

Reporting period: Quarter 2, 2012-13

Corporate priority: Delivery of budget savings through changed service provision

Background: Changes to the environment in which the council operates, has forced it to review and revise the range and level of services it will provide in the future and the way in which these are to be delivered. Over the next two years the size and shape of the organisation will need to be modified to meet its future obligations, while enabling delivery of the required savings plan and Medium Term Financial Strategy. Delivery of the budget savings will be achieved with the implementation of a transformation programme focusing on five key areas:

- Accommodation rationalisation
- Shared Services
- Improved ICT infrastructure
- New ways of working
- Delivery of benefits

Fire & Rescue Service

In addition to transformation activity, it has been agreed to report on the progress of the Fire and Rescue service within this corporate priority as 'changes to service provision' form a part of the Fire and Rescue service modernisation programme, which remains of significant strategic importance.

See the [Isle of Wight Council Corporate Plan 2011-2013](#) for full details regarding the council's commitment to the delivery of budget savings through changed service provision.

Actions carried forward

There are no actions to carry forward.

Summary

Status: GREEN

Risk: The five strategic risks associated with this corporate priority were reviewed and presented to the Audit Committee on 24 September 2012, having already been fully reviewed by the director and heads of service. The risks and the work being undertaken to mitigate them are:

- *'Insufficient financial resources'*
This risk is currently assessed as medium having been escalated from low because of continuing uncertainty around future grant settlements following the Local Government Resource Review (Business Rates Retention Scheme) and the pessimistic outlook for public spending from HM Treasury. There are already a number of frameworks, processes and governance arrangements in place to manage this risk, and detailed modelling of future scenarios has been done. The budget outlook was presented to Overview & Scrutiny Committee, Cabinet and Full Council in September. Savings for this current financial year are on target, but the real risk is around the high level of uncertainty about the level of grant funding that will be received in 2013/14, and a clearer position will not be known until December 2012 and the known reduction in resources in 2014-15. The future funding position for 2014/15 is likely to be even more challenging with a need to restrict any additional initiatives or growth and match these with on-going revenue savings.
- *'Ineffective decision making and control processes'*
The risk has reduced in severity since representation at the previous Audit Committee, having reduced from a score of medium to low. Although now considered a low risk, the processes and frameworks outlined in the control measures are frequently reviewed for improvements also taking into consideration changing personnel within the council. The council's governance arrangements are robust with a comprehensive number of checks and balances in place (Call over, Procurement Board, Authorisation Panel) as confirmed by the Annual Governance Statement. In addition preparations are being made for training of new members following the elections in 2013.
- *'Insufficient staffing capacity and skills'*
Assessed as medium because the council is experiencing significant organisational change which is challenging both the capacity of the workforce and the differing skills set that the emerging organisation needs. The level of risk may be difficult to reduce given ongoing budget pressures and restructures and the

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comprehensive spending review due in 2014. The impact of the job evaluation process and the review of support services (whereby support services will be reviewed to reflect the changing shape and size of the organisation) will also impact on the risk.

Preparations are being made for the changing shape of the organisation and there have been some successful measures taken to mitigate the impact, a programme of training for commissioning is underway, with the first cohort successfully completing the course. This will support staff in understanding the different skills required to play a commissioning rather than a provider role. The council is also actively encouraging apprenticeships through vacancy management and as part of the authorisation process.

- *'Failure to commission and secure services which are relevant to the Isle of Wight community's needs'*

Now assessed at low having previously been medium. The council continues to make progress in changing its size and shape in line with the corporate priority of 'Delivery of budget savings through changed service provision'. The council has successfully transferred services outside of its direct council control (examples being Ventnor Botanical Garden and some libraries) without noticeable detriment to service quality. Indeed, other examples – Shanklin Theatre and community 'bus services have been recognised through national awards. Other successes include the Children's' Centres which have been recognised by inspectors as 'good' and 'outstanding'. The Solent Local Enterprise Partnership has now adopted its constitution for the next three years and the Health & Well Being Board's constitution has been adopted by the council.

- *'Ineffective response to major emergency'*

Currently assessed as medium because the council has a comprehensive strategy and robust plans for dealing with major emergencies, which still have the potential for a high impact. In order that emergency plans remain up-to-date and effective the council's suite of emergency plans is subject to a regular testing regime through scheduled reviews and exercises. Additionally, debriefing procedures are in place in order to identify and implement learning points gained following plan activation. Whilst the disruption resulting from the Isle of Wight festival is not deemed as a major emergency, lessons have been learnt which were implemented at the Bestival and longer term solutions sought to ensure it will not be repeated. A full review is going before the next Scrutiny Committee

In addition, there continues to be a Fire & Rescue service risk also assigned to this priority which is the risk of failure to prevent, protect and respond effectively currently considered unlikely, but with a major impact should it occur.

Finance: Continued successful implementation of the budget savings strategy is again evident this quarter and achievement of net savings of £6.794m have been made against a profiled target of £5.899m. There is a potential minor shortfall of £0.335m against the full savings target currently forecast at the year end due to the delayed implementation of certain savings measures, but this shortfall will be more than offset by savings in other parts of the budget. Spend on transformation projects in the current financial year is behind profile but it is anticipated that the main projects, County Hall Refurbishment and Desktop Experience will be on track by the year end.

Fire & Rescue service: The Fire & Rescue Service revenue budgets are forecast to overspend by £126,636 by the end of the financial year for which a remedial plan is being developed.

Performance: The overall performance position for quarter two has continued the improvements show in quarter 1. Robust financial management has underpinned the Council's activity to adapt to the ever changing economic climate. This is best reflected in the continued achievement of budget savings as well as excellent capital expenditure against profile.

The previous area of under-performance was the development of online contact and transactions, where the interdependency on project and staff resources has made the achievement of targets extremely difficult. However, the gap between actual performance and target performance is now negligible.

[<Link to Quarter 2 data report>](#)

Performance commentary

Budget savings and financial performance

The second quarter performance for the '*value of capital expenditure compared to profiled budget*' has slowed slightly due largely to delays in the Cowes One Schools Pathfinder Project although 90% of the targeted profile

Performance commentary

has still been achieved. Significant re-profiling of the capital programme is anticipated in October as part of the six monthly capital challenge process where project and programme managers will have their Project Plans and Project Governance arrangements scrutinised by Financial Services and the Business Effectiveness Unit. It is also worth noting that spend of £26.7m in the first half of the financial year is still significant compared to performance in previous financial years when spend of £25m to £30m was the norm in a full financial year, and that the forecast spend at the year end is estimated to be £52m.

The *'value of identified savings'* is ahead of target for this quarter, with £6.8m achieved against a target of £5.9m. This includes the full year effect of the savings targets in 2011-12 and the new savings strategy for 2012-13. This demonstrates a continuation of the thorough budget management and control processes employed throughout the previous year and progress in achieving the budget savings strategy continues to be closely managed by the Budget Review Board. It is anticipated that the savings achieved in 2012-13 will be close to the target of £7.2m, with a forecast shortfall of £0.3m. However, the Council will continue to look at other options for in-year savings such as vacancy management, contract reviews and supplies & service reviews, and it is anticipated that any shortfall in achieving the savings target of £7.2m will be more than offset by savings identified in other areas.

The *'percentage forecast revenue income (fees and charges) compared to budget'* is presently forecast to achieve 96.69% of its target. The shortfall is currently forecast to be £459k in 2012/13. The main budget areas that make up this under recovery of income include Wightcare, which is due to a delay in the implementation of the new charging structure, the Heights, although this is partially offset by increases in income at other sites and a reduction in expenditure at the Heights, the School Music service which is currently the subject of a consultation exercise and car parking which is experiencing a general reduction in income.

For the *'Percentage of predicted revenue outturn (net cost of services) compared to budget'*, a performance rate of 98.6% is forecast at the end of quarter 2. The second quarter's forecast shows that despite emerging budget pressures the budget savings target will be met and that in overall terms there is likely to be a net saving of around £2m at the year end. There are a range of pressures emerging such as adult social care cost of care packages, pay awards, fall in income from fees and charges and increased home to school transport costs. However, patterns of spend across council services and the savings measures that have been implemented, as well as tight financial control, give a high degree of confidence that budget pressures which arise will be more than offset by savings achieved elsewhere.

Online transactions

The performance in terms of *'% of transactions completed on-line compared to telephone / face to face'* continues to improve increasing from 33% to 41.4% during the last quarter. This is still marginally below the target that was set (42%) but there is now confidence that the end of year target of 46% will be reached. *'The number of transactions that the customer can complete online'* has progressed well in this quarter with 407 transactions possible, which is not only in excess of the target of 380 but very close to the end of year target of 410.

For the second successive quarter the *'Percentage (%) increase in completed online transactions compared to same quarter in last year'* is well in excess of target 35%. It is proposed that in light of this excellent performance the end of year target be doubled to 30%

This improved performance in online transactions reflects the objective of 'Improved access to council services for residents via electronic channels.'

Shared Services

In this quarter the *'Percentage of all enquiries resolved at first point of contact by Contact Centre'* has been consistently above its target of 80%. In June over 40,000 calls were received with 82.25% being resolved at the first point of contact. Maintaining this level of performance will result in the end of year target being comfortably exceeded and lead to an even more ambitious target being set for 2013/14.

