

BOROUGH OF POOLE
REPORT FOR CABINET

12th July 2016

END OF YEAR PERFORMANCE UPDATE FOR 2015/16

1. Purpose:

- 1.1 To present information about the Council's performance in delivering its priorities in the Corporate Strategy.

2. Decisions

Cabinet is asked to:

- 2.1 Consider and comment on the delivery, from a strategic perspective, of the delivery of the Council's priorities and what Members might wish to do in the future in the light of this information.
- 2.2 Approve the actions set out in Exception Reports to address issues in performance.
- 2.3 Request that Overview and Scrutiny Committees review their work programmes to ensure that all **red** rated performance areas are being or will be scrutinised by the Committee.
- 2.4 Provide comment on the scorecard and overall report to ensure that Members are satisfied that future reports on performance provide relevant information and evidence of actions being taken to address issues in performance.
- 2.5 Identify any additional measures it would like to be included for half yearly monitoring.

3. Background

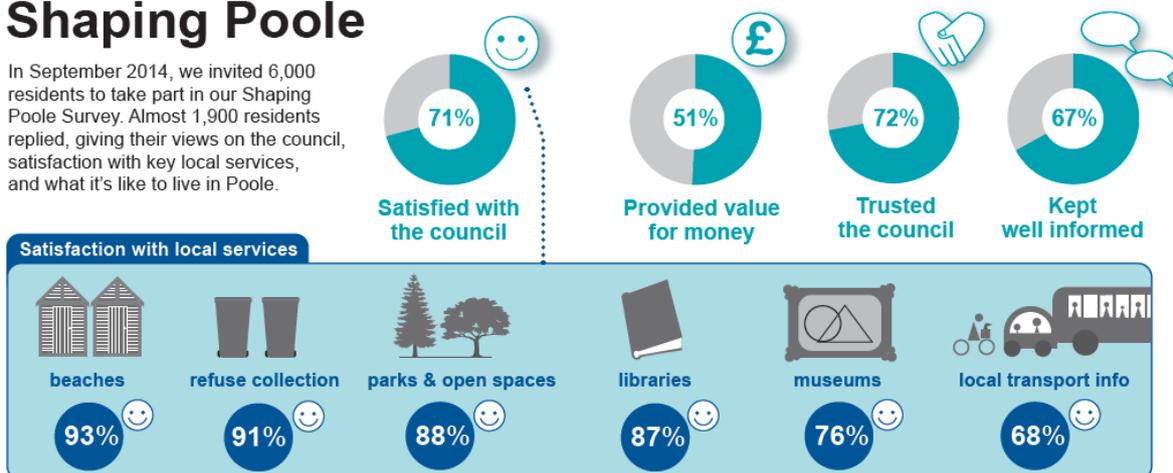
- 3.1 Following the election of the new Council in May 2015, the corporate strategy was reviewed and a new strategy approved. The Council set out a commitment to new priorities and to changing the way the Council works at all levels. The corporate strategy 2015/19 can be seen on the Council's website.
- 3.2 Whilst the strategy was approved during 2015/16, this is the first opportunity to review information about how well the Council is delivering on its priorities and to consider, in the light of this, what it wants to do in the future.
- 3.3 To support this, the Management Team approved a Performance Management Framework which applies to all Council services. The framework explains the roles and responsibilities of officers and Members in performance management.
- 3.4 As part of the refresh of the Council's Corporate Strategy, Service Unit Heads, Management Team and Members agreed a range of Key Performance Indicators

(KPIs) to monitor achievement of the priorities and equality outcomes★ . These KPIs make up the Council's Corporate Scorecard.

- 3.5 The KPI set are considered to be public facing measures that matter to the town and the people of Poole. Some are taken from National Frameworks, others are local to Poole and all will help improve transparency and accountability to the public.
- 3.6 Indicators will be considered alongside complaints and compliments, audit and inspection reports, our own learning, other feedback and other occasional survey findings. The set will be reviewed to ensure emerging risks and issues are appropriately reflected and monitored.
- 3.7 The Corporate Strategy explains that overall success of the Council is judged by the public through satisfaction surveys undertaken every three years. The last survey was undertaken in 2014 and headlines have been reported previously so whilst it is not intended to repeat this, a reminder of the headlines is presented below:

Shaping Poole

In September 2014, we invited 6,000 residents to take part in our Shaping Poole Survey. Almost 1,900 residents replied, giving their views on the council, satisfaction with key local services, and what it's like to live in Poole.



