

**Oxfordshire Local Area Agreement: Public Service Board
Monday 19th February 2007, 2-4pm, Oxford Town Hall**

Minutes

No.	Item	Notes	Action
1.	Welcome and Apologies	<p>Cllr D Robertson introduced himself as the new Chairman of the PSB and welcomed new members.</p> <p>Present: Cllr David Robertson- Chairman (Oxfordshire County Council), Clive Baynes (Cherwell District Council), Faith Charnock-Wilson (Government Office of the South East), Cllr Ann Ducker (South Oxfordshire District Council), Cllr John Goddard (Oxford City Council), Cllr Verena Hunt (West Oxfordshire District Council), Jonathan McWilliam (Joint Director for Public Health), Shaun Morley (Thames Valley Police), Cllr Jerry Patterson (Vale of White Horse District Council), Andrea Young (Oxfordshire Primary Care Trust), David Young (Oxfordshire Community and Voluntary Action)</p> <p>Apologies: David Ansell (Learning and Skills Council), Alison Baxter (Oxfordshire Community and Voluntary Action), Mary Harpley (Cherwell District Council), Joanna Simons (Oxfordshire County Council), Deborah Wharton (South East England Development Agency)</p> <p>Officers in attendance: Claire Evans (Oxfordshire Partnership), Claire Phillips (Oxfordshire Partnership) Paul Edwards, Dave Wilkins, Andrew Pau, Dawn Pettis, Nigel Strick, Gillian Tee, Nick Welch, Jackie Wilderspin (Oxfordshire PCT), Val Johnson (Oxford City Council)</p>	
2.	Notes from previous meeting	<p>Agreed Noted that GOSE final sign off of the Annual refresh by 23 February</p>	
3.	Stretch target focus: Intensive home support	<p>A background briefing note was circulated at the meeting (attached here following minutes)</p> <p>A problem with the use of the Department of Health satisfaction survey as the satisfaction measure for the target was discussed. DH survey focuses on a different subset (service user group) each year which means performance is not measured on identical data. It was agreed that the local satisfaction survey recently introduced, and linked to service users' annual reviews would provide a more accurate picture of satisfaction.</p>	<p>Nick Welch to discuss using local survey as satisfaction measure with GOSE and report back to PSB</p>

No.	Item	Notes	Action
		<p>Concern was raised about the poor overall response rate of approximately 50% to DH survey and specific comments made in surveys but not reflected in results.</p>	
4.	Quarter 3 performance report	<p>Individual stretch targets performance reports were taken in turn. The following issues were highlighted</p> <ul style="list-style-type: none"> • For all targets Where risks are identified, clear mitigation plans should accompany them Where targets are below or above target rationale for this should be provided with the performance report. Avoid the use of acronyms • EDEI - Adult Skills Does this target include data from Voluntary Sector run training taking place in these Super Output Areas? • CYP1 - GCSE Achievement Agreed data disaggregated by district will be available when new data is produced. Currently no new data available. • Details of how Oxfordshire urban areas compare to other comparable urban areas and how Oxfordshire as a whole performs comparatively. • CYP2 – Achievement of vulnerable children Details of numbers of vulnerable children in the cohort was welcomed to aid context • HCOPI – Falls reduction Good progress on this target was noted • HCOP2 – Intensive Home Support Report received in item 3 	<p>DP to raise with target manager and contact OCVA</p> <p>GT to provide board with comparative GCSE data</p>

No.	Item	Notes	Action
		<ul style="list-style-type: none"> • SSC1 – Reduction in youth offending Data suggests far exceeding target. Board wished to know how this has been possible and wish to understand the figures presented clearly. • SSC2 – Domestic Violence Performance on this target was highly commended • SSC3 – Prolific and Priority Offenders Positive progress was noted • SSC11 – Waste recycling Target performing well. Positive publicity of this target was noted • AH1 – Affordable Housing Target only agreed in December. Manager now in post to progress target. <p>Further details of good performance in the district Crime and Disorder Reduction Partnerships are attached following the minutes.</p>	
5.	Performance Management system	<p>There was discussion of the proposal in the paper that procurement of a fully integrated system should be postponed in preference of a more modest system developed by the County Council's ICT department. The preference for a more manageable and low cost option was agreed.</p> <p>Allocation of the Pump Priming Grant Funding made available through probable savings in the development of a local PM system was noted as something the board will have to consider.</p>	Approach agreed with further details to be brought to the next meeting in June
6.	Pooled funding streams	<p>The need for clear arrangements for LAA funding streams was noted given the increasing amount of funding coming through this route (2007/08 approx £12.8M). The need for more stringent monitoring of expenditure was agreed.</p>	Recommendations agreed Proposals for funding