The *'Average time taken to answer a call (in seconds)'* by the Contact Centre currently has a target of currently 90 seconds which is based on 90 calls being received every half hour and with an average call length of 240 seconds, although this will continue to be reviewed throughout the year. A total of 44,028 calls were received in September, with an average speed of answer of 82 seconds. In July the performance was even better with the average speed of answer being just 62 seconds

County Hall Remodelling

The project to refurbish County Hall remains on schedule for completion by the end of the financial year. Works on the majority of floors 3 and 4 have been completed. The completion of these areas will allow for staff

Performance commentary

from other buildings to relocate to County Hall which will enable savings to be made through the sale of those building if they are currently owned by the Council or by the termination of leases if they are rented. The Project is monitored by the Transformation Steering Group which is chaired by the Director of Resources.

Property Services

In addition to the Actual figure achieved (£877,750), we have also exchanged contracts on the former Greenmount Primary School in Ryde at £450,000. However completion is delayed until the end of November when the judicial review period for the planning permission expires. If this capital receipt is also included in the capital receipts figure achieved to date this year we have exceeded our target, at £1,327,750.

Sickness Levels

Whole council sickness levels were lower than the anticipated target of 3.79 days at the end of Quarter 2, with an average of 3.4 days lost due to sickness per permanent employee (for context the average for the same period last year was 4.36). In the past it has been normal for the figure to be disproportionately affected by sickness levels in schools, but this has not been the case in either of the last 2 quarters. With the schools data removed, the sickness average for quarter 2 increased by a marginal amount to 3.66 days lost per permanent employee.

Fire & Rescue Service

Accidental dwelling fires:

Within the quarter accidental fires in domestic dwellings were marginally below target. The target for the quarter was 21, with an actual of 19; this has pushed the end of year forecast up to a figure of 78 which still remains below the target of 84 for the year.

The increase on last quarters figures of 17 fires is in part the result of an rise in the number of recorded kitchen fires, 11 in total for the quarter, which has identified a need to increase awareness of people towards their responsibility of fire safety in the home. This can be facilitated with Home Fire Safety Checks to assist with early detection and escape from the building.

Primary fires

Over the quarter there were 51 primary fires, which is an increase of 9 over the last quarter. The target for year end is 215, however given the increase in fires over this quarter the end of year forecast has risen to 192, which still remains under target.

The primary fires attended includes the accidental dwelling figures as highlighted above, additionally 6 fires related to vehicles, which may be indicative of a possible trend, which should be addressed jointly with the **IRM** and police.

Continued advice on safety will be provided through the home fire safety check programme, and although in September the actual number of fires (19) exceeded the target (18), throughout the entire quarter no injuries due to fire have been recorded.

Road traffic collisions (RTCs)

The measure is reported on a three month lag, the data reported is for April, May and June which captures the 3 serious casualties in June. The total number of casualties for the quarter is nine, which brings the lagged number for the year to 28. The end of year forecast is 68, which is below the end of year target of 80.

Education and enforcement continues to be a challenge within this area. The Fire and Rescue Service will be working closely with the Roads Policing Unit to impact on the current levels of road traffic accidents. Road safety will working on seasonal safety campaigns, including local radio to reach greater numbers of people.

Number of children killed or seriously injured in RTCs (Under 18 years of age)

The measure is reported on a three month lag, the data reported is for April, May and June. Over the quarter there were two serious casualties under the age of 18, which is an improvement of one on the previous quarter's figures. No casualties were reported in July, and only one each in August and September. The end of year target is 16, with the end of year forecast showing of less than 10.

The Road Safety Forum will look at promotion of safe restraints and correct installation of child safety seats and the Hampshire Roads Policing Unit are currently preparing a road safety campaign across Hampshire and Isle of Wight.

Response Times

Over the quarter there were 20 failures to meet the response time for fire cover from a total 162 critical incidents, giving a success rate of 87.3%. Both July and September achieved over a 90% success rate with August's figure dropping to 77.6% which is below the target of 80% per month.

Home Fire Safety Checks

Performance commentary

The total number of home fire safety checks carried out during the quarter was 54, and of those 26 were in respect of vulnerable households, this compares against last quarter of a total of 101 inspections with 54 being vulnerable households. The target of 60% has not been achieved again this quarter, with the actual figure being 42.1%, the end of year forecast is 50.9%.

The department is establishing smarter targeting of vulnerable groups in order to improve performance in this area. Productive meetings have been held with other agencies including Age Concern, Wight Care, Drug & Alcohol Action Team and the Domestic Abuse Team with an aim to those vulnerable areas within the community.

Wider context

Greater Town Hall transparency

Coming into effect from September 2012 the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 replaced our previous Forward Plan with the need to give at least 28 clear days notice of all key decisions and those decisions that were likely to be held in private. The council has extended the requirements to cover all member level executive decisions in line with the updated regulations. This means that a notice of all decisions to be taken at Full Council, Cabinet, Employment Committee and those undertaken by Cabinet Members under delegated powers is published at least 28 days in advance of the decision being made.

The changes will result in greater public scrutiny. The regulations also confirmed the rights of people to attend all meetings of a council's executive, its committees and subcommittees (as had been the practice at the council for some time). In addition the existing media definition was broadened to cover organisations that provide internet news thereby opening up councils to local online news outlets.

The council already complied with many of the requirements of the regulations and has made changes to its forward planning arrangements to accommodate, and increase, the transparency proposals set out in the regulations.

On 29 September 2011 the government issued the Code of Recommended Practice for Local Authorities on Data Transparency. The Code was issued to meet the government's ambition to place more power into people's hands and to make local authorities accountable for how they spend public funds through the transparency of public data. One example of this transparency of data is that all principal local authorities publish details of expenditure over £500. Since April 2012 the council has published this data on its website on a monthly basis, and from October 2012 we will be publishing details of all expenditure which is beyond the minimum standard for providing access to this type of data.

In another development, in October 2012 the government has issued a consultation document on making regulations to require local authorities to publish data falling within certain descriptions of information specified in the Code. The regulations will also require local authorities to publish information in the manner and form, and at the times specified in the Code. The government believes that making regulations is necessary to ensure that all citizens have equal access to the data set out in the Code. Also, that there should be a minimum standard of access to the data and when it is made available. If, after consultation, it is agreed that local authorities should not be required to publish certain descriptions of information, it is anticipated that the revised Code will continue to specify that this information should be published as recommended practice.

The council already complies with many of the minimum standards for access to data set out in the Code, and exceeds them in certain circumstances. Further reviews will be undertaken during the consultation period and once any regulations are in place to ensure we are able to comply with the reporting requirements set out in the regulations.

Source: Department for Communities and Local Government, 23 August 2012

Fire and Rescue Service

Fire Kills campaign – Autumn 2012

This autumn a national campaign will be made across a range of media, encouraging people to check their smoke alarm batteries as they change their clocks with the end of British summertime. The simple task of making sure their smoke alarms work is something that many often forget. But people are more than four times as likely to die in a fire if they do not have a working smoke alarm, so the Fire Kills campaign is using the twice-yearly clock change chore to remind people that it's time to test.

Source: Department for Communities and Local Government, 17 October 2012

Performance commentary

Focus on Enforcement campaign

As part of its 'Focus on Enforcement' campaign, the Government is urging companies, particularly small to medium sized enterprises (SMEs) to feed in their experiences of fire safety enforcement by fire safety officers who visit premises to ensure compliance with the Regulatory Reform (Fire Safety) Order. The Government is also interested to hear where companies get advice on fire safety compliance.

Source: Department for Business, Innovation and Skills, 23 July 2012

Corporate priority: Raising educational standards

Background: The council is committed to achieving a sustained improvement in the standards of educational attainment by Island students, in order to offer them an improved range of opportunities in later life. Building on the improvements seen in GCSE results attained in the 2009/10 academic year, an ambition remains to achieve the national average by the end of the 2013/14 academic year. To support this ambition, the Isle of Wight schools system was returned to a two tier system, fully effective from September 2011. As part of the return to a two tier system there has been an extensive building programme that has produced several newly built state of the art schools.

See the [Isle of Wight Council Corporate Plan 2011-2013](#) for full details regarding the council's commitment to raising educational standards.

Actions carried forward

1. That the Quarter 2 report includes information on exclusions and persistent absence by year group and whether the pupil is a looked after child or has a statement of special educational needs. The report also to identify those schools that have not met the new 85% threshold for persistent absence.

Summary

Status: Red

Risk: The status of the risks has remained unchanged from the previous quarter with all risks associated with levels of educational attainment remaining high.

The recent school results have indicated that control measures to mitigate the risks are not working as effectively as they should.

The risk 'Non achievement against national average pertaining to Key Stage 2' has seen the delivery of three of its control actions delayed into 2013 and one new control measure 'Review predicted grade data returns and intervene accordingly' added. This is to correct some of the over optimistic predictions being made with regard to pupils progress between Key Stage 1 and Key Stage 2.

In the case of 'Non achievement against National Indicators pertaining to Key Stage 4' it is anticipated that the continuing development and implementation of a 14-19 strategy and implementation of an Accountability Framework for Schools will see this risk reduce.

Finally the risk of 'Non achievement of KS5/Level 3 against agreed targets' will be mitigated by further monitoring of Key Stage 5 outcomes.

The target risk scores indicate that levels of educational standards remain an important priority of the council and will continue to receive high levels of focus.

Finance: A small underspend is currently predicted for these budgets, mainly due to staff vacancies.

Performance: Performance for the period (which includes examination results for the 2011/12 academic year) are below target and our performance in comparison with other local authorities is poor. Although we were the most improved Local Authority for achievement at level 4 and above in both English and Maths at KS2 we remain one of the worst performing authorities overall.