- 3.8 The next few pages presents, by theme, an overview of the Council's progress towards the priorities set out in the Corporate Strategy and the focus for the future.

Annex A presents the headline performance measures and exception reports and Annex B provides a more detailed update of each performance measure.

4. Strategic View on Performance

Overview

- 4.1 The Council has made good progress in delivering the priorities which it took on board from the previous council and in preparing the ground to deliver the new priorities which it has identified.
- 4.2 Progress is reviewed here in respect of each of the four priorities and of the commitment to change the way the Council works.

Promoting the health and wellbeing of our population especially the most vulnerable

- 4.3 The Council has continued to prioritise in its Corporate Strategy and budget setting the delivery of good quality adult social care. This has included agreeing to levy a 2% Council Tax increase to fund the increasing demand for and costs of adult social care in 2016/17. Performance and customer satisfaction data for adult social services are generally in line with or above national averages and the numbers of Carers receiving advice and information has increased with the implementation of new provisions of the Care Act. More people are enabled to have choice and control through a personal budget and the focus on enabling people to remain in their own homes has continued with a reduction in admissions of older people to residential and nursing home care.

Adult Social Care in conjunction with partners from the Bournemouth and Poole Safeguarding Adults Board have implemented the Making Safeguarding Personal approach successfully with a high percentage of people reporting that they feel safer after a safeguarding referral

A key local and national priority continues to be providing integrated social and health care services so that local residents receive joined up services and are whenever possible able to receive care and support in their home or local community. The local Better Together Programme concluded in March 2016 with successes including the setting up of the Tricuro Local Authority Trading Company across Bournemouth, Dorset and Poole and the development of multi-disciplinary teams for people with long-term conditions in Poole's three GP Locality Areas.

Health and Social care partners have been working through the national Better Care Fund programme to further integrate social care and health and to pool funding. In line with the national picture, there has been increased demand for hospital admissions and increase in the complexity and frailty of people presenting to social care and health and this has led to an increase in unplanned admissions to hospital. While Poole Social Care has performed relatively strongly in keeping delayed transfer of care local from hospital, the whole health and social community has not met targets for reductions in delayed discharges. Work continues in 2016/17 with all partners to reduce unplanned hospital admissions and delayed discharges.

The Council has continued in 2015/16 to see an increase in the numbers of individuals and families presenting as homeless or at risk of homelessness. The number of households receiving successful and innovative responses to prevent homelessness has been sustained. However, the continued difficulty in local people obtaining and being able to maintain affordable private sector tenancies, has led to a situation where there has been an increase in the numbers of families being temporarily accommodated in Bed and Breakfast accommodation and work continues into 2016/17 to reduce the numbers and length of Bed and Breakfast placements. The continued increase in homeless issues underlines the importance of the Council's objectives to increase affordable housing provision in Poole.

The Council continues to prioritise with partners in the Safer Poole Partnership the reduction of crime and anti-social behaviour and the provision of support for the victims of crime and effective interventions and sanctions for those who commit crime

and anti-social behaviour. 2015/16 saw a slight increase in crime for the first time in five years with a rise of 4 percent recorded crime. Year on year, anti-social behaviour reported to the Police fell by 14%, however, reporting to the ASB Team increased by over 17%. During 2015/16, the Council's Anti-Social Behaviour Team has implemented new legislative powers to tackle anti-social behaviour and partners have developed new restorative justice approaches which include Neighbourhood Justice Panels. Tackling domestic abuse and sexual violence and reducing the harm caused by these crimes to adults, children and young people continued to be a high priority. 2015/16 saw the development of a new service for Poole which will work to reduce the offending of perpetrators of domestic abuse and this service will begin to provide interventions in 2016/17. Statutory partners agreed during 2015/16 to new governance arrangements for Community Safety Partnerships and the Criminal Justice Board with a new Community Safety and Criminal Justice Partnership Board for Dorset, Bournemouth and Poole meeting for the first time in April 2016.

