

## 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 2008/09 was:	Our target for 2009/10 is:	Our target for 2010/11 is:	Our target for 2011/12 is:
a) Customer satisfaction rating with core Service Level Agreements (SLA) services of good or better	91%	92%	94%	96%

#### Policy Steer 3.2 Provide better tools for front line staff with emphasis on data security and network resilience.

Performance Measures	Our result for 2008/09 was:	Our target for 2009/10 is:	Our target for 2010/11 is:	Our target for 2011/12 is:
a) Number of contact centres using Enhanced Telephony	2	3	3	N/A
b) Rolling replacement of computer estate	20% replaced	20% replaced	20% replaced	20% replaced
c) To make available to all staff policy, protocols and tools to enable protection of sensitive and confidential data whilst in transit i.e. outside of their normally secure location	N/A	100% in place	100% in place	100% in place

#### 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 2008/09 was:	Our target for 2009/10 is:	Our target for 2010/11 is:	Our target for 2011/12 is:
a) Number of ESCC only kiosks deployed (of a total of 15). (note 34 deployed kiosks owned by borough and district councils)	15	15	15	15

<b>Policy Steer 3.4</b>				
<b>Simplify access to Council services by consolidating telephone numbers and establishing operational contact centres in our customers' priority areas</b>				
Performance Measures	Our result for 2008/09 was:	Our target for 2009/10 is:	Our target for 2010/11 is:	Our target for 2011/12 is:
a) Implementation of further Contacts Centres - single phone number to support a generic first point of contact	N/A	Achieved	N/A	N/A

<b>Policy Steer 3.5</b>				
<b>Fully exploit the potential of the corporate Next Generation Network (NGN), combining voice and data technology.</b>				
Performance Measures	Our result for 2008/09 was:	Our target for 2009/10 is:	Our target for 2010/11 is:	Our target for 2011/12 is:
a) Capability of video conferencing achieved and able to be implemented as required	N/A	Achieved	N/A	N/A
b) ESCC staff using integrated data and telephony lines with new phone sets	N/A	75% (main buildings)	Reviewing of feasibility of further rollout	Reviewing of feasibility of further rollout
d) Primary schools connected to NGN	78%	100%	N/A	N/A

<b>Policy Steer 3.6</b>				
<b>Provide an ICT strategy to meet the Council's future business needs over the next 3-5 years.</b>				
Performance Measures	Our result for 2008/09 was:	Our target for 2009/10 is:	Our target for 2010/11 is:	Our target for 2011/12 is:
a) Year on year realignment in consultation with all departments	N/A	Annual and bi-annual business review of strategy	Annual and bi-annual business review of strategy	Annual and bi-annual business review of strategy

<b>Policy Steer 3.7</b>				
<b>Provide qualitative benchmarking for all aspects of ICT services.</b>				
Performance Measures	Our result for 2008/09 was:	Our target for 2009/10 is:	Our target for 2010/11 is:	Our target for 2011/12 is:
a) Six monthly benchmarking reassessment & progress/improvement reports	N/A	Reporting for periods April 2009 and Nov 2009	Reporting for periods April 2010 and Nov 2010	Reporting for periods April 2011 and Nov 2011

**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 2008/09 was:	Our target for 2009/10 is:	Our target for 2010/11 is:	Our target for 2011/12 is:
a) Sustainable ICT strategy delivered	N/A	Achieved	N/A	N/A
b) Consideration of servers to lower energy consumption	N/A	Achieved	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 2008/09 was:	Our target for 2009/10 is:	Our target for 2010/11 is:	Our target for 2011/12 is:
a) Repeat incidents of domestic violence cases reviewed at MARAC <b>(NI 32 LAA2)</b>	36.4%	< 28%	< 28%	N/A
b) Assault with injury crime rate per 1000 population (Crime categories 8G & 8J) <b>(NI 20 – LAA2P)</b>	4.9	Baseline to be confirmed in July 2009 7% reduction over 2 years	7% reduction over 2 years	N/A
c) Number of drug users recorded as being in effective treatment <b>(NI 40)</b> Increase from 2007/08 baseline of 934 drug users in treatment	Result available August 2009	+1%	+1%	To be set

**Policy Steer 3.10**

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

Performance Measures	Our result for 2008/09 was:	Our target for 2009/10 is:	Our target for 2010/11 is:	Our target for 2011/12 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	N/A	Quarterly community safety features on the Intranet	Quarterly community safety features on the Intranet	Quarterly community safety features on the Intranet

<b>Policy Steer 3.11</b>				
<b>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.</b>				
Performance Measures	Our result for 2008/09 was:	Our target for 2009/10 is:	Our target for 2010/11 is:	Our target for 2011/12 is:
a) Deliver the new Local Area Agreement for East Sussex	Achieved	Deliver LAA and develop annual review with partners and Government Office		

