

LEICESTERSHIRE TOGETHER (LOCAL STRATEGIC PARTNERSHIP)
BOARD

Monday 3rd July 2006

WORK PROGRAMME REPORT

REPORT OF LEICESTERSHIRE COUNTY COUNCIL

Purpose of the Report

1. This report summarises progress in relation to the implementation of the Leicestershire Together Work Programme.
2. The relevant officer to contact for further information in relation to each project is indicated within each report.
3. Projects normally reported within the work programme report that will be covered on the main agenda include:
 - Leicestershire Together Peer Challenge
 - Voluntary & Community Sector infrastructure
 - Black & Minority Ethnic Citizens Jury
 - Community Cohesion
 - Funding Toolkit
4. Below is a full list of the projects/ work areas contained within the Leicestershire Together work programme report.

<ul style="list-style-type: none">○ Leicestershire Together Communications○ Leicestershire Local Transport Plan○ Charnwood Community Transport study○ LSORA○ The Jitty○ Equality Standard○ Accessible Information○ Access Centres○ Disabled Persons Citizens Jury	<ul style="list-style-type: none">○ Partnership Self Assessment○ Leicestershire's Voice Citizens Panel○ Community Safety Programme Board○ Increasing patronage on LCC bus services○ Affordable levels of transport○ The Catalyst Fund○ Community Development Worker Audit○ Partnership Working in Customer Services
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Name of Project: **Leicestershire Together Communications**

Board Champion (if known):

Project Manager: Jonathan Clarkson

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Progress Report – What has happened since February 2006?

- The latest LAA documents are available on the Leicestershire Together website including the both a full and abridged version of the Leicestershire LAA along with delivery plans and reward targets for the themed work areas.
- The private area of the website can be accessed with the username: **visitor** and the password: **l6emons** this allows access into the private LAA development area of the website where the minutes of meetings can be downloaded.
- An e-mail alert facility will shortly be installed on the Leicestershire Together website which will prompt interested parties to the latest news and documents.
- A Communications Plan for Leicestershire Together is being drafted and will be available for the November Board meeting for consideration.
- It is proposed that the second Leicestershire Together Conference should be held at a venue to be confirmed in October 2006. The draft Agenda for the Conference follows this report, but the focus will be on a review of the first six months of the Local Area Agreement/planning for the refreshed LAA in 2007/08 and ensuring that Leicestershire Together is “fit for purpose” building upon the findings of the Peer Challenge.

Are there any project issues/problems that you would like to bring to the attention of the Board?

- The District LSPs have been encouraged to forward their latest information to update their individual pages on www.leicestershiretogether.org. We would like to remind all the district LSPs to visit the website periodically to ensure that all the relevant information is current.
- It is very important that all partners contribute articles for Leicestershire Together newsletter – we hope to have an electronic version available in the early autumn in order to take advantage of the new e-mail alert system on the website. Please forward any articles to Jonathan by 31st August.

What are the key milestones during the next quarter – June 2006 – September 2006?

- Planning for the Conference in October 2006, including circulation of invitations
- Producing an electronic newsletter before the next Management Board meeting in November

Recommendation:

It is recommended that the Board considers and comments upon the draft Agenda for the 2006 Leicestershire Together Conference and notes progress with the Leicestershire Together website.

LEADERSHIP IN LEICESTERSHIRE CONFERENCE

OCTOBER 2006, VENUE TBC

DRAFT AGENDA

9.45am *COFFEE and REGISTRATION*

10.15am **Leicestershire Together – Leadership Opportunities and Challenges** - Welcome by Mr Parsons, Chair of Leicestershire Together and Leader, Leicestershire County Council

10.30am Presentations on the theme of **Leading in Leicestershire** by representatives of 2 or 3 key theme partnerships

COFFEE BREAK

WORKSHOPS ONE

11.45am **Delivering the Local Area Agreement** – how have the first six months gone and what do we need to change/add for the annual “refresh” of the LAA?

- A. **Safer Communities** – led by the Community Safety Programme Board
- B. **Stronger Communities** – led by the Council for Voluntary Services Community Partnership (CCP)
- C. **Healthy Communities** – led by the Health Commissioning Partnership
- D. **Older People** – led by Older Persons Board
- E. **Economic Development** – led by the Leicester Shire Economic Partnership
- F. **Cleaner and Greener** – led by Leicestershire District Councils
- G. **Children and Young People** – led by the Children and Young Persons Board

12.45pm *LUNCH/DISPLAYS*

Additional Presentations/or straight into workshops?

