

9. Community Services Portfolio

How we will deliver our priorities

Policy Steer 3.1				
Deliver further efficiencies in ICT service delivery within the Council and across the local public sector				
Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Customers responding to ICT call closure satisfaction survey rating our services as good or better	90%	93%	94%	95%

Policy Steer 3.2				
Provide better tools for front line staff with emphasis on data security and network resilience				
Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Number of contact centres using Enhanced Telephony	2	3	5	N/A
b) Make available to all staff policy, protocols and tools to enable protection of sensitive data whilst in transit i.e. outside of their normally secure location	Secure email facility launched and programme to encrypt laptops commenced. A work programme for full implementation has been drafted for sign off.	Fully implemented	Fully implemented	Fully implemented

Policy Steer 3.3				
Maximise the use of and benefit from our network of Community Help Points and Access Point Kiosks, by tailoring content and optimising locations, working in partnership with borough and district councils, Primary Care Trusts and voluntary sector organisations				
Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Make best use of ESCC owned information kiosks	All units are operationally deployed	21 Kiosks deployed	21 Kiosks deployed	21 Kiosks deployed

Policy Steer 3.4**To simplify and improve access to Council Services**

Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Simplify access to Council services by consolidating telephone numbers in our customers' priority areas 9 areas in total: - General Enquiries - Adult Social Care - Children's Services - Transport and Environment (Highways) - Transport and Environment (Environment and Waste) - Libraries Renewals - Libraries Enquiries - Trading Standards - Registration Service	7 telephone numbers established	1 additional telephone number in operation (Children's Services) making a total of 8	1 additional telephone number in operation (Registration Service) making a total of 9	N/A

Policy Steer 3.5**Fully exploit the potential of the corporate Next Generation Network (NGN), combining voice and data technology**

Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Deliver business capability for county wide video conferencing as part of flexible working stream in preparation of requirements arising from the Accommodation Strategy	Document is available outlining current capability and what the organisation would need to fund in order to enhance service	Achieved	N/A	N/A
b) Implement IP telephony across ESCC property estate	Implementation in all appropriate sites is complete	Ongoing review of further rollout requirements	Ongoing review of further rollout requirements	Ongoing review of further rollout requirements

Policy Steer 3.6				
Provide an ICT strategy to meet the Council's future business needs over the next 3-5 years				
Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Year-on-year realignment in consultation with all departments to ensure strategy and ICT Business Plans remain relevant	Five year draft strategy has been written and will be presented to COMT in Q1 of 2010/11	Annual and bi-annual business review of strategy	Annual and bi-annual business review of strategy	Annual and bi-annual business review of strategy

Policy Steer 3.7				
Provide qualitative benchmarking for all aspects of ICT services				
Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Employ an external assessment regime to regularly benchmark ICT Services against other ICT operations with aims of demonstrating cost effectiveness and identifying areas for investigation and improvement	Regime in place and reports produced	Reporting for periods April 2010 and Nov 2010	Reporting for periods April 2011 and Nov 2011	Reporting for periods April 2012 and Nov 2012

Policy Steer 3.8				
To establish a sustainable ICT policy and further explore the potential of ICT to help address carbon emissions within the County as part of the Climate Change agenda				
Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Annual action plan undertaken to support a sustainable IT policy	Policy has been developed and will now form part of ESCC green agenda	Ongoing	Ongoing	Ongoing
b) Phase 2 reduction in the number of servers across the ESCC ICT estate to lower energy consumption	70 servers have been virtualised	Undertake review to identify further server consolidation that is possible and implement outcome of review	N/A	N/A

Policy Steer 3.9

Work, through the Safer Communities Steering Group, with the Police and other partners to keep East Sussex safe, in particular by reducing anti-social behaviour, the harm caused by alcohol, domestic violence and the fear of crime

Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Repeat incidents of domestic violence cases reviewed at Multi Agency Risk Assessment Conferences (MARAC) (NI 32 - LAA2)	Total cases reviewed in 2009/10: 227. Repeat rate: 14.54%	< 28%	Review after LAA2 outturn	Review after LAA2 outturn
b) Assault with injury crime rate per 1000 population (Crime categories 8G & 8J) (NI 20 – LAA2)	4.43 per 1000 population. 9% reduction	4.56 per 1000 population (7% reduction on 08/09)	Review after LAA2 outturn	Review after LAA2 outturn
c) Number of drug users recorded as being in effective treatment (NI 40) Increase from 2007/08 baseline of 934 drug users in treatment	At Quarter 4 (1st Jan 2009 - 31st Dec 2009 being the latest 12 month period to be fully reported) a total of 1269 adults were recorded as being in effective treatment	+1% 979 Persistent Drug Users in effective treatment	987 Persistent Drug Users in effective treatment	997 Persistent Drug Users in effective treatment

Policy Steer 3.10

Ensure improving community safety remains a high priority in all our services

Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Produce features on the County Council's Intranet to highlight to staff and Councillors how community safety impacts on different aspects of County Council work	4 Community Safety features on the Intranet	Quarterly community safety features on the Intranet	Quarterly community safety features on the Intranet	Quarterly community safety features on the Intranet

