

Deadline for return – 15 October 2009 (Quarter 2 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 (delete as appropriate)

RED = fundamental blockage to progress with milestones and/or achievement of target
AMBER = positive movement but with risks to achievement of milestones and/or target (so cannot say with confidence that priority would be achieved)
GREEN = on track to achieve target and Milestones

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

Delivery Board are asked to: Consider the potential to build on the successes of this programme and help to overcome the barriers to improved service provision by exploring economic inclusion in the context of the Total Place process. A proposal has been submitted for consideration.

Summary Statement:

The programme continues to generate huge additional income for the people of Devon (approx £14m per annum – either through new entitlements or by managing debt more effectively). Performance is rated amber because 4/10 targets have underperformed due to delays in developing the new Plough and Share Credit Union and due to lack of lending capital. These difficulties are being addressed and remedial steps are being taken. It will, however, be necessary to review achievability of some targets.

The Programme Board, Chaired by Mark Williams, is developing very positively and is recommending consideration of a Total Place approach to build on success and address the system blockages that make excellent customer service elusive. One of the Pathfinders estimates that benefits related spend equates to £6,853 per head of population or £16,778 per household.

Yet, there is a huge dissatisfaction amongst customers. They have to tell their story numerous times to different (or sometimes the same) agencies to settle their affairs. The system is bewildering, complex and often impenetrable. Over 50% of people accessing our LAA15a service are not getting their correct entitlement. There is at best overlap and at worst a great deal of duplication in the system. It is without doubt highly fragmented. Decision-makers often make the wrong decision on entitlement because forms are not filled out correctly. The consequences of failure (debt, rent arrears etc) is the cause of distress and consumes the resources of partners. It is recommended that partners examine the potential to radically remodel service delivery.

****Please update the data for quarter 2 if possible****

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	+	FY 2009-10	3,200 annual	Well Above Target	↔	2500 approx, of which 500 to	Problem persists of tracking outcome,

	older people helped						Age Concern for visit.	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	↔	912	
LAA 15a (D)	Children with special needs; Amount of money secured (families)	+	FY 2009-10	£3.9m cumulative	Well above target	↔	£4.?? m	
LAA 15a (E)	Improved access to financial services; Membership of Credit Unions	+	FY 2009-10	4,300 cumulative	Well below target	↓	3016	
LAA 15a (F)	Improved access to financial services; Affordable loans issued.	+	FY 2009-10	770	Well below target	↓	244	
LAA 15a (G)	Improved access to financial services; Interest payments savings (p.a.)	+	FY 2009-10	£292,000	Well below target	↓	£107,202	
LAA 15a (H)	Improved access to financial services; Increase savings for new members (p.a.)	+	FY 2009-10	£97,000	Well below target	↓	£41,815	
LAA 15a (I)	Improved access to financial services; Reduced debt levels through direct budgeting	+	FY 2009-10	£91,000	Well above target	↑	£3.355m	

	support (p.a.)						
LAA 15a (J)	Improved access to financial services; Training places for front line workers	+	FY 2009-10	75	Well 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 2 09/10, ends 30 September 09)

	Description	Date	Outputs expected	Achieved/missed
	Increase incomes for older people; Number of older people helped	30/09/09	1600	Exceeded
	Increase incomes for older people; Amount of money secured (older people)	30/09/09	£3m (cumulative on the year)	Believe exceeded
	Children with special needs; Number of families helped to secure entitlement	30/09/09	830 (cumulative)	Exceeded
	Children with special needs; Amount of money secured (families)	30/09/09	£3.650m (cumulative)	Exceeded
	Improved access to financial services; Membership of Credit Unions	30/09/09	3775 (cumulative)	Missed
	Improved access to financial services; Affordable loans issued.	30/09/09	734 (cumulative)	Missed
	Improved access to financial services; Interest payments savings (p.a.)	30/09/09	£279,500	Missed
	Improved access to financial services; Increase savings for new members (p.a.)	30/09/09	£88,500	Missed
	Improved access to financial services; Reduced debt levels through direct budgeting support (p.a.)	30/09/09	£86,750	Exceeded
	Improved access to financial services; Training places for front line workers	30/09/09	38 (cumulative)	Exceeded

Key Milestones (This Quarter – Quarter 3 09/10, ends 31 December 09)

	Description	Date	Outputs expected
1.	Increase incomes for older people; Number of older people helped	31/12/09	2,400 cumulative Predicted target - 3,500

2.	Increase incomes for older people; Amount of money secured (older people)	31/12/09	£4.5m Predicted target £4.5m
3.	Children with special needs; Number of families helped to secure entitlement	31/12/09	860 – LAA target Predicted target 940
4.	Children with special needs; Amount of money secured (families)	31/12/09	£3.7m – LAA Target Predicted target £4.75m
5.	Improved access to financial services; Membership of Credit Unions	31/12/09	4,000 approx. – LAA Target Predicted target - 3050
6.	Improved access to financial services; Affordable loans issued.	31/12/09	577 – LAA target Predicted target - 275
7.	Improved access to financial services; Interest payments savings (p.a.)	31/12/09	£486,000 – LAA Target Predicted target - £117,000
8.	Improved access to financial services; Increase savings for new members (p.a.)	31/12/09	£88,000 – LAA Target Predicted target - £45,000
9.	Improved access to financial services; Reduced debt levels through direct budgeting support (p.a.)	31/12/09	£84,000 – LAA Target Predicted target - £3.5m
10	Improved access to financial services; Training places for front line workers	31/12/09	99 – LAA Target 130 - Predicted

Key Risks (Please update the following with reference 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	Low		New CU now registered with FSA. All those CUs which plan to join should complete merger around April 2010. New Board developing revised business plan. New credit controls and software systems 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. CRC has now invited tenders for Growth Fund capital. Devon well placed. Some additional capital secured through

				Migration Impact Fund. Direct Payroll deduction scheme now operational and new services shortly to be offered to those who participate. Intention will be to extend offer to wider partners to increase membership.
4. Inadequate systems and credit controls	Moderate/High but reducing	Low		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:	Impact of risk:	Total risk score (likelihood x impact)
1 – Very low 2 – Low 3 – Medium 4 – High 5 – Very high	1 – Insignificant 2 – Minor 3 – Moderate 4 – Serious 5 – Very serious	1 – 6 Low 8 – 12 Medium 14 – 20 High Over 20 Very high