

Calderdale LAA 2008

National Indicator Set Proposal: Business Case NI01

NATIONAL INDICATOR NI1 – The percentage of people who believe that people from different backgrounds get on well together
1 What Calderdale LAA outcome does the indicator support? Build respect in communities and reduce anti-social behaviour
2 Is this the same as, or similar to, an indicator in the current LAA? Yes - SSC20a,b,c,& d is an identical indicator – The percentage of people who feel that their local area is a place where people from different backgrounds can get on well together
3 How will improving this indicator help us to deliver on our story of place? Community cohesion fundamentally concerns human relationships. Communities are said to be “cohesive” and work more effectively when local people are committed to them and there is a common vision and sense of belonging. Where there is a failure of community cohesion, the consequences can be destructive and immediate. Strengthening community cohesion is identified as a specific objective in our story of place. Tensions can exist in areas where individuals or groups of individuals’ differences are not accepted. This perception indicator will help the partnership to gauge how residents ‘feel’ about this issue. As with other perception indicators the reality of this as an issue across Calderdale may differ from what people feel. Managing perception versus reality is a key component in the partnerships work to improve how residents feel about where they live. The question does not specifically focus on race and therefore could be used to capture tensions that may exist as a result of other factors such as religion or belief.
4 At what level will the indicator apply? This will apply at district level but could also apply to below district level – currently it is available for Mixenden, Ovenden & Park
5 Will this help narrow the gap? Already in the current LAA – SSC20b,c & d measure this indicator at Neighbourhood Management level in Mixenden, Ovenden and Park
6 What is the current baseline for this indicator? SSC20 2006/07 result for Calderdale = 66% SSC20 2007/08 LAA Tracker survey results for Calderdale = 45% (results not a direct match as slightly different wording in survey) but indicates a decrease where we’d be looking for an increase For 2007/08 There are significant differences between the neighbourhood management the Calderdale figure: Park = 61% Ovenden = 53% Mixenden = 37%

7 What are the future performance trends?

The underlying reasons for these results need to be explored further to arrive at specific area solutions.

Nationally this is still a relatively new area for comparative data however there is quartile data available for a related indicator which is the 'Percentage of residents who think that for their local area, over the past 3 years, that race relations has got better or stayed the same'. Calderdale currently sits in the bottom quartile for this indicator and, when compared with other various 'family' authorities, is consistently at the lower end of performance.

8 Is this currently an area of underperformance?

Calderdale currently sits in the bottom quartile for this indicator and, when compared with other various 'family' authorities, is consistently at the lower end of performance.

9 What stretched performance can be achieved on this indicator?

Stretched performance could be exhibited in a number of ways, for example between the wards with the lowest %age and those with the highest rather than between the lowest and the Calderdale overall figure. Other options might relate to the response rate from different interest/age groups

10 Do local people think it's a priority?

The Ipsos MORI 2006 Best Value General Survey identified a list of 14 drivers that contributed to making somewhere a good place to live. Race relations were identified by 9% of respondents as being an important aspect for them. The report also recommends that 'Views about the extent to which people from different backgrounds get on well together also range widely and caution is advised against assuming a uniformity of attitudes in the district'.

This is reflected in the results for the 3 neighbourhood management areas, details of which are provided above (see 6)

11 Has it been identified as a government priority?

The Commission on Integration and Cohesion (CIC) recommend that every local area should mainstream integration and cohesion into its Sustainable Community Strategy. Communities and Local Government's guidance *Negotiating New Local Area Agreements* (Sept 2007) emphasises that LAA outcomes and performance indicators should be linked to a picture of what a 'sustainable, cohesive community' looks like for the area.

Public bodies, such as Calderdale Council have a legal duty to promote good relations between people as part of the Race Relations (Amendment) Act 2000. This indicator focuses efforts upon building and maintaining these good relations. Research (Analysis of Citizenship Survey, CLG, 2003-05) has shown that this is a strong overall measure of cohesion, picking up on whether people feel their community is one where diversity is valued, people from different backgrounds have similar life opportunities and where there is a common vision and a sense of belonging for all

Stronger communities and partnership working in relation to community cohesion is also a theme of the on-going and proposed work relating to performance management and the development of a more integrated performance management framework by the audit commission. This includes particular emphasis within the current corporate performance assessment (CPA), local area agreement (LAA)

framework developments and pending comprehensive area agreement (CAA) consultation.

The Local Government White paper, 'Strong and Prosperous Communities' reinforces local authorities community leadership role in promoting community cohesion.

12 Is there local statistical or demographic evidence to support this indicator's inclusion?

Census figures from 2001 show Calderdale's population as almost 93% White, almost 6% Asian and around 2% other Black and mixed.

The latest available figures from the Worker Registration Scheme Arrivals for April 2006 – March 2007 indicate that of the 19300 workers registered in Yorks & Humberside approximately 5.5% (1065) relate to Calderdale, the majority of which (90.1) came from Poland and 82% of which were aged 18 – 34.

13 What partners can contribute to delivering improved performance?

All partners are involved in building more cohesive communities through how they provide the services they deliver

Cohesion relies on there being shared ownership of community problems and possible outcomes and solutions, where there are strong relationships between all sections of the population in an area, and where people feel that they have a shared future.

Partners can contribute in encouraging cross-community links to grow around areas of commonality, not difference; ensuring that genuine and sustained community engagement is developed and maintained by public sector agencies. This can be done by promoting opportunities for:

- Dialogue and learning between different sections of the population
- Setting up projects that bring people from different sections of the population together to foster mutual understanding and respect
- Supporting, developing and delivering projects that bring people together to work on shared problems and solutions.

14 Is improvement within the control of local partners?

Yes

16 What are the opportunities to improve delivery?

Removing structural barriers – Equality Impact assessments by public bodies
Engaging the community – Area Forums, the citizenship agenda

15 What are the barriers that might prevent delivery?

Trying to influence perception is a difficult and complex issue. Finding a balance between reality and perception, recognising genuine incident based concern and dealing with heightened 'fears' presents a number of challenges both in terms of operational focus and our approach to communication.

External factors may affect what is being measured. For example, media reporting of asylum seeker issues may create community cohesion problems. The impact of national and international events (such as the conflict in Iraq and tensions in the Middle East or the Indian subcontinent etc) could also have a local impact.

