

Southend-on-Sea Borough Council

Report of Chief Executive
to

Cabinet

on
25th February 2020

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Agenda
Item No.

Outcome Success Measures Report – Period 3 2019/20

Cabinet Member: Councillor Gilbert

All Scrutiny Committees

A Part 1 Public Agenda Item

1. Purpose of Report

- 1.1 To report on the third period of the Southend 2050 Outcome Success Measures for 2019/20.

2. Recommendations

- 2.1 To note the Period 3 (October – December 2019) performance.

3. Background

- 3.1 Southend-on-Sea Borough Council (the Council)'s Corporate Performance Framework has been reviewed to provide robust and transparent performance management to drive the delivery of the five Strategic Delivery Plans. Cabinet agreed that corporate performance for 2019/20 onwards, which shall consist of three different functions, to enable the Council to robustly monitor and measure the progression of the desired outcomes against the five themes, which are outlined in the 2050 Road Map.

- The Corporate Performance Dashboard (CMT and Cabinet Members)
- Southend 2050 Quarterly Outcome Success Measures Report
- Annual Place Based Report

4. Southend 2050 Outcome Success Measures Report

- 4.1 The Southend 2050 Outcome Success Measures report is a high level summary of the Council's corporate performance and progression over the subsequent period on the high level strategic priorities.

Outcome Delivery Teams provide a regular strategic narrative on the progress made on delivery of the Southend 2050 outcomes and activity on the Road Map. The report also contains a snapshot of key place data which will be updated as available throughout the year.

The agreed timetable for reporting is as follows, with additional reporting aligned to the scrutiny cycle in January 2020:

		To be presented to Cabinet:
Period 1	April – June 2019	September 2019
Period 2	July – September 2019	November 2019
Period 3	October – December 2019	February 2020
Period 4	January – March 2020	June 2020

- 4.2 The development of the outcome measures is an iterative process to enable the measures to be reviewed and developed regularly ensuring they focus on the outcomes.

5. Further Developments

- 5.1 A number of the measures included in the report have catalysed plans to work collaboratively across the Council to improve their outcome focus. The development work undertaken to date is as follows:

5.2 Housing supply, homelessness and temporary accommodation

A working group has been formed to monitor the outcomes of interventions for those the Council is supporting to access housing with a focus on improving the data and insights available regarding length of stay in temporary accommodation, turnover, costs of placements, outcomes for children, impact on attainment and employment, pressures affecting move-ons, how to identify and deliver early interventions that address the root causes of homelessness, and how the Council's new and affordable housing supply is impacting the Council's Housing Register.

5.3 Volunteering and service design

The Council is collaborating with Southend Association of Voluntary Services (SAVS) and South Essex Community Hub (SECH) to gather more data about volunteering in the borough and what that truly means for residents. The intention is to achieve a fuller picture of the different ways people are volunteering in the borough, how volunteering impacts service design, understand any trends, and better understand how volunteering is helping the Council progress towards achieving its 2050 outcomes.

5.4 Businesses, skills and employment, high street occupancy

The Council continues to assess its data regarding occupancy and business births and deaths with a view to building a geographical picture of conditions and activity to evidence the vision of the Council's Economic Growth Strategy 2017-2022, and 2050 Opportunity and Prosperity outcomes.

5.5 Cultural activity and participation

Performance teams across the Council have worked together to revitalise a suite of measures collecting data about the borough's cultural events and assets and how residents are using these. The aim is to understand how our cultural and leisure assets and events impact on resident satisfaction, engagement and participation and the economy. Greater insight into this area will inform and support strategic decision making at all levels.

5.6 Mental health

The Council is collaborating with NHS Southend Clinical Commissioning Group (CCG) to develop a suite of measures that better describes the lived experience of residents seeking and receiving mental health treatment, with a focus on data to evidence the outcomes of the borough's services.

5.7 Development work planned for 2019/20 and 2020/21

Further development work is planned to be done during the remainder of 2019/20 and forwards into 2020/21, to improve outcome measures on protecting and nurturing the coastline, fibre broadband and WiFi, independent living and care homes, Looked After Children and care leavers, voters, transport, air quality and recycling and tree planting and removal.

6. Reasons for Recommendation

To drive the delivery of the Southend 2050 ambition through robust and strategic performance management arrangements.

7. Corporate Implications

Contribution to Council's Ambition & corporate priorities:
To strategically monitor the Council's corporate performance and achievements against the 2050 Road Maps and Outcomes.

8. Financial Implications

There are no financial implications.

9. Legal Implications

There are no legal implications.

10. People Implications

People implications are included in the monitoring of performance relating to the Council's resources where these relate to the Council's priorities.

11. Consultation

The new performance framework and measures to be included in future performance reporting are included in the Strategic Delivery Plans which were developed through extensive consultation and engagement to articulate the Southend 2050 ambition.

12. Equalities Impact Assessment

The priorities and outcomes contained with the Five Year Road Map are based upon the needs of Southend's communities. This has included feedback from consultation and needs analyses.

13. Risk Assessment

The Corporate Risk Management Framework shall be managed alongside the new monitoring for corporate performance. This information shall form part of the new corporate risk register that is managed by the Audit Team.

14. Value for Money

Value for Money is a key consideration of the Southend 2050 Performance Framework, including the outcome-based investment work, to help assist in identifying Value for Money from services.

15. Community Safety Implications

Performance Indicators relating to community safety are included in the Strategic Delivery Plans as well as the Southend 2050 Annual Place-based Report.

