

**Minutes of the Coventry Local Public Service Board Meeting
20 November 2007
Room 77, Council House**

Present:

Stella Manzie, Coventry City Council (Chair)
Cllr Ken Taylor, Coventry City Council
Sara Roach, Coventry City Council
Jenni Venn, Coventry City Council
Peter Shearing, Learning and Skills Council
Sarah Chand, Probation Service
Deborah Harrod, West Midlands Police
Jane Beaver, Job Centre Plus
Cat Parker, Coventry City Council
Mark Taylor, West Midlands Fire Service
Ros Roke, Coventry Partnership

Apologies:

Chief Executives, Coventry Primary Care Trust

1. Welcome and Apologies

Stella welcomed everyone to the meeting and asked members of the board whether they felt the guidance regarding organisational representation at meetings should be relaxed, allowing for less senior staff to represent member organisations on an occasional basis, to avoid any member organisation not being represented. Members of the board agreed that it was important to have wide organisational representation at each meeting even if the senior level representative was unable to attend, as long this did not happen on a regular basis. It would also be necessary to invite others to attend meetings depending on the subjects under discussion.

2. Minutes of the Last Meeting and Matters Arising

The minutes of the last meeting were tabled and agreed as a true and accurate record.

Ros confirmed that the requested changes had been made to the terms of reference for the Local Public Service Board and that she was working with Adrian West to add further details to the New Performance Framework document discussed at the last meeting.

Stella reported that it had been agreed that Mark Tovey from Government Office West Midlands would attend some future meetings as an observer. Mark's attendance would be agreed on a meeting by meeting basis.

3. Structures and Accountability

Stella referred members of the board to the Draft Coventry Partnership Structure Diagram.

It was agreed that the diagram should be revised to show the Partnership Board in the centre of the four other groups depicted and that the revised draft would be circulated with the minutes of the meeting. It was also agreed that PIE Group (Progress, Impact and Evaluation) and SCS (Sustainable Community Strategy) should be written in full to ensure the diagram was clear to external audiences. Stella invited further feedback and suggestions to be emailed to Ros directly.

Actions:

- **Ros to circulate a revised diagram**

4. Local Area Agreement Report – Six Month Review

Ros referred members of the board to the Local Area Agreement reporting spreadsheet and the associated Summary Local Area Agreement At Risk Indicator Action Plan.

Ros explained that the summary report provided commentary to explain the context for those indicators classified as at risk and actions to improve performance. The report had been revised following feedback from the last meeting of the board and subsequent discussions with the Local Area Agreement block leads.

Members of the board went on to consider the summary report page by page. The notes below summarise the actions and discussions regarding each at risk indicator.

Section 1 – Children and Young People

- ***More Looked After Children aged 11 obtain level 4 in key stage 2 English and Maths***

The report indicated that the following actions were being undertaken through the Looked After Children's Education Service to improve performance in this area:

- a) All Year 6 Looked After Children would receive a period of direct support from a specialist teacher between February and May 2008 to support identified learning needs or for preparation for SATS
- b) Teachers would work with LAC in school on individualised programmes of support devised in consultation with school staff
- c) All Looked After Children would be offered the opportunity of out of hours home tuition to improve their attainment in core subjects. Initial contact with social workers to confirm suitability would be carried out by Spring term 2008. PGCE students at Warwick University would provide additional tuition in one or more core subjects
- d) Schools would also be able to call the Looked After Children's Education Service for support in relation to children presenting challenging behaviour

- e) The appointment of a Head Teacher for the Virtual School of Looked After Children to work with schools and specialist services to drive up standards

Stella reported that the indicator related to a small cohort and that she was aware of additional services which were in place to improve performance in this area. It was acknowledged that the data regarding Looked After Children would be affected at individual child level and that trends may be difficult to identify within such a small cohort.

- o ***More Children who have been Looked After for a year or longer attain 5 or more GCES's at grades A*-C***
- o ***More care leavers attain one or core GCSEs at grade A*-G***
- o ***More care leavers attain five or more GCSEs at grade A*-C***

The summary report highlighted a range of interrelated actions to improve performance in this area:

- a) Secondary schools had been encouraged to set up Academic Mentoring programmes for Looked After Children in Y10 and Y11
- b) By June 08, all appropriate Y10 and Y11 Looked After Children would be entered for an on-line literacy and numeracy qualification (equivalent to GCSE)
- c) Monthly meetings would take place between the Service Manager Life Chances and NCH Aftercare Service review the position of all young people in their care
- d) LAC in Years 10 and 11 would be prioritised for access to tuition (using Warwick University PGCE students)
- e) Specialist teachers appointed by the Looked After Children's Education Service would take a pro-active role in monitoring the progress of Looked After Children in Y11. Specialist teachers would also offer individual and regular support to Looked After Children in Y11 and the service will be offered to Year 10 students where time allowed

Stella reported that some of the indicators were measured against a local stretch target which was not being achieved. It was agreed that it was difficult to discuss performance in this area without input from the director of Children's Services and there would be further discussions on how best to get his comments without causing bureaucratic overload.

