosecution charges, prison life etc are all discussed and the students are encouraged to challenge and question to impact upon perceptions.

Of the three schools who have held a crime awareness day, knowledge of the criminal justice system increased by 95.98%, 83.48% and 70.29% respectively. show what has been effective.

...continued overleaf

CITIZENS' PANEL

Cont.

This pilot will end on 31st October 2007 and a report will be submitted to the LCJB to show what has been effective. The proposal is that the LCJB will then roll the project out across Hampshire and the Isle of Wight and sponsor a minimum of one school each year in order to do some targeted intervention work.

26% of the respondents said they did not feel the agencies met the needs of witnesses and 35% said they did not know – this means there is a lot of work for the agencies still to do around promoting what services are available to support witnesses – there is a huge array of services available including witness service and victim support, dedicated witness care officers providing one to one care in witness care units – all designed to support victims and witnesses throughout the process.

The LCJB has a ‘confidence’ sub-group that deals with all aspects of confidence for the criminal justice system within Hampshire and the Isle of Wight- both with members of the public and staff – they cover all community engagement issues in order to raise awareness of the criminal justice system and to increase confidence in the system, for example they

organise such events as court open days where the doors are opened to the public and the criminal justice process is explained – there are mock trials, the chance to question a judge and magistrates, tours of the cells, a visit to the police sniffer dogs and presentations from all the agencies on their work for the community. Exit surveys are conducted to ascertain the views of visitors to these types of events and always the response is good with an increase in the understanding which all helps to increase confidence in the process.

This report has been analysed by the confidence group and any actions arising from the results will be included in the local implementation action plan.

Another LCJB sub-group is the ‘Victim and Witness’ group – this deals with all issues relating to victims and witnesses in Hampshire and the Isle of Wight, ensuring the services available are widely publicised and that victims and witnesses are offered a first rate care – the findings from these elements of the report will go to this group when they next meet.

In addition to the panel questionnaire a Witness and Victim Experience Survey is conducted every quarter to assess the views of a random sample of members of

the community that have been through the criminal justice and MORI conduct a poll with a percentage of randomly selected residents on a quarterly basis to assess their views on the effectiveness of the criminal justice system.

CITIZENS' PANEL

Local criminal justice board charts

Local criminal justice board charts

Complaining to the council

Corporate aims: 1.3
Undertaken with Citizens' Panel during July 2006

"The most popular methods for complaining were by letter (41%) and by telephone (34%)"

Would you complain?

These questions were asked to make sure that New Forest District Council's complaints procedure would encourage residents to let us know of their grievances and to ensure that the council caters for those who might make a complaint.

How the results have impacted on the future of the district

*Comments received from
Helena Renwick, complaints manager*

"We carried out this survey to establish if the way we deal with complaints matched present day requirements.

It was great to hear that 67% of would complain if there was a grievance. We hope this means that residents understand that we do take all complaints seriously and investigate them all.

The most common reason given by those who would not complain was the fear that nothing would change as a result. When complaints don't change anything we do explain to residents the reason why changes were not possible. We will continue to do this.

The council is keen to enable as many people as possible to access the complaints process so finding out all the

methods available were used by the public was encouraging. We will continue to accept complaints by phone, by letter, in person, by email, via the web, by fax, and on complaints forms.

The survey also established that residents do know who to complain to within the council. However, it was disappointing that 58% of you did not know where to get information about the way we handle complaints. A newly designed leaflet will be published in Spring 2007. This will give the details residents will need.

Finally, who do we share these results with? It is our practice to present a report each year to our elected members. This is to scrutinize officers' performance and to suggest improvements. The results of this survey will form part of the report to the Corporate Overview Panel and the Standards Board in 2007."

Complaining to the council charts

Traffic management

Corporate aims: 5.7
Undertaken with Citizens' Panel during September 2006

“Two thirds of the panel agreed that people should be encouraged to cycle”

How do you find the parking in New Forest town centres?