WORKSHOPS TWO

- 1.45pm **Delivering the cross-cutting elements of the Local Area Agreement** – Ensuring that Leicestershire Together is “fit for purpose” and ensuring that key cross-cutting issues are fed into the delivery of the LAA?
- H. The structure and operation of **Leicestershire Together**
 - I. **Communication** – how can we be more effective in letting people know what we are doing and how they can get involved
 - J. **Housing** – how should housing issues be fed into the seven main LAA blocks?
 - K. **Transport** – how do we ensure that transport issues are taken into account in the delivery of the seven main blocks?
 - L. **Equality and Diversity** – how do we make sure that equality and diversity issues are an integral part of the planning and delivery of the LAA blocks?
 - M. **Culture** – how can we ensure that culture is a tool to assist with the delivery of the LAA?
- 3.00pm *TEA/COFFEE AND DEPART*

Name of Project: **Leicestershire Local Transport Plan 2006 - 2011**

Board Champion (if known):

Project Manager: Jo Eynon

Phone:
0116 265 8249

E-Mail:
jeynon@leics.gov.uk

Progress Report – What has happened since December 2005/ February 2006?

- The LTP for 2006 – 2011 was submitted to the Department for Transport on 31 July 2006.
- Work has now begun on producing the five year Delivery Report on the LTP 2001 – 2006. This will be submitted to the Department for Transport on 31 July 2006

Are there any project issues/problems that you would like to bring to the attention of the Board?

No

What are the key milestones during the next quarter – June 2006 – September 2006?

Submission of the five year Delivery Report for the LTP 2001 – 2006 on 31 July 2006.

Recommendation:

It is recommended that the Board note the progress with the LTP and timescale for production of the Delivery Report.

Name of Project: **Charnwood Community Transport Study**

Board Champion (if known):

Project Manager:
Caroline Mackay

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0116 265 7241

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cmackay@leics.gov.uk

Progress Report – What has happened since December 2005/ February 2006?

The second phase of the Charnwood Development Study was completed by JMP Consultants in March 2006. The report was well received. The Steering Group has continued to meet to work towards the delivery of the recommendations contained within the report. These include work to develop funding bids, the raising of the profile of community transport in Charnwood and the development of a district wide support group.

A similar study in Harborough District commenced in March 2006. The report is due in late summer 2006.

Are there any project issues/problems that you would like to bring to the attention of the Board?

Charnwood CVS is **currently** negotiating a funding package. The outcome could affect the delivery of some recommendations contained within the report.

What are the key milestones during the next quarter – June 2006 – September 2006?

- Delivery of training to all Charnwood Community Transport administrators on the budget monitoring programme.
- Establishment of a Charnwood District Community Transport group.
- Reporting of the Harborough District Community Transport study.

Recommendation:

It is recommended that the Board notes progress on this project

Name of Project: **Leicester Shire Online Research Atlas (LSORA, *el-sora*) web portal**

Board Champion (if known): **Dr Sue Ellerby replaced by Kate Allen**

Project Manager:
Ged Moss

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0116 265 8148

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Progress Report – What has happened since February 2006?

- User registrations **passed 800**. Registration process now automated to allow public registrations to begin
- Data available continuing to grow with Hospital Admission categories and Road Traffic Accident data added in March 2006
- An online user survey in February 2006 indicated an improvement in 13 out of 15 criteria measured. Ease of use remains the biggest area for improvement as the site features continue to grow.
- Appropriately, the most recent development on the site itself is a new easier to use Quick Map wizard for novice users. District profile documents integrated with the map interface are also a recent addition to the site.
- On April 3rd 2006, the Project Board approved a formal Partnership Agreement for the project to March 2007 which is now being signed by each of the partner organisations.

Are there any project issues/problems that you would like to bring to the attention of the Board?