Details of person completing the pro-forma

Name:- Sarah Manfredi

Organisation: Calderdale MBC

Contact details: 01422 393271

Theme Delivery Partnership: Safer and Stronger Communities

Please return to your LSP Support Officer by 8th January 2007

Calderdale LAA 2008

National Indicator Set Proposal: Business Case NI03

NATIONAL INDICATOR NI03 – Civic participation in the local area
1 What Calderdale LAA outcome does the indicator support? Empower local people to have a greater voice and influence over local decision making and a greater role in public service delivery
2 Is this the same as, or similar to, an indicator in the current LAA? Similar to the current mandatory target SSC19 – The percentage of residents who feel they can influence decisions affecting their local area Data to measure SSC19 is currently collected via the User Satisfaction Survey and annual LAA Tracker Surveys. Under the new LAA Framework NI03 would be measured using the new 'Place Survey'
3 How will improving this indicator help us to deliver on our story of place? The LSP is committed to empowering local people to influence decision making, and to engendering citizenship and a sense of belonging in all our population. The Place Survey guidance encourages local authorities to consider this indicator in terms of equalities group(s) where appropriate, giving an opportunity to use this measure to drive equality and diversity work ensuring all communities are represented in civic life. This supports the focus of the Story of Place on ensuring equality of outcome.
4 At what level will the indicator apply? SSC19 currently applies across the borough and at neighbourhood management level in Ovenden, Mixenden and Park. These new indicators could be used in the same way and to also identify differences in civic participation by age, ethnicity, gender or other groups of interest.
5 Will this help narrow the gap? Yes – it is known that levels of participation in civic life vary significantly between different communities of place and of interest. The indicator can be used to identify gaps between areas within the boroughs, between age groups, and different interest groups.
6 What is the current baseline for this indicator? Results for the related indicator SSC19 from the LAA Baseline Survey 2007 are: - For Calderdale overall there is an improvement with an increase of 2% from 28% in 2006 to 30% in 2007 For 2007, both Mixenden & Ovenden results at 26% are below the 30% for Calderdale overall, in contrast with Park results of 39%. The reasons why residents feel differently need to be explored in detail to establish how the LAA can make people feel they have more influence over what happens in their area. Respondents who felt most empowered were: - - men (37% vs 23% women) - aged under 25 years (57% vs 30% overall) Those who felt least empowered were: - - aged 55-64 (61% vs 51% overall)

- car owners (probably relating to unresolved issues such as parking, traffic congestion etc)
- longer term residents (lived in their area for 10 years or more)

and

- 3 out of 10 respondents agreed that they could influence decisions that affect their local area
- The majority of respondents prefer reactive intervention such as signing a petition (67%) or taking part in market research (65%)
- Almost two-thirds of respondents (64%) have not participated in any form of community consultation.

The Talkback survey on voluntary activity recorded 9% of respondents taking part in public meetings/forums; although this is not exactly the same as the definition of 'civic participation' proposed in the new Place Survey, it does show that the proportion of Calderdale residents engaging with civic structures is likely to be low.

7 What are the future performance trends?
 Declining participation in civic life is a national trend. There are a number of national initiatives addressing this issue, as outlined in the government's Action Plan for Community Empowerment. Locally, new initiatives such as the NHS Trust's work to recruit more members and the establishment of the Area Forums address the issue of participation more widely and are likely to produce some improvement.

8 Is this currently an area of underperformance?
 In the 2006 General Residents Survey, the Council's performance in relation to citizen consultation and involvement is a matter of concern. The issue is consequently highlighted by the Audit Commission in the Council's March 2007 Direction of Travel report. It is one of the reasons the Council is "progressing adequately" rather than "well"/"strongly".

9 What stretched performance can be achieved on this indicator?
 Stretch performance could relate to reducing the differences in the percentages between wards, interest groups, and communities of interest.

10 Do local people think it's a priority?
 This has not been identified so far.

11 Has it been identified as a government priority?
 Yes, the Local Government White Paper proposes more accountable and responsive services at local level: -
 - Enhanced right to be heard: Community Call for Action and encourage petitions
 - Promoting community ownership and management of assets
 - Involving and consulting service users and providing better information
 The need to recruit and retain a broader range of people to stand and serve as councillors was specifically mentioned in the White Paper.

12 Is there local statistical or demographic evidence to support this indicator's inclusion?
 See 6

13 What partners can contribute to delivering improved performance?

All partners within the LSP, particularly those with decision making structures included in the definition of civic life (mainly the Council, the PCT, the NHS and the police).

14 Is improvement within the control of local partners?

Yes – work can be done to identify and address the barriers that prevent all communities from engaging with civic structures, and to promote opportunities for participation.

16 What are the opportunities to improve delivery?

Four new area forums of elected members covering the following geographical areas: Upper Valley, Lower Valley, Halifax Central and Halifax North and East, will be in place from April 2008. These new forums will provide greater opportunities for all partners and communities to work together to deliver services tailored to local needs.

National initiatives such as the LGA and C&LG work on the Councillors Commission will offer new opportunities and resources.

15 What are the barriers that might prevent delivery?

As with all new ways of working there are issues of how change is effectively managed. All partners, officers and members will meet challenges that feel different and unfamiliar but that also present new opportunities for working together for our communities.