Ensuring all children and young people have the chance to achieve their full potential

- 4.4 Improving Education outcomes and standards for all Poole Children and Young People is a top priority for the Council. This is reflected in the Council's Corporate Strategy and in its allocation of additional resources for the Council's arrangements for supporting school improvement. The Ofsted Inspection of the Council in July 2015 underlined the need for rapid and sustained improvement in this area. The Council has agreed in partnership with schools a Supporting School Improvement Strategy which sets out the priorities for improvement and the actions being taken by the Council, Poole Schools Association and Poole Schools Teaching Alliance. The academic results in summer 2015 showed a continued increase in the percentage of children achieving good levels of development at early years foundation stage and Poole's GCSE results were the second most improved in the country with the percentage of young people achieving 5 or more A star to C grades above the national average. However, Key Stage 2 results were among the worst in the country and the outcomes for disadvantaged children need to be improved. Work continues to implement the strategy and key improvements with schools. Lead Members have oversight of the delivery of the strategy through a new Education School Standards Improvement Board. A new dedicated scrutiny process through the "Raising Standards in Education Working Party" and specialist training for elected members is increasing the effectiveness of elected member in the scrutiny in this priority area.

Focussed improvement over 2 years has led to good comparative performance in relation to percentage of all young people aged 16 or 17 and of Care Leavers (16 to 21 years) who are in education, training and employment.

The number of children and young people in care increased during 2015/16. However, the percentage of children in care who have been in the same placement for 2 or more years is above the national average. There were significant changes implemented in Children's Services in 2015/16 with the aim of providing earlier intervention for families with the medium term intention of the number of children and young people in care and on child protection plans reducing. The number of repeat child protection plans increased in 2015/16. The Council has requested an LGA Peer

Review of Safeguarding in 2016/17 and one objective for the review will be to consider the reasons for the comparatively high level of child protection plans and repeat child protection plans. Work has continued to continuously improve children's social care and inter-agency responses to all areas of child welfare and safeguarding, including working with partners to improve the effectiveness of the Bournemouth and Poole Local Children's Safeguarding Board. There has been a particular focus on the Council's and partners' responses to Child Sexual Exploitation (CSE) and a Cabinet Working Party has been established to consider in depth the local profile and service response in relation to CSE. This will report in 2016/17.

Promoting Poole's economic growth and regeneration by attracting investment in business, housing and jobs for all

- 4.5 One of the major influences the Council has to support economic growth and regeneration is through the planning framework. Over the last year the Council has put in place an enabling policy framework through the Town Centre and Sustaining Poole's Seafront supplementary planning guidelines. The Council is now reviewing its Core Strategy and this will be a key document in shaping the future of Poole.

To deliver the corporate priority of a revitalised town centre and quay-side the Council has agreed to take a pro-active approach to delivering regeneration, particularly where it has land assets. A cross-party Regeneration Working Group is shaping priorities for this regeneration, focusing initially on Town Centre North. The Council has supported the development of the Town Centre Business Improvement District and was delighted that this secured support from local businesses to deliver its manifesto of £1.65m investment over five years.

Working with partners is key to delivering growth. The Borough works closely with the Dorset Local Enterprise Partnership to secure investment in Poole and support for local businesses.

Through the LEP Poole has secured £23.3 million of Government investment to be invested into four major transport schemes to improve access in and around the Port of Poole. The initiative will boost economic growth and is anticipated to bring in £500 million of leveraged private investment. These schemes will be delivered by the Borough of Poole and work is already underway.

The Council also works with the Local Enterprise Partnership and the Employment and Skills Board to deliver its priority to deliver the skills and opportunities for local people, especially young people. The Council works to support 14-19 years olds, and works with school, colleges and businesses to ensure that the appropriate routes to employment are supported.

The pan Dorset Skills and Learning Services was graded Good' by Ofsted and continues to help job seekers and deliver positive outcomes for learners.

The supply of housing is another key factor in supporting the local economy and Poole faces significant challenges around affordability. The Borough of Poole is working to deliver affordable housing on its own land with 22 new units delivered in 15/16. However it is also working with partners including the Homes and

Communities Agency to break through on privately owned stalled sites, and look at options for Council-led delivery of housing.

