

Deadline for return – 18 August 2009 (Quarter 1 Performance Report)

Local Area Agreement 2008-2011

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

Lead Contact: Ian Hobbs

RAG Status: Amber

Delivery Board Recommendations (*Please list any decisions/actions required on the part of the Delivery Board*)

Delivery Board are asked to: No action required at this point

Summary Statement:

There are three core elements to this LAA workstream;
 Children with Special Needs (C/D) – ahead of target – Green
 Older People (A/B) – believed to be on/ahead of target – problem of verification so using historic experience to project achievements – Amber
 Financial Services (E-J) – underperforming in several areas. Mitigation plan now in progress and it is hoped that performance will shortly begin to improve– Amber/Red

Performance Indicators – National and Local

Code	Title	+/- (see 1 below)	Year	Annual Target	Status (see 2 below)	Improvement (see 3 below)	Actual to Date	Officer Notes
LAA 15a (A)	Increase incomes for older people; Number of older people helped	+	FY 2009-10	3,200 annual	Well Above Target	↔	1394, of which 390 to Age Concern for visit.	Problem persists of tracking outcome, other than for AC visits – data for this on first quarter not yet full available due to DWP decision times
LAA 15a (B)	Increase incomes for older people; Amount of money secured (older people)	+	FY 2009-10	£6m annual	Assume on target.	↔	184k achieved from 60 claims through Age Concern .	
LAA 15a (C)	Children with special needs; Number of families helped to secure entitlement	+	FY 2009-10	890 cumulative	Well above target	↔	880	
LAA 15a (D)	Children with special needs; Amount of	+	FY 2009-10	£3.9m cumulative	Well above target	↔	£4.437m	

	money secured (families)							
LAA 15a (E)	Improved access to financial services; Membership of Credit Unions	+	FY 2009-10	4,300 cumulative	Below target	↓	3000	
LAA 15a (F)	Improved access to financial services; Affordable loans issued.	+	FY 2009-10	770	Below target	↓	234	
LAA 15a (G)	Improved access to financial services; Interest payments savings (p.a.)	+	FY 2009-10	£292,000	Below target	↓	£100,349	
LAA 15a (H)	Improved access to financial services; Increase savings for new members (p.a.)	+	FY 2009-10	£97,000	Below target	↓	£39,669	
LAA 15a (I)	Improved access to financial services; Reduced debt levels through direct budgeting support (p.a.)	+	FY 2009-10	£91,000	Above target	↑	£335,3607	
LAA 15a (J)	Improved access to financial services; Training places for front line workers	+	FY 2009-10	75	Above target	↑	107	

Key to symbols (insert as appropriate):

1. + equals higher figures are better and – equals lower figures are better
2. **No Data/Well Below Target/Below Target/On Target/Above Target/Well Above Target**
3. Improved Performance ↑ Worse Performance ↓ Unchanged ↔

Key Milestones (Last Quarter – Quarter 1 09/10, ends 30 June 09)

	Description	Date	Outputs expected	Achieved/missed
	Increase incomes for older people; Number of older people helped	30/06/09	800 (per quarter)	Achieved
	Increase incomes for older people; Amount of money secured (older people)	30/06/09	£1.5m (per quarter)	Assume achieved
	Children with special needs; Number of families helped to secure entitlement	30/06/09	800 (cumulative)	Achieved
	Children with special needs; Amount of money secured (families)	30/06/09	£3.525m (cumulative)	Achieved
	Improved access to financial services; Membership of Credit Unions	30/06/09	3512 (cumulative)	Missed
	Improved access to financial services; Affordable loans issued.	30/06/09	717 (cumulative)	Missed
	Improved access to financial services; Interest payments savings (p.a.)	30/06/09	£273,000 (cumulative)	Missed
	Improved access to financial services; Increase savings for new members (p.a.)	30/06/09	£84,000 (cumulative)	Missed
	Improved access to financial services; Reduced debt levels through direct budgeting support (p.a.)	30/06/09	£84,625 (cumulative)	Achieved
	Improved access to financial services; Training places for front line workers	30/06/09	19 per quarter	Achieved

Key Milestones (This Quarter – Quarter 2 09/10, ends 30 September 09)

	Description	Date	Outputs expected
	Increase incomes for older people; Number of older people helped	30/09/09	800
	Increase incomes for older people; Amount of money secured (older people)	30/09/09	£1.5m (£m cumulative on the year)
	Children with special needs; Number of families helped to secure entitlement	30/09/09	830 (cumulative)
	Children with special needs; Amount of money secured (families)	30/09/09	£3.650m (cumulative)
	Improved access to financial services; Membership of Credit Unions	30/09/09	3775 (cumulative)
	Improved access to financial services; Affordable loans issued.	30/09/09	734 (cumulative)
	Improved access to financial	30/09/09	£279,500

	services; Interest payments savings (p.a.)		
	Improved access to financial services; Increase savings for new members (p.a.)	30/09/09	£88,500
	Improved access to financial services; Reduced debt levels through direct budgeting support (p.a.)	30/09/09	£86,750
	Improved access to financial services; Training places for front line workers	30/09/09	38 (cumulative)

Key Risks (*Please refer to scoring guidelines below)

Risk	Impact	Likelihood	Score	Mitigation
1. Failure to validation of outcomes for older people	Moderate - Hard to prove results but we know they are being achieved	High		Evaluation of programme being re-thought, drawing on both historic performance and contract monitoring.
2. Merger of Credit Union fails	High - Delays further attainment of targets	Moderate		Due diligence process completed. Merger of first three CUs to be complete by end 2009, fourth to join by April 2010. A risk management approach is in place
3. Insufficient loan capital to support targets	High – leads to fewer new members, less saving, higher debt	Moderate		Increased capital is being sought both locally and nationally with a reasonable chance of success. Decisions will be known in September. Direct Payroll deduction scheme extended within DCC, with intention to offer to wider partners to increase membership.
4. Inadequate systems and credit controls	Moderate/High but reducing	Moderate but reducing		New controls in place, supported by new ICT systems.

Spatial Implications

District	Impact (insert ✓ or x or unknown)	Disaggregated Data (✓ or x)	Examples of Local Delivery Outcomes
Exeter	Impact for all but varies – see below. District level is not most appropriate – needs to be more precise than that.	Varies according to work stream – see below	Targeted support to children with disabilities through local projects such as children's centres, leading to increased entitlement uptake.
East Devon			Bid to Leader in North Devon for financial inclusion following locality network discussions with other anti-poverty projects e.g. empowering Communities in Ilfracombe and

			Barnstaple, Poverty Action Groups etc.- failed – new approach being developed.
Mid Devon			Profiling of outcomes for older people by locality is revealing potential variations in access to the service which is now being examined and may lead to targeted work
North Devon			Work with SW£ and a Registered Social Landlord in Barnstaple has dramatically reduced rent arrears
Torridge			
West Devon			
South Hams			
Teignbridge			

***Risks – Scoring Guidelines:**

Likelihood of risk:

- 1 – Very low
- 2 – Low
- 3 – Medium
- 4 – High
- 5 – Very high

Impact of risk:

- 1 – Insignificant
- 2 – Minor
- 3 – Moderate
- 4 – Serious
- 5 – Very serious

Total risk score (likelihood x impact)

- 1 – 6 Low**
- 8 – 12 Medium**
- 14 – 20 High**
- Over 20 Very high**