Housing & Constituencies Directorate

Selly Oak Constituency

Achieving Excellence with Communities

be active in Selly Oak Constituency

Happy Valley Festival 2009/10

Youth Scene Garden Project Selly Oak St Mary's

Hazelwell Event 2009/10

Arts Trail winner Paul Berry (adult category)

Chamberlain Award Winner Adam Noon

Selly Oak Park Football Event

Bournbrook Doorstep Cahllenge 2009/10

New Yardley Wood NAIS

Constituency Development Plan
April 2010 to March 2011

Introduction

The Selly Oak Constituency Development Plan is an essential tool for managers to be able to plan, manage and monitor their performance and the key purpose is to show clearly how service objectives and priorities are to be achieved.

The plan is produced on an annual basis and actions and targets are reviewed bi-monthly.

Selly Oak Constituency was established in 2004 along with ten other Constituencies across the City, for two fundamental reasons:-

- To get closer and be more in touch with local people
- To improve services

In 2006, in response to the national boundary changes the number of Constituencies reduced from 11 to 10.

The Constituency consists of a number of directly managed services, as follows:-

Sport & Leisure	Neighbourhood Advice & Information
Community Development	Community Libraries
Community Centres	Performance & Support
Play	Ward Support
Some Local Highway Services	Your City Your Birmingham
School Crossings	

We also manage, via a Service Level Agreement the following service areas:-

Parks / Grounds Maintenance	Refuse Collection
Car Parking	Street Cleansing
Pest Control	

In addition to the above services we are also working closely with other external and internal partners such as West Midlands Police, Community Safety Partnership, Children Young People & Families, Housing, Environmental Services, Adults & Communities, Residents Associations and Neighbourhood Forums. The Constituency, throughout 2008/09 developed their commitment to the Neighbourhood Management agenda with 20 neighbourhoods out of 34 supported by a Neighbourhood Manager.

Where are we now ?

Selly Oak Constituency consists of four Wards; Billesley, Bournville, Brandwood and Selly Oak, and although it has several neighbourhoods suffering from deprivation it is seen as a relatively affluent area. We have a population of approximately 97,296 and 42,000 households. 10% of the City's council stock is in Selly Oak – 6,291. In April 2009 the percentage of council properties that meet the decent homes standard had increased from 54.7% in April 2007 to 86.4% - 5,420 properties.

Anti-social behaviour and burglary are seen to be our highest priority in terms of crime and our performance since 2007/08 has been strong and has continued to improve year on year; incidents of anti-social behaviour 2007/08 = 6403 & 2008/09 = 6377 & 2009/10 = ????; burglary related incidents 2007/08 = 809 & 2008/09 = 806 & 2009/10 = ?????.

Selly Oak Constituency has much to offer in terms of its green open spaces with 25 or more parks, open spaces / recreation grounds, Birmingham Nature Centre and a number of play areas, including the newly installed inclusive play area at Cocks Moors Woods Leisure Centre and adventurous play site at Hazelwell Park.. However, keeping our Constituency clean and green is not an easy task but we have seen a marked improvement to the number of graffiti removals and fly-tipping issues reported to and dealt with by the Constituency Hit Squad. In 2008/09 there were 947 graffiti removals and 276 fly-tipping issues. Last year (2009/10) there were 300 graffiti removals (a reduction of 68%) and 250 Fly-tipping issues (a reduction of 9%) reported and dealt with by the Constituency Hit Squad. A number of new initiatives for street cleansing were introduced in 2008/09 and have continued to thrive in 2009/10, including the Ward Based Street Cleansing Team and the Environmental Apprenticeship Scheme. Regular litter picks and environmental walkabouts are part of our ongoing commitment to keeping our streets clean and to support our aim to increase the percentage of people who 'judge their neighbourhood to be clean'. As a result Constituency Ward Performance has improved substantially and this is identified in the Environmental Quality Survey tables on page 7 below.

Property Management – Capital and Investment Plans

There have been a number of developments in our Culture, Sport & Leisure facilities as a result of our Capital and Investment Plans such as the refurbishment of Cocks Moors Woods Leisure Centre (2008-10), Billesley Indoor Tennis Centre gym refurbishment (2008/09), Tiverton Pool gym refurbishment (2009/10) and Yardley Wood Library roof replacement (2009-10), Masefield Community Centre refurbishment, Coronation Road Play Centre play area refurbishment and external painting (2009/10). This has resulted in increased participation in sport, culture and physical activities, which we aim to continue to develop with our ongoing commitment to support our citizens in improving their health and well-being.

Selly Oak Neighbourhood Office, Hubert Road closed in 2008/09 and reopened as a Neighbourhood Advice Surgery in Selly Oak Library, a small area was refurbished to accommodate the service, which has continued to run surgeries. Maypole Neighbourhood Office, relocated to Druids Heath library in 2008/09 following a small refurbishment programme and the old portacabin that used to house it will be demolished. Yardley Wood and Cotteridge Neighbourhood Offices have benefitted from the Business Transformation 'refresh programme' and have undergone an extensive refurbishment programme to support the Customer First model.

Other capital works include the refurbishment of Selly Oak Constituency Office roof, Cotteridge Park and Muntz Park play refurbishment and Stirchley Library dry rot prevention. Planned work this year includes roof work at Stirchley Library.

The Constituency has an up-to-date Asset Management Plan, which identifies over the past 5 years a total of £4,487.246 being allocated / invested in facilities across the Constituency. In addition to this, we also hold a repairs and maintenance budget of £137,939.

We recognise that our services need to operate in a way that delivers satisfaction to our customers. However, we also recognise that we must take into account additional improvements to the Constituency, which lie beyond the normal service provision provided through the service areas noted in the tables on page 2 and this document provides an account of these additional service improvements, which contribute to supporting the needs of the community. In addition to this document each service area has its own service plan.

Vision and Mission

Our vision is to **'Achieve Excellence with Communities'** by working in partnership with key local stakeholders to deliver a high level of satisfaction to customers and local residents and to make a difference to the things that matter most.

Our mission is to ensure we support in the delivery of the City Council's core objectives and to achieve this we need to ensure our resources are directed according to the priorities identified and take into account the City Council priority outcomes contained in the **Birmingham Sustainable Community Strategy**, the **Council Plan 2010+**, and the key objectives taken from the **Corporate Equality Scheme (CES)**.

Birmingham Community Strategy – 'Taking Birmingham Forward'

The Council Plan priorities derive from the Community Strategy, which sets out the key medium to long-term priorities for the City to which the Council and its partners are committed.

Birmingham's Community Strategy sets out two key objectives for the City:-

- A City of National and international significance, which has a successful and sustainable place in the world economy.
- A City whose local neighbourhoods and vibrant urban villages are flourishing and whose people benefit from its prosperity.

Underpinning these two objectives are nine strategic themes that encompass key aspects of the City. 'Taking Birmingham Forward' uses these themes to set out the challenges we face and how we will meet them. In doing so, we seek to be clear about what we can and cannot do.

9 STRATEGIC THEMES								
Diverse & Inclusive City	Prosperous City	Connected City	Learning City	Healthy City	A Well-Housed City	City For Culture, Sport & Leisure	Safe City	Green City

(More information on the Birmingham Community Strategy – 'Taking Birmingham Forward' can be found at www.birmingham.gov.uk)

The 5 key outcomes, which will guide us in ensuring we support the delivery of the strategic themes, meet our targets and set out the framework for our action plan are as follows:-

- Succeed economically: Benefiting from training jobs and investment
- Staying safe in a clean and green city: Our citizens living in communities that they want to belong to
- Being healthy: Enjoying long and healthy lives
- Enjoying a high quality of life: Benefiting from good housing and renowned culture and leisure opportunities
- Making a contribution: Valuing one another and playing an active part in the community

These outcomes also take into account the City's Local Area Agreement, a 'deal' between local partners and national Government confirming their commitment to support and deliver local priorities

Performance Management Framework

We will follow a Performance Management Framework to help us deliver our priorities by identifying targets and trends, analysing data and determine possible actions to increase performance and improve service delivery.

The Constituency's performance through the Local Area Agreement is measured against two key measures:-

- ✓ Improving satisfaction with the local area
- ✓ Increasing the percentage of people who feel they can influence decisions

Performance tables and graphs are used under each Strategic and Corporate outcome identified below to assess our progress:-

Financial Planning and Management

This document sets out; clear **Priorities** for the City Council's Constituency programme of work. These will be broken down into specific **Work Programmes** to ensure that we focus our attention and direct our work activity in the appropriate areas.

The **Priorities** reflect areas of work where the Constituency can make a difference and where there is now a new thirst for improvement and investment by focussing staff time and financial resources.

It will be the responsibility of each Manager and their management team to develop and regularly review the action plan identified below that supports the delivery of the priorities.

Our priorities reflect the requirements of the entire Selly Oak Constituency. They seek to meet political, partner and community needs and priorities and reflect upon employee, management and external feedback.

The action plans for delivering the Constituency priorities will be included into the relevant Service Area Plans and individual or team objectives will be established through the Performance and Development Review scheme.

The family of plans within Birmingham's Outcome Based Planning Framework is set out to the right:-

The Planning Framework

Sustainable Community Strategy Birmingham 2026 and Local Area Agreement
The Community Strategy is the long-term partnership vision for the city.
The Local Area Agreement is the plan for implementing the Community Strategy.

The Council Plan

Translates the Community Strategy into strategic outcomes and priorities for the Council

Financial planning and budgeting

Sets out the financial resources available to achieve the strategic outcomes and priorities.

Directorate delivery plans

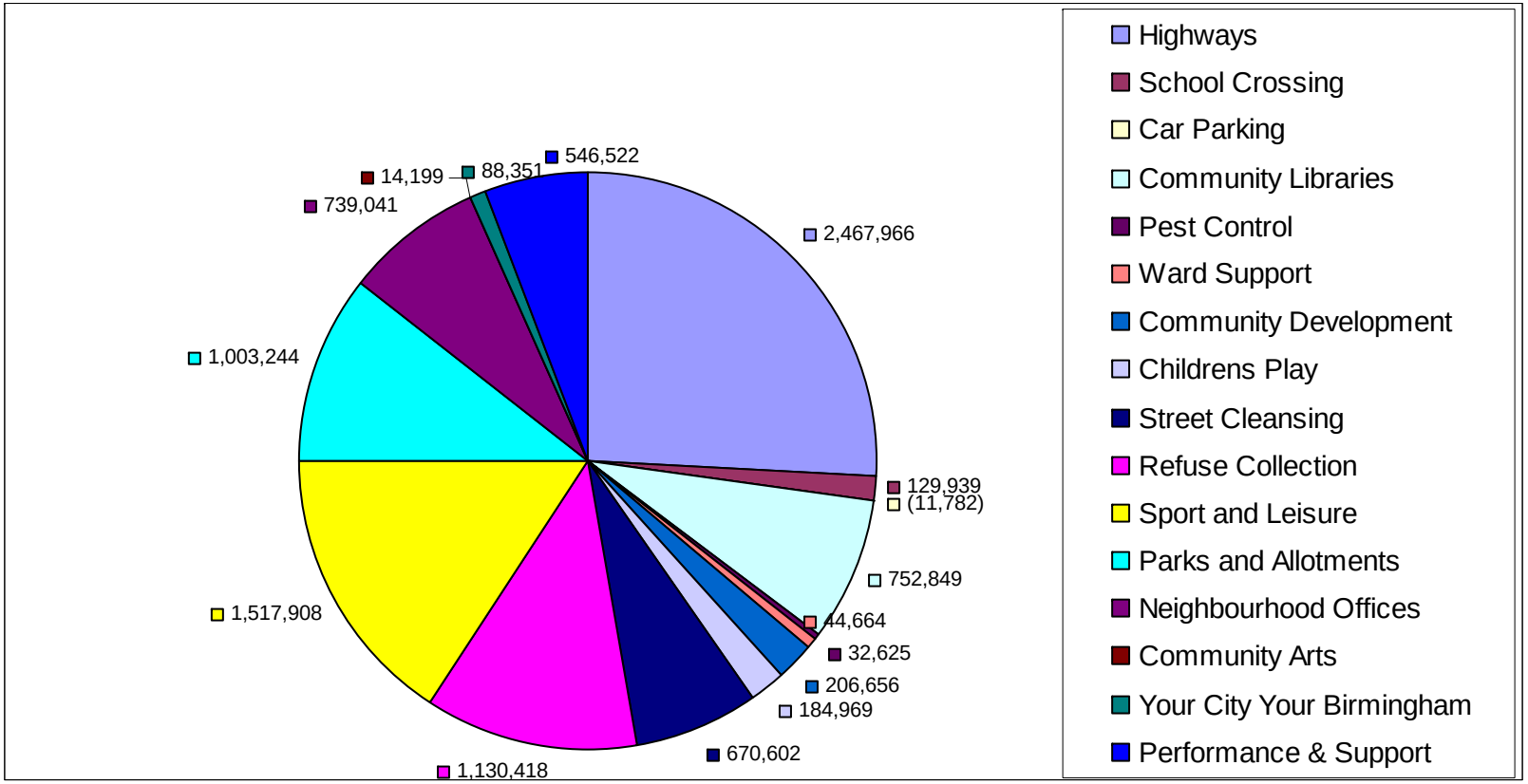
Explain how each directorate will contribute to achieving our strategic outcomes and priorities.