The success of GCSE students for 2011/12 has been varied. Christ the King College achieved excellent results while Ryde Academy and Cowes Enterprise College achieved significant improvements. The other three high schools (Carisbrooke College, Medina College and Sandown Academy) suffered decreases in achievements.

The DfE has recently published data in relation to attendance and persistent absence for the period September 2011 – April 2012. At primary level the figure for attendance was 95% with the England average being 95.6% and at secondary level 91.8% compared with the England average of 94.3%. This secondary figure is worrying and while the secondary providers recognised the issue at the recent special scrutiny meeting more needs to

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be done collectively to address the issues of low attendance.

The figures for persistent absence also provide a cause for concern. At secondary level the figure of 12.9% is significantly higher than the England average (6.8%) and while it is believed that there is a pattern which flows from primary schools the figure here (3.8%) is much closer to the national average (3.4%).

It is recommended that the council works with schools and colleges to find ways to improve the situation.

[<Link to Quarter 2 data report>](#)

Performance commentary

Exclusions and Attendance

Primary School, Secondary School and Looked After Children (LAC) persistent absence was previously reported on a quarterly basis, changing to half-yearly during the first quarter of 2012/13. Latest available figures are 3.03% for Primary and 13% for Secondary at the end of Quarter 1 (see previous Cabinet Report titled '[Persistent Absence and Exclusions in the New Secondary School Providers: Annual Update Report](#)' dated 21 August 2012). The latest available figure for Looked After Children (LAC) persistent absence was 22.1% at the end of Quarter 1 against a target of 0.5%.

Data for Temporary and Permanent exclusions is not available for Quarter 2 as the majority of this period relates to the summer break. Interim figures for the new term suggest that exclusions are down overall. The latest available figures as of the end of Quarter 1 are 221 Temporary and 11 Permanent exclusions.

Exclusions and Attendance 2011/12

During 2011/12 there were more fixed-term exclusions than in the previous year (1169 vs. 815) with 360 pupils receiving at least one exclusion and 200 at least two. Of those excluded, 20% has a statement of special educational need (SEN). The fixed-term exclusions were across 17 primary and 5 secondary schools, with more occurrences in higher year groups.

There were 28 permanent exclusions during 2011/12, up from 16 (figure from Annual Update Report referenced above) the previous year. Three of these permanent exclusions were in primary schools and 25 were in secondary schools, 9 of which were from a single school. A major proportion of the pupils were male and 18 of the 28 (64%) had a statement of special educational needs (SEN). Most exclusions were in year groups 9 and 10 (7 and 13 occurrences respectively).

For primary schools, attendance is regarded by OFSTED as average if the attendance rate is between 94% and 95%, all but two of the primary schools achieved this threshold, with 13 being above average. For secondary schools, attendance is regarded by OFSTED as average if the attendance rate is between 91.7% and 92.3%, half of the secondary schools (three) were below this threshold.

Pupils with an attendance rate of 85% or less are deemed as persistently absent. Across the primary schools, 3.75% of pupils were designated persistently absent; for secondary schools, 12.8% of pupils were designated as persistently absent. Of the Looked After Children (LAC) educated at island schools, over 2 in 5 pupils (41%) were designated as persistently absent.

Initial analysis of persistent absence figures in secondary schools has highlighted a need for further detailed analysis of provision within key stage 4 (year groups 10 and 11). There is need for a wide range of programmes as it is in these year groups that nearly 1 in 5 pupils are regularly not attending school, which has a significant impact on their attainment outcomes. In addition to this, the impact of fixed-term exclusions, particularly for persistent disruptive behaviour is contributing significantly to the proportion of children who are attending school for less than 50% of the time.

Not in Education, Employment or Training (NEET)

The September 2012 data indicates that there are 155 young people aged 16-19 who are NEET (8.3%). Whilst this is a low figure (reduction of 26 since Quarter 1) the Year 11 leavers have become "not known" which makes the proportion of NEETs rise, this is not unusual at this time of the year. The Participation team are working on the destinations of our Year 11 cohort which will bring our "Not known" category down from 2904 (61.3%) as the data from the providers is assimilated, this will be reflected in the next report of this figure.

- The Education Participation Team are running monthly "Real Opportunities Now" (RON) programmes to engage those disengaged young people who are NEET by giving them challenge & adventure coupled with tasters on what opportunities are available to them in the world of employment & training.

Performance commentary

- For the second time an employment pathway “Get Ready2Work” in partnership with Jobcentre plus, IW College and UKSA has been run. Five young people took part and either obtaining employment or are going back into training. We will be running another in October 2012 linked with Young Enterprise.
- Hospitality Training Partnership (HTP) offer flexible tailored programmes for NEET young people, through the European Social Fund (ESF), which allows young people to look at employment and training opportunities in a supported programme and can include work experience, literacy and numeracy and personal development sessions as required by the young person to help them progress into a positive destination. The Education Participation Team is able to refer young people to this programme but young people are also able to refer themselves directly to HTP. The programme is “roll on roll off” so young people are able to start immediately with as little as 3 hours training to help them engage.
- The Foundation Learning programmes offered by three post 16 providers are now more flexible allowing programmes to be tailored for the individual’s needs as well as providing more flexibility with start dates. This gives young people a better opportunity to progress into a positive destination in education, training or employment.
- The Council’s pre-apprenticeship scheme now offers support for Small to Medium sized Enterprises (SME’s) through the Work Based Learning Providers, with places for just over forty 16-18 year olds registered as NEET. The programme has received a lot of interest from both young people and employers, with more than two thirds of the places filled and the possibility of additional funding to increase the number of places to just over 60.
- The local apprentice scheme to support over 120 young people was launched in July. This scheme supports local Small Medium Enterprise’s (SMEs) and mirrors the national scheme to provide additional funds to support to local employers. So far over 12 local employers have taken up the offer with more applications currently being processed.
- From September 2012 the Council is supporting the “Youth Contract” by “STUK” (Skills Training UK). This work focuses on 16 to 17 year old NEET young people and aligns itself with our Strengthening Families contract with the same organisation.

Level 3 attainment by age 19

The most recently published validated data available for ‘*percentage achievement of a Level 3 qualification by age 19 (NI 080)*’ is 46% in 2011, which has remained the same as 2010. This compares with the 2011 national average of 53% (which has risen from 51% in 2010). The 2012 data is not due to be published by DfE until March 2013.

KS2 Attainment

The provisional 2012 results for achievement at level 4 or above in both English & Maths at Key Stage 2 is 75%, 6% up on the Island’s previous best of 69% in 2010. This compares with the 2012 national average of 80% (up from 74% in 2011). The Isle of Wight has seen the single biggest improvement of all local authorities, up 13% from 2011 to 2012 (up from 62% in 2011). Despite these improvements, the Island is still ranked joint bottom of its statistical neighbour group and amongst the lowest 4 authorities within the region (regional average is 79%).

GCSE Attainment

The provisional GCSE results are reported in this quarter while the validated results will be reported at the end of the financial year. The provisional figure for ‘*percentage achievement of 5 or more A*-C grades at GCSE including English & Maths (former NI 075)*’ is 45.1% which represents a drop of around 4% on last year. It should be noted that this figure excludes independent schools and differs from the DfE published figure of 44.3% which is all inclusive. This is in the context of a national average that fell marginally from 59% in 2011-12 to 58.6% this year. This drop in performance is mainly due to three schools (Carisbrooke College, Medina College and Sandown Bay Academy) suffering substantially reduced performance levels during the first year of a full two tier education system. Other schools (Ryde Academy and Cowes Enterprise College) have seen an improvement in results (although still below the national average) and Christ the King College saw 77% of its pupils achieving 5 A*-C’s including Maths and English in the first year that its pupils have sat this level of examination.

GCSE Attainment for Looked After Children (LAC)

The provisional GCSE results for looked after children are reported this quarter while the validated results will be reported at the end of the financial year. The provisional figure for ‘*percentage for looked after children achieving 5 or more A*-C grades at GCSE including English & Maths*’ is 0%, a reduction from 16.6% last year (4 out of 24 students). The current cohort consists of 13 students, 3 of which were special educational needs (SEN) and 1 was based at the pupil referral unit (PRU). Although no students achieved 5 A*-C grades including English & Maths, half of the students achieved their target grades.

Performance commentary

Schools Capital Programme

Haylands Primary new build was opened for the start of the autumn term. This project was completed on time and on budget. The new build at St Francis Ventnor is currently estimated for completion by the end of the year. The new building for Cowes Enterprise College has been subject to significant delays. The council is working with the contractor and the college to achieve completion and handover in early 2013.

Wider context

Early Years

Government announced in late September that additional funding was to be made available to Early education and childcare providers to help meet a growing demand for places. The funding is intended to support both the establishment of new nurseries and to support the expansion of existing ones, with government plans to extend free childcare to 130,000 of the most disadvantaged two-year olds from September 2013 and increasing this figure by September 2014 to 260,000. Children from disadvantaged backgrounds are known to be more at risk of poor development, with evidence showing that differences by social background emerge early on in life. It is considered that the provision of high quality early education can make a difference to a child's progress and this additional government money is intended to help make sure children from poorer families do not lose out. (Source: Deputy Prime Minister, 25 September 2012)

Catch-up premium

Government recently introduced a new catch-up premium intended to help provide intensive tuition for those pupils starting secondary school who had not achieved the required levels in English and maths, helping to avoid them falling further behind at what is considered a crucial juncture in their education. National evidence indicates that those pupils who are behind in English and maths when they start secondary school are likely to struggle to achieve GCSEs. Only 30 per cent of those not achieving Level 4 in reading at the end of primary school go on to get 5 A* to C at GCSE. For pupils on free school meals this drops to seven per cent.