Details of person completing the pro-forma

Name:- Sarah Manfredi

Organisation: Calderdale MBC

Contact details: 01422 393271; sarah.manfredi@calderdale.gov.uk

Theme Delivery Partnership: Safer and Stronger Communities

Please return to your LSP Support Officer by 8th January 2007

Calderdale LAA 2008

National Indicator Set Proposal: Business Case NI04

NATIONAL INDICATOR NI04 – Percentage of people who feel they can influence decisions in their local area
1 What Calderdale LAA outcome does the indicator support? Empower local people to have a greater voice and influence over local decision making and a greater role in public service delivery.
2 Is this the same as, or similar to, an indicator in the current LAA? Current mandatory target SSC19 – The percentage of residents who feel they can influence decisions affecting their local area. Data to measure SSC19 is currently collected via the User Satisfaction Survey and annual LAA Tracker Surveys. Under the new LAA Framework NI04 would be measured using the new 'Place Survey'.
3 How will improving this indicator help us to deliver on our story of place? The LSP is committed to empowering local people to influence decision making, and to engendering citizenship and a sense of belonging in all our population. The Story of Place reaffirms this commitment and focuses on the underlying aim of improving outcomes for local people. Research consistently shows that involving people in shaping the services they use improves those services and the perception of them.
4 At what level will the indicator apply? SSC19 currently applies across the borough and at neighbourhood management level in Ovenden, Mixenden and Park. These new indicators could be used in the same way and to also identify differences in civic participation by age, ethnicity, gender or other groups of interest
5 Will this help narrow the gap? In terms of participation the indicator can be used to identify gaps between areas within the boroughs, between age groups, and different interest groups.
6 What is the current baseline for this indicator? Results for SSC19 from the LAA Baseline Survey 2007 are: - For Calderdale overall there is an improvement with an increase of 2% from 28% in 2006 to 30% in 2007 For 2007, both Mixenden & Ovenden results at 26% are below the 30% for Calderdale overall, in contrast with Park results of 39%. The reasons why residents feel differently need to be explored in detail to establish how the LAA can make people feel they have more influence over what happens in their area. Respondents who felt most empowered were: - - men (37% vs 23% women) - aged under 25 years (57% vs 30% overall) Those who felt least empowered were: - - aged 55-64 (61% vs 51% overall) - car owners (probably relating to unresolved issues such as parking, traffic congestion etc) - longer term residents (lived in their area for 10 years or more)

<p>and</p> <ul style="list-style-type: none"> - 3 out of 10 respondents agreed that they could influence decisions that affect their local area - The majority of respondents prefer reactive intervention such as signing a petition (67%) or taking part in market research (65%) - Almost two-thirds of respondents (64%) have not participated in any form of community consultation.
<p>7 What are the future performance trends?</p> <p>The survey showed that relatively high satisfaction levels are regularly found in areas with high levels of deprivation. Maintaining these levels of satisfaction can be problematic as local communities become better informed about the services they should expect, more aware of comparisons with other areas and develop increasing expectations.</p> <p>There is also a need to address the different concerns in each neighbourhood with regard to the different demographic characteristics of those areas.</p>
<p>8 Is this currently an area of underperformance?</p> <p>In the 2006 General Residents Survey, the Council's performance in relation to citizen consultation and involvement is a matter of concern. The issue is consequently highlighted by the Audit Commission in the Council's March 2007 Direction of Travel report.</p> <p>This is one of the reasons the Council is "progressing adequately" rather than "well"/"strongly".</p>
<p>9 What stretched performance can be achieved on this indicator?</p> <p>Stretch performance could relate to reducing the differences in the percentages between wards, interest groups, and communities of interest.</p>
<p>10 Do local people think it's a priority?</p> <p>This has not been identified so far but initiatives arising from the Local Government and Public Involvement in Health Bill are likely to raise the profile of this issue and create more public demand and interest, e.g. publicity around Community Call for Action etc.</p>
<p>11 Has it been identified as a government priority?</p> <p>Yes, the Local Government White Paper proposes more accountable and responsive services at local level: -</p> <ul style="list-style-type: none"> - Enhanced right to be heard: Community Call for Action and encourage petitions - Promoting community ownership and management of assets - Involving and consulting service users and providing better information <p>The Local Government and Public Involvement in Health Act created a duty for best value authorities to inform, consult and involve local people where appropriate.</p>
<p>12 Is there local statistical or demographic evidence to support this indicator's inclusion?</p> <p>See 6</p>
<p>13 What partners can contribute to delivering improved performance?</p> <p>All partners within the LSP</p>
<p>14 Is improvement within the control of local partners?</p>

Yes. A number of partners, notably the Police, PCT and Pennine Housing are reviewing or have recently strengthened arrangements for community consultation and some devolution of service delivery to sub District level, e.g. Neighbourhood Policing.

16 What are the opportunities to improve delivery?

Four new area forums of elected members covering the following geographical areas: Upper Valley, Lower Valley, Halifax Central and Halifax North and East, will be in place from April 2008. These new forums will provide greater opportunities for all partners and communities to work together to deliver services tailored to local needs.

New powers such as the Community Call for Action give people different routes into influence, as does the establishment of the Local Involvement Network (LINK) to allow people to oversee and shape health and social care services.

Public involvement has also recently been identified as a priority theme by the PCT and resources are being allocated to it.

15 What are the barriers that might prevent delivery?

As with all new ways of working there are issues of how change is effectively managed. All partners, officers and members will meet challenges that feel different and unfamiliar but that also present new opportunities for working together for our communities.

Details of person completing the pro-forma

Name:- Sarah Manfredi

Organisation: Calderdale MBC

Contact details: 01422 393271; sarah.manfredi@calderdale.gov.uk

Theme Delivery Partnership: Safer and Stronger Communities

Please return to your LSP Support Officer by 8th January 2007

National Indicator Set Proposal: Business Case NI05

<p>NATIONAL INDICATOR NI05 Overall/general satisfaction with local area</p>
<p>1 What Calderdale LAA outcome does the indicator support? General satisfaction does not feature in the current LAA although it is a key indicator in the Council's improvement plan and within other partners customer/client/patients service systems.</p>
<p>2 Is this the same as, or similar to, an indicator in the current LAA? No.</p>
<p>3 How will improving this indicator help us to deliver on our story of place? Resident' satisfaction with services provided is fundamental to how those services can be managed and improved. Satisfaction with services is currently measured individually and independently within partner organisations, through a variety of methods and using different demographic data. Using this indicator will enable all partners to share a common understanding of what residents think and where future focus needs to be directed both from an individual organisation perspective and where partners can work together to address issues of dissatisfaction. It will give a wider context than just specific service information and will give a background against which individual service perceptions can be considered.</p>
<p>4 At what level will the indicator apply? This new indicator will be collected via the new Place Survey so could be gathered across ward level as well as at borough level.</p>
<p>5 Will this help narrow the gap? This indicator will enable partners to identify differences in satisfaction levels between areas within the borough, between Calderdale and other areas and between different services.</p>
<p>6 What is the current baseline for this indicator? The 2007 LAA Baseline Survey reports that 77% of all residents are satisfied with their local area, this shows a 14% increase from the Calderdale MBC General Survey 2006 (63%), and is slightly above the national average of 75%. Those most satisfied were: - Younger respondents (89% of those aged under 25 were very/fairly satisfied) - White respondents (78%) Those expressing lower satisfaction were: - those aged 25-24 (70% satisfied versus 77% overall) - workless respondents (62%) - ethnic minority respondents (60%) - those with a disability (72%) - those resident in the Neighbourhood Management Areas of Mixenden (71%) & Park (64%)</p>
<p>7 What are the future performance trends? It is interesting to note that many residents expressing low levels of satisfaction with their local area are also those that are most vulnerable or experiencing deprivation. If these levels of low satisfaction are to be addressed, specific work needs to be</p>

focussed on the reasons and causes of that low satisfaction, building on the work already being done in Park and Mixenden and Ovenden, where the neighbourhood management approach is being shown to have an impact on residents' perceptions.