Performance management framework
Sets targets and allocates responsibilities, with measures and indicators to monitor progress and hold us to account.

Work plans and performance development reviews (PDRs)

Provide detailed plans for all teams and employees to ensure that everyone knows what is expected of them and how their work contributes to achieving the Council's strategic outcomes and priorities.

Selly Oak Constituency budget 2010/11 totals £9,518,171and this was approved at a summary level by the City Council in February 2010; and was subsequently reported in detail to Constituency Committee during March 2010. The Constituency Committee has responsibility for allocating the budget resources to specific service areas in accordance with the City Council's priorities (as set out in the Council Plan and the LAA); taking into account local needs and circumstances, and the portfolio of facilities and services that the Committee is responsible for:-



Members agreed in February 2010 to adopt our three priorities, 'a well managed street environment', 'encouraging social behaviour' and 'revitalising communities' and the nine work programmes identified below and each priority will contribute to the corporate outcomes identified:-

Strategic Outcome: Staying safe in a clean and green city: *Our citizens living in communities that they want to belong to*

A WELL MANAGED STREET ENVIRONMENT & ENCOURAGING SOCIAL BEHAVIOUR Stay Safe in a clean, green City	***Corporate Outcomes:***
Outcome: We will improve the general cleanliness of both residential and shopping areas, but will also seek to tackle specific hotspots that regularly suffer from environmental crime. Our streets will be cared for. We will work with our partners to prevent / reduce ASB in our hotspot areas and deliver proactive programmes to actively encourage better social behaviour. We will encourage stronger community cohesion and deliver intergenerational projects to foster greater understanding and closer relationships between communities.	More people will judge their neighbourhood to be clean
	Improved Environmental Quality Surveys
	Overall / general satisfaction with their local area
	There will be less antisocial behaviour
	Reducing crime via reduction in levels of criminal damage
	Percentage of land below acceptable standards for litter, detritus, graffiti and fly-posting
	Improved street and environmental cleanliness – fly-tipping
Selly Oak Constituency Priority Work Programme	
1. Making our local shopping areas clean, attractive and thrive	
2. Making residential neighbourhoods cleaner	
3. A well maintained street scene	
4. Tackling anti-social behaviour hotspots	

Selly Oak Constituency Performance					**Selly Oak Constituency Performance**					**Selly Oak Constituency Performance**				
More People will judge their neighbourhood to be clean					**Reducing PSA 1 crime via reduction in levels of criminal damage**					**Less anti-social behaviour**				
Target	**2006/07**	**2007/08**	**2008/09**	**2009/10**	**Target**	**2006/07**	**2007/08**	**2008/09**	**2009/10**	**Target**	**2006/07**	**2007/08**	**2008/09**	**2009/10**
30%		25%	tbc		4500	5796	5120	4502		6300	6618	6403	6377	

Environmental Quality Survey (Citywide Performance) Litter					**Environmental Quality Survey (Citywide Performance) Detritus**					**Environmental Quality Survey (Citywide Performance) Graffiti**			**Environmental Quality Survey (Citywide Performance) Fly-posting**		
Target	**2006/07 BVPI**	**2007/08 BVPI**	**2008/09 NI 195A**	**2009/10**	**Target**	**2006/07 BVPI**	**2007/08 BVPI**	**2008/09 NI 195B**	**2009/10**	**Target**	**2008/09 NI 195c**	**2009/10**	**Target**	**2008/09 NI 195d**	**2009/10 NI195d**
3.60%	19%	5.54%	2.67%		8.65%	33%	14.17%	8.50%		10.00%	12.67%		0.84%	1.11%	

Constituency (Billesley Ward Performance)					Constituency (Bournville Ward Performance)				
Improved Environmental Quality Surveys					Improved Environmental Quality Surveys				
Target	2006/07	2007/08	2008/09	2009/10	Target	2006/07	2007/08	2008/09	2009/10
12%	28%	12%	10%	*	12%	31%	14%	9%	*

Constituency (Brandwood Ward Performance)					Constituency (Selly Oak Ward Performance)				
Improved Environmental Quality Surveys					Improved Environmental Quality Surveys				
Target	2006/07	2007/08	2008/09	2009/10	Target	2006/07	2007/08	2008/09	2009/10
12%	24%	9%	8%	*	12%	15%	16%	11%	*

** Due to a change in the recording of these statistics aggregate figures for litter and detritus are no longer available. Therefore, individual scores for litter, detritus, graffiti and fly-tipping are recorded below, per Ward.*

Constituency (Billesley Ward Performance)					Constituency (Bournville Ward Performance)				
Improved Environmental Quality Surveys					Improved Environmental Quality Surveys				
Target		2007/08	2008/09	2009/10	Target		2007/08	2008/09	2009/10
3.60%	Litter	20%	4%	0%	3.60%	Litter	2%	2.86%	0%
8.65%	Detritus	38%	21%	9.38%	8.65%	Detritus	28%	14.29%	14.06%
10.00%	Graffiti	33%	47%	11.43%	10.00%	Graffiti	34%	11%	2.86%
0.84%	Fly-tipping	12%	3%	0%	0.84%	Fly-tipping	4%	3%	0%

Constituency (Brandwood Ward Performance)					Constituency (Selly Oak Ward Performance)				
Improved Environmental Quality Surveys					Improved Environmental Quality Surveys				
Target		2007/08	2008/09	2009/10	Target		2007/08	2008/09	2009/10
3.60%	Litter	4%	2.86%	2.14%	3.60%	Litter	7%	2.86%	0%
8.65%	Detritus	15%	13.16%	17.80%	8.65%	Detritus	26%	18.10%	11.19%
10.00%	Graffiti	31%	21%	17.86%	10.00%	Graffiti	29%	16%	2.86%
0.84%	Fly-tipping	2%	1.43%	0%	0.84%	Fly-tipping	3%	0%	1.43%

Be Birmingham: Annual Opinion Survey (Selly Oak Constituency Performance)											
Feeling Safe Outside After Dark				Rubbish & Litter Lying Around Is a Problem				Congregating Teenagers Is a Problem			
2006	2007	2008	2009	2006	2007	2008	2009	2006	2007	2008	2009
	61%	61%	59%	49%	34%	33%	41%	45%	33%	36%	

(Citywide Performance)					Be Birmingham: Annual Opinion Survey (Selly Oak Constituency Performance)									
% overall / general satisfaction with the local area					Satisfaction with Cleanliness of Public Land					Perceived Net Change of Crime (3 Yrs)				
Target	2006/07	2007/08	2008/09	2009/10	Target	2006/07	2007/08	2008/09	2009/10	Target	2006/07	2007/08	2008/09	2009/10
80%	75%	63%	86.14%		76%	71%	69%	75%		?	-3%	-2%	13%	

Strategic Outcome: Be Healthy – enjoying long and healthy lives

REVITALISING COMMUNITIES Be Healthy	*Corporate Outcomes:*
Outcome : Increased education and skills performance in partnership with PCT and C&YP Directorate. We will provide more things for our young people to do and encourage more social use of our communal spaces, including parks. Increased participation in our sport and leisure facilities and promote the importance of enjoying a healthy lifestyle.	More People will use our cultural and leisure facilities
	More people will be satisfied with our parks and open spaces
	Children and young people's satisfaction with parks and play areas
	Children and young people's participation in high quality PE and sports
Selly Oak Constituency Priority Work Programme	
5. Providing more activities for children and young people	
6 Encouraging active use of our parks and open spaces	

Selly Oak Constituency Performance					Selly Oak Constituency Performance					Selly Oak Constituency Performance				
Stirchley Library Visits in Count Week					Selly Oak Library Visits in Count Week					Yardley Wood Library Visits in Count Week				
Target	**2006/07**	**2007/08**	**2008/09**	**2009/10**	**Target**	**2006/07**	**2007/08**	**2008/09**	**2009/10**	**Target**	**2006/07**	**2007/08**	**2008/09**	**2009/10**
800	727	647	713		900	691	759	924		1300	1201	1294	1159	

Selly Oak Constituency Performance					Selly Oak Constituency (Tiverton P&FC Performance)					Selly Oak Constituency (Billesley ITC Performance)				
Druids Heath Library Visits in Count Week					More People will use our cultural & leisure facilities annual attendance					More People will use our cultural & leisure facilities annual attendance				
Target	**2006/07**	**2007/08**	**2008/09**	**2009/10**	**Target**	**2006/07**	**2007/08**	**2008/09**	**2009/10**	**Target**	**2006/07**	**2007/08**	**2008/09**	**2009/10**
1200	858	916	1109		**173746**	173746	159222	164625		97000	94166	93718	88494	

Selly Oak Constituency (Stirchley IBC Performance)					Selly Oak Constituency (Cocks Moors Woods LC Performance)					Selly Oak Constituency (Cocks Moors Woods LC Performance)				
More People will use our cultural & leisure facilities annual attendance					More People will use our cultural & leisure facilities Gym attendance					More People will use our cultural & leisure facilities Direct Debit Members				
Target	**2006/07**	**2007/08**	**2008/09**	**2009/10**	**Target**	**2006/07**	**2007/08**	**2008/09**	**2009/10**	**Target**	**2006/07**	**2007/08**	**2008/09**	**2009/10**
20941	20941	19843	18015		72000	57932	63814	71977		**1116**	708	1014	1094	

Selly Oak Constituency (Billesley ITC Performance)					Selly Oak Constituency (Tiverton P&FC Performance)				
More People will use our cultural & leisure facilities Direct Debit Members					More People will use our cultural & leisure facilities Direct Debit Members				
Target	2006/07	2007/08	2008/09	2009/10	Target	2006/07	2007/08	2008/09	2009/10
350		264	228		180		141	320	

Citywide Performance					Selly Oak Constituency				
% children & young people's participation in high quality PE and sports					% adults participating in sport and active recreation				
Target	2006/07	2007/08	2008/09	2009/10	Target	2006/07	2007/08	2008/09	2009/10
86.00%	70.40%	84.40%	Tbc		**20%**		15.9%	21%	

(Citywide Performance) OFSTED 'Tell Us Survey'					Be Birmingham: Annual Opinion Survey (Citywide Performance)				
Children & young people's satisfaction with parks & play areas					% resident satisfaction with our parks & open spaces				
Target	2006/07	2007/08	2008/09	2009/10	Target	2006/07	2007/08	2008/09	2009/10
44%			51.8%	55.3%	**68%**	65%	64%	Tbc	

Strategic Outcome: Enjoy a high quality of life – benefiting from good housing and renowned cultural and leisure opportunities

REVITALISING COMMUNITIES Enjoy a high quality of life	*Corporate Outcomes:*
Outcome : We will improve services in our priority neighbourhoods in order to maximise the help we can offer to disadvantaged groups. We will ensure our services are joined up, including housing where appropriate. We will ensure income is maximised and priority neighbourhoods are targeted to deliver improvements to those most in need. More residents using cultural and leisure facilities.	People will be more satisfied with Council services and feel they deliver better value for money Improved satisfaction with libraries and leisure facilities Adults participating in sport and active recreation Percentage of citizens very or fairly satisfied with Libraries Improved satisfaction with sports and leisure facilities
Selly Oak Constituency Priority Work Programme	
7. Improving services especially within our priority neighbourhoods	
8. Enjoying a high quality of life through local leisure and libraries	

Citywide Performance					BMG/LAA (Citywide Performance)					BMG/LAA (Citywide Performance)				
% adults participating in sport and active recreation					% overall satisfaction with Libraries					% satisfaction by frequent users with Libraries (those using monthly or more)				
Target	2006/07	2007/08	2008/09	2009/10	Target	2006/07	2007/08	2008/09	2009/10	Target	2006/07	2007/08	2008/09	2009/10
18.2%	17.10%	17.2%	17.1%		60%	56%	59%	55%		Tbc		90%	77%	

Citywide Performance					Selly Oak Constituency				
% satisfaction with sports provision in their local area					% satisfaction with sports provision in their local area				
Target	2006/07	2007/08	2008/09	2009/10	Target	2006/07	2007/08	2008/09	2009/10
46.00%	44.00%	45%	Tbc		46.00%		67.5%	60.5%	