Secondary schools are due to receive an additional £500 for every Year Seven pupil who has not achieved at least Level 4 - the expected level - at Key Stage 2 in reading or maths. The money being used by schools to deliver additional tuition or intensive support in small groups, giving pupils valuable support to bring them up to speed so that they are more likely to succeed at secondary school.

(Source: Deputy Prime Ministers Office, 26 September 2012)

English Baccalaureate (EBacc)

Figures released by the Department for Education in early October suggest that the introduction of the English Baccalaureate has led to an increase in the proportion of young people studying the core academic subjects valued by universities and lawyers. The EBacc was introduced by the Department for Education in the performance tables in January 2011 with pupils achieving a GCSE grade C or better in English, maths, a language, history or geography, and two sciences achieving the EBacc. Recent figures suggest that the numbers of pupils nationally seeking to study for the EBacc from September, had more than doubled from those entered in 2010. (Source: Department for Education, 5 October 2012)

School Inspections – Ofsted

Ofsted announced in September that for all future inspections schools would be required, as a minimum, to be judged as 'good' to be good enough for the nation's children. The revised inspection arrangements followed a consultation process 'A Good Education For All' which had received more than five thousand responses from teachers, head teachers, parents, carers and governors. Those responding had agreed that children deserve the best education possible and as a result Ofsted was introducing inspection arrangements that challenge the education system to do better. (Source: Ofsted, 3 September 2012)

NEET

Two new national initiatives intended to help reduce the levels of NEET were introduced over the summer

Wider context

months. The first, a part of the Deputy Prime Minister's Youth Contract, is intended to encourage charities and businesses to get involved with turning young people's lives around, while providing a monetary incentive where they can provide evidence to support their claim for helping to get 16 and 17 year olds back into education or training. Those organisations involved have to compete for contracts, demonstrating they are able to get young people back on track, and in return for proving they are experts in this field would be given the freedom to tailor and provide support for disadvantaged young people.

(Source: Department for Education, 20 July 2012)

The second initiative called ThinkForward, has been developed by the Private Equity Foundation and seeks to provide early intervention with struggling students in order to provide them the skills, characteristics and contacts they will need to make a successful move from education into work.

(Source: Deputy Prime Minister, 8 October 2012)

Higher Education

In mid-July, the Department for Education published a dataset that showed the numbers of students leaving school in 2009/10 at Key stage 4 and Key stage 5, that progressed to further or education or training for each school, college and local authority. These tables form a part of the government's transparency agenda, intended to give parents and the public a broader range of information to help with choosing the right school or college for their child.

- For the island, the percentage rates for students going to a 'sustained education destination were 86% of those leaving at KS4 going on to an education destination, of which 9% stopped attending in the first term, while for those leaving at KS5, 61% went on to an education destination with 10% falling out in the first term.

(Source: department for Education, 18 July 2012)

In September, Ofsted launched the 'Learner View', a website that gives learners the opportunity to rate their further education and skills provider. Each learner's response on Learner View will be confidential. Ofsted will not tell colleges or skills providers the names of any of the learners who have completed the survey. While of use to Ofsted as an additional source of information with inspections, the site is also intended to provide feedback in real-time to other learners and providers, and may provide individual's with valuable information when choosing where to study or train. (Source: Ofsted, 24 September 2012)

<http://www.info4local.gov.uk/filter/?item=2163856>

Corporate priority: Keeping children safe

Background: The council remains committed to both improving the educational outcomes for children and young people while ensuring they remain safe and enjoy healthy lives. Safeguarding children and increasing public awareness of taking early, preventative action is a key priority of the local authority. A revised approach to children's social work has been introduced, intended to deliver system improvements and efficiencies, ensuring that appropriate action is taken through a joined up team based methodology, while providing clear, children based outcomes. Additionally an enhanced recruitment and retention policy has been introduced, bringing sustained investment to children's social work on the Isle of Wight.

See the [Isle of Wight Council Corporate Plan 2011-2013](#) for full details regarding the council's commitment to keeping children safe.

Actions carried forward

No actions carried forward.

Summary

Status: GREEN

Risk: The Strategic Risk relating to this corporate priority is 'Failure to identify and effectively manage situations where vulnerable children and adults are subject to abuse', which was presented to the Audit Committee for review on 24th September. It was reported that this risk continues to be assessed as medium and the council believes that it is doing all that is possible to safeguard its vulnerable clients.

Apart from those measures that already existed, latest developments have further strengthened the way in which this risk is managed; including the appointment of new independent chair to the children's safeguarding board and work being undertaken to strength quality assurance processes. The numbers of Looked After Children are reducing, and whilst children with safeguarding plans are increasing, they are less likely to be subject to repeat plans i.e. the earlier interventions have been successful and these are new families not previous ones returning.

Finance: Against the £13.5m budget attributable to this area an underspend of £343k forecast for 2012-13 (2.54% variance).

There are no significant pressures at this stage across the service including Children's placements where continued reductions in placements over the last year or so is a main contributor to the forecast underspend position alongside underspends in salaries after taking account of agency social worker costs.

The 12-13 £88k savings target has been achieved and there are no issues with this on-going.

The main budget allocation for this priority is to Longer Term Interventions £10.7m, which represents 80% of the total budget, this area includes all looked after children associated team budgets, Beaulieu House, agency placements, fostering & adoption, short breaks, homecare and children's disability budgets.

Performance: The overall performance in this area continues to look very healthy, further justifying the introduction of the Reclaiming Social Work model. The work around Common Assessments (CAF) continues to be a priority and although just behind target, is anticipated to meet the end of year target. Action is in place and underway to address the single area of under-performance which is anticipated to be resolved within the near future.

[<Link to Quarter 2 data report>](#)

Performance commentary

Referrals to Children's Social Care

At the end of Quarter 2, 14.8% of referrals to children's social care were repeat referrals within 12 months, which represents 57 referrals from a total of 384 (provisional figures), this compares with the target of 18% or below. This figure has risen slightly since the end of Quarter 1 (14.1%) however it is still favourable when

Performance commentary

compared with the same period last year of 19.9%, which continues to indicate that the support system in place when cases are closed is working. When a case closes, the family are offered on-going support via the Common Assessment Framework (CAF) process where appropriate. The current end of year forecast is 15.5%, within the end of year target of 18%.

Looked After Children

As previously reported, good progress was made in reducing the number of Looked After Children (LAC) from 179 to 160 throughout 2011/12. The service aims to continue this improving trend with an end of year target of 148 for 2012/13. During Quarter 2, the number of looked after children has risen slightly to 152 (from 148 at the end of June 2012), however this is still within target of 154 or below. The weekly multi-agency prevention from care meeting chaired by the Deputy Director for Children's Safeguarding continues to offer a robust system to ensure that all specialist agencies, universal services and families understand the contribution they make as part of a co-ordinated package of support seeking to prevent children coming into care. The additional three social workers for the short-term intervention units are due to start which should have a further positive impact on reducing the numbers of children coming into care. Active planning across looked after children and fostering & adoption units is also having a positive impact on reducing the numbers of children in care by returning them home to family members where appropriate.

Agency Foster and Agency Residential Placements

As previously reported, the number of looked after children (LAC) in agency foster and agency residential placements was reduced steadily throughout 2011/12. This was reduced further to 24 at the end of Quarter 1 and is now 22 at the end of Quarter 2, well within target of 27. Of the current 22 placements, 9 are agency fostering (with 3 off-island) and 13 are agency residential (with 8 off-island). In addition, there are also 5 additional residential placements at Beaulieu House.

During August, the fostering service received an influx of requests for placements for newborn babies with all of these requests successfully met in house. There are 11 fostering assessments being undertaken and another 7 new foster carers attending skills to foster which if successful will make a positive impact on placement stability. The end of year forecast is 24, within the end of year target of 26 or less.

Child Protection

The '*numbers of children becoming subject to a Child Protection Plan for a second or subsequent time*' reported for Quarter 1 has been revised from 5% to 9.5%. The figure for Quarter 2 is 10% (4 out of 40 plans were repeats) which is still on target of 10%. These children have experienced emotional abuse and neglect in their families, with the parents presenting with mental health and cognitive difficulties, with 3 of the children from a single family. The end of year forecast is 9.8% based on current year to date performance, which is within the target of 10% or less.

The '*numbers of children subject to a Child Protection Plan continuously for two or more years*' is currently 4.3% for Quarter 2 against a target of 2%, this represents 4 children on plan for two or more years out of 92 plans in total. Current performance is not within target, however the 4 children concerned are from a single family, it is anticipated that once the private family proceedings are complete and all issues of residence and contact are resolved, there should be no further need for continuation of these plans.

Support for Disabled Children

The '*number of families of disabled children who are being supported through direct payments*' at the end of Quarter 2 was 50, a slight decrease from 53 reported at the end of Quarter 1 (revised up from 49). There are currently no Direct Payment children reaching 18 years of age in the upcoming period and it is not predicted any children will leave the scheme. During the last period, 2 young people turned 18 years of age and exited the scheme. The current end of year forecast is 55 against a target of 60, which although below target, is within tolerance.