Protecting and enhancing Poole's beautiful environment in a sustainable way so that it is a great place to live, work and play

- 4.6 The Borough of Poole continues to provide environmental, recreation and community services that are valued highly by residents.

Performance across these areas is high, as demonstrated through the key performance indicators, and the Council's customer satisfaction survey. Over the last year significant efforts have gone to progress improvements to the quality and sustainability of open spaces across the Borough. Poole Park, Upton Country Park and Hamworthy Park have retained their Green Flag status. Open Space in Newtown and Branksome East has undergone significant improvements thanks to close working with their local communities.

Poole's seafront is undergoing a transformation with 70 beach huts constructed and let through 15/16 and the second phase of construction being developed. The beaches achieved 4 Blue Flag Awards and there was a 92% satisfaction level in public survey.

The Council's priority to deliver a sustainable, efficient and effective waste service has been delivered through the last year, primarily focusing on the continued roll-out of the garden waste service and the Council's approval of plans to move to an alternate weekly collection service which research shows increases recycling rates and reduces the amount of household waste sent to expensive treatment facilities. Cleanliness, which is a priority for our residents, has improved thanks to rethinking our methods and redesigning our work into area-based teams.

New ways of delivering services across open spaces, culture and leisure are being explored with partners and local communities. A five year contract extension with leisure operators SLM has put in place a £675k investment programme to improve facilities within the Council's leisure centres, and deliver significant savings. Poole Museum secured Arts Council funding for regional working and Heritage Lottery support for Sir Anthony Caro's Sea Music sculpture.

The Council also supported a range of community groups including Hamworthy Bourne Valley, Alderney West and Canford Heath.

Poole's libraries saw the benefits from their increased community engagement with nearly 700,000 visitors and 250,000 booked sessions on library computers to go on-line. Three new community libraries were launched and the service continues to look at innovative ways to provide a sustainable service including through increased volunteering.

Changing the Way the Council Works

- 4.7 The Council has started its work to become more business-like, efficient and engaging. Some early examples of this are presented here.

The Council has initiated a digital services review so that more work can be carried out by the public and staff on line. This is paving the way for the redesign of services across the board. A project team is progressing this work in 2016/17.

Poole News has been stopped and the email newsletters to the public and business have been promoted. These are distributed frequently. They enable the public to choose the information they are most interested in receiving. Take up is good with over 40,000 people receiving these regularly.

ICT support for Councillors has been transformed with mobile devices replacing home based PC services. This has made the council's administration and committee work more paperless if not paper free. This work is progressing in 2016/17

The Council decided to cease operating Area Committees. New forms of engagement with the public and a variety of stakeholder groups have been created including a community leadership forum and a business leaders' forum.

The Council has instigated an asset based commercialisation programme. Steps have been taken towards using the Council's assets more effectively to generate income and to support the Council's regeneration priorities. This work is progressing in 2016/17

Service based commercial activities have been developed as a means of generating income to pay for services. Examples include increasing sales of payroll and DBS services to Academies and the creation of Poole Business Services as a means of marketing a range of environmental services.

ECPS has taken responsibility for managing Bournemouth Council's amenity site on a commercial basis. This is delivering an improved service with efficiency savings to both Councils.

The Council decided to use capital resources to deliver several invest to save schemes including solar PV and new beach huts. More work of this nature is planned for 2016/17 and beyond.

5 Conclusion

- 5.1 Overall, good progress is being made across the board. However, as indicated in this report, there is concern about some issues and more needs to be done to deliver the Council's priorities.

