

## Swansea Local Service Board Performance Management Framework

Our vision: Swansea citizens will be aspirational and have the confidence and resources to make their aspirations a reality. The Local Service Board is the Swansea-wide multi-agency partnership that will deliver the wider strategy on poverty, and its actions and performance framework is outlined in the Single Integrated Plan (SIP). The Outcomes Framework included below is based on the same set of population challenges as outlined in the SIP. In addition, we have a new outcome related to community resilience and wellbeing that will be populated.

### Outcomes Framework

We will work to ensure that our communities have:

Active people – young and old

Active citizens

Active parents

Pride in the Community

Our long term aim is to be the best in class, not just in Wales or in the UK, but the very best practice and outcomes that can be seen. We will make use of evidence and good practice, and will chart a trajectory to show progress over time. As previously recognised, change on this scale may be generational and we will ensure that our performance framework reflects this long term vision. Swansea's key indicators and actions are outlined below.

Many of these targets will need to be agreed jointly with partners, as they have joint or lead responsibility for delivery in these areas. We will work with them to set challenging targets to achieve the outcomes listed.

#### Children have a good start in life

| Key Outcomes       | How we'll measure success | Current performance | By 2017          | By 2021          | Key actions                       |
|--------------------|---------------------------|---------------------|------------------|------------------|-----------------------------------|
| Children are ready | % of children             | 81.7% achieved      | Tbc jointly with | To significantly | Readiness for school strategy and |

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| for school and ready to learn  | starting school assessed on the Child Development Assessment Profile at Step 1 or higher in each area of development | Step 1 or higher (Children starting school in 2012/13)       | partner agencies                  | improve children's readiness for school   | action plan<br>Delivery of the Council's Child Rights Scheme<br>Expansion of the Flying Start scheme<br>Develop a Parent's Network as a mutual support mechanism |
| Children are healthy at birth  | % singleton live births with a low birth weight  | 6.3% (2012)  | Tbc jointly with partner agencies | To reduce the number of singleton babies born under 5.5 lbs (2500g) in the most deprived fifth of the population by 19% by 2020 | Readiness for school strategy and action plan  |
| Incidence of domestic abuse are reduced and victims are well supported | Repeat victimisations<br>Notification rate   | Notification rate 14.4 (2012/13)<br>Repeat Cases (MARAC) 31% | Tbc jointly with partner agencies | To more rapidly reduce the level of domestic abuse and its impact upon children   | Delivery of the Swansea Domestic Abuse Action Plan   |
| There are fewer teenage pregnancies                                    | Teenage conception rate  | tbc  | Tbc jointly with partner agencies | Tbc jointly with partner agencies   | Delivery the partnership strategy for reducing teenage pregnancy   |

### People learn successfully

| Key Outcomes                                | How we'll measure success   | Current performance | By 2017                           | By 2021  | Key Actions   |
|---|---|---------------------|-----------------------------------|--|---|
| All children achieve well at school         | The achievement gap between those receiving and those not receiving free school meals | 31.9% (2011/12)     | Tbc jointly with partner agencies | To narrow the attainment gap between those receiving and not receiving free school meals         | Provide opportunities for schools to share practice in use of PDG<br>Develop enterprise education opportunities |
| Swansea schools deliver excellent education | All school inspections in Target Areas are good or better                             | tbc                 | Tbc jointly with partner agencies | Tbc jointly with partner agencies  | Implement the ERW School Improvement model  |
| Adults are well qualified and skilled       | Proportion of working age population with no qualifications                           | 10.7% (2012)        | Tbc jointly with partner agencies | To outperform the UK in reducing the proportion of working age population with no qualifications | Deliver actions for Swansea Learning City 2014  |

### Young people and adults have good jobs

| Key Outcomes             | How we'll measure success       | Current performance | By 2017                           | By 2021                               | Key Actions  |
|--------------------------|---------------------------------|---------------------|-----------------------------------|---------------------------------------|--|
| Young people are in work | % of people aged 18-24 claiming | 5% (2013)           | Tbc jointly with partner agencies | Outperform the UK in decreasing the % | Develop a Swansea Skills Campus<br>Deliver NEETs Action Plan |

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|                                  | Jobseekers Allowance                                     |                 |                                   | of 18-24 year olds claiming Jobseekers Allowance         | Expand opportunities for apprenticeships within the Council Review all support for young people to reduce duplication and introduce key worker model Provide additional work experience opportunities and increase their profile amongst young people |
| People are economically active   | Economic inactivity rates                                | 28.4% (2012/13) | Tbc jointly with partner agencies | Overall reduction in economic inactivity rate in Swansea | Develop Inform Swansea as an e-portal opportunity for employers   |
| People are in jobs that pay well | Full-time weekly average earnings compared to UK average | £470.50 (2013)  | Tbc jointly with partner agencies | Match the UK's average earnings growth rate              | Support other LSB organisations to develop as Living Wage employers   |

### People have a decent standard of living

| Key Outcomes                        | How we'll measure success | Current performance | By 2017                           | By 2021                                    | Key Actions  |
|-------------------------------------|---------------------------|---------------------|-----------------------------------|--|--|
| Swansea has a healthy local economy | GVA per head              | £15,933 (2011)      | Tbc jointly with partner agencies | Match the UK's GVA per capital growth rate | Deliver Swansea's Economic Regeneration Strategy<br>Deliver Swansea Bay City Region strategy<br>Delivery of Realising the Potential programme to regenerate the city |