Common Assessments

At the end of Quarter 2, the total number of Common Assessments (CAF) completed was 206, which is within tolerance and slightly behind target of 223. For the first quarter, progress was equivalent to that of the same period last year, however progress has improved during this quarter and is exceeding performance for Quarter 2 last year (206 this quarter versus 192 for the same quarter last year).

The CAF co-ordinators are continuing to implement an action plan to target specific areas within their localities and to ensure information is circulated of the support services on offer to lead professionals etc. The improvements in performance are beginning to evidence the continued work of the CAF co-ordinators on several levels (training, advice and support). The end of year forecast remains positive at 450 which is on-target.

Performance commentary

Wider context

Troubled families (Strengthening Families)

The Department for Communities and Local Government (CLG) announced in early October that all 152 upper-tier local authorities in England were on board with the scheme and that momentum was building. It was confirmed that over 40,000 claims had been made for up front 'attachment fees', worth over £100m as a part of the payment by results programme. The CLG considers that this joint working initiative will deliver on the commitment to turn around the lives of 120,000 families by 2015. (Source: Department for Communities and Local Government, 8 October 2012)

Child Poverty

A report was released in June by the Joseph Rowntree Trust that explored the topic 'Can improving UK skills levels reduce poverty and income equality by 2020?' Using data from the British Household Panel Survey, the report seeks to investigate how projected improvements in skills levels in the UK economy between now and 2020 will affect rates of poverty and income inequality. (Source: Joseph Rowntree Foundation, June 2012)

The 2010 Indices of Multiple Deprivation (Source: Department for Communities and Local Government) indicated that for the domain 'Education, Skills and Training Deprivation' of the 89 Lower Super Output Areas on the Island, 13 were in the 20% most deprived nationally (24 were in the 20% most deprived for the South East region). Additionally, the most recent figures available for the percentage of 16-64 year olds holding an NVQ4+ on the Island was 24.2% (SE region 36.2%) compared with 85.1% holding an NVQ1+ (SE region 86.6%). Suggesting that as the level of qualification increases a significant drop is seen with the numbers qualified at that level. (Source: Office for National Statistics, NOMIS)

Separated Families

[DWP: Government's radical vision to transform child maintenance system](#)

The Government has unveiled detailed plans for the new and radically reshaped child maintenance system in Great Britain. There will be extra help for separated parents who want to support their children and new penalties for those who won't. Ministers believe the current system, which costs £0.5bn a year, and focuses on purely collecting and transferring money has proved inefficient and has damaged separated families. The Government wants to reshape the system so it is focused on supporting families to make their own arrangements which are in the best interests of the children involved. To do this, £20m is being invested to provide a network of support services, capable of reaching out to help separated families, wherever they are, whatever their background, online, on the phone, and in person.

An Innovation Fund for pioneering new services for separating parents was also announced in June. The overall purpose is to help the experts in the field who work with families day-in and day-out, rather than creating more government bureaucracy. An expert steering group drawn from the voluntary sector, education and leading social media has advised the Government.

Child abuse loophole closed

Following earlier consultation, from August 13 revised measures involving tougher checks for all registered sex offenders, came into effect. It is suggested that these new measures will help to tighten up on areas that could be open to exploitation by offenders seeking to cause harm, making it mandatory for all sex offenders to notify the police:

- of all foreign travel, including travel outside the UK for one day
- weekly where they can be found when they have no fixed abode
- where they reside or stay for at least 12 hours with a child under the age of 18
- of certain information in relation to their passports or other identity documents, bank accounts and credit and debit cards

(Source: Home Office, 13 August 2012)

A new National action plan to tackle child abuse linked to faith or belief was published in August, intended to raise awareness to the nature of these crimes and set out practical steps to build intelligence that help to identify children at risk and act to protect them. (Source: Department for Education, 15 August 2012)

Residential care

[Department for Education: Measures to improve adoption and fostering](#)

Adopting and fostering will become a faster and more efficient process thanks to new arrangements for approving carers, Children's and Families Minister Edward Timpson announced today.

The Government is seeking views on measures that aim to allow foster carers to make everyday decisions about the children they look after and cut unnecessary bureaucracy in the approval process to encourage more people to come forward to foster. They also set out to reduce the time it takes to adopt and make the whole process more user-friendly.

Performance commentary

These measures should help fostering services recruit more people and support foster carers in providing a normal family environment for their foster children.

By speeding up the assessment process for adopters, the Government expects that more babies will be settled into adoptive families earlier in their lives.

The two-stage adopter approval assessment process means eligibility checks and initial preparation and training will be completed within the first two months. This will be followed by four months more intensive training and an assessment of their capacity to care for children needing adoption. In addition, the Government is also seeking views on reducing the size of adoption and fostering panels.

[Ofsted: Tackling educational disadvantage for children in care](#)

The gap between the educational achievement of children in care and their peers continues to widen. An Ofsted report published today explores the impact virtual schools have on tackling the educational progress of these children.

Virtual schools are established by many local authorities and work with looked after children across their catchment as if they were in one school, liaising with the schools they attend, tracking the progress they make and supporting them to achieve as well as possible.

Pupil Premium

[DfE: Cash boost for disadvantaged school children](#)

England's most disadvantaged pupils are to benefit from extra cash next year when the Pupil Premium rises to £900 per pupil – around 50 per cent higher than last year.

Schools receive extra cash through the premium for every child registered as eligible for free school meals (FSM) at any point in the past six years and children in care who have been looked after for six months.

Evidence shows that children from low income families generally do not achieve as well as other pupils. Schools therefore receive additional Pupil Premium funding on top of the school budget to enable them to support these pupils in reaching their potential and to help schools reduce educational inequality.

Reporting period: Quarter 2, 2012-13

Corporate priority: Supporting older and vulnerable residents

Background: A key responsibility of the council remains to support the most vulnerable in Island communities, including those adults with a disability or long term health condition and the frail elderly. Going forward, four key themes have been identified, to:

- Support individuals and communities to become less dependent on public services;
- Develop more effective arrangements between public sector organisations, helping to reduce an individual's need for access to the more intensive, high cost services;
- Provide real choice in order to enable people to take control over how they are supported;
- Improve the assessment and response to need in order to speed decision making and achieve improved service outcomes for individuals by strengthening delivery of social work and care management support.

See the [Isle of Wight Council Corporate Plan 2011-2013](#) for full details regarding the council's commitment to supporting older and vulnerable residents.

Actions carried forward

No actions carried forward.

Summary

Status: AMBER

Risk: The Strategic Risk relating to this corporate priority is 'Failure to identify and effectively manage situations where vulnerable children and adults are subject to abuse', which was presented to the Audit Committee for review on 24th September.

That the risk continues to be assessed as medium and the council believes that it is doing all that is possible to safeguard its vulnerable clients. However, the risk will never be lower than it currently is. Apart from those measures that already existed, latest developments have further strengthened the way in which this risk is managed; including a training programme to raise awareness of safeguarding, leading to improved identification, development of a commissioning framework to support personalisation and development of a quality assurance framework. Additionally there will be further recruitment of a safeguarding consultant.

Finance: Against the £45.7m net budget attributable to this area, an overspend of £160k (0.4% of budget) is being forecast at this stage for 2012-13. There are growing pressures within the community care budget and nursing care pooled budget (£769k combined) but these are currently being partially offset by underspends in staffing budgets due to vacant posts.

The 2012-13 budget strategy attributed savings targets of £559k directly to this area all of which have been achieved.

Other relevant budgets that contribute to this priority would include supporting people where the budget excluding the young people element is around £3m for 2012-13. The budget for Supporting People is currently shown against the Housing and Homelessness corporate priority.

Performance: Performance has been mixed during Quarter 2, with strong performance for carers' needs assessments and Self Directed Support (SDS) being contrasted by decreases in performance for the two Safeguarding Vulnerable Adult (SVA) indicators. The Self Directed Support (SDS) indicator has improved for the fifth consecutive month, performing well against revised targets. The revised set of Safeguarding measures are due to be reported in the next quarter.

[<Link to Quarter 2 data report>](#)

Performance commentary

Personal Budgets

The percentage of all eligible service users with personal budgets or direct payments reported for Quarter 2 is 68.76%, against a revised target of 67.27%. During October, the decision was taken to amend the targets for this measure in light of Norman Lamb, the Care Services Minister, reducing the central government determined target of 100% (set in 2010) to a 'realistic' 70%, forming a foundation for going forwards.

Performance has increased by approximately 2.1% since the end of Quarter 1 and 3.7% since the end of 2011/12. Work will continue to ensure that personal budgets are the main route for care where appropriate for the customer. The current end of year forecast is 72.16%, against a target of 70%.

Carers' Needs Assessment

The percentage of Carer's receiving needs assessment reported for Quarter 2 is 39% against a target of 33%, the highest reported figure since reporting began in 2009/10. As reported previous, this is in contrast to a general downward trend throughout 2011/12. The numbers of carers meeting the criteria for this measure has fallen slightly, as have the overall numbers of clients. The current end of year forecast is 44% against a target of 33%.

Safeguarding Vulnerable Adults

The '*Percentage (%) of referrals to safeguarding that are repeat referrals within 12 months*' was a new indicator for 2012/13, intending to reflect the efficiency of safeguarding, in as much that a low rate of repeat referrals suggests that the initial referrals have been resolved satisfactorily. Performance exceeded expectations for Quarter 1, and has continued this trend into Quarter 2 with 15.8% against a target of 13.8%. There have been 100 repeat referrals to date with a significant number associated with institutions. It is recognised that in light of performance so far, targets and tolerances will be reviewed during Quarter 3 to ensure they are representative and appropriate. The current end of year forecast is 16.6% against a target of 12.5%.

