

# The Plymouth Report

A compendium of needs analyses and capacity data within the city, produced for policy makers as a basis for integrated planning across Plymouth 2020 and eventual priority setting

**11 August 2010**

Plymouth to be one of Europe's finest most vibrant waterfront cities where an outstanding quality of life is enjoyed by everyone



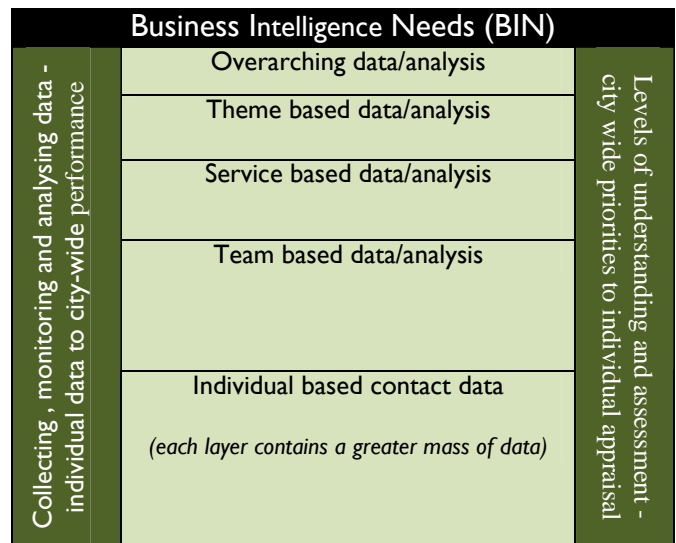
# Purpose and focus



## Purpose and focus

1 This is the first Plymouth Report that covers the range of activities and services covered by the Local Strategic Partnership (LSP) and its major partner agencies. It is a compendium that pulls together findings from other more detailed theme based assessments, strategies, performance and inspection reports, as well as drawing in critical data around the city's capacity and customer focus. It is a high level report that sits above a mass of data that is collected and used for different purposes, as indicated in the BIN diagram. The aim is to give policy makers within the LSP and individual partner agencies a better understanding of where we are and the challenges we face across the partnership and city; as well as being a high level evidence base to draw on when refreshing or confirming headline priorities.

2 It is recognised in the report that priorities already exist within the LSP and partner organisations and that consultation within theme groups has been taking place around long-term delivery outcomes. The intention is not to come up with another list of priorities, but to say this is where we are, these are the pressure points. It is for the LSP then to assess whether it needs to refresh or refocus any of its priorities. The report is based on the continuing commitment of the LSP to achieve the city's vision and the desire to be able to coalesce around a small



set of critical priorities that it could work to and which would inform business planning. Given the ambitious nature of the city's vision, the report is focused on areas of improvement and challenge.

3 The report is being produced at a time of significant change, with a new coalition government in place and radical proposals for, for instance, the commissioning of health, police accountability and schools, as well as a very challenging financial setting within which to plan service delivery. This heightens the need to have a clear understanding of where the city is in terms of both needs and capacity. There is now less national emphasis on targets and inspection, which gives more scope locally for deciding what is important and how to evaluate progress. In this report we have drawn on a wide range of data, some of which may not be available in the future, to help us say where we are now. How the LSP and key partners evaluate progress in the future should be reflected in the development of this report and its feeder documents. Partnership intelligence is important, especially when locally owned and driven.

4 The report is a working document and prototype for how things can be done in the future and it is envisaged that it will be regularly refreshed and continuously improved. The intention is to align the major needs analysis in terms of timing and ensure that the LSP and its partners are working to a core set of information that informs continuous improvement and the realisation of the city's ambitious vision. The compendium should, therefore, become part of a more aligned research programme across the partner agencies. ■

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# The vision for Plymouth



## Ambitions for the future

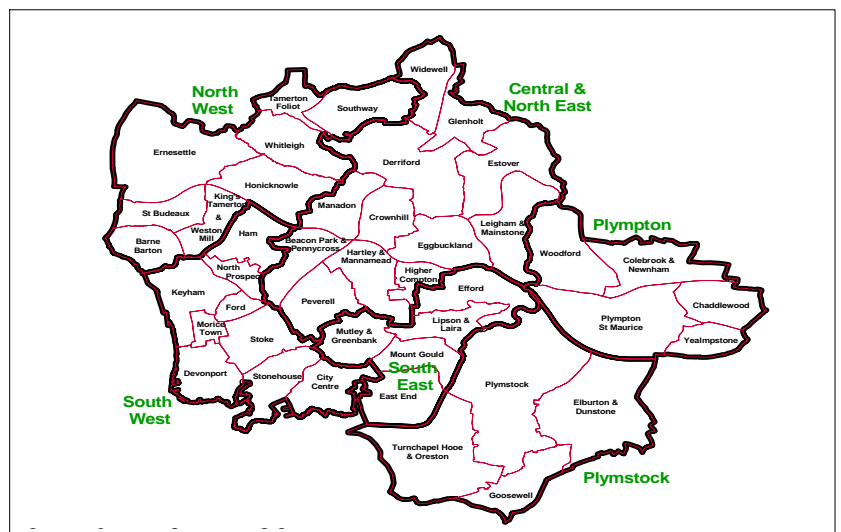
**5** The transformation of Plymouth into a series of sustainable communities where the most is made of the city's very considerable natural assets is at the core of the vision for Plymouth to become "one of Europe's finest waterfront cities where an outstanding quality of life is enjoyed by everyone". The city's distinct natural setting between Plymouth Sound, Mt Edgecumbe, the Tamar and Plym rivers and Dartmoor is seen as its biggest selling point, of which more could be made. The vision is inspired by the Mackay view that the city should grow in width to the east and in height to exploit its waterfront setting.

**6** Plymouth's vision involves growing the city's population to achieve the critical mass to provide the range of amenities needed to become the regional economic hub of the far South West - attracting more visitors, developing the cultural and retail offer and making the place more vibrant. The aim is to increase the city's population from 248,000 in 2005 to around 300,000 by 2026, with an additional 50,000 in the surrounding area. This means responding to what will be a growing and changing population, as new workers and visitors arrive, in an inclusive and welcoming way. It also means building on the city's strengths and developing a series of interlocking and sustainable communities, where there is strong resident engagement. Ensuring that there are high quality access networks across the city to leisure, work, health and other amenities is a feature of the vision, together with improving the major gateways to the city like the ferry terminal, rail and bus stations and our major road corridors.

**7** The vision involves building new learning centres that are central to and support community regeneration; a city campus approach to learning that enhances choice and is focused on skills for the future; with the University of Plymouth centred on enterprise and City College on vocational skills. It is also about co-locating services like health and social care, so they are more accessible and bringing services together better at the locality level. It is focused on developing jobs in the six growth areas of advanced engineering, business services, creative industries, marine industries, medical and health care and tourism and leisure; having a vibrant city centre of regional significance and a

second centre for the growing high tech and medical sciences quarter to the north of the city at Derriford. It involves getting the most from the 12 miles of open waterfront that runs from Jennycliff near Mount Batten to Devonport; exploiting and enhancing green amenities like the Hoe, Central Park and Stonehouse Creek; improving the city centre with initiatives like Drake's Circus and the west end development that will link to the regeneration of Millbay.

**8** It also includes rejuvenating areas like Devonport and North Prospect; ensuring the housing stock is decent, there is a good balance of quality and affordable homes; waste is effectively recycled; providing a safe and healthy environment for residents and visitors; building a Life Centre that provides local and nationally significant sports facilities; enhancing the cultural offer through major events and other attractions to create vibrancy and having a thriving voluntary and community sector. In practical terms it means opening up the waterfront, renovating the harbour areas, delivering area action plans; as well as, 13,000 sq metres of office space per annum; 172,000 sq metres of new retail space by 2021; creating 100 new hectares of local nature reserves, 32,000 new homes and 42,500 new jobs. It is also a vision that is about people in terms of raising aspirations, widening horizons, maximising opportunities and having a vibrant, creative culture. It is a vision that is now work in progress with achievements to date and there is no intention of moving away from it. The vision and consequent commitment to growth and trans-formation is what makes Plymouth distinct from other places. It is also a level of ambition against which progress has to be judged. In Plymouth the bar is higher.



# Executive summary



## General observation

**9** The growth agenda makes Plymouth distinct and touches all aspects of partnership activity, which is not surprising given its scale. For example, it interweaves with health as both a vehicle for planning healthy communities, with better quality housing, services and improved access to specialist facilities, which can help reduce inequalities and prevent poor health; and, is a means of attracting more high value jobs and companies to the city, with the development of the medical sciences, hospital and university. It can, therefore, be the thread that binds a range of activities together in a highly focused way.

## The city and its customer

**10** Although residents feel positive about Plymouth as a place, the city is near the average across a number of service satisfaction areas. There is no shared single contact point or customer management strategy across agencies evident. Some services, like health care, are provided to a single customer in many different settings by many organisations. The city is perceived as being comparatively isolated and lacking in a dynamic image, despite its discovery heritage, though these are issues that are being addressed. Visitors within its catchment area have a reasonably good view of the city and there is scope to build on the existing visitor base.

## Wealth

**11** The city is successfully implementing a spatial framework and developing the infrastructure to meet its very ambitious vision of becoming one of Europe's major waterfront cities. Many major schemes and investments are already delivered or in progress and the changes to the city are visible. There are clear strategies in place around the economy, health, housing, transport and culture. Annual monitoring of the Local Development Framework shows that it is progressing strongly and it is seen as a national exemplar. However, the city's current profile does not meet that level of ambition, as the population is in the main not yet sufficiently entrepreneurial or skilled in the right areas. For instance, self-employment is significantly lower than the regional and national average; occupationally the city is under represented in managerial, senior official, professional and associate occupations, as well as in the finance, IT and other business industrial classification; there is an over-representation in public sector employment, while recent employment growth has been in part-

## Key challenges

- The growth agenda is what makes Plymouth distinct and it can be the thread that binds a range of activities together.
- The city is successfully implementing a spatial framework and developing the infrastructure to meet its very ambitious vision, but its current profile does not match that ambition as in the main it is not sufficiently entrepreneurial or skilled in the right areas.
- Health is improving but health inequalities are wide and are linked to a range of other inequalities that tend to converge around the western edge of the city.
- Educational attainment is improving well, but entry to higher education is relatively low when compared to other cities and performance around vocational qualifications could be better.
- The voluntary and community sector in Plymouth is not as large as in comparable cities at a time when there is likely to be increasing demands made on it.
- The same customers are often dealt with by many agencies in many places, but there is no shared contact point and customer management strategy across agencies.
- There is currently no resource plan for the LSP covering people, finance and assets, while there is growing pressure on how more limited resources can be used across the partnership and risks and impacts assessed

time work; whilst not lacking skills, relatively low numbers of people are skilled to Level 4 and above; it does comparatively poorly for young people going onto higher education and has a comparatively low gross value added score - which is a means of measuring the output of the local economy and productivity. It is not certain that the city will achieve its desired population increase to time, though estimates that have just come out show a rise, and a lot will depend on the composition of that increase if it is to be the dynamic, vibrant waterfront city with cutting edge industries and a strong cultural offer.

## Health

**12** Health has improved across the population with life expectancy increasing and now standing at 81.9 years for women and 76.8 years for men, which is a slight widening of the gender gap and just above the national average for women (81.8yrs) and a below that for men (77.7yrs). Health inequalities feature strongly in Plymouth and together with crime, educational attainment, housing quality and deprivation levels generally converge around the western boundary of the city, with multiple demands on multiple services. At the extreme there is a 12 year gap between neighbourhoods at the top and bottom end of the spectrum. When comparing the bottom and top 20% of areas the gap is 7 years for men and nearly 3 years for women. Health in the city is significantly worse than the national average in 17 of the 32 comparative health categories. For example,

estimated rates for smoking, healthy eating and obesity in adults are worse than average; physical activity is similar, as is childhood obesity. Teenage pregnancy and hospital stays for alcohol related harm are both higher than average. Early deaths from cancer, heart disease and stroke are falling, though new cases of malignant melanoma are amongst the highest in England. The proportion of the population that is elderly is below average, but is growing numerically and there are consequently rising demands for care packages.

### **Safe/strong**

**I3** Plymouth is a comparatively safe city when compared to other urban conurbations, with falling overall crime, particularly acquisitive crime, such as theft of and from vehicles, domestic burglary and robbery. Offending linked to the night time economy and alcohol remains problematic for the city with drunkenness, alcohol related violence and offences such as sexual assaults and domestic abuse main issues. Violence against the person has reduced over the past few years, though the city still performs poorly against its national comparative group for assault related crimes. Whilst violence and drunkenness impact on the economy and health, there is currently no shared city-wide approach to addressing it or joint commissioning in place. There is a strong focus on safeguarding children and adults and supporting the most vulnerable in communities. There are excellent examples of partnership working in relation to emergencies and critically sensitive events, where the city received a green flag under the former CAA inspection. Safeguarding will always be a concern, particularly at a time of public sector cutbacks, and there are large numbers of children and young people in care or with child protection plans. The environment is relatively clean and the city has undergone a major change in the collection of waste. Satisfaction results for waste compare well with other public services in Plymouth, though not so well with some national figures. Success has been achieved around social cohesion and the city has been officially classed as 'low' for tension for some years, though it is recognised that the city's expansion will need to be managed in a cohesive way. The voluntary and community sector, though making good progress from the mid-nineties, is not as developed as in comparable cities according to the local Whitfield study and National Study of the Third Sector. This needs to be seen in the context of the national drive for a bigger role for the sector.

### **Wise**

**I4** The city has a cultural strategy and is trying to improve its cultural and sporting offer through the development of initiatives like the Life Centre, World Cup bid and major events like the Pilgrim 400

anniversary and British Art Show. The creative industries sector is one of the six priority growth sectors. Both the University of Plymouth and City College are focused outwards on business and skills. There is a strong focus on educational attainment and improving learning environments, though progress with the schools building programme is affected by current national cutbacks. Attainment, together with safeguarding, is going to be a priority for the new coalition government. Progress with educational attainment has been good and needs to be maintained. The Early Years Foundation Stage, Key Stage 1 and 4 have all continued to improve; the city does better than nationally for getting 5 GCSEs A\*-C, but is below the national average when English and Maths are included. Although the geographic attainment gap has been narrowed, it is still significant; while girls consistently out perform boys. Comparatively low number of young people are going into higher education when contrasted with other cities and keeping or attracting those who already have such qualifications is recognised as necessary. The city could also think how it compares internationally on attainment and other matters, given its ambitions and desire to raise aspirations.

### **Capacity**

**I5** Although performance is generally good and finances managed well it should be noted that the resource management element of the 2009 Use of Resources assessment only met minimum requirements across each of the partners inspected – i.e. Primary Care Trust (PCT), Council, Police and Fire and Rescue Service. In the current climate there is likely to be a sharper focus on the need for further enhancing joint commissioning activity, shared service provision and support functions, as a means of more effective delivery, improved value for money and cost savings. The first draft of an investment plan for the city has been completed, though there is no LSP resource plan as such that would include the strategic use of resources like people, assets and finance across the partnership. There is a wealth of data, numerous needs analysis and multiple strategies and plans across the agencies. They are, however, not always aligned in their scheduling, can contain contradictory data and do not always demonstrate shared high level objectives. Staff survey data from some public agencies, though containing many positive findings, shows that staff do not feel they are being sufficiently involved in the improvement agenda. This should be seen in the context of partners needing to do more with less available resources, with innovation increasingly likely to be valued. ■

# The city and its customers



## Overview observation

**16** Although residents feel positive about Plymouth as a place, the city is near the average across a number of service satisfaction areas. There is no shared single contact point or customer management strategy across agencies evident. Some services, like health care, are provided to a single customer in many different settings by many organisations. The city is perceived as being comparatively isolated and lacking in a dynamic image, despite its discovery heritage, though these are issues that are being addressed. Visitors within its catchment area have a reasonably good view of the city and there is scope to build on the existing visitor base.

## Demographics

**17** Plymouth currently has a population of 256,700 according to the 2009 mid year estimate by the Office of National Statistics (ONS), with a further 100,000 in its travel-to-work area. It is mainly white, but with a growing minority ethnic population. Around 40,000 students reside in the city, with the result that the percentage of 20-24 year olds is higher than that found nationally. The proportion of the working age population is also higher than that nationally, with that for older people below average. However, the population is slowly aging. Whilst there has previously been a drop in the proportion of the under 19 age group, birthrate trends are now on the increase, with this skewed to the western parts of the city. The number of migrant workers has been above the regional average, but is now falling following the recession. Migration was mainly from European Union Accession Eight countries, though it was not as significant as in other major cities. Children and young people aged 0-19 account for 23% of the population (59,000).

**18** The 2001 Census showed that Plymouth had a total of 102,539 households. Of these, 29,168 (28.5%) contained dependent children and 8,498 (8.3%) contained non-dependent children. There was a total of 7,625 (7.4%) single parent households with dependent children. There were 436 children in care in March 2010. The numbers of children from different ethnic backgrounds is less clear. Schools are required to report the ethnicity of their pupils. Based on the 2009 school census data, there are 36,621 children and young people in schools. Of these 32,194 (87.9%) are classified as White British and 2,400 (6.6%) as other ethnic groups. Details for a further 2,027 (5.5%) children and young people are not available.

## South East Plymouth profile

The South East locality has a population of 46,033 spread out over 5 neighbourhoods and covers the majority of the student population in the city. This locality has a much higher number of young adults than the Plymouth average with fewer children and older people, the exception to this is in Efford where there are less young adults (20-24) with other age groups in line with Plymouth averages. The health profile of the locality is below the Plymouth average in nearly all areas, of particular concern is teenage pregnancy, childhood obesity and circulatory disease mortality. The combined health score is ranked 4<sup>th</sup> out of the 6 localities. Although improving, serious acquisitive crime is well above the Plymouth average in this locality. All other crime levels are in line with the Plymouth average. The combined crime score is ranked 4<sup>th</sup> out of the 6 localities, however the East End neighbourhood is a particular concern ranked 40<sup>th</sup> out of the 46 neighbourhoods and getting worse.

Economic indicators are roughly in line with the Plymouth average, with youth unemployment well below the Plymouth average. The combined economy score is 4<sup>th</sup> out of the 6 localities. However, as with crime, the East End neighbourhood is a particular concern ranked 39<sup>th</sup> out of the 46 localities, Education indicators are roughly inline with Plymouth averages. The combined education score is 4<sup>th</sup> out of the 6 localities, though there is a large disparity between neighbourhoods. All schools in the locality are ranked satisfactory or above with Lipson Community College classed as outstanding. Non decent housing, both social and private is a real concern in this locality and is getting worse. Environmental indicators show that fly tipping and missed bins are a major concern. The combined environment score is the lowest of all localities in the city. Mount Gould and Mutley and Greenbank are the neighbourhoods affected the most within this locality - 40<sup>th</sup> and 43<sup>rd</sup> out of 46 neighbourhoods. The most commonly reported local concerns are about parking, littering, drug use and antisocial behaviour.

## Plymstock profile

The Plymstock locality is situated to the South East of the Plymouth City administrative area with the river Plym to its west and Plymouth Sound on its westerly and southern edges, encompassing the four neighbourhoods of Plymstock, Elburton and Dunstone, Turnchapel Hooe and Oreston and Goosewell. The population of Plymstock is 25,012 and there is a higher number of people aged 60-64 than Plymouth's average. Reflecting high levels of retired residents the locality is home to significantly less people in the 20 to 34 year old age group with a generally older age profile than the average for Plymouth as a whole. The locality comprises a suburban mix of predominantly detached and semi detached housing with house prices reflecting high values compared to Plymouth more generally. With a high proportion of owner occupied housing there are less rented accommodation options available in the locality. The percentage of non decent social housing is lower than the Plymouth average but getting worse.

Life expectancy for residents is ranked highest of the six locality areas in the city with a combined health rating of second best. Health in the community is ranked within the highest with low teenage pregnancy and circulatory disease mortality rates with a second best overall combined locality health score, although childhood obesity rates and emergency hospital admissions are higher than the city average. The locality features the lowest levels of crime in the city with anti social behaviour identified as providing the most concern, although this is significantly less than the city average. The locality environment is good with low levels of litter and detritus, nuisance noise incidents and reported incidents of missed bins. Local neighbourhood priorities include speeding, parking, dog fouling and anti social behaviour. The locality features the second lowest percentage of NEETs, JSA and ESA/IB claimants in the City, although there are concerns that youth unemployment numbers are on the increase. Nine schools fall within the locality, consisting of 5 primaries, two secondary and a special school. Ofsted Inspections illustrate that all the schools are rated between good to outstanding, reflecting a combined general education ranking for the Plymstock locality as the second highest performing.

**19** Nearly three-quarters (71.4%) of the city's population classed themselves as Christian at the last census. It is estimated that there are around 4,500 Muslims living in the city, the majority of whom are aged 35 and under and living in the south west and south east of the city. The gender balance in the city is 51/49% in favour of women. It is estimated that around a fifth of the city's population has some sort of disability, while 1 in 10 people give unpaid care. Estimates of the Lesbian, Gay, Bisexual and Trans population are around 12,500. The Office for National Statistics (ONS) projects that the whole population of the city is likely to grow to 272,400 by 2018.

**20** Plymouth has been becoming more diverse with a Black and Minority Ethnic (BME) population of around 6.6%, trebling in the last 10 years, but still well below the national figure of 15.3%. This trend was set to continue and may still do, though there has been a sharp decline with the recession and the new government now wishes to cap migration into the country. The council has 4.1% BME employees, Plymouth NHS 16%. Seventy six languages are said to be spoken in the city, with most requested translations for Polish, Kurdish, Chinese and Arabic. The largest communities are Kurdish Iraqi, 3000; Polish speaking migrant workers, 2700; Indian, 2500; Chinese, 2000; Russian speaking migrant workers, 1500; and Black African, 1,000. BME residents live in different parts of the city, with the largest concentration in the South East.

**21** The BME community includes travellers, asylum seekers, recent refugees and migrant workers. In the case of asylum seekers there are around 400 at any one time, or around 0.1% of the population, with around 20 unaccompanied children mainly aged 17–19. Iraq 26% and Iran 19% account for the highest percentages of asylum seekers. Around 5 are allowed to stay each month and the recent trend is falling. Migrant workers are mainly from Eastern Europe, particularly Poland, with 57% arriving between March 2006 and 2008, but a sharp decline since then; they tend to be male (60%), in the 18-34 age range (83%), earn less than £6 an hour (98%) and typically live in private sector housing in the South East of the city. There are around 20 unauthorised encampments each year with 200 children living on them.

### **Neighbourhoods and localities**

**22** The city has 43 neighbourhoods, with the most deprived skewed to the western part of the city. According to the Index of Multiple Deprivation (IMD) 2007, 28% (71,000) of Plymouth's population live in areas of the city that are ranked in the bottom 20% of deprivation areas nationally. Profiles have just been developed for all the city's neighbourhoods

## **North West Plymouth**

Plymouth's northwest locality adjoins farmland to the north and the River Tamar to the west and contains 46,848 (18.5%) of the city's population. When compared with the city average, there are more people living in the locality between the ages of 40-49 yrs, and 60-79 yrs. Notably fewer people between the ages of 15-39 yrs live in the locality. These patterns apply fairly evenly across men and women. The locality is dominated by large post-war estates of largely social housing, with some clusters of older properties around established village centres. Despite some increases in the number of recipients of 'warm front' grants, housing quality in general is getting worse. The cost of housing across the locality is on average £30,000 below city averages. The locality is served by 10 community centres, and there are a total of 20 schools, one of which has an 'Outstanding' Ofsted rating. Of those other schools (15) where current inspection results apply, 10 have a 'good' rating reflecting a generally stable or improving picture since 2005. Other indicators relating to educational attainment show a worsening trend over the last 3 years.

All health indicators show poorer than average scores when compared with city averages, with particularly poor results for teenage pregnancy, childhood obesity and circulatory diseases. PACT (Partners and Communities Together) priorities across the Locality have been dominated by Anti-Social Behaviour (ASB) and traffic violations such as speeding and parking problems. Combined crime figures show a worsening trend with poorer than average scores in all areas, despite the fact that for most indicators rates have improved for the neighbourhood over the last 3 years. Reported incidents of ASB have however worsened, reflecting PACT priorities. Despite improvements over the last 3 years in the number of JSA and ESA/IB claimants, and a reduction in youth unemployment, the combined economy score is worsening and higher than city averages. Across a range of environmental indicators, the locality has shown some improvement over the last 3 years, although fly tipping is getting worse.

## **South West Plymouth**

The South West locality is defined by the River Tamar, dominated by Devonport Royal Dockyard to the east and Plymouth Sound, overlooked by Plymouth Hoe, to south and borders on the North West, Central and North East and South East localities. With the amalgamation of several of the most historic village centres in Plymouth this locality comprises a mix of Victorian terraced houses interspersed with post war high density housing. Recent release of MOD land in the area of the naval base has been the site for residential development and the waterfront areas of this locality are the focus of extensive regeneration. House prices here are broadly in line with the Plymouth average, and those for England and Wales. The population age distribution within South West Locality broadly reflects that of the city. This locality contains some of the most deprived neighbourhoods in the country. In general it comprises low income families living in cramped Victorian terraced or social housing in inner city locations. The percentage of non-decent social housing is the lowest in Plymouth.

There are some of the highest percentages of NEETs, youth unemployment and worklessness here compared to the rest of Plymouth. However, youth unemployment and claimants for Job Seekers Allowance are improving. Educational attainment for school pupils is well below Plymouth's average, though improving. Health in this community is ranked lowest within the city, with the lowest life expectancy and high teenage pregnancy rates. The high rates of circulatory disease are almost double the Plymouth average. The Locality environment is improving overall. However incidents of nuisance noise are almost eight times that of Plymouth as a whole, with incidents of fly tipping double. There are the highest incidents of all types of crime reported within this locality than any other in Plymouth; the local priorities for the locality include tackling Anti-Social Behaviour (ASB) and drug dealing.

covering crime, environmental, housing, economic, health and educational data. This will be an important tool for helping to focus priorities and service delivery and assess performance. In addition, the city has been divided into six localities, agreed across the partnership, in order to better co-ordinate and deliver services. High level profiles of the localities, aggregated up from the neighbourhood work are included throughout this section of the report.

## Heritage

**23** Plymouth has a rich and fascinating past, based largely on its seafaring tradition and strong links with the military, though considerable diversification has recently taken place as the city tries to build a more varied industrial base. The origins of Plymouth can be traced back to Saxon times, more than a thousand years ago, and its history very much reflects its maritime location. It established a reputation as a centre for voyage and discovery and as an area of military importance. The association with Drake and the Pilgrims is widely known and 44 towns around the world are called Plymouth. The city still has a strong naval presence and strong links with several European cities, with ferry links to France and Spain. Plymouth's sub region is a popular tourist destination and the city itself attracts visitors, particularly Americans. The centre of Plymouth was re-built in the 1950s, following its wartime bombing under what became known as the Abercrombie vision. Plymouth's commercial heart was the first in England to incorporate pedestrian-only shopping avenues. A relatively lack of progress and investment then followed until quite recently, since when it has embarked on a city-wide regeneration that if completed will rival that of the post war reconstruction.

## What residents think

**24** Plymouth's Place Survey results in 2008 were largely disappointing, as they were for local authority areas across the country. The survey was conducted during the period of waste re-zoning in the city, though that cannot be used to ignore the low levels of some of the results. On the positive side, 79 per cent of people in Plymouth were satisfied with their local area, which was 3.5 percentage points above the unitary area average. Residents living in the Central and North East, Plympton and Plymstock localities were at least 14 percentage points more satisfied than those living in other areas of the city. Nearly nine in ten (87%) of residents were satisfied with their home as a place to live, which is around the average score. Amongst the over 65s, 83% were satisfied with both their local area and home – with higher levels of satisfaction amongst those without as opposed to with a disability in this age group.

## Central and North East profile

Central and North East is by far the largest of Plymouth's six localities and it spans 12 of the city's 43 neighbourhoods. The locality has a wide range of neighbourhood and housing types with relatively deprived interwar suburbs (Beacon Park and Pennycross) through middle income private estates (Crownhill and Eggbuckland) to higher income 'professional' neighbourhoods (Hartley and Mannamead). The population is significantly larger than any of the other localities and its profile is older than the city average.

The health profile of the locality is generally in line with the city average, though it performs better for emergency hospital admissions and childhood obesity. This is a relatively safe locality with crime levels more or less in line with the city average. Figures for incidents of all types of crime are improving. The Central and North East locality has a worsening trend for youth unemployment and the numbers of young people who are not in education, employment or training are higher than the city average. Educational attainment in early years and KS2 is above average, but tails off at KS4 with young people performing only averagely and this trend is getting worse. Overall, this locality has a poorer local environment than the average with high levels of nuisance noise incidents and missed bins. The most commonly reported local concerns at PACT meetings are around speeding, anti-social behaviour, inconsiderate and difficult parking and litter.

## Plympton profile

Plympton Locality is situated in the east of the City. The locality comprises a suburban mix of semi-detached properties, with terraced housing around the old established village centres. House prices here reflect the averages for Plymouth and those for England and Wales. The majority of housing across the locality consists of low density private estates now with self-reliant couples approaching retirement, inter-war suburbs with reduced community cohesion, middle income families with children living in estates of modern private homes and senior white collar workers approaching a financially secure retirement. Within Chaddlewood neighbourhood, there are more modern estates and a high proportion of first generation owner-occupiers with a high amount of consumer debt. For the locality, the percentage of non-decent social housing is higher than the Plymouth average and is increasing.