Strategic Outcome: Making a contribution – value one another and play an active part in the community

REVITALISING COMMUNITIES Making a contribution	*Corporate Outcomes:*
Outcome: People playing an active part alongside the Council in improving their neighbourhoods. People valuing one another in their community, and the Constituency actively seeking to engage with its residents.	More people will feel they can influence local decisions
	More people satisfied with the opportunities to participate in local decision making
	More people agreeing that people from different backgrounds get on well together
	More people satisfied with their neighbourhood as a place to live
	Percentage of people who feel they belong to their neighbourhood
	Civic participation in the local area
Selly Oak Constituency Priority Work Programme	
9. Increase the number of people actively involved in their community and delivering improvements in their neighbourhood	

Be Birmingham: Annual Opinion Survey (Selly Oak Constituency Performance)														
Agreement that Different Backgrounds Get On Well					Agreement that can Influence Decision Making in Local Area					Satisfaction with Opportunities for Participation of Decisions				
Target	2006	2008	2009	2010	Target	2006/07	2007/08	2008/09	2009/10	Target	2006/07	2007/08	2008/09	2009/10
	80%	85%	82%			55%	40%	47%			50%	39%	48%	

Be Birmingham: Annual Opinion Survey (Selly Oak Constituency Performance)											
Satisfaction with Local Area as a Place to Live				Satisfaction With Your Home as a Place to Live				Agreement BCC is Making the Local Area Better			
2006	2007	2008	2009	2006	2007	2008	2009	2006	2007	2008	2009
84%	79%	92%	85%			94%		75%	69%	78%	

Strategic Outcome: Succeed Economically – benefiting from education, training, jobs and investment

REVITALISING COMMUNITIES Succeed Economically	*Corporate Outcomes:*
Outcome: A reduction in levels of worklessness in those neighbourhoods identified with high unemployment – target 3%. We will revitalise our communities by investing in our services / facilities. We will contribute towards the City's economy by developing its profile through distinctive cultural activity and events.	Continuing projects to transform local neighbourhoods. Working with partners to improve economic prosperity. Reducing worklessness and increasing the City's employment rate. Improving the skills, attainment and job opportunities of the most vulnerable and disadvantaged.

Throughout 2009/10 the Constituency have carried out a number of new initiatives to support our aim to reduce the worklessness rates, particularly in our priority super output areas, by 3 %. The Constituency has also been allocated Working Neighbourhood Funds to the sum of £113,700, which has supported the following activities to date:-

ACTIVITY	ALLOCATION £	ACTIVITY	ALLOCATION £
ISE	2,400	Little Nippers	20,000
Retail Apprentice Project	20,000	Voluntary, Community, Faith Network	40,000
Masefield Fun Day	8,906.16	Masefield Benefits	3,638.40
Allenscroft Benefits	3,638.40	Allenscroft Fun Day	12,256.70
Prodh	812	Druids Heath Fun Day	1,056

The following tables identify the Constituency's latest data trends in relation to a number of unemployment related indicators.

Overall Results for Selly Oak Constituency

		BASELINE		PREVIOUS		LATEST		SINCE BASELINE		SINCE PREVIOUS		CITY PERFORMANCE		
	INDICATOR	RESULT	PERIOD	RESULT	PERIOD	RESULT	PERIOD	CHANGE	DoT	CHANGE	DoT	LATEST	DIFF	CITY COMP
1	Claimant Count Unemployment	5.6	May 2007	5.3	May 2008	8.6	May 2009	3.1	↗	3.4	↗	12.1	-3.5	Better
2	Claimant Count of Youth Unemployment	10.1	May 2007	10.3	May 2008	16.4	May 2009	6.3	→	6.0	↗	22.2	-5.8	Better
3	Long Term Unemployment	2.4	May 2007	1.9	May 2008	2.6	May 2009	0.2	→	0.7	↗	4.8	-2.2	Better
4	Income Support	6.8	May 2007	6.8	May 2008	6.4	May 2009	-0.5	↘	-0.4	↘	8.3	-1.9	Better
5	Incapacity Benefit & SDA	7.2	May 2007	7.1	May 2008	6.4	May 2009	-0.8	↓	-0.7	↘	7.5	-1.1	Better
6	Worklessness - Working Age Client Group	16.5	May 2006	16.0	May 2008	15.6	May 2009	-0.9	↓	-0.4	↘	19.9	-4.3	Better

Results for Billesley Ward

		BASELINE		PREVIOUS		LATEST		SINCE BASELINE		SINCE PREVIOUS		CITY PERFORMANCE		
	INDICATOR	RESULT	PERIOD	RESULT	PERIOD	RESULT	PERIOD	CHANGE	DoT	CHANGE	DoT	LATEST	DIFF	CITY COMP
1	Claimant Count Unemployment	6.2	May 2007	6.0	May 2008	10.5	May 2009	4.3	↘	4.5	↘	12.1	-1.6	Better
2	Claimant Count of Youth Unemployment	14.6	May 2007	14.2	May 2008	24.5	May 2009	10.0	↓	10.3	↓	22.2	2.3	Worse
3	Long Term Unemployment	2.3	May 2007	2.1	May 2008	3.2	May 2009	0.9	↘	1.1	→	4.8	-1.6	Better
4	Income Support	9.6	May 2007	9.4	May 2008	8.8	May 2009	-0.7	↘	-0.6	↘	8.3	0.5	Worse
5	Incapacity Benefit & SDA	9.7	May 2007	9.4	May 2008	8.3	May 2009	-1.4	→	-1.1	→	7.5	0.8	Worse
6	Worklessness - Working Age Client Group	22.0	May 2006	21.2	May 2008	20.4	May 2009	-1.6	↘	-0.8	↘	19.9	0.5	Worse

Results for Bournville Ward

		BASELINE		PREVIOUS		LATEST		SINCE BASELINE		SINCE PREVIOUS		CITY PERFORMANCE		
	INDICATOR	RESULT	PERIOD	RESULT	PERIOD	RESULT	PERIOD	CHANGE	DoT	CHANGE	DoT	LATEST	DIFF	CITY COMP
1	Claimant Count Unemployment	4.5	May 2007	4.3	May 2008	7.0	May 2009	2.5	↗	2.7	↑	12.1	-5.1	Better
2	Claimant Count of Youth Unemployment	10.3	May 2007	9.7	May 2008	16.7	May 2009	6.4	→	7.0	→	22.2	-5.5	Better
3	Long Term Unemployment	2.0	May 2007	1.6	May 2008	2.0	May 2009	0.0	↗	0.5	↑	4.8	-2.8	Better
4	Income Support	6.2	May 2007	6.2	May 2008	5.9	May 2009	-0.3	↘	-0.3	↘	8.3	-2.4	Better

	INDICATOR	BASELINE RESULT	BASELINE PERIOD	PREVIOUS RESULT	PREVIOUS PERIOD	LATEST RESULT	LATEST PERIOD	SINCE BASELINE CHANGE	SINCE BASELINE DoT	SINCE PREVIOUS CHANGE	SINCE PREVIOUS DoT	CITY PERFORMANCE LATEST	CITY PERFORMANCE DIFF	CITY PERFORMANCE CITY COMP
5	Incapacity Benefit & SDA	6.8	May 2007	7.0	May 2008	6.5	May 2009	-0.3	↓	-0.5	↓	7.5	-1.0	Better
6	Worklessness - Working Age Client Group	15.9	May 2006	15.4	May 2008	15.2	May 2009	-0.7	↘	-0.2	↘	19.9	-4.7	Better

Results for Brandwood Ward

	INDICATOR	BASELINE RESULT	BASELINE PERIOD	PREVIOUS RESULT	PREVIOUS PERIOD	LATEST RESULT	LATEST PERIOD	SINCE BASELINE CHANGE	SINCE BASELINE DoT	SINCE PREVIOUS CHANGE	SINCE PREVIOUS DoT	CITY PERFORMANCE LATEST	CITY PERFORMANCE DIFF	CITY PERFORMANCE CITY COMP
1	Claimant Count Unemployment	7.4	May 2007	6.7	May 2008	10.4	May 2009	3.0	↗	3.7	→	12.1	-1.7	Better
2	Claimant Count of Youth Unemployment	15.5	May 2007	16.8	May 2008	22.7	May 2009	7.2	→	5.9	↗	22.2	0.5	Worse
3	Long Term Unemployment	3.2	May 2007	2.3	May 2008	3.0	May 2009	-0.2	↗	0.8	↗	4.8	-1.8	Better
4	Income Support	9.8	May 2007	9.8	May 2008	9.0	May 2009	-0.8	→	-0.8	→	8.3	0.7	Worse
5	Incapacity Benefit & SDA	10.1	May 2007	10.3	May 2008	8.8	May 2009	-1.3	→	-1.5	↗	7.5	1.3	Worse
6	Worklessness - Working Age Client Group	23.1	May 2006	22.8	May 2008	21.5	May 2009	-1.6	↘	-1.3	→	19.9	1.6	Worse

Results for Selly Oak Ward

	INDICATOR	BASELINE RESULT	BASELINE PERIOD	PREVIOUS RESULT	PREVIOUS PERIOD	LATEST RESULT	LATEST PERIOD	SINCE BASELINE CHANGE	SINCE BASELINE DoT	SINCE PREVIOUS CHANGE	SINCE PREVIOUS DoT	CITY PERFORMANCE LATEST	CITY PERFORMANCE DIFF	CITY PERFORMANCE CITY COMP
1	Claimant Count Unemployment	4.0	May 2007	4.0	May 2008	6.5	May 2009	2.5	↗	2.5	↑	12.1	-5.6	Better
2	Claimant Count of Youth Unemployment	4.4	May 2007	4.9	May 2008	7.8	May 2009	3.5	↗	3.0	↑	22.2	-14.4	Better
3	Long Term Unemployment	1.9	May 2007	1.6	May 2008	2.1	May 2009	0.2	→	0.5	↑	4.8	-2.7	Better
4	Income Support	3.0	May 2007	2.9	May 2008	2.7	May 2009	-0.3	↘	-0.2	↘	8.3	-5.6	Better
5	Incapacity Benefit & SDA	3.2	May 2007	3.0	May 2008	2.8	May 2009	-0.4	↓	-0.2	↓	7.5	-4.7	Better
6	Worklessness - Working Age Client Group	7.6	May 2006	7.2	May 2008	7.3	May 2009	-0.3	↓	0.1	↓	19.9	-12.6	Better

Constituency Employment Skills Plan (CESP)

The Constituency Employment and Skills Plan has been drawn up on behalf of the Birmingham & Solihull Employment Strategy Group (ESG) and its purpose is to set out key actions and targets for activities that seek to support workless residents within the Constituency back into sustainable employment.