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|  |  |                               |                                   |  | centre   |
| Fewer children live in poverty                           | Percentage of children living in low-income households, compared with the UK average | 10,880 children, 22.8% (2011) | Tbc jointly with partner agencies | To reduce the percentage of children in Swansea living in low-income households                    | Deliver Financial Inclusion Action Plan<br>Universal Credit Steering Group and action plan developed<br>Awareness raising plan on payday loans<br>Promote good practice in school to school work on challenging stereotypes of poverty |
| A smaller gap between wealthy and disadvantaged families | Gap in disposable income between wealthiest and most disadvantaged wards             | tbc                           | Tbc jointly with partner agencies | Reduce the gap in disposable income between the wealthiest and most disadvantaged wards in Swansea | Develop specific proposals to ensure black and minority ethnic communities are able to access services   |

### People are healthy, safe and independent

| Key Outcomes                                | How we'll measure success                                 | Current performance | By 2017                           | By 2021   | Key Actions  |
|---|---|---------------------|-----------------------------------|---|--|
| People from disadvantaged areas live longer | Gap in life expectancy<br>Gap in preventable early deaths | tbc                 | Tbc jointly with partner agencies | Close the health gaps between those living in the most deprived communities and | Acquire Healthy City Phase 6 status<br>Deliver the Swansea Healthy City plan |

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|   |                                 |                                   |                                   | more affluent ones by 2.5%   |   |
| Older people are able to live more independently          | Needs an indicator to be agreed | Tbc jointly with partner agencies | Tbc jointly with partner agencies | The proportion of older people supported by Social Services in their own homes is at least 85%                 | Revise the indicator to reflect independence<br>Develop an LSB Older People strategy<br>Reform Social Services Older People Services following wide consultation and review |
| Fewer people are misusing drugs                           | Needs an indicator to be agreed | Tbc jointly with partner agencies | Tbc jointly with partner agencies | Tbc jointly with partner agencies  | Greater promotion of drugs projects and advice  |
| Fewer young people are involved in crime                  | Needs an indicator to be agreed | Tbc jointly with partner agencies | Tbc jointly with partner agencies | Tbc jointly with partner agencies  | Maintain and develop the partnership working with the Police and criminal justice agencies  |
| The top performing Community Safety Partnership in the UK |                                 | Tbc jointly with partner agencies | Tbc jointly with partner agencies | To be in the top 5 performing Community Safety Partnerships within our 'Most Similar Group' for recorded crime | Maintain and develop the partnership working with the Police and other partners through Safer Swansea Partnership   |
| Fewer people affected by anti-social behaviour            |                                 | Tbc jointly with partner agencies | Tbc jointly with partner agencies | Tbc jointly with partner agencies  | Working in partnership through the Safer Swansea Partnership  |

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| More people from disadvantaged areas are involved in physical activity |  | Tbc jointly with partner agencies | Tbc jointly with partner agencies | Tbc jointly with partner agencies | Review Active and Healthy Swansea strategy |
| Fewer people from disadvantaged areas are obese                        |  | Tbc jointly with partner agencies | Tbc jointly with partner agencies | Tbc jointly with partner agencies | Review Active and Healthy Swansea strategy |

#### People have good places to live and work

| Key Outcomes                                | How we'll measure success  | Current performance               | By 2017                           | By 2021   | Key Actions  |
|---|--|-----------------------------------|-----------------------------------|---|--|
| People have access to good public transport | Percentage of households with access to hourly or better weekday daytime bus services or alternative provision | Tbc jointly with partner agencies | Tbc jointly with partner agencies | Maintain percentage of households with access to hourly or better weekday daytime bus services or alternative transport provision | Review the indicator for suitability on the poverty agenda<br>Develop an overall Council Transport Strategy, with a focus on access issues for people experiencing poverty |

## People live in resilient communities

| Key Outcomes   | How we'll measure success   | Current performance   | By 2017                           | By 2021                           | Key Actions                                 |
|--|---|---|-----------------------------------|-----------------------------------|---|
| People across Swansea believe they live in a good place          | Rating of a 'very good' place to live in survey   | 69% in South West Swansea<br>24% in Central and East Swansea (Swansea Voices, 2012)             | Tbc jointly with partner agencies | Tbc jointly with partner agencies | Review research methodology for suitability |
| People believe that they can take part in decisions              | Number of those rating 'agree' in survey question: by cooperating with other people in your neighbourhood you can influence designs affecting it                        | 65% agree in South West Swansea<br>46% agree in Central and East Swansea (Swansea Voices, 2012) | Tbc jointly with partner agencies | Tbc jointly with partner agencies | Review research methodology for suitability |
| People live in places where there is a strong sense of community | Number of those giving a positive response in survey question: strongly agree their neighbourhood has a strong sense of community and they feel a part of the community | tbc   | Tbc jointly with partner agencies | Tbc jointly with partner agencies | Review research methodology for suitability |



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| People from different cultures get on well together | Number of those giving a positive response in survey question: it is a place where cultures can live well together | tbc                               | Tbc jointly with partner agencies | Tbc jointly with partner agencies | Review research methodology for suitability  |
| Additional measures                                 | Tbc jointly with partner agencies  | Tbc jointly with partner agencies | Tbc jointly with partner agencies | Tbc jointly with partner agencies | Review and analysis of the Five Ways to Wellbeing and other options for collation of individual wellbeing data |