Policy Steer 3.11

Provide community leadership to improve residents' quality of life through a strong sustainable community strategy (Pride of Place) and delivery of the Local Area Agreement

Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Deliver the Local Area Agreement (LAA) for East Sussex	Annual review completed. Ministerial approval expected April 2010. Final (Quarter 4) performance of LAA targets will be reported in July 2010	Deliver LAA and develop annual review with partners and Government Office		

Policy Steer 3.12

Improve the way we work with the voluntary and community sector (VCS), including promoting volunteering

Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Monitoring of the 3 year Service Level Agreement (SLA) for the Volunteering Infrastructure Support Service for East Sussex	N/A	Quarterly monitoring of SLA to ensure delivery of specific action across the County	Quarterly monitoring of SLA to ensure delivery of specific action across the County Accreditation of the Service through Volunteering England	Quarterly monitoring of SLA to ensure delivery of specific action across the County
b) Contribute to delivery of the Change Up Consortium Business Plan resulting in improved VCS opinion of local statutory bodies (NI 7) Place survey	No Survey undertaken in 2009/10	Support Consortium projects existing and emerging NI 7 = 16%	Support Consortium projects existing and emerging	Support Consortium projects existing and emerging

Policy Steer 3.13**Work with partners to strike a balance between the needs of the settled and Gypsy and Traveller communities**

Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Ensure co-ordination between East Sussex County Council and District and Borough Councils on Traveller issues	New measure	Quarterly meetings of the multi-authority elected member group	Quarterly meetings of the multi-authority elected member group	Quarterly meetings of the multi-authority elected member group
b) Annual multi - agency action plan produced and delivered	New measure	Quarterly monitoring of the action plan	Quarterly monitoring of the action plan	Quarterly monitoring of the action plan
c) Develop 4 new pitches at Hailsham	Planning permission in place. Ecological issues have delayed the start of work. Work is now due to start in October 2010	Consultant appointed by May 2010. Commence development of 4 new pitches	4 new pitches opened	No target after 2011/12

Policy Steer 3.14**Provide modern Library Services for all, especially older people and rural communities, including providing improved access to council services and learning opportunities**

Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Access to library services. (Measure is the combined total of: number of hits on East Sussex Community Information Service + visitors to libraries + sessions using online resources + telephone calls + online reservations + online renewals)	3, 427, 546	+1%	+1%	+ 1%
b) Deliver Level 1/2 qualifications in literacy and numeracy to adults in East Sussex through learning provision in libraries. Target is from 1 st August – 31 st July following year	Target exceeded. 192 Level 1/2 qualifications delivered between 1 August 2008 and 31 July 2009	175 Level 1/2 qualifications achieved by 31 July 2010	Dependent on funding available	Dependent on funding available
c) Percentage of library users aged 16 and over who view their library service as 'very good' or 'good' PLUS Survey	88%	No PLUS survey undertaken in 2010/11	No PLUS survey undertaken in 2011/12	89%
d) Use of Public Libraries (NI 9) Active People Survey	43.7% with a Confidence Interval of +/- 1.9%	41.8%-45.6%	41.8%-45.6%	41.8%-45.6%

Policy Steer 3.15**Promote development of culture and take up of arts opportunities**

Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) To support six arts and cultural organisations in extending their education and outreach programmes	New measure	Increase of 5% in numbers of people taking part in programmes across the six organisations in total	Increase of 5% in numbers of people taking part in programmes across the six organisations in total	Increase of 5% in numbers of people taking part in programmes across the six organisations in total
b) Engagement in the arts (NI 11) Active People Survey	Baseline is: 49.4% - 53.4%	49.4%-53.4%	49.4%-53.4%	49.4%-53.4%

Policy Steer 3.16**Seek to build a new, partnership funded, Historical Resource Centre**

Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Seek to build a new Historical Resource Centre	Detailed design (RIBA Stage D) work on the agreed revised design began in January 2010 and has progressed well	Implement the agreed revised design according to the timetable. Achieve planning permission	Progress construction according to the project timetable	Complete construction and (possibly) move in

Policy Steer 3.17**Promote informed, successful businesses in a fair and safe trading environment; encourage informed, confident consumers and protect vulnerable consumers**

Performance Measures	Our result for 2009/10 was:	Our target for 2010/11 is:	Our target for 2011/12 is:	Our target for 2012/13 is:
a) Percentage of all (i) High Risk and (ii) *Medium Risk for Food Standards premises where there have been compliance contacts *100% over 2 years	(i) 100% (ii) 50%	(i) 100% (ii) 50%	(i) 100% (ii) 50%	(i) 100% (ii) 50%
b) Additional No Cold Calling Zones created	8 additional No Cold Calling Zones. Total of 38 No Cold Calling Zones at 31 March 2010	5	5	5
c) Additional members of the Buy With Confidence approved trader scheme recruited	60 additional Buy with Confidence members. 351 traders on the Buy With Confidence scheme at 31 March 2010	40 additional members	30 additional members	30 additional members
d) Achievement in meeting standards for animal health (NI 190)	Assessed as below Level 1	Level 1	Level 2	Level 3