The population within Plympton Locality has higher than average numbers of people aged 35 to 74, but significantly less than average numbers of 15 to 34 year olds. There are the lowest percentages of NEETs, youth unemployment and worklessness here compared to the rest of Plymouth. However, youth unemployment and claimants for Job Seekers Allowance are increasing. Educational attainment for school pupils is well above Plymouth's average and improving. Health in this community is ranked highest within the city, with low childhood obesity and teenage pregnancy rates, and low rates for circulatory disease and average life expectancy. The Locality environment is improving with incidents of nuisance noise falling, though there are increasing occurrences of fly-tipping - but this is still well below the average rate for Plymouth. There are lower incidents of all types of crime reported within this locality than Plymouth's average. The local priorities for Yealmpstone include tackling minor Anti-Social Behaviour (ASB). The local priorities for the Locality include speeding cars, parking issues and the requirement for increased police presence.

| Satisfaction and key national indicators  |   |      |      |       |          |
|---|---|------|------|-------|----------|
| National Indicator  | % | 2009 | 2008 | Diff  | Nat 2008 |
| 1 Percentage of people who believe people from different backgrounds get on well together in their local area   |   | 70.7 | 69.6 | +1.1  | 73       |
| 2 Percentage of people who feel that they belong to their neighbourhood   |   | 54.5 | 52.6 | +1.9  |          |
| 3 Civic participation in the local area   |   | 8.8  | 13.9 | -5.1  | 14       |
| 4 Percentage of people who feel they can influence decisions in their locality                                  |   | 23.9 | 22.2 | +1.7  | 28       |
| 5 Overall/general satisfaction with local area  |   | 79.4 | 79.0 | +0.4  | 76       |
| 6 Participation in regular volunteering   |   | 22.2 | 19.8 | +2.4  | 23       |
| 17 Perceptions of anti-social behaviour   |   | 21.1 | 22.6 | -1.5  |          |
| 21 Dealing with local concerns about anti-social behaviour and crime issues by the local council and police     |   | 28.4 | 29.5 | -1.1  | 26       |
| 22 Perceptions of parents taking responsibility for the behaviour of their children in the area                 |   | 27.4 | 28.7 | -1.35 | 28       |
| 23 Perceptions that people in the area treat one another with respect and consideration                         |   | 32.1 | 31.6 | +0.5  | 35       |
| 27 Understanding of local concerns about anti-social behaviour and crime issues by the local council and police |   | 24.9 | 25.9 | -1.0  | 25       |
| 37 Awareness of civil protection arrangements in the local area   |   | 34.0 | 16.0 | +18.0 | 16       |
| 41 Perceptions of drunk or rowdy behaviour as a problem   |   | 32.8 | 30.6 | +2.2  | 31       |
| 42 Perceptions of drug use or drug dealing as a problem   |   | 29.1 | 29.2 | -0.1  | 34       |
| 119 Self-reported measure of people's overall health and well-being   |   | 73.4 | 71.4 | +2.0  | 74       |
| 138 Satisfaction of people over 65 with both home and neighbourhood   |   | 88.6 | 82.6 | +6.0  |          |
| 139 The extent to which older people receive the support they need to live independently                        |   | 27.2 | 27.9 | -0.7  | 29       |
| 140 Fair treatment by local services  |   | 74.4 | 67.2 | +7.2  | 70       |

Social housing residents tended to feel less satisfied than owner occupiers across many areas.

**25** Areas of most concern were levels of crime and clean streets, though concern about the former has consistently fallen in recent years. These two areas are common concerns across the local authority

areas surveyed. Activities for teenagers was an issue seen to be in most need of improvement and again that is common. Affordable housing is a further issue of concern. Seven out of ten residents felt they lived in cohesive communities, with the over 65s more likely to agree and social tenants less so – which is six percentage points below the national average. The localities with the lowest positive rating here are the North West (51%) and South West (58%). However, concern that people do not treat each other with respect and consideration in the local area has fallen substantially from 44% to 32%.

**26** There are high levels of satisfaction with GPs at 85%, compared to 72% for hospitals, 62% for dentists and the police and 30% for the council. The later figure compares to 45% for other unitary councils and was a drop of 17 percentage points from 2006. Only 20% of people felt the council provided value for money, whereas 43% did not. Specific services tend to score higher than the council as a whole, with parks and open spaces (67%), libraries (62%), waste collection (65%) examples of this; though sports and leisure facilities only scored 35%, while satisfaction with cleanliness was at 47%. Typically service users tend to be more satisfied than those who do not use a service, but then it is important to know why that is. In some cases there are satisfaction levels like museums/galleries (51%) and theatres/concert halls (60%) that are significantly higher than the respective national figures of 41% and 43%; whereas although waste collection scored higher than these services locally, it was 13 percentage points below the national average for waste.

**27** As the Place Survey was due to take place bi-annually, the LSP commissioned an interim survey for 2009 which showed results largely in line with 2008, but with some exceptions and no comparative national data to benchmark against. For instance, awareness of civil protection arrangements in the local area is 18% higher than in 2008 and this is most likely due to information provided nationally about swine flu. Satisfaction of people over 65 with both home and neighbourhood is 6% higher, with fair treatment by local services 7.2% points above the 2008 figure. Both satisfaction with the council and the view that it provides value for money have improved, but only marginally and remain low at 34% and 23% respectively. There has been a continued increase in the proportion of people who feel local public services work together to make the area safer and in 2009 it stood at 64%. Refuse collection improved by 7% points; as did doorstep recycling, though not to its 2006 level. Overall residents felt more informed in 2009 (36%) than in 2006 (26%) with, for example, a 22% points leap in how informed people were about Council Tax and a 12%

points leap in awareness of public service performance.

**28** The Place Survey is only one source of information and the LSP has other customer data to draw on, as well as information about the actual performance of services. The Tellus Survey 3, for example, shows a higher level of satisfaction among children and young people. Results here showed that 80% of children and young people thought that their local area was a very or fairly good place to live in. Better parks and play areas (48%), cleaner streets and less litter (47%) and better activities for children and young people (42%) would make their area an even better place to live in. However, children and young people did not feel that their views were listened to in decisions about the local area, with 24% feeling that their views weren't listed to at all. It will not be a requirement to continue with a Place or Tellus Survey in the future, though the importance of fit for purpose local information as a driver for improvement remains. Whilst a lot of data has been collected over the years, it does need to be used along with other information more robustly than in the past to inform service delivery and priority setting, with a stronger analytic understanding and trend focus. For instance, concern about crime, though falling, still remains a major worry, whilst actual crime has fallen. Traffic congestion is also a major concern, though actual congestion is not as pronounced as in other major conurbations. An understanding of a whole basket of data can enable the LSP to make judgments about the kind of responses it needs to be making and the priority it should afford them. Other information from both the Place and Tellus 4 Surveys is referred to in other sections of this report. A range of other survey data is available, such as the ambulance users, and home fire safety visit surveys, the police's daily public survey and the schools/parents' partnership data, all of which could be pulled together more strongly for this type of report in future.

### What visitors think

**29** The Plymouth Visitor study (2009) by Arkenford shows the current importance of the city as a visitor attraction. A high number of regular visitors (30%) have visited the city at least 4-5 times in the last 6 months, their last visit being within the last month. Almost everyone who lives within about 20 miles of the city centre uses it at least occasionally, reflecting its role as a sub regional hub; with a large proportion of people living in this local catchment area using it frequently. In volume and value terms, this group is described as critical in sustaining commercial activity in the city centre. A very large proportion, about two thirds, of people who live in the 20-60 mile range, also visits the city at least occasionally. Shopping is considerably the most

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| Perception and satisfaction levels across key areas |      |      |      |          |
|---|------|------|------|----------|
| Topic %   | 2009 | 2008 | 2006 | Nat 2008 |
| Working to make the area safer                      | 64   | 59   | 54   | 63       |
| Working to make the area cleaner and greener        | 59   | 58   | 60   | 65       |
| Promote the interests of local residents            | 40   | 32   | 44   | 41       |
| Act on the concerns of local residents              | 42   | 35   | 42   | 43       |
| Treat all types of people fairly                    | 72   | 67   | 70   | 69       |
| Devon & Cornwall Constabulary                       | 62   | 62   | -    | 56       |
| Devon & Somerset Fire and Rescue Services           | 79   | 81   | -    | 80       |
| Your GP   | 82   | 85   | -    | 79       |
| Your local hospital                                 | 78   | 72   | -    | 72       |
| Your local dentist                                  | 70   | 62   | -    | 68       |
| Keeping public land clear of litter and refuse      | 50   | 47   | -    | 55       |
| Refuse collection                                   | 72   | 65   | 75   | 77       |
| Doorstep recycling                                  | 68   | 61   | 72   | 69       |
| Local Tips/Household waste re-cycling centres       | 72   | 70   | 81   | 68       |
| Local Transport information                         | 56   | 50   | 56   | 53       |
| Local Bus services                                  | 66   | 62   | 62   | 62       |
| Sport/Leisure facilities                            | 43   | 35   | 49   | 46       |
| Libraries   | 72   | 61   | 68   | 68       |
| Museums/galleries                                   | 62   | 51   | 58   | 41       |
| Theatres/Concert Halls                              | 66   | 61   | 65   | 67       |

Source Place Survey 08; Plymouth 09; 08 comparator – unitary areas

important reason for people to visit, especially for those living nearby and is still a hook for large numbers of people who live a substantial distance away. Drake Circus is significantly the most important overall draw, and the department stores on New George Street are also key attractors. The city gets a higher rating for the quality and quantity of its high street retail offer than its independent retail offer.

**30** The further away that people live, the more likely they are to visit the city for a general day out, as opposed to a shopping expedition; with the main attractions likely to be the Barbican, the Hoe, the Aquarium and the Theatre Royal. The Hoe, however, gets relatively poor ratings for quality from those who go there. The research also gives a particularly favourable view of the Theatre Royal. There is nothing in the research to suggest that the image of Plymouth is as bad as many stakeholders in the city are said to seem to think. It rates relatively highly as a place to visit compared to most of its rivals. Reasons for not considering a visit to Plymouth are down to a lack of information. Plymouth is not seen as being a particularly

| Perceptions of city                 |                                       |
|-------------------------------------|---------------------------------------|
| Perceptions                         | Counter perceptions                   |
| City of restrained ambition         | City ready for change                 |
| Flawed city                         | City with character                   |
| On the periphery                    | Secluded but accessible               |
| Graveyard of ambition               | Great work, rest and play             |
| Bag of bits without a beating heart | Rich with scattered hidden jewels     |
| City people always leave            | City people can't resist returning to |
| Extraordinary past and future       | Extraordinary present                 |

Source: Lloyd Northover work

innovative or contemporary place, but it is seen as being quite distinctive and eclectic. The improvement that people who have visited the city would most like to see is a better environment. There are a number of other improvements that respondents said would make a big difference, including a better cultural offer, more and better events and a better range of high street and independent shops. Improvements to the range of cultural facilities and other attractions are most likely to have an impact in attracting people from longer distances.

### Perceptions and counter perceptions

**31** Work is being undertaken with the Lloyd Northover agency to develop and strong 'brand' to better market the city as a place to visit, relocate, invest and study. It has drawn on the perceptions of Plymouth's residents, business and visitors and looked at these in terms of potential counter perceptions, as shown above.

### Accessibility and connectivity

**32** Plymouth is a compact city of some 30sqm, with the centre only around 7 miles from its furthest outskirts. However, the topography of the place is such that some areas, such as Barne Barton, are physically isolated, while in others, like Whiteleigh, there is, according to public health data, a strong sense of social isolation. The city has a ferry terminal to Europe, as well as ferry crossings into Cornwall and a main line and branch line rail station and an airport. It has or is developing a range of plans to improve access to jobs and amenities and is conducting or about to conduct major improvements to its northern and eastern road corridors. The bulk of the city centre, as indicated, is pedestrian-only, with the ease of pedestrian movement seen as a strength in the city's successful attempt to be part of the World Cup bid. There are around 24 miles of cycle paths in the city. According to continuous monitoring carried out at seven sites, cycling has increased at a rate of approximately 1% per year since 2006. This growth will be supported by the creation of a strategic cycle network which will guide future interventions. The level of walking

is more difficult to measure, but the number of pedestrian movements at North Cross is used as an indicator, and currently shows an increase of 14% over the 2003-4 baseline.

**33** According to Place Survey data, satisfaction with local transport information was 50% in 2008, compared to a national figure of 53%, but has in 2009 gone back to its 56% 2006 level. Satisfaction with bus services has risen 4% points in that period to 66%, with the 2008 national figure 62%. Over 4 in 10 respondents said they used the local bus service at least once a week; with the figure rising to around 6 in 10 people using the service at least once a month. Transport information is also used by around 4 out of 10 people at least once a month. Although perceptions may be poor, congestion is not a particular problem in Plymouth in terms of road usage, though it is a potential issue given the growth plans for the city and there is increasing emphasis on sustainable travel arrangements. This will not only involve use of public transport, but changes to working times and arrangements.

**34** According to the 2001 Census, 67% of Plymouth residents who travel to work do so by car, either driving or as a passenger; 14% travel on foot, 13% by bus and 3% by bicycle. Although Census data is from nine years ago, more recent surveys give a broadly similar picture but this is clearly not the whole story. In terms of journeys into the city centre, only 29% do so as a car driver or passenger, while 32% travel in by bus and 29% walk, demonstrating the importance of sustainable transport modes in developing a vibrant city centre economy. For travel to school, around 27% of children between 5 and 16 are taken to school by car, 13% travel by bus and nearly 60% walk to school. Travel plans for 92% of all schools in Plymouth have been completed.

**35** Bus patronage in Plymouth followed the downward national trend over the last 10 years until the beginning of the current Local Transport Plan in 2006, from when it has recovered slightly, increasing by 5%. The volume of passenger journeys by bus is just over 20 million journeys per year, of which just over 30% is accounted for by concessionary fare passengers. Nationally, in urban areas outside London, patronage has continued to decline slightly over this period, which indicates that Plymouth has started to buck the trend.

**36** Congestion on the network in Plymouth is relatively low compared to many urban areas. Average journey time per mile on principal roads in the morning peak is around three and a quarter minutes. By way of comparison, the figure for Southampton, a similar size port city on the south coast, is around four minutes. The number of vehicles entering the city centre during the morning

peak has remained stable at or below 15,000 vehicles since 2006. Journey times into Plymouth city centre in the morning peak are of the order of 15-20 minutes from the city boundary, being slightly higher coming from the north than from the east or west. Bus times are generally a few minutes longer than by car. Punctuality of bus services is currently only achieving 85% of services departing within five minutes of scheduled time. The target is to achieve 95% of services departing all timing points within 5 minutes of the scheduled time. Journey times on the Eastern corridor are expected to be more reliable for all modes and journey times reduced for public transport by the East End transport scheme currently under construction. Journey reliability on the A386 Northern corridor is also being addressed by improvements to the signals at the junction of the A386 and A38 at Manadon. Both the Eastern and Northern Corridors will be the focus of major improvements through building on funding bids currently being prepared.

**37** Accessibility is about enabling people to reach services and employment by different modes of transport within a reasonable time. Plymouth is currently focussing its accessibility planning on health services, deprived neighbourhoods and young people. Access to Derriford Hospital by public transport has steadily improved in recent years; according to the 2009/10 figure, 87% of the population of Plymouth can reach the Hospital within 30 minutes by bus. An indicator of access to employment is the equivalent percentage reaching Tamar Science Park; this currently stands at 79%. Accessibility Action Plans have been completed for Derriford Hospital, Barne Barton and for young people; others are in preparation. Accessibility has also been assisted by the installation of raised bus boarders and the continuing introduction of low-floor buses. In the last published network timetable, 74% of bus routes were advertised as being accessible services with over 90% of the bus fleet in Plymouth, used on regular services, now being low floor accessible. This is well ahead of the 2016 target set out in legislation for achieving 100% compliance in terms of low floor accessible buses on local services.

**38** The CAA report noted generally poor perceptions of gateways into the city, such as Bretonside bus station, the railway station and ferry terminal, though the city has ambitious plans for all these areas. Whilst the city is in some senses geographically isolated within a peninsula, as the perception study indicated, it is only 1.2 hours by air,

3 hours by train and 4.25 hours by road from London. Objective 4 of the LDF's Core Strategy states that new developments should promote the image of the city through the enhancement of international, city and local gateway locations and key approach corridors. Consequently, the adopted Sutton Harbour Area Action Plan (AAP) sets the criteria for the redevelopment of Bretonside bus station; the City Centre AAP refers to the integration of a railway station into a new office district to provide a high quality gateway to the city; while the redevelopment of the ferry terminal is central to Millbay regeneration. The City Centre Company has invested in a £170k pedestrian way marking system with the council covering the city centre and waterfront. This has also included new visitor information panels and map boards including installations at the rail station and bus station. The City Centre Company BID has picked up the need to drive the standards of our gateways forward in its new business plan. The council has also significantly improved its car parks, with significant investment into the Theatre Royal and Western Approach. The introduction of Pay on Foot into the Theatre Royal will have a big impact in this area. The most popular and successful car park in the city is the privately run one at Drake's Circus.

**39** Partners are looking at getting better broadband facilities for Plymouth to support business growth and efficiency. In order to develop businesses in the future and given the location of Plymouth, this is seen as key to future economic prosperity. Better connectivity between partners is also an issue with the desire to improve access to databases, while at the same time ensuring the necessary operational agreements are in place to maintain security. Facilities for secure e-mails are currently available between the council, health and police.

**40** Some key initiatives for improving disability access are outlined in the table. The former BVPI 156 target for ensuring at least 17% of council buildings that are open to the public are suitable for and accessible to disabled people has been met. Performance has improved from 3.84% in 2004/05 to 14% in 2005/06, 16% in 2007/08 and 22.5% in 2008/9. A capital bid for disabled access improvements for priority buildings, including public council offices is currently being written and a database containing all disability access information about council buildings is being developed. The council is including disability access improvements in capital works projects, maintenance improvements, property acquisitions and disposals.

## Complaints, compliments and contact points

**41** Between April 2009 and March 2010 over half of all contact with the council was made via the web with 767,126 interactions; 316,504 contacts were received by telephone and 83,989 face to face. The largest areas of contact were Council Information at 284,443, with Housing and Council Tax services next on 117,092 and 103,700 respectively – with housing stock calls transferring to Plymouth Community Homes (PCH) from mid November 2009. Across all the channels of communication with the council 19.7% were considered 'avoidable contact'. This is where customers must contact the council again because they have not received the service or the answer they require. This is considered wastage that the council hope to eliminate. Highest levels of avoidable contact were with Waste and Recycling services at 46%, Housing services 15% and Benefits 13%.

**42** Service by telephone received the highest level of satisfaction with 89% of respondents giving an overall rating as good. Face to face and web service received an average overall satisfaction rating of 62% and 49% respectively. Those services where the numbers of respondents rated the services they received as good were Adult services (89%), Council Tax and Waste & Recycling Services (both 78%). Services that performed less well were Planning & Building Control, Council Information, Roads and Transport.

**43** Between 2008/09 and 2009/10 the council has seen a 30% drop in stage 1 complaints, 26% in stage 2 complaints and 13% ombudsman ones. The highest percentages of stage 1 complaints in 2009/10 were Street Services at 51%, Housing Services at 13% (though no longer recorded that year from the end of November due to stock transfer) and Revenues and Benefits at 10%. Complaints for Revenues and Benefits Service appear highest in April and May which may be attributed to the start of the financial year and new billing. Complaints received related mostly to poor quality of service, customer expectation and speed of service, this relates in particular to services provided by Housing Benefit and Council Tax. The majority of stage 1 complaints for Housing and Street Services were around no provision of service and low quality of service. However, compliments for 2009/10 featured two of the services receiving the highest levels of stage 1 complaints also receiving the most compliments. In 2009/10 a total of 604 compliments were received; Street Services received 29%, Revenues and Benefits 11% and front desk 11%.

**44** Some further customer information is given in the health and safety sections for other partner agencies. The council has a contact centre within

## Access support facilities

- The Access Plymouth service is operated out of Mayflower East car park and has a booking office in Drakes Circus car park for people accessing the shopping mall. The service provides Community Car, Ring & Ride Bus, Shopmobility and Taxi Card.
- Community car - is a 'not for profit' car sharing scheme to assist disabled and elderly persons (who are unable to use mainstream public transport in Plymouth).
- Ring & Ride bus - Wheelchair accessible buses collect and return passengers to and from their own homes and take them to Plymouth City Centre, Tesco Supermarket at Transit Way and Sainsbury's at Marsh Mills.
- Shopmobility is a scheme that provides manual or powered wheelchairs and a large range of scooters to help people (residents and visitors) who have mobility problems shop and use the city centre facilities of Plymouth.
- Taxi card - Taxi-card is available to people living in the Plymouth area who are dependent on a wheelchair at all times and unable to travel in an ordinary saloon car. The scheme is financed by Plymouth City Council and administered by Access Plymouth who currently offer registered users a 50% refund on taxi fares up to a pre-set quarterly limit.
- Open to All website - Recently voted the most accessible web site in the South West. It is aimed for people with learning disabilities. The site is written in plain, easy to read English backed up with pictures to help adults with learning disabilities and those with limited literacy skills find out about a wide range of subjects from sexual health and managing money to where to drop in for a coffee and chat

which there is scope to provide more services contactable through that medium. Although a lot of contact will be made between different services and agencies, there is not an overall contact point or system for the city through which customers get their enquiries handled and multiple issues addressed.

## Civic well-being

**45** Voter turnout has been falling in Plymouth as it has nationally over recent years, though 2010 elections did buck this trend. Throughout the 1960s to 1980s turnout in Plymouth was typically around the 75% and 45% marks for national and local elections respectively. From the 1990s onwards it fell to within the 60-70% range for national elections and the 30-40% range for local ones with turnout at 33.75% at the 2008 Council election. In 2010, with the national and local elections held on the same day, local results ranged from 52.81% in St Peter and The Waterfront to 71.22% in Peverell. The parliamentary results were Plymouth Moor View 60.1%, Plymouth Sutton and Devonport 60.3% and South West Devon, which includes Plympton and Plymstock, 70.4%. Voter turnout in the last European elections was 31.03%. There are 20 council wards in the city, 17 with 3 representatives and 3 with 2. The council has 57 Members of which 36 are Conservative, 20 Labour and 1 Independent. The Council operates a Cabinet system and is held to account by Scrutiny Panels. Two Conservative

and 1 Labour MP represent the city. The region is represented at a European level by 3 Conservative, 1 Liberal Democrat and 2 UKIP MEPs.

**46** The level of civic participation in the local area is, according to the interim Place Survey, now 5.1% points lower than previously and stands at 8.8% of the population. The percentage of people who feel they can influence decisions in their locality has risen from 22.3% to 23.9%, but is below the 28% national figure for 2008; while the Tellus Survey, as indicated showed a quarter of children feeling their views were not listened to at all. Interestingly, the city has developed a number of ways to engage and consult with both adults and children and co-ordination of consultation and engagement was seen as a strength in last year's CAA report, while Ofsted's recent assessment of the city's safeguarding and children in care services rated user engagement as outstanding. Community participation in volunteering has risen from 19.8% to 22.2% in 2009 and is now near the 23% national figure for 2008.

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**Key linkages:** contact points and ease with which problems and multiple problems are dealt with and efficiency/capacity issues; tracking issues that impact across the themes from contact points.

**Key sources:**

Place Survey 2008 and 2009, Tellus3 08/09 and Tellus4 09/10 (include some different questions), Arkenford Plymouth Visitor research, PCC neighbourhood profiles, ONS, PCC website, PCC transport, customer services, social inclusion unit, asset management.

**Suggestions for improving document in future:** Use more varied sources of customer data across a wider range of agencies – see also health section and safe/strong which also mention customer data; business views; look more at customer contact points and dual/shared provision across agencies; more analysis; reduce length.

# A wealthy city



## Overview observation

**47** The city is successfully implementing a spatial framework and developing the infrastructure to meet its very ambitious vision of becoming one of Europe's major waterfront cities. Many major schemes and investments are already delivered or in progress and the changes to the city are visible. There are clear strategies in place around the economy, health, housing, transport and culture. Annual monitoring of the Local Development Framework shows that it is progressing strongly and it is seen as a national exemplar. However, the city's current profile does not meet that level of ambition, as the population is in the main not yet sufficiently entrepreneurial or skilled in the right areas. For instance, self-employment is significantly lower than the regional and national average; occupationally the city is under represented in managerial, senior official, professional and associate occupations, as well as in the finance, IT and other business industrial classification; there is an over-representation in public sector employment, while recent employment growth has been in part-time work; whilst not lacking skills, relatively low numbers of people are skilled to Level 4 and above; it does comparatively poorly for young people going onto higher education and has a comparatively low gross value added score - which is a means of measuring the output of the local economy and productivity. It is not certain that the city will achieve its desired population increase to time, though estimates that have just come out show a rise, and a lot will depend on the composition of that increase if it is to be the dynamic, vibrant waterfront city with cutting edge industries and a strong cultural offer.

## Priority focus

**48** The city has a very strong transformational vision as outlined in the earlier section, with a powerful place shaping focus as it seeks to become the economic hub of the far South West and one of Europe's finest waterfront cities. The city's Local Economic Strategy sets the parameters for major economic development, while the Local Development Framework (LDF) sets the strategic framework to enable the physical change the city needs and requires, the Transport Plan shapes the way people will move around the city and the Housing Strategy helps to shape the kind of accommodation they will live in.

## Current priorities around wealth

### Local Economic Strategy aspirations

- A highly competitive City, well recognised and branded on the global economic stage
- A City with a balanced, diversified and knowledge intensive business base
- A City Region with well connected and inclusive communities
- A City with an adaptable and skilled workforce which is constantly learning
- A City where strong stakeholders and agencies work effectively together to deliver shared priorities
- A City where a genuine commitment to sustainable development reinforces a set of unique environmental assets

### LES priority growth sectors

- Advanced engineering ■ Business services ■ Creative industries
- Marine industries ■ Medical and health care ■ Tourism and leisure

### LSP Wealthy Theme Group desired outcomes

- There are 30,000 more jobs by 2020
- There are high value jobs – with their 'gross value added' increased from 82% national average to 120% by 2026
- The number and diversity of sustainable businesses has increased
- Growth achieved within proposed carbon reduction targets

### Transport Plan objectives:

- Transport networks are well connected and convenient to use;
- Journeys can be relied upon
- Travellers have the knowledge to choose the journey which is best for them and the environment;
- The carbon footprint of travel is much lower than today and will still be falling; and
- Vehicles powered entirely by fossil fuels in the city are the exception rather than the norm.

### Housing Strategy priorities

- Places and communities
- Affordable housing and housing needs
- Housing choice
- Housing conditions in the private sector
- Landlord role and stock transfer

### Council Corporate Improvement Priorities

- Providing better and more affordable housing
- Delivering sustainable growth
- Improving access across the city
- Plus others to do with educational attainment, learning environments and better culture and leisure activities

### Children's Trust

- Raise young people's aspirations, with particular support for young people who are not in education, employment or training

### Vital Spark- Cultural Strategy

- To position culture and the creative economy at the centre of Plymouth's economic development
- To strengthen Plymouth's identity as a dynamic and distinctive cultural centre with equally strong appeal for residents, visitors and investors alike

### Local Development Framework

- Has priorities for delivering: Plymouth's strategic role; city vision; sustainable linked communities; the quality city; regeneration; economic strategy; adequate shopping provision; cultural/leisure facilities/evening/night-time economy; educational improvements; adequate housing supply; sustainable environment; future mineral resources; sustainable waste management; sustainable transport and community well-being

## Examples of wealth innovation/developments

- The £350m Drake Circus development that stands at a gateway to the city centre and has high quality parking facilities
- The £40m investment in the University and the iconic Arts Building at a key point of entry to the city centre.
- The redevelopment Sutton Harbour, including £200m for Sutton Partnership, and its impact on the Exeter Street and the harbour gateways
- Proposals for the West End, which will form a key link with Millbay regeneration, and where the first phase is underway, involves a £3.1m investment in the public realm by the council
- The regeneration of Millbay, including the ferry terminal, supported by £350m English Cities fund
- 76% of all new homes driven by affordability criteria in 2009/10
- £40m negotiated housing investment – LIP
- £19m East End Transport Scheme funded through Community Infrastructure Fund and New Growth Point to improve transport and enable development at Sherford and Plymstock Quarry

**49** Plymouth Local Economic Strategy (LES) sets out six priority sectors. These were identified as being sectors in which experience and knowledge already exists in Plymouth and which could be harnessed to diversify the business base. Over the period from 2003 the changes in job numbers in the six priority sectors are shown in the table below. These sectors are encouraged to grow within the city although not to the detriment of other sectors. Each of the six has a co-ordinator who seeks to promote the businesses and help to air the issues they face. A number of these are located in clusters, such as health and medical at the Tamar Science Park, of like-minded companies to make innovation easier. Overall the aim is to create 42,500 new jobs across the economy between 2003 and 2026, with figures for each industrial sector, including the priority ones, highlighted in the LES.

**50** The approach relies on the provision of high quality job opportunities with the city's economic strategy, spacial and transport plans going hand in hand. Achieving the required level of growth is seen as a long term iterative process. The strategy assumes that as Plymouth becomes a better place to live in it will lead to the retention and attraction of people, which in turn will further support Plymouth's improvement as an achievable cycle. It is assumed that the majority of potential growth will take place in the Plymouth principal urban area. Key to this will be directing development to the city centre and waterfront regeneration areas. But alongside this, there is a need to ensure an appropriate range, mix and type of development. This will be achieved by also directing a proportion of the growth to the significant opportunity sites on Plymouth's Eastern and Northern Corridors, as well as the rest of the city. This level of growth must be delivered in a way

## Priority growth sectors

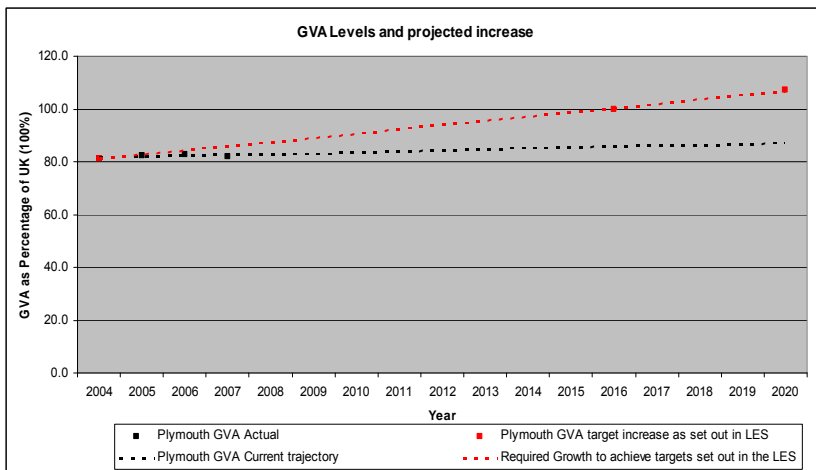
| Priority sectors     | 2003          | 2007          |
|----------------------|---------------|---------------|
| Advanced Engineering | 4,200         | 2,700         |
| Business Services    | 11,500        | 12,400        |
| Creative Industries  | 3,400         | 3,300         |
| Health and Medical   | 12,500        | 12,900        |
| Marine Industries    | 6,500         | 7,300         |
| Tourism and Leisure  | 4,800         | 5,500         |
| <b>TOTAL</b>         | <b>42,900</b> | <b>44,100</b> |

Source: LES monitoring 2009

that is sustainable and avoids adverse impacts on the environment.