No.	Item	Notes	Action
		It was agreed that proposals for the allocation of future funding should be brought by the block groups to the September meeting of the PSB.	streams 08/09 to be brought to the Sept meeting
7.	Waste Performance and Efficiency Grant	A short paper was tabled at the meeting (attached here following minutes). The recommendation that WPEG funds should be delegated to the Oxfordshire Waste Partnership for release was agreed	OWP to be delegated release of WPEG funds for 2007/08
8.	Oxfordshire Partnership new governance arrangements and outline of the Sustainable Community Strategy development project	<p>Claire Evans outlined the proposals that will be discussed by the Oxfordshire Partnership at its meeting on 21 February.</p> <p>Detailed comments on the draft Governance arrangements are welcomed by email. Deadline for comments is 16 March.</p> <p>The timescales were noted as being very challenging for the development of the Sustainable Community Strategy.</p> <p>District Councils urged that all five should be involved in the SCS project group.</p> <p>The importance of the development of the Sustainable Community Strategy was noted particularly the need for it to inform the development of the new LAA.</p>	All- Comments on the Governance Arrangements to be sent to Claire Evans by 16 March
9.	Date of next meeting	<p>28th February 2007 12-2 LAA briefing, Oxford Town Hall</p> <p>12th June 2007 2-4pm Room 2 County Hall</p> <p>5th September 2007 2-4pm, Room 2 County Hall</p> <p>21st November 2007 2-4 Room 2 County Hall</p>	

Agenda item3:

Briefing note: Intensive Home Support

Background

1. Increasing the number of people receiving intensive home support is one of the stretch targets for the Healthier Communities and Older People block in the LAA. It is also a key Government target for Local Social Service Authorities have to report on and it is also a BVPI subject to full auditing requirements.
2. The stretch target is to increase the by March 2009 the number of those supported intensively to live at home from 883 in 3004/05 to 1150 and to see an improvement in the satisfaction rating of those receiving the service.
3. Definitions and measures
4. The Department of Health definition for intensive home support is:
5. "The number of households receiving intensive home care (More than 10 contact hours and 6 or more visits during the week) during a survey week." The survey week is either the second or the third week in September.
6. The care has to be centered on the home (i.e. excludes day care, transport etc), but can include shopping as this is centered on the home. It has to be 'practical care' as opposed to 'emotional care' and must be part of an agreed care plan. The performance is measured by actual delivery during the survey week.
7. The satisfaction rating is also obtained from the annual survey. However the Department of Health changes the target group for the satisfaction ratings each year and this will have to be considered when performance is rated. In addition the Social and Community Services Directorate reviews every person who receives home support each year and this review includes satisfaction questions.

Performance for 2004/05 and 2005/06

8. Our reported performance for 2004/05 was 883. The actual figure for 2005/06 is 989. On a linear progression we should have achieved 1016. We have therefore achieved 97% of the target.
9. The satisfaction score is given below. There are 10 questions overall that can be seen as relating to satisfaction but the question reproduced below from the survey results report is taken to be the measure for the stretch target. For the PI, the % of answers '*extremely satisfied*' or '*very satisfied*' over all answers to Question 1 = 59.7 (23.84 + 35.84). This puts Oxfordshire County Council on 4 blobs on this indicator (AO/D52). As a comparison in 2002-2003 Older Home care Users Survey Oxfordshire County Council scored 2 blobs on this indicator.

Satisfaction – (Response to question 1: "*Overall, how satisfied are you with the help from us that you receive in your own home?*")

	Home Care Users Numbers	As % of respondents to Question 1
Extremely satisfied	149	23.84
Very satisfied	224	35.84
Quite satisfied	210	33.6
Neither	32	5.12
Quite dissatisfied	6	0.95
Very dissatisfied	1	0.16
Extremely dissatisfied	3	0.48
Total responses	625	100.0
No response	575	
Total	1200	

10. This has been described as Amber in the Quarterly Performance Review as the payment of the LAA reward is dependent on an improvement in user satisfaction as measured in a national survey.

Continuing monitoring and actions to meet our stretched target

11. In terms of continuing monitoring this information comes from several sources. The main one is the electronic timesheet monitoring system that our internal service and external block contract providers are obliged to use. This covers c85% of all traditional home care. Our performance for this target is monitored on a fortnightly basis.

12. Budget and delivery plans for next three year have specific actions in place that will assist meeting of this target:

- 54 additional home care packages to be commissioned externally and internally
- 20 Adult Family placements to be facilitated
- 20 Extra care housing places in Oxford from March 2007 and 20 in Bicester from November 2008.