In partnership with others, New Forest District Council has a key role with on and off street parking and traffic regulation. The council was reviewing its traffic management strategy and evaluating the charging options for on street parking within the district. This consultation was aimed at getting the panel's views on key issues and to inform the council, and its partners, of where they should concentrate future efforts.

The opportunity was also taken to gain Public opinion on cycling in the district.

How the results have impacted on the future of the district

*Comments received from
Patrick Hughes, transport policy officer*

“We were very interested to see the results of the questionnaire, for example:

- 12% didn't drive a car or ride a motorbike or moped. This is broadly consistent with census evidence of the proportion of households in the district which have no car.
- The majority didn't believe speed limits help encourage people to walk or cycle. Yet the same question brought out great confidence in the linkage between speed limits and the number and severity of accidents, and puts safety concerns well out in front of other factors as a reason for not cycling.
- Unsurprisingly the importance of convenient access between the car park and the destination was highlighted. It is

interesting to note the relatively low level of concern about cost.

- The panel finding it relatively easy to park in the district's towns supports the findings of the strategic assessment carried out last year by our planning consultants Nathaniel Lichfield and Partners (using NEMS Market Research and in relation to the New Forest District Town Centres Strategy), with the one exception to this being Lymington.
- Only 19% of the panel said that providing more parking in town and village centres was a high priority. This was the least favoured of the five possible actions listed in the question. Many of the 19% mentioned Lymington, which I am not surprised about, in view of what I know about the relative pressure on town centre parking there.

... continued overleaf

CITIZENS' PANEL

Cont.

Transport issues will be an important component of the local development framework core strategy reports to be produced over the next twelve months or so including the traffic management strategy. I will do my best to ensure that these findings are made use of in the reports.

In time I am sure we will see these findings having an impact on council decisions especially in relation to parking matters.”

Traffic management charts

Traffic management charts

Sharing performance information

Corporate aims: 1.3

Undertaken with Citizens' Panel during September 2006

"44% of the panel said they would like to see brief summaries of performance information"

Are you interested in how well the council delivers its services?

To keep residents informed of how well the council is delivering its services the council publishes performance information in a variety of ways. These questions aimed to find out the public's level of interest in performance information, where people would look for it, and how we could provide relevant, appealing and user friendly performance data for our residents.

How the results have impacted on the future of the district

Comments received from

Dottie Dabrowska, performance improvement officer

"I was really surprised that so many of the panel were interested in the council's performance (81%), and that when comparing our performance the panel would mostly like to compare it to other

Hampshire authorities.

It was useful to know that the panel support many aspects of how performance information is already being provided, particularly in relation to what helps them judge how well we are performing and being clear on where we need to improve.

To gain a more detailed picture I asked for some additional analysis to be done. The information I then received on age and education levels showed that there are some clear variances between different groups: especially the way information should be presented and where it should be made available.

When we publish performance information in the future I will ensure it is available in different formats and styles so that people can select what suits them best.

In the past we have not provided Hampshire comparisons to residents. I will ensure that this data is available in the future.

I will be looking into ways that some relevant performance information can be provided at a community level, in which the panel showed a particular interest, however, this may not become a reality until some time in the future.

In addition to this questionnaire, questionnaires have also gone out to the council's members and officers to find out if we are providing useful information internally.

CITIZENS' PANEL

Sharing performance information charts

Keeping our district clean

Corporate aims: 5.1
Undertaken with Citizens' Panel during January 2007

“Nearly half of the panel members were either ‘very satisfied’ or ‘satisfied’ with the street cleaning in their area”

How clean is the area where you live?

The Government introduced new legislation called the Clean Neighbourhoods and Environment Act.

This new legislation gives the council greater powers to deal with problems such as litter, graffiti, fly tipping and abandoned vehicles.