8 Is this currently an area of underperformance?

No.

9 What stretched performance can be achieved on this indicator?

By looking at levels of satisfaction between different areas, groups and populations, stretch could be achieved by trying to close some of the widest gaps.

10 Do local people think it's a priority?

This not a question that is asked but resident satisfaction is a key driver for the LSP.

11 Has it been identified as a government priority?

This is not a specific PSA priority but resident satisfaction is a key driver for improving public services. The Local Government White Paper proposes more accountable and responsive services at local level: -

- Enhanced right to be heard: Community Call for Action and encourage petitions
- Promoting community ownership and management of assets
- Involving and consulting service users and providing better information

All these factors will impact on residents' levels of satisfaction with their local area.

12 Is there local statistical or demographic evidence to support this indicator's inclusion?

13 What partners can contribute to delivering improved performance?

All LSP organisations have a vested interest in improving residents satisfaction with the services they provide in their area

14 Is improvement within the control of local partners?

Yes, as service providers all local partners can impact on residents' satisfaction.

16 What are the opportunities to improve delivery?

Engagement with communities through the 4 new Area Forums will provide the first stage of identifying where and how satisfaction with services can be improved. Other improvement work across all themes will impact on this indicator.

15 What are the barriers that might prevent delivery?

As with all new ways of working there are issues of how change is effectively managed. All partners, officers and members will meet challenges that feel different and unfamiliar but that also present new opportunities for working together for our communities.

Details of person completing the pro-forma

Name:- Sarah Manfredi

Organisation: Calderdale MBC

Contact details: 01422 393271; sarah.manfredi@calderdale.gov.uk

Theme Delivery Partnership: Safer and Stronger Communities

Please return to your LSP Support Officer by 8th January 2007

Calderdale LAA 2008

National Indicator Set Proposal: Business Case NI07

<p>NATIONAL INDICATOR NI07 Environment for a thriving 3rd sector</p>
<p>1 What Calderdale LAA outcome does the indicator support? To strengthen the Voluntary and Community Sector's (VCS) role in strategic decision making and in the planning and delivery of public services.</p>
<p>2 Is this the same as, or similar to, an indicator in the current LAA? This is similar to SSC29a & b which measure how satisfied the VCS is with its ability to influence the planning of public sector services and the delivery of public sector services. However, the new indicator is wider than this, since the perception of the VCS of its environment is based on more factors than just public service planning and delivery. People's perception of the environment they operate in will also be affected by funding, partnership working, numbers and capacity of volunteers etc. The current LAA has two indicators covering these issues: SSC28 and SSC30.</p>
<p>3 How will improving this indicator help us to deliver on our story of place? Appendix A of the Story of Place sets out the LSP's commitment to ensuring that 'a diverse range of voluntary and community groups are involved in policy shaping, decision making, resource allocation, narrowing the gap and service delivery across the District and in neighbourhoods. This indicator will enable the LSP to judge how well it is meeting this commitment.</p>
<p>4 At what level will the indicator apply? The indicator will apply to voluntary and community groups across the district.</p>
<p>5 Will this help narrow the gap? Voluntary and community groups are often best placed to engage with hard to reach or under-represented groups within the district. The ability of voluntary and community groups to influence service delivery to those residents has the potential to narrow gaps between service delivery at many levels.</p>
<p>6 What is the current baseline for this indicator? The current baselines for this indicator are: SSC29a Planning of public services 35% (2006/07) SSC29b Delivery of public sector services 30% (2006/07) SSC28 VCS reporting growth in: SSC28a Financial stability 72% (2006/07) SSC28b Volunteering 44% (2006/07) SSC28c Volunteering good practice 79% (2006/07) SSC30 Increase in volunteering 17% (2006/07)</p>
<p>7 What are the future performance trends? Future targets are for these levels of satisfaction to increase to 40% for SSC29a and to 37% for SSC29b by March 2010</p>
<p>8 Is this currently an area of underperformance? There is no national comparative data available</p>
<p>9 What stretched performance can be achieved on this indicator? 'Stretch' could be applied to those areas or groups where residents felt most disengaged from public services, where service provision is poor compared to other</p>

areas or groups within the district. It could also be used to identify those parts of the VCS with the lowest capacity or facing particular challenges.

10 Do local people think it's a priority?

This has not been identified as a priority by local people, however in terms of the impact that the VCS can have on service provision this is a local priority as identified through Calderdale's Statement of Voluntary and Community Sector Involvement.

Also, although it has not been specifically identified as a priority, there is evidence to suggest that local people value the third sector. Any threat to VCS organisation, e.g. reduction in funding, is reported negatively in local press and often results in lobbying and public campaigning by local people to secure the organisation's future.

Qualitative comments in consultation such as Talkback show positive views of the VCS, and include calls for more support through funding, promotion, relaxation of rules around volunteering etc.

11 Has it been identified as a government priority?

In it's December 07 report 'The Third Sector – The crucial role of the new local performance framework' the Department for Communities and Local Government states that ' a healthy third sector is in itself a national priority outcome that will be supported by 2 indicators:

- participation in regular volunteering
- creating an environment for a thriving third sector

12 Is there local statistical or demographic evidence to support this indicator's inclusion?

Not applicable

13 What partners can contribute to delivering improved performance?

All partners can contribute to the environment needed for the third sector to thrive, since this includes issues such as improving (not necessarily increasing) funding, promoting and supporting volunteering by staff, effective consultation with the VCS and seeing the VCS as a valued partner, as well as ensuring planning and delivery processes encourage participation by the VCS.

14 Is improvement within the control of local partners?

Yes to a great extent. Because Calderdale has traditionally not been eligible for large amount of central government and European funding for the VCS, Calderdale groups are less dependent on these than other areas, meaning that the perception of their environment is more within the control of Calderdale partners.