- 5 districts and the City have so far provided local benefits data to the project. **Blaby and Harborough districts, whilst actively using the data (see case studies) are still not contributing benefits data.**
- Melton, Hinckley & Bosworth, Oadby & Wigston, and Harborough all remain unrepresented on the User Group.
- In 2006/7 the districts are being asked to collectively contribute £5,000 to the development of the project (compared to £90k committed by the county council, £40k by the city, and £50k by the LSEP). The contribution of each district will be between £500 and £1800 proportionate to their population size (ONS 2004 estimates)

What are the key milestones during the next quarter (June 2006 – September 2006)

- In the next immediate quarter new data will continue to be planned for Worklessness, arson, and lifestyle estimates from EMPHO.
- Soft launch to the public will continue in this quarter, allowing anyone access but without press attention.
- Proposals for the LSORA and Leicester Shire Intelligence websites to merge at some point in the future has continued to meet with approval from all parties so far. A working group has met to agree a technical strategy, but deciding exactly how the combined site will be branded will require further discussion. In the mean time a joint holding page is being developed, to be tested by members of the working group, which will eventually be the face of both sites.
- Future data development is now being shaped around the needs to the Local Area Agreement

and how LSORA can be used as a source of data for the TEN Performance Manager system.

Recommendation:

- **To encourage Blaby and Harborough districts to expedite the contribution of benefits data to the project**
- **To identify opportunities to present and promote the use of LSORA in Hinckley & Bosworth where district council usage is lowest.**

Name of Project: **The Jitty**

Board Champion (if known):

Project Manager:
James Hunter

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0116 265 7036

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Progress Report – What has happened since December 2005/ February 2006?

Although it isn't known publicly, and it is to remain so until Jul 6th 2006, The Jitty has won a national award from "Wavemakers", a charity that works with National Children's Bureau, Youth Parliament, and Barnardo's amongst others. PR for the award is being organised by "Storm".

The site still receives on average, 10,000 visits a month, and the target of having 500 young people being members of The Jitty has been achieved (currently standing at 530). Please note that this figure is applicable to the homepage only, so it is perfectly feasible for somebody to browse the site without going to the homepage, and if this were the case then that visit wouldn't be counted in the statistics.

A further consultation exercise is being carried out on behalf of Susannah Jordan (<http://www.thejitty.com/upperandhighschoolsurvey.html>), which uses the new questionnaire tool implemented on the Jitty. The tool has been designed to be more flexible than the previous version, and more user friendly.

The Jitty is also involved with the NSPCC's "Don't Hide It" campaign, which launched in the middle of May and will run for six weeks until the end of June. The aim of the campaign is to help young people aged 11-16 break the silence on sex abuse and find someone to turn to.

Are there any project issues/problems that you would like to bring to the attention of the Board?

None

What are the key milestones during the next quarter – June 2006 – September 2006?

We aim to consolidate the work carried out on the Jitty so far and increase the members to 700, and to increase our traffic to an average of 15,000 visits a month.

Recommendation:

To note the good progress made by The Jitty, and to continue to show support for the website.

Name of Project (s): **Challenging targets against the Equality Standard and Accessible Information**

Board Champion (If Known)

Project Manager:
Barry Davies

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0116 2657565

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bdavies@leics.gov.uk

Progress Report – What has happened since September 2005?

1. **"Set ourselves (public agencies and authorities) challenging targets against the Equality Standard for Local Government. The County Council to achieve Level 5 of the Equality Standard by 2007" (Leicestershire Together, 2007)**

Assessment of progress against Level 2 of the Equality Standard has been completed and independently evaluated by an Audit and Validation Group of representatives of voluntary organisations. The outcome of the assessment will be reported the County Council's Cabinet in July 2006

2. **"By December 2005, Leicestershire Together Partners to have published policies showing how they will make information about their services accessible to all sections of the community e.g. by making it available in different languages and formats" (Leicestershire Together, 2005)**

Policy guidance on interpretation and translation completed

Are there any project issues/problems that you would like to bring to the attention of the Board?

No

What are the key milestones during the next quarter – June 2006 – September 2006?

Draft Disability Equality Scheme currently being consulted on and final Scheme will be presented to the Council's Cabinet in September

Recommendation:

It is recommended that the Board notes progress

Name of Project: **Leicestershire Access Centres Programme**

Board Champion (if known): **Cllr Webster Williams**

Project Manager: **Mandip Rai**

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0116 2657308

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Progress Report – What has happened since December 2005/ February 2006?