**51** As at December 2009, the council had completed two-thirds of its ambitious LDF work programme, adopting more LDF documents than any other authority in England, accounting for instance for 20% of all adopted Area Action Plans nationally. It is seen as an exemplar of best practice and has met or is on track to meet 36 of its 40 targets and is performing strongly. Only three targets are not yet on track – delivery of office development, Lifetime Homes and onsite renewable energy production; while the Peninsula Dental School was completed but later than originally planned. The redevelopment of Plymouth is an on-going fact, with major schemes and investments completed, being developed or planned, as indicated by the examples in the table above. It is a programme that has already started, albeit before the recession and recent cutbacks in public expenditure. The city was also praised by the Audit Commission last year for its recession recovery plan and activity.

**52** The city has prepared the first draft of a Local Investment Plan and is a leader in this activity. It seeks to outline all the various spending priorities from organisations in Plymouth to co-ordinate them better and ensure value for money. The £24.3million Plymouth Science and Innovation Programme (PSIP) will see a new £18million marine centre built at the university campus, with the remaining £6million invested in the Tamar Science Park to provide additional business support for innovative companies. These investments will help to provide cutting edge facilities in Plymouth's priority sectors, helping to diversify the businesses base. Plymouth Media Partnership (PMP) will be delivering specific projects funded by innovation networks (iNETs) to grow media businesses in the city, again linking in with the priority sectors. Partners have been involved in pursuing an initiative, Fibre City, to provide better broadband facilities for Plymouth. In order to develop businesses in the future and given the location of Plymouth, this is seen as key to future economic prosperity.



Source: ONS

**53** The council and commercial agents offer a wide range of premises across the city of varying sizes, but there here has been concerns raised about the quality of some of the units and their layout which may not be wholly suitable for today's usage. The North Cross development scheme, which would change the north of the city centre and provide a large amount of good quality office space, would help address this, but will be difficult to deliver in the current climate. The priority is to ensure that those schemes that are started are continued and finalized.

### Transport

**54** The East End Transport Improvement scheme funded through Community Infrastructure Fund and Regional Infrastructure Fund has enabled the council to accelerate the delivery of those parts of the Eastern Corridor Public Transport Scheme with the highest priority. Work commenced in April 2010 and the scheme will be completed by November 2011 providing bus priority as well improved public realm through Embankment Road. Earlier in 2010, the council completed new bus lanes between the former Seaton Barracks and Crownhill and from the main entrance at Derriford Hospital back onto Derriford Road. Combined, these now provide virtually continuous bus priority between Derriford and Crownhill adding to improved punctuality of upwards of 50 bus journeys per hour travelling south along the A386.

**55** In terms of road conditions, they are measured by the percentage of road length where structural maintenance is needed. For principal roads, this is currently 6.2% in Plymouth, against a target of 8.3% for the Local Transport Plan. There is no target for non-principal roads, but the figure for these is 7%.

### Housing

**56** The housing stock in the city is 112,477 (+ 683 student cluster flats) of which 70,100 are owner occupied, 15,300 privately rented and 22,000 housing association properties of which 15,000 are

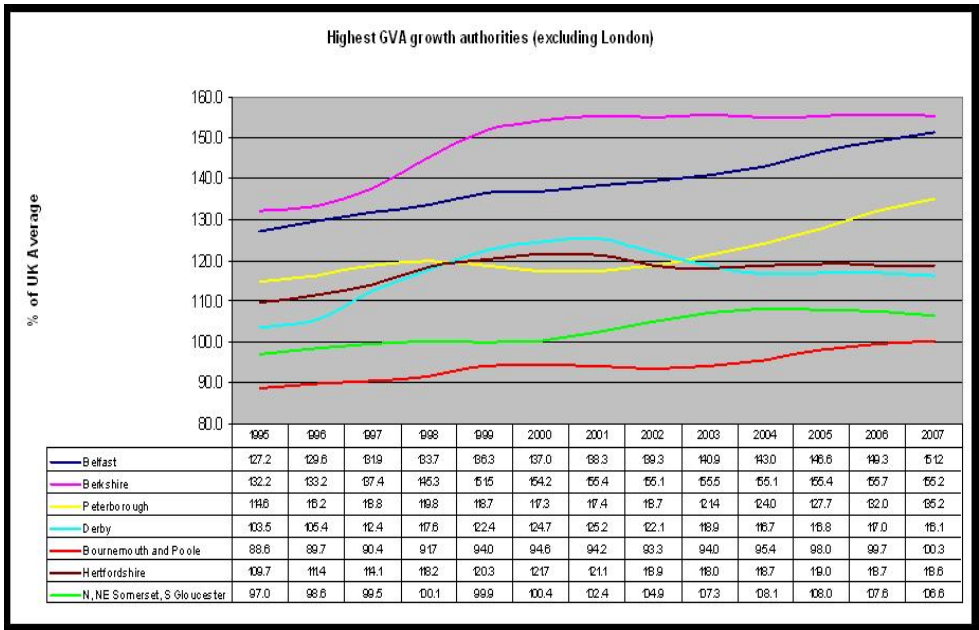
Plymouth Community Homes (PCH). Affordability of housing remains major problem to many households despite Plymouth having cheaper house prices compared to the rest of our housing market area. Average house prices in Plymouth for 2009 was £148,000, which means a household would need to be earning more than £38,000 to afford the average priced house, but average earnings in the city are only £23,000. The lower quartile house price for 2009 was £110,000 which would require earnings of more than £28,000 a year. Individuals on lower quartile earnings of £16,500 are unable to afford to buy property and it is these individuals that

create a large demand for affordable rented accommodation. The city has a strong track record on the delivery of new affordable homes with completions on an upward trend. Historically they flat lined at about 140 per annum, then improved to 252 in 2006/7, 216 in 2007/8, 290 in 2008/9 and 335 in 2009/10 and are projected to be 314 this year and 296 next year. The city secured £253m to fund the stock transfer of council homes to PCH, with a £170m scheme to regenerate 1,200 homes in North Prospect part of this package. A further £40m has been levered in to support new homes and regeneration.

### Comparative wealth - gross value added

**57** Gross Value Added (GVA) is a technical means of measuring the output of the local economy and productivity. In Plymouth it has been fairly level over the past 10 years at around 80% of the UK level, with the national figure heavily skewed by the South East and London. Plymouth is striving to raise its GVA to 100% by 2016. GVA is influenced by types of employment and types of working hours. More knowledge intensive businesses tend to create higher GVA, hence the desire to also diversify the business base and encourage innovation. At the same time, GVA is also affected by part-time working. Plymouth has increased its jobs and its working age population; though the number of full-time posts has declined, thereby potentially adversely affecting GVA levels. Plymouth's last actual GVA measurement (2007) was 82.1% , since which time the country has been in a state of recession and the impact of this has yet to be quantified. Expressed in financial terms of £s per head Plymouth's actual GVA in 2007 was £16,377 against an England average of £20,458, which represents a prosperity gap

**58** Plymouth uses a number of comparator cities from its family group and does lag behind many of these in terms of GVA. GVA in Derby, for instance, increased from 103.5% in 1995 to a peak of 125.2%



Source: ONS

in 2001 before dropping to a steady position around 116%; while GVA in Sunderland increased from 80.2% in 1995 to a peak of 87.8% in 2006. No other areas in our family group have achieved growth during this period. The table below looks at those authorities with the highest GVA growth, excluding London, and provides a further comparison point within a more stretching context.

**Marketing, image and regional presence**

**59** It is recognised in the partnership that the city has suffered from a lack of co-ordinated marketing over recent years and a clear brand. This makes it more difficult to attract visitors and businesses. However, the City Centre Company has worked on improving the city centre of Plymouth and co-ordinates and markets many of the events that take place. This has helped to create an events calendar including the Flavours Fest, Summer Festival and the activities at Christmas. Improvements have also been achieved in the West End with new road layout and paving. A new marketing toolbox for the city has recently been launched, which includes wording, layouts, images and a new slogan – Positively Plymouth. This will be rolled out across the partners in the city, such as the University, so that there is a more unified approach to marketing Plymouth between organisations –

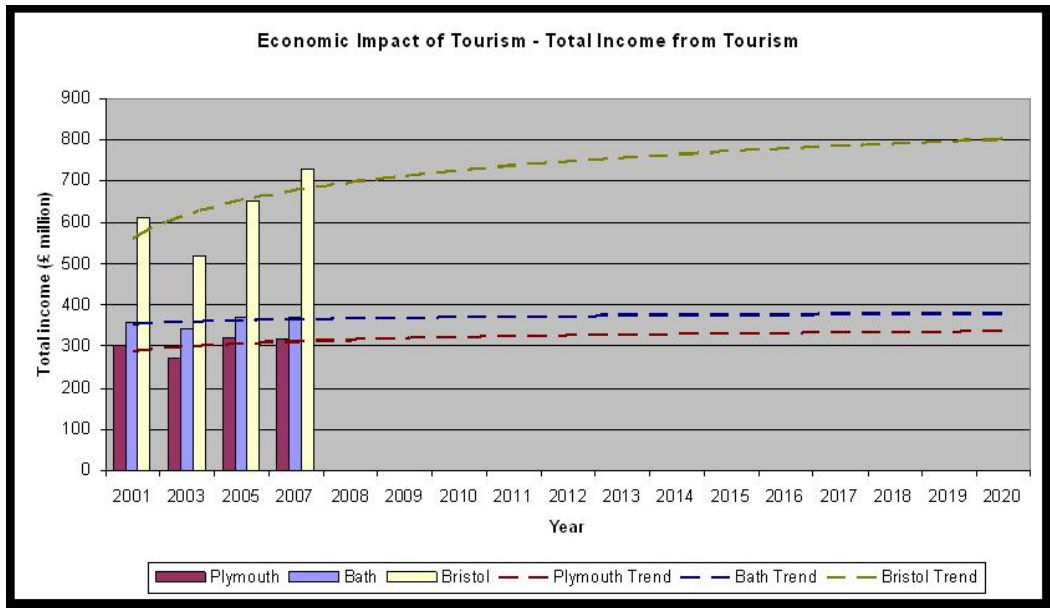
whether it is it nationally through inward investment or through to local materials used for tourists.

**60** A new post is being created to work with the Waterfront, Hoe and Barbican areas of Plymouth to bring the businesses in these areas together into a more cohesive body and promote the unique waterfront heritage that the city offers. Known as Destination Plymouth, this will bring together various activities and provide co-ordination. As we saw in the customer section, the Hoe receives relatively poor ratings from visitors.

**Tourism**

**61** Plymouth’s income from tourism from 2001 to 2007 has risen by £17.4m (5.8%). By way of comparison within the South West, the gap between Plymouth and Bath has decreased from £61.6m in 2001 to £52.7m in 2007; while the gap between Plymouth and Bristol has grown from £311.6m in 2001 to £412.8m in 2007. Projections show that even with a slow down of growth in Bristol the gap in tourism will continue to grow between the two cities. The projections in the table also suggest that there will be a small reduction in the gap between income from tourism in Plymouth and Bath.

**62** Visitor nights in Plymouth have dropped from 3.7 million in 2001 to 2.5 million in 2007, a 33% reduction. Staying visitor nights have increased over



Source: South West Tourist Board - figures adjusted for inflation using the CPI index

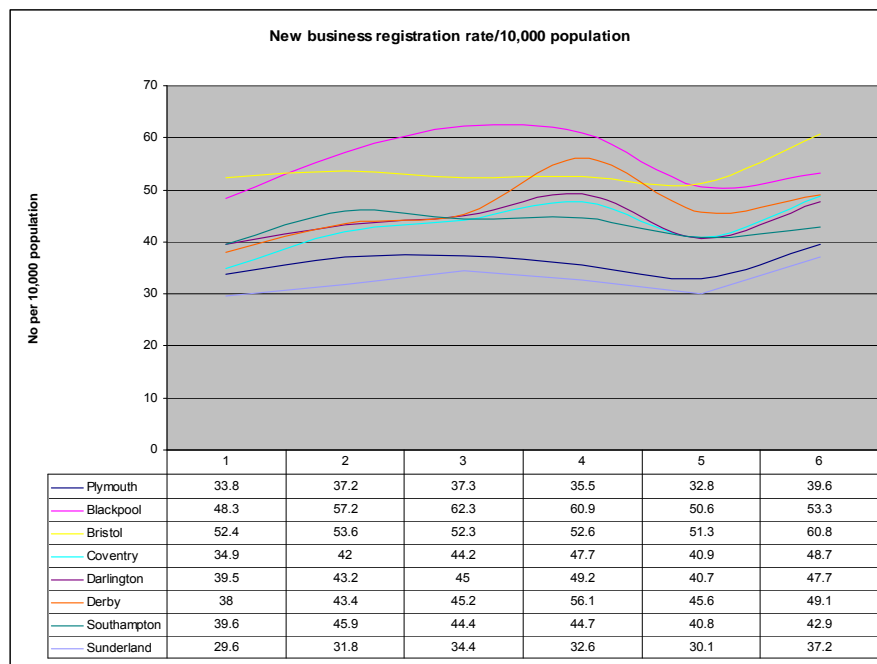
that time period in both Bristol (27.4%) and Bath (15.6%). Visitor night spend in Plymouth has increased from £43 in 2001 to £46 in 2007. Both Bristol (6.5%) and Bath (5.5%) have seen a reduction in visitor night spend during this time seeing the gap between Plymouth closing, although a significant gap still remains. Day visitors in Plymouth have increased from 3.0m in 2001 to 3.5m in 2007, an increase of 17.6%. Day visitor numbers in Bristol and Bath were exceptionally high in 2001, but from 2003 to 2007 the trajectory is similar to Plymouth's. Visitor day spend in Plymouth has increased from £34 in 2001 to £50 in 2007. Visitor day spend from 2001 to 2007 follows a very similar trajectory across all three cities with the increase in Plymouth (47%) above that of Bristol (42%) and Bath (40%).

**63** As we saw in the customer section, visitors have a fairly positive view of Plymouth, there is scope to increase visits from those in the 20 to 60 mile range and beyond and that improvements to the range of cultural facilities and attractions are most likely to have an impact in attracting people from longer distances. Plymouth, of course, may be one of the World Cup cities for 2018. Work has already begun on the Pilgrim 400 anniversary of 2020, with connections being made to the USA to mark the occasion. In 2011 Plymouth will join Nottingham, Glasgow and London in hosting the British Art Show, a major contemporary art exhibition that aims to attract national and international visitors. The Show will arrive in Plymouth, the final destination, in September 2011.

## Business

**64** The number of VAT registered businesses has increased by almost a third since 1980, at over 4,600 in 2007. The proportion of the business stock that is newly registered, the business start up rate, in Plymouth is at 12% higher than regionally (9%) and nationally (10%) – as well as being higher than that in the hinterland and sub regions, though that partly reflects their larger business base. De-registrations are at 7.2%, compared to 7.3% nationally. Plymouth had 39.6 business start-ups per 10,000 of the population in 2008. This figure has remained fairly static over the past years. Survival rates for businesses formed from 2003 onwards show a lower rate for Plymouth for the first three years and particularly the first two, with 1 in 10 businesses failing in the first year.

**The Plymouth Report 2010 draft | 11-08-10**



Source: LES monitoring 2009

**65** Plymouth has a legacy of a small number of large businesses locating in the city, such as the Ministry of Defence and some large manufacturers. There is, however, a will to diversify the business base in the city so that it is more resilient to changes in both the national and global economies. The European Union funded Urban Enterprise programme is seeking to provide support for business start-ups to help open up the options for self employment and small businesses in a small number of priority wards – although there are continuing issues regarding matched funding in light of the 50% PRG reduction.

## Skills

**66** Plymouth has a lower level of people skilled to Level 4 and above than the national average at 22.1% compared to 29.0% for Great Britain and 28.3% for the South West. However, it also has lower than average numbers with no qualifications – 10.5% compared to 12.4% nationally; although the city is not highly skilled, nor is it badly skilled. There are 17 state secondary schools, all of which have specialist status. This makes Plymouth one of only two local authorities to have this accolade. The specialist areas cover technology, science, mathematics and computing, engineering, sports, language, business and enterprise, humanities, vocational and performing arts.

**67** The University of Plymouth is one of the largest in the UK and the largest in the South West having some 24,000 undergraduates and 2,000 post-graduates, highlighting its importance to the educational life of Plymouth. The city is also home to Plymouth College of Art, City College and Marjon and is able to offer a broad range of courses. The University shares the Peninsula Medical and Dental Schools with the University of Exeter and is a co-

founder with others in the Combined Universities in Cornwall. The UoP is aiming to be the enterprise university in the UK and operates 'Enterprise Solutions' which seeks to work with businesses and make its facilities available to local businesses. It is also involved in promoting Knowledge Transfer Partnerships (KTP) and graduate placements. Both of these schemes use graduates in businesses to gain experience and provide the participating company with specialist knowledge for a period of time. Graduate retention in the city is seen as critical to its population and economic growth.

### Employment, worklessness, earnings

**68** At 63.9% Plymouth has a higher working age population than the South West (59.8%) and Great Britain (62%). The proportion of economically active people in Plymouth is 79%, compared to 81.6% for the South West and 78.9% for Great Britain. Of these 73.6% are in employment, which is above the national figure of 72.9%, but below that for the region at 76.6%. The proportion of the workforce in self-employment at 6.9% is significantly lower than the region (11%) and nationally (9.1%). Economic inactivity rates are around average at 21%, but above the regional figure of 18.4%. More people want a job in Plymouth than regionally or nationally, particularly women where the figure 9.4%, compared to 5.6% for the region and 6.6% nationally.

**69** Although 2.9% of local people are claiming Job Seekers Allowance (JSA) compared to 4.1% for Great Britain, the city has over a third of 18-24 year olds claiming this benefit, which is higher than regionally and nationally. At 18.4%, the proportion claiming JSA for over 12 months is again higher. The city also has a higher proportion claiming the Employment and Support Allowance (ESA) and incapacity benefits, 8.7%, compared to 6.3% regionally and 7.1% nationally.

**70** Plymouth has successfully bid for Future Jobs Fund. FJF comprises around £1 billion of government money and forms part of the government's 'Backing Young Britain' scheme. The fund aims to create 150,000 jobs for the long term unemployed aged between 18 and 24 years and others who face significant disadvantage in the labour market. In Plymouth, the bid was co-ordinated by the Plymouth Employment and Skills Board and the partnership

| Average median earnings £ - 2009  |       |       |       |
|-----------------------------------|-------|-------|-------|
| Category                          | PLY   | SW    | GB    |
| Full time weekly by place of work | 467.9 | 453.8 | 490.2 |
| Part-time hourly by place of work | 6.93  | 7.95  | 7.85  |
| Full-time weekly by residence     | 446.3 | 460.1 | 491.0 |
| Full time hourly by residence     | 7.00  | 7.95  | 7.88  |

Source: ONS

comprises the Council, Wolseley Trust, City College Plymouth, Millfields Trust, Groundwork South West, A4e, Shekinah Mission, Routeways Centre Limited, Plymouth Guild (and its partners) and Devon and Cornwall Constabulary. Wolseley Trust is the bid holder and employer of those on the scheme. In November 2009, Plymouth won its first bid and was awarded funding for 181 placements, of which 68 are within the council. Plymouth was awarded a further bid extending the scheme to September 2011, when the last placements will leave.

**71** Plymouth's job density ratio of total jobs to working age population is at 0.79 lower than that regionally (0.86) and nationally (0.83). The proportion of employees in public administration, education and health is significantly higher in the city at 36.9% than regionally (28.7%) or nationally (27%). This indicates the importance of city to the wider sub region as a centre for certain public services; whilst heightening its exposure at a time of public sector cutbacks. Distribution, hotels and restaurants at 23.1% is the second highest category. Employment in manufacturing is third at 12.5%, and higher than the 10.7% regional and 10.2% national figures. Employment is significantly lower at 13.4% in finance, IT and other business activities, where the comparisons are 19.1% regionally and 22% nationally. Progress with employment in the priority growth sectors was shown in the table earlier, where there was overall growth across the six sectors but a fall in advanced engineering between 2003/7. In terms of occupations, Plymouth has a significantly lower proportion employed in the categories covering managers, senior officials, professional and associate professional occupations, where the proportions are 37.6%, 42.8% and 44% for Plymouth, the South West and Great Britain respectively. Gross weekly pay at £467.9 is higher in Plymouth than regionally at £453.8, but lower than the £490.2 national figure. When earnings are assessed on the basis of residents rather than workplace, Plymouth average score falls below the regional average, indicating higher paid people commuting into Plymouth. Hourly part-time rates are lower in Plymouth than in the region and nationally.

### Economic and population trends

**72** As of 2007, there were 143,405 jobs in Plymouth and its Travel to Work Area, with 107,550 in Plymouth. The Centre for Cities 2009 report

| Qualifications (Jan 2008 – Dec 2008) |         |      |      |      |
|--------------------------------------|---------|------|------|------|
| Qualifications                       | PLY no. | PLY% | SW%  | GB%  |
| NVQ4 & +                             | 34,800  | 22.1 | 28.3 | 29.0 |
| NVQ3 & +                             | 70,300  | 44.7 | 48.8 | 47.0 |
| NVQ2 & +                             | 98,300  | 62.5 | 68.1 | 65.2 |
| NVQ1 & +                             | 126,400 | 80.3 | 83.8 | 78.9 |
| Other qualifications                 | 14,400  | 9.2  | 7.3  | 8.7  |
| No qualifications                    | 16,500  | 10.5 | 9.0  | 12.4 |

Source: NOMIS

highlighted Plymouth as ranking 10<sup>th</sup> between 2006-2007 for employment growth and 4<sup>th</sup> in terms of earnings growth between 2006 and 2008. Employment in the city has grown by 13% over the past twenty-five years, which is modest when compared to the national average and significantly lower than the surrounding sub-region. Growth in Plymouth has been accounted for by a rise in part-time jobs, with full-time ones falling by 5,000; the growth has been in the public sector and the low GVA distribution and retail sector, with only modest growth in business services and a decline of over a quarter in manufacturing jobs. Since 2003 the city has experienced more robust growth around the University and the knowledge based economy, but this has declined in the face of the recession. The city is surrounded by a number of fast growing districts which are not especially dependent on Plymouth, while Exeter has grown to offer another centre of employment.

**73** The population of Plymouth has been stable for the past 100 years. In 1981, Plymouth's population was 253,000, since when it has ebbed and flowed to 256,700 in 2009 – though growth has been steadily increasing since 2001, when it stood at 241,700. At the same time the population of Devon increased by 155,000, with Exeter rising by 23,000 and South Hams 17,000. The Office of National Statistics forecasts that Plymouth is projected to grow by 20% between 2006 and 2031, taking it to just under 300,000, which is above the national growth rate but slower than the regional one. This is expected to result in 32,000 additional households, while Plymouth surrounding areas are likely to see an extra 31,000. In Exeter household numbers are projected to double. In future years Plymouth will like other areas see a rise in the number of older people and also an increase in those aged under 19, reversing a previous trend – with births likely to be highest in the western part of the city. Despite a recent upward trend Plymouth's working age population is expected to grow relatively slowly. These demographics would indicate the need for strong inward migration into the city from people wanting to set up business or get jobs if Plymouth is to marry population growth and economic growth successfully.

### Deprivation levels and neighbourhoods

**74** Plymouth continues to have areas of deprivation with large differences across the city at neighbourhood and locality levels. The IMD 2007 ranks Plymouth as the 76<sup>th</sup> most deprived Local Authority in England (out of 354).

### Progress against LAA targets

**75** There are no significant underperformance issues within the Wealthy Theme Group's LAA targets.

**The Plymouth Report 2010 draft | 11-08-10**

## CAA focus - wealth 2009

### Areas of strength – Economy/transport

- Strategic approach by the LSP in dealing with recession
- Lots of initiatives that are getting more joined up
- Agencies are well prepared and have learnt from 1990s
- Idea of a single voice emerging for Plymouth
- Good match between college courses and business needs
- New facilities – incubation units, job centre on campus
- Good track record on affordable housing/empty homes
- Well regarded Local Development Framework
- Good levels of satisfaction with public transport
- Improving public transport links with main areas of employment and with city centre
- Securing investment to fund improvements in the Eastern and Northern corridor of Plymouth
- Clear progress in LTP1 objectives
- Future transport infrastructure has good prospects of being delivered on time
- Ferry investment; good links to more deprived areas
- Better value for money from car park sites

### Areas to think about – Economy/transport

- Worklessness is increasing and its patterns are changing
- Mixed picture on average earnings and skills - the impact on the least affluent areas not consistently clear
- Overall condition of the housing stock in Plymouth is poor
- Analytical capacity and the evaluation of impacts
- Need to further develop a clear and distinct city identity
- Impact of any future public sector funding squeeze
- Ability of ageing infrastructure to support the growth agenda – but catching up after years of underinvestment
- Slow progress with developing new cycling routes, but we recognise the geography of the city does not help
- Maximising the waterfront to stimulate access to tourism and creation of jobs
- Poor public perception of congestion and the state of road and pavements
- Some concerns from the elderly on the availability of free seats on buses

Some of them were very challenging, but that fact has been mitigated by the recognition from Central Government that previously agreed targets for employment, housing and business growth were unachievable once the recession started to bite. These were renegotiated down in 2010 and whilst still challenging, should now be achievable. Targets around social housing are well on track to be met. (Note LAAs are stretched targets)

**Key linkages:** impact of growth on levels of deprivation, employment, health, crime, attainment; spacial elements of a healthy, safe city; dependencies on good/high attainment levels and skills to grow businesses; growth migration patterns and cohesion.

**Key sources:** NOMIS 05/2010, ONS, Local Economic Strategy, Annual Monitoring Report LDF, Ekogen economic profile, SW Tourist Board, PCC transport, housing, economic data.

**Suggestions for improving document in future:** Focus on key tracking data; stronger regional dimension; night time economy; hidden economy; more analysis; reduce length. Link to Plymouth employment and skills board current work and skills analysis with SERIO, which complements data in wealth and wise sections

## Overview observation

**76** Health has improved across the population with life expectancy increasing and now standing at 81.9 years for women and 76.8 years for men, which is a slight widening of the gender gap and just above the national average for women (81.8yrs) and a below that for men (77.7yrs). Health inequalities feature strongly in Plymouth and together with crime, educational attainment, housing quality and deprivation levels generally converge around the western boundary of the city, with multiple demands on multiple services. At the extreme there is a 12 year gap between neighbourhoods at the top and bottom end of the spectrum. When comparing the bottom and top 20% of areas the gap is 7 years for men and nearly 3 years for women. Health in the city is significantly worse than the national average in 17 of the 32 comparative health categories. For example, estimated rates for smoking, healthy eating and obesity in adults are worse than average; physical activity is similar, as is childhood obesity. Teenage pregnancy and hospital stays for alcohol related harm are both higher than average. Early deaths from cancer, heart disease and stroke are falling, though new cases of malignant melanoma are amongst the highest in England. The proportion of the population that is elderly is below average, but is growing numerically and there are consequently rising demands for care packages.

## Priority health focus

**77** A healthy Plymouth is a key visionary goal for the LSP, a theme group is devoted to it and a delivery working group sits under it. Health is also a priority for the Children's Trust. Reducing health inequalities has been identified as a key priority and there is strong recognition of the difference in life expectancy between different neighbourhoods of the city. There is also commitment to improving against national average health indices. Thirteen of the 2008/11 LAA indicators relate to health directly, while many others, such as those relating to improving the environment, levels of attainment, particularly in deprived areas, employment opportunities and access to services will help indirectly to improve health and reduce inequality. The placing of a number

## Current priorities around health

### Healthy Plymouth 2008-2020 and Healthy Theme Group

- Health inequality
- Health prevention and promotion
- Mental health promotion
- Access and design of specific services
- Integrated services to promote independence

### NHS Plymouth's Strategic Framework 2010-15

#### Strategic ambitions for the city as a whole:

- Reduce health inequalities
- Prevent ill health
- Commission modern and innovative services.
- Ensure value for money

#### For the individual:

- More control
- Wider choice
- Easier access
- Improving quality

#### Strategic Improvement Priorities:

- Improve clinical and cost effectiveness within planned care
- Reduce the use of A&E and unscheduled hospital based care
- Focus on choice and access to community based options for non elective care and converting unplanned care into planned interventions
- Reduce avoidable hospital attendances for children and young people
- Improve the quality and value for money in mental health services.
- Reduce health inequalities for people with learning disabilities
- Improve satisfaction with and cost effectiveness of out of hospital services for adults and in particular older people
- Improve the efficiency and effectiveness of continuing care
- Helping people to stay healthy. Focus on sexual health, alcohol, smoking, breast-feeding, substance misuse, obesity and mental health promotion
- Long-term conditions. Improve the way we address the projected increasing demand from people living with long-term conditions. Focus on coronary heart disease, chronic obstructive pulmonary disease.

### Plymouth Hospitals NHS Trust quality goals and priorities 2010/11

- Patient safety – 1 early recognition, appropriate escalation and effective management of acutely ill patients; 2 appropriate Venous Thromboembolism risk assessment and prophylaxis; 3 improved prevention and management of all Healthcare Associated Infections
- Clinical effectiveness – 4 improved management of stroke patients; 5 improved venous access site infection rates; 6 improved compliance with the surgical site infections bundle and reduced numbers of associated infections
- Patient experience – 7 better engagement of patients in decisions about their care; 8 better provision of single sex accommodation for in patients; 9 better information for patients at point of discharge

### NHS Plymouth Mental Health Services improvement priorities 2010/11

- Improve the patient experience
- Managing and reducing MRSA and other Healthcare Associated Infections
- Privacy, dignity and same sex environments for people who use services

### Council – most relevant corporate improvement priorities

- CIP3 Helping people to live independently
- CIP4 Reducing inequalities between communities
- CIP5 Providing better and more affordable homes
- CIP 6 Improving culture and leisure opportunities
- Plus CIPs around growth, education and children's safety

### Children's Trust priorities

- Reducing health inequalities
- Improving children and young people's mental health

### Vital Spark – Cultural Strategy

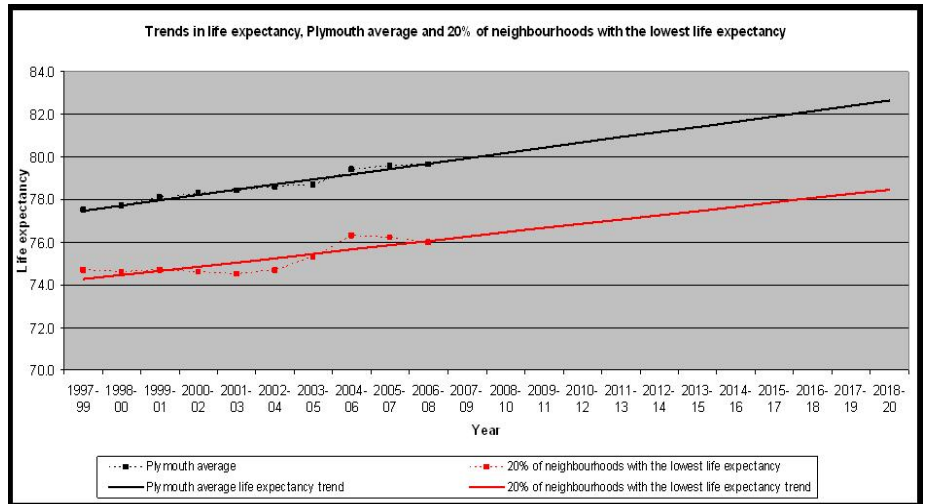
- To ensure that culture plays a full part in improving the health and well-being of individuals and communities in Plymouth

of challenging health indicators in the LAA has given them greater prominence and influenced improved performance. Despite this focus, concerns about health were raised under the former CAA process and performance against a number of health indicators has not been good. In order to address this a more focused action plan has been pulled together.