<b>Policy Steer 3.12</b>				
<b>Improve the way we work with the voluntary and community sector, including promoting volunteering.</b>				
Performance Measures	Our result for 2008/09 was:	Our target for 2009/10 is:	Our target for 2010/11 is:	Our target for 2011/12 is:
a) Support the establishment Integrated Volunteer Support Service for East Sussex	Model for integrated service agreed	Develop and agree investment plan for LAA reward grant	Integrated service operational April 2010	Numbers of service users. Target to be set against 2010/11 baseline
b) Contribute to delivery of the Change Up Consortium Business Plan resulting in improved VCS opinion of local statutory bodies (NI 7) biennial survey 2010/11	5 Consortium projects supported NI 7 = 12.9%	Support Consortium projects existing and emerging	Support Consortium projects existing and emerging NI 7 = 16%	Support Consortium projects existing and emerging

<b>Policy Steer 3.13</b>				
<b>Work with partners to strike a balance between the needs of the settled and Gypsy and Traveller communities.</b>				
Performance Measure	Our result for 2008/09 was:	Our target for 2009/10 is:	Our target for 2010/11 is:	Our target for 2011/12 is:
a) Improve facilities for Travellers at Bridie's Tan, Southerham	Work underway	Deliver a re-furnished site for August 2009	No target after 2009/10	No target after 2009/10
b) Develop 2 new pitches at Maresfield	New Target for 2009/10	2 new pitches developed by 31 March 2010	No target after 2009/10	No target after 2009/10
c) Develop 4 new pitches at Hailsham	New Target for 2009/10	4 new pitches developed by 31 March 2010	No target after 2009/10	No target after 2009/10

<b>Policy Steer 3.14</b>				
<b>Provide modern Library Services for all, especially older people and rural communities, including providing improved access to council services and learning opportunities.</b>				
Performance Measures	Our result for 2008/09 was:	Our target for 2009/10 is:	Our target for 2010/11 is:	Our target for 2011/12 is:
a) Access to library services. (Measure is the combined total of: number of hits on library web pages + number of hits on East Sussex Community Information Service + number of visitors to libraries + sessions using online resources + telephone calls)	5,017,766	New Baseline to be established	+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 1st August– 31st July following year	216	150 – 160 Level 1 / 2 qualifications	Alternative funding being identified	
c) Percentage of library users aged 16 and over who view their library service as 'very good' or 'good'. (PLUS Survey)	89% (2006 PLUS Survey)	90% Autumn 2009	Next survey is due in Autumn 2012	Next survey is due in Autumn 2012
d) Use of Public Libraries (NI 9) Active People Survey	46.8%	Establish baseline (Further year's data required to set realistic baseline and future targets)	To be set	To be set

<b>Policy Steer 3.15</b>				
<b>Improve skills through a focussed local strategy and learning opportunities for all adults.</b>				
Performance Measure	Our result for 2008/09 was:	Our target for 2009/10 is:	Our target for 2010/11 is:	Our target for 2011/12 is:
a) Support the new Adult Learning and Skills Partnership for East Sussex and a new Adult Learning and Skills Strategy for the County	Achieved	Review and refresh of strategy	Undertake a self assessment of the Partnership structure	Update Strategy in light of new Skills Funding Agency

<b>Policy Steer 3.16</b>				
<b>Promote development of culture and take up of arts opportunities.</b>				
Performance Measures	Our result for 2008/09 was:	Our target for 2009/10 is:	Our target for 2010/11 is:	Our target for 2011/12 is:
a) External funding brought in for arts activities	£336,912	£200,000 - £250,000 Risk of public funding being channelled away from the arts as Olympics approach	£200,000 - £250,000 Risk of public funding being channelled away from the arts as Olympics approach	£200,000 - £250,000 Risk of public funding being channelled away from the arts as Olympics approach
b) Engagement in the arts <b>(NI 11)</b>	53.3%	Establish baseline (Further year's data required to set realistic baseline and future targets)	To be set	To be set

<b>Policy Steer 3.17</b>				
<b>Seek to build a new, externally funded, Historical Resource Centre.</b>				
Performance Measures	Our result for 2008/09 was:	Our target for 2009/10 is:	Our target for 2010/11 is:	Our target for 2011/12 is:
a) Seek to build a new Historical Resource Centre	The Stage 1 application to the Heritage Lottery Fund (HLF) was submitted on time but was unsuccessful.	Continue the partnership project with ESCC, BHCC and Sussex University to develop an affordable design for the new Centre and agree a timetable for delivery	Implement the agreed revised design according to the timetable	To be set

**Policy Steer 3.18****Promote informed, successful businesses in a fair and safe trading environment; encourage informed, confident consumers and protect vulnerable consumers.**

Performance Measures	Our result for 2008/09 was:	Our target for 2009/10 is:	Our target for 2010/11 is:	Our target for 2011/12 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	5	5	5
c) Additional members of the Buy With Confidence approved trader scheme recruited	74	50 additional members (18% increase)	40 additional members	30 additional members
d) Maintain the reduced percentage of alcohol sales to underage volunteers (reduced from 25% in 2006/07)	8.1%	10%	10%	10%
e) Achievement in meeting standards for animal health <b>(NI 190)</b>	N/A	Determine baseline	To be set dependent on 2009/10 (baseline data) outturn	To be set dependent on 2009/10 (baseline data) outturn