Report of the Chief Executive and Strategic Directors

**Papers prepared by:
Bridget West – Corporate Communications & Information Manager
Background Papers**

**[Performance Management Framework](#)
Corporate Strategy 2015/19**

HEADLINE PERFORMANCE MEASURES AND EXCEPTION REPORTS

1. PEOPLE THEME

a) Health & Wellbeing



- ☺ The number of adults supported to give them a choice and control over how they received their support has continued on target and the number of people admitted to permanent residential / nursing care has reduced.
- ☺ Results of a safeguarding enquiry show that more people now feel safer at home.
- ☺ Reported incidents of anti-social behaviour have reduced.
- ☺ More households have been prevented from becoming homeless using new, innovative arrangements. This is against a continued background of increased homelessness from the private rented sector. There has been an increase in the number of families in bed & breakfast which is a concern as this is not an appropriate accommodation for most of the families.
- ☺ The number of visitors to Leisure Centre has increased and savings have been made as a result of a renegotiated contract with SLM. This will allow us to extend the existing facilities at the Ashdown Centre and Dolphin Swimming Pool.
- ☺ The numbers of carers receiving information or advice following an assessment or review has improved but is still off target.
- ☹ The number of people experiencing delayed discharges from hospital has increased but remains less than the national average.
- ☹ It has taken longer to process new benefit claims whilst a new IT system beds in.
- ☹ The number of unplanned admissions to hospital is still an issue for Poole. An exception report is included below.

Exception Report	
Unplanned (i.e. non-elective, emergency) admissions to hospital in days. This performance measure covers both Poole and Bournemouth.	
2015/16 end of year outturn: (The figures represent merged data for Poole and Bournemouth as agreed by the respective Health and Wellbeing Boards, with Dorset remaining separate) 41,359 delayed days	2015/16 Target: 33,823 delayed days
Reason for level of performance: The Government requires local authorities and Clinical Commissioning Groups to create pooled budgets by 2018/19 for the purpose of implementing joint plans for meeting the health and social care needs of local residents. To help achieve this, the Better Care Fund (BCF) has developed joint plans in partnership between Borough of Poole, Bournemouth Borough Council, Dorset County Council and Dorset Clinical Commissioning Group. The local partnership has set a series of indicators to measure success. A principal measure is the reduction in unplanned admissions.	

Exception Report

A reduction in unplanned hospital admissions can only be achieved by a whole-system approach which supports people to remain safe and independent at home. It requires a range of organisations to work together, including GPs, ambulance services, accident and emergency departments, community nursing, the voluntary sector and adult social care.

Reducing emergency admissions to hospital is a national priority for health and social care organisations however targets are not being met. Some of the reasons why progress is not being made on this measure include:

- A high level of demand in A&E departments for people of all ages.
- Under developed, co-ordinated services to work with people at risk of admission

Actions taken or planned to improve performance:

There are current measures to reduce unplanned admissions including the hospital admission avoidance service developed by GPs, reducing ambulance conveyances to hospital and continuing to develop integrated health and social care teams who identify those who are frequently re-admitted to hospital and work with adults to break the cycle of readmission. Work is also being done through social media to raise awareness of alternative services to divert current demand across all age groups including promotion of minor injuries unit and the NHS 111 service.

Within Adult Social Care Services, a number of services are used to manage unplanned admissions which include the self-funding social work team who support people funding their own care, to avoid hospital admissions, as well as enhancing a prompt discharge if admitted; Poole's reablement service is contributing to reducing admissions as well as reducing the time people spend in hospital following an admission. The telecare and assistive technology service is helping to monitor and maintain wellbeing so that people can remain independent and safe at home; and interim beds are used for short periods of time to manage hospital discharge.

Strategically in order to deliver the BCF targets, advance the themes emerging from the Clinical Services Review and respond to the urgent care agenda set by the Systems Resilience Group, three Accountable Care Partnerships have been created across Dorset. The mid-Dorset partnership, which includes Poole, has representatives from Poole Hospital Trust, Dorset HealthCare, GP federations, Dorset County Council and Borough of Poole. The partnership will lead initiatives to develop integrated community services, prevention of unplanned admission and reducing delayed discharges. The first meeting of the mid-Dorset partnership will take place in June 2016, and will be a vehicle for whole-system performance improvement.

A revised Better Care Fund Plan has been submitted setting a locally agreed target for 16/17 which is 40,244 delayed days.