- o ***Percentage of the sexually active population aged 15-24 accepting screening for Chlamydia***

The summary report highlighted actions including:

- a) The appointment of a full time Chlamydia nurse
- b) The piloting of chlamydia screening in pharmacies

- c) The rolling out of training programmes in general practice

Stella highlighted that a range of partners could play a role in publicising Chlamydia screening services. Members of the board confirmed that they would like to know more about how the screening services were currently publicised and recognised that a number of partners could add value in this area e.g. LSC cited information in colleges.

Recommendations:

- **All actions/support in place should be made explicit when reporting on the LAA, even if they may be obvious or standard practice locally. This information is not always clear to external audiences**
- **Those reporting on performance against LAA indicators should be explicit about the context of the information that they provide e.g. the cohort size**
- **Prior to future LAA review meetings with Government Office, the Local Public Service Board should consider which directors should be present at meetings to discuss performance against each indicator**

Actions:

- **Stella and Ros to ensure that there is a discussion of the data to be provided to the Local Public Service Board at a forthcoming Council Management Board meeting**
- **Stella and Ros to explore performance and actions against the relevant indicators with Children's Services and provide more information to the board at the next meeting**

Section 5 – Economic Development and Enterprise

- ***Reduce levels of worklessness in the priority neighbourhoods***
- ***Within the NRF district a reduction by 2007/2008 of at least 1.72 percentage points in the overall benefits claim rate for those living in the local authority wards identified by DWP as having the worst initial labour market position (Foleshill)***

Jane Beaver, Job Centre Plus, explained the range of actions in place to improve performance in this area:

- a) The development of the City Strategy (a City Region wide approach) which would assist in tackling worklessness in priority neighbourhoods

- b) An additional 30 members of front line staff would be in post at Job Centre Plus Cofa Court by January 2008. This additional resource was expected to improve the level of job search support provided. There had been a gradual fall in the numbers on the Job Seekers Allowance register since February of this year and the additional resource would assist in ensuring this trend continued
- c) Three new providers had been contracted to undertake job scoping between now and March 2008. The contracts require the providers to support the delivery of an integrated Employment and Skills System. The model for the activity would be the City Strategy. The outputs required from these contracts include 1225 beneficiaries into employment across the City Strategy area of Birmingham, Black Country, Coventry and Telford. The targets are not broken down to specific areas. Job Centre Plus had established a process between its Local Jobs Team, local partners and the providers to identify and refer eligible unemployed customers from City Strategy wards to fill the vacancies identified
- d) All eligible City Strategy Job Seekers Allowance customers who had been unemployed for less than 6 months now had now had their claim units tabbed as requiring additional help. Staff had been briefed to target these customers on their signing days to ensure that they were quickly made aware of any new opportunities
- e) In implementing Coventry's Employment Strategy, 100 Incapacity Benefit customers from Foleshill had been identified as interested in receiving additional support to help them return to work. This group had been ring fenced and plans were in place to provide them with a "joined up" offer of support from Job Centre Plus and its local partners
- f) Job Centre Plus had put in place a contract to provide six outreach workers in Coventry and Warwickshire to offer additional support to unemployed lone parents. Three outreach workers would be targeted at the City Strategy wards and one would work alongside the Local Jobs Team. The other two would focus their efforts in North Warwickshire. Jane advised that a number of lone parents were also in receipt of Incapacity Benefit
- g) The City Strategy Deprived Area Fund (DAF) contracts would be awarded shortly. The new provision would help engage and support eligible customers back into work
- h) Coventry has been leading the West Midlands in establishing Local Employer Partnerships
- i) The Pathways in Work initiative would be introduced in Coventry in April 2008.

Jane explained that previous under-resourcing had been a problem for Job Centre Plus as there had not been enough staff to support people in commencing programmes to work. It was confirmed that Job Centre Plus were now getting more people on to programmes and that this should reduce worklessness rates. However, Jane also explained that there are a high number of vacancies available across the city but that the vacancies did not match the skills of the workless groups.

Sara Roach, Coventry City Council, asked Jane whether links were being made with the LEGI (Local Enterprise Growth Initiative) relationship managers and outreach workers. Jane confirmed that information was being shared and the work of both organisations was coordinated.