LAA targets require us to plan towards a 3 percentage point reduction in worklessness rates in priority Super Output Areas (SOAs) over a 3 year period from April 2008 to March 2011 (N153). The following tables identify our targets against priority Super Output Areas within our Wards:-

Billesley Ward Output Targets for Priority Super Output Areas

Super Output Areas	Number of Eligible clients engaged	Number into jobs	Retaining jobs for at least 13 weeks
Billesley SOAs: E01008932 and E01008935	**112**	**37**	**28**

Bournville Ward Output Targets for Priority Super Output Areas

Super Output Areas	Number of Eligible clients engaged	Number into jobs	Retaining jobs for at least 13 weeks
Bournville SOAs: E01008962	**84**	**28**	**21**

Brandwood Ward Output Targets for Priority Super Output Areas

Super Output Areas	Number of Eligible clients engaged	Number into jobs	Retaining jobs for at least 13 weeks
Brandwood SOAs: E01008966, E01008972, E01008978, E01008979 and E01008980	**363**	**121**	**91**
CONSTITUENCY OUTPUT TARGETS SUMMARY	**Number of Eligible clients engaged**	**Number into jobs**	**Retaining jobs for at least 13 weeks**
Output Targets for priority SOAs in Edgbaston Constituency	791	264	198
Output Targets for priority SOAs in Northfield Constituency	1397	466	349
Output Targets for priority SOAs in Selly Oak Constituency	559	186	140
Total Output Targets for priority SOAs in South Constituencies	**2747**	**916**	**687**

The following tables identify the trends against each employment category against May 2008 and May 2009, within each of our priority Super Output areas, determining the direction of travel in comparison to the City average:-

			Claimant Count Unemployment				Claimant Count of Youth Unemployment				Long Term Unemployment			
SOA	Ward	Const.	May-08	May-09	Diff.	DoT	May-08	May-09	Diff.	DoT	May-08	May-09	Diff.	DoT
CITY			8.2	12.1	3.9		15.8	22.2	6.4		3.7	4.8	1.1	
8932	BL	SE	8	11.6	3.6	→	19.2	32.1	12.8	↘	3.3	4.9	1.6	↘
8935	BL	SE	10.8	15.7	4.8	↘	18.3	36.6	18.3	↓	4.8	6.8	1.9	↘
8962	BV	SE	11.2	14.2	2.9	↗	20.7	24.8	4.1	↗	4.7	6	1.3	→
8966	BW	SE	8.7	17.5	8.8	↓	17.4	29.1	11.6	↘	3.3	5.7	2.5	↓
8972	BW	SE	10.1	13.8	3.7	→	19	31.6	12.7	↘	2.5	4.2	1.7	↘
8978	BW	SE	25.6	29.4	3.8	→	42.6	53.2	10.6	↘	7.7	11.5	3.8	↓
8979	BW	SE	8.8	15.3	6.5	↓	19.2	24	4.8	↗	2.9	5.9	2.9	↓
8980	BW	SE	14.9	19	4.2	→	42.3	49.3	7	→	6.3	5.4	-0.9	↑

			Incapacity Benefit & SDA				Income Support				Worklessness - Working Age Client Group			
SOA	Ward	Const.	May-08	May-09	Diff.	DoT	May-08	May-09	Diff.	DoT	May-08	May-09	Diff.	DoT
CITY			8	7.5	-0.5		8.8	8.3	-0.5		20.6	19.9	-0.7	
8932	BL	SE	14.1	11.6	-2.5	↑	12.4	11.6	-0.8	→	27.6			
8935	BL	SE	16	14.9	-1.2	↗	16.6	17.5	0.9	↓	33.2			
8962	BV	SE	12.7	10.5	-2.3	↑	19.6	17.5	-2.1	↑	33.8			
8966	BW	SE	13.5	11.8	-1.7	↑	13	12.3	-0.7	→	27			
8972	BW	SE	17.1	15.5	-1.6	↗	16.6	15.5	-1.1	↗	34.8			
8978	BW	SE	21.8	19.7	-2.1	↑	27.2	27.1	-0.1	↘	53.8			
8979	BW	SE	16.1	15.3	-0.9	→	15.6	15.3	-0.3	→	33.9			
8980	BW	SE	15.5	15.7	0.2	↓	18.3	17.4	-0.9	↗	38.8			

In the case of all the above figures, smaller is better but the trend appears to show, in the main an increase in unemployment across all categories.

Actions to Deliver Priorities

Actions for the next 12 months have been developed that will ensure progress against the NINE work programmes previously identified and repeated below.

Selly Oak Constituency Work Programmes	
1	Making our local shopping areas clean, attractive and thrive
2	Making residential neighbourhoods cleaner
3	A well maintained street scene
4	Tackling anti-social behaviour hotspots
5	Providing more activities for children and young people
6	Encouraging active use of our parks and open spaces
7	Improving services especially within our priority neighbourhoods
8	Enjoying a high quality of life through local leisure and libraries
9	Increase the number of people actively involved in their community and delivering improvements in their neighbourhood

In addition to these we also have our actions which will deliver our management aims:-

	Managing well to deliver Excellence with Communities
•	Our services will deliver to the service standards and achieve excellence with communities.
•	Our services will respond speedily and residents will be satisfied with all the services provided by the Constituency Team (customer care, affordable, accessible)
•	Our services will be targeted at our local priorities
•	Our services will operate within budget and deliver value for money
•	Our sickness absence will be effectively managed
•	Our staff will demonstrate BEST and carry out personal development reviews to support the delivery of their objectives and the benefits of the behaviours identified in The Birmingham Way.
•	We will aim to deliver excellence Level 3 of the Equality Standard by 2010

Be Birmingham: Annual Opinion Survey (Selly Oak Constituency Performance)										3C's database (Selly Oak Constituency Performance)				
Overall Satisfaction with BCC					Agreement BCC Provides Value for Money					% of complaints that receive a full or holding response within 10 working days				
Target	2006/07	2007/08	2008/09	2009/10	Target	2006/07	2007/08	2008/09	2009/10	Target	2006/07	2007/08	2008/09	2009/10
	71%	65%	76%			63%	38%	67%		90%	66%	84%	86%	82.5%

Personnel Database (Selly Oak Constituency Performance)					Personnel Database (Selly Oak Constituency Performance)				
% of personal development reviews completed					Sickness Absence Rate (per fte)				
Target	2006/07	2007/08	2008/09	2009/10	Target	2006/07	2007/08	2008/09	2009/10
			99%	100%	12	20.75	15.52	14.84	10.3 (est)

Investing in our staff

Performance Development Reviews and The Birmingham Way

The Constituency is using the City's recently introduced Excellence in People Management Framework to help maintain and develop a working environment where our employees perform well and are endeavouring to improve and achieve new outcomes and objectives. This programmes includes the following tools to help us with this process:-

The PDR process is designed to help managers and teams deliver excellent services. Selly Oak's performance in relation to ensuring every individual has the opportunity to contribute to achieving the City's objectives is excellent with 100% PDR's completed each year. This provides the employees with a clear view of how their job supports this process and is a fundamental part of how we manage our business.

The Birmingham Way will help us to identify, develop, recognise and reward our employees' excellent practice and commitment to achieving the Council's key priorities. We will endeavour to work with our employees to help them develop and achieve excellent service delivery through the behaviours identified within the four key foundations; 'Moving the Council Forward', 'Managing Ourselves', 'Working with Others' and 'providing direction'.

Learning and development is also key with a number of people taking the opportunity to improve their skills and qualifications including the ICS (Institute of Customer Services) Accreditation, where we currently have 8 members of staff who have completed the Award and 27 members of staff who are currently working towards achieving the qualification.

WORFORCE PROFILE			
Total employees (posts)	**Total women**	**Total black / ethnic minorities**	**Total disabled**
419	250	40	5
%	59.67%	9.55%	1.19%

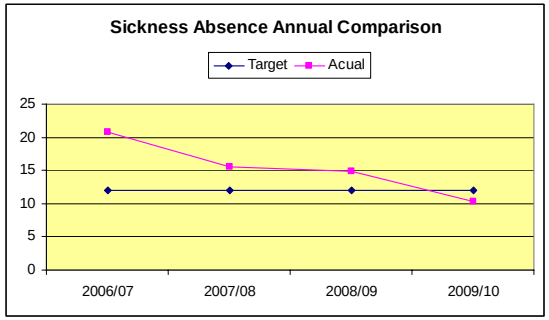
17 or under	18-19	20-24	25-44	45-59	60-79
32	48	84	142	99	14
7.64%	11.46%	20.05%	33.89%	23.63%	3.34%

Female		Male	
Full Time	**Part Time**	**Full Time**	**Part Time**
56	194	47	122
13.37%	46.30%	11.22%	29.12%

Absence Management

The new absence management policy was introduced and went live on 1 March 2010. The new policy will support managers and employees in jointly working together to improve attendance for both short term and long term absences. The new policy has new trigger points, which can result in either 'Attendance Review meetings' or the introduction of an 'Attendance Improvement Plan'. Attendance Improvement Plans will look at support for the employee and will normally include targets with regular 'Progress Review Meetings' as a way of monitoring the agreed actions and targets.

Selly Oak Constituency's management team have invested substantial time into managing sickness absence levels and this has seen a decrease in sickness absence as follows:-



BEST is based on Birmingham City Council's core values: Belief, Excellence, Success and Trust. Its aim is to motivate staff and enable them to think differently. It is a workshop programme which creates a 'can-do' culture amongst our employees and develops a sense of pride and commitment in working for our organisation. Selly Oak Constituency has 12 BEST Working Groups, with 12 Leaders and Managers. Dave Rose, Selly Oak Constituency Leisure and Community Manager, was awarded the BEST Leader of the Year 'Living it' Award 2009/10 for his contribution to delivering an innovative and creative idea, which derived from the famous TV series 'The Apprentice'. Eunice McCall and Claire Vaughan won the Best Leader of the Month 'Living it Award' August 2009/10 for their contribution to the Community and organising a 'Magical Mystery Tour' on Older Peoples' Day, An excellent achievement by all with the support of their Best Teams and examples that will provide a benchmark for us to work to in future years.

Trade Union Arrangements

The Constituency actively engages with the Trade Unions via regular attendance at Constituency Joint Consultative Forum.

Corporate Equality Scheme (CES)

Equal opportunity is at the heart of everything that we do.

The Corporate Equality Scheme is the City Council's principal planning document for meeting equality-related issues in service delivery and employment. It has been built upon processes that were introduced in 1997 to deliver equality action planning in the City Council and takes full account of the National Equality Standard and the Race Relations (Amendment) Act 2000.

Selly Oak Constituency will take our commitment to equalities forward by listening, planning, monitoring and evaluating in order to bring about improvements to the lives of our citizens and this is reflected in our action plan below.

In order to ensure this Development Plan meets the requirements of the Race Relations (Amendment) Act we have carried out an Equality Impact Needs Assessment to ensure the needs and concerns of people from the seven equality strands including different racial groups, women and men, and people with disabilities are met. Where inequality and adverse impact are found, actions have been incorporated into the plan in order to monitor and track progress of the issues and to work towards closing the gap.

The following information has been accessed via the 2001 Census of Population compiled by the Office of National Statistics (www.statistics.gov.uk) and details Selly Oak Constituency's ethnic makeup.

Selly Oak Constituency	All people	Number of people in ethnic groups															
		White			Mixed				Asian or Asian British				Black or Black British			Chinese or other ethnic group	
		British	Irish	Other White	White and Black Caribbean	White and Black African	White and Asian	Other Mixed	Indian	Pakistani	Bangladeshi	Other Asian	Black Caribbean	Black African	Other Black	Chinese	Other Ethnic Group
TOTAL PERSONS	97,296	79,177	3,743	1,983	1,165	180	584	471	2,816	2,141	446	540	2,094	465	258	705	528
Males	46,757	37,875	1,787	962	554	78	304	221	1,409	1,052	215	314	983	254	114	370	265
Females	50,539	41,302	1,956	1,021	611	102	280	250	1,407	1,089	231	226	1,111	211	144	335	263

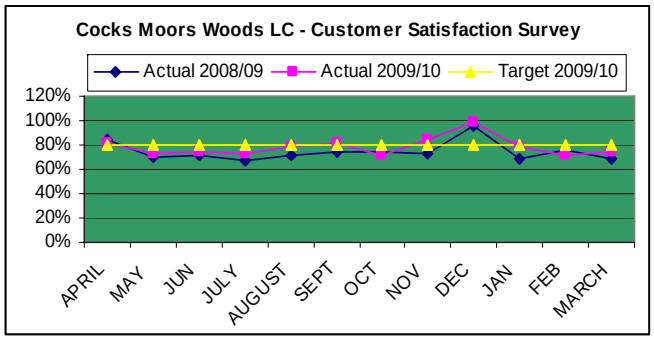
(these statistics are due to be revised in 2011)

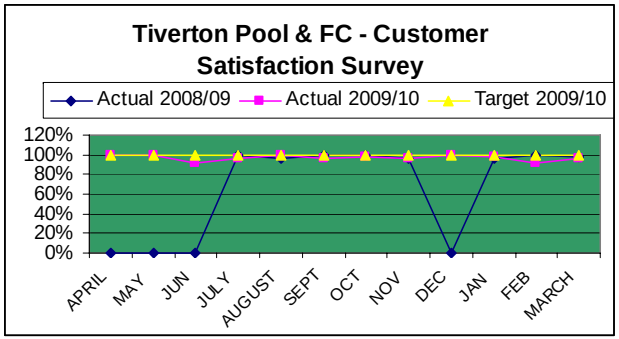
We will strive to support the delivery of the four key Strategic Plans; The Race Equality Strategy, The Gender Equality Strategy, The Disability Equality Strategy and The Lesbian, Gay, Bisexual and Trans People Equality Strategy.
(More information on the Corporate Equality Scheme (CES) can be found at www.birmingham.gov.uk/equalities)

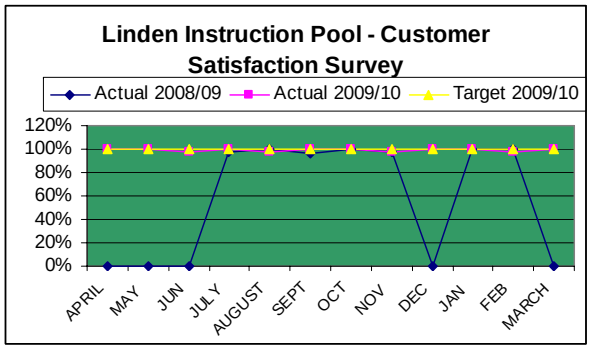
Consultation and Engagement

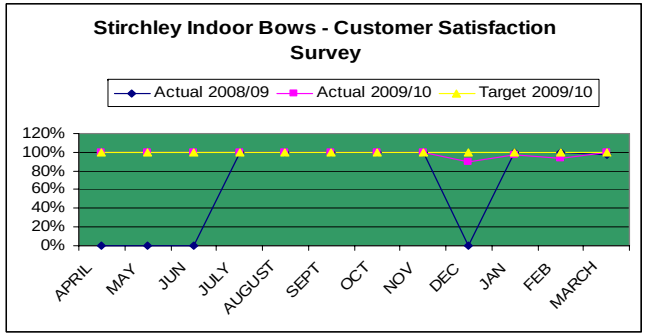
There are a number of consultation exercises that are carried out throughout the City Council to which our performance is measured and targets are set, such as Local Postal Surveys, Annual Opinion Survey, BMG LAA surveys, Environmental Quality Surveys and the People's Panel. The City Council's Annual Consultation Statement can be found at www.birmingham.gov.uk/consultation.