- The 2005/6 projects have been completed including the Moira Centre in Loughborough, Melton Learning Hub and Appleby Magna Project. The schemes at Bagworth and Melton are being developed and the evaluations for the Mobile Access Centre, Coalville Library and Ibstock Family Access Centre have commenced.
- There was a Launch of the Moira Youth and Community Centre in March 2006 and the launch of the Melton Learning Hub will be on 23rd June.
- The Programme funding in 2005/6 was £425,000. Following a request from the LSEP, the actual spend in 2005/6 was £795,000.
- Consultants have produced baseline studies for the projects which commenced in 2005/6 and have produced evaluation reports for the centres which have been up and running for 12 months.

Are there any project issues/problems that you would like to bring to the attention of the Board?

All of the total £1.6m LSEP funding for the 3 year programme is now committed and there is an expected overspend of approximately £100k. In view of the success of this programme and subject to the evaluation reports, the Programme Manager has had initial discussions with the LSEP about extending the programme for a further two years (£1m). This would require an application to emda in early Autumn 2006.

What are the key milestones during the next quarter – June 2006 – September 2006?

- Five projects have been approved for funding in 2006/7. These are the Barwell Community Facility, Beauchamp College, Bagworth Community Centre, Melton Access Centre, and Cobden Access and Children's Centre. The Mountsorrel Library project which started in 2005/6 will also be completed in 2006/7.
- The projects at Melton and Bagworth will be developed over the next quarter. This will include detailed designs, gaining planning permission and appointing contractors.
- The evaluation reports for the completed centres will be used as evidence to support a bid to emda to secure funding for the extension of the programme for a further two years.

Recommendation:

It is recommended that the Board notes the progress of the Access Centres Programme.

Name of Project: **Implement an Action Plan to address the priorities for action identified by the Citizens Jury for Disabled People held in July 2004**

Board Champion (if known):

Project Manager: Donna Mackay

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Progress Report – What has happened since December 2005/ February 2006?

- It was reported to the Leicestershire Together board meeting in February 2006, that due to a lack of dedicated resources, progress has been limited on addressing the issues raised through the Disabled Persons Citizens Jury, held in July 2004
- As a project of Leicestershire Together, we asked partners to have a fresh look at the issues raised at the jury and take action individually and within their various organisations, pulling on their expertise.
- The action plan was circulated following the February board meeting. To date, I have received no communication from partners.
- As stated in February, this is an important project, which links strongly to the Community Cohesion proposals currently being developed in line with the LAA and Leicestershire Together, and as so, requires action from partners.

Are there any project issues/problems that you would like to bring to the attention of the Board?

- I would remind partners that a lack of resources has impacted on the progress with the action plan developed following the Disabled Persons Citizens Jury.
- **It is crucial that partners of Leicestershire Together work together to address the issues raised**

What are the key milestones during the next quarter – June 2006 – September 2006?

- I would ask all partners to review the action plan circulated following the February board meeting and consider what contributions can be made to address the issues raised. I would also ask partners to disseminate the information within your organisations/partnerships
- Board members to take responsibility to address issues raised at the Jury, and make it a priority for action.
- Please contact me on the details provided above to discuss the action plan. Myself and colleagues are willing to visit your organisation to discuss potential projects/ways forward.

Recommendation:

It is recommended that the Board ensure they take action individually and within their organisations/partnerships to address the issues raised within the updated Disabled Persons Citizens' Jury Action Plan

Name of Project: **Partnership Self Assessment Framework**

Board Champion (if known):

Project Manager: Sasha Ryan

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Progress Report – What has happened since February 2006?

You may recall that it was recommended that all County and sub regional partnerships represented on the Board should complete a partnership assessment using a Performance Management Framework. The process involves the completion of a self-assessment form either collectively as a partnership (in a workshop or meeting), or individually, and then developing an action plan to address the areas of weakness identified.

Last month the second phase of work started on the framework to build a reporting mechanism that will summarise the self assessment responses for each partnership. Each partnership will be given its own unique log-in username and password, enabling them to view a summarised self-assessment report but not those of other partnerships that have not been approved. When a Partnership is satisfied with its report and has approved it, the login will then be removed and the summarised self-assessment available on the Leicestershire Together Website - www.leicestershiretogether.org to logged in users.

Completed partnership assessments have already been received from the Children and Young People's Strategic Partnership for Leicestershire, Enable, the Cultural Strategy Forum, Leicester, Leicestershire and Rutland Sports Forum, Leicestershire and Rutland Mental Health Counties Strategy Team, Charnwood LSP, Leicestershire Consortium for Business Links, Identification, Referral and Tracking, Leicester Shire E Gov Programme, Leicestershire Schools Sports Federation and Leicestershire Rural Partnership.