Completed by: Elaine Strathern, Principal Officer, Quality Assurance and Planning

Service Units: Adult Social Care – Services and Commissioning and Improvement - People Services

b) Children & Young People

4 Red	3 Amber	7 Green
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- ☺ There has been continued improvement in the development levels of children at the early years foundation stage and a high proportion of primary schools have achieved a good or outstanding rating from Ofsted.
- ☺ The number of children in care who have been in the same placement for 2 years has increased and is above national averages.
- ☺ The proportion of care leavers between the ages of 19-21 who are in education, employment or training has increased and is above the 2014/15 national average.
- ☺ There has been a reduction in the proportion of repeat referrals to Children Social Care however,
- ☹ The number of repeat child protection plans has gone up.
- ☺ The percentage of children achieving 5 or more A* to C GCSE's has increased and is above the national average however,
- ☹ Key Stage 2 achievement remains a concern. A strategy for Supporting School Improvement has been agreed by the Council's People Overview & Scrutiny Committee (Children and Young People). An exception report is provided below. An exception report is also provided for the measuring the attainment gap between disadvantaged pupils and their peers at Key Stage 2
- ☹ Permanent exclusions have increased. Explanations and planned actions are outlined in the exception reports below.

Exception Performance Report	
Percentage of pupils achieving Expected Standards in Reading Writing and Mathematics at Key Stage 2	
2015/16 end of year outturn: 60% (2015 – all Pupils)	2015/16 Target: 85%
Reason for level of performance: It has been recognised that Poole Key Stage 2 results are not good enough and require rapid and significant improvement.	
Issues that have been focused on are:	
<ul style="list-style-type: none"> • Improving reliability and use of data in setting aspirational targets and providing appropriate support and challenge to identified schools. • Attainment and progress in maths at all primary schools. • Greater consistency in improvements in reading across all schools. 	
Actions taken or planned to improve performance: Improving outcomes at Key Stage 2 is a key improvement priority in our 2015-18 Strategy for Supporting School Improvement.	
The main aim of this priority is to urgently address the underachievement of all groups of pupils in Poole.	
Within improvement area:	
<ul style="list-style-type: none"> • Experienced Interim Primary Advisor and data analysts have been appointed. • Half termly School Standards Board, Educational Standards Improvement Board and 	

Exception Performance Report

Raising Educational Standards Working Party are established in a monitoring role and to determine future support requirements.

- High quality external support brokered for individual schools and external consultants.
- Half termly meetings of primary school leaders have focused on sharing good practice in teaching and learning.
- Regular data collections have taken place to track performance in all year groups. The analysis of this data has been shared and used to support and challenge schools and to determine future support.

Service Unit: Children, Young People and Learning

Exception Performance Report

Permanent exclusions as a percentage of the school population

2015/16 end of year outturn:

0.22% for the 2014/15 academic year

2015/16 Target:

0.1% (national benchmark)

Reason for level of performance:

There has been reduction in permanent exclusions in the autumn and spring terms of the 2015/16 academic year - 13 compared to 34 in the previous year.

These figures indicate that the measures put in place to reduce the increase in the number of permanent exclusions seen in 2013/14 and 2014/15 have been successful to date. Decisions to permanently exclude are made by Head teachers and the Local Authority is unable to overturn these decisions.

Actions taken or planned to improve performance:

From September 2015 additional funding has been allocated from the Dedicated School Grant to the Quay School. Following meetings with Poole secondary schools the Quay School has put in place an Early Intervention Project to help schools reduce the numbers of permanent exclusions. The Quay School has put in place both outreach and additional alternative provision places.

The Quay School regularly reports to Schools Forum on the progress of the Early Intervention Project. The need for alternative pathways for pupils accessing Early Intervention has been identified and these need to be established. The Quay School has recently recruited a Reintegration Support Worker with a view to better supporting pupils returning to mainstream school and to support those on Managed Moves. This should increase the success rate of reintegration, which is an important element in reducing exclusions.

Completed by: Julie Gale – Strategy Manager (Admissions, Exclusions and Pupil Awards)

Service Unit: Children, Young People and Learning

Exception Performance Report

The gap in attainment between disadvantaged students and their peers at Key Stage 2

2015/16 end of year outturn:

-26% (2014-15 results)

2015/16 Target:

No target set

Reason for level of performance:

The disadvantaged attainment gap is measured by comparing Poole's disadvantaged pupils

Exception Performance Report

against national other pupils, for the indicator Level 4+ in reading, writing (TA) and mathematics.

Although the gap reduced in 2015, attainment of disadvantaged pupils locally remains well below their peers nationally and an area of concern.