We were interested in finding out views about environmental issues where the panel members lived. Whether they felt that issues such as litter, dog fouling, fly posting and graffiti were a problem? Were they happy with how these were being dealt with and what they thought as the best ways of tackling these issues?

How the results have impacted on the future of the district

Comments received from:

Colin Read, Assistant Director of Commercial Services (Operational Services)

“The feedback received from both the panels was very constructive and will be fed into the service review of street cleansing which will take place and be reported to councillors in early 2008.

There seems to be some concerns over the cleanliness of Ringwood and Totton town centres which is surprising considering that we have a street cleaner based in these towns. Therefore we are carrying out an audit into the cleaning that currently takes place.

A number of people requested additional litter bins which is usually the case as the perception has always been that you cannot have enough. Following this feedback we are now undertaking a review

of the inventory of litter bins across the district.

CITIZENS' PANEL

Keeping our district clean charts

Community safety

Corporate aims: 4.1, 4.3
Undertaken with Citizens' Panel during February 2007

"27% of the panel thought that the crime levels in the district were 'a lot better' compared to those in the rest of Hampshire"

How do you feel about crime in your neighbourhood?

The Community Safety Partnership is continuing its work to tackle the six key priorities of the Community Safety Strategy.

They are to...

- reduce the impact that drugs and alcohol have on crime in communities
- reduce the impact of the most serious instances of reported Anti Social Behaviour incidents on communities
- reduce the impact of reported personal crime on communities
- reduce the impact of reported property crime on communities
- reduce the injuries caused by vehicle collisions within communities
- promote community cohesion and understanding

It is important for us to gain an overview of real and perceived crime and nuisance behaviour through consultation as we are

CITIZENS' PANEL

often told that people are not reporting all the crime that they experience or witness.

We are working with our partners in the Crime and Disorder Reduction Partnership to introduce neighbourhood policing. This will ensure that residents have better access to their local teams and can easily report any incident that occurs. The council are also working hard with partners to get the most out of the 101 single non emergency number.

Part of this questionnaire has enabled the council to track trends and therefore some of the questions are the same as ones we have previously asked. There were also plenty of new questions for you to answer.

The same questionnaire is also being sent to 3,000 randomly selected households in the district.

How the results have impacted on the future of the district

At the time of this document going to print it was too soon to provide any detailed information on what impact the questionnaire has had. For further information please contact Debbie Holmes on 023 8028 5434 or email debbie.holmes@nfdc.gov.uk.

Community safety charts

Leisure

Corporate aims: 4.3, 4.7

Undertaken with Young People's Panel during June 2006

“Family and friends influenced two thirds of the young people when deciding what activities to take part in during their spare time”

How do you spend your leisure time?

The council's leisure and tourism service was going through a review and they wanted to involve and receive input from young people.

It was important that part of the review gained information about what young people did in their spare time and what their views and opinions were on specific topics, such as health and leisure centres, transport and quality of life.

By completing this questionnaire the young people helped the council assess and improve leisure facilities and activities in the area where they lived and had direct input into how the council provided these services.

How the results have impacted on the future of the district

*Comments received from
Martin Devine, assistant director of leisure services (service development)*

“Consultation with the Young People's Panel is an important part of its consultation activity. This survey was undertaken to inform a whole range of new plans that were being devised. Much of the benefit of this information will be seen as those plans emerge, rather than as particular projects or programmes. None the less, there are specific actions that are also included below.

Something which crops up a few times in the results, relates to contact / communications with young people. We have suspected that we could do better at this and the results have made us think about a number of things differently.

Family and friends influencing your activities is particularly interesting because this is not an angle for communications that we use very much. This will affect the ways we make contact in future.

The two questions about what activities you take part in and for how long, supports the idea that very many young people are active across a wide range of interests but there is still scope for more active use of leisure time.

The aspects we would pick out from the satisfaction with the health and leisure centres are the pleasing level of satisfaction with the facilities and also staff. The comment on gym facilities supports the recent investment in Gym 816 – specifically designed with young people in mind. We would intend to do more of this in the future if we have the funds to do so.