It is anticipated that the second phrase of the ICT work will be completed by July. The next step will involve promoting the performance management framework to partnerships in the County and encouraging partnerships to use the self-assessment form to evaluate their structures, processes and ways of working.

What are the key milestones during the next quarter – July 2005 to October 2006?

- ICT to have completed the work on the partnership toolkit which will provide a reporting tool on the Leicestershire Together website.

Recommendation:

It is recommended that the Board:

- 1. Strongly encourages all partnerships represented on the Board to complete the self-assessment process if they have not done so already.**
- 2. Encourages the application of this framework in all partnerships in which Board member's organisations are active.**

Name of Project: Leicestershire's Voice Citizens' Panel		
Board Champion (if known):		
Project Manager: Andy Brown (from late July)	Phone: 0116 265 6096	E-Mail: abrown@leics.gov.uk
Progress Report – What has happened since December 2005/ February 2006?		
It has been agreed that a new Citizens' Panel will be recruited that better reflects the diversity of the population in Leicestershire. The panel is expected to be established by December 2006.		
Are there any project issues/problems that you would like to bring to the attention of the Board?		
Please note the change of project manager for this initiative from late July 2006.		
What are the key milestones during the next quarter – June 2006 – September 2006?		
<ul style="list-style-type: none"> • Project plan to be prepared on recruitment to the new Panel; • Undertake targeted recruitment to new Panel; • To have a refreshed Citizens Panel largely recruited by December 2006, that better reflects the diversity of the population in Leicestershire; 		
Recommendation:		
It is recommended that the board notes that it is aimed for the refreshed Leicestershire's Voice Citizens' Panel to be established by December 2006.		

Name of Project: **Community Safety Programme Board (Improving cross-agency working to reduce levels of crime across the county)**

Board Champion (if known): Mr Rhodes

Project Manager: Phil Hawkins

Phone:
0116 2656780

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phawkins@leics.gov.uk

Progress Report – What has happened since December 2005/ February 2006?

- Safer Communities element of LAA now finalised and delivery of outcomes and targets in early stages
- Prolific Offender Strategy showing signs of significant reductions in levels of offending by PPOs (also a LAA reward target)
- Violent crime analysis has focussed on 3 areas – youth crime, night time economy (town centre disorder) and domestic violence for which action plans are under development. (DV is also a LAA reward target)
- Overall crime reduction targets now incorporated into LAA. Still above target but action being developed to begin to bring down. Target period extended through inclusion in LAA to March 2009
- Expression of interest submitted to extend Single Non Emergency Number (SNEN) to county which if agreed by Home Office will help improve recording and monitoring of levels of ASB as well as providing a more comprehensive multi-agency response to ASB referrals
- Neighbourhood policing teams have been established and recruitment of second tranche (22) of County Council funded Police Community Support Officers scheduled for August and September will bring total to 50.
- Targeted work in Priority Neighbourhoods also an LAA Safer Communities outcome

Are there any project issues/problems that you would like to bring to the attention of the Board?

No

What are the key milestones during the next quarter – June 2006 – September 2006?

No specific milestones in the upcoming quarter, although the first performance review of the LAA will take place in October

Recommendation:

That the Board notes the continuing progress in improving cross-agency working

Name of Project: **Increase patronage on commercially run and County Council contract bus services from 14.7m people in 2002/03 to 15.3m in 2005/06**

Project Manager:
Tony Kirk

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0116 265 6270

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tkirk@leics.co.uk

Progress Report – What has happened since January 2006?

- Previously reported an award of Kickstart bid for improved services to East Midlands Airport – but with funding only for £700,000 of £1.1m applied for. Further funding awarded by EMDA for 2006/07 to provide a Leicester to airport service
- Reprint and distribution of timetables for services 3 14 15 16 17 18 19 24 27 33 36 44 45 58 73 99 100 121 129 130 140 148 154 156 157 Outer Circle and Rural Rider.
- Artwork, print and distribution of timetable information for services 55 and 56 completed. Relevant roadside timetable case information up-dated.
- Appointment of Information and Marketing Manager in May 2006.
- Ivanhoe timetable and displays for 12th June to 9th December.
- County Maps all up-dated, printed and circulated in March 2006.
- First drafts prepared for Ashby, Coalville and Leicester Royal Infirmary bus guides.