16 What are the opportunities to improve delivery?

The implementation of the Calderdale Compact offers an opportunity to address many of the issues above. Most key partners such as the Council, the PCT and key VCS organisations such as VAC and the Community Forum are already engaged in this process.

New community engagement initiatives such as the Area Forums and the LINK will provide a route for VCS organisations to lead involvement in planning and shaping services.

Central government funding such as Change Up support improvements within the VCS which in turn helps it to engage with partners.

15 What are the barriers that might prevent delivery?

As with all new ways of working there are issues of how change is effectively managed. All partners, officers and members will meet challenges that feel different and unfamiliar but that also present new opportunities for working together for our communities.

Details of person completing the pro-forma

Name:- Sarah Manfredi

Organisation: Calderdale MBC

Contact details: 01422 393271; sarah.manfredi@calderdale.gov.uk

Theme Delivery Partnership: Safer and Stronger Communities

Please return to your LSP Support Officer by 8th January 2007

National Indicator Set Proposal: Business Case NI24

<p>NATIONAL INDICATOR</p> <p>N24 Satisfaction with the way police and local council dealt with anti-social behaviour</p>
<p>1 What Calderdale LAA outcome does the indicator support?</p> <p>Build respect in communities and reduce anti-social behaviour</p>
<p>2 Is this the same as, or similar to, an indicator in the current LAA?</p> <p>There are several indicators in the current LAA which seek to reduce ASB and improve public perceptions including SSC14 (Reduction in people's perception on ASB using 7 defined issues) and SSC11 (Increase the percentage of people who feel informed about what is being done to tackle ASB in their local area).</p>
<p>3 How will improving this indicator help us to deliver on our story of place?</p> <p>Addressing ASB is a key issue for communities and partner agencies in Calderdale. Experience of ASB and perceptions of ASB can impact on the quality of life for residents. Seeking to promote the positive work undertaken by the Council and the Police may reduce the fears in the communities and will also ensure those who are experiencing ASB are aware of how and to whom the issues should be reported.</p>
<p>4 At what level will the indicator apply?</p> <p>Calderdale wide</p>
<p>5 Will this help narrow the gap? <i>Please identify how this indicator might contribute to narrowing the gap between areas, communities in Calderdale and/or between Calderdale and other areas</i></p> <p>If the Place Survey data can be usefully assessed at Ward or neighbourhood Management Level it may be possible to ascertain the different levels of understanding in communities and seek to target and areas of concern. The British Crime Survey can only be assessed at Force level and it is unclear at present which of these will be used to gather data or whether a local survey will need to be developed.</p>
<p>6 What is the current baseline for this indicator?</p> <p>There is no current baseline data for this indicator. It is unclear at present which survey will be used to gather the data. There may be some similarities with the data which was asked for SSC11.</p>
<p>7 What are the future performance trends?</p> <p>Increase in community awareness about how to address ASB. However this will bring with it increase demand for services.</p>

8 Is this currently an area of underperformance?

Please provide evidence eg how Calderdale compares with other areas

No data available – this will be a new measure.

9 What stretched performance can be achieved on this indicator?

It is not possible to give details of the stretch over levels normal performance that might be achieved for this indicator as there is no current recording of current performance.

10 Do local people think it's a priority?

Please provide evidence eg local polls, surveys that show this is a priority

Not in My Neighbourhood Week, Talkback/USPI perception surveys all rate ASB as a priority

11 Has it been identified as a government priority?

Eg is it a PSA indicator?

PSA 23

12 Is there local statistical or demographic evidence to support this indicator's inclusion?

Current indicators reflect the communities level of concern about the issue of ASB.

13 What partners can contribute to delivering improved performance?

West Yorkshire Police, Calderdale Council and other LSP partners. There is also significant work undertaken by PH2k and other Partners through the ASB Panel and although the indicator measures satisfaction with Council and Police services work will continue with other agencies who have an important role to play in this area.

14 Is improvement within the control of local partners?

Yes through raising awareness, ASB reduction, increased activity to tackle the issue and addressing negative perceptions through promoting the positive work undertaken.

16 What are the opportunities to improve delivery?

Through a targeted media campaign with dedicated resources and commitment to raise awareness of what is being done to tackle ASB,

15 What are the barriers that might prevent delivery?

The limited resources available to address ASB (all three Council employees employed to directly impact on ASB are short term grant funded).
The role of the local and national media and the need to ensure appropriate messages are conveyed.

Details of person completing the pro-forma

Name:-Joanne Thornton, Community Safety Manager

Organisation: CMBC, Community Services

Contact details: tel: 01422 393130 email: joanne.thornton@calderdale.gov.uk.

Theme Delivery Partnership: Safer and Stronger Communities

Please return to your LSP Support Officer by 8th January 2007

National Indicator Set Proposal: Business Case NI16

<p>NATIONAL INDICATOR N16 Serious Acquisitive Crime</p>
<p>1 What Calderdale LAA outcome does the indicator support?</p> <p>Reduce Crime Reduce fear of crime</p>
<p>2 Is this the same as, or similar to, an indicator in the current LAA?</p> <p>SSCO1a (M) The overall number of British Crime Survey comparator recorded crime incidents</p>
<p>3 How will improving this indicator help us to deliver on our story of place?</p> <p>We want Calderdale to be a place where people are safe and feel safe.</p> <p>Reduction in the overall level of crime in Calderdale is a basic principle for the Stronger and Safer Communities Partnership and is a priority shared with Central and Local government. Calderdale has seen dramatic reductions in recent years particularly in the more serious areas of robbery, domestic burglary and car crime, although indicators would suggest that these reductions seem to be “bottoming out”. In order to impact on overall crime levels further and to tackle the priorities of local people, the focus is now on higher volume acquisitive crime.</p>
<p>4 At what level will the indicator apply?</p> <p>Calderdale wide level. Although data can be assessed at Ward or neighbourhood management level.</p>
<p>5 Will this help narrow the gap?</p> <p>Yes Serious acquisitive crime is prevalent in Halifax Outer wards.</p>
<p>6 What is the current baseline for this indicator?</p> <p>There is no current baseline as new measure and definition from existing PSA target is to be agreed. This would possibly now capture different crime types. A baseline on previous performance could be set through these recorded types of offences.</p> <p>However the types of offences to be recorded in this category have yet to be agreed Nationally.</p>
<p>7 What are the future performance trends?</p> <p>Crime reductions continue.</p>
<p>8 Is this currently an area of underperformance?</p>