... continued overleaf

YOUNG PEOPLE'S PANEL

Cont.

In any event, we are looking to expand the 816 idea into other areas of the programme to create “Club 816”. The spread of views on charging is interesting and will be part of our discussions in how the centres are operated.

Whilst the use of cars when travelling to activities must reflect that young people rely on adults to drive them, there is a much lower rate of car use than in the adult population. The numbers walking (29%) is fantastic. This is backed up by the high score for walking in a previous question. If there was a way to keep this habit into adulthood, it would be a major plus.

We were surprised by the panel’s chosen methods of communication as they are very traditional preferences (leaflets, tutor groups, local newspapers). It will have a direct impact on the way we do this in future.

We are always working out ways to improve our service and the three areas that were most important to you (cost, activities on offer and feeling you and your belongings are safe) will impact how we deliver the service in the future. This suggests that we should be demonstrating more obviously our commitment to

providing a variety of activities in a safe environment. The cost of activities is being considered as part of our planning for future fees and charges.

The survey as a whole was used as evidence given to the Improvement and Development Agency when they came to review the service. The details above show that the results have been put to many uses already. These include plans for new facilities, services for children and young people and a new leisure service plan.

The issues identified regarding transport and ease of getting to activities has provided evidence to support the inclusion of these issues in important new documents coming out in the next few months. The issues paper ‘Future matters’ contained these issues. The response further reinforced their importance.

Information from the results from this questionnaire has been fed into a plan we are working on for future recreation and open space facilities in the area. It supports the findings of other surveys into the needs of young people.

We have been studying how the leisure service is provided and one of the main findings is that we need to do better is engaging with our various communities –

of which young people are one. While it’s great to have such strong awareness about the health and leisure centres, we clearly need to do better on information as a whole. It’s great to know that there is good interest from young people to be part of future discussions.

We will be writing an engagement strategy, which will say how we intend improve the way we work with young people. This is certain to have consultation as part of our actions and hopefully some ways for young people to more fully express their views.”

YOUNG PEOPLE’S PANEL

Leisure charts

Leisure charts

Focus on media

Corporate aims: 1.3, 4.3

Undertaken with Young People's Panel during July 2006

"44% of the young people were most likely to contact the council via email"

How should we communicate with you?

We wanted to find out how young people liked to receive information and news. To make sure we were communicating effectively with young people, we needed to know the best ways to reach them.

The young people's answers were to help us decide how to communicate with young people in the future.

How the results have impacted on the future of the district

Comments received from:

David Atwill, head of corporate communications

"We took the young people's comments on board and, as a consequence, we completely changed the format of the community newspaper produced by the council. We now publish a 32 page magazine – *New Forest Today* – three times a year. The next edition is already being written and will be distributed in time for the New Forest Show at the end of July. Making sure that the magazine is at the cutting edge of design is a top priority for us, and you have made this happen by responding to our questionnaire.

Another way in which the panel helped us is in our delivery of communications products was in their preferences for how they like to receive news. While written news is very important to them, so is the news on the web. We now have a link

from the council's website – newforest.gov.uk – to the website complementary to the community magazine – newforestday.org.uk.

Another influence the panel's comments have had is in the area of e-broadcasting and new media. We are currently researching the idea of a web-based radio station that would serve all the people of the New Forest. We hope to be able to start trial broadcasting in the early part of 2008."

YOUNG PEOPLE'S PANEL

Focus on media

Taxis

Corporate aims: 4.3
Undertaken with Young People's Panel during October 2006

"When young people travel in taxis they mainly travelled to their friends houses"

Do you use taxis?

We wanted to gain some knowledge about young people using taxis. The questions were asked to establish ease of use and availability of taxis for young people, and to discover how safe young people felt in taxis. All of the questions aimed to improve service when negotiating with taxi companies.