### Health Profile - overview

**78** The Department of Health's 2010 Health Profile states that overall health in Plymouth continues to improve year-on-year and there is much work going on across the city to improve health by specifically addressing its determinants and targeting communities with the greatest health need. The profile shows Plymouth with higher deprivation levels than national and regional figures and a lower level of overall life expectancy. Men in the most deprived 20% of areas can expect to live 7 years less than those in the least deprived quintile, with the comparable figure between women nearly 3 years less. At the extreme, there is a 12 year gap between neighbourhoods and the top and bottom end of the spectrum, while the 7 and nearly 3 year gaps identified above are significant.

**79** With average life expectancy at 76.8 years for



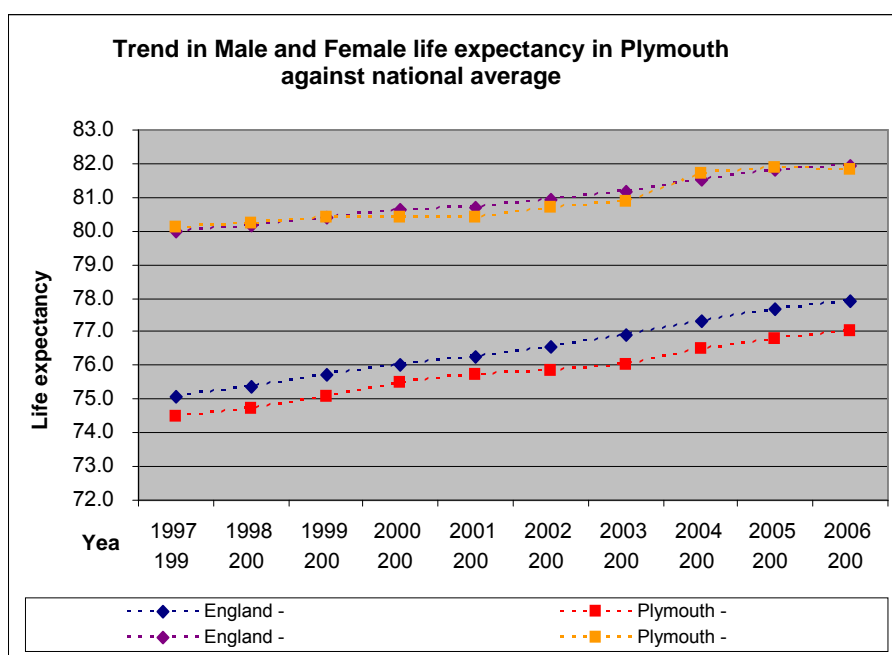
Source: Plymouth Public Health Unit (PHU)

men and 81.9 years for women, which is a slight widening of the gender gap and just above the national average for women (81.8yrs) and a below that for men (77.7yrs). The profile shows that overall the city's health is significantly worse than average in 17 of its 32 categories. It states that estimated rates for smoking, healthy eating and obesity in adults are worse than average; physical activity is similar, as is childhood obesity. Teenage pregnancy and hospital stays for alcohol related harm are both higher than average. Early deaths from cancer, heart disease and stroke are falling, though new cases of malignant melanoma are amongst the highest in England.

### Life expectancy, death and disease

**80** Life expectancy for both males and females increased year-on-year in the city between 1991 and 2007 in line with the rest of the country. However, there is considerable variation in life expectancy across the city and the pattern tends to follow the pattern of material deprivation. For example, a resident of Widewell can expect to live the longest in Plymouth at 85.4 years, while a resident of Devonport can expect to live 73.3 years.

**81** This inequality in health occurs in all illness groups. Eight in ten of all deaths in the city are caused by circulatory diseases (40%), cancers (27%), respiratory diseases (14%) and diseases of the digestive system (5%). These proportions have remained



Source: PHU

unchanged from 1997 to 2008. Plymouth has relatively more deaths, standardised for age, than the South West and England. Overall there is a downward trend in death rates. Analysis suggests that this downward trend is mainly in diseases amenable to healthcare. The biggest single cause of mortality in Plymouth is cancer. The number of deaths linked to cancer amongst the city's residents has not declined to any great extent (-2%) since 1997, but this must be viewed in the context of a rising and ageing population.

**82** People with severe mental health problems generally die younger than other people and generally have a poorer quality of life. Some national studies have shown that on average they can die 25 years earlier than other people. Approximately 11,000 Plymouth residents are estimated to be affected by some form of mental health condition.

### Health inequalities and locality differences

**83** In general, a person born into a materially deprived neighbourhood of Plymouth can expect a shorter life than if they were born into a more prosperous part of the city. The mortality gap between the most deprived group of neighbourhoods and the least deprived group widened substantially from 2004 to 2007. Certain neighbourhoods regularly performed worse than others from 1991 to 2007 in terms of their mortality: in order they were Stoke, Devonport, Tamerton Foliot, Barne Barton, Morice Town, and Stonehouse. Conversely, certain neighbourhoods often performed better than others and in order they were Chaddlewood and Widewell (both least deprived neighbourhoods).

**84** The city has health inequalities in each of the three main causes of death, especially amongst residents aged under 75 years. This is most apparent

for circulatory disease (heart disease and stroke) and some forms of cancer, usually lung cancer amongst men and to a lesser extent female breast cancer. Neighbourhoods such as Stoke, Honicknowle, Whitleigh, Stonehouse, Devonport and North Prospect usually contribute a higher proportion of mortalities from these diseases - and also for emergency and elective hospital admissions.

**85** There is a clear social gradient in the gender balance between males and females with severe mental health problems. In the South West of the city the percentage of males and females with severe mental health problems was very close, whereas in the Plympton and Plymstock sub-localities the percentage of females was much higher than that of males. With regard to the age of the patients, those from the South West and South East sub-localities tended to be from the younger age groups, whereas the patients from Plympton and Plymstock tended to be from the older ages.

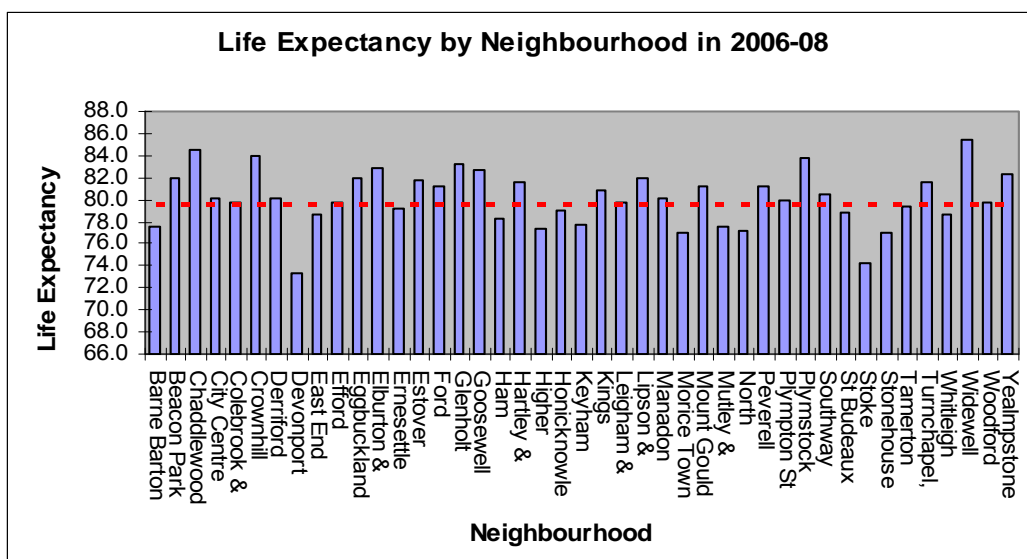
**86** In 2008/09, a total of 6,457 people used NHS Plymouth's mental health services of which 5,734 (88.8%) were Plymouth residents. This resulted in a total of 90,851 patient contacts by Plymouth residents of which 42,917 (47.2%) were residents from the most deprived areas of the city; 27,345 (30.1%) from the middle group of neighbourhoods and 20,589 (22.7%) from the least deprived. Overall, the city's South West sub-locality had the highest number of patient contacts (28,215) and the Plympton sub-locality had the lowest (7,909). Of the 5,734 residents, a total of 3,215 (56.1%) were female.

### City's resilience to poor health

**87** Plymouth is rated as the one of the most sustainable cities in the UK with a low carbon footprint; it offers an excellent natural living

environment, with low congestion, levels of pollution and crime. With the notable exception of the Royal Navy dockyard at Devonport and limited commercial freight handling facilities and oil terminal at Cattedown, the city does not possess industries with processes which are inherently dangerous to the health of employees or which pose a threat to public health.

**88** In terms of improving health, NICE guidelines



Source PHU

that promote physical activity through mixed land-use will be a feature of future urban design, including that for the Sherford Valley development. The current plans for the growth and reshaping of the city have a focus health and related issues as they include: area action plans based on sustainable communities; accessibility plans to link people, opportunities and facilities; new learning centres that become hubs for local communities; improved housing; the development of the medical sciences based around Derriford Hospital and the growth of the hospital itself. Work being done to support benefit take up and debt reduction, raise attainment and aspirations and widen leisure and cultural opportunities are also helping to improve health and well-being and have a positive impact on mental health. The caveat to add here is the impact of public expenditure cutbacks in the areas outlined.

**89** Material deprivation and poverty are factors in Plymouth and there is a strong causal link with health and economic inequalities that is long established in national research (e.g. Black Report, 1980). Epidemiological studies have consistently reported that the prevalence of less severe learning disabilities, and those that have no clear biological basis, are closely related to the level of social deprivation. The general level of educational attainment is an important determinant factor in public health and well-being. Research undertaken by the council in 2008 suggesting pupils with low attainment tend to come from the most deprived areas of the city with respect to 'foundation stage profile' and key stage attainment.

**90** The city is generally well-provisioned with sports and recreational facilities although several are in need of upgrading, notably on school sites, or replacement, such as the Mayflower Centre and Central Park pools where work is underway. Although an even distribution of indoor, outdoor and specialist facilities throughout the city could not be expected, certain areas of the city do not have any kind of sport or fitness facility impacting on people's accessibility, particularly for those whose mobility and ability to access opportunities is restricted.

**91** Poor quality housing often leads to poor health, and social and financial exclusion. It has been estimated that poor housing in Plymouth costs the NHS in excess of £5m annually and contributes to more than 100 deaths per annum. The basic measure of housing suitability, the Decency Standard, was changed in 2006 by the substitution of the Housing Health and Safety Rating System (HHSRS) for the old Fitness Standard. HHSRS addresses those problems which have a direct health and safety impact on residents. As such, it covers a wider range of housing problems than the previous

**The Plymouth Report 2010 draft | 11-08-10**

## Some key opinion data

### Place Survey – adult residents

#### Satisfaction with GP, hospital and dentist

- 85% satisfaction with GP in 2008, compared to 79% nationally – with the local figure 82% in 2009
- 72% satisfaction with local hospital in 2008, compared to 72% nationally – with the local figure 78% in 2009
- 62% satisfaction with local dentist in 2008, compared to 68% nationally – with the local figure 70% in 2009
- Evidence from IPSOS MORI suggests that actual users of health services have even higher satisfaction ratings

#### Feeling healthy

- 71% of local people felt their health was good or very good in 2008, compared to 74% nationally – with the local figure 73% in 2009
- Only 50% of social tenants said their health was good or very good in 2008

#### Area and home satisfaction

- 79% of people were satisfied with the local area in 2008, compared to 76% nationally – with the local figure 79% in 2009
- 83% of people over 65 were satisfied with their home and neighbourhood in 2008, compared to 80% nationally – with the local figure 89% in 2009

#### Support

- 28% of people feel older people receive the support they need to live independently, compared to 29% nationally, with the local figure 27% in 2009
- The above figure rose to 37% for those aged 55 and over, but there was no significant variation by disability

#### Mental well-being

- 20% of residents felt downhearted/low a good bit or all of the time, 24% some of the time and 56% a little or none of the time.
- Social tenants and people with disabilities were significantly likely to feel more downhearted

#### Exercise, smoking

- 66% of residents participate in at least 30 minutes of sport/active recreation at least 3 times per week
- 19% of residents said someone smoked in their house (2008)

Fitness Standard, and nationally has increased the figures for non compliance with the Decency Standard. Surveys which took place before, or around, 2006 may not have fully reflected the impact of HHSRS. Prior to transfer of council housing to Plymouth Community Homes, the Council owned 13% of the housing in Plymouth. PCH have assumed that almost every property in their ownership will require works to comply with the Decent Homes Standard by 2014. There is no specific information available on the current condition of other housing association stock in Plymouth. However, the national figures from the 2008 House Condition Survey indicate that 22.8% is non decent. However, with the exception of PCH stock the majority of Housing Association stock is nearing the standard

**92** The largest part of the housing stock (80%) is owner occupied or privately rented. Preliminary findings from the Building Research Establishment

(BRE) commissioned Housing Stock Model 2010 indicate that 35% of the private stock is non decent. The report highlights that all the house condition and energy efficiency indicators suggest private sector housing stock in Plymouth to be at or slightly better than the national average in 2007. The percentage of non decent homes at 35% is 1% lower than the average for England in 2007 and 1% higher than the average for England in 2008. The 2005 Private Sector Stock Condition Survey indicated a non decency level of 32%, but this may not be a comparable figure. Most dwellings fail the decency standard on the basis of HHSRS hazards (21.8% nationally and 21% within Plymouth's private sector). The main HHSRS failings are "Excess Cold" and the various types of falls. There is a link between poor housing conditions and property age. Plymouth has a higher proportion of pre 1919 dwellings (27%) than England as a whole (21%). There are also links to poor housing conditions and tenure. The BRE findings highlight that the percentage of non decent homes in Plymouth at 43% is 2% lower than the average for England in 2007 and as such privately rented housing has greater levels of non decency than the private sector as a whole. Plymouth also has a comparatively large private rented stock (around 15,000 dwellings).

**93** Plymouth also has a comparatively high incidence of houses in multiple-occupancy. These properties are often poorly converted and managed which, in turn, increases the risk of accidents and ill health. Of the 5,600 plus houses in multi-occupancy, over 750 licenses have been issued to properties that are subject to mandatory licensing since 2006, with 2,263 complaints from tenants / landlords resolved since then. Since April 2006, 547 Disabled Facilities Grants (DFG) have enabled people to live independently in their own homes through adaptations to their property. Demand for DFGs remains high. Timescales have been reduced from 34 weeks in 08/09 to 33 weeks last year, though sufficient resource is an issue. Improving the energy efficiency of homes impacts on improving people's health, schemes include our successful Healthy Homes Scheme targeting people with cold related illness.

## Health and Children

**94** A large number of emergency hospital admissions relate to pregnancy, parental concerns for infants' health, fractures, wounds and bumps, and infections – though the exact number is currently being calculated as there are issues around what is properly recorded here. The number and rates of emergency admissions rose from 2000/01 to 2005/06 but then fell for two years to 2007/08, before a sharp rise in 2008/09. In contrast elective admissions rose consistently from 2003/04 to

## Health and community initiatives

- Plymouth Hospitals Trust is placing more emphasis on booking appointments, diagnostic tests and treatments, times and dates that are more convenient to the patient and supplying better information and choice for referrals via the GP service.
- The NHS Plymouth Provider arm is being developed into an arms length body, with the business acumen to tender for larger contracts. Significant progress has been made to strengthen the commissioning arrangements between NHS Plymouth's commissioning function and its provider services unit.
- NHS Plymouth is working to build on the strength of community pharmacy in line with the recommendations of the Pharmacy White Paper and 'World Class Commissioning – Improving Pharmaceutical Services' guidance.
- The 'Be Smart, Be Safe' initiative resulted in 50% rise in referrals to Community Memory Service in 2008-09, with 982 users supported through mental health teams and 400 through generic social care services. Increased awareness of Dementia amongst the general public is thought to have led to an increase in referrals to mental health services.
- Investment in new assessment centres are reported to have led to faster access to services and satisfaction levels, with 85% of users expressing their satisfaction in 2008/09.

2008/09 with a widening gap in this year compared to emergency admissions. However, the standardised elective admissions rate remains below the national average. Pregnancy related conditions are classified as an emergency even if there is no medical emergency. The very young (0-4 years) and the very old (75+ years) tend to be admitted to hospital as emergency admissions in greater numbers than any other age group. Relatively few babies and toddlers (0-4 years) tend to attend hospital on an elective basis. Elective admissions show a similar pattern but with a lower proportion of admissions for parental concerns for infants' health, fractures, wounds and bumps and viral infections, and a higher proportion for the main diagnostic conditions and for mental health related conditions.

**95** There is growing evidence that some types of mental health problems are predictive of negative outcomes in later life and a strong correlation between child and adolescent mental health issues and mental health problems in adults. It is estimated that targeted and specialist child and adolescent mental health services should reach approximately 5,750 young people. Some groups of young people are particularly vulnerable: children in care, young offenders, young carers, children with special educational needs – especially learning disability and young carers.

**96** Dental decay remains one of the most common diseases of childhood affecting both the primary ('milk' or 'deciduous') and permanent teeth. Its consequences may last throughout life and require ongoing restorative and rehabilitative care. Tooth loss in children is almost entirely a product of the

decay process and tooth decay is almost entirely preventable (Department of Health, 1998). The burden of dental decay is unequally spread throughout the population of the city. Children from more affluent backgrounds tend to have little or no dental decay as opposed to children from less affluent backgrounds who tend to show high levels of dental decay (National Alliance for Equity in Dental Health, 2001). Overall there has been an improvement in the oral health of five-year old children in Plymouth from 2000 to 2009.

**97** In 2009, children aged 5 years in Plymouth had on average 0.9 teeth affected by decay. The value in 2000 was 1.6 teeth affected by decay, representing a 40.7% reduction. However, at neighbourhood level there was considerable variation in scores in the city, ranging from 0.1 in Elburton and Dunstone and Goosewell, to 2.8 in Mutley and Greenbank. This represents a 28-fold variation and is larger than that seen in 2000 when it ranged from 0.5 in Colebrook and Newnham to 3.3 in Ernesettle. Despite this variation, a larger number of neighbourhoods in 2009 (28) had a decay score of less than 1 compared to 2000 (only 9).

**98** There has been an increasing number of teenage conceptions in the city from 2006 to 2007 and into 2008/09 with a marked increase to 50.9 per 1,000 in the third quarter of that year and this linked to the rise in abortions and births. The under 18 conception crude rate was higher in Plymouth (49.6 per 1,000 women) than that recorded nationally (41.2) in 2005 to 2007, a total of 228 conceptions notified to the NHS. The number of conceptions is highest in neighbourhoods classified as most deprived with a clear gradient between the most deprived to the least deprived neighbourhoods. Similarly, abortion rates are highest in those materially deprived neighbourhoods, again with a clear gradation from most to least deprived neighbourhoods. Abortion levels amongst women aged less than 18 years are higher in Plymouth than in England and Wales or the South West. Otherwise, rates are lower in the city for women aged 15 to 44 years.

**99** A review of the impact of drugs and alcohol upon the sexual behaviour of young people in 2007 revealed a strong correlation between sexually transmitted infection (STI), substance misuse including alcohol abuse and unprotected sexual behaviour. Chlamydia likely remains the most common form of STI for people aged less than 25 years. The highest rates in Chlamydia are in women aged 16-19 and men aged 20-24, those reporting behavioural risk factors and certain ethnic groups.

**100** Of particular concern is child poverty which is a significant issue for the city. Approximately 24% of

all children in Plymouth are regarded as living in poverty, compared with 22.4% nationally. Local health visitor data on families with young children suggests that dependence upon benefits and unemployment is highly localised in the city, especially in the South East, South West and North West localities. Families dependent upon welfare benefits are especially prevalent in Stonehouse (57%), North Prospect (53%), Barne Barton (48%) and Devonport (47%) which exhibit levels far higher than the average for the city (21%).

**101** The prevalence of childhood obesity is uneven across the city with the highest levels in the North West and Plympton localities and lowest in the Central/North East and Plymstock sub-localities. Males and females aged up to 18 years, particularly up to the age of puberty, mothers of children aged 0 to 16 years and socially excluded children including disabled children are deemed to be at greater risk of being dangerously over / underweight in society.

### **Older People**

**102** There has been a downward trend in mortality, mainly in diseases amenable to healthcare, particularly amongst males in the 65 to 75 years age range. Fractures, wounds and bumps amongst older residents aged over 65 years usually arise from unintended injury due to falls. It is estimated that in 2009 a total of 10,985 older Plymouth residents will attend A & E because of a fall, and that 870 will remain in hospital because of the effects of a fall (Older People Population Information System (PoPPi) 2008). This said, hip fractures amongst persons aged over 65 years were higher in Plymouth (513.2 per 100,000 population (274 people)) than the average for England (479.2) in 2008/09 (APHO and Department of Health, 2010). Older people tend to stay longer in hospital and in 2009/10 patients aged over 75 spent more days in hospital following an emergency admission than all other patients. Plymouth is worse than the national average with regards to the number of residents aged 65 years or more who are 'not in good health', with 22.6% (8,506) describing themselves in such terms compared with 21.5% for England as a whole in 2007/08 (APHO and Department of Health, 2009).

**103** As we have seen, older people currently constitute a smaller proportion of the population in Plymouth than nationally, but it is one that is growing with all the consequent care needs as people get older. The city's All Our Futures Strategy, which was based on the views of older people, recognises the importance of a holistic view of older people's needs and not one just confined to social care. It has resulted in five working groups focused on transport, education and employment,

environment and safety, emotional and physical well being and housing and finance. The focus for adult social care in the city is on implementing the Putting People First Agenda; integrating health and social care services; the continued shift of investment from funding of institutional care to promoting community health and well being; and, reducing inequalities of service provision, including widening access to and take-up of services. The table above indicates some of the numbers involved in the receipt or potential receipt of social care, while the table below looks at how performance is moving towards the 'Putting People First' agenda with the emphasis on personalised, self-directed and preventative care.

**104** The city has made substantial progress in shifting its balance of care since 2007, with 2,799 more users helped at home at end of 2009-10 than at March 2007, a 74% rise. At the same time, 536 fewer users are now supported in a permanent care home, a 34% drop. Residential care is more costly than care at home, though the latter will vary depending on the level of support needed. Overall net care at home unit costs were around 20% below the comparator council average in 2008/09, with only physical disability costs higher. However, overall net spending on all forms of adult social care is

## Adult Social Care Numbers

### Older People

- 15,000 older people at home need help with domestic tasks; 12,000 help with personal care; of these at least 3,500 will require ASC help
- 3,300 were helped at home – Feb 10; another 960 were helped by grant-funded services – Nov 09
- Between 500-1000 more (in net terms) will need ASC help by 2015.

### Adults with a learning disability

- 900 adults have a moderate or severe learning disability.
- 882 were helped, 77% at home- Feb 10; another 337 were helped by grant-funded services – Nov 09; over 40 more (in net terms) will need ASC help by 2015, plus 30 more with autism spectrum disorders.

### Adults with a physical disability

- 1300 adults with a serious personal care physical disability
- 937 were helped, 95% at home – Feb 10 another 204 were helped by grant-funded services – Nov 09); up to 100 more (in net terms) will need ASC help by 2015.

### Adults with a mental health need

- 670 adults with a severe mental health need requiring ASC help.
- 1240 were helped by joint MH team, 97% at home - Feb. 10; another 441 were helped by grant-funded services – Nov 09; up to 100 more (in net terms) will need joint team's help by 2015.

### Carers

- 25,000 carers, 17,000 looking after older people, 4,500 carers aged 65 plus
- 6,000 carers provide 50 hours plus care per week – 1,800 aged 65 plus.
- 2,274 carers were supported by the council during 2009-10; among these 738 carers received a direct payment; another 262 were helped by grant-funded services – Nov

## Adult Social Care inspection

### Areas of strength

- Performs 'well' across all seven outcome areas
- Clear progress with key priorities - faster change, improved service delivery
- Plans ambitious - based on needs analysis
- More people supported to live independently - strong emphasis on prevention
- More choice of alternative accommodation
- Council buys good services and rewards good providers.
- People who use services and carers have increased opportunities to be involved in decision-making
- Performance management improving - Improvement Board
- Aids and small adaptations received quicker
- Budget management, MTFS - good.
- Increasing range of joint strategies – e.g. stroke care, dementia care, carers'
- Many more people have been able to get a direct payment
- Increasing day service focus on getting people into work
- Safeguarding performs well

### Areas to think about

- Capacity to make changes a reality
- More formal partnerships with health - being explored
- Progress Putting People First agenda – in some areas
- Increase pace of change around personal budgets
- Ensure workforce fully prepared
- Draft workforce strategy - not joint one agreed with partners
- Pace of major adaptations
- Comparative spend on mental health needs
- Into work approaches need to be route to paid employment
- Taking equalities issues forward/responsive to everyone

increasing by an average of £3.4m net per year, principally to accommodate rising demand.

**105** The PCT Continuing Care and Funded Nursing Care Team and Adult Social Care have been successfully co-located and begun to develop integrated approaches to reviews. The co-location has seen closer working on safeguarding issues and development of a joint medicines management policy. A Health and Social Care Integration Board (H&SCIB) drives forward integration and a high level model for the development of integrated long term care teams in 6 localities across the city has been agreed with the PCT under the H&SCIB with implementation planned for April 2011. The staff turnover rate within ASC in the council was 6% in 2009/10, compared to 19% nationally and 17% in the non-statutory sector and down from 7.9% the previous year. The vacancy rate was 2.93% in March 2010, compared to 2.6% in 2008/9; 56% of staff had been in their current role for more than five years and 74% had been with the council for longer than that time, while nationally less than 70% of care staff remain in their job for four years; 85% of staff hold NVQ in health and social care level 2 or above, against a national figure of 50%. Putting People First is a major change agenda for both clients and staff; while the tight fiscal climate puts added pressure on continuing to improve commissioning, develop

provider markets and work with other sectors. The composition of Plymouth growth towards 300,000 will influence whether older people, whilst growing numerically, become a greater or less proportionate component of the city's population.

### Learning and other disabilities

**106** Analysis undertaken for last year's Joint Strategic Needs Assessment suggests that people with learning disabilities have an increased risk of early death. They are more likely to die before 50 and the life expectancy is shortest for those with the greatest support needs. Respiratory disease is the leading cause of death and they are 3 times more likely to die of respiratory illness than the general population. They also experience more heart disease, bowel cancer and stomach disorders; 22% have epilepsy and dementia is four times more common.

**107** The Office of Population and Census estimate the prevalence of learning disability in England as 2% of the general population, equating to nearly 5000 people of all ages in Plymouth (Initiatives in Care, 2005). Prevalence of moderate to severe learning disability (IQ below 50) is usually estimated at 3-5 people per 1000 population. Applying this to the 2008 GP Population Register for the 18-64 age group suggests that between 499 and 832 people have a moderate or severe learning disability. There are three factors likely to lead to increased prevalence; increased survival rates of young people with severe and complex disabilities, reduced mortality rates amongst adults with learning disabilities and an increase in more severe learning disabilities in some ethnic groups.

### Mental Health

**108** Mental health problems are thought to be common with one in six adults expected to have a mental health problem at any one time - and for half of these people the problem will last longer than a year. Mental health problems are often associated with elderly persons aged over 75 years, this group having a close association with degenerative conditions such as dementia and Alzheimer's disease, but it can equally affect younger age groups especially when associated with non-prescribed drug misuse and alcohol abuse.

**109** Overall, approximately 11,000 Plymouth residents are estimated to be affected by some form of mental health condition. Modelled estimates suggest that 3,559 residents aged 65+ years are likely to be suffering from depression, with 1,119 suffering from severe depression in 2009. A total of 2,957 residents aged 65+ years were estimated to be suffering from Dementia in 2009 (Projecting Older People Population Information System, (PoPPi) 08).

## Adult Social Care Performance

### Self-directed care

- 655 direct payment users at end Feb10; a 32% rise from Mar 09, on top of the previous year's 139% rise
- 390 personal budget users issued during 2009-10 – up from zero in 2008-9.
- 738 carers issued with direct payments during 2009-10; 74% more than in 2008-9.
- 1814 people received a self-directed service during 2009-10. The outturn position for N1130 is 15.9 % which exceeds its target of 15.4% and almost doubles its 2008-9 performance of 8.4%.
- A higher proportion of direct payments issued to older people funding more intensive care services – 28% of payments made were of an annual value of £5,000 plus compared to 18% in 2008-9.

### Balance of care

- 10,030 users accessing community based care services in 2009-10 – 7% more than during 2008-9.
- 1,053 users were in permanent care homes at end Mar 10 – 6% less than Mar 09
- 681 adults with a learning disability helped at home - Feb. 10 - 25% more than on Mar 09
- 201 adults with a learning disability placed in a permanent care home at end of March 2010 – 15% less than Mar 09
- Out of 882 users with a learning disability, 77% were supported in their own home of their own up from 70% Mar 09 and 63% Mar 08
- 894 adults with a physical disability helped at home - Feb. 10 - 14% more than Mar 09
- 43 adults with a physical disability placed in a permanent care home - Mar 10 – 17% less than Mar 09
- Out of 937 users with a physical or sensory disability at end of Feb 10, 95% are supported in their own home of their own up from 94% Mar 09 and 90% Mar 08
- Out of 1,433 adults with mental health needs Feb 10, 97% were supported in their own home – up from 96% Mar 09 - with 8 fewer placed in a care home.
- Out of 4,031 older users Feb10, just over 80% remain supported in their own home – up from 72% Mar 08.
- 2,137 home care users Feb.10 – 7% more than Mar 10 (on top of the large rise in self-directed care).