Issues being focused on are:

- Urgently improve the outcomes for Pupil Premium (PP) pupils
- Developing a vulnerable learner's strategy so that practice can improve across Poole schools.

Actions taken or planned to improve performance:

Improving outcomes for vulnerable groups is a key improvement priority of our Strategy for Supporting School Improvement 2015-2018.

One of the main aims of this priority is to tackle the underachievement of disadvantaged pupils without delay.

Within improvement area:

- A Vulnerable Learners Lead Practitioner has been appointed.
- A vulnerable learner strategy is being developed.
- Local and National good practice has been identified and shared via networks and head teacher summits.
- Collaborative reviews between LA and identified schools (including PP reviews) have taken place to identify good practice and where intervention is required.
- The Raising Educational Standards Working Group is focusing on this area.

Service Unit: Children, Young People and Learning

Exception Performance Report

Indicator Description:

Percentage of repeat Child protection plans (2+ times)

2015/16 end of year outturn: 23.6% | **2015/16 Target: 15%**

Reason for level of performance:

Audit and the recent LGA Peer Review indicate that the threshold for children being subject to a child protection plan in Poole is lower than comparator authorities.

In addition, it is essential that the underlying causes of neglect and abuse are addressed as if they are not children can become subject of repeat plans.

Actions taken or planned to improve performance:

Repeat child protection plans (CPPs) continue to be analysed to identify any themes / issues arising.

Work to raise thresholds and understand which children need to be on CPPs is commencing and will include an LSCB approach to carry partners on the same journey. Raising thresholds will reduce the incidence of families experiencing repeat CP Plans.

In addition, the LCSB is developing a new strategy and toolkit for work with families where neglect is a concern. This work will support all agencies in identifying and addressing the underlying causes of neglect.

Completed by: Jill Aiken, Strategic Safeguarding and Quality Manager

Service Unit: Commissioning and Improvement

2. Place Theme

a) Poole's Economy



- 😊 Numbers of 16 – 18 year olds not in education, employment or training has reduced to below the national average.
- 😊 The proportion of Poole's working age population in employment is above national figures and the numbers of unemployed are within national levels.
- 😊 Planning applications continue to be processed well within target times.
- 😊 22 new units of affordable accommodation were delivered during the year against a target of 23.
- 😞 Police data shows a reduction in the numbers of people killed or seriously injured (KSIs) on Poole roads and an overall reduction in the number of road casualties. The Council and Dorset Police are running parallel road safety campaigns to continue to raise awareness of road safety issues.

Three new congestion route measures are also included, which when aggregated suggest that commuters travelling into the Town Centre between 8am and 9 am average around 1 mile every 3 minutes. This has not been collected nationally since 2009/10 when the national figures were 3 minutes 25 seconds to travel 1 mile.

- 😞 Single occupancy car journeys and numbers of cyclists are being reported for the first time. Early indications are that car journeys have increased and the numbers of cyclists have decreased. This is based on information collated between 8am and 9am travelling into the centre of Poole. Both measures are included in the goals for the Bournemouth, Poole and Dorset Local Transport Plan 3 in supporting economic growth and achieving better safety, security and health.

b) Poole's Environment



- 😊 Recycling levels and household waste diverted from landfill have increased and there has been an overall reduction in the total household waste collected.
- 😊 The number of Blue flags awarded to 4 Poole beaches has been maintained. Awards have been received for Sandbanks, Canford Cliffs, Shore Road and Branksome Chine beaches.
- 😊 The same can be said for Green flags awarded for Poole's Parks, where 3 flags have been retained for Poole Park, Upton Country Park and Hamworthy Park. The outcome of the 2016 awards has not yet been released.
- 😞 The number of active users of Poole's libraries has reduced slightly from the end of last year but this is the same nationally as recording methods have produced more accurate figures.

3. Business Improvement Theme



- 😊 The Council is currently working within budget with the majority of Capital projects delivered on time
- 😊 Our External Auditors opinion is that we provide good value for money
- 😊 The number of Corporate complaints received are reducing
- 😊 Sickness absence across the Council reduced from the end of the financial year 2014/15 and is close to the 8 day target set.