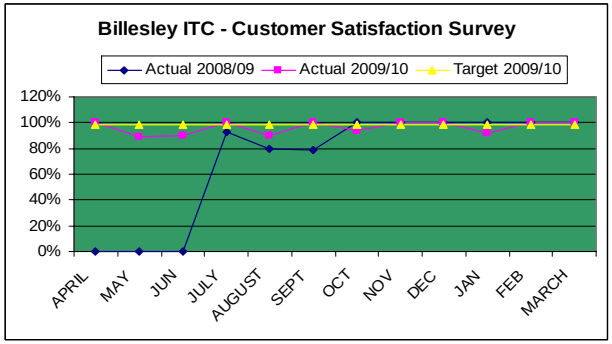
At a more local level within our Constituency we consult with our residents via our, Annual Local Neighbourhoods Satisfaction Survey, Service Specific questionnaires (results below) and through the evaluation of our 3C's / Your Views (complaints, compliments and comments) system. Our work is captured in our annual consultation and engagement plan.

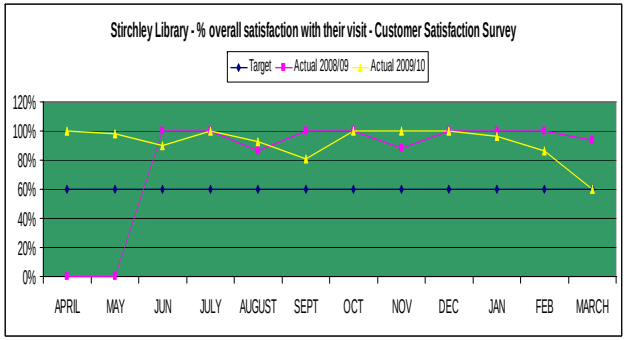


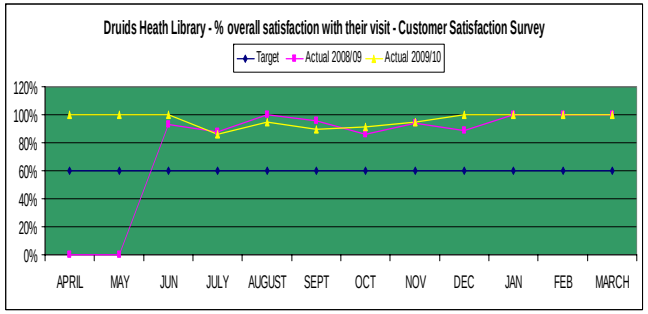


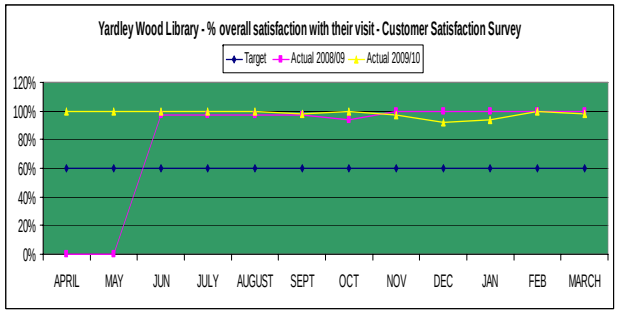


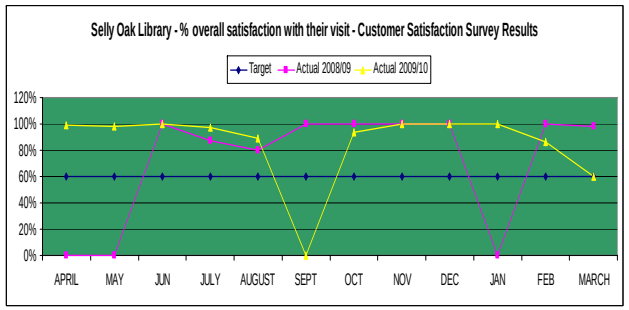












Regular consultation and engagement with our residents and partners takes place through a number of different forums but mainly via Ward Committees, Ward Advisory Boards, Neighbourhood Management meetings, community events and other meetings arranged through external organisations such as Police Tasking Meetings, Neighbourhood Forums and Resident Association Meetings.
Selly Oak Constituency is committed to ensuring we engage with our residents, partners and key agencies in order to influence and shape the areas we live and work.

We will support the outcomes of the City Council's Annual Consultation Statement by ensuring interested parties 'believe they can influence the decisions we make', 'know how to get involved and influence local decisions', 'be satisfied with opportunities to participate, 'feel valued as a result of getting involved', 'believe they can influence our priorities', 'be increasingly satisfied with services' and 'get more involved'.

Freedom of Information Statement

Birmingham City Council is committed to ensuring compliance with the Freedom of Information Act 2000.

As far as possible Birmingham City Council wishes to provide members of the public, customers, staff or members with information they need about Birmingham City Council and its services.

The Freedom of Information Act 2000 gives certain rights of access with regard to obtaining information held by Birmingham City Council. You may make requests for information under the terms of this Act via the appropriate application form which is available on inline (staff or http://www.birmingham.gov.uk/foi.

Business Transformation Programmes – Working for the Future and Customer First

Business Transformation is the way that the Council will achieve a major improvement in its performance, delivering better services more efficiently and meeting the ambitious goals of the Council Plan. There are nine programmes, which are in various stages of implementation such as Corporate Services Transformation and the introduction of Voyager, the first of these programmes, which went live in October 2007 to ensure a more effective and efficient procurement of goods and services or are in the process of being introduced such as; **Customer First** (helping the Council to provide world-class standards of customer service), **Excellence in People Management** (giving managers and employees the tools to maximise potential), **Excellence in Information Management** (extending the value of the Council's information), **Working for the Future** (21st century office accommodation and new ways of working), **Adults and Communities Transformation** (improving the way social care is provided for citizens), Children, **Young People and Families Transformation** (improving the health and well-being of children in Birmingham), **Housing Services Transformation** (better housing, whether it's privately owned or rented) and finally Supporting **Community and Environmental Services**, which is in its very early stages at present and is all about improving Birmingham's carbon footprint by 65% by 2026.

Information Technology

An overview of requirements for a desk-top refresh (of pc equipment) will be completed once the prospect of funding becomes clearer. However, in the meantime we continue to build strong relationships with Service Birmingham for day-to-day IT operations.

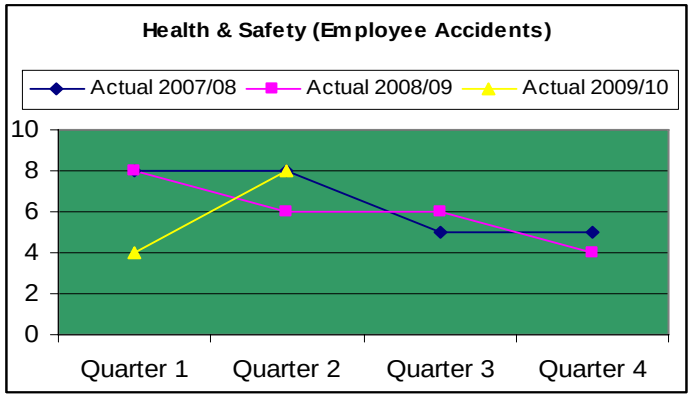
Corporate and Service Level Risk Assessment

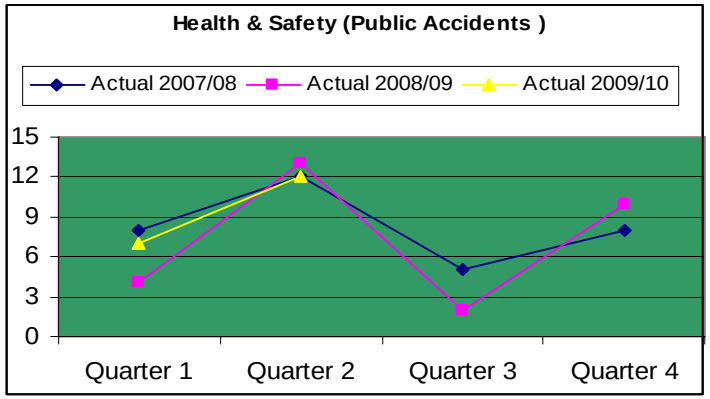
Selly Oak Constituency produce an annual Constituency Risk Register (reviewed 6 monthly), which identifies potential risks that could prevent the delivery of our objectives that cover the key areas of the Constituency's activity. It identifies what measures should be taken to reduce the risks and who is responsible for taking action. The risks range from a number of themes such as, financial, health and safety, IT infrastructure, personnel and developmental issues. The risk levels are identified and monitored accordingly and also work 'hand in hand' with the Corporate Assurance Statement. Some of our high level risks such as financial management and absence management procedures are monitored through our key performance indictors, which are used as a tool for managers to regularly track

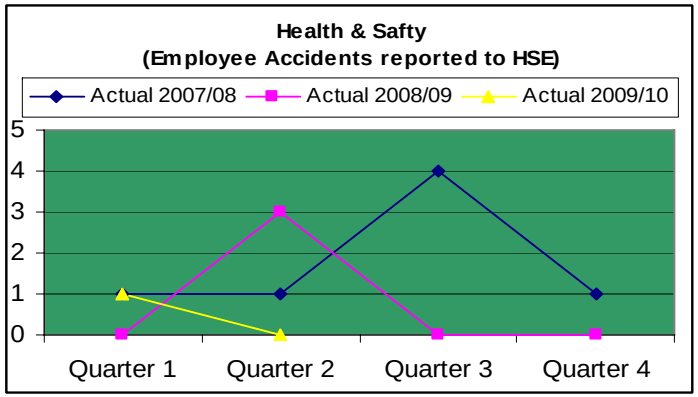
performance. Against each action identified within this Development plan a risk rating has been applied and where risks have been categorised as 'High' have been incorporated into the Constituency Risk Register.

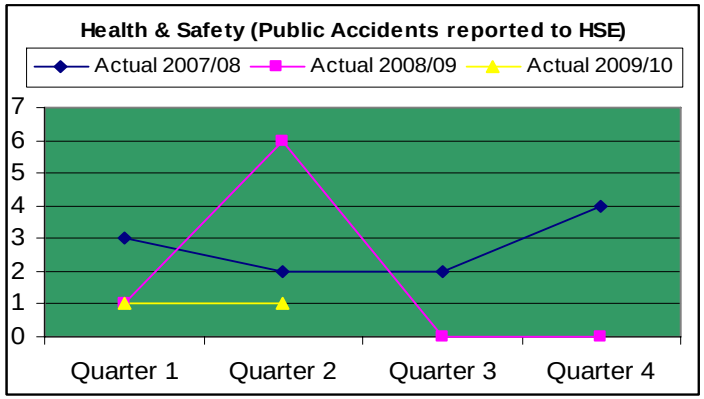
Health & Safety

Selly Oak Constituency continues to closely monitor health and safety and is a key agenda item on regular management and team meetings. The following statistics identify the number of accidents to both employees and members of the public that are recorded and also reported to HSE if appropriate:-









Risk Classification

APPENDIX 1

Current / Residual risk (i.e. inherent risk mitigated by controls/actions in place).