How the results have impacted on the future of the district

*Comments received from:
Martyn Powell, licensing and CCTV
manager*

"In relation to taxis, the obvious concern was the safety question – 22% of the young people mentioned being concerned for their safety which in taxis.

The statistics showed various concerns or perceptions about taxi drivers which will be referred to the taxi associations for consideration."

Taxi charts

Alcohol

Corporate aims: 4.2, 4.3

Undertaken with Young People's Panel during October 2006

"64% of the panel who drank alcohol said their parent/guardian bought it"

Do you buy alcohol?

We asked questions before on alcohol but with national concerns for young people drinking and new licensing laws for businesses selling alcohol coming next year, we wanted to dig a little deeper and find out where the alcohol that young people drank was coming from

How the results have impacted on the future of the district

Comments received from:

*Annie Righton, assistant director
(environmental health)*

"We have picked up on the issue concerning alcohol and parents supplying it. We were surprised to find out that most of the problems with young persons drinking alcohol seem to originate at home or at friend's houses, which is not within licensing controls. The identification replies regarding purchasing alcohol is of concern and will need reinforcing with licensees and/or test purchasing operations

We will be looking at this with the alcohol ao-ordinator at Hampshire County Council and through the person who is appointed as the new health policy development manager. This is clearly an issue and has links between anti social behaviour and health education and will be looked at in more detail over the coming year."

YOUNG PEOPLE'S PANEL

Alcohol charts

Clean issues

Corporate aims:
Undertaken with Young People's Panel during January 2007

"58% of the panel thought that litter was a problem in the area where they lived"

How clean is the area where you live?

The Government introduced new legislation called the Clean Neighbourhoods and Environment Act.

This new legislation gives the council greater powers to deal with problems such as litter, graffiti, fly tipping and abandoned vehicles.

We were interested in finding out young people's views about environmental issues where the panel members lived. Whether they felt that issues such as litter, dog fouling, fly posting and graffiti were a problem? Were they happy with how these were being dealt with and what they thought as the best ways of tackling these issues?

How the results have impacted on the future of the district

*Comments received from:
Colin Read, Assistant Director of Commercial Services (Operational Services)*

"The feedback received from both the panels was very constructive and will be fed into the service review of street cleansing which will take place and be reported to councillors in early 2008.

There seems to be some concerns over the cleanliness of Ringwood and Totton town centres which is surprising considering that we have a street cleaner based in these towns. Therefore we are carrying out an audit into the cleaning that currently takes place.

A number of people requested additional litter bins which is usually the case as the perception has always been that you cannot have enough. Following this feedback we are now undertaking a review

of the inventory of litter bins across the district.

YOUNG PEOPLE'S PANEL

Clean issues charts

The future of your district

Corporate aims: 4.3, 5.6

Undertaken with Young People's Panel during January 2007

"58% of the panel thought it important to keep gaps between towns/villages"

What do you want the New Forest to look like in the future?

We needed young people's input into a major consultation that was taking place in the New Forest. The answers to these questions will go towards helping the council and partner organisations to produce a plan for the future.

How the results have impacted on the future of the district

Comments from:

Louise Evans, policy and plans team

"The results of the survey are being used to inform work on the core strategy document and have been reported to an advisory group of district council and national park members. The district council and the National Park Authority will be publishing the 'preferred options' for the core strategy document in October, and will be inviting the public to comment on it before preparing the plan next year.

If you would like to be kept informed about work on future planning policies for the area please e-mail your name and address to policyandplans@nfdc.gov.uk and we will let you know when documents you might like to comment on are coming out."

YOUNG PEOPLE'S PANEL

The future of your district charts

Young People's Questionnaire

Corporate aims: 4.1, 4.3

Undertaken with Citizens' Panel during February 2007

"27% of the panel thought that the crime levels in the district were 'a lot better' compared to those in the rest of Hampshire"

How do you feel about crime in your neighbourhood?