### Carer support

- 164 or 8% more carers received support services in 2009-10.

### Disability equipment for daily living

- 2,667 equipment users Feb 10 – 64% more than Mar 10 (reflecting improved accessibility arrangements).

### Grant-funded preventative services

- 2,401 users and carers were helped via grant-funded voluntary services in 2009-10 – 25% more than in 2008-9.

### Intermediate care

- 84.3% of intermediate care users were still at home 3 months after hospital discharge, compared to 71% the previous year and above the 83% target
- Delayed transfers of care for all reasons fell by 4% in 2009-10.
- In partnership with others Telecare figures have risen overall in 2009/10 to 902 from 882. (99 of these were offered Telecare as a personal budget).
- A new 74 bed extra care scheme for Older People opened.

**110** National studies suggest that women are more likely to experience mental health problems such as depression and anxiety – around 20% of women at any one time compared with about 12.5% of men. Men, have higher rates of suicide and addictions. There is evidence that lesbian, gay, bisexual and transgender people are at higher risk of some mental health problems and that services for older people are lagging behind those for their younger counterparts.

**111** The number of residents in receipt of mental health services indicates that the prevalence of related medical conditions is likely to be higher than that nationally. The percentage of adults in receipt of incapacity welfare benefits for mental illness in 2007/08 is believed to be much higher in Plymouth (40.7%) than the average for England (27.7%), a total of 6,450 adults (APHO and Department of Health, 2009)

### Preventative Health

**112** Analysis suggests that the downward trend in mortality has occurred mainly in diseases amenable to healthcare and was much more pronounced amongst males in the 65 to 75 years age range. In 1993, the DASR for males arising from causes amenable to healthcare was double that of females but by 2007 this gap had halved (males 125.53 per 100,000, females 74.72 per 100,000). By 2007, overall mortality arising from causes amenable to healthcare was lower in Plymouth (114.18 per 100,000 patients) than nationally (116.79) in 2007. The list of diseases amenable to healthcare is long and is provided in the domain report for mortality and life expectancy.

### Health improvement focus

**113** The LSP health focus has been through the 2007/10 and subsequent 2008/11 LAA indicators. The Audit Commission expressed some concern in 2009 about progress with smoking cessation, teenage pregnancy, young people and alcohol treatment, childhood obesity, breast feeding and emergency bed days for the over 75s. The Commission subsequently recognised that plans were in place to address these issues and progress was being made, although the areas were still challenging ones. Areas where the city has done well include the number of people taking exercise, healthy schools, adult social, care indicators, substance misuse, children’s mental health and domestic violence. The LAA is in its final year and is unlikely to be replaced. Access and waiting times to health care services have improved significantly over the last year - 95.7% of patients who were admitted to hospital were seen within 18 weeks of their referral compared to a national average of 92.0%. Access to cancer services also showed significant improvements and 87.2% of patients who were urgently referred by their GP were treated within 62 days compared to a national average of 86.5%

### LAA performance

**114** The headline LAA target for Health is to prevent the gap in life expectancy between the worst performing 20% of neighbourhoods and the city average from widening. Over the life of the LAA, the gap has in fact widened and the trend is worsening. This is a significant headline performance issue. The LAA targets related to health outcomes for children in terms of childhood obesity and teenage conception rates are also currently not being achieved. On the positive side, the LAA targets for people living independently, breastfeeding and adult activity levels are on track. (Note LAAs are stretched targets)

### Key health providers

**115** The two main providers located within the local health community are NHS Plymouth Hospitals Trust (PHT) and NHS Plymouth Provider Services. PHT is also a provider of tertiary services for the peninsula and a leader in teaching and research. It is currently registering for Foundation Trust status and runs the city’s Accidents and Emergencies service (A & E). The percentage of patients who spent less than 4 hours in A&E was 98.7% in 2009/10, this is better than the national average of 98.3%.

## CAA focus - health 2009

### Areas of strength

- Clear focus on the issues that affect people in Plymouth
- Good match between LSP priorities and the PCT
- Good progress in improving children’s health
- Some reduction in deprivation between 2004 and 2007
- Examples of good support to families through neighbourhood renewal schemes, Sure Start etc
- Planning for and dealing with an aging population
- Good work in increasing the reporting of domestic abuse and in giving support to families
- More choice in adult social care services

### Areas to think about

- Still have to big a difference in life expectancy between the best and worst wards and neighbourhoods
- Health inequalities not being reduced quickly enough, nor key targets e.g. teenage pregnancy, young people and alcohol, smoking, breastfeeding, obese Year 6 children
- Not able to show how the health for minority ethnic communities is being improved

**116** The Peninsula Treatment Centre was amongst the first cohort of Independent Sector Treatment Centres, commissioned to support the capacity required for elective orthopaedic services. The Nuffield is Plymouth's private sector hospital and takes part in the Extended Choice Network – a national initiative giving access to NHS funded procedures in a range of specialties.

**117** NHS Plymouth Provider Services provides the following services: Health Services for Children and Families; Community and Rehabilitation; Mental Health and Learning Disabilities. Ambulance Services are provided by the SW Ambulance Trust and are performing well. For instance, Category 'A' calls meeting the 8 minute standard were 78% in 2009/10, which is better than the national target of 75%. Ambulance handover delays at Derriford Hospital are also lower than the average for the Southwest.

**118** There are 44 GP practices and one GP-led health centre contracted to NHS Plymouth. There are more GPs per 1,000 population compared to the national average and they are on the whole more 'youthful', in that the city has no GPs over the age of 65 years compared to 2.7% nationally. Plymouth has a higher proportion of GPs with a special interest but more 'single handed' practices than the national average.

**119** Adult Social Care within the city has 33 teams with the Contact Centre receiving the majority of calls. NHS hospitals teams also receive a significant number of referrals from the hospital wards. Health provision is very much a changing landscape in terms of commissioning and management support. Adult Social Care and Health have been coming closing together over the last few years; the move to disband Primary Care Trusts, like NHS Plymouth

## Key customer care data

### Better information & choice

- 74% of patients said they were involved in decisions about their care, compared to the same figure nationally
- 81% of patients said that staff explained the purpose of the medicines they were taking home compared to 82% nationally.

### Building closer relationships

- 84% of patients said they got understandable answers from hospital doctors to their questions compared to 85% nationally
- 88% of patients said that doctors did not talk in front of them as if they weren't there compared to 88% nationally

### Safe high quality coordinated care

- 82% of patients said that hospital staff did not provide them with different information compared to 83% nationally.

Source; PHT 2009 inpatient survey

Provider Services, and give their commissioning role to consortiums of GPs adds to this mix, while proposals for how their direct services will be managed in the city are currently pulled together locally, as part of a major national exercise.

### Health and customer focus

**120** There have been significant reductions in both MRSA and C.Diff levels across Plymouth. There was a total of 15 MRSA bacteraemia detected by Plymouth Hospitals NHS Trust in 2009/10 which is down from 29 the previous year. C.Diff rates have also improved significantly, in 2009/10 there were 91 C.Diff infections for Plymouth patients down from 187 in 2008/09; 87% of patients felt that the ward or room they were staying on in Derriford hospital was clean, which is the same as the national average; 82% of patients rated the level of care they received as an inpatient at Derriford hospital as good, which is similar to the national average. Further customer data is contained in the box above.

## Health innovation

### NHS Plymouth Mental Health Services (Quality Report 09/10)

- Productive Ward Series – Glenbourne Unit and Pinewood & Oakdale Wards
- The Glenbourne Alternative Place of Safety Suite

### Plymouth Hospitals NHS Trust (Quality Report 09/10)

- Venous Thromboembolism
- Infection prevention and control

### Some partnership initiatives (reviewed favourably)

- Redesign of CAMHS
- Hidden Harm
- Young people's specialist substance misuse treatment
- Children's accident and injury
- Aiming high short breaks
- Emotional Aspects of Learning (SEAL)
- Multi-systemic therapy (MST)
- Social and Emotional Aspects of Learning (SEAD)
- Family Nurse Partnership
- Domestic Abuse Strategy

**Key linkages:** Patterns of multiple-deprivation, particularly in western side of the city; prevention programmes and resource usage; spacial elements of a healthy city; impact on attainment levels and crime; alcohol as an issue that impacts on health, crime and the economy.

**Key sources:** Joint strategic needs assessment health and well-being; NHS Plymouth prioritisation day papers 13-10-09; NHS Plymouth strategic framework for improving health 09 refresh; NHS Plymouth Quality Report 2009-10; Plymouth hospital trust quality report 2009/10; CQC staff survey reports for NHS Plymouth and Hospital Trust; NHS Plymouth Use of Resources assessment 08/09; CAA, adult social care and children's safeguarding inspections and 2010 returns.

### Suggestions for improving document in future:

strengthen drugs/alcohol element, more on prevention; more analysis, reduce in length

## Overview and observations

**I21** Plymouth is a comparatively safe city when compared to other urban conurbations, with falling overall crime, particularly acquisitive crime, such as theft of and from vehicles, domestic burglary and robbery. Offending linked to the night time economy and alcohol remains problematic for the city with drunkenness, alcohol related violence and offences such as sexual assaults and domestic abuse main issues. Violence against the person has reduced over the past few years, though the city still performs poorly against its national comparative group for assault related crimes. Whilst violence and drunkenness impact on the economy and health, there is currently no shared city-wide approach to addressing it or joint commissioning in place. There is a strong focus on safeguarding children and adults and supporting the most vulnerable in communities. There are excellent examples of partnership working in relation to emergencies and critically sensitive events, where the city received a green flag under the former CAA inspection. Safeguarding will always be a concern, particularly at a time of public sector cutbacks, and there are large numbers of children and young people in care or with child protection plans. The environment is relatively clean and the city has undergone a major change in the collection of waste. Satisfaction results for waste compare well with other public services in Plymouth, though not so well with some national figures. Success has been achieved around social cohesion and the city has been officially classed as 'low' for tension for some years, though it is recognised that the city's expansion will need to be managed in a cohesive way. The voluntary and community sector, though making good progress from the mid-nineties, is not as developed as in comparable cities according to the local Whitfield study and National Study of the Third Sector. This needs to be seen in the context of the national drive for a bigger sector role.

## Overall crime in the city

**I22** Although crime figures can fluctuate from month to month, the overall trend in the city shows crime is falling, and has continued to do so for a number of years now. This reduction is evidenced in the figures and chart provided below. This successful reduction has ensured that Plymouth Community Safety Partnership (CSP) has consistently been ranked highly amongst its most similar family group of CSPs, as defined by iQuanta. In 2008/09 total notifiable crime was 23,940, a 7.3% reduction on the

## Current priorities - safe and strong

### Safe and strong Theme Group – desired outcomes

- Everyone feels safe and is safe in their communities
- The city is clean and sustainable, consumption controlled, less waste and more recycling
- All communities are truly empowered, valued and engaged

### Community Safety Partnership

- Drug related crime including alcohol
- Violence including alcohol related and sexual violence
- Domestic violence
- Reducing re-offending
- Anti-social behaviour

### Plymouth BCU

- Reduce Violent Crime - Domestic Abuse, Protecting Vulnerable People, Sexual Offences
- Reduce harm caused by drugs & alcohol abuse - Young People, Emerging and/or violent markets, with a focus on heroin
- Reduce ASB - Repeat victimisation, Vulnerable callers
- Support Vulnerable Members of the Community with Diverse Needs - Delivery of CONTEST Strategy, with emphasis on preventing radicalisation - Hate crime & Community Cohesion

### Devon and Cornwall Constabulary strategic priorities

- Improving Public Confidence
- Protecting vulnerable people from harm
- Improving Public Satisfaction
- Delivering the Policing Pledge to the highest standards

### Children's Trust

- Staying safe Reduce bullying in the city, both in and out of school
- Continue to strengthen safeguarding services
- Reduce children and young people's accident and injuries
- Reduce risk-taking behaviours such as substance misuse, unprotected sex and criminal activities
- Improve opportunities for young people to make a positive contribution

### Devon & Somerset Fire and Rescue Service

- Focus on prevention, protection and emergency response arrangements that reflect the local community risk

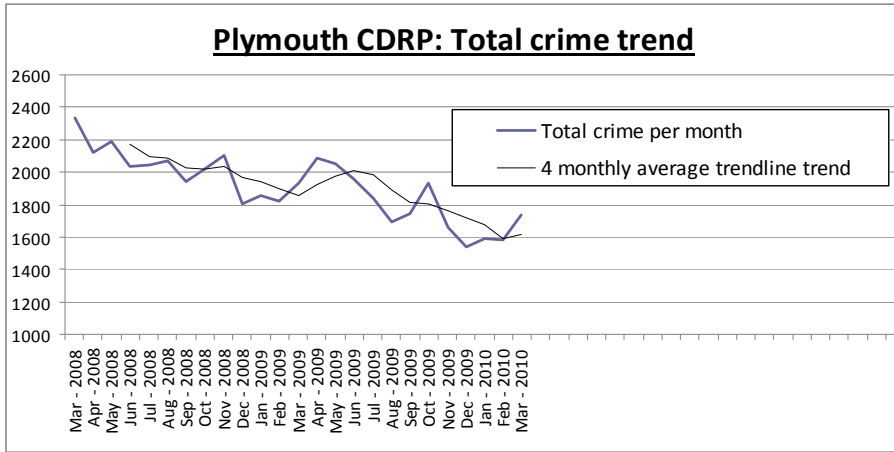
### Vital Spark Cultural Strategy

- To actively support diversity, community engagement, local capacity building and neighbourhood renewal
- To ensure that culture contributes to a public realm that is vibrant, distinctive, well designed and sustainable
- To promote and exemplify good practice in community safety, environmental protection and sustainable living.

previous year. By 2009/10 it had fallen to 21,419, a 10.5% reduction on the previous year, with the trend continuing to decrease in the current year.

## Drug related crime, including alcohol

**I23** Drug and alcohol related crime is one of the top priorities within the 2009 Crime and Disorder Strategic Assessment. Included within this area are reducing harmful drug and alcohol abuse whilst disrupting drugs supply. The area also covers serious acquisitive crime, violence and reducing re-offending through Integrated Offender Management (separate CSP priority).



Source: Devon 7 Cornwall Police

**124** Offenders who are dependent on drugs will primarily be active in committing acquisitive crime, such as dwelling burglary or vehicle crime. Within Plymouth there are a number of interventions available through the integrated offender management program. The city has recently recorded large reductions in acquisitive crime (shown below), including in 2009/10 a 26% reduction in dwelling burglary (equating to 307 fewer offences) and a 31% reduction in theft from motor vehicle (521 fewer offences). This strong performance has resulted in Plymouth maintaining for a long period its position as the best within its comparator group.

**125** Offenders who are under the influence of alcohol are less likely to commit an acquisitive offence but are more likely to commit an offence linked to violence or domestic abuse. Alcohol related violence, including sexual violence and domestic abuse, has been identified as a priority in its own right, with alcohol seen as linking across a range of issues in the city.

**126** The new coalition government is currently developing policies and measures around:

- A Policing and Social Responsibility Bill
- Drugs offenders to have alternative forms of secure, treatment-based accommodation
- an overhaul of the 24-hour Licensing Act
- Alcohol taxation and pricing review
- Doubling fines for under-age alcohol sales
- Tighter police and council powers to tackle premises persistently selling alcohol to children
- Councils allowed to increase late-night license charges to pay for additional policing

**Violence including alcohol related and sexual violence**

**127** In 2009/10 there was a 2.8% reduction in overall violent crime. Reductions have been recorded in most categories of violence with the one exception being levels of the most serious violence. This increase mirrors the national trend

and is partially attributed to a change in the definition of crime offences that resulted in previously lesser violent crime now being recorded as serious violence. Despite these reductions and the achievement of the LAA stretch target linked to wounding, the city still does not fare too favourably when compared to its comparator group. The multi agency delivery group is currently working to an action plan aimed at maintaining reductions in less serious violence, whilst tackling increases

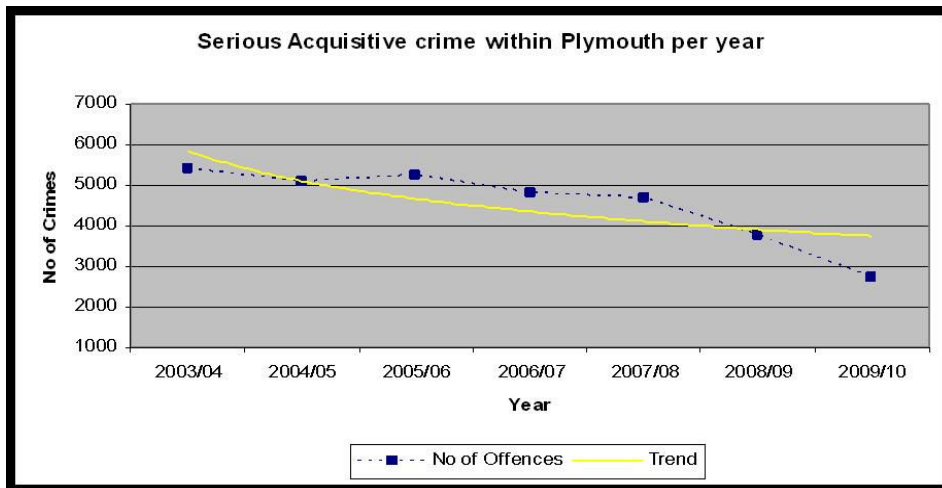
in serious violence. The main areas targeted across the city in relation to violence continue to be the city centre, Stonehouse and Mutley/Greenbank areas, with their due to links to the evening and night time economy.

**128** The city has also seen increases in levels of sexual offences, although it is crucial to point out that this includes offences such as sexual exposure that does not relate to violence. However, the issue of sexual violence remains a priority, particularly the service provision to victims. The profile of sexual harm has been raised both nationally under the previous government and locally through the LAA. Evidence suggests only 15% of rapes are reported to the Police with only a small percentage of offenders convicted. Although there are no satisfactory measures for identifying causes for low reporting, anecdotal evidence would suggest it is due to the way in which victims are treated upon first contact. Therefore any increase in reporting of sexual violence can be viewed as a positive.

**129** Sexual offences includes a wide range of offences from rape to indecent exposure and there was increased reporting/recording in 2009/10 of 29% over the previous year from just over 300 to just over 400 crimes; as well as a large improvement in detection of sexual offences with now over 30% detected. Plymouth is in the bottom quarter in its comparator group for all sexual offences and for serious sexual offences. Reporting and convicting of rape cases has improved, but is still seen as a key issue. Service provision for victims of serious sexual assault remains a priority with funding seen as a major issue and work is currently being undertaken within the wider partnership to secure the future of the Sexual Assault Referral Centre (SARC).

**Domestic Abuse**

**130** Domestic abuse (DA) (physical, emotional, psychological, financial and sexual) affects women, men and children in all sections of society. It is



Source: Devon & Cornwall Police

hugely under-reported, widespread and has no boundaries, affecting anyone regardless of age, sex, culture, gender or lifestyle. Domestic abuse is strongly linked to child abuse with the existence of one form of abuse being an indicator of the other. The long-term effects are profound, leading some children to become the next generation of perpetrators and victims. Based on research published by the 'Women & Equality Unit' the cost of domestic abuse per annum in Plymouth is estimated to be £110 million.

**131** The city has been successful in increasing reporting of domestic abuse, although unfortunately did not achieve the very challenging LAA stretch target. However, the improvement in reporting is a positive for the city and momentum achieved needs to be maintained to ensure continued improvement. In 2009/10 the number of reported domestic incidents increased by 15% compared to the LAA target baseline of 2006/07. However, the level of incidents recorded has been on a slight decrease trend since January 2010 and attention is being given

## CAA focus – community safety 2009

### Areas of strength

- recorded crime is falling in Plymouth
- CDRP and LSP working well to target areas of concern
- Progress in tackling anti-social behaviour in hotspots
- Responding well to Preventing Violent Extremism
- High number of com safety/cohesion initiatives - Talents
- Increasing capacity e.g. CDRP, neighbourhood wardens
- Generally good operational arrangements re Fire/Rescue
- More visible policing and increased levels of trust
- Green flag area re emergencies

### Areas to think about

- Slow progress in reducing serious assaults - but fewer numbers and there is a reduction in wounding
- Increases in sexual offences, robbery, drug offences, forgery and fraud
- Evaluation of value for money from public safety campaigns e.g. driving, alcohol, fraud etc

to this. The positive disposal of domestic abuse crimes was also an LAA target and this was achieved by 3% over the target rate with 34% brought to justice in 2009/10. This rate, like the DA reporting, has also worsened in recent months and will also require attention.

**132** A number of elements of the city's domestic abuse strategy are at risk of being unfunded beyond March 2011. These include the domestic abuse manager's post, the legal

advocacy project, domestic abuse general and specialist training and support for survivors. The issue of service provision to victims of domestic violence is a priority area, with the contract with the current service provider set to expire at the end of March 2011. The domestic abuse/ sexual violence delivery group have been tasked to supply the safe and strong theme group with proposals for its future as soon as possible.

### Reducing Re-offending

**133** Since April 2010 a new statutory duty has been to formulate and implement a strategy to reduce reoffending by adult and young offenders, with the probation service now one of the responsible, rather than simply co-operating bodies, under the CSP. A Peninsula reducing re-offending strategy will be developed with the priority focus on those offenders who are given short term offences, but are known by the CSP as the cohort most at risk of reoffending and who the probation service are not duty bound to manage.

### Anti-Social Behaviour (ASB)

**134** Anti-social behaviour remains a priority for the partnership; this in spite of large reductions in the number of incidents reported to the Police over recent years. In 2009/10 there was a reduction of 14% in the number of recorded incidents, equating to over 3000 fewer incidents. Anti-social behaviour displays itself in many forms ranging from rowdy/nuisance behaviour to inconsiderate parking. A number of these incidents represent those that members of the public are most concerned about, such as speeding traffic or teenagers hanging around on the street.

**135** The recently published Home Office structural reform plans shows that ASB remains high on the agenda of the coalition government with the desire to empower 'police forces and local communities to deal better with the anti-social behaviour and crime

## Crime prevention and reduction initiatives

- 2010 has seen the launch of the new Integrated Offender Management scheme (Seven2One), aimed at reducing re-offending amongst offenders.
- Continuation of diversionary activities to reduce levels of Anti-social behaviour and crime, including Kickz/Onside neighbourhood football projects.
- ASB Champions task and finish group aimed at dealing with offenders linked to Anti-social behaviour.
- A number of initiatives are currently planned to tackle youth related serious violence within Plymouth, including improvements in profiling of offenders, as well as intervention and prevention initiatives.
- 4 x Community Focus weeks per year are aimed at primarily providing crime prevention advice to local communities and include community based events.
- There remain a series of multi-agency crime delivery groups which focus on violent crime, criminal damage/ ASB, Domestic/ Sexual violence, Reducing re-offending and the Prevent agenda.
- 2010 saw the launch of the Kids are alright campaign, aimed at improving people's perceptions of young people.

that blights people's lives'. There is currently a multi agency delivery group that tackles ASB leading to effective reductions in priority areas, alongside criminal damage and improved public confidence.

### Perceptions of crime

**136** Fear of crime is a complex issue. It can be a problem even when crime is falling, while tough action to reduce crime can sometimes heighten concerns, as the crimes are given more publicity. Although there was a reduction in incidents of anti-social behaviour last year, public confidence in the ability of the council and police to deal with it is not high. In 2008/09, it stood at only 29.5%, though this did place the city 22<sup>nd</sup> out of 150 local authority areas, with the national average 26%; with data for 2009/10 showing a slight fall locally to 28.4%. Whether people perceive anti-social behaviour as a problem in their area is assessed on a complex formula calculated across seven anti-social behaviours. Using this formula 23% of people in the city had a high level of concern about ASB in 2008, compared to 24% for unitary authorities and 20% nationally. This placed the city 257<sup>th</sup> out of 351 local authorities. The 2009 data shows this falling to 21% locally. Rubbish, teenagers hanging around and vandalism are typically seen as problems, though concerns about teenagers reduced between 2006 and 2008 from 54% to 43%. Three in ten residents felt people using or dealing in drugs was a problem in 2008 and this has remained the same in 2009. Again there are variations by locality with concerns

being much higher in the South West and North West localities.

**137** Drunk and rowdy behaviour follows a similar pattern with greatest concern in the South West and South East. Across the city 30.6% of people were concerned about this issue in 2008, rising to 32.8% in 2009. Perceptions of drug use and drunken behaviour have fallen considerably since 2003, though less sharply for drunkenness since 2006, with a slight rise last year. The city comes out well when compared to other unitary authorities across a range of anti-social behaviour, particularly teenagers hanging around and drug use or dealing.

**138** Overall nine in ten residents (88%) felt safe during the day, whereas less than half (48%) did after dark. Women are more likely to feel unsafe after dark than men, social tenants more so than owner occupiers. North West residents are most likely to feel unsafe, Plympton and Plymstock ones mostly likely to feel safe.

### Fire prevention and emergencies

**139** The number of accidental dwelling fire casualties has reduced by 50% in the last two years. Primary fires have reduced by 10% and deliberate primary fires by 25% in this time period to March 2010. Non-domestic property fires are increasing and this is an area the Fire and Rescue Service is targeting in 2010/11. Home Fire Safety visits carried out in the city exceeded 2,500 in 2009/10 and the Fire and Rescue Service works with agencies like Phoenix and on tailored interventions with young fire setters to address behavioural issues. Susceptibility to fires tends to follow the line of deprivation around the west of the city.

**140** The DSFR is focused on making local communities safer and being a top performing service. This involves being flexible and responsive, adaptable in managing resources and committed to working in partnership. It is felt local communities will be safer through the provision of prevention, protection and emergency response arrangements that reflect the local community risk. This involves targeted prevention and protection activities and a change from traditional response arrangements. It also involves the workforce responding to the variations in community risk with an increased range of specialist skills and work with greater flexibility to increase support to local communities.

### Road safety

**141** Road safety has improved markedly during recent years. The number of serious casualties has reduced by nearly 70% with respect to the 1994-1998 baseline, whereas overall casualties have reduced by nearly a quarter. Plymouth has been one

of the best performing local authorities in the country in reducing the number of people killed or seriously injured on its roads, as a result of successful evidence-led highway design and education-based interventions. The former consist of small improvements at known problem locations identified by analysis of accident data, whilst the latter include initiatives such as the Learn to Live event, where high-impact messages were targeted at road users known from data to be at greater risk.

### Community cohesion

**I 42** Seven in ten Plymouth residents agree that people from different backgrounds get on well together, which was below the 73% unitary average, with the local figure rising to 71% in 2009. Residents over 65 are most likely to agree with this question, social tenants less so. The North West and South West are the localities least likely to agree. The biggest reasons for people not getting on were assumptions (36%), neighbours not talking (24%) and suspicion of young people (19%), with suspicion of new arrivals a low influence at 6%. The city does have a high proportion of what are termed “socially closed” segments, no doubt influenced by its heritage, demographics and topography. In terms of belonging to the local neighbourhood, 53% of Plymouth’s residents felt they did in 2008, rising to 55% in 2009. Plymstock residents had the highest sense of belonging in 2008 at 67%. Again in 2008, a third of Plymouth’s residents felt not treating people with respect was a problem, down from 44% in 2006, with the 2009 figure the same at 32%. This compares to a unitary average of 35% and a national one of 31% in 2008.

**I 43** The Place Survey booster found that BME residents were more satisfied than average with the council and the police and there was 82% satisfaction with the council’s racist incident service. Employment and exploitation were big issues, with higher concerns about physical security and criminal justice. The council’s Govmetric data shows BME customers less likely to be satisfied with waste, council tax, benefits and housing. Only 2% of Adult Social Care clients were recorded as BME. Community tension in Plymouth is officially classed as ‘low’ and the city effectively managed the aftermath of the Nicky Reilly Exeter bombing incident. The management of community cohesion is likely to be of central importance as the city passes through a recessionary period, followed by public sector cutbacks, while trying to grow its population. The city is also at a different and earlier juncture in the development of its ethnic demographic than most other major conurbations.

**I 44** The cohesiveness of a city is also affected by levels of poverty and differences in social class

## CAA focus – community cohesion 2009

### Areas of strength

- More focused approach to community cohesion
- Visible leadership in tackling issues e.g. travelers sites
- Consultation with a wider number of groups including the Asylum and Refugee Forum, faith and belief groups
- Good engagement with young people, support to Third sector
- Strengthening locality working
- Numbers on social housing waiting lists falling, but still high – though subsequently rising now 2010
- Plymouth is currently at level 3 for ESLG
- Services for older people are slowly getting better

### Areas to think about

- Not enough homes meet national standards for quality and decency
- But stock transfer should provide more investment in former council housing stock
- Clarity on measures of success for ‘inclusive communities’
- Residual public concerns over social cohesion and people’s ability to influence decision making
- Too many homeless people in temporary accommodation

outcomes, as we have seen in other parts of this report. As we saw earlier, around 28% of the city’s population live in areas that fall within the bottom 20% of deprived areas nationally, with people experiencing poorer health, lower levels of qualifications, higher unemployment and placed at more risk from crime and fires. Income is an important factor here and the city has put emphasis on a financial inclusion strategy that involves maximising income through benefit take up, supporting debt initiatives, working in communities, training advice workers, getting more children nutritious free school meals and developing the City of Plymouth Credit Union. Last year the partners involved in the financial inclusion strategy set a target of £4m of previously unclaimed welfare benefits and tax credits and actually achieved a £6.5m uptake across the city. Debt is a problem, with Plymouth CAB, for instance, dealing with £51.5m of problem debt, of which £9.7m was priority debt covering essential costs of living such as mortgage/rent, utility bills, council tax and secured loans. The continued impact of the recession, likely changes in public sector employment and new tests around incapacity are likely to put added pressure on this area.

**I 45** The CAB’s top four advice areas are debt, benefits, employment and housing. In January to March of 2010 of the 7,306 issues dealt with: 45% were debt related, the highest this proportion has ever been; 25% related to benefits; 7% were to do with employment; and, 5% were to do with housing. The proportions have shifted slightly in April and May with a higher proportion of benefit issues being recorded (30%) compared with debt (34%). Within the benefit queries, in January to March this year,

about one third related to disability benefits, with a further 12% linked to working and child tax credits and 14% to housing benefit. The CAB are seeing increasing numbers of queries from clients around the work capacity test of the new employment and support allowance, where large numbers of people who it feels should qualify for the benefit are not scoring enough points at the medical. In relation to debt, the highest number of issues are around credit card, charge card and store card debt. Bankruptcy and enquiries about Debt Relief Orders account for another 15% and 6% of queries relate to water supply debt. In terms of the profile of clients, of the roughly 6,000 people who used the CAB services in 2009/10: 20% were disabled, 40% were unemployed, 15% were working fewer than 30 hours per week, 49% had a monthly income of under £600, 32% had dependent children and 27% were tenants of social landlords.

