

Local Area Agreement 2008-2011

13 July 2010

Priority: Strong and Inclusive Communities

Outcome: Work towards the economic inclusion and social integration of vulnerable populations (LAA15(a)).

Lead Contact: Ian Hobbs

RAG Status: Amber

Summary Statement:

Some elements of this programme are performing to a very high standard, are achieving project milestones and are having a demonstrable impact on outcomes for citizens. Other aspects have been delayed, often due to circumstances beyond our control (e.g. timing of allocation of Growth Fund 3 to Credit Unions), others are still needing to be estimated due to lack of auditable data. Much of the programme has now been incorporated into the DSP Total Place Programme and it is here that we look to long term sustainability.

Key to Performance Status:

Project Status No Data Milestone Missed Red Amber Green Completed

Financial Exclusion - Devon Pound (DES27)			Milestone Missed
Date	Outputs Expected	Achieved	
30/04/2009	Membership of Credit Unions		
31/03/2011	Project End		
Financial Exclusion - Children with special needs (DES28)			Green
Date	Outputs Expected	Achieved	
30/06/2010		This project remains well ahead of targets	
30/09/2010			
Financial Exclusion - pension poverty (DES29)			Green
Date	Outputs Expected	Achieved	
30/06/2010		Project continues to perform in line with expectations. Contract with Age Concern on track. Together with other work by CSC this should mean that the target is achieved.	
30/09/2010			

Key to Performance Status:

Performance Indicators: No Data Well Below Target Below Target On Target Above Target Well Above Target

Key to change on same period in previous year:

↑ Improved Performance ↓ Worse Performance ↔ Unchanged

Key to +/- Column:

+ Higher figures are better - Lower figures are better OFF Direction cannot be determined.

Performance Indicators								
Code	Title	+/-	Instance	Annual Target	Status	Improvement	Actual to Date	Officer Notes
LAA15a(A)	Increase incomes for older people; (A) Number of older people helped (p.a.)	+	FY 2008-09	3,000	Below Target	n/a	1,484 (2/4)	(Quarter 1 - 3) Estimated on target based on historical data. Due to withdrawal of access to DWP systems we now have a problem monitoring performance. We are in discussion with the Pensions Service to overcome this problem. (IH)
		+	FY 2009-10	3,200	Well Above Target	↑	5,600	(Quarter 1 - 4) Estimated figure. (RJ)
		+	FY 2010-11	3,400	Well Above Target	↑	1,400 (1/4)	(Quarter 1) Estimated figure. (RJ)

Performance Indicators								
Code	Title	+/-	Instance	Annual Target	Status	Improvement	Actual to Date	Officer Notes
LAA15a(B)	Increase incomes for older people; (B) Amount of money secured (older people) (p.a.)	+	FY 2008-09	£m5.5	Well Below Target	↓	£m4.1	(Quarter 1 - 3) Estimated on target. Figures based on historical data. Due to withdrawal of access to DWP systems we now have a problem monitoring performance. We are in discussion with the Pensions Service to overcome this problem. (IH)
		+	FY 2009-10	£m6.0	On Target	↑	£m6.0	(Quarter 1 - 4) Estimated figure. (RJ)
		+	FY 2010-11	£m6.5	Below Target	↑	£m1.6 (1/4)	(Quarter 1) Estimated figure. (RJ)
LAA15a(C)	Children with special needs; (C) Number of families helped to secure entitlement (cumulative)	+	FY 2008-09	770	Above Target	n/a	740 (3/4)	(Quarter 1 - 3) On track (gap due to "decision lag" at DWP) (IH)
		+	FY 2009-10	890	Well Above Target	↑	998	
		+	FY 2010-11	1,050	Well Above Target	↑	1,044 (1/4)	(Quarter 1) Project outcomes continue to exceed targets (JG)
LAA15a(D)	Children with special needs; (D) Amount of money secured (families) (cumulative)	+	FY 2008-09	£m3.400	Well Above Target	↑	£m3.669	(Quarter 1 - 2) As at 26/9/08. 85% of milestones for 31/3/09 achieved to date. (IH)
		+	FY 2009-10	£m3.900	Well Above Target	↑	£m5.050	
		+	FY 2010-11	£m4.500	Well Above Target	↑	£m5.340 (1/4)	(Quarter 1) Money secured for families in Devon with a child with disabilities or additional needs continues to exceed targets, having passed £5million in Spring 2010 (JG)
LAA15a(E)	Improved access to financial services; (E) Membership of Credit Unions	+	FY 2008-09	2,727	Above Target	↑	2,862	
		+	FY 2009-10	3,032	Above Target	↑	3,087	(Quarter 1 - 4) Membership reduced due to dormant account closure on merger. (KO)
		+	FY 2010-11	3,785	Above Target	↑	3,268 (1/4)	
LAA15a(F)	Improved access to financial services; (F) Affordable loans issued (cumulative)	+	FY 2008-09	700	Below Target	n/a	592 (2/4)	(Quarter 1 - 2) 72 on top of baseline since start of LAA (KB)
		+	FY 2009-10	770	Well Below Target	↓	265	(Quarter 1) 234 added within LAA period. (IH)
		+	FY 2010-11	829	Well Below Target	↑	307 (1/4)	
LAA15a(G)	Improved access to financial services; (G) Interest payments savings (p.a.)	+	FY 2008-09	£267,000	Well Below Target	↓	£52,000	
		+	FY 2009-10	£292,000	Well Below Target	↑	£122,800	
		+	FY 2010-11	£283,600	Well Below Target	↑	£146,300 (1/4)	
LAA15a(H)	Improved access to financial services; (H) Increase savings for	+	FY 2008-09	£66,000	Well Below Target	↓	£26,000	

Performance Indicators								
Code	Title	+/-	Instance	Annual Target	Status	Improvement	Actual to Date	Officer Notes
	new members (p.a.)							
		+	FY 2009-10	£80,000	Well Below Target	↑	£60,100	
		+	FY 2010-11	£101,100	Well Below Target	↑	£62,330 (1/4)	
LAA15a(I)	Improved access to financial services; (I) Reduced debt levels through direct budgeting support (pa)	+	FY 2008-09	£82,000	Well Above Target	↑	£2,645,000	
		+	FY 2009-10	£91,000	Well Above Target	↑	£4,337,000	
		+	FY 2010-11	£3,395,000	Well Above Target	↑	£4,575,000 (1/4)	
LAA15a(J)	Improved access to financial services; (J) Training places for front line workers (cumulative)	+	FY 2008-09	72	Well Above Target	↑	107	
		+	FY 2009-10	147	Well Above Target	↑	190	
		+	FY 2010-11	234	Well Above Target	↑	215 (1/4)	

Key to Performance Status:

Risks:	Review overdue (0+)	Very high (20+)	High (12+)	Medium (8+)	Low (1+)
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Risks						
Code	Title	Review Date	Risk Likelihood	Risk Impact	Status	Notes
LAA 15a Risk 3	Insufficient loan capital to support targets	13/07/2010	5 - Very likely	4 - Major	Very high (20)	Actively being managed by Plough and Share
LAA 15a Risk 4	Inadequate systems and credit controls	13/07/2010	1 - Very unlikely	1 - Negligible	Low (1)	Systems were overhauled and are now functioning effectively
LAA15a Risk 1	Failure to achieve validation of outcomes for older people	13/07/2010	4 - Probable	3 - Moderate	High (12)	Impact is inability to prove benefit through an audit trail to the citizen but we know that impact is high and positive
LAA15a Risk 2	Merger of Credit Union	13/07/2010	1 - Very unlikely	1 - Negligible	Low (1)	Credit union merger now complete.