Are there any project issues/problems that you would like to bring to the attention of the Board?

- None at present but to note that major service changes are being made on the Arriva network of bus services in July and late August 2006. Arriva are investing £9.5m in new buses and improved service frequencies in Central Leicestershire.

What are the key milestones during the next quarter – June 2006 to September 2006?

- Distribution of new publicity for the Rural Rider service in East Leicestershire
- Revisiting the Marketing Plan for 2006/07 following the set up of the new Integrated Passenger Transport Unit in April 2006
- Review of initial operation of improved Airline Shuttle Service.
- Reprinting of Central Leicestershire Bus Guide.

Recommendation:

It is recommended that the Board note the above progress and actions.

Name of Project: **Work with the rural transport partnerships to achieve by 2005 the maximum affordable level of access to services by public transport for the 5% of people who do not have access to an hourly bus service.**

Board Champion (if known):

Project Manager:
Tony Kirk

Phone:
0116 265 6270

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Tkirk@leics.gov.uk

Progress Report – What has happened since January 2006?

The study of the success of Rural Transport Partnerships and funding streams has reported to the LSEP – the study was undertaken by STAR (Sustainable Transport And Research) Consultancy in April 2006. Further work on the way in which funding is awarded has been recommended. The report also recommends a new Strategic Group to determine the role of rural transport delivery better guiding the work of Rural Transport Partnerships and closely linking this work to the Accessibility Strategy developed for the Local Transport Plan 2006-2011. The Rural Transport Partnership is currently awaiting instruction from the Lsep and emda on the application process for future funding. It is hoped to submit a bid during the next quarter.

The Demand Responsive Transport Service between Sileby and Loughborough has been reviewed and a revised pattern of service delivery proposed to provide the similar links but better suited to residents requirements.

An Accessibility Planning event was held in January. The Accessibility Strategy Action Plan was completed in March 2006. Projects are being developed to complement the work of the LAA. The aims and objectives of the Transport to Health project have been incorporated into the Accessibility Strategy. Applications for funding for the revenue element of the project will be submitted to the relevant organisations in the next six months.

Are there any project issues/problems that you would like to bring to the attention of the Board?

- Continuation funding for the Rural Transport Partnership Officer has again been extended until September 2006 to allow consideration of the above study and to consideration the funding mechanisms and strategic management of how the funding is distributed.

What are the key milestones during the next quarter – June 2006 to September 2006?

- Work with the LSEP on delivery mechanism for rural transport funding.
- Presentation to new East Midlands Rural Affairs Forum on the report and attending a sub group on accessibility and transport.

Recommendation:

It is recommended that the Board notes the further progress on the role of Rural Transport Partnerships

Name of Project: The Catalyst Fund: 1) Positive Youth 2) Benefits to Business		
Board Champion (if known):		
Project Manager: Priya Patel	Phone: 0116 265 7020	E-Mail: prpatel@leics.gov.uk
Progress Report – What has happened since December 2005/ February 2006?		
<p>1) Positive Youth The level of interest and the level of applications to the project have continued to be high over the last 3 months, with project applications from a variety of groups. The project is currently going through its third bidding round and it is hoped that by the end of June, the Community Selection Panel will have met and made their decisions on which projects are to be grant funded. In this bidding round the Community Selection Panel will have a much more difficult task than in previous bidding rounds as they can only allocate £19,993.56 and there are 6 projects requesting funding for a total of £38,802.00.</p> <p>2) Benefits to Business The Catalyst fund paid out £30,000 to 9 businesses in Dec 2005, £23,700 to 8 businesses in March 2006 and £20,500 to 10 businesses in June 2006. Over 100 stage 1 application forms have now been sent out and 35 businesses funded in total. Due to the popularity of the scheme the maximum applicants can apply for has been reduced from £6,000 to £3,000.</p>		
Are there any project issues/problems that you would like to bring to the attention of the Board?		
<p>Benefits to Business There is an issue emerging of businesses who have been funded by the project and who now need support with developing their business idea, which is outside the remit of the project. In an attempt to remedy this, the project co-ordinator has invited newly established businesses to 3 events during June / July at which organisations that support new businesses will be present to offer advice and guidance.</p>		
What are the key milestones during the next quarter – June 2006 – September 2006?		
<p>1) Positive Youth It is unlikely that there will be another bidding round now until Nov/ Dec 06 or Feb/March 07, the project will continue to support existing projects and the fieldworker will continue to generate interest in the area and complete stage 2 application forms with applicants. Through this period, the fieldworker Linda Hawthorne will be attending events organised by various projects.</p> <p>2) Benefits to Business A Catalyst networking event is being held in July to explore ways that funded applicants might assist and promote each other and to determine the successfulness of funded businesses. Four more bidding rounds are planned for September and December 2006 and March and June 2007.</p>		
Recommendation:		
That the Board note the contents of the report.		