### **Housing and regeneration**

**I46** The quality of housing, as we have seen earlier, impacts on people's health, as well as their sense of well-being, safety and ability to realise opportunities, including having somewhere to do homework for children. It is an issue that threads through this report. In the wealth section we looked at affordability, new build and investment and under health the quality of the housing stock. Here we look at energy efficiency, homelessness and regeneration. The city has a number of major community regeneration initiatives at different stages of development. The 10 year East End Renewal Area programme has now been completed resulting in over 300 private sector houses being improved as part of a group repair scheme, healthy living measures and the creation of a nationally acclaimed 'community village' with extra care and affordable housing provision, a new GP's surgery, resource centre for the community, a business centre, public realm improvements and the complete refurbishment of Astor Park. Efford's 'Building Communities Initiative' includes physical improvements through the provision of extra care housing, a new library and church together with greenspace improvements, healthy living measures and improved facilities for young people. North Prospect and Stonehouse were neighbourhood management areas where there has been close working with local communities and partner service providers to improve the 'liveability' of the neighbourhoods and to develop community cohesion, empowerment and strengthen local decision making.

**I47** Devonport is undergoing a long-term programme of change aimed at changing the tenure mix and improving housing conditions and choices. Devonport is now firmly in the delivery phase, which

includes the demolition of over 400 flats to be replaced by over 1000 new homes for sale and rent across a number of sites. Major redevelopment has also begun at Millbay to contribute towards the regeneration of the area creating high quality new and affordable housing and improved environment. The major regeneration programme to transform North Prospect is being developed with the combination of demolition and new build alongside refurbishment to achieve decent homes, an investment priority for the city. Both the East End and Devonport schemes have won national awards. Future challenges include the extension of neighbourhood regeneration and management activity to other parts of the city within a strategic city-wide approach to 'locality working' and implementing the succession strategy for DRC when funding comes to an end. As part of this approach, and based on the findings of the Neighbourhood Scorecard 2008, seven neighbourhoods are now being targeted for focused neighbourhood regeneration intervention – North Prospect, Stonehouse, Devonport, Whitleigh, Honicknowle, Stoke and Barne Barton.

**I48** The city performs well in terms of its SAP rating, with fewer homes in the low category and more in the high one. Home energy activity is focused upon improving the energy efficiency and tackling fuel poverty in the private housing stock. In 2009/10, 2,263 cavity and loft insulation measures were installed; with 29,794 tonnes of lifetime CO2 savings. This represented an annual household energy bill saving across the properties of £97,631. In 2009/10 the council was successful in bringing 98 empty homes back into use and there has been a 10% reduction in the number of long term empty homes in the city – with performance in the top quartile. The successful private sector leasing scheme 'HouseLet' provides quality housing for homeless families as an alternative to expensive B&B. The number of households who made statutory homeless approaches was reduced to 627 last year; 430 households were prevented from becoming homeless, with numbers in temporary accommodation reduced to under 75. The city has achieved national recognition for its work on family interventions, with 70 families supported through intensive work.

### **Safeguarding children**

**I49** Safeguarding of children in the city is seen as very strong by Ofsted. The city achieved outstanding judgements for leadership and management-including ambition and prioritisation, user engagement and partnership working – and for positive contributions for children in care. All other judgements were good, except for adequate against the assessments of 'case planning, review and

recording' and for direct work with children and families under safeguarding. There were no inadequate judgements. The report, which is one of the best in the country, stated: 'The overall effectiveness of safeguarding services in Plymouth is good. Since the joint area review in 2006 there has been a significant and steady improvement in the ability of partner agencies to work together to develop and deliver good safeguarding services. The effectiveness of their progress was illustrated in June 2009 when the partnership was faced with a major investigation into child protection issues at a local nursery. This came at a time when demand for safeguarding services had already increased following high profile national events elsewhere. The partnership delivered outstanding work to secure the safety and well-being of young children and provided a high level of support to their parents. This would not have been achievable in 2006'.

**I50** Plymouth has, as we have seen, 58,000 children and young people aged 0-19. In primary and secondary schools, Plymouth's rates for overall absence and persistent absence are below the national average, as are those for permanent and fixed-term exclusions. The city has 3.2% of its total school population with Special Educational Needs (SEN) statements, which is higher than the national average of 2.7%. There are 6.47% of pupils that belong to Black and Minority Ethnic (BME) groups, much lower than the national average. This trend is also seen for those pupils where English is their second language. The proportion of take up (13.8%) and entitlement (16.9%) to free school meals in primary schools is slightly above the national averages of 13.6% and 16% respectively. Whereas the proportion of take up (8.3%) and entitlement (12.1%) to free school meals in secondary schools is slightly below that of the national averages, which are 10.3% and 13.4% respectively.

**I51** The number of children in care was 437 at 31 March 2010, compared to 389 the previous year. Of these, 20.9% were under five years of age, 63.3% of school age of school age (5-16) and 15.8% over the age of 16/care leavers – with a rise in the number of 16 to 17 year olds following the G v Southwark Judgement concerning homelessness. The number of children with a Child Protection Plan was 352 at 31 March 2010, compared to 189 the previous year, with 63% of these aged 7 years and under. Neglect was the primary reason for being made subject to a plan in 43% of cases. The national profile of safeguarding is a factor in the rise, while Plymouth has higher numbers with a plan than its statistical neighbours and the national average. The city's large military presence means the naval welfare service has responsibility for the welfare of 2000 children and young people and has close links with statutory

## Safeguarding and children in care actions

### Immediately:

- Plymouth City Council to review and resolve management information systems in the advice and advice service.
- Plymouth City Council to improve and sustain improvements to the quality of social work case recording and to ensure effective performance management including oversight of the content of the files.
- Plymouth NHS to improve and sustain the recording of chronologies and risk management within dental care across acute and primary care settings, in general practitioner practices and minor injury units.

### Within three months

- Plymouth City Council to improve and sustain the quality of analysis and recording of initial and core assessments.

### Within six months

- Plymouth City Council to ensure that timely and accurate electronic management information reports are readily available to managers.
- Plymouth NHS to review and improve capacity within public health school nursing and health visiting services to deliver public health promotion work.

agencies and a seat on the Plymouth Safeguarding Children Board. In terms of safety, Ofsted's inspection of school and early years' settings shows that 68% of early years' settings are good or outstanding with regard to safeguarding, with 97% of settings achieving a satisfactory or better outcome. Seventy-three per cent of early years' settings achieved a good or outstanding judgement for Be Safe, with 98% of all settings being satisfactory or better in this area.

**I52** The Children's Trust has ten priorities that the partners are committed to and they all either directly link to safeguarding or risk taking behaviour or involve activities which, whilst covering all children, are particularly integral to the well-being of those most at risk or looked after. The new coalition government has intimated that it will focus on the safety and achievement strands of the five outcomes from Every Child Matters. In 2009 the city achieved its best ever results for the educational performance of children in care. Children and their safety are also central to the priorities of individual partners and safeguarding features within the LAA, where the focus includes core assessments, child protection plans, bullying and children's mental health.

**I53** Areas of strength identified in the recent self-assessment of Safeguarding and Children in Care Services and confirmed by the inspection cover both direct and preventative work and include: educational attainment and the Virtual School Headteacher function; employment outcomes; children's engagement and positive outcomes; addressing bullying, including cyber bullying; private fostering; placement planning; recruitment and retention of children's social care staff; integrated

disability services; neighbourhood/ localities work; the approach on the mental health of children; safeguarding training and general induction for staff; the input of the voluntary sector, particularly through a number of key organisations; accidents and injury, Hidden Harm, domestic violence, missing children and support for families on the edge of care. There is a good record on learning from complaints. The commissioning approach is also strong, particularly around synchronised delivery and partnerships.

**154** The Children’s Trust is developing its wider ‘one workforce’ strategy and exploring its interface with the plans of key partner agencies. It has made progress on value for money, has agreed a joint commissioning strategy across the Trust and is exploring how it might pool budgets. Equality and diversity issues are being addressed and need to be given a higher profile in terms of the achievements. Improvements are being made in health outcomes, though there is more to do here for some of those at risk. The Trust has some good performance information, but needs to further embed it and maximise the impact on practice. It also has an effective record on Serious Case Reviews and the court reports have been commended. A number of policies and procedures have been revised, though there is a need to ensure they are highly accessible and engaging. The Trust is further developing its understanding of and support to children placed out of the area. The child centred approach is very strong throughout the Trust and Safeguarding Boards with good safeguarding training in place. The Multi Agency Public Protection MAPPA arrangements are good, the Multi-agency Risk Assessment Protocol MARAC is well established, while Ofsted viewed the Survivors Educating and Empowering Domestic Abuse Services (SEEDS) project as an outstanding example of empowering service users.

**155** The main challenges are: getting the balance right in terms of caseloads and support for the children in the community and the advice and assessment teams; operating thresholds effectively across the city and embedding the Common Assessment Framework (CAF); improving the quality of case recording for both children with child protection plans and children in care, which is tied in with the development of the CareFirst system; looking at creative ways to provide enhanced management and supervisory support to a relatively inexperienced social work force. Progress is being made in all the above areas. For instance, there have been improvements in both CareFirst and the CAF over the last year, with a stronger focus on project management. A further major challenge will be to

| Tellus Survey 3 & 4 comparisons - bullying  |     |     |     |     |
|---|-----|-----|-----|-----|
| <b>Bullying - %</b>   |     |     |     |     |
| <b>Which of these things do you worry about?</b>                                  |     |     |     |     |
| P = Plymouth, N = national  | T3P | T3N | T4P | T4N |
| Being bullied   | 32  | 27  | 31  | 25  |
| Getting into trouble  | 33  | 27  | N.A | N.A |
| My parents and family   | 37  | 30  | 31  | 29  |
| Crime (victim of crime T4)  | 27  | 27  | 16  | 16  |
| <b>How does your school deal with bullying?</b>                                   |     |     |     |     |
|   | T3P | T3N | T4P | T4N |
| Very well   | 17  | 14  | 22  | 25  |
| Quite well  | 27  | 21  | 33  | 33  |
| Not very well   | 26  | 28  | 16  | 15  |
| Badly   | 13  | 16  | 13  | 11  |
| Bullying not problem in sch.  | 9   | 11  | 4   | 4   |
| Don't know  | 8   | 10  | 12  | 12  |
| <b>Have you been bullied at school?</b>   |     |     |     |     |
|   |     |     | T4P | T4N |
| In the last year  |     |     | 14  | 12  |
| In the last 6 months  |     |     | 6   | 4   |
| In the last 4 weeks   |     |     | 9   | 8   |
| I was bullied more than a year ago  |     |     | 25  | 22  |
| <b>Have you been bullied when you are not in school (inc. journey to school)?</b> |     |     |     |     |
|   |     |     | T4P | T4N |
| In the last year  |     |     | 8   | 14  |
| In the last 6 months  |     |     | 4   | 7   |
| In the last 4 weeks   |     |     | 6   | 11  |
| I was bullied more than 1 year ago  |     |     | 9   | 14  |

manage a service where there is rising demand against a backdrop of tightening resources.

**156** Anti-Bullying has been given a very high profile in Plymouth and there is a strong commitment across the partnership to prevent and deter bullying in every educational setting and with community awareness raising campaigns. The city responded to the views of children and young people to make anti-bullying one of ten priorities in the C&YP Plan and include it in the LAA. Plymouth has an effective anti-bullying accreditation scheme “Bully Busters” that has been designed by children and young people and was nominated for a Princess Diana memorial award. It is a national leader in awareness and training on cyber-bullying for schools, parents and young people. Participation of children and young people in the anti-bullying agenda is strong and they are being enabled to take responsibility for their actions and behaviours.

**157** The most recent and more representative Tellus4 results show that the trend is positive for bullying, with children reporting less incidence of bullying in the last 4 weeks. Very high numbers of children feel safe in their local area and going to school. More young people feel their school deals well with bullying than last year. The Tellus results are in line with national averages in terms of safety in the area, going to school, in school and on public

| Tellus Survey 3 & 4 comparisons - safety |     |     |     |     |
|--|-----|-----|-----|-----|
| <b>How safe do you feel? %</b>           |     |     |     |     |
| <b>In the area where you live:</b>       |     |     |     |     |
|  | T3P | T3N | T4P | T4N |
| Very safe                                | 28  | 28  | 36  | 37  |
| Quite safe                               | 50  | 47  | 44  | 44  |
| A bit unsafe                             | 19  | 19  | 14  | 14  |
| Very unsafe                              | 3   | 5   | 4   | 4   |
| Don't know                               | 1   | 1   | 1   | 1   |
| <b>Going to and from school:</b>         |     |     |     |     |
|  | T3P | T3N | T4P | T4N |
| Very safe                                | 49  | 49  | 42  | 44  |
| Quite safe                               | 36  | 39  | 46  | 44  |
| A bit unsafe                             | 11  | 9   | 8   | 9   |
| Very unsafe                              | 2   | 2   | 2   | 2   |
| Don't know                               | 1   | 1   | 1   | 1   |
| <b>In school:</b>                        |     |     |     |     |
|  | T3P | T3N | T4P | T4N |
| Very safe                                | 63  | 55  | 55  | 58  |
| Quite safe                               | 28  | 33  | 34  | 33  |
| A bit unsafe                             | 6   | 8   | 7   | 6   |
| Very unsafe                              | 2   | 3   | 3   | 2   |
| Don't know                               | 0   | 1   | 2   | 1   |
| <b>On public transport:</b>              |     |     |     |     |
|  | T3P | T3N | T4P | T4N |
| Very safe                                | 26  | 23  | 16  | 15  |
| Quite safe                               | 47  | 47  | 58  | 57  |
| A bit unsafe                             | 20  | 22  | 20  | 23  |
| Very unsafe                              | 4   | 5   | 3   | 3   |
| Don't know                               | 4   | 3   | 2   | 2   |

transport; slightly above average on being bullied at school; above average in terms of worrying about bullying; and significantly below average when asked about being bullied out of school, which is very positive. Overall, 80% of children in the city feel safe, 14% feel a bit unsafe and 4% feel very unsafe.

**158** The breakdown of this data shows that females feel slightly less safe than males; with both Asian and disabled young people more likely to respond very unsafe than their counterparts. For Asian and disabled young people this trend is the same when it comes to going to and from school, being in school and using public transport, with females feeling slightly less safe in the later case. In terms of ever being bullied at school, females and young people with disabilities are more likely to have been bullied, with both Asian and Year 10 young people less likely to have been than their counterparts. When it comes to being bullied in the last four weeks, disabled young people are more likely to have been bullied, Asia young people less likely. When outside school disabled children and 'white other' children are more likely to have been bullied at some point in

time. When looking at the last four weeks, disabled young people are more likely and Asian young people less likely to have been bullied.

### A clean environment to live in

**159** Waste collection is a service that touches all households in the city with bins collected from 113,000 of them on a weekly basis; while 122,300 tonnes of household waste is processed yearly. Other aspects of this service area are also highly visible, like road cleaning and park and grass maintenance where six million square metres of grass are cut each year. Waste in particular has been a priority for the council for some time, as it strove to find a long term solution to the city's waste disposal problem, after the closure of the landfill site in 2008, with an interim landfill option and the longer term move away from that method of disposal. A successful PFI bid worth £800m with partner authorities in Devon is now at the Invitation to Submit Detailed Submissions stage. The cost of waste disposal per tonne is £66.74 in 2009/10.

**160** The £2m redevelopment of the Chelson Meadow recycling centre was completed last year to make it more user-friendly and easier to recycle large unwanted goods. The garden waste scheme was extended to a further 30,000 properties with the total number covered now at 85,300. Over four in five (84%) of residents said they used waste recycling centres at least once or more in a year, according to the interim Place Survey conducted in 2009, which compares to 85% in 2008 and 70% in 2006.

Satisfaction ratings for these services were 72% in 2009, 70% in 2008 (with actual users higher at 74%) and 81% in 2006, while the 2008 national unitary comparator figure was 68%. Doorstep recycling satisfaction ratings were 68% in 2009, up from 61% the previous year but still below the 72% figure in 2006 and the 69% national level in 2008. The city may struggle to meet its LAA target for 2010/11 of 36% of household waste recycled and composted. At the end of 2009/10 the figure was 31.2%, compared to an in year target of 33%.

**161** A major rezoning of the waste collection service across the city in 2008 has been fully implemented. This was done to improve efficiency, meet changing demographic patterns and increased recycling targets. It involved the introduction of a four day working week for refuse collectors and stronger focus on customer care. Around the same time a new fleet of refuse trucks was unveiled following major investment. These were designed to be more energy efficient and meet the topography of Plymouth and equipped with technology that can link crews to the customer contact centre. Around 80% of households had a new collection day as a result of this exercise, which involved major change for

customers and staff. Not surprisingly, there was a rise in complaints in the immediate aftermath of the change. The position now, however, is that 99.84% of refuse and recycling bins are collected on time with missed bins per day averages around 45, whereas before rezoning the figure tended to be around 100. The spend on waste collection per household in 2009/10 is £56.96. The level of satisfaction with refuse collection was 65% in 2008, around the time of the rezoning and compared to a national average of 77%. It has risen to 72% in 2009 and is now nearer the 75% level of 2006. These levels are higher than those for a number of other services in the city.

**162** The city has won a number of awards for its cleanliness and parks. Streets in the city centre were awarded a 5 star rating in the 2009 Clean Britain Awards, one of only 12 cities across the country to gain the top rating. The Keep Britain Tidy group has assessed the city centre streets as above average in eight categories. The city received the gold award in the large city category South West in Bloom awards and 22 neighbourhood awards, with seven given for outstanding achievement; plus the national silver gilt award. The Hoe and more recently Freedom Fields have both received green flags for parks offering welcoming, safe, well-maintained and inspiring green space with a strong sense of community involvement. The Hoe does, as we saw earlier in the customer section, receive a relatively poor rating from those who go there in the Arkenford study of visitor perception. The LAA indicator for improved street and environmental cleanliness is on track to exceed its target, as is the indicator for green spaces that achieve quality standards. Parks and open spaces were used by 67% of residents at least once a month and 83% within the last six months. Around two-thirds (67%) of residents were satisfied with parks and open spaces in 2008, with the figure 69%

for actual users.

**163** The area of least satisfaction within environmental services has been around cleanliness where only 47% had a positive view that land was kept clear of litter and refuse in 2008, rising to 50% in 2009, but still below the 2008 national unitary average of 55%. There are also locality variations against the city average across the various indicators. Plymstock residents are more likely to be satisfied with cleanliness (63% v 47%), refuse collection (80% v 65%) and recycling centres (81% v 70%). Residents in the South East locality are most likely to be dissatisfied with refuse collection (38% v 25%) and with recycling centres (21% v 13%). For doorstep recycling Central and North East, North West and Plymstock are most satisfied, whereas the South West is the most dissatisfied.

### Progress against LAA targets

**164** Overall, the partnership is performing well against targets for crime reduction, the exception being youth offending. There are a significant number of LAA targets that are based on people's perception of their neighbourhoods as places to live and the services that are provided for them. One further area of concern is the level of recycling in the city; we are currently off track and not predicted to hit the final year target. (Note LAA targets are stretched)

### Voluntary and community sector

**165** Community participation in volunteering has risen from 19.8% to 22.2% in 2009 and is now near the 23% national figure for 2008. As we have seen earlier, civic participation in the local area has dropped to 8.8% according to the Place Survey and, while the percentage of people who feel they can influence decisions in their locality has risen to 23.9%, it remains below the 28% national figure for 2008. The Tellus Survey, as indicated, showed a quarter of children feeling their views were not listened to at all; while both CAA and Ofsted inspections have praised the city for its engagement initiatives.

**166** Whitfield's 2009 study of the Third Sector in Plymouth found that it was in many ways relatively young compared to other parts of the country. Some organisations, like the Plymouth Guild have a long history. The number of organisations receiving significant amounts of statutory funding was smaller than elsewhere. However, rapid growth in the sector was stimulated by regeneration funding in the 1990s and the city has experienced continued growth since. The BME sector is particularly young and reflects the small BME community prior to 2000. The Whitfield study concluded that for its size the overall provision of support for the voluntary and

| National Survey of Third Sector Organisations   |       |         |
|---|-------|---------|
| Category  | Plym  | Nat     |
| Total number of registered third sector organisations   | 597   | 170,552 |
| Per capita number of registered third sector organisations (per 1000 people)  | 2.43  | 3.38    |
| Proportion of new third sector organisations registered/incorporated in the previous 12mths                                 | 3%    | 3%      |
| Proportion of third sector organisations dissolved in previous 12 months (nb. Data only available for registered charities) | 2%    | 3%      |
| Total number of employees working for third sector organisations – full-time equivalents                                    | 2,366 | 640,198 |
| Per capita number of employees working for third sector organisations (per 1000 people)                                     | 9.62  | 12.69   |
| Total number of trustees/directors of third sector organisations  | 2,710 | 772,173 |
| Per capita number of trustees/directors of third sector organisations (per 1000 people)                                     | 11.01 | 15.31   |

Source: National Survey of Third Sector/Guidestar/Ipsos Mori 2008

## Infrastructure needs of the third sector frontline

- Funding, including commissioning and income generation
- Managing finance
- Volunteers
- Staffing and human resources
- Facilities and services – access to office and meeting space, computers, cheap photocopying and printing
- Publicity
- Developing your organisation, including monitoring, evaluation and quality standards
- IT including website advice
- Information services, including policy briefings, local conferences and seminars
- Developing partnerships

Source : Whitfield Infrastructure needs of frontline third sector organisations in Plymouth 2009

community sector in the city is poor. Partner views of the sector were generally favourable and it was seen as offering innovation and local knowledge, able to be flexible, act quickly and provide choice by delivering in a different format. There was a strong focus from partners on funding needing to be based on outcomes that contribute to agreed city-wide priorities. They also thought some organisation needed to improve partnership working; stronger leadership was needed from what was recognised as a non homogenous sector; neighbourhood groups needed to be 'plugged in' somewhere; middle range organisations needed support in making choices about growth and sustainability and more organisations needed to accept the need for quality standards and a regulatory framework.

**167** The areas of need that came out of the study from the voluntary and community sector's perspective are identified in the box and will vary in their intensity dependent on the size of the organisation. The city does have a voluntary and community sector strategy. Infra-structure support is provided by a number of agencies and there was no desire amongst large and medium sized organisations to replace for former Plymouth Community Partnership (PCP), though smaller groups were said not to appear to subscribe to that view. However, the study concluded that a more focused approach to infra-structure support was needed, as well as support with finding funding, financial management and start up support. Given the growing focus on commissioning and giving the voluntary and community sector a bigger role in delivering services, this would seem a critical area.

**168** The Perfect Moment study on Improving Third Sector Commissioning, July 2009, looked at commissioning with the council. It found that approximately £12m per year was awarded across a range of community type initiatives and that this amounted to 5% of £250m the council stated it commissioned each year – the latter figure presumably including major capital, IT, cleaning ,

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catering and other private and public sector contracts. Areas of improvement included improved business planning for voluntary and community sector organisations and training on commissioning, recognition of full cost recovery and training on it, support with quality systems and capacity building. The National Survey of Third Sector organisations reinforces the view that the sector in the city is not as big as it should be, as shown in the table.

**Key linkages:** Voluntary/community sector and capacity issues; aging population and activities for older people, care costs; sexual offence, alcohol related crime, drug abuse and impact on health, night time economy, children

**Key sources:** Devon & Cornwall Police statistics, iQuanta crime group comparisons, Devon & Somerset Fire & Rescue Service stats, PCC social inclusion unit figures, Ofsted Safeguarding and Children in Care Services inspection and self-assessment, PCC environmental services figures, Nation Survey of Third Sector, Whitfield Third Sector infrastructure report

**Suggestions for improving document in future:** strength vol/com sector focus; more analysis; reduce length

## Overview observations

**169** The city has a cultural strategy and is trying to improve its cultural and sporting offer through the development of initiatives like the Life Centre, World Cup bid and major events like the Pilgrim 400 anniversary and British Art Show. The creative industries sector is one of the six priority growth sectors. Both the University and City College are focused outwards on business and skills. There is a strong focus on educational attainment and improving learning environments, though progress with the schools building programme is affected by current national cutbacks. Attainment, together with safeguarding, is going to be a priority for the new coalition government. Progress with educational attainment has been good and needs to be maintained. The Early Years Foundation Stage, Key Stage 1 and 4 have all continued to improve; the city does better than nationally for getting 5 GCSEs A\*-C, but is below the national average when English and Maths are included. Although the geographic attainment gap has been narrowed, it is still significant; while girls consistently out perform boys. Comparatively low number of young people are going into higher education when contrasted with other cities and keeping or attracting those who already have such qualifications is recognised as necessary. The city could also think how it compares internationally on attainment and other matters, given its ambitions and desire to raise aspirations.

## School education provision and quality

**170** Nearly 40,000 young people, from the youngest nursery pupils to sixth form students, are supported by the city's education service, which has been nationally assessed as high performing. Plymouth has 97 schools/colleges comprising: two nursery schools;

## WISE - current priorities/focus

### WISE Theme Group's desired outcomes

- Culture (art, sport, leisure) is at the heart of everything, with an iconic focus on the city's heritage
- Plymouth is a distinctive and dynamic waterfront city of wide renown, with an unrivalled quality of life
- It is a learning city where everyone gains new skills and knowledge throughout their lives

### University of Plymouth's mission

- To be the enterprise university

### City College's mission

- To be the South West's leading provider of innovative, skills based vocational education and training

### Council's most relevant current corporate improvement priorities

- Improving skills and educational attainment
- Developing high quality places to learn in
- Improve cultural and leisure opportunities

### Children's Trust

- Enable children and young people to have fun
- Improve attainment for children and young people, in particular raise achievement, including Maths and English, at all stages

### Vital Spark Cultural Strategy

- To promote lifelong learning through cultural activity and participation
- To extend opportunities for people to experience and originate recreational and leisure activities of the highest quality, as befits the city's size, stature and aspirations

68 primary phase schools, including four infant and four junior schools; 16 secondary schools, including three selective grammar schools and from September at least two new academies; and, eight special schools. In addition there are three pupil referral units.

**171** Ofsted's inspection judgement of 'overall effectiveness' shows some mixed results with primary schools not doing so well against the national and the statistical neighbour averages, while secondary schools do significantly better. Special

schools also come well below the comparator averages, as do the two tertiary settings inspected and two Pupil Referral Units, with sixth form schools also below average.

**205** The National Strategies, on behalf of the last government, judged that Children's Services in Plymouth was at least good with outstanding features in its work with early years, primary, secondary and 14-19 year olds.

## Overall effectiveness of child and educational settings - Ofsted

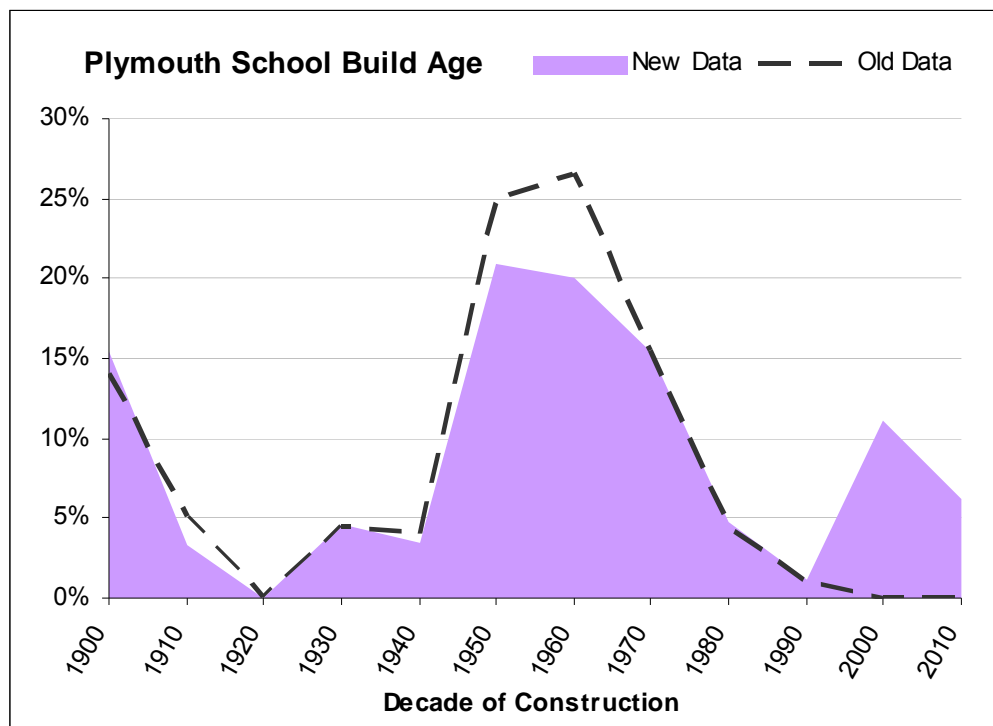
| Category                    | Insp-ected | Outst-anding | Good | Satis-factory | Inad-equate | Good/better | Stat neigh | Eng-land |
|-----------------------------|------------|--------------|------|---------------|-------------|-------------|------------|----------|
| Childminder                 | 181        | 12%          | 64%  | 24%           | 0%          | 76%         | 64%        | 64%      |
| Child care - domestic       |            |              |      |               |             |             |            | 76%      |
| Child care non domestic     | 114        | 4%           | 77%  | 17%           | 2%          | 82%         | 71%        | 69%      |
| Nursery                     | 2          | 50%          | 50%  | 0%            | 0%          | 100%        | 100%       | 96%      |
| Primary                     | 64         | 17%          | 41%  | 39%           | 3%          | 58%         | 62%        | 66%      |
| Secondary                   | 16         | 25%          | 50%  | 25%           | 0%          | 75%         | 54%        | 63%      |
| Sixth Form School           | 16         | 13%          | 50%  | 38%           | 0%          | 63%         | 71%        | 67%      |
| Special                     | 8          | 0%           | 50%  | 38%           | 13%         | 50%         | 78%        | 83%      |
| Pupil Referral Unit         | 3          | 0%           | 0%   | 100%          | 0%          | 0%          | 71%        | 70%      |
| General further ed/tertiary | 2          | 05           | 50%  | 50%           | 0%          | 50%         | 60%        | 67%      |

Source: Ofsted. Figures have been rounded. – as at June 2010

## School transformation

**172** In 2008, following wide-ranging consultation, the council published its Investment for Children strategy. This challenged the accepted views about the council being the main provider of educational places in the city. It outlined a consistent 0-19 strategy that was based on key principles and policies. In line with these the council is reconfiguring the pattern of learning provision across the city to promote and support community-facing networks of foundation schools that are supported by trust, academy, diocese, voluntary and community partners. These networks are being organised to improve the transitions for pupils from 0 to 19 years and to help meet economic, community and locality needs. The new coalition government's policies are consistent with this strategic direction in education. The Council has successfully supported schools in developing new specialisms, so that they can be aligned with the city's economic strategy and, in partnership with sponsors, has strategically selected new areas of skills and expertise to be delivered at the two new academies – Marine Academy Plymouth and All Saints Church of England Academy Plymouth. Enterprise and employability skills will be a stronger feature of secondary provision especially at the two new academies and both have sponsors from Plymouth's higher education sector.