Calderdale is above average for burglary dwelling within the most similar group.
<p>9 What stretched performance can be achieved on this indicator?</p> <p>To be set once offence types agreed and previous performance and trends can be detailed.</p>
<p>10 Do local people think it's a priority?</p> <p>Yes, in relation to Police authority and Local authority surveys.</p>
<p>11 Has it been identified as a government priority?</p> <p>Yes PSA indicator.</p>
<p>12 Is there local statistical or demographic evidence to support this indicator's inclusion?</p> <p>Yes as recorded in reported crime. Indicator included within all other West Yorkshire districts refreshed Local Area Agreement.</p>
<p>13 What partners can contribute to delivering improved performance?</p> <p>West Yorkshire Police National Probation Service Primary Care Trust Pennine 2000 Housing CMBC</p>
<p>14 Is improvement within the control of local partners?</p> <p>Yes, Offender management, raising awareness, crime reduction and targeting hardening opportunities.</p>
<p>16 What are the opportunities to improve delivery?</p> <p>Through integrated community based services and multi agency problem solving to develop above control measures.</p> <p>Re structuring of police service, increasing size of neighbourhood policing teams to provide local delivery of police services with focused investigative policing teams.</p>
<p>15 What are the barriers that might prevent delivery?</p> <p>Reduction of spending within community services due to comprehensive spending review. Reductions in police budgets to provide visible presence and deployable resources.</p>
<p>Details of person completing the pro-forma</p> <p>Name:- Chief Inspector Gary Parker</p>

Organisation: West Yorkshire Police, Calderdale Division

Contact details: 01422 337117

Theme Delivery Partnership: Safer & Stronger Communities

Please return to your LSP Support Officer by 8th January 2007

National Indicator Set Proposal: Business Case NI20

<p>NATIONAL INDICATOR N20 Assault with criminal injury rate</p>
<p>1 What Calderdale LAA outcome does the indicator support?</p> <p>Reduce Crime Reduce fear of crime</p>
<p>2 Is this the same as, or similar to, an indicator in the current LAA?</p> <p>SSCO2a Number of violent crime incidents in Calderdale SSCO2b as above for Mixenden initiative neighbourhood managed area SSCO2c as above for Ovenden initiative neighbourhood managed area SSCO2d as above for Park initiative neighbourhood managed area</p>
<p>3 How will improving this indicator help us to deliver on our story of place?</p> <p>We want Calderdale to be a place where people are safe and feel safe.</p> <p>Reduction in the overall level of crime in Calderdale is a basic principle for the Stronger and Safer Communities Partnership and is a priority shared with Central and Local government. Calderdale has seen dramatic reductions in recent years particularly in the more serious areas of robbery, domestic burglary and car crime, although indicators would suggest that these reductions seem to be “bottoming out”. In order to impact on overall crime levels further and to tackle the priorities of local people, the focus is now on higher volume, signal crime including violent crime.</p> <p>Tackling domestic violence is a priority in Calderdale, at the recent partnership strategic assessment 47% of all violent crime is domestic based. In relation to violent crime Calderdale is above average in its Most Similar Group with an increase in such offences taking place between April 2006 and April 2007.</p>
<p>4 At what level will the indicator apply?</p> <p>Calderdale wide level. Although data can be assessed at Ward or neighbourhood management level.</p>
<p>5 Will this help narrow the gap?</p> <p>Yes Domestic related violence is prevalent in Halifax Outer and Town wards.</p>
<p>6 What is the current baseline for this indicator?</p> <p>There is no current baseline as new measure and definition from existing PSA target is to be agreed. This would possibly now capture assaults where actual injury occurs rather than common assault without injury as currently recorded. There may be the inclusion of robbery or sexual assaults. A baseline on previous performance could be set through these recorded types of offences.</p>

<p>However the types of offences to be recorded in this category have yet to be agreed Nationally.</p>
<p>7 What are the future performance trends?</p> <p>Trends show a slight increase on current offence types recently.</p>
<p>8 Is this currently an area of underperformance?</p> <p>In relation to violent crime Calderdale is above average in its Most Similar Group with an increase in such offences taking place between April 2006 and April 2007.</p>
<p>9 What stretched performance can be achieved on this indicator?</p> <p>To be set once offence types agreed and previous performance and trends can be detailed.</p>
<p>10 Do local people think it's a priority?</p> <p>Yes, in relation to Police authority and Local authority surveys.</p>
<p>11 Has it been identified as a government priority?</p> <p>Yes PSA indicator.</p>
<p>12 Is there local statistical or demographic evidence to support this indicator's inclusion?</p> <p>Yes as recorded in reported crime. Indicator included within all other West Yorkshire districts refreshed Local Area Agreement.</p>
<p>13 What partners can contribute to delivering improved performance?</p> <p>West Yorkshire Police National Probation Service Primary Care Trust Pennine 2000 Housing CMBC</p>
<p>14 Is improvement within the control of local partners?</p> <p>Yes.</p>
<p>16 What are the opportunities to improve delivery?</p> <p>Through integrated community based services and multi agency problem solving.</p> <p>Re structuring of police service increasing size of neighbourhood policing teams to provide local delivery of police services.</p>
<p>15 What are the barriers that might prevent delivery?</p> <p>Reduction of spending within community services due to comprehensive spending</p>

review. Reductions in police budgets to provide visible presence and deployable resources.