13. There will be continued investment in alternatives to residential care in which intensive home support is a critical component in the range of services necessary to ensure that vulnerable people are supported and maintained properly in their own homes.

Nick Welch
 Head of Planning and Partnerships
 Oxfordshire County Council
 19/02/07

Agenda Item 4:

Good news stories from Crime and Disorder Reduction Partnerships February 2007

- Operation Juggernaut is a four-phase operation in Cherwell, with each phase lasting one month and coinciding with the previous year's BCS crime peaks. A team of up to 12 high visibility police officers target crime hotspots in the evenings and early hours, using a wide range of powers to reduce crime, including stop and search/account, alcohol seizure and licensing checks. The initiative attracted prime-time evening TV coverage during a joint operation with Trading Standards, where search arches were used in the entrance to clubs.
- Cherwell has developed a media strategy, which includes a whole page on Community Safety in each edition of its four-monthly magazine for all residents – Cherwell Link. This is excellent news and is in line with the countywide three-tier planned approach to communication of good news stories, with the Oxfordshire Magazine carrying positive community safety news, and districts giving a local focus. Regular provision of copy for parish newsletters will complete the plan. South has also developed a comprehensive media strategy
- The City has developed its second "No cold Calling" zone in Cutteslowe, following the success of the scheme in Wolvercote, where no distraction burglaries were reported within the first three months of the launch. The schemes aim to prevent residents from becoming victims of bogus callers, rogue traders and distraction burglary. The initiative, which involved Trading Standards, includes packs with advice, information and window stickers for every household, and road signs advising that the area is a no cold calling zone.
- West's Nightsafe Scheme has received a national award (The Responsible Drinks Retailing Awards) for its achievements that include the 'Wasted Nights' educational DVD package. The DVD has been requested by other CDRPs and OCC's Community Safety Scrutiny Committee has recommended a wider use to include youth clubs. Vale has introduced Nightsafe in Abingdon, with groundwork for Wantage underway.
- West's Neighbourhood Implementation Team has been awarded the Thames Valley Shrievalty Merit Award, the most prestigious award in Thames Valley Police Force. The award is being presented by the High Sheriffs of Oxfordshire, Buckinghamshire and Berkshire in March
- www.whosmybobby.co.uk was launched in West Oxfordshire as part of the Neighbourhood Management programme, which aims to increase the profile of local policing and involves working closely with the community to tackle problems. Over 100,000 people have visited the site
- South's work to tackle ASB includes a redeployable CCTV camera, and to cut speeding, South will be the first district in the UK to purchase, through the county's Road Safety Team, two portable speed-activated signs
- In Vale, a Mosquito protocol has been devised and is used by crime reduction advisers before the devices are installed. A mosquito is used as a deterrent: the high-pitched sound can only be detected by young people within a certain age range. In South Abingdon, it has proved very effective in reducing ASB around a parade of shops, encouraging shoppers to return and reducing the fear of crime

- The Vale Local Environmental Enforcement Strategy has been agreed in response to enviro-crimes such as abandoned vehicles, litter, and fly tipping. New penalties for litter and dog fouling will be introduced
- The negative impact of the media on the fear of crime was illustrated in South, following an incident that resulted in a death. The local newspaper ran the headline “Streets of Fear”, and over 200 people attended a public meeting, the story having been taken up by both local TV channels.

Agenda Item 7:

WASTE PERFORMANCE AND EFFICIENCY GRANT FOR 2007/8

Waste Performance and Efficiency Grant (WPEG)

1. Government agreed a 2 year funding programme for local authorities called the WPEG. This started in 2006/7 and continues for 2007/8 and Government has published guidance on how this money should be spent on best practice in waste management. Each local authority received its own share of this grant in 2006/7 and agreed that this money should be ring fenced for waste management and partnership working.
2. Government has announced that for 2007/8 the WPEG money (approximately £1.357M) will be paid to OCC and only released on a basis agreed by the Public Service Board. The OWP met on 26 January resolved to ask the PSB to delegate to the OWP the release of WPEG funding for 2007/8 so that it can be seen to support the implementation of the Joint Waste Management Strategy for Oxfordshire. It would then be for OWP to agree how the funding is best utilised.

RECOMMENDATION

3. **The PSB is recommended to:**
 - (a) **Delegate to the Oxfordshire Waste Partnership the release of the Waste Performance and Efficiency Grant for 2007/8.**

Contact Officer: Andrew Pau, on behalf of the Oxfordshire Waste Partnership