**173** The building and refurbishment of learning centres has been at the heart of the city's community regeneration in recent years, with capital expenditure on learning settings at its highest level in the city since the 1950/60s, though this will now be affected by public expenditure cutbacks. In the past 10 years the council has replaced 12 per cent of its school buildings, with 10 new schools built since 2005. The above graph shows how the school stock is changing. However, the backlog maintenance liability of an ageing asset stock that Plymouth faced in the early part of the last decade has only been tackled in part. The number of buildings built in the 1950s and 1960s and in Victorian and Edwardian times still poses a challenge to providing attractive,



Source: PCC Children & Young People's Service

suitable and inspiring environments for children to learn in. The city financed its schools building and refurbishment programme through the Private Finance Initiative and other funds, but not through Building Schools for the Future (BSF), which it was still scheduled to enter when BSF was stopped, though the Estover campus was a type of pilot. A revised approach to school building nationally has yet to be outlined, but the council's focus on raising the attainment of the poorest, support for a mix of provision and the work already done through the Investment for Children strategy should all help to position it for the future.

**174** Since 2004 children's centres have been rolled out through three phases across the city and the most recent centre is being built at Woodford school in Plympton. There is currently a healthy mixed economy of local authority and external provider. Commissioning of all externally provided children centres is underway and will be complete in March 2011. Children's Centres are governed by the local authority and performance and quality are regularly monitored. The 17 Children's Centres provide a range of courses from breast feeding to money management and support to families and in 2009/10 dealt with almost 100,000 individual issues.

### Attainment at school

**175** Overall the picture is positive with improvements in the Early Years Foundation Stage (EYFS), Key Stage (KS)1 and KS4. The city performs in line or better than its statistical neighbours across KS1 to KS4. The latter results have been broadly

increasing over the last 5 years and children in the city do slightly better than those nationally for getting 5 GCSEs A\*-C. However, performance is below the national average when English and Maths are included in the mix. The city does better than the national average for two grades A\*-C in science and A\*-C or equivalent in a modern foreign language. As with national trends, girls are consistently out-performing boys across educational attainment. There is evidence that the gap is being narrowed between outcomes for children in the most deprived areas and those in other areas, as we see later.

**176** The improvement in the Early Years Foundation Stage Profile outcomes in 2009 was among the best nationally with a 6 percentage point rise in the 'threshold' attainment accompanied by a 2 percentage point narrowing of the gap. Provisional data for 2010 shows another 5% increase and a further 2% narrowing of the gap. The city is now at or above national levels in Communication Language and Literacy Development (CLLD), as well as in Personal, Social and Emotional Development (PSED). Very good progress has been made in PSED outcomes, reversing the previous downward trend. Significant progress has been made on all CLLD scales, with boys making particularly good gains. However girls are outperforming boys in all areas of CLLD, particularly writing and boy's achievement in this area continues to be a priority for future work.

**177** In 2009, writing at level 2+ at Key Stage 1, especially by boys, improved well and was the third best nationally, as did reading which was fourth best. Maths outcomes were unchanged and remain just below national standards and the proportions attaining level 3 remain low. There was a good increase in the number of boys attaining L2b+ in writing, a priority for the council last year, but boys' attainment in writing is still below the national figure by four percentage points and is the lowest in the region.

**178** The proportion of pupils attaining level 4+ in English and maths combined fell by 3 percentage points to 70%, one of the biggest falls nationally. This was mainly owing to falls in English, predominantly boys' performance, with results often falling where there was major institutional change - early figures for this year show an improvement in this measure. However, the proportion of pupils attaining level 5 rose in both subjects. The number of schools that fell below the primary floor target of 55% of pupils gaining a L4+ in both English and maths rose from 7 to 9. School amalgamations had an impact here, but it is recognised that more focus must be given to this group of schools in the coming months.

**179** At GCSE there was a 5.3% rise in the 5+A\*-C

| Educational attainment 09   |      |       |       |
|---|------|-------|-------|
| LA  | Boys | Girls | Total |
| <b>5+A*-C grades</b>  |      |       |       |
| Plymouth  | 68.4 | 76.8  | 72.6  |
| England (m)   | 66.0 | 74.1  | 70.0  |
| <b>5+ A*-C inc. English &amp; Mathematics GCSEs</b>               |      |       |       |
| Plymouth  | 45.6 | 52.7  | 49.1  |
| England (m)   | 47.3 | 54.6  | 50.9  |
| <b>5+A*-G grades</b>  |      |       |       |
| Plymouth  | 91.4 | 94.7  | 93.0  |
| England (m)   | 92.2 | 95.2  | 93.7  |
| <b>5+ A*-G inc. English &amp; Mathematics GCSEs</b>               |      |       |       |
| Plymouth  | 89.3 | 93.3  | 91.2  |
| England (m)   | 90.6 | 93.8  | 92.2  |
| <b>Any passes</b>   |      |       |       |
| Plymouth  | 98.4 | 98.8  | 98.6  |
| England (m)   | 98.4 | 99.0  | 98.7  |
| <b>Two grades A*-C in science</b>                                 |      |       |       |
| Plymouth  |      |       | 60.8  |
| England (m)   |      |       | 54.0  |
| <b>A*-C GCSE or equivalent in a modern foreign language</b>       |      |       |       |
| Plymouth  |      |       | 32.4  |
| England (m)   |      |       | 28.4  |
| <b>A*-G short course or equivalent in modern foreign language</b> |      |       |       |
| Plymouth  |      |       | 55.9  |
| England (m)   |      |       | 42.9  |

Source: Department of Education – (M) = maintained sector

in any subjects measure. When English and mathematics are included the rise was 2.8% to 49.1%, just below the national figure. Most of the National Challenge schools improved well and transformational plans exist for these schools. However, there are still schools where the gap between the 2 GCSE measures remains wide. The council's support and challenge to priority schools is very good according to the National Strategies' judgement. Of the 5 schools which were below 30% in 5A\*-C with maths and English at GCSE in 2008, four have gained 30% and above. The biggest improvement was made at John Kitto (+13%). Tamarside improved a little but was a significant distance below the school target of 27% and remains the only school below the floor target.

**180** There are considerable differences between results across schools in Plymouth with, for instance, the percentage achieving 5 or more A\*-C grades including English and Maths ranging from 98% to 23% in different schools – which is the pattern for local authorities with grammar schools. Similar disparities emerge around achievement in sciences, while the gap lessens to 100% against 90% for achieving Level 1 with 5 or more grades A\*-G. Performance also tends to equalise when contextual valued added is brought into the equation to account for deprivation and other factors. Overall absence in secondary schools stood at 7.2%, which is a fraction below the 7.3% average, with the persistent absence figure of 5.2% slightly better than the 5.9% national figure.

**181** Similar though less exaggerated trends exist at primary school. For instance, the percentage achieving KS2 Level 4 or above in both English and Maths ranges from 100% to 42%, with the 70% average across schools just below the 72% national average. Overall absence rates in primary schools at 5.5% are at the England average, while persistent absence at 1.9% is below the 2.2% national figure. Despite overall improvements and progress with narrowing the gap, it remains the case that there are wide disparities in educational outcomes for children in Plymouth.

**182** Since 2006 the numbers of permanent and fixed term exclusions has gradually decreased, both in terms of sessions missed at school and numbers of individual pupils. Also within this cohort since 2006 the numbers of looked after children has increased, ethnic minorities and those with a statement of educational need have also risen slightly. Plymouth is committed to a continued programme of finding alternative measures to pupil exclusion and determined to engage children and young people in education and learning. There are no primary permanent exclusions as a result of successful managed transfer protocol. However, many very young children are presenting with high level issues and are proving difficult to accommodate in mainstream provision. In the secondary sector the number of permanent exclusions is reducing.

**183** Attainment levels for children in care are above that of similar areas and improving, with upward trends in both KS2 and KS4 and the best ever results achieved for this group in 2009. Children and young people in care are given the highest priority in school admissions; there is a diverse range of provision available; out of area placements tend to be within a close catchment area; attendance is good and exclusion levels very low. All schools have had

Designated Teachers in place for a number of years to co-ordinate the support for all aspects of provision and participation in school life for those children in care who are on their roll; while a Virtual School Headteacher (VSH) for Children in Care takes city wide responsibility.

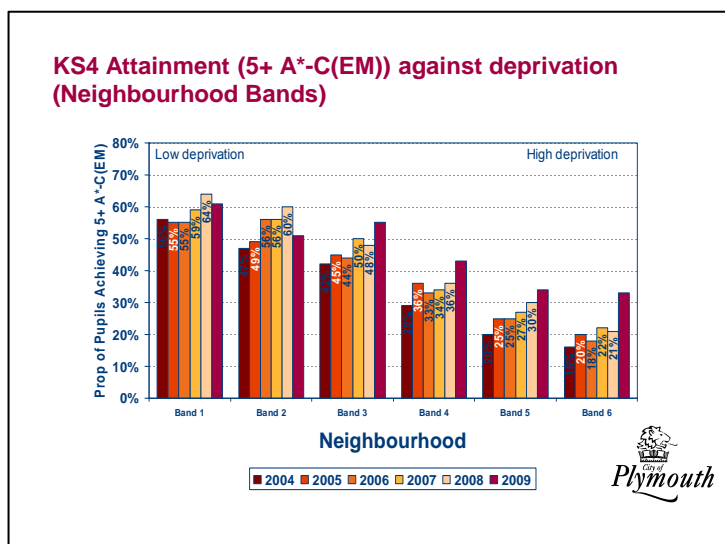
**184** Special educational needs (SEN) are in the majority of cases met within the mainstream school or setting, without the need for the council to make a statement of special educational needs, which sets out the child's needs and all the special help they should have. There were 3,405 children and young people with special education needs in 2010 and 1,294 of them with a statement. Compared to national averages, the city has a smaller attainment gap at both KS2 and KS4 between SEN/non-SEN pupils. The gap in achieving Key Stage 2 English and Maths threshold showed a decrease from 50.7% in 2005/06 to 44.6% in 2007/08, but has subsequently increased to 46.2% in 2008/09. For achieving 5xA\*-C GCSE including English and Maths the gap has tended to fluctuate in the city by 1% and in 2007/08 stood at 41.8%, but has subsequently risen to 44.3%.

### Education, employment and training

**185** There has been an improvement in the percentage of young people not in employment, education or training (NEET), with the figure dropping from 7.9% in 2008/09 to 6.5% in 2009/10, which represents 533 young people currently NEET. It also means the city is well placed against its statistical neighbour average of 8%. Year on year reductions in NEETs were achieved in the following localities: Central and North East down 28 to 58 young people NEET; North West down 53 to 157; Plympton down 5 to 26; South East down 31 to 62; Plymstock remained unchanged at 30; while the South West locality saw an increase of 6 young people to 200 NEET. The age breakdown of the

NEETs is skewed towards the upper end with 18 year olds comprising 49.3% of this group, 17 year olds 37.2% and 16 year olds 13.5%. There has been an increase in young people with a 'not known' status from 81 in 2008/9 to 82 in the third quarter of 2009/10 and then 138 in the last reporting quarter of that year - though at 1.6% this is better than the statistical neighbour average of 4.8%. These are people not in recognised learning, or claiming benefits or in apprenticeships and the Connexions service has been unable to contact them at their address. In terms of 16 to 19 year old teenage mothers, the percentage in employment, education and training has fallen from 57 to 48; those classed as NEET has fallen from 149 to 124; while those not known has risen from 16 to 36.

**186** Last year saw an increase in the numbers of



Source: PCC Children & Young People's Service

young people entering learning, with 85.4% in learning in the last quarter of 2009/10, which represents 7143 young people, as against 79.5%, or 6771 young people, the previous year. These were the best results ever for the number of young people entering learning. Although there has been a fall off from the third quarter figure of 7805 young people, the end year result was still better than previously. The message from direct contact with parents and young people is that the lack of jobs is the reason why they have chosen to stay on. There has been a slight improvement in the staying on trend rate in recent years, irrespective of the recession. The age profile of the 7143 in learning was 18.9% aged 16; 42.8% aged 17 and 38.3% aged 18.

**187** Black and Minority Ethnic (BME) young people aged 16 to 18 are more likely than the age group as a whole to be EET, with 326 or 94.8% falling into that category, 12 NEET and 6 not known. Figures for 16 to 19 year olds with a learning disability show 1,088 or 82.9% in EET, 154 NEET and 68 not known.

### Narrowing the gap

**188** In order to understand progress against narrowing the gap between the most disadvantaged and the average, the council has used postcode data of pupils in neighbourhoods to create an average deprivation score for each neighbourhood. The 43 neighbourhoods have then been clustered into 6 bands, from most to least advantaged, according to the Income Deprivation Affecting Children Indices (IDACI). The data shows a narrowing of the achievement gap across the city's neighbourhood bands in Maths at the end of Key Stage 2 (KS2). Regarding literacy levels this continues to be a challenge at KS2, with results low in both Foundation Stage and KS1 - and as a result there is little evidence that gaps are narrowing by the end of KS2. For KS4 there are improving trends in each band for both 5xA\*-C and 5xA\*-C inc. English & Maths. This is strong evidence to show that increasingly more pupils from poorer backgrounds are gaining key qualifications. It is felt this neighbourhood band analysis offers a more accurate picture than the national indicator 102b, which just looks at the percentage of pupils who gain key qualifications and whether or not they are entitled to free school meals. National Indicator 82 points to a dramatic 5 year improving trend in the percentage of pupils entitled to free school meals gaining a level 2 qualification by age 19.

**189** Provisional data for NI 92 for this year shows that the gap has been narrowed again by a further 2%. This will now be significantly less than the national average gap. This relates to intensive multi agency support for the lowest achieving early years

| Narrowing the educational gap  |       |       |       |       |
|--|-------|-------|-------|-------|
| 04/5   | 05/6  | 06/7  | 07/8  | 08/9  |
| NI 081: Inequality gap in the achievement of a level 3 qualification by age 19                           |       |       |       |       |
| 29.3%  | 26.8% | 26.9% | 20.9% | 27.7% |
| NI 082: Inequality gap in the achievement of a level 2 qualification by age 19                           |       |       |       |       |
| 39.5%  | 42.6% | 45.1% | 49.8% | 57.0% |
| NI 092 Narrow the gap between the lowest achieving 20% EYFSP and the rest                                |       |       |       |       |
| 34.4%  | 34.7% | 32.9% | 34.1% | 31.5% |
| NI 102a: achievement gap at KS2 for pupils eligible for free school meals                                |       |       |       |       |
| 24.2%  | 24.5% | 24.1% | 23.3% | 21.5% |
| NI 102b: achievement gap at KS4 for pupils eligible for free school meals                                |       |       |       |       |
| 29.0%  | 30.5% | 27.8% | 26.3% | 28.6% |
| Pupils with Special Educational Needs gap NI 104: The achievement gap at Key Stage 2 – English and Maths |       |       |       |       |
|  | 50.7% | 49.0% | 44.6% | 46.2% |
| NI 105: The SEN gap in achievement of 5 A*-C GCSEs inc. English and Maths                                |       |       |       |       |
| 42.2%  | 41.5% | 42.6% | 41.8% | 44.3% |
| Source: Department for Education   |       |       |       |       |

settings in Plymouth. NI 102a shows a steady narrowing of the gap over 4 years showing that more 11 year old pupils entitled to free school meals are reaching the national expectation of level 4 each year. This has been achieved through differential funding, (FSM pupils attract increased levels) targeting resources, training and advice on those schools that face the greatest challenges in relation to deprivation.

**190** School meals are provided by the council's catering services in all primary schools in Plymouth, with take up of both paid and free meals 35.4% in 2009/10, representing a 2.8% increase from the previous year. The take up of free school meals was 75.7%; that for paid meals 25.3%. Within secondary schools meal take up is currently 25.9% where the council provides the catering, with free and paid meal take up 61.1% and 20.6% respectively. Where the school provides their own school dinners it rises to 32.5% overall, 62.4% free meal take up and 28% for paid dinners. The achievement gap between pupils eligible for free school meals and their peers achieving the expected level at KS2, at 21.5% in 2008/09 has been reducing slightly since 2005/06, when it was 25.0%, while the gap between the same cohort at KS4 was also reduced from 30.5% to 28.6% during this period, though the latter figure is an increase on the previous year's 26.0%. The different take up rate amongst those eligible for free school meals across the city may make this indicator

a less reliable measure than the deprivation index used above.

### Children and parent's perspective

**191** Children's feelings about school in Plymouth, as outlined in the Tellus 4 Survey, are very much in line with national averages. Three-quarters feel school is equipping them with useful knowledge and skills, with only 6% disagreeing, with similar percentages feeling there are lots of activities to participate in. Less than half find lessons fun and interesting, with a quarter thinking they are not. More than half of pupils agree that other pupils disrupt lessons, with only 14% disagreeing. When asked in a series of interviews what would help pupils behave in a positive way, pupils in the city identified clear use of routines, consistent approach to behaviour and routines and systems that were regularly enforced across subject areas.

**192** Parent Partnership analysis shows that parents' consistently say that they need clear and accessible information about what is on offer to their children in pre-school, school and post 16 settings. Parents want good communication systems from schools and other settings that explain how they can support their children, choices available and who does what in schools and other settings. This is particularly so for some groups of parents, such as parents of children with SEN / disabilities, grandparents who are in a 'parents again' position and foster and family carers. Parents say they especially want more information and explanation when their children are approaching key transitions, for example home to pre-school, between primary and secondary, and moving on to post 16 and further or higher education. In general, parents want to have their voices heard when decisions are being taken about educational opportunities for their children, and to have their role recognised. Parents are asking for a range of opportunities to help them understand their children's behaviour and to strengthen their parenting skills to manage that behaviour and the waiting list for access to parenting programmes is significant. Parents want schools, and often other agencies, to recognise their whole family situations. They want professionals to recognise earlier that their concerns about their child having an underlying condition should be taken seriously.

### LAA performance

**193** Plymouth is currently performing well against targets for Level 3 qualifications for working age people, but less well for the same qualification for younger people. It is also off-track for targets around young people who are NEET. Attainment levels for children and young people are currently below target but not significantly so. This will vary with cohorts. (Note LAAs are stretched targets)

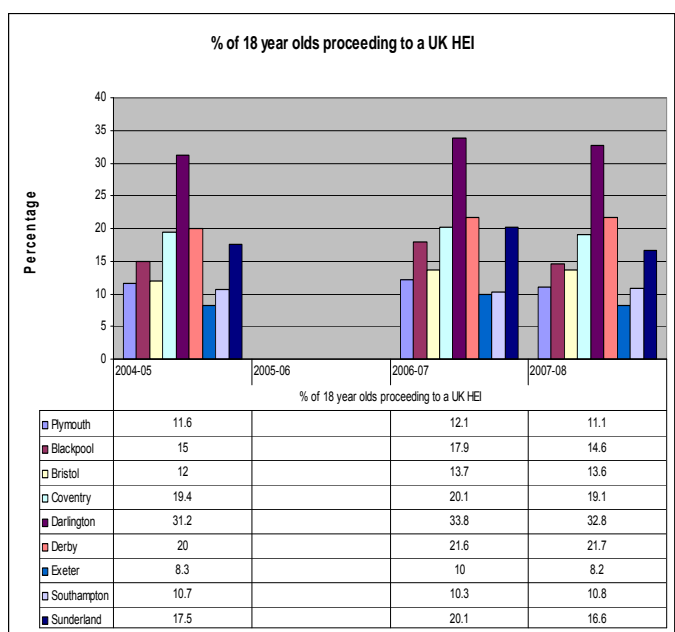
**The Plymouth Report 2010 draft | 11-08-10**

| Children's views on education                                     |         |            |            |
|---|---------|------------|------------|
| Question  | % agree | % not sure | % disagree |
| My school is giving me useful skills and knowledge                | 73      | 21         | 6          |
| My schools has lots of activities to take part in                 | 74      | 19         | 8          |
| Most of my teachers make lesson interesting/fun                   | 43      | 31         | 25         |
| Most of my teachers tell me how I am doing with my work           | 61      | 26         | 13         |
| Other pupils often disrupt lesson                                 | 55      | 31         | 14         |
| I get enough help at school with learning                         | 61      | 27         | 12         |
| We have enough chances to learn somewhere that is not a classroom | 42      | 31         | 27         |
| I get enough help with making choices and decisions               | 49      | 36         | 15         |

Source: Tellus4 2009

### Further and higher education

**194** The city wants to increase the number of people progressing into higher education, but as the table shows, it does not currently do well comparatively for the percentage of 18 year olds going on to higher education and there has been concern about the level of aspiration within the city's population for some time. The table uses a selection of cities, rather than statistical neighbours, given Plymouth's level of ambition. Questions do arise about whether the country needs such high percentages of people going to university and whether there should be more focus on vocational training. In the case of Plymouth, its ambition is for high value, high tech industrial development, which would tend to indicate strong graduate requirements



Source: LES monitoring 2009

as well as vocational ones. Graduates are more likely to work in jobs with a higher gross value added and there is a focus on trying to both retain and attract graduates to the city. The key providers in the city are the University of Plymouth, which is focused on enterprise; Plymouth College, focused on vocational skills; and, University College Plymouth St Mark and St John (Marjon) with a focus on teaching and sport. Since 2007, Marjon has had Taught Degree Awarding Powers, whereas previously its degrees were awarded by the University of Exeter.

**195** The University of Plymouth is the largest university in the South West and with over 30,000 students one of the largest in the country and a big employer with some 3,000 staff. It wants to be the enterprise university and operates Enterprise Solutions to support business, has two incubation centres on campus and is an award-winning leader in knowledge transfer. Around 12,000 students are on some form of work based learning each year. The University houses Europe's largest Marine Institute, with a dedicated world-class marine building being erected this year which will include state-of-the-art research facilities and new wave tank testing equipment that will be unique to the UK. It is also one of the founding partners in the Peninsula College of Medicine and Dentistry and is the largest provider of health education in the South West. It is a co-partner in the Tamar Science Park Tamar, which houses spin off companies from the University. The University delivers higher education through its network of 18 partner Further Education Colleges across the South West and is a founding partner of the Combined Universities of Cornwall. The 2008 Research Assessment Exercise (RAE) saw Plymouth named as a top 50 research University and the 'most improved' with 80% of its research judged as being of international repute. It was ranked 45th among the top 100 institutions by The Times; 1st for nursing in The Guardian's rankings of the 'top ten' institutions for the teaching of individual subject areas; and, the greenest university among 133 universities. It also has world class research excellence in 18 subjects including marine, environment, medicine and robotics.

**196** In 2008/9, 70% of the universities graduates were employed, with some working and studying, which is an increase from 66% in the previous year. The destination survey also shows that 64% of employed graduates have permanent contracts or are self employed; 77% of employed graduates are working in the South West (including full time, part time, self-employed and voluntary work) which is an increase of 5% on the previous year. Another 12% are working either within London or the South East of England; 75% of employed graduates are working in full time jobs; 42% work for large companies with

more than 250 employees; 66% are working in either professional occupations, associate professional and technical occupations or as managers or senior officials. A quarter of graduates are engaged in further study (25%); 69% of graduates undertaking further study are doing so on a full-time basis; 13% are studying towards a higher degree by research or taught programme, while 11% are studying for a postgraduate diploma or certificate. A further 38% are studying towards their first degree and 2% are aiming for a professional qualification. In the case of students graduating with Qualified Teacher Status, 82% are working in a teaching post. In terms of unemployment, 7.3% are believed to be unemployed. This is an increase on last year, but broadly in line with increases reported by other institutions. Most recently, there is a national expectation that student will find it harder to get employment in the current economic climate, with men tending to fair worse.

**197** City College is focused on further and foundation education and wants to be the leading provider of innovative, skills based vocational education and training. It has 3,485 full-time and 14,318 part-time students with the 17,803 total including 914 higher education and 185 non-EU international students. The 1,269 apprentices included sub-contracted apprentices.

### **Adult education**

**198** A range of adult education is provided in the city through a number of providers, with Adult and Community Learning Week providing a source of overall focus as it brings together provision in one brochure. The council's self financing Plymouth Adult and Community Learning Service (PACLS) both provides and commissions adult education, employing tutors and commissioning with groups like the Swathmore Centre and Sheikinah Mission, where the focus is on people with drug and alcohol problems. Libraries and Museums and voluntary and community sector groups also undertake a range of activity in this area. City College, where the focus is more towards the younger age range and formal qualifications, does have ring fenced funds to use on general and developmental learning where the beneficiary group tends to be older. The college has set up and leads the Pace Centre which is focused on retraining the workforce. In the case of the University, it is committed to informal and lifelong transformative learning. One expression of this is through offering Continued Professional Development (CPD) opportunities as an essential part of a modern working life. CPD opportunities are designed to meet the needs of individuals working in business and industry, the public sector and their community and are delivered in a variety of ways. It has recently introduced a CPD degree

## CAA focus - culture 2009

### Areas of strength

- Increasing overall participation in cultural activities
- Good public satisfaction with museums and galleries, and with theatre and concert halls
- Good links between culture and education
- New culture strategy in place and good engagement with regional and national partners in its development
- More children and older people participating in leisure
- Improving access to sporting and cultural activities and facilities for the wider community
- Ambitious plans for new facilities e.g. Life Centre

### Areas to think about

- Clarity of Plymouth's appeal as a destination
- Low satisfaction with sports and leisure facilities
- Numbers of visits to libraries and museums are too low
- Signposting within the city to culture and leisure locations is not visible enough
- Relationships between tourist boards and websites – mixed messages and poor quality literature
- Impact of new capacity on improving Plymouth's brand and widening its appeal to the wider community

framework in which learners in the workplace can gradually accumulate modular short courses to gain a Bachelor's (BA or BSc) degree.

### Culture, leisure, sport

**199** Culture, leisure and sport has, as we have seen in earlier sections, a central role within the city's ambitious growth agenda through the development of the Life Centre, focus on creative industries and need to attract more visitors to the city. Visitors were shown to have a more favourable view of Plymouth than local stakeholders often imagine and there is scope to build on numbers from within the 60 mile catchment area. Visitors to the city were found to want a better cultural offer; while the Theatre Royal had a particularly favourable rating, the Hoe received relatively poor one for quality. The wealth section also looked at tourism, where income has risen by 5.8% between 2001-2007 and made comparison with trends in Bath and Bristol. The city has a Cultural Strategy, Vital Spark, in place and a Culture Board to oversee its delivery.

### Libraries

**200** There are 17 libraries spread across the city, six have been refurbished in the last five years which has contributed to a rise in use. The main areas of under representation are the north east quadrant of the city, Tamerton Foliot and Whitleigh. Other services include a 24/7 online facility. Around 1.3m books are borrowed each year. Satisfaction with libraries stood at 61% in 2008 compared to 68% nationally, with the former figure rising to 72% in 2009. Plympton residents had the highest rate of dissatisfaction in 2008 at 47% compared to 16% across the city. This probably reflects the

dissatisfaction at losing the library facility due to fire in August 2008. Around 60% of people said they had used libraries within the last year in 2009, with the trend here fairly flat. Eleven per cent used the facilities at least once a week, a further 18% about once a month. The cost of the library service is £2.99 per visit compared to a UK average of £3.63. (The satisfaction rating for the Public Library User Survey for 2009 is 93%, awaiting national comparisons)

### Sports facilities

**201** There are 22 sports halls in the city (only 3 being classified as a public pay and play facility), 13 indoor swimming pools (only 4 being classified as a public pay and play facility) and 173 community use sports fields (football, rugby, cricket, hockey). The main gaps in these provisions are in junior football pitches and swimming pool space. Satisfaction with sport and leisure facilities stood at 35% in 2008, compared to 46% nationally. Residents in the South West were most likely to be satisfied at 45%, those in Plymstock had the highest dissatisfaction rate at 43%. The overall satisfaction figure has since risen to 43% in 2009, which is moving back towards its 2006 position. In terms of usage, 60% of residents said they used sports and leisure facilities within the last year in 2008, with this figure falling to 57% in 2009. Over a fifth of residents said they used facilities at least one a week in 2008. The net cost of sport and leisure facilities (Mayflower Centre, Central Park and Plympton Pools only) is £4.93 per head of population compared to an Association of Public Service Excellence comparator average of £5.76.

### Museums and galleries

**202** Satisfaction with museums and galleries stood at 51% in 2008, compared to 41% nationally, rising to 62% locally in 2009. Residents in the South East of the city were most likely to be satisfied with the facilities at 72%, with those in Plympton most dissatisfied at 33%. Museum and gallery usage is not as high, as only 44% had used the facilities in the last year in 2008, rising to 45% in 2009. In 2008, 7% used these facilities at least once a week, with a further 20% using them about once a month.

### Theatres and concert halls

**203** Satisfaction with the city's theatres and concert halls, stood at 61% in 2008, compared to 68% nationally, rising locally to 67% in 2009. Sixty-three per cent of residents said they used these facilities at least once in the last year in 2008, rising to 67% a year later. Twelve per cent said they used these facilities about once a month. Theatres and concert halls are also attractions for people from a wider catchment area and in terms of actual visitor numbers and total spend.

## **Cultural and leisure developments**

**204** The potential offered by being a possible World Cup venue in 2018, the Pilgrim 400 anniversary in 2020 and the British Art Show in Plymouth in 2011, should all, as we have seen earlier help to bring visitors and investment to the city. They build on a number of existing events and facilities which are popular attractions like the National Marine Aquarium, Theatre Royal, Barbican International Jazz and Blues Festival and shopping facilities at Drake Circus

**205** Culture is a cross cutting issue that is very broad in what it covers and includes, for example, assets and activities within the visual and performing arts, TV and digital media; the natural, built and historic environment; museums, libraries and archives; children's play, sport and physical fitness, festivals and events, leisure facilities, parks and open spaces, tourist attractions and the visitor economy. We have touched on some aspects of this broad range of activity in different parts of this report, but more information needs to be obtained for future versions so we build a picture of its impact across the city. Culture Board input to this report suggests that cultural investment, particularly in heritage and the arts, are low for a city the size of Plymouth, particularly given its level of ambition.