Details of person completing the pro-forma

Name:- Chief Inspector Gary Parker

Organisation: West Yorkshire Police, Calderdale Division

Contact details: 01422 337117

Theme Delivery Partnership: Safer & Stronger Communities

Please return to your LSP Support Officer by 8th January 2007

Calderdale LAA 2008

National Indicator Set Proposal: Business Case NI32

<p>NATIONAL INDICATOR <i>(Number and title from the NIS)</i> 32 – Repeat incidents of domestic violence</p>
<p>1 What Calderdale LAA outcome does the indicator support? <i>A list of current LAA outcomes is attached</i> Improved services for victims of domestic violence through targeted schemes</p>
<p>2 Is this the same as, or similar to, an indicator in the current LAA? <i>Please provide details.</i> Similar: SSC23 – reduction in the re-offending by perpetrators of domestic violence</p>
<p>3 How will improving this indicator help us to deliver on our story of place? <i>Eg Does it help us achieve our ambitions/address underperformance</i></p> <p>Supports CYP Plan priority: Lower the number of children and young people who are affected by violence in the home. This is also included in our story of place. There is considerable evidence that domestic violence often leads to other negative outcomes such as truancy, low education attainment, youth offending and NEET. Last year we tried to negotiate a PSA stretched target focusing on children who are affected by domestic violence. This was not accepted. However, we recognise that partnership commitment to tackling domestic violence and providing appropriate services for those who are affected, in particular children and young people, is important. Therefore, we are asking that NI32 is included as a proxy for the continuing partnership focus on domestic violence.</p>
<p>4 At what level will the indicator apply? <i>Will it relate to the district level, at a geographical level below the district or to certain communities and groups?</i></p> <p>District</p>
<p>5 Will this help narrow the gap? <i>Please identify how this indicator might contribute to narrowing the gap between areas, communities in Calderdale and/or between Calderdale and other areas</i></p> <p>We know that children and young people who underperform and have poor outcomes have often been involved in domestic violence. This is also a key contributory factor for bringing children into care. Reducing domestic violence and supporting children and young people who suffer from domestic violence will help to improve outcomes for these children and young people</p>
<p>6 What is the current baseline for this indicator? <i>Please provide data source and date.</i> Check with WY Police</p>

<p>7 What are the future performance trends?</p> <p>Check with WY police</p>
<p>8 Is this currently an area of underperformance? <i>Please provide evidence eg how Calderdale compares with other areas</i></p> <p>Check with WY Police</p>
<p>9 What stretched performance can be achieved on this indicator? <i>Give details of the stretch over normal performance that might be achieved for this indicator.</i></p> <p>Check with WY police</p>
<p>10 Do local people think it's a priority? <i>Please provide evidence eg local polls, surveys that show this is a priority</i></p> <p>Check with SSC theme group</p>
<p>11 Has it been identified as a government priority? <i>Eg is it a PSA indicator?</i></p> <p>PSA 23 Make communities safer</p>
<p>12 Is there local statistical or demographic evidence to support this indicator's inclusion?</p> <p>Check with WY Police</p>
<p>13 What partners can contribute to delivering improved performance?</p> <p>Check with SSC theme leads</p>
<p>14 Is improvement within the control of local partners?</p> <p>Check with SSC theme leads</p>
<p>16 What are the opportunities to improve delivery?</p> <p>Check with SSC theme leads</p>
<p>15 What are the barriers that might prevent delivery?</p> <p>Check with SSC theme leads</p>

Details of person completing the pro-forma

Name:- Carol White

Organisation: CMBC

Contact details: carol.white@calderdale.gov.uk

Theme Delivery Partnership: CYP – this indicator is currently delivered through SSC theme

Please return to your LSP Support Officer by 8th January 2007

National Indicator Set Proposal: Business Case NI40

<p>NATIONAL INDICATOR</p> <p>NI 40: - Percentage Change in the number of drug users recorded as being in effective treatment (Full title as stated in PSA 25)</p>
<p>1 What Calderdale LAA outcome does the indicator support?</p> <p>Reduce the harm caused by illegal drugs</p>
<p>2 Is this the same as, or similar to, an indicator in the current LAA?</p> <p>No</p>
<p>3 How will improving this indicator help us to deliver on our story of place?</p> <p>Drug abuse has been and remains a constant threat to levels of crime, notably in terms of prolific and priority criminality, community safety, community cohesion, health inequalities and the development and well being of young people and families in Calderdale.</p> <p>Whilst our performance in recent years has been good in terms of impact across a range of indicators (crime and health) the chronic relapsing nature of drug abuse and the evolving patterns of substance use among adults and young people require that as a Partnership we continue to prioritise this issue in order to, at minimum, maintain performance and further improve outcomes for users, their families and the communities in which they reside. Specifically by prioritising this indicator we will be impacting on the following:</p> <ol style="list-style-type: none"> 1. Acquisitive crime – NI 16 2. Adults on probation re-offending rates – NI 18 3. PPO re-offending – NI 30 4. Drug related offending rates – NI 38 5. Young people frequently using drugs, alcohol or volatile substances – NI 115 6. Offending by young people – NI 19 7. Public perceptions of drug use and drug dealing – NI 42 <p>This indicator is one of 5 substance misuse indicators (covering drugs and alcohol) within PSA Delivery Agreement 25 and will directly impact on the 3 other drug related indicators (Pt 4, 5 and 7 above) which are in PSA 25.</p> <p>As the Making Communities Safer PSA (PSA 23) clearly states there is a significant inter-relationship between all the priority action areas in that PSA and the indicators within PSA 25. Regarding drugs the link is to the priority action areas for acquisitive crime and re-offending.</p> <p>This indicator will impact specifically on the other national indicators referred to above i.e. pts 1, 2, 3 and 6.</p> <p>Prioritising this area of work within the LAA will allow us to consolidate and improve the excellent local partnership approach that has been taking place at both operational and strategic levels between health, criminal justice and social care agencies, as evidenced by the national attention given to local examples of best practice e.g. DIP, Housing, Harm Reduction.</p>
<p>4 At what level will the indicator apply?</p> <p>It will apply to the district</p>

<p>5 Will this help narrow the gap? Most problematic drug users reside within the areas of highest socio economic disadvantage in Calderdale. The health and social consequences of their use impacts on them as individuals, their families and on these communities.</p>
<p>6 What is the current baseline for this indicator? This indicator is a new measurement and work is underway at national level using current data systems and data sets to provide partnerships with baseline's from year 07-08. This is possible because the drugs field has robust, well established information systems in place reporting from DAAT level to the centre. The baseline will be developed from the NDTMS system that is owned by DoH and managed by the National Treatment Agency. We expect to be advised of the baseline in the first quarter of 2008 -09.</p>
<p>7 What are the future performance trends? The delivery of this indicator will be negotiated between individual DAATs and the NTA as contract managers on behalf of the DoH. Calderdale currently has high levels of engagement in treatment and so the aim will be to agree a realistic annual increase year on year that will reflect where Calderdale is at now given our current prevalence figure (ie our maximum number to be engaged).</p>
<p>8 Is this currently an area of underperformance? No it is not an area of underperformance. Regional performance management (NTA/GOYH) has recorded delivery in Calderdale to be Green over the last 4 years. We have consistently performed well against our current PSA targets and other national performance indicators. There are no official comparative reports available.</p>
<p>9 What stretched performance can be achieved on this indicator? It is not possible to answer this question as it is a new indicator and we do not yet have the baseline on which to plan our delivery.</p>
<p>10 Do local people think it's a priority? Annual Talkback surveys since May 2005 have highlighted that drug related problems remain a significant issue across Calderdale and the most significant issue in terms of anti social behaviour for Park ward as result of perceptions of drug use and dealing.</p>
<p>11 Has it been identified as a government priority? It is expressed as a priority within 3 PSA Delivery Agreements:</p> <ol style="list-style-type: none"> 1. PSA 25 – Reducing the Harm Caused by Alcohol and Drugs 2. PSA 23 – Making Communities Safer