A questionnaire was undertaken through seven of the nice secondary schools in the district. It was completed by ***** young people. The results represent young people's views across most areas of the district.

By completing the questionnaire the young people have helped New Forest District Council understand young people better and has enabled the council to see the 'real' picture.

The majority of the questions will help the Community Safety Partnership to continue its work in tackling the six key priorities of the Community Safety Strategy.

The young people were also asked if they would like to join the Young People's Panel.

How the results have impacted on the future of the district

At the time of this document going to print it was too soon to provide any detailed information on what impact the questionnaire has had. For further information please contact Debbie Holmes on 023 8028 5434 or email debbie.holmes@nfdc.gov.uk.

YOUNG PEOPLE'S QUESTIONNAIRE

Young people's questionnaire charts

'Best value' surveys

Corporate aims: 1.3, 2.1,
Undertaken during 2006/2007

"67% of respondents said they were satisfied with the way the council runs things"

How well is the council performing?

Four surveys were undertaken in accordance with guidance prescribed by Central Government. They were to:

- Randomly selected households (general survey)
- Housing tenants
- Planning applicants (successful and unsuccessful)
- Benefit claimants

The aim of the questionnaires were to see how well the council was delivering services and to be able to compare the results with other authorities within Hampshire and across the country.

Some of the questions have given us performance information that central government require us to collect. The details of these key performance indicators are shown here.

Main findings —key performance indicators

General survey

- 67% % of citizens satisfied with the overall service provided by their local authority
- 45% % of those making complaints satisfied with the handling of those complaints
- 76% **% of people satisfied with cleanliness standards**
- 90% **% of people expressing satisfaction with household waste collection**
- 85% **% of people expressing satisfaction with recycling facilities**
- 72% % of residents satisfied with the local authority's sports/leisure facilities
- 37% **% of residents satisfied with the local authority's museums and galleries**
- 80% **% of residents satisfied with the local authority's parks and open spaces**

Planning applicants

- 61% **% of applicants satisfied with the service they received**

'BEST VALUE' SURVEYS

Source: Marketing Means

Benefit claimants

79%	BV80a — all need to be in full
81%	BV80b
82%	BV80c
82%	BV80d
64%	BV80e
76%	BV80f
79%	BV80g

Housing tenants

88%	% of council tenants, or representatives sample of council tenants, stating they are satisfied with the overall service provided by their landlord when surveyed
100%	% of ethnic minority local authority tenants (excluding white minority tenants) satisfied with the overall service provided by their landlord
87%	% of non-ethnic minority local authority tenants satisfied with the overall service provided by their landlord
71%	% of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord
50%	% of ethnic minority council housing tenants (excluding white minority) satisfied with their opportunities for participation in management and decision-making in relation to housing services provided by their landlord
71%	% of non-ethnic minority council housing tenants satisfied with their opportunities for participation in management and decision-making in relation to housing services provided by their landlord

Future Matters

Corporate aims: Most
Undertaken with residents and organisations
between December 2006 and February 2007

“89% of organisations and 84% of individuals thought that more should be done to help ‘local people’ have access to affordable housing which meets their needs”

How would you shape the future of the district?

The Changing Lives Partnership, New Forest District Council and the New Forest National Park Authority asked residents living in the New Forest district and organisations with interests in the district how they would like to shape the future direction of the district and National Park.

A total of 138 organisations and 442 individuals gave their views. However, not all respondents answered all sections and all questions within each section.

The consultation paper was divided into 13 sections each concentrating on a different topic, these were:

1. Natural Environment and Landscape
2. Cultural Heritage
3. Environmental Protection and the Wise Use of Natural Resources
4. Housing
5. Economy

6. Transport
7. Tourism
8. Leisure and Recreation
9. Health
10. Community Safety
11. Children and Young People
12. Older People
13. Towns, Villages and Countryside – Spatial Planning Issues

A full copy of the results is shown at newforest.gov.uk/futurematters. Hard copies can be obtained by contacting Debbie Holmes on 023 8028 5434 or email debbie.holmes@nfdc.gov.uk.