Likelihood:

High				
Significant				
Medium				
Low				
	Low	Medium	Significant	High

Impact

Key:

Severe	Immediate control improvement to be made to enable business goals to be met and service delivery maintained / improved
Material	Close monitoring to be carried out and cost effective control improvements sought to ensure service delivery is maintained
Tolerable	Regular review, low cost control improvements sought if possible

Measures of likelihood:

Description	***Example Detail Description***
High	*Almost certain, is expected to occur in most circumstances. Greater than 80% chance.*
Significant	*Likely, will probably occur in most circumstances. 50% - 80% chance.*
Medium	*Possible, might occur at some time. 20% - 50% chance.*
Low	*Unlikely, but could occur at some time. Less than 20% chance.*

Measures of impact:

Description	***Example Detail Description***
High	*Critical impact on the achievement of objectives and overall performance. Critical opportunity to innovate/improve performance missed/wasted. Huge impact on costs and/or reputation. Very difficult to recover from and possibly requiring a long term recovery period.*
Significant	*Major impact on costs and objectives. Substantial opportunity to innovate/improve performance missed/wasted. Serious impact on output and/or quality and reputation. Medium to long term effect and expensive to recover from.*
Medium	*Waste of time and resources. Good opportunity to innovate/improve performance missed/wasted. Moderate impact on operational efficiency, output and quality. Medium term effect which may be expensive to recover from.*
Low	*Minor loss, delay, inconvenience or interruption. Opportunity to innovate/make minor improvements to performance missed/wasted. Short to medium term effect.*

Strategic Outcome: Staying safe in a clean and green city: ***Our citizens living in communities that they want to belong to***

A WELL MANAGED STREET ENVIRONMENT - Living in clean communities

Work programme 1 – making our local shopping areas clean and attractive and thrive

This programme focuses on litter, flyposting, weed and graffiti removal in shopping areas. In total we have 34 areas in the Constituency with shops but six are identified as 'small local centres' or 'constituency centres' (Kings Heath, Maypole, Selly Oak, Stirchley, Cotteridge, Warstock/Daisy Farm)

Action No.	Actions	Who	When	Risk Rating		Achieved x √	Status: Green / Amber / Orange / Red
1	Work with Battery Retail Park Business Association to submit a funding application	Marcia Greenwood	Mar-11	tolerable			
2	Carry out an empty properties audit and establish a database for management of empty property issues	Matt Powell	Sep-10	tolerable			
3	Seek adoption of 15 cable boxes in 3 town centres by businesses	Matt Powell	Sep-10	tolerable			
4	Make retailers in all 34 shopping areas in constituency aware of BCC offer to businesses	Matt Powell	Sep-10	tolerable			
5	Work with partners to establish a work-ready training programme for worklessness in priority neighbourhoods	Matt Powell	Jun-10	tolerable			
6	Carry out regular communications to all retailers in 3 centres via quarterly newsletter. First newsletter in June.	Matt Powell	Jun-10	tolerable			
7	Arrange a "DIY week" event in Stirchley	Matt Powell	Mar-11	tolerable			
8	To progress Retailers against Graffiti at Oak Tree Lane shopping area	Matt Powell	Mar-11	tolerable	Monthly meetings scheduled throughout the year		
9	Produce a paper considering the impact that transport has on the ability of our local centres to flourish.	Matt Powell	Mar-11	tolerable			
10	Develop website for Stirchley Traders	Matt Powell	Jun-10	tolerable			
11	Establish 3 Traders / Business Associations (Stirchley, Cotteridge, Selly Oak)	Matt Powell	Jun-10	tolerable			
12	Arrange an annual graffiti removal event for Cotteridge Shopping area	Wyn Jones	Mar-11	tolerable			
13	Seek funding to carry out chewing gum removal and staining from pavements from small local shopping centres (Stirchley, Cotteridge, Selly Oak, Maypole and Warstock)	Richard Green/Matt Powell	Mar-11	material			
14	Contact retailers at our 34 shopping areas providing them all with information as to how they can report flyposing or graffiti to the City Council for removal (Clean and Safe Pocket guides could be distributed to all retailers)	Richard Green/Matt Powell	Mar-11	tolerable			
15	Seek funding to apply anti graffiti paint to the shutters at 4 local parades of shops - Ravenshill Rd (Billesley), Idmiston Croft (Brandwood), Strathdene Road (Selly Oak), Heath Road (Bournville)	Richard Green	Mar-11	material			
16	Following the agreement of the chosen colours with Councillors paint 20 boxes in the 6 'local centres'.	Richard Green	Mar-10	tolerable			

Key - Green = achieved / Amber = on target / Orange = behind target / Red = not achieved / unachievable

Strategic Outcome: Staying safe in a clean and green city: ***Our citizens living in communities that they want to belong to***

A WELL MANAGED STREET ENVIRONMENT - Living in clean communities

Work programme 2 – making residential neighbourhoods cleaner

This programme focuses on litter and flytipping removal, street sweeping (detritus) and graffiti removal within residential areas. The Constituency has adopted 34 neighbourhoods.

Action No.	Actions	Who	When	Risk Rating		Achieved x √	Status: Green / Amber / Orange / Red
17	Neighbourhood Offices to identify one week where they promote the reporting of graffiti removal and fly-tipping to their customers through leaflets, posters and by distributing reporting cards.	Mike Kenneally / Lynne Bridgman	Aug-10	tolerable			
18	Neighbourhood Offices and libraries to display reporting cards for graffiti removal, fly-tipping etc	Mike Kenneally / Lynne Bridgman,	Aug-10	tolerable			
19	Carry out 2 x community litter picks, with partners in each of the neighbourhoods with Neighbourhood Managers	Tracey Hewitt	Mar-11	tolerable			
20	Carry out monthly multi agency environmental walkabouts in your neighbourhood	Tracey Hewitt	monthly	tolerable			
21	Carry out 2 x community litter picks, with partners in each of the neighbourhoods with Neighbourhood Managers	Marcia Greenwood	Mar-11	tolerable			
22	Carry out monthly multi agency environmental walkabouts in your neighbourhood	Marcia Greenwood	monthly	tolerable			
23	Carry out 2 x community litter picks, with partners in each of the neighbourhoods with Neighbourhood Managers	Karen Stevens	Mar-11	tolerable			
24	Carry out monthly multi agency environmental walkabouts in your neighbourhood	Karen Stevens	monthly	tolerable			
25	Carry out 2 x community litter picks, with partners in each of the neighbourhoods with Neighbourhood Managers	Richard Green	Mar-11	tolerable			
26	Carry out monthly multi agency environmental walkabouts in your neighbourhood	Richard Green	monthly	tolerable			
27	Carry out 2 x community litter picks, with partners in each of the neighbourhoods with Neighbourhood Managers	Sonia Williams	Mar-11	tolerable			
28	Carry out monthly multi agency environmental walkabouts in your neighbourhood	Sonia Williams	monthly	tolerable			
29	Carry out 2 x community litter picks, with partners in each of the neighbourhoods with Neighbourhood Managers	Saima Ali	Mar-11	tolerable			
30	Carry out monthly multi agency environmental walkabouts in your neighbourhood	Saima Ali	monthly	tolerable			
31	Carry out 2 x community litter picks, with partners in each of the neighbourhoods with Neighbourhood Managers	Wyn Jones	Mar-11	tolerable			
32	Carry out monthly multi agency environmental walkabouts in your neighbourhood	Wyn Jones	monthly	tolerable			
33	Launch Street Champions in Druids Heath and recruit 5 Champions	Wyn Jones	July	tolerable			
34	Carry out 2 x community litter picks, with partners in each of the neighbourhoods with Neighbourhood Managers	Austin Rodriguez	Mar-11	tolerable			
35	Carry out monthly multi agency environmental walkabouts in your neighbourhood	Austin Rodriguez	monthly	tolerable			
36	Identify funding to promote and launch a text Environmental Reporting service for the Constituency	Richard Green	Mar-11	material			
37	Increase representation from the Billesley and Brandwood Wards at the Constituency Environmental Working group meeting	Richard Green	Dec-10	tolerable			
38	Organise the Constituency "Hi There….Bee There…..Goes green" event (Climate Change festival) for the Constituency and work with partners to identify funding to support this event.	Richard Green/Sonia Williams	Aug-10	tolerable			
39	Identify and carry out at least one dog fouling exercise in a park/public open space per ward	Richard Green/Environmental Wardens	Mar-11	tolerable			
40	Ensure that at least 100 cable boxes are painted over in the Constituency (Work to be carried out via Constituency "Hit Squad"	Richard Green	Mar-11	material			
41	Work with The Guild of Students and Partner Agencies to organise the 3rd Doorstep Challenge project for Bournbrook.	Richard Green	Mar-11	tolerable			
42	Produce a report to the Elected Members detailing the benefits of an "Integrated Cleansing Service" and review feasibility of 1 Neighbourhood across the Constituency.	Richard Green	Mar-11	tolerable			
43	All out week in each ward where an Environmental Quality survey is happening with every street being walked and environmental issues reported	Richard Green	Mar-11	tolerable			
44	Community & Play centres to act as grafitti reporting centres.	Mohammed Irfan	Mar-11	tolerable			
45	Grafitti walk in all wards as part of summer playschemes.	Mohammed Irfan	Aug-10	tolerable			

Strategic Outcome: Staying safe in a clean and green city: ***Our citizens living in communities that they want to belong to***

A WELL MANAGED STREET ENVIRONMENT - Living in clean communities

Work programme 3 – a well maintained street scene

This programme focuses on clean green and safe, improving neglected and regularly targeted sites within the street scene. It will address specific sites that suffer from neglect through a lack of ownership or sites that are specifically targeted by those intent on damaging our street scene. In particular tackling sites that lack joined up working and thereby suffer from litter, flytipping or have overgrown shrubs. Also items such as run down buildings, areas of land that are untidy, untidy recycling banks, gating proposals, grass areas damaged through parking etc.

Action No.	Actions	Who	When	Risk Rating		Achieved x √	Status: Green / Amber / Orange / Red
46	Develop a strategy with partners and secure funding to remove additional waste from the Bournbrook priority neighbourhood for Summer 2010.	Marcia Greenwood	Aug-10	material			
47	On a bi-monthly basis highway engineer and street scene officer to carry out vehicular inspection of the constituencies main through routes (Pershore rd, Watford rd, Linden rd, Bristol rd, Cartland rd, Howard rd, Alcester rd south, Warstock rd, Yardley Wood rd, Tritiford rd, School rd, Alcester rd south, Bells lane, Monyhull, Grove rd, Fordhouse lane) reporting damage and vandalism to road and street furniture.	Sajid Khan	bi-monthly	tolerable			
48	To promote road safety schemes near to schools by bidding for at least 2 school related improvement projects	Sajid Khan	Sep-10	material			
49	Keep an ongoing record of highway improvement (revenue) requests and feedback status of requests on a monthly basis to councillors	Sajid Khan	monthly	tolerable			
50	Keep an ongoing record of highway improvement (capital scheme) requests and issue this for information at each informal councillor session.	Sajid Khan	bi-monthly	tolerable			
51	Keep an ongoing record of highway improvement (capital scheme) and submit requests on a quarterly basis to central highways.	Sajid Khan	quarterly	tolerable			
52	Consult with WABS and disability groups over location of dropped kerbs	Sajid Khan	Oct-10	tolerable			
53	Work with Central Highways with a view to carry out a joint traffic regulation exercise with Edgbaston as a result of the Hospital developments.	Sajid Khan	Jun-10	tolerable			
54	Liaise with ward councillors and put forward proposals for maximum number of Verge Protection Schemes	Sajid Khan	Jun-10	tolerable			
55	Ensure monthly KPI's are reported and targets met in relation to answering customer, Member and MP enquiries.	Sajid Khan	Monthly	tolerable			
56	Subject to funding, introduce gating/anti-flytipping measures in at least 5 sites within the Constituency.	Richard Green	Mar-11	material			
57	Identify a programme of work to be carried out by the FJF Trainees in each of the priority neighbourhoods, targetting the improvement of at least 7 sites.	Richard Green	Mar-11	tolerable			
58	Indentify potential fly-tipped sites for the 6 monthly Your City Your Birmingham fly-tipping crew	Richard Green/Environmental Wardens	Mar-11	tolerable			
59	Demolish redundant portacabin at Idmiston Croft and landscape	Gary Abraham	Sep-10	material			
60	Include within neighbourhood management annual survey a qustion seeking to identify eyesores	Saima Ali	Mar-11	tolerable			
61	Organise one community litter pick (CMW, LRIP, BITC, Tiverton, SIBC) at each leisure centre	Paul Walls	Mar-11	tolerable			

Key - Green = achieved / Amber = on target / Orange = behind target / Red = not achieved / unachievable

Strategic Outcome: Staying safe in a clean and green city: ***Our citizens living in communities that they want to belong to***

ENCOURAGING SOCIAL BEHAVIOUR - Active in green, safe communities

Work programme 4 – tackling anti-social behaviour hot spots

This programme focuses on both preventative work, such as increased patrols, use of CCTV, ASBO's, dispersal orders etc and diversionary work where proactive programmes are put together to redirect the interests of those acting anti-socially. It can also include intergenerational work to foster a greater understanding between groups.