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**Key linkages:** Attainment, skills and professional development with the economy; education institutions as vehicles for research and business growth; culture as a key driver to attract people to the city and achieve growth, as well as an issue that impacts across safe/strong and health agendas.

**Key sources:** Developing children's needs analysis; PCC Children and Young People's Service, Culture, leisure and sport service; Place and Tellus Surveys; University destination survey; university/college annual reports; Culture Board information

**Suggestions for improving document in future:** More about further and higher educational performance; strong audit of cultural impact on city; more analysis; reduce length. Link to Plymouth employment and skills board current work and skills analysis with SERIO, which complements data in wealth and wise sections

# Capacity to deliver-overview



## Overview observation

**206** Although performance is generally good and finances managed well it should be noted that the resource management element of the 2009 Use of Resources assessment only met minimum requirements across each of the partners inspected – i.e. Primary Care Trust (PCT), Council, Police and Fire and Rescue Service. In the current climate there is likely to be a sharper focus on the need for further enhancing joint commissioning activity, shared service provision and support functions, as a means of more effective delivery, improved value for money and cost savings. The first draft of an investment plan for the city has been completed, though there is no LSP resource plan as such that would include the strategic use of resources like people, assets and finance across the partnership. There is a wealth of data, numerous needs analysis and multiple strategies and plans across the agencies. They are, however, not always aligned in their scheduling, can contain contradictory data and do not always demonstrate shared high level objectives. Staff survey data from some public agencies, though containing many positive findings, shows that staff do not feel they are being sufficiently involved in the improvement agenda. This should be seen in the context of partners needing to do more with less available resources, with innovation increasingly likely to be valued.

## LSP/key partner performance overall

**207** Performance across the LSP and the key partnership organisations is relatively strong. The city did well under the former CAA process with a very positive narrative and the award of a green flag for protecting people and managing emergency type situations including the aftermath of the Exeter bombing, Southway explosion and Little Ted's nursery case. These were all marked by strong partnership working at an operational level, to go with the strong partnership approach at the strategic level. The city also nearly received a second green flag for work around community safety, particularly domestic violence. Although no red flags were awarded there was concern around health inequalities and performance against some health indicators, with the quality of private sector housing a further concern. Both the Audit Commission and the Government Office for the South West have praised the progress made by the LSP in recent years.

## CAA focus - Priorities and community aspirations

### Areas of strength

- Ambitious vision for Plymouth, self aware
- Good public satisfaction with Plymouth as a place to live
- LSP priorities appear to address local needs
- Good understanding and focus on narrowing wealth gap
- Co-ordination of consultation and engagement
- Good links community strategy/ambitions of partners
- Some good data sharing (but need more integration)
- Mature approach to partnership working

### Areas to think about

- Gap between most and least deprived neighborhoods not closing quickly enough
- Focus on housing issues by LSP theme groups lack clarity
- Some gaps in LSP membership e.g. Navy, Dockyard, private sector
- Communication of achievement and managing expectations

**208** Ofsted data for the inspections of children's and educational settings, as we have seen, gives a comparatively mixed picture, with child minding and child care performing better than average and statistical neighbours; primary schools worse; secondary schools better; sixth form, special school, pupil referral units and further and tertiary education worse. Both the University and City College have, as we have seen, developed strongly in recent years.

**209** We have also seen in the safe/strong section that the community and voluntary sector is comparatively small when contrasted to other cities. Although it may, therefore, be less affected by cutbacks in public funding in total money terms, the ability to meet new demands from the government for locally run services will be challenging and the infrastructure needs identified overlap with the skills most likely to be needed to develop the sector in the future.

**210** In terms of the business sector the city has a Chamber of Commerce that is active within the LSP and a Federation of Small Business represented on it. We have already noted in the Wealthy section that there are significantly fewer people working in the finance, IT and business support sector in the city than nationally. Through the LSP an Employment and Skills Board works to bring together education providers and businesses to ensure that the skills being developed are those that are needed by businesses. Jobcentre Plus also inputs here and to the LSP. There is also co-ordination of the six priority growth sectors. The demise of the RDA and

move away from a regional spatial strategy means the city will be operating in a less hierarchical and structured environment, though this will put more emphasis on it needing to state its case effectively through the development of a smaller local authority based grouping and other channels.

**211** A number of major decisions have been taken recently in the city which impact across the public, private and voluntary sectors, such as the setting up of Plymouth Community Homes and the selling off of City Bus. In addition the council has rezoned its waste collection across the city and undertaken a major Job Evaluation (JE) exercise. Most recently the council was named the best achieving council at the national municipal journal awards; while the multi-agency team that managed the Little Ted's situation was shortlisted for a team award at the Local Government Association annual conference. Many other awards have been received and they all point to high quality working in the city and across agencies. Assessed against progress across the national indicator set though, performance tends to be around the average overall, with a fairly even spread of indicators across the quartiles.

**212** Although performance across the partnership has generally been good, the new public finance climate will provide challenges and partners can, in such circumstances, be tempted to look inwards. On the other hand, the new climate offers opportunities to work more closely together to maximise declining resources. As we have seen earlier, a lot of multiple problem areas involve multiple demands on different services and agencies and there may be scope for realigning delivery and front end contact points.

**213** The LSP theme groups have recently been engaged in developing the long term outcomes they want to achieve and the milestones that will take them there. Previously, the focus has been around the LAA and the reward grant approach. The move away from top down target setting and towards greater local autonomy presents more freedom in how this work develops whilst putting a strong emphasis on effective programme and project management to ensure delivery. These are techniques that are not consistently used across the partnership. There are also a lot of partnerships across the city and the list opposite obtained from the LSP office is not exhaustive. Whether there is scope to rationalise some of these partnerships and take the opportunity to do things differently is a question to be addressed.

**214** In its Use of Resources assessment published in October 2009 and covering the year 2008/9, the PCT scored a 2 in each of the three criteria covering managing finances, governing the business and

## Some partnership groups

- Integrated Community Equipment Service Steering Group
- Learning Disability Partnership Board
- Physical and Sensory Disability Partnership
- Adults Safeguarding Board
- Health and Social Care Integration Board
- Health and Social Care Joint Commissioning Board
- Health and Social Care Joint Service Provision Board
- Children & Young People Trust
- Plymouth Safeguarding Children Board
- Crime & Disorder reduction partnership
- SWD Waste PFI
- Connexions Partnership Board
- Local Strategic Partnership
- Plymouth Domestic Abuse Partnership
- City Development Company
- Devon Audit Partnership
- Devonport Regeneration Company
- Tamar science park company
- Employment & skills board
- Cultural Partnership Board
- Call 24
- Knowledge Transfer Partnership
- Devon Procurement Partnership
- Devon Customer Services Partnership
- Contact Council
- Destination Plymouth
- Plymouth Science and Innovation Partnership
- South West Contact Centre Managers Forum
- Wealthy Theme Group
- Healthy Theme Group
- Safe and Strong Theme Group
- Wise Theme Group

Source: LSP office – This list is to give a flavor of what is out there, it is not exhaustive.

managing resources. This meant it performed 'adequately' and met only minimum requirements, albeit on a nationally recognised harder test. Recommendations centred around ensuring progress against World Class Commissioning, improving data quality and ensuring significant progress against health inequalities; as well as increasing the focus on outcomes throughout the organisation, rather than just the processes in place. Audit Commission annual data shows that NHS Plymouth spent £1593 per head in 2008/09. This was lower than the average expenditure per head for the comparator group of similar Regional Centre PCTs, at £1630.

**215** The Council and Fire and Rescue Service also scored 2 overall for Use of Resources, with the Police assessed as 3. However, all four partners scored a 2 in the managing resources category and this area will take on added significance in the current climate, with greater emphasis on avoiding duplication, joint commissioning and locations, shared services and intelligence. As Plymouth Hospitals 2009/10 Quality Account points out, "health care is often provided to a single patient in many different settings by many organisations – there is a real opportunity to improve the interfaces

between organisations in order to improve the patient's overall experience of health care".

**216** Plymouth Hospitals NHS Trust is currently fully registered with the Care Quality Commission, with no conditions attached. The Trust's most recent unannounced inspection in January 2010 on protecting patients, workers and others from healthcare associated infection found no concerns. NHS Plymouth has declared compliance with 42 of the 44 core national standards which cover seven key areas of health and health care, including safety, patient focus, clinical and cost effectiveness; performing well in many areas, with safety records (MRSA rates) and patient satisfaction rates higher than the national average. Unmet areas of compliance were around aspects of mandatory training and record keeping. Adult Social Care in the city was rated as performing well across all seven areas of inspection in 2009. Most recently, Safeguarding and Children in Care Services were assessed as good overall with a number of outstanding aspects, including partnership working, while value for money was classed as good.

#### Finance, assets and resources

**217** Reductions in public expenditure are likely to make up to 80% of the package being prepared to reduce public borrowing and this will impact on public services over the next two Comprehensive Spending Reviews. Although health has so far been classed as a protected area, it still has to make efficiency savings, while growth will be minimal and certainly not on the unprecedented levels previously seen. Plymouth's elderly population is growing in line with national trends, while technological advancements will enable people of all ages with severe, complex and multiple conditions to survive longer than was previously possible. Plymouth also has an ambitious agenda for population growth which may result in changes in the social and ethnic mix, which in turn can affect health profiles and preferences around treatment options.

**218** In order to maintain a flat growth scenario against these demands, NHS Plymouth believes it will need to achieve efficiency gains of £20m per annum recurrently and cumulatively over the next six years. Areas currently identified as having the largest potential for efficiency improvements are: reducing first and follow-up outpatient attendances, reducing unnecessary admissions to hospital, reviewing the provision of pathways identified nationally as 'low priority', and shifting the provision of services from hospital to community-based settings. The impact of public sector cutbacks on the ability of other public and voluntary sector bodies to impact on good health and well being must be added to the mix, together with their impact on those

most disadvantaged and the health related costs of any increase in unemployment.

**219** As well as protecting health, it is also intimated that education and defence, whilst experiencing budget reductions will be treated more favourably than other spheres by the coalition government. This puts more pressure on other areas of public expenditure and, as stated earlier, Plymouth is overly dependent on the public sector. It also raises issues of the impact of cuts in one service or agency area on potential levels of demand in another. A key challenge for the partnership will be how it deals with this inter-dependency.

**220** The cost of safeguarding the health and well-being of the city's population, its visitors and residents of adjacent local authority areas is estimated to have been around £486 million in 2007/08. There is a close relationship between health and social care expenditure, and spend by the council should be looked at in the context of related NHS Plymouth healthcare expenditure. A large percentage is spent on services that are commissioned by NHS Plymouth and provided by external providers, the largest being Plymouth Hospitals Trust which has a total spend of a £163million - more than the expenditure of primary care services and the services provided by NHS Plymouth. There is also increasing joint work across the city around commissioning, planning in localities and in the development of integrated teams, such as the Integrated Disabilities Team.

**221** Within the council, gross spending on services for 2010/11 totals £626m, including 43 per cent

| Managing performance and resources 2009  |                     |                        |                    |
|--|---------------------|------------------------|--------------------|
| Organisation   | Overall score       | Managing performance   | Use of resources   |
| PCC  | Performs well       | 3 out of 4             | 2 out of 4         |
| D& S F & R A   | Performs adequately | 2 out of 4             | 2 out of 4         |
| D&C Police Authority   | N/A                 | N/A                    | 3 out of 4         |
| Plymouth PCT   | N/A                 | N/A                    | N/A                |
| Use of Resources Breakdown   |                     |                        |                    |
| Organisation   | Managing finance    | Governing the business | Managing resources |
| PCC  | 3 out of 4          | 2 out of 4             | 2 out of 4         |
| D& S F & R A   | 2 out of 4          | 2 out of 4             | 2 out of 4         |
| D&C Police Authority   | 3 out of 4          | 3 out of 4             | 2 out of 4         |
| Plymouth PCT   | 2 out of 4          | 2 out of 4             | 2 out of 4         |
| Source: Audit Commission - Police and PCT do not receive an overall score or managing performance score; PCT does not receive an overall use of resources score. |                     |                        |                    |

(£272m) Children & Young People; 25 per cent (£156m) Community Services. It receives income from a number of sources including Council Tax, a general Formula Grant and Government grants that pay for specific services, including schools and Housing and Council Tax Benefit. It also charges for some services, such as parking.

**222** To help reduce the national deficit of £153bn, the new coalition government has announced that £6.2bn savings must be found within the financial year 2010/11, with £1.165bn saved by reducing grants to local authorities nationally. Whilst protecting schools, Sure Start and 16-19 education, policy changes will lead to more reductions. Individual councils will, however be able to decide where savings are to be found as they do not have to take the saving from the same department as the one which originated the grant. The government's approach includes the 2010/11 in-year reductions announced in May; measures included in the Emergency Budget 22 June; and, a further Comprehensive Spending Review (CSR) to be undertaken and results announced in October this year. The impact of the in-year revenue savings on the council is in the region of £3m; the capital impact £0.975m. However, these figures are likely to increase through the government introducing policy changes in certain service areas.

**223** It is intended that savings will come from efficiency measures, eliminating waste, reducing spend in "lower priority" areas, with no extra burden on local taxpayers. There will be a Council Tax freeze for 2011/12, and possibly 2012/13. For 2010/11 the council remained one of the lowest charging authorities in the South West region, increasing Council Tax by 2.89%, which equates to approximately £2.5m. Whereas the Formula Revenue Grant has remained constant for 2010/11, the council has been notified of a total grant reduction of £1.802m which is further broken down as: Dept for Education - £1.54m; Supporting People admin - £0.12m; Cohesion - £0.02m; Road Safety - £0.09m; Home Office - £0.03m. In addition to the confirmed £1.802m, there are a number of other grants that have been reduced, or withdrawn, nationally that will directly impact: Housing and Planning Delivery Grant - £375k; Free swimming for U16s - £200k; LAA reward grant for 10/11 budget delivery plan; Gypsy and Traveller site grant; Local Authority Business Growth Incentives.

**224** The May spending cuts reduced the council's capital grant funding by 25%, or £0.975m. This was further broken down as: Integrated transport block £0.87m; Road safety £0.08m. The current capital programme is £175 million over the next 5 years, though this is currently being reviewed in the light of the cutbacks. The council remains committed to

ensuring its current projects are delivered within budget and within the prescribed timeframes. These include the Plymouth Life Centre investment of £46m. There is also £36m being invested in the local transport plan. Both projects are representative of the ambitions of the city and the determination to press on with the regeneration and growth.

**225** The council has over 200 building assets, including schools. Its overall corporate estate, excluding schools, has a backlog of maintenance that currently stands at £28.78 million. This will reduce over the coming years with projects like the Life Centre replacing poor condition facilities. Around four fifths, 79.55%, of the total floor area is in either good or satisfactory condition, with 19.88% in poor condition and 0.57% in bad condition. Co-location of health and council services has been pursued over a number of years. Currently there are 19 buildings co-located by council and PCT staff. Even greater efficiencies are planned via joint council and PCT estate strategies and co-location of commissioning teams. This will give efficiencies in service delivery as well as asset rationalisation.

**226** In the last Comprehensive Spending Review the council was set an efficiency target of £27.2m over a 3 year period ending Mar 2011. The authority is working towards achieving this and is set to report a cumulative saving of £16.1m as at the 31<sup>st</sup> March 10. The achievement of this target remains the primary focus for the Value for Money programme over the coming year. Departments have been set challenging efficiency targets as a part of the current years Budget Delivery Plans to underpin the drive towards achieving the target. The strands identified for efficiencies in 2010/11 are: collaborative procurement in waste management; energy cost savings through the Carbon Management Plan; increase in independent living within Adult Social Care; improvements in the authorities procurement processes, including the roll of a Procure to Pay programme

**227** Efficiency savings in health have already been alluded to, while both the Police and Fire and Rescue Service are looking at how they can make further efficiencies within operational areas that extend well beyond Plymouth. Although the government expects the private sector growth to compensate for public sector reductions, there is likely to be a more immediate negative impact on some parts of the private sector to the extent that it relies on public sector spend and certain contracts. As an example, Plymouth College has 806 employees, with a total annual staffing budget of £19m, and is estimated to be worth 1,432 full-time equivalent jobs to the Plymouth area. College staff spend an estimated £2.3 million a year on food and household items and a further £2.6 million on leisure goods and services.

Based on an average ratio of 38 local jobs per £1m of contract, City College Plymouth supported 144 local jobs through contracts with local suppliers, according to the South West FE Colleges Impact Assessment April 2008 - based on figures for 2006/7. Similarly, while the voluntary and community sector is seen as a growth area, it is also reliant in many areas on public sector funding. Optimising opportunities for joint procurement with partners and further enhancing commissioning approaches and looking at both front and back office shared support is likely to be of growing importance. It will also be helpful in the future to have a better understanding of total public spend across the city, in line with Total Place type thinking, and a clear view of the state and quality of public assets, as well as complementary private ones.

### Workforce issues for the partnership

**228** Absence rates nationally across the public sector have been falling, though they still compare unfavourably with private sector rates. CBI data for 2009 shows the average worker taking 6.4 days off sick in 2009; with the average 5.8 days in the private sector and 8.3 days in the public sector - which in the case of the latter was a drop from 9 days in 2007. Figures from the Chartered Institute for Personnel and Development's (CIPD) larger survey published in August 2009, gives a slightly worse picture with average days lost 7.4 generally, 9.7 in the public and 6.4 in the private sectors. In Plymouth the sickness absence rate in, for example, the council was 8.06 days in 2009/10, an increase from the previous year's 6.95 days, but better than the 9.14 days recorded in 2005/6 and either of the public sector national averages mentioned above. Absence has been falling within the council and it is in line with better performing authorities, though there is still a gap with the private sector nationally, which amounts to lost productivity.

**229** Occupational shortages can put further pressures on productivity and on staff who have to cover work. Key areas of occupational shortage in local government in 2009 are listed in the box. Considerable energy has been put into reducing vacancy rates in Plymouth amongst children's social workers and attracting new staff. The key skills gaps mentioned are likely to be gaps for other public sector partners, to add to any organisation's specific ones. The aging workforce in the public sector has major implications for skills and workforce planning.

**230** Cross agency workforce development is increasingly necessary, given the shared delivery agenda in many areas. The Children's Trust has a Workforce Development Strategy developed by a multi-agency group and in consultation with children and young people. It is closely aligned with the

| Occupational and generic skills gaps  |             |
|---|-------------|
| <b>Occupational gaps</b>  | <b>2009</b> |
| Social workers (children's)   | 72%         |
| Social workers (adults)   | 46%         |
| Planning services   | 44%         |
| Environmental health workers  | 35%         |
| Social workers (mental health)  | 32%         |
| Building control  | 32%         |
| Trading standards   | 29%         |
| Legal professionals   | 27%         |
| Teachers  | 25%         |
| Occupational therapists   | 25%         |
|   |             |
| <b>Generic skills gaps</b>  | <b>2009</b> |
|   |             |
| Strategic commissioning   | 23%         |
| Business process implementation   | 20%         |
| Change management   | 19%         |
| Source  |             |
| The table shows the percentage of local authorities finding difficulty in filling vacancies and the percentage identifying significant skills gaps. |             |

national framework and regional strategy for the South West with priorities identified around leadership and management, induction, integrated working, recruitment and retention and data. A joint workforce development strategy is being planned between Adult Social Care and health, as part of the integration programme. A challenge is to ensure that the joint workforce development strategies and plans fit practically and conceptually with the workforce strategies that have already been developed by the key partner agencies for their 'wider' workforce needs. Workforce development is a critical area for improved services delivery in terms of the identification of future skill requirements, current and potential skill shortages and staff development and motivation. For the NHS, in Plymouth, it is estimated that 60 – 70% of the current health spend is on the workforce (Skills for Health 2009). For Local Government it is estimated that 50% of services spend is attributed to the workforce (Department for Communities and Local Government, *Local Government Finance Statistics England No 17*, 2007).

**231** Some key messages from Care Quality Commission surveys of staff in the hospital Trust and PCT are outlined in the table above. Issues to highlight are that staff in both organisations feel they have interesting jobs; concerns around harassment and abuse from patients and relatives; the level of staff involvement and ability to contribute towards improvements; and, specifically with the Hospital Trust, concerns about the quality of care staff are able to deliver and the fact that 45% of indicator responses fell into the bottom 20% of national responses. The council had its first full staff survey in 2007 and will be repeating it this year. The 2007 data showed strengths around clarity of roles, how

staff fit in a team and understanding long term goals; while areas of concern included leadership and managing change, managers listening, motivating and providing feedback. The council's results tended to be in the bottom two quartiles when compared to other councils and compared particularly poorly when it came to job security and morale. Roughly two-thirds of staff, 65%, felt satisfied working for the council, against a 71% median for the comparator group. Just 30% felt they had the opportunity to contribute their views before changes were made. Since this survey the council has been through a major Job Evaluation (JE) exercise and is better placed than many other councils on JE. It also improved its financial standing during this period, but now faces the new wave of financial pressure being experienced nationally. What impact this has on staff feelings remains to be seen in the 2010 survey. As public sector agencies are asked to do more with less and be more innovative, the level of staff motivation and engagement is likely to be a critical factor in determining success.

### Sustainability

**232** Plymouth has a Sustainable Development Framework that was launched at the end of 2008 by Plymouth 2020. Sustainable communities are being delivered through the Local Development Framework (LDF), transport, housing, home energy efficiency, waste management, recycling, green space and biodiversity initiatives. Social and economic sustainability is being tackled through schools, in local communities and in partnerships; particularly with local businesses. This year the council will be publishing the first State of the Environment Report for nearly 16 years, setting out progressed and what has changed for the better. Plymouth has a Climate Change Action Plan that was launched last year.

**233** The city is at the forefront in the delivery of active carbon management. It has the lowest ecological, carbon and green house gas footprint in the South West region and has consistently scored well in national surveys when compared with similar cities. Plymouth 186 is a citywide Low Carbon Network that has been set up to enable local businesses and public sector organisations to cut their carbon footprint. Working to challenging targets for emission reductions, the Network provides training, networking, reassurance and confidence ahead of the new legal, financial requirements. Working with the Network and the city's Climate Change Commission it will work towards reducing the city's per capita carbon footprint by 6.9% by the end of 2010, 20% by 2013; 60% by 2020 and 80% by 2050. Plymouth currently creates 1,410,000 tonnes of carbon, making the carbon footprint of 5.68tCO<sub>2</sub> per resident; this is to be reduced to 5.0tCO<sub>2</sub> by 2011. The city's success

**The Plymouth Report 2010 draft | 11-08-10**

## Some staff survey data

### PCT 2009

#### Top four rankings

- 68% of staff having equality and diversity training in last 12 months, compared to 43% nationally
- Perception of effective action from employer towards violence and harassment 3.66 compared to 3.59 nationally (1= ineffective, 5 effective)
- Staff agreeing they have an interesting job 83% compared to 81% nationally
- Trust commitment to work-life balance 3.69 compared to 3.62

#### Bottom four ranking

- Staff experiencing harassment, bullying or abuse from patients relatives in last 12 months 20% compared to 15% nationally
- Staff experiencing harassment, bullying or abuse from staff in last 12 month 17% compared to 14%
- Fairness and effectiveness of incident reporting procedures 3.37 compared to 3.44
- Staff able to contribute towards improvement at work 65% compared to 69%

#### Overall comparison

- Of 40 indicators 5 were in the bottom 20% and 3 in the top 20% of the national distribution

### Hospital Trust 2009

#### Top four rankings

- Staff agreeing they have an interesting job 84% compared to 80% nationally
- Staff suffering work related stress in last 12 months 24% compared to 28%
- Staff experiencing physical violence from staff in last 12 months 1% compared to 2%
- Staff experiencing harassment, bullying or abuse from patients/relatives in last 12 months 19% compared to 21%

#### Bottom four rankings

- Staff feeling satisfied with the quality of work and patient care they are able to deliver 61% compared to 74%
- Staff feeling pressure in last 3 months to attend work when feeling unwell 32% compared to 26%
- Staff reporting errors, near misses or incidents witnessed in the last month 88% compared to 95%
- Quality of job design (clear job content, feedback and staff involvement 3.25 compared to 3.38)

#### Overall comparison

- Of 40 indicators 18 were in the bottom 20% and 3 in the top 20% of the national distribution

in tackling climate change has been recognized with numerous awards and the allocation of a national Local Carbon Framework pilot project. An increased focus on sustainability, particularly in terms of reducing wasted energy usage is likely to be even more important at a time of resource cutbacks.

### Changing policy context – implications

**234** The Plymouth Report is being compiled against a changing backcloth, with a Queen's Speech, interim Budget and Spending Review expected to pronounce in the autumn. A short analysis of what the Queen's Speech means for the public sector in Plymouth and the city's residents is outlined below. The aim is to move away from centralism, targets and inspection in some cases and towards more responsibility at the local level albeit with an enhanced role for Ofsted and the Care Quality Commission. The

interim budget has introduced a two year pay freeze for the public sector, a review of public sector pensions is to take place; health spending is to be protected and that on education and defence treated more leniently than other areas. Health, as we have seen, is still likely to experience pressure as demand rises, while other areas of public expenditure may have to find 25% savings as the government's focus moves to reducing the public debt quicker than the previous administration, with a sizeable element coming from reduced welfare bills. The new approach and proposals include a health commissioning role for GPs instead of the PCT, wider public health responsibilities for local authorities, elected commissioners for police areas and independence for schools. All these developments offer both opportunities and threats to the city and may fast forward new ways of operating and delivery that will help Plymouth deliver its ambitious vision "to be one of Europe's finest most vibrant waterfront cities where an outstanding quality of life is enjoyed by everyone". ■

|   |   |
|---|---|
| greater powers to remove/refuse alcohol licenses, charge licensees for policing, control cheap alcohol sales/shut down underage sales offenders   | alcohol approach needed   |
| <b>Academies Bill/Education and Children's Bill</b>   |   |
| All 'outstanding' primary and secondary schools have 'pre-approval' to opt out of LA control, and receive funding directly from government – stated aspiration for all schools eventually to become academies | 14 qualifying schools currently in Plymouth – theoretical £500k transfer of funding from council to schools. They might not seek status, or might buy back into council services.                               |
| Much greater curriculum freedom for schools, and powers re bullying and behaviour   | Council enabler rather than prescriber of standards   |
| Beefed up role for Ofsted   | Children's issues will remain a key regulatory issue for the council and other agencies   |
| <b>Public Health Bill</b>   |   |
| Reduced role for Strategic Health Authorities and Primary Care Trusts – direct commissioning by GPs etc rather than by PCT  | Potentially major disruption for health partners that could impact on joint ability to deliver key priorities for the city – leadership and co-operation will be essential.                                     |
| Focus on removing 'administrative overheads' from health agencies   |   |
| Beefed up role for Care Quality Commission  | Adult health and social care will remain a key regulatory issue for the council and other agencies  |
| <b>Regulation and Inspection of the Council</b>   |   |
| CAA will not report after June as planned – uncertain what – if anything – it will be replaced with   | After existing Audit Commission commitments finish, much reduced regulatory regime – which puts more responsibility on local agencies and partnerships to evaluate themselves and ensure progress is being made |

| <b>Queen's Speech proposals and implications</b>  |   |
|---|---|
| <b>Proposal</b>   | <b>Issues for Plymouth</b>  |
| <b>Decentralisation and Localism Bill</b>   |   |
| Abolish Regional Spatial Strategies   | Influence in sub region/region will rely on Plymouth being proactive within the region at member and officer level – driving the agenda and not responding to it                            |
| Replace RDAs with Local Enterprise Partnerships between LA and business   | Governance arrangements must work for city with a consistent approach and good communication  |
| Resident powers to take over locally provided services threatened with closure, instigate referenda on any issue and veto excessive Council Tax rises | Much better coordinated communication and consultation mechanisms needed across the partnership to 'take public with us', as more than political support will be needed for tough decisions |
| Publication of salaries and expenses of senior managers   | Greater scrutiny of senior management structure   |
| Standards Board regime abolished  | Still need to focus on ethical governance issues  |
| <b>Police Reform and Social Responsibility Bill</b>   |   |
| Directly elected individuals to hold police to account  | Might be for Devon and Cornwall rather than Plymouth – could impact partners influence on priorities and resources in the city  |
| Licensing Act reform giving   | Coherent and multi-agency   |

**Key linkages:** Cuts across and supports all areas and of increased importance in new financial climate

**Key sources:** PCC finance, assets and VFM data, HR service; NHS Plymouth prioritisation day papers 13-10-09; NHS Plymouth strategic framework for improving health 09 refresh; NHS Plymouth Quality Report 2009-10; Plymouth hospital trust quality report 2009/10; CQC staff survey reports for NHS Plymouth and Hospital Trust; PCC staff survey data; NHS Plymouth Use of Resources assessment 08/09; Police and Fire and Rescue Use of Resources assessments 2009

**Suggestions for improving document in future:** More Total Place type analysis of public expenditure across city and on specific issues – e.g. cost to public agencies of responding to incidents at empty properties; more on sustainability and VFM; more comprehensive assessment of assets across the city; more analysis; reduce length.

## Partnership intelligence

A large number of people have contributed to the formation of the first draft of this report, either through supplying data or making comments from across the partner agencies. As the report has evolved it has become easier for people to see its potential and how their data fits into it. Many more people will hopefully be able to contribute to it in the future as it evolves further. The first Plymouth Report is a prototype. It should be continuously improved and there may be less stress on some areas and more on others as that happens. This first draft, which was time constrained, also points to areas that may need inclusion in the future, particularly where they are not currently part of the big feeder needs analyse.

It is the intention that the Plymouth Policy Analyst Network (PAN) should have responsibility for pulling this compendium of needs and capacity data together in future. PAN is an informal network of researchers and performance specialists from across agencies represented in the city. The Plymouth Report would then become a key element within a more formal programme of work undertaken by a better aligned research and intelligence function that also includes strong links with finance, audit and human resource functions across the partnership.

A key element of this programme will be the stronger alignment and timetabling of various needs analyse and the development of a set of core data that all partners can use. More emphasis can also be put on presentation and ensuring there are clear electronic links to supporting data in reports of this kind, so that there is an easily accessible database supporting the improvement agenda, which policy makers can use. This also fits with the national drive to reduce the number of strategies and documents.