Most important issues

Most important issues for each of the topics:

1. Natural Environment and Landscape
Managing and minimising the impact of development pressures in and around the National Park
2. Cultural Heritage
Conserving the distinctiveness of the cultural heritage of the area (only issue given)
3. Environmental Protection and the Wise Use of Natural Resources
Reducing and managing waste
4. Housing
Making the best use of the existing housing stock
5. Economy
Improving and making best use of skills

FUTURE MATTERS

Most important issues (cont.)

6. Transport

Meeting the challenge of future growth

7. Tourism

Improving management of access and travel arrangements

8. Leisure and Recreation

Managing the impacts of recreational pressures on the environment of the National Park

9. Health

Reducing harm from alcohol and encouraging sensible drinking

10. Community Safety

Reducing the numbers of people killed or seriously injured on our roads

11. Children and Young People

Children and young people being healthy

12. Older People

Older people having continued independence

13. Towns, Villages and Countryside – Spatial Planning Issues

Selection of results

Should the green-field land south of junction 2 of the M27 and north of Totton be considered for development?

There was a high don't know response to this question therefore the following results only take into consideration those that gave an opinion.

Close to half of organisations (48%) and 43% of individuals, thought that the land south of junction 2 on the M27 should be considered for development.

Should new development be allowed on green-field sites?

For this question the organisation's opinions were split - 39% of organisations said that it was acceptable for new development to be allowed on green-field sites, but only if there is no alternative way of accommodating development. This view was also held with 37% of individuals.

Are there any new areas which should be identified as 'local gaps'?

The majority of both organisations (76%) and individuals (87%) thought that there were no new areas that should be identified as local gaps.

Should specific site allocations be made for the development of "affordable housing" ?

There was a high don't know response to this question therefore the following results only take into consideration those that gave an opinion.

84% of organisations and 58% of individuals thought that there should be specific site allocations made for affordable housing.

Do you agree or disagree that it would be beneficial and practicable to allocate a new country park to the east of the National Park to help reduce recreational pressure resulting from major development proposed in South Hampshire?

Just over half of both organisations (53%) and individuals (52%) thought that it would be beneficial and practical to allocate a new country park.

11% of organisations and 9% of individuals thought that it wouldn't be beneficial.

Which do you feel is more important the 'quality' or the 'quantity' of open space?

70% of organisations and 71% of individuals thought that 'quality' and 'quantity' were equally important. Of the remainder more said 'quality', less said 'quantity'.

FUTURE MATTERS

Citizens' Panel and Young People's Panel programme 07/08 (DRAFT)

What will be the topics for consultation in the year to come?

Slot	Topic	CP	YPP	Start date	Fieldwork undertaken	Results published by
1	Democratic engagement/ elections/voting	✓	✗	2 April 07	June 07	16 July 07
2	Impact of the change of the licensing hours law Awareness of ability to raise issues about licensing concerns	✓	?	9 July 07	September 07	22 October 07
3	Green audit	✓	✓	27 August 07	End October/ early November 07	10 December 07
4	Leisure – engagement processes	✓	✓	22 October 07	January 08	18 February 08
5	Community safety	✓	✓	10 December 07	February 08	31 March 08
6	Health – including knowledge of smoke free legislation	✓	?	4 February 08	April 08	19 May 08

CITIZENS' PANEL AND YOUNG PEOPLE'S PANEL PROGRAMME 07/08



Best value and local performance indicators 2003-10

- Annual trend data (2003 – 2007)
- Targets (2006 – 2010)
- Hampshire and England district benchmarks (2005/06)



Efficiency statement

- Looking back (2006/07)
- Looking ahead (2007/08)