The '*Percentage (%) of adult clients receiving a review as a percentage of those receiving a service*' is 64.4% for Quarter 2 against a target of 80%, down from 68.1% last quarter. Performance in this area has decreased steadily since the end of 2010/11, the service has recently lost 3 very experienced staff members, it is anticipated that on-going recruitment of front-line practitioners will have a positive impact on this situation however the effect will not be immediate. The current end of year forecast is 57% against a target of 80%.

The '*Percentage (%) of safeguarding investigations/assessments that were carried out within 28 days of referral*' is a new indicator with new recording procedures, the previously reported measure '*SVA (Safeguarding Vulnerable Adults) Indicator – Number of referrals processed and closed within 4 months (as a percentage of all referrals received within the year)*' is no longer reported (last reported in Quarter 1).

It has been recognised that the current set of measures do not completely represent what is required to be monitored. The measures have been revised in collaboration with all partner agencies and signed off by the Adult Safeguarding Executive Board, currently awaiting agreement by the Strategic Board, they will also be adopted by the Local Safeguarding Adults Board and available for reporting in the next quarter.

Home Fire Safety Checks for Vulnerable Households

Please refer to '*Appendix A1 – Delivery of budget savings through changed service provision*' for details on home fire safety checks.

Wider context

Dementia

The Department of Health recently introduced two initiatives linked with supporting individuals experiencing dementia. The first is the commissioning of 'Skills for Care', which supports the delivery of a national learning and development programme through the Workforce Development Dementia Fund. This provides funding to employers to support the completion of relevant accredited qualifications by members of the adult social care workforce supporting people with dementia, whether this is in the early stages of the illness following diagnosis, or at a later stage. (Source: Department of Health, 26 July 2012)

The second, a new campaign, aims to increase early diagnosis rates for dementia across England by tackling the public's fears of talking about the condition and has been launched with the support of the Alzheimer's Society. The 'A Day to Remember' campaign is intended to encourage people to have that first 'difficult conversation' with a friend or family member when they spot the signs and symptoms of dementia, and

Wider context

encourage them to visit their GP

(Source: Department of Health, 21 September 2012)

Support in employment for those with disabilities

Mental ill-health, such as depression and anxiety, costs British businesses over £1,000 per employee every year, or almost £30 billion across the UK economy and one worker in six currently has a mental health problem. In July employers were encouraged to apply three simple steps in order to improve the mental health of their staff: Make this year the Time to Change; Get some 'First Aid' training in mental health; Call for help.

(Source: Department of Health, 24 July 2012)

Retirement Incomes

The Department for Works and pensions highlighted the fact that nationally, almost 11 million people are facing inadequate retirement incomes and are expected to receive pension incomes that are below the target levels suggested by the Pensions Commission in 2004. (Source: Department for Works and Pensions, 18 July 2012)

Pension saving has fallen across all age groups, but it is steepest among those aged 22-29, falling from 43 per cent in 1997 to 24 per cent today. Both men and women are saving less, although pension saving has fallen further for men – down from 59 to 44 per cent, and from 49 to 39 per cent for women. In response government has introduced automatic enrolment into workplace pensions which took effect in October 2012 and aiming to get up to 11 million more people saving in workplace pensions by 2018. (Source: Department for Works and Pensions, 5 September 2012)

Equality and non-discrimination

Evidence gathered by the Equality and Human Rights Commission shows older people often suffer discrimination due to their age, their treatment being based on stereotypes around their age, rather than as individuals. From the beginning of October a ban on age discrimination in services came into effect across England. However, the ban is not absolute and there may be circumstances where age-differentiated treatment would be allowed if it is covered by one of the exceptions included in the Equality Act or a service provider can demonstrate that it is 'objectively justifiable'.

(Source: Equality and Human Rights Commission, 1 October 2012)

Stonewall, a charity that campaigns for lesbian, gay and bisexual (LGB) equality, has produced a guide for care and support organisations about working with older LGB people. The guide provides information on:

- The law.
- Supporting older LGB people.
- Tips and case studies for care homes, domiciliary services, health care services, housing providers and councils.
- Involving LGB people in service provision.

(Source: Care Quality Commission, 6 September 2012)

Disability Action Alliance

Government announced the formation of a new disability action group in September. The alliance, convened by Disability Rights UK and supported by the Office for Disability Issues – will seek to put disabled people and their organisations at the heart of creating inclusive communities and changing attitudes to disability.

(Source: Department for Works and Pensions, 17 September 2012)

Reporting period: Quarter 2, 2012-13

Corporate priority: Housing and Homelessness

Background: In conjunction with its partners, the council intends to work towards fulfilling the needs of Islander's for secure and appropriate housing, significant to maintaining quality of life. This may require meeting the needs of those unable to buy their own homes, or to provide environments appropriate to meeting the special needs of the elderly and disabled. To help achieve this the council has set ambitious targets for the development of affordable housing and will work towards enabling the frail and very elderly to remain living in their own homes or access housing solutions appropriate to their physical needs, and to ensure the best possible use of the Island's existing housing stock is made by bringing into use empty properties where appropriate. In addition, the provision of support, guidance and advice, will continue to be provided for those in temporary accommodation.

See the [Isle of Wight Council Corporate Plan 2011-2013](#) for full details regarding the council's commitment to housing and homelessness.

Actions carried forward

No actions carried forward.

Summary

Status: GREEN

Risk: The key risk for this priority relates to insufficient affordable and low cost housing being built and continuing to reduce long term empty properties. The risk score has not reduced since the previous quarter, remaining high but with a number of mitigating actions, both implemented and others planned for 2012/13. It is recognised that progress to improve the housing situation is a longer-term aspiration. The Pan Meadows development, the continued reduction in numbers of empty properties and further work with the planning office will help to reduce this risk. The long term empty properties on the Council Tax register are being reviewed to establish if any can be brought back into habitation, the proposed changes to empty property charges for Council Tax may also assist with the re-occupation of empty properties.

Finance: Against a £5.88m budget attributable to housing & homelessness an underspend of £69k is forecast for 2012-13 (1.2% variance).

There are currently no significant pressures at this stage and the homelessness budget remains stable at this point. There are no elements of the 2012-13 budget strategy savings plans directly related to this area.

Other relevant budgets not included in the data include the housing capital scheme budgets which for 2012-13 total £3.9m. Plans are in place to ensure the expenditure of this budget. These will help people remaining living independently in their own homes for as long as possible which in turn will help to reduce pressure on Adult Social Care Revenue budgets.

Performance: Performance in this area remains on target with all measures performing well, however homelessness, temporary accommodation and access to private rented sector remain a high priority in light of worsening national trends, which are anticipated to be experienced locally to a greater degree as the situation progresses.

[<Link to Quarter 2 data report>](#)

Performance commentary

Homeless households

The *'number of households accepted as homeless and in priority need'* reported for Quarter 2 is 41, within the target of 42. This is an increase of 9 over the same period last year (32 reported in Q2 2011/12) and is closer to the number reported in Q2 2010/11 of 46. These figures and the recent trends could be early indication of an acceleration in the numbers reported on the Island, which would be a move toward the regional and national trend of increasing numbers. As previously reported, households are finding it increasingly difficult to access the private rented sector which is further impacting on these figures. The current end of year forecast is on-target of 84 or less.

Performance commentary

Temporary accommodation

The 'number of households in temporary accommodation' reported for Quarter 2 is 135, within target of 145. This compares with 132 reported for the same period last year (Quarter 2 2011/12). The first 4 months of the year observed a steady decrease in numbers until the expected seasonal peak in demand during August which saw 139 households in temporary accommodation compared with 137 for August 2011. As reported previously, this figure fluctuates as new homeless applications are received and move-on accommodation becomes available. Work continues in this area to assist households into the private rented sector and to establish a home. Early indications suggest this measure is forecast to achieve the end of year target of 145 or less.

Service users supported

Targets for the 'percentage of service users supported to establish and maintain independent living' have consistently been set at a challenging level. For the third quarter in a row the target of 95.5% has been exceeded, with 99.64% reported for Quarter 2, this is also the third successive quarter in a row that performance has improved. As previously reported, tight contract monitoring continues to ensure providers meet targets. This continues to represent strong performance within the context of a reduced Supporting People budget and higher pressures being exerted on the service. It is forecast that the end of year target of 95.5% will be met or exceeded.

Property adaptations/modifications

There have been 574 'properties adapted/modified to support independent living by the occupier' up to the end of Quarter 2, 316 of which were completed during Quarter 2, an increase over the 258 completed during Quarter 1. So far this figure is made up of 472 handy person measures, 99 Disabled Facilities Grants (DFG) and 3 other measures. These measures have also accounted for a significant number of Category 2 hazards being improved or removed from vulnerable people's homes.

Although the year to date figure of 574 is below that reported for the same period last year of 727, it is still forecast to exceed the end of year target of 1000.

Empty properties

The 'number of empty properties (PCLC List Review)' reported for Quarter 2 is 781, although only 6 less than Quarter 1, is well within target of 800. The on-going work of the Empty Property Renewal Officer with property owners is continuing to have a positive impact however the figure fluctuates continually as new properties become vacant and existing properties are occupied through successful work of the Empty Property Renewal Officer. There has been a consistent improvement since Autumn 2011 when the baseline figure of 864 was established and the current end of year forecast is to achieve the target of 760, however this will become increasingly challenging as the figure approaches a threshold level for the Island.