Deborah Harrod, West Midlands Police, asked whether the actions described were expected to ensure performance in this area could shortly be classified as green. Jane advised that it was hoped that the actions would ensure performance could soon be classified as amber but that the target remained challenging. Jane added that the strength behind the activity in this area had grown significantly in the last month.

Cllr Ken Taylor, Coventry City Council, reiterated that the information reported on the Local Area Agreement should explain the context and issues of concern in more detail.

Peter Shearing, Learning and Skills Council, asked how the actions and recommendations from meetings of the Local Public Service Board would be taken forward. Stella confirmed that Ros and herself would consider the feedback from the current meeting and ensure that the actions were taken forward. It was explained that in the case of future meetings, individual members of the Local Public Service Board may be asked to take specific actions forward.

Actions:

- **Local Public Service Board to review the success of the reported actions in February 2008**

Section 2 - Community Safety

- ***Reduce the proportion of BCS comparator crimes that take place in priority neighbourhoods compared to the rest of the city by 1% per annum (PSA1)***
- ***Successful completions of offender behaviour programmes***
- ***Number of wounding offences in Coventry as recorded by West Midlands Police***
- ***Number of criminal damage to vehicle offences in Coventry as recorded by West Midlands Police***

Deborah Harrod, West Midlands Police, advised that the Community Safety Partnership had struggled with performance against some of the LAA targets over the last year and questioned how a number of the stretch targets had been agreed. Sara Roach, Coventry City Council, confirmed that BCS (British Crime Statistics) only measured certain types of crimes.

Deborah explained that it was expected that the PSA 1 target would be achieved due to a significant improvement in performance in the last six months. Sara reported a detailed programme of action commissioned by the Priority Crime Group, including:

- a) The identification of seven target areas of the city through a strategic assessment process which would be subject to additional activity
- b) Burglary reduction campaigns, such as those aimed at students with laptops and a campaign aimed the general public with regard to the theft in public places
- c) Vehicle crime reduction initiatives
- d) Targeted patrols to deter violence and criminal damage

It was reported that targets for violent crime may not be met despite the improvements in this area. Violent crime and criminal damage continued to be significant problems in Coventry in relation to other neighbouring areas, particularly criminal damage to vehicles.

- o ***Number of individuals reporting being a victim of Domestic Violence and Abuse to the Police***

Deborah reported that there had been significant activity aimed at reducing the incidences of domestic violence but that the actions did not appear to have had a significant effect. The number of victims taking their allegations to court remained low in Coventry.

Stella referred to a shock tactic campaign used in Edinburgh to shame the perpetrators of domestic violence and asked whether such campaigns would be beneficial across Coventry. Sara Roach, Coventry City Council, advised the group on the current publicity campaign with the Coventry Blaze ice hockey team. Sara Roach also advised that victims of domestic violence are now able to submit photographic evidence to the courts which should encourage more victims to press charges.

Deborah Harrod, West Midlands Police, informed the board that some metropolitan areas had established specialist teams to deal with domestic violence and support victims in taking their cases to court.

Sara reported that the following actions had been put in place to improve performance in this area:

- a) Additional awareness raising activities through publicity campaigns e.g. White Ribbon Day on 25 November 2007
- b) Victims would continue to be encouraged to report domestic violence and abuse through the Police
- c) Enhanced Police patrols would be put in place to identify incidences of domestic violence
- d) Sarah Chand, Probation Service, informed the board that Coventry had been allocated £20,000 for an Independent Domestic Violence Advocate. The Domestic Violence Partnership Board had recently agreed that funds should be re-directed from some current activities to support the post over the coming year.

Stella highlighted that the board would need to evaluate critically the actions that were currently being undertaken in order to identify which actions had been most successful and why. This would inform future recommendations and encourage a better focus to activities. Stella also highlighted the opportunity to learn from other local areas and adopt best practice.

The board concluded that more work could be undertaken with the Crown Prosecution Service to improve performance in this area.

Actions:

- **Community Safety Partnership to explore the possibility of improving work with the Crown Prosecution Service regarding domestic violence**
- **Local Public Service Board to review the success of the reported actions in February 2008**
- ***Increase year on year the proportion of drug users sustaining or successfully completing treatment programmes from a minimum of 45%***

The board continued to discuss community safety indicators and considered the indicator which measured Drug Users Sustaining or Completing Treatment Programmes.

Stella explained that she was very concerned about the existing action plan in this area as performance had been consistently below target. Stella confirmed that she was due to meet with Sara Roach and Jos Parry, Coventry City Council, to discuss this area of work in more detail. Stella felt that the actions in this area needed to be more specific and better targeted. Deborah Harrod, West Midlands Police, advised that there were concerns within the West Midlands Police Force about the success of the Drug Intervention Programme (DIP) referrals process.