Action No.	Actions	Who	When	Risk Rating		Achieved on time x √	Status: Green / Amber / Orange / Red
62	Yardley Wood Library to review levels of ASB outside the Library via CCTV.	Mike Reed	Dec-10	tolerable			
63	All Libraries to create displays and purchase and promote anti-bullying materials during anti-bullying week	Mike Reed	Oct-10	material			
64	Materials promoting the Citywide Hate Crime initiative to be displayed at each Neighbourhood Office	Mike Kenneally / Lynne bridgman	Mar-11	tolerable			
65	Support Teen sSene to put in a bid for awards for all funding WJ Sept 10	Wyn Jones	Sep-10	tolerable			
66	Implement football initiative during the World Cup	Austin Rodrigues	Jul-10	tolerable			
67	Submit a report to Licensing Committee seeking to exert greater control on new off licences AR July	Austin Rodrigues	Jul-10	tolerable			
68	Submit a report seeking to make Selly Oak Constituency an Alcohol Restricted Zone	Austin Rodrigues	Jul-10	tolerable			

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Strategic Outcome: Be Healthy – enjoying long and healthy lives

REVITALISING COMMUNITIES - Be Healthy

Work programme 5 – providing more activities for children and young people

This programme focuses on increasing the number of activities that the Constituency has available for children and young people

Action No.	Actions	Who	When	Risk Rating		Achieved x √	Status: Green / Amber / Orange / Red
69	2 Libraries to contact 2 schools and arrange 2 class visits per term	Mike Reed	Mar-11	tolerable			
70	Libraries to run sessions with a minimum of 6 playgroups / nurseries	Mike Reed	Mar-11	tolerable			
71	30 children to be involved in stock selection across Hall Green & Selly Oak Libraries	Mike Reed	Dec-10	tolerable			
72	All Libraries to be planning to run 1 childrens activity per week, during Summer (16 total)	Mike Reed	Oct-10	tolerable			
73	Each Neighbourhood Office to promote all summer playschemes and summer sports camps by distributing and displaying leaflets plus notice board displays	Mike Kenneally / Lynne Bridgman	Jun-10	tolerable			
74	Work with partners and other Neighbourhood Managers to develop the inter-neighbourhood games event between neighbourhoods in the Selly Oak Constituency	Marcia Greenwood / Karen Stevens	Mar-11	material			
75	Actively pursue funding opportunities to improve existing children's play and recreational facilities within parks.	S Cooper	Mar-11	tolerable			
76	Seek funding and deliver 4 sports camps	Dave Rose	Mar-11	material			
77	Run Ministry of Sport event in Billesley	Dave Rose	Aug-10	tolerable			
78	Distribute the sports services guide to all residents in our priority neighbourhoods (Billesley / Druids Heath / Masefield)	Dave Rose	Sep-10	tolerable			
79	Create 1 new activity for Children/Young People in the Allenscroft / Brandwood / Waterside Neighbourhood in partnership with other organisations.	Richard Green	Mar-11	tolerable			
80	Create 1 new activity for Children/Young PeopleDruids Heath Neighbourhood in partnership with other organisations.	Wyn Jones	Mar-11	tolerable			
81	Work with NHS on promotion of Health Education priorities in line with national initiative	Mohammed Irfan	Mar-11	tolerable			
82	Playschemes for children aged 5-10 to be delivered in school holidays in all 4 wards.	Mohammed Irfan	Mar-11	tolerable			
83	Relocate Play Centre into Billesley Hub	Mohammed Irfan	Apr-10	tolerable			
84	Submit 2 funding bids to develop an activity for children and young people at a leisure facility	Paul walls	Mar-11	material			
85	Create one new activity for children and young people (SIBC, CMW, Tiverton, BITC, LRIP) at each leisure facility	Paul Walls	Mar-11	tolerable			

Key - Green = achieved / Amber = on target / Orange = behind target / Red = not achieved / unachievable

Strategic Outcome: Be Healthy – enjoying long and healthy lives

REVITALISING COMMUNITIES - Be Healthy

Work programme 6 – encouraging active use of our parks

This programme focuses on improving our parks, supporting activity in our parks and generally encouraging use of our open spaces.

Action No	Actions	Who	When	Risk Rating		Achieved on time x √	Status: Green / Amber / Orange / Red
86	Libraries to offer venues for displays by parks and to promote parks on their website	Mike Reed	Feb-11	tolerable			
87	Yardley Wood and Cotteridge Neighbourhood Offices to display information about what is happening in parks in local area over the summer months.	Mike Kenneally / Lynne Bridgman	Jun-10	tolerable			
88	Work with Friends of Selly Oak Park to introduce the nature / arts trail	Tracey Hewitt	Aug-10	tolerable			
89	Organise one clean up in our parks / open spaces / river areas in each neighbourhood	Neighbourhood Managers	Mar-11	tolerable			
90	An article to be included on local park in all neighbourhood newsletters	Neighbourhood Managers	Mar-11	tolerable			
91	Encourage and support existing Friends of Parks groups and increase the existing number each year through advice and support.	S Cooper	Mar-11	tolerable			
92	Improving the use and satisfaction of play facilities and parks for children, young people and their families seeking funding to bring all of the parks in the constituency to a minimum standard for visitors/users.	S Cooper	Mar-11	material			
93	Planning and providing quality Parks and Open Spaces that are safe, clean and maintained in a sustainable manner, reduce litter and detritus through GM contract.	S Cooper/A Noon N Barton	Mar-11	tolerable			
94	Liaise with Councillors to nominate a Constituency park site for inclusion onto the Birmingham Trees for Life 2010/11	S Cooper/Nick Barton	May-10	tolerable			
95	Improve the biodiversity and raising wildlife awareness of Parks and open spaces sites through biodiversity action pla volunteering, tree planting, carbon offsetting, woodland management,	S Cooper, N Barton, A Noon	Mar-11	tolerable			
96	Relandscape former BMX track to create an area of open space and run a community event.	Karen Stevens	Sep-10	material			
97	Produce a promotional leaflet for parks.	Claire Vaughan	Mar-11	tolerable			
98	Establish new goal posts in 3 locations in time for the World Cup	Austin Rodrigues	Jun-10	tolerable			
99	Plan and seek funding for fun day in park within Billesley	Austin Rodriguez	Sep-10	material			
100	Plan and seek funding for fun day in Selly Oak Park	Tracey Hewitt	Jun-10	tolerable			
101	Plan and seek funding for fun day in Hazelwell Park	Karen Stevens	Sep-10	material			
102	Encourage use of parks through playschemes and local playday.	Mohammed Irfan	Sep-10	tolerable			

Key - Green = achieved / Amber = on target / Orange = behind target / Red = not achieved / unachievable

Work programme 7 – improving services especially within our priority neighbourhoods

The programme is about improving services in our priority neighbourhoods in order to maximise the help we can offer to disadvantaged groups including employment support. This programme focuses on ensuring that services are joined up in our priority/most deprived neighbourhoods, that income is maximised in our most deprived neighbourhoods and that where appropriate targeted improvements to services are made. Where appropriate, joined up work with housing will take place.

Action No.	Actions	Who	When	Risk Rating		Achieved on time x √	Status: Green / Amber / Orange / Red
103	30 staff (100% GR5 = 13 staff) (50% GR4 = 17 staff) to have the opportunity to become a neighbourhood manager discussed with them through the PDR process	All Managers	Jun-10	tolerable			
104	To increase the number of neighbourhoods being managed to 65%	Chris Jordan	Dec-10	tolerable			
105	Deliver 2 health events to be held during the year, all Libraries to develop minimum of 1 health related display during the year	Mike Reed	Mar-11	tolerable			
106	Libraries to offer access to Birmingham Home Choice	Mike Reed	Dec-10	tolerable			
107	lbraries to offer access to Ctizenship test skills training and driving test training, both online	Mike Reed	Dec-10	tolerable			
108	Maintain high levels of customer satisfaction whilst introducing the 'Future Operating Model' for Neighbourhood Offices	Mike Kenneally / Lynne Bridgman	Mar-11	tolerable			
109	Promote Benefit entitlement at all sites and increase the amount of money claimed for 2010/11.	Mike Kenneally / Lynne Bridgman	Mar-11	tolerable			
110	To deliver at least 5 improvement actions in third year of Neighbourhood Management	Tracey Hewitt	Mar-11	tolerable			
111	Submit at least two external funding applications for your neighbourhood	Tracey Hewitt	Oct-10	tolerable			
112	Questionnaire to be carried out at Community event / s	Tracey Hewitt	Jun-10	tolerable			
113	To deliver at least 5 improvement actions in fourth year of Neighbourhood Management	Marcia Greenwood	Mar-11	tolerable			
114	Plan and seek funding to repeat fun days in neighbourhood (Bournbrook)	Marcia Greenwood	Sep-10	material			
115	Submit at least two external funding applications for your neighbourhood	Marcia Greenwood	Octoer 2010	tolerable			
116	Questionnaire to be carried out at Community event / s	Marcia Greenwood	Mar-11	tolerable			
117	To deliver at least 5 improvement actions in fourth year of Neighbourhood Management (in each Neighbourhood managed)	Karen Stevens	Mar-11	tolerable			
118	Plan and seek funding to repeat fun day in neighbourhoods Masefield.	Karen Stevens	Sep-10	material			
119	Submit at least two external funding applications for your neighbourhood	Karen Stevens	Oct-10	tolerable			
120	Questionnaire to be carried out at Community event / s	Karen Stevens	Mar-11	tolerable			
121	To deliver at least 5 improvement actions in third year of Neighbourhood Management	Saima Ali	Mar-11	tolerable			
123	Plan and seek funding for fun day in Selly Park Central / Dads Lane	Saima Ali	Sep-10	material			
124	Submit at least two external funding applications for your neighbourhood	Saima Ali	Oct-10	tolerable			
125	Questionnaire to be carried out at Community event / s	Saima Ali	Mar-11	tolerable			
126	Oversee and regularly monitor CESP (Constituency Employment & Skills Plan)	Saima Ali	Mar-11	tolerable			

127	To deliver at least 5 improvement actions in third year of Neighbourhood Management	Wyn Jones	Mar-11	tolerable			
128	Plan and seek funding for fun day in Cotteridge	Wyn Jones	Jul-10	material			
129	Submit at least two external funding applications for your neighbourhood	WynJones	Oct-10	tolerable			
130	Questionnaire to be carried out at Community event / s	Wyn Jones	Jul-10	tolerable			
131	56 community groups have a health check	Wyn Jones	Mar-11	tolerable			
132	30 external funding bids submitted within the Constituency	Wyn Jones	Mar-11	tolerable			
133	Facilitate the submission of 4 bids for Awards for All	Wyn Jones	Sep-10	tolerable			
134	Facilitate the submission of outline bid for Masefield Community Centre extension to Big Lottery	Wyn Jones	Mar-11	tolerable			
135	To deliver at least 5 improvement actions in third year of Neighbourhood Management	Richard Green	Mar-11	tolerable			
136	Plan and seek funding for fun day in Allenscroft	Richard Green	Sep-10	material			
137	Submit at least two external funding applications for your neighbourhood	Richard Green	Oct-10	tolerable			
138	Questionnaire to be carried out at Community event / s	Richard Green	Mar-11	tolerable			
139	Organise additional Employment, Volunteer and Training days in the Allenscroft, Brandwood and Waterside Neighbourhoods (Ensure that employers with vacancies attend these events)	Richard Green	Mar-11	tolerable			
140	To deliver at least 5 improvement actions in third year of Neighbourhood Management	Sonia Williams	Mar-11	tolerable			
141	Plan and seek funding for fun day in Brandwood End	Sonia Williams	Sep-10	material			
142	Submit at least two external funding applications for your neighbourhood	Sonia Williams	Oct-10	tolerable			
143	Questionnaire to be carried out at Community event / s	Sonia Williams	Mar-11	tolerable			
144	To deliver at least 5 improvement actions in second year of Neighbourhood Management	Austin Rodriguez	Mar-11	tolerable			
145	Submit at least two external funding applications for your neighbourhood	Austin Rodriguez	Oct-10	tolerable			
146	Questionnaire to be carried out at Community event / s	Austin Rodriguez	Mar-11	tolerable			
147	Produce two partnership/joint neighbourhood newsletters	Austin Rodriguez	Mar-11	tolerable			
148	Bid for extended schools money to develop Billesley Hub	Austin Rodriguez	Sep-10	tolerable			
149	Masefield Community Centre to work closely with local housing board, police, schools and other Partners to improve the local estate.	Mohammed Irfan	Mar-11	tolerable			
150	Ensure bids are put in for connecting communities resources should they become available	Chris Jordan	Sep-10	tolerable			
151	Ensure all Parks Health and Safety Risk requirements are met including annual risk assessments, Pool Safety and Children's outdoor play areas.	Simon Cooper	Mar-11	tolerable			
152	Facilitate the use of parks and open spaces for events that benefit the parks users and visitors in Selly Oak.	Simon Cooper	Mar-11	tolerable			
153	Each Sport & Leisure facility to deliver one community event (BITC, CMW, Tiverton, SIBC)	Paul Walls	Mar-11	tolerable			