<p>3. PSA 14 – Increase the Number of Children & Young People on the Path to Success</p>
<p>12 Is there local statistical or demographic evidence to support this indicator’s inclusion?</p> <p>We have a considerable weight of information regarding prevalence, demographics and drug related harms linked to health, criminality, housing and hidden harm issues. Much of this data is incorporated into an annual needs assessment a draft of which will be available mid January.</p>
<p>13 What partners can contribute to delivering improved performance?</p> <p>This area of work in recent years has benefited from a real partnership approach at the levels of strategic planning and of delivery. This has involved local statutory agencies, the voluntary sector and community groups, representing health, criminal justice and social care. These partnerships have delivered success against current drug PSA targets and other related performance indicators. These partnerships have the potential to improve performance further.</p> <p>This indicator will continue to be supported by ring fenced allocations. This has allowed for match funding with other locally held budgets to enhance service delivery and outcomes for partner agencies.</p> <p>We have very reliable data sets, good systems for data collection and analysis locally. We are part of a well established national performance management system.</p>
<p>14 Is improvement within the control of local partners?</p> <p>It is because we have partnership structures involving all the key stakeholders:</p> <ol style="list-style-type: none"> 1. For joint commissioning and financial planning 2. For managing and monitoring performance that involves all the key local partners and take corrective actions as required. 3. For co-ordinating discrete work streams e.g. PPO’s; DIP
<p>16 What are the opportunities to improve delivery?</p> <p>We can improve delivery by:</p> <ol style="list-style-type: none"> 1. Improving partnership structures 2. Smarter commissioning practice 3. Better investment planning 4. Better alignment between drug specific allocations and other budgets
<p>15 What are the barriers that might prevent delivery?</p> <p>Potential barriers are:</p> <ol style="list-style-type: none"> 1. Budget cuts in mainstream partner budgets that impact on this area 2. Reduction in the quality of partnership working at planning and commissioning level
<p>Details of person completing the pro-forma</p>

Name:- Martin McGroarty

Organisation: Calderdale PCT

Contact details: 01422 397346; martin.mcgroarty@calderdale-pct.nhs.uk

Theme Delivery Partnership: Stronger & Safer Communities

Please return to your LSP Support Officer by 8th January 2007

National Indicator Set Proposal: Business Case NI111

<p>NATIONAL INDICATOR <i>(Number and title from the NIS)</i> 111 – First time entrants to Youth Justice System</p>
<p>1 What Calderdale LAA outcome does the indicator support? <i>A list of current LAA outcomes is attached</i></p> <p>Reduce crime. (Safer and Stronger communities)</p>
<p>2 Is this the same as, or similar to, an indicator in the current LAA? <i>Please provide details.</i></p> <p>SSC15 – Reduction in the number of first time entrants to the youth justice system</p>
<p>3 How will improving this indicator help us to deliver on our story of place? <i>Eg Does it help us achieve our ambitions/address underperformance</i></p> <p>This is an area of underperformance – rated as red by the DCSF – in 2006/07 the number of first time entrants rose. At Q2 monitor in 2007/08, performance had improved but we do not expect to achieve the year end target. Supports the CYP Plan priority to reduce youth offending</p>
<p>4 At what level will the indicator apply? <i>Will it relate to the district level, at a geographical level below the district or to certain communities and groups?</i></p> <p>Need to discuss with Safer and Stronger group whether would be possible/advantageous to target specific hot spots</p>
<p>5 Will this help narrow the gap? <i>Please identify how this indicator might contribute to narrowing the gap between areas, communities in Calderdale and/or between Calderdale and other areas</i></p> <p>Youth offending is higher in the more disadvantaged localities, in particular Ovenden and Mixenden.</p>
<p>6 What is the current baseline for this indicator? <i>Please provide data source and date.</i> 2006/07 - 468</p>
<p>7 What are the future performance trends?</p> <p>Future trend is to improve performance (ie reduce number of first time entrants) although possibly not as quickly as anticipated in current LAA – need to check with SSC theme group</p>

<p>8 Is this currently an area of underperformance? <i>Please provide evidence eg how Calderdale compares with other areas</i></p> <p>Yes – rated as red nationally because numbers have been rising</p>
<p>9 What stretched performance can be achieved on this indicator? <i>Give details of the stretch over normal performance that might be achieved for this indicator.</i></p> <p>Check with SSC group</p>
<p>10 Do local people think it's a priority? <i>Please provide evidence eg local polls, surveys that show this is a priority</i></p> <p>Check with SSC group</p>
<p>11 Has it been identified as a government priority? <i>Eg is it a PSA indicator?</i></p> <p>PSA 14 – Increase the number of children and young people on the path to success</p>
<p>12 Is there local statistical or demographic evidence to support this indicator's inclusion?</p> <p>Yes – Local Youth Offending data</p>
<p>13 What partners can contribute to delivering improved performance?</p> <p>Check with YOT</p>
<p>14 Is improvement within the control of local partners?</p> <p>Check with YOT</p>
<p>16 What are the opportunities to improve delivery?</p> <p>Check with YOT</p>
<p>15 What are the barriers that might prevent delivery?</p> <p>Check with YOT</p>
<p>Details of person completing the pro-forma</p> <p>Name:- Carol White</p> <p>Organisation: CMBC</p>

Contact details: carol.white@calderdale.gov.uk

Theme Delivery Partnership: - CYP – although reduction of youth offending is currently delivered through SSC

Please return to your LSP Support Officer by 8th January 2007