Wider context

Green Deal

The Green Deal is the Government's new initiative to transform the UK market for energy efficiency and under the deal from 28 January 2013 households across England and Wales who use the Green Deal to make improvements such as loft insulation, will qualify for a cash back scheme which will be available on a first come first served basis. Cash back levels will be based on the energy efficiency savings typically attached to the qualifying measures applied with the scheme. (Source: Department for Energy and Climate Change, 19 October 2012)

With the legal framework having been put in place, Green Deal providers, assessors and installers are now able to start to become authorised and display the Green Deal Quality Mark, and to begin to put in place their systems for delivering assessments to consumers although householders won't be able to sign up to a Green Deal finance plan until 28 January 2013. (Source: Department for Energy and Climate Change, 2 October 2012)

First Buy Scheme

From 11 October, government announced that a multi-million pound boost would be given to help first time buyers get onto the housing ladder. The first allocations would assist a further 16,500 first time buyers benefit from the First Buy Scheme. In addition, that funding being made available to developers should help a further 2,500 first-time buyers this year. (Source: Department for Communities and Local Government, 11 October 2012)

Homelessness

Government gave a clear commitment to ensuring anyone at risk of homelessness gets help at the earliest possible stage and stop the slide towards homelessness in its tracks. A further £3.5m was committed to

Wider context

providing further homeless help and the roll out of the No Second Night Out initiative across the country.
(Source: Department for Communities and Local Government, 16 August 2012)

Additionally, a commitment was given that the funding to help those facing the prospect of homeless would be extended until 2015, while a new website and telephone line was due to become available by Christmas for anyone looking to get help for someone sleeping on the streets to go to.

(Source: Department for Communities and Local Government, 2 September 2012)

Warm Front

Government announced that with effect from 12 September thousands more householders would be eligible under new regulations for the Warm Front Scheme. Revisions to the schemes rules will align the income based qualifying benefits with those to be used for the forthcoming Affordable Warmth group under the Energy Company Obligation. Householders who currently qualify under the scheme rules will still be able to get help, but these changes will mean an even greater number of households will be able to benefit from the assistance available.

Help will continue to be targeted at households living in properties that are poorly insulated or do not have a working heating system. However, the qualifying Standard Assessment Procedure (SAP) threshold for the property will be increased from those aged 55 to 63 years.

(Source: Department for Energy and Climate Change, 6 September 2012)

Corporate priority: Regeneration and the economy

Background: Projections for the nation's economy remain uncertain, with expectations for growth in consumer spending being weak in anticipation of a contraction to household incomes. The Island's output growth is forecast to dip below that for the SE region and employment growth is also anticipated to be slow until 2013. Over the coming year, the council's Economic Development Delivery Action Plan (2011/12 to 2013/14) will remain focussed on the same key areas of activity as applied in 2010/11:

- Increasing inward investment;
- Provision of sufficient employment land;
- Development of a skilled workforce in key sectors;
- Promotion and expansion of renewable energy activities;
- Installation of a superfast broadband network;
- Developing and promoting a 21st century tourism offer.

See the [Isle of Wight Council Corporate Plan 2011-2013](#) for full details regarding the council's commitment to regeneration and the economy.

Actions carried forward

1. Performance information for investment in the economy, including pre-apprenticeships and apprenticeships is due to be included as a part of the quarterly performance reporting for consideration by both the Economy & Environment Scrutiny Panel and Overview & Scrutiny Committee.
2. A report is to be shared with the Economy and Environment Scrutiny Panel on 19 December 2012, regarding the proposed Jobs Fair and its outcomes.

Summary

Status: GREEN

Risk: As reported in the last quarter, the risk relating to the Island's economic position has remained consistently high over the year, linked to the wider national economic downturn. The position for the second quarter of this year has not changed. The control measures listed, as well as the activities highlighted in the performance commentary would, under normal circumstances, drive the risk score down, however this is restricted by the global and national financial climate.

Monitoring progress of the economic development plan and working closely with the Local Enterprise Partnership (LEP) will be key mitigating activity for this risk. Additionally the progress of the Solent Ocean Energy Centre is hoped to provide economic benefits to the island following the £37 million private sector investment even before its operational date of 2014.

Finance: There are no significant budget pressures in this financial year, these budgets are forecasting a small underspend of £ 7,339. Spend on Tourism will be taken over by the new Destination Management Organisation. Any under spend on Economic Development will need to be carried forward to the 2013-14 financial year due to contract timings.

Performance: All key strategic targets have been met or exceeded in this quarter and the vast majority of end of year targets are currently forecasted to be similarly exceeded. The high level of performance reflects the importance being assigned to this priority.

[<Link to Quarter 2 data report>](#)

Performance commentary

Potential Investors

Thirteen potential investors have received or are in receipt of support in the first 2 quarters of the year including an investor interested in purchasing a local tourism attraction.

Performance commentary

As part of our work with the Solent inward investment team on-going support is being offered to an Australian Distribution company, a Belgian automotive business, a US oil/gas trader and business with a unique hi-tech textile product.

A tidal energy business recently attracted to the Solent area and in particular the Enterprise Zone is now working with us to examine the potential of relocating Venture Quays.

The '*Number of in person approaches made to potential investors*' has reached a total of 6 for the year to date including 2 additional two direct approaches to investors one of which has resulted in an investment to one of our partner authorities.

The Solent inward investment team is also now working more directly with UK Trade & Investment to identify investment projects which best fit the wider sub-regional offer.

Advice and guidance to business

The '*Number of in person advice and guidance activities with businesses seeking to grow and develop on the island*' continues to perform well with a total of 14 against a target of 10 and in excess of the number at this stage of the previous year which was 12

Advice and guidance has been offered by the Economic Development team directly to four local businesses involved in aggregate distribution, electronics, clothing design and horticulture.

Advice, guidance and mentoring is now being offered to established local businesses by the Chamber of Commerce via an element of the new Islework initiative.

Youth unemployment

In July 2012 the council launched an apprenticeship initiative that will complement the Government's new 'Youth Contract' by assisting up to 120 young Island people (age 18-24) currently claiming Job Seekers Allowance, into employment. The scheme will focus on those businesses seeking to recruit their first apprentice by offering a grant to help meet the costs and specifically target companies in the 'green economy'. It will also focus on those young people (16-19 years) Not in Education, Employment or Training (NEETs) participating in the pre-apprenticeship initiative as well as young people leaving care and those with disabilities.

It was hoped that 30 young people would have been engaged by the end of the 2nd quarter of 2012/13 but in fact that target has been considerably exceeded and 81 young people have been engaged.

A pre apprenticeship programme aimed at NEETs has so far provided 54 opportunities with local businesses with a further 25 waiting to be filled. In addition, 27 young people are now registered for full apprenticeships in a programme targeting Island companies who have not had an apprenticeship in the last three years.

Furthermore, the Chamber of Commerce have recently commenced delivery on other council commissioned Islework initiatives which are aimed at providing business support for start-ups, mentoring and an enterprise hub for the young unemployed who are seeking to start their own business.

Superfast Broadband

The Councils Local Broadband Plan has now been approved by Department for Culture Media and Sport (Broadband Delivery UK (BDUK)) and funding of £3m confirmed to support the roll out of superfast broadband across the Island. The Council is now awaiting the resolution of state aid issues between Government and the EU before progressing and procuring the project via the BDUK framework agreement. The council have been in discussion with BDUK on a timetable for delivery once the state aid issue is resolved. This is now anticipated to be October 2012.

Solent Ocean Energy Centre

We continue our investigations into the preferred offshore site for the Solent Ocean Energy Centre. Studies that we have commissioned over the summer suggest that near St. Catherine's Point there are adequate tidal flows and a sufficiently flat sea bed for the deployment of tidal turbines and there is strong interest from the tidal energy industry in using the site for the testing and demonstration of their devices. We have had a conditional offer of European funding amounting to some £680,000 to help set up the Centre and support early in-water tests.

Corporate priority: Highways PFI Programme

Background: The condition of the Island's roads has, and remains a concern for Island residents. The Highways Private Finance Initiative (PFI) currently being progressed is the only viable solution. When combined with the Department for Transport grant and a transfer of budget from the council, the PFI Project will deliver a 25 year programme of highway refurbishment, maintenance and operation that will provide safer roads while improving travel choice through improved roads efficiency and effectiveness. The procurement process ended on 26 September 2012 with Isle of Wight Council (IWC) and the Service Provider, Island Roads Services Limited, signing the Contract and completing the Financial Close process. The Mobilisation phase of the project started on 27 September in preparation for the works scheduled to commence on 01 April 2013. In the interim, the council will continue to maintain services in relation to roads, pavements, footpaths and cycle routes across the Island.

See the [Isle of Wight Council Corporate Plan 2011-2013](#) for full details regarding the council's commitment to the Highways PFI programme.

Actions carried forward

No actions carried forward.

Summary

Status: GREEN

Risk: The Highways PFI programme has an extensive risk register reviewed by the Programme Director, Project Board and the Member Review Board, which is updated after each of the procurement stages and proposed mitigation actions are agreed as part of the delivery programme. At present, all identified risks continue to be managed well and there are no high (red) risks. A number of risks associated with the project have now been closed as these risks were primarily concerned with failing to reach the Financial Close.

Finance: The Project has an overall procurement and mobilisation stage budget of £7.6m. The delivery so far has been in line with the spend profile. The Project is expected to make a saving at the end of the financial year. This is despite needing to carry out additional works in connection with ensuring robust data was provided to potential service providers during the procurement stage.