Name of Project: **Community Development Worker Audit**

Board Champion (if known):

Project Manager:
Sharon Wiggins

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0116 265 8234

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swiggins@leics.gov.uk

Progress Report – What has happened since December 2005/ February 2006?

- The main focus has been on checking and expanding the information collected through the workshops held in October 2005
- Colleagues in ICT have produced a 'test' database, which means a functioning database has been created on which the information collected from the audit can be entered. They have also produced a 'mock up' of how the database will look in its final form, to demonstrate how it will look to users when they access the database via the Leicestershire Together website.
- Colleagues from the Leicester & Leicestershire Learning Partnership are demonstrating the 'mock up' to community development workers during the June 2006 round of Local Learning Forums

Are there any project issues/problems that you would like to bring to the attention of the Board?

- Progress on checking and expanding the information collected through the October workshops has continued to be slower than desired, mainly due to the need to prioritise other work.
- Due to resource constraints in ICT the full development of the database has now been divided into two phases. The first phase includes the initial development of the database itself, related web pages and security administration forms, whilst the second phase focuses on the mapping of the community development worker data and the development of a discussion forum.

What are the key milestones during the next quarter – June 2006 – September 2006?

- To complete work on the initial Community Development Worker Audit, by collecting information to fill in gaps in the current information held on community development workers.
- To provide feedback to ICT colleagues on comments made during the demonstration of the 'mock up' database, so that these comments can be considered in the further development of the database.
- To continue the development of the database and aim to have the database 'live' by mid July 2006.
- A full report will be made to a future meeting of the Leicestershire Together Board. This will cover the key findings of the audit, and proposals for updating and improving the Community Development Worker Audit information. It is considered to be crucial to put in place proposals for updating and improving the audit information so that it assists the County Council and other partner organisations to have a full understanding of community development worker activity across the County and for it to provide an excellent resource for those on the database to network more easily.
- As an interim arrangement colleagues from the Leicester and Leicestershire Learning Partnership will collect audit updates through their regularly held Local Learning Forum meetings and forward this information to an officer at the County Council for entry onto the database. In the future it is intended that this will be complemented by an automated up date function on the database itself to enable the Leicester and Leicestershire Learning Partnership, other partner organisations and community development workers wishing to update their information or add their own details on the database to be able to do so without the need to liaise directly with an officer at the County Council.

Recommendation:

It is recommended that the Board notes progress made.

Name of Project: Partnership working in Customer Services		
Board Champion (if known): Matthew Lugg		
Project Manager: Rachael E J Stone	Phone: 0116 265 6227	E-Mail: rejstone@leics.gov.uk
<p>Progress Report – What has happened since December 2005/ February 2006?</p> <p>18 Connect Help Points installed at various locations across the county 12 Community Access Points will have been rebranded by the end of June 8 Additional Help-Points will have been completed by end of June</p> <p>38 Connect Help Points will have been installed by the end of June</p> <p>There are now six Connect Service shops within the county and a 7th planned for the new service centre at Coalville Council Offices.</p> <p>It is recommended that a workshop, to be attended by all the partners is convened. This will be held in September and will provide an opportunity for the BABS partners to take stock and to look at the impact that developments including the County Council's customer service improvements will have on the group's work.</p>		
<p>Are there any project issues/problems that you would like to bring to the attention of the Board?</p> <p>The County Council is developing a programme that is looking at how customer service can be improved</p>		
<p>What are the key milestones during the next quarter – June 2006 – September 2006?</p> <ul style="list-style-type: none"> ○ Connect Service Shop at Coalville ○ Customer Service Partnership Workshop 		
<p>Recommendation:</p> <p>That the Board notes progress with the Partnership Working in Customer Services programme</p>		