Strategic Outcome: Enjoy a high quality of life – benefiting from good housing and renowned cultural and leisure opportunities

REVITALISING COMMUNITIES - Enjoying a high quality of life

Work programme 8 – enjoying a high quality of life through local leisure and libraries

This programme focuses on residents benefiting from good leisure and cultural facilities and enjoying healthy lifestyles

Action No.	Actions	Who	When	Risk Rating		Achieved on time x √	Status: Green / Amber / Orange / Red
154	2 Libraries to run activity for older people + linked to health	Mike Reed	Mar-11	tolerable			
155	2 Silver Surfers sessions arranged at community libraries	Mike Reed	Mar-11	tolerable			
156	Complete Yardley Wood Library refurbishment work. Launch event June 2010	Mike Reed	Jun-10	tolerable			
157	Display at 2 Libraries for BHM (Black History Month), all Libraries to seek funding from BHM team to host event	Mike Reed	Nov-10	tolerable			
158	Promte collections of Mental Health, business support, Manga, Oxford Reading Tree Collections locally.	Mike Reed	Mar-11	tolerable			
159	Carry out capital repair works to Stirchley Library	Mike Reed	Sep-11	severe?			
160	Libraries to improve level of reader involvement in Summer reading challenge, libraries to promote through leisure centres and community development	Mike Reed	Nov-10	tolerable			
161	2 libraries to run 1 Bookstart event at local health centre/nursery	Mike Reed	Mar-11	tolerable			
162	Working with Bournville college in Selly Oak with local groups on the potential of ebooks and e readers seeking funding and sponsorship for purchase of e readers	Mike Reed	Jan-11	tolerable			
163	Downloadable talking books to be available during the year to be promoted to carers groups locally, dependant on technology and training	Mike Reed	Feb 11	tolerable			
164	Offering access to ICT for small businesses to complete their VAT returns to HMRC	Mike Reed	Sep-10	tolerable			
165	Seek funding to carry out capital repair work at Selly Oak Library	Mike Reed	Jul-10	severe?			
166	Yardley Wood to develop and launch the Library Connection and produce a programme of events for and with the local community, programme to be in place for lauch of space	Mike Reed/Marian Wolff	Mar-11	tolerable			
167	All libraries to bid in to strategic centre for Author visits - target 2 Author visits.	Mike Reed	Mar-11	tolerable			
168	Establish six book challenge in partnership with Adult ed at Selly Oak	Mike Reed/Marian Wolff	Jan-11	tolerable			
169	Neighbourhood Office staff to encourage membership of Libraries by signing up 30 new members - ensure system is in place to monitor.	Lynne Bridgman / Mike Kenneally	Jul-10	tolerable			
170	Encourage two local BME groups to use Masefield and Stirchley Community Centres (1 each)	Mohammed Irfan	Mar-11	tolerable			
171	Bid for funding to run exercise to music sessions on a pilot basis within a community centre/neighbourhood setting	Paul Walls	Sep-10	tolerable			
172	Bid to Be Active to provide a pilot service to allow greater access to 'indoor bowls'.	Paul Walls	May-10	material			
173	Establish a plan to maximise retention of customers at end of Be Active Scheme	Paul Walls	Sep-10	tolerable			
174	Increase takeup of the Be Active scheme via support from the corporate centre (BITC, CMW, Tiverton, SIBC)	Paul Walls	Mar-11	material			

Key - Green = achieved / Amber = on target / Orange = behind target / Red = not achieved / unachievable

Strategic Outcome: Making a contribution – value one another and play an active part in the community

REVITALISING COMMUNITIES - Making a contribution

Work programme 9 – increasing the number of people actively involved in their community and delivering improvements in their neighbourhoods

This programme focusses on getting people active within their communities in order to make things better. This could be local people developing action plans, or simply turning up at community / ward meetings. It may be getting people involved in litter picks, friends of libraries groups etc. One of the key aims of constituency working is getting people involved.

Action No.	Actions	Who	When	Risk Rating		Achieved on time x √	Status: Green / Amber / Orange / Red
175	Develop programme of activities / events with Yardley Library Friends group (at least 4 events)	Marian Wolff	Mar-11	tolerable			
176	To hold an annual arts trail and competition - with Libraries	Claire Vaughan	Mar-11	material			
177	To hold an annual Best Bee Awards Ceremony to formally recognise the efford of both staff and local residents	Claire Vaughan	Mar-11	tolerable			
178	Consultation with customers at 2 Libraries to review periodicals	Mike Reed	Mar-11	tolerable			
179	Develop a programme of events / support offered by Community Groups using Druids Heath Library and promote through Library website	Mike Reed	Dec-10	tolerable			
180	Maintain 2 readers groups across constituecny	Mike Reed	Mar-11	tolerable			
181	Work with TCM on using library cards as loyalty cards for local businesses in Stirchley, Cotteridge and Selly Oak,, offereing library as support venue for events and working with business insight on learning programme as required by TCm and local traders	Mike Reed / Matt Powell	Mar-11	tolerable			
182	Neighbourhood Offices to hold a user group meeting twice a year to get feedback from local people about the service they provide (questions to be based on Customer First / CRM system)	Mike Kenneally / Lynne Bridgman	Mar-11	tolerable			
183	Organise 2 Selly Oak Partnerships meetings	Saima Ali	/ March 2011	tolerable			
184	Help to sustain and support the Flood Action Group in Selly Park	Saima Ali	Mar-11	tolerable			
185	Support Census activities in Selly Oak	Saima Ali	Mar-11	tolerable			
186	Update the Governance Framework	Saima Ali	Mar-11	tolerable			
187	Update and regularly monitor the Consultation and Engagement Plan, including the partners database	Saima Ali	June 2010 / March 2011	tolerable			
188	Update and regularly monitor the Community Plan, taking progress reports to Co-ordinate Board quarterly.	Saima Ali	June 2010 / March 2011	tolerable			
189	Produce and present to SMT a report identifying the benefits being achieved by partnership working.	Saima Ali	Aug-10	tolerable			
190	Increase the number of Neighbourhood Forums in Selly Oak Constituency	Saima Ali	Mar-11	tolerable			
191	Support 4 new community groups that have not previously applied for funding, e.g, external funding, Community Chest, Working Neighbourhoods Fund	Karen Stevens / Marcia Greenwood	Mar-11	tolerable			
192	Encourage and support park friends groups in a "clean-up" event at least 2 per ward through the year supported by Parks Ranger Service and Quadron Services	Simon Cooper A Noon, Quadron	Mar-11	tolerable			
193	Develop and Review Constituency Service Plans to influence local communities and partners to take an active role in promoting and developing Selly Oak's Parks and open spaces	Simon Cooper	Oct-10	tolerable			
194	Consult and Review The Constituency Parks Action Plan	Simon Cooper	Oct-10	tolerable			
195	Work with Warstock CA to submit 2 external funding bids	Wyn Jones	Oct-10	tolerable			
196	Work with Warstock Community Association to increase the number of people involved in its Committee / Steering Group	Dave Rose	Sep-10	tolerable			
197	Seek to secure a lead partner organisation for Billesley Hub	Dave Rose	Oct-10	tolerable			
198	Refine the Bells Farm Management Agreement to ensure greater responsibility for Association.	Dave Rose	Sep-10	tolerable			

Work programme – Excellence in Management

This programme focuses on residents benefiting from good leisure and cultural facilities and enjoying healthy lifestyles

Action No.	Actions	Who	When	Risk Rating	up to December Feedback	Achieved on time x √	Status: Green / Amber / Orange / Red
199	100% PDRs complete by end April	Chris Jordan	April	tolerable			
200	Bi monthly meetings with service or site managers where sickness levels are in excess of 12 days/FTE	Chris Jordan (SMT)	Bi-monthly	tolerable			
201	H&S will be a standard item on all management team meetings	Chris Jordan	Monthly	tolerable			
202	100% PDRs complete by end May	Gary Abraham	May	tolerable			
203	100% PDRs complete by end May	Dave Rose	May	tolerable			
204	100% PDRs complete by end May	Tracey Hewitt	May	tolerable			
205	Review compliance spend monthly and ensure appropriate action is taken to comply.	Tracey Hewitt	Quarterly	tolerable			
206	Quarterly progress reports on Constituency Development Plan to be submitted to informal councillor session for information.	Tracey Hewitt	Quarterly	tolerable			
207	Monthly satisfaction surveys will be carried out at our 6 leisure, 4 libraries and 2 directly run community centres	Tracey Hewitt	Monthly	tolerable			
208	100% PDRs complete by end June	ext CMT	June	tolerable			
209	CMT officers to submit to Performance and Support Manager written progress against the Constituency Development Plan within 7 days of the end of the month	ext CMT	Monthly	tolerable			
210	CMT Officers to submit to Performance & Support Manager KPI statistics by second Thursday in each month	ext CMT	Monthly	tolerable			
211	100% PDR's completed by end June - all other staff with Line Management responsibility.	Line Managers	June	tolerable			
212	Budget managers to submit out turn analysis within 2 days of ledger lock each month	TH, GA, DR, CJ, MK/LB, MR, SK, MI,	Monthly	tolerable			
213	Leisure, libaries, neighbourhood advice, community and play will set out plans to deliver on their specified corporate service standards, i.e Service Plans	All Service Managers	Jul-10	tolerable			
214	Complete 100% BEST team reviews	All Best Leaders	Jul-10	tolerable			
215	Agree at SMT our schedule for reviewing service EINA's	SMT	Jul-10	tolerable			
216	All sites to have equality evidence files reviewed by member of SMT	SMT	Aug-10	tolerable			
217	All long term sickness cases will be reviewed by the sickness board after 12 weeks of absence	SMT	Sep-10	tolerable			
218	Ensure sickness absence rate does not exceed City target of 10 days per FTE per year	SMT	Mar-11	tolerable			
219	Ensure ALL Constituency sites are reporting centres for Hate Crime	SMT	Jun-10	tolerable			
220	Ensure Hate Crime is a specific agenda item at LDG meetings (frequency to be agreed)	Austin Rodriguez	Quarterly	tolerable			
221	Submit two Dragons Den Bids	SMT	Mar-11	tolerable			
222	Submit three Chamberlain Award Submissions	SMT	Jun-10	tolerable			
223	Introduce a waste paper recycling system at all our facilities	CMT	Mar-11	tolerable			
224	Ensure each service issues / submits one press release during the year	SMT	Mar-11	tolerable			
225	Ensure appropriate actions and delivery plans are in place to embed the Community Cohesion Strategy within the Constituency	SMT	Jul-10	tolerable			
226	Ensure Consituency Committee Reports include a statement on the Community Cohesion implications	Catherine Orchard	Apr-10	tolerable			
227	Ensure risks attached to any of the actions within this plan are identified in the Constituency Risk Register	Tracey Hewitt	Apr-10	tolerable			
228	Update the Constituency H&S Assurance Statement and ensure any risks identified are included within the Constituency Risk Register and that each service area updates and monitors their specific H&S Assurance Statement	Tracey Hewitt	Jun-10	tolerable			
229	Ensure the Constituency's element of the Corporate Assurance Statement is updated annually and any risks identified recorded and monitored via the Constituency Risk Register	Tracey Hewitt	Mar-11	tolerable			
230	Identity gaps in community mapping by analysing data in relation to age, religion and belief, gay, lesbian, bi-sexual (Dev Plan EINA Action)	Tracey Hewitt	Jun-10	tolerable			
231	Ensure risks identified through Constituency Strategic Partnerships are identified on the Constituency Risk Register	Saima Ali	Jun-10	tolerable			
232	Coordinate the delivery of the Grounds maintenance Service in line with the Constituency SLA	Simon Cooper	Mar-11	tolerable			
233	Ensure EINA Action Plans are monitored / updated / tabled at SMT quarterly (Dev Plan EINA Action)	Wyn Jones	Quarterly	tolerable			
234	Update all Constituency Continuity Plans	SMT	Jun-10	tolerable			

Key - Green = achieved / Amber = on target / Orange = behind target / Red = not achieved / unachievable