Project milestone update: Financial Close was achieved on 26 September 2012 considerably in advance of the Programmed date.

[<Link to Quarter 2 data report>](#)

Milestone	Programmed Date	Actual Date
Issue Invitation to submit Detailed Solutions (ISDS)	November - 2010	01 November 2010
Issue Invitation to submit Refined Solutions (ISRS)	August - 2011	03 August 2011
Complete evaluation of refined solutions (ISRS)	February 2012	23 February 2012
Issue Calls for Final Tender (CFT)	March 2012	28 March 2012
Select Preferred Bidder (PB)	June - 2012	29 May 2012
Report to Cabinet regarding the outcome of competitive dialogue	September - 2012	21 August 2012
Full Council endorsement of Cabinet approval to enter into Contract	August – 2012	22 August 2012
Financial Close	November – 2012	26 Sept 2012
Commence rehabilitation of road network	April -2013	

Milestone commentary

Progress to Financial Close

Financial Close and the formal signing of contracts with the Service Provider (SP), Island Roads Services Limited, took place on 26 September. The services will be delivered on the ground by their sub-contractor Ringway under the name of “Island Roads”.

During the preferred bidder stage both parties carried out the necessary due diligence on documents, inventory and condition data before agreeing the final terms of the contract. The existing highway depots at Smallbrook and Stag Lane will be transferred to the SP during mobilisation. Achieving Financial Close by 26 September, two months ahead of the programmed Financial Close date of 30 November, has given Island Roads additional time to complete mobilisation.

The early signing of contracts was facilitated by:

- Cabinet approval to the appointment of the SP and commitment to enter into a 25 year long PFI Contract on 21 August
- Full Council endorsement of the Cabinet decision at special meeting on 22 August
- Department for Transport and HM Treasury approval of the Final Business Case on 23 August
- The expiry of the “standstill period” (30 July 2012) without any claims from the unsuccessful project bidders following the issuing of Alcatel letters as required by EU procurement legislation
- A robust approach to programme management and an ethos of working in partnership with the successful bidder.

Programme

The signing of the Contract signifies achievement of a major key milestone. The next stage, mobilisation, is the key to achieving Service Commencement on 01 April 2013. The mobilisation stage needs to be fully complete and ready before service can commence and there are contractual requirements set out in the Contract that need to be fulfilled before Service Commencement can be authorised.

The SP has to get all the infrastructure ready for service delivery (these include SP/Island Roads offices, main depot, winter depot, satellite depot, material and plant, key supplies including asphalt) by the end of March 2013. During the mobilisation stage the IWC will manage the transfer of asset data, TUPE staff transfer and relevant highway documentation ahead of Service Commencement. The necessary internal systems and processes for Contract Management will also be set up during this period.

Reporting period: Quarter 2, 2012-13

Corporate priority: Waste Strategy

Background:

Waste Strategy - The development of a long-term municipal waste strategy for the management of household and Council waste has been completed in draft form. This was presented and made available to elected members in February 2012. The Draft Municipal Waste Strategy sets out the strategic aspirations, objectives and targets for re-use, recycling, energy recovery and disposal of Island waste. The strategy also sets out the need to respond to changes in the market place, legislation and public attitude. The aspirations and targets in the Draft Municipal Waste Strategy will inform the achievability of options for the next waste management contract.

Waste Contract Procurement - The current Integrated Waste Management contract is ending in October 2015; the associated infrastructure is also nearing the end of its serviceable life. The council is reviewing and evaluating the options and technologies associated with waste management and assessing them against the Council's aspiration to become a leader in municipal waste management and reducing residual waste to landfill to a minimum. The first stage of this work is the development of an outline business case (OBC) that will examine the strategic direction, commercial viability, affordability and economic benefits of the options available to the Council. This will result in a report to Cabinet in February 2013 that will outline the recommendations for the procurement of a new waste contract.

See the [Isle of Wight Council Corporate Plan 2011-2013](#) for full details regarding the Council's commitment to the waste strategy.

Actions carried forward

There are no actions to carry forward.

Summary

Status: GREEN

Waste Strategy: The Draft Municipal Waste strategy will remain a draft document and will be subject to amendment based on the recommendations that arise from the OBC and a review of the council's financial ability to support the available options.

The Draft Objectives are:

- To treat waste as a valuable resource;
- To manage waste in a sustainable and cost-effective manner;
- To reduce the carbon and water impact of managing waste on the Island;
- To aspire to zero non-essential waste to landfill;
- To deliver high quality and value for money services for the residents of the Island;
- To treat waste as high up the waste hierarchy as possible; and
- To increase the reuse, recycling, composting and diversion from landfill of commercial and industrial wastes.

The Draft Municipal Waste Strategy cannot be finalised without public consultation. The Project Team plans to hold a public consultation following the Cabinet decision on the recommendations of the OBC.

Waste Project Programme: The Project programme is monitored and updated as required in response to changing circumstances, such as the recent change to the Outline Business Case publication date following the cancellation of the December Cabinet meeting (the OBC will now go to the February 2013 Cabinet for approval).

Advisors: The external Legal, Technical and Finance advisors have been commissioned to work on a call-off basis, which provides the Council with good control over the packages of work. A project start workshop took place towards the end of July, where all aspects of the procurement were discussed with the advisors.

Summary

Risk: The project risk register has now been updated and reviewed regularly by the Member Review Board and Project Board. Risk meetings are being held monthly to manage the risks appropriately. The time period available for the implementation of any new infrastructure ahead of the new contract start in October 2015 remains a key risk.

Finance: The Project continues to operate within it's assigned budget

Operational performance: All performance measures exceeded targets during quarter 2. Further information can be seen in the Performance Commentary below as well as in the Data report.

[<Link to Quarter 2 data report>](#)

Project Milestone Update	Programmed date	Actual Date
Waste Strategy		
Draft Strategy to Member Briefing Session	Mar-12	Feb-12
Full Public Consultation	Jun-13	
Final Strategy to Cabinet	Mar-14	
Landfill Application (is subject to change as void and waste to landfill survey are conducted)		
Waste Procurement (may be subject to change as procurement phase is finalised)		
OBC presented to Cabinet for approval	Feb-13	
Official Journal of the European Union (OJEU) notice published	Feb-13	
Pre-Qualification Questionnaire (PQQ) returned	Apr-13	
Complete Invitation to Submit Outline Solutions (ISOS)	Oct-13	
Complete Invitation to Submit Detailed Solutions (ISDS)	Jun-14	
Complete Invitation to Submit Refined Solutions (ISRS)	Nov-14	
Complete Call for Final Tender (CFT)	Apr-15	
Appointment of contractor	Jun-15	
Contract mobilisation	Jun-Oct 15	

Milestone commentary

OUTLINE BUSINESS CASE (OBC)

The Project team, supported by advisors is currently preparing an Outline Business Case that will recommend to Cabinet the type of contract, financial constraints and risks attached to each option. The OBC will be presented to Cabinet in February 2013. This will be structured into the following five cases:

- Strategic Case – will set out what the Council hopes achieve through the procurement of new waste contract(s),
- Commercial Case – will set out ways in which we can procure a new waste contract(s) and recommend a the contract type (integrated, lots, separate contracts) and procurement route (framework, restricted process or competitive dialogue),
- Financial Case – will set out what the Council can afford and what the potential solutions may cost,
- Economic Case – will identify the economic benefits and recommended Municipal Waste Contract option(s).
- Management Case – will set out how the Project team will manage the procurement and risks.

The recommendations will be based on an options appraisal conducted by the Project Team and our technical advisors. The technical advisors will bring together their specialist knowledge of waste contracts let over the

Milestone commentary

past five years by local authorities. The OBC will recommend the contract type, length and service package for the Cabinet to consider. The OBC will be supported by a Procurement Strategy, which will recommend the appropriate procurement process to be followed, along with its structure, timescales, contract periods and sourcing options.

Options Appraisal

Work is well underway to refresh the phase one technical Options Appraisal undertaken last year. The appraisal will test the collection and treatment options that are commercially available against both the amount of waste the Island is predicted to produce and the targets to be set.

The phase two Options Appraisal will create a financial model, which will replicate how the tenderers are likely to price this contract. The model will include the cost of collection, treatment, income from waste and risk pricing. This model is known as the Shadow Bid Model and will be used to assess future tenders during the procurement phase. It will also allow the Council to assess the financial commitment required under different options, before committing a selected option and proceeding to procurement.

A shortlist of three collection options and eight treatment options (including on and off-island solutions) have been financially modelled. These have been evaluated by qualitative criteria and financial criteria to demonstrate how each option best fits the Council's strategic objectives and affordability. A range of affordability will be set to select the two treatment options and one collection option that will be progressed to form the final financial model and will inform the OBC financial case and economic case.

Composition Study

The Composition study will be carried out in the next quarter to analyse the content of waste collected and report on the types and quantities of waste. The data will help bidders for the contract to predict the type and quality of waste they need to seek solutions for and which wastes have the potential for energy recovery, recycling or re-use. It also informs the Council on how much waste has the potential to be reduced through education and awareness campaigns.

Performance commentary

Recycling

The levels for the second quarter for the *percentage of household waste sent for reuse, recycling and composting* have remained consistent. These figures also demonstrate an improvement on the results achieved in the same period for the previous year 2011/12.

Landfill

The level of tonnage for both '*tonnes of municipal waste*' and '*tonnes of household waste*' returned to normal levels in September after the anticipated seasonal increase over the summer months.