N.B. The above meeting has taken place and there are some very clear plans to influence outcomes on these measures. Stella will be writing to the National Treatment Association about this and copying the correspondence to the Local Public Service Board.

Section 3 – Environment

- ***City parks attain national standards (Longford and Memorial Parks)***

Stella reported that the application for Longford Park to be designated with green flag status had been narrowly missed and that there was not a cause for significant concern over this indicator. The application would be made again as soon as appropriate.

Section 4 - Health and Wellbeing

- ***Reduce the average age of death gap between males in priority neighbourhoods and the whole population***
- ***Reduce the average age of death gap between females in priority neighbourhoods and the whole population***

Stella reported that there had been detailed analysis of the population research data and a significant amount of sustained activity in this area. The report indicated the following specific actions:

- a) Research to investigate respiratory mortality within the city which will lead to recommendations for further action by early spring 2008
- b) Ongoing actions to maintain the reduction in perinatal and infant mortality
- ***Reduce the percentage of people in priority neighbourhoods who smoke***
- ***The number of people reporting to GP, pharmacy and specialist services as recorded by the specialist smoking cessation service, and who set a quit date and who are still not smoking in four weeks***

Stella reported that she had been advised by Caron Grainger (Coventry City Council and Primary Care Trust) that there was ongoing concern about whether this stretch target would be met but that action in this area had improved significantly in recent months.

The report indicated that the following actions were now in place:

- a) Additional smoking cessation services commissioned in the NDC area
- b) Increased use of second line drugs such as champix
- c) Additional services designed to be friendly to young people
- d) The introduction of a daily drop-in service at Coventry and Warwick Hospital
- e) A locally enhanced service offered through community pharmacists targeted in more deprived areas of the city
- f) An investigation to determine the most effective way to provide services and record successful quits through GP practices

Peter Shearing, Learning and Skills Council, voiced his concern about the publicity of smoking cessation services as detailed within the LAA summary report.

- ***Total emergency admissions for University Hospital Coventry and Warwick for people over 65 (city)***

The report summarised actions in this area as:

- a) Ongoing partnership work between the Primary Care Trust, University Hospital Coventry and Warwick and the City Council to deliver a range of admission avoidance schemes (supporting older people in the community and reducing avoidable admissions)
- b) Better targeting of those older people most at risk and the development of self management care plans
- c) Further research and analysis which will be available in December 2007 and will inform future improvement actions

Stella explained that there had been relatively high levels of satisfaction with homecare services until recently. It was reported that there was very good collaborative work being undertaken and that there would be a need to evaluate the actions that had recently been put in place.

Stella highlighted the need to more clearly articulate the actions that have been undertaken between Coventry City Council and the Primary Care Trust to improve performance in this area.

Actions:

- **Stella and Ros to report back to the Local Public Service Board on the detail of actions being taken forward to reduce hospital admissions for older people**
- **The new Coventry Partnership Communications Group to look at how partners could be used more effectively to publicise the following:**
 - **Chlamydia screening**
 - **Smoking cessation**
 - **Job opportunities**
 - **Domestic Violence reporting**

The Communications Group should report back to the Local Public Service Board initially, although potentially onward to the Partnership Board.

- **Local Public Service Board to review the success of the reported actions in February 2007**

5. Developing the New Local Area Agreement – A Update

Jenni Venn, Coventry City Council, tabled a document entitled 'Developing the Priorities for the Local Area Agreement'. Jenni explained that the document attempted to map out possible indicators from the National Indicator Set (against the priorities currently proposed) following initial discussions with Partnership and Council colleagues. Jenni confirmed the need to include those indicators which would contribute positively to performance across a range of areas and advised that Government Office had requested a first draft of Coventry's priorities by the end of November this year.

Stella strongly reiterated that Coventry should be on the record with its response to the consultation on the National Indicator Set and the associated technical guidance.

Deborah Harrod, West Midlands Police, advised that she still had some questions about the measurement of some indicators despite considering the technical guidance.

The board concluded that it was concerned about submitting an initial draft of priorities to Government Office before fuller consultation with partners and councillors had taken place.

Actions:

- **Stella to work with Jos Parry, Jenni Venn and Ros Roke to propose a process for the negotiation of indicators and bring this to the Local Public Service Board for consideration (before being disseminated to the wider Partnership)**
- **Members of the Local Public Service Board to consider and comment on the document produced by Jenni. Members of the board should contact Jenni with their comments**

6. Any Other Business

Ros Roke confirmed that the next meeting of the Local Public Service Board would take place on Wednesday 12 December 2007 from 3.00 pm – 4.30 pm in Room 77 of the Council House. Ros reported that the meeting would be followed by an end of year drinks reception for members of the Coventry Partnership.