16. Background Papers

- 16.1 Monthly Performance Reports (MPRs) from April 2018 to March 2019.
- 16.2 Southend 2050 Outcome Success Measures Report – Quarter 1 2019/20
- 16.3 Southend 2050 Outcome Success Measures Report - Quarter 2 2019/20

17. Appendices:

- 17.1 Appendix 1: Outcome Success Measures Period 3 Report (October – December 2019)



**Outcomes Success Measures Report
Period 3 – October to December 2019**

Southend 2050: Five Themes and 23 Outcomes for 2023

Pride & Joy

PJ 01 - There is a tangible sense of pride in the place and local people are actively, and knowledgeably, talking up Southend.

PJ 02 - The variety and quality of our outstanding cultural and leisure offer has increased and we have become the first choice English coastal destination for visitors.

PJ 03 - We have invested in protecting and nurturing our coastline, which continues to be our much loved and best used asset.

PJ 04 - Our streets and public spaces are clean and inviting.

Safe & Well

SW 01 - People in all parts of the borough feel safe and secure at all times.

SW 02 - Southenders are remaining well enough to enjoy fulfilling lives, throughout their lives.

SW 03 - We are well on our way to ensuring that everyone has a home that meets their needs.

SW 04 - We are all effective at protecting and improving the quality of life for the most vulnerable in our community.

SW 05 - We act as a Green City with outstanding examples of energy efficient and carbon neutral buildings, streets, transport and recycling.

Active & Involved

AI 01 - Even more Southenders agree that people from different backgrounds are valued and get on well together.

AI 02 - The benefits of community connection are evident as more people come together to help, support and spend time with each other.

AI 03 - Public services are routinely designed, and sometimes delivered, with their users to best meet their needs.

AI 04 - A range of initiatives help communities come together to enhance their neighbourhood and environment.

AI 05 - More people have active lifestyles and there are significantly fewer people who do not engage in any physical activity.

Opportunity & Prosperity

OP 01 - The Local Plan is setting an exciting planning framework for the Borough.

OP 02 - We have a fast-evolving, re-imagined and thriving town centre, with an inviting mix of shops, homes, culture and leisure opportunities.

OP 03 - Our children are school and life ready and our workforce is skilled and job ready. Leads

OP 04 - Key regeneration schemes, such as Queensway, seafront developments and the Airport Business Park are underway and bringing prosperity and job opportunities to the Borough.

OP 05 - Southend is a place that is renowned for its creative industries, where new businesses thrive and where established employers and others invest for the long term.

Connected & Smart

CS 01 - It is easier for residents, visitors and people who work here to get around the borough.

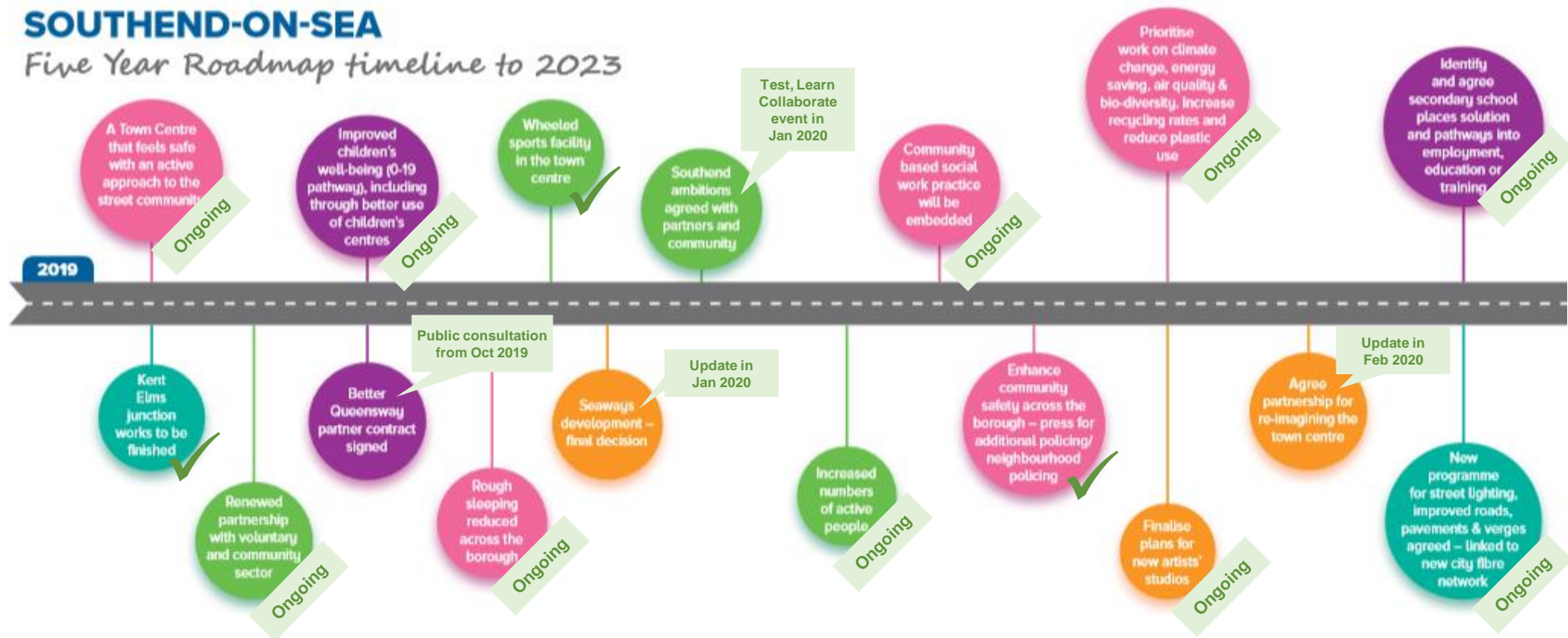
CS 02 - People have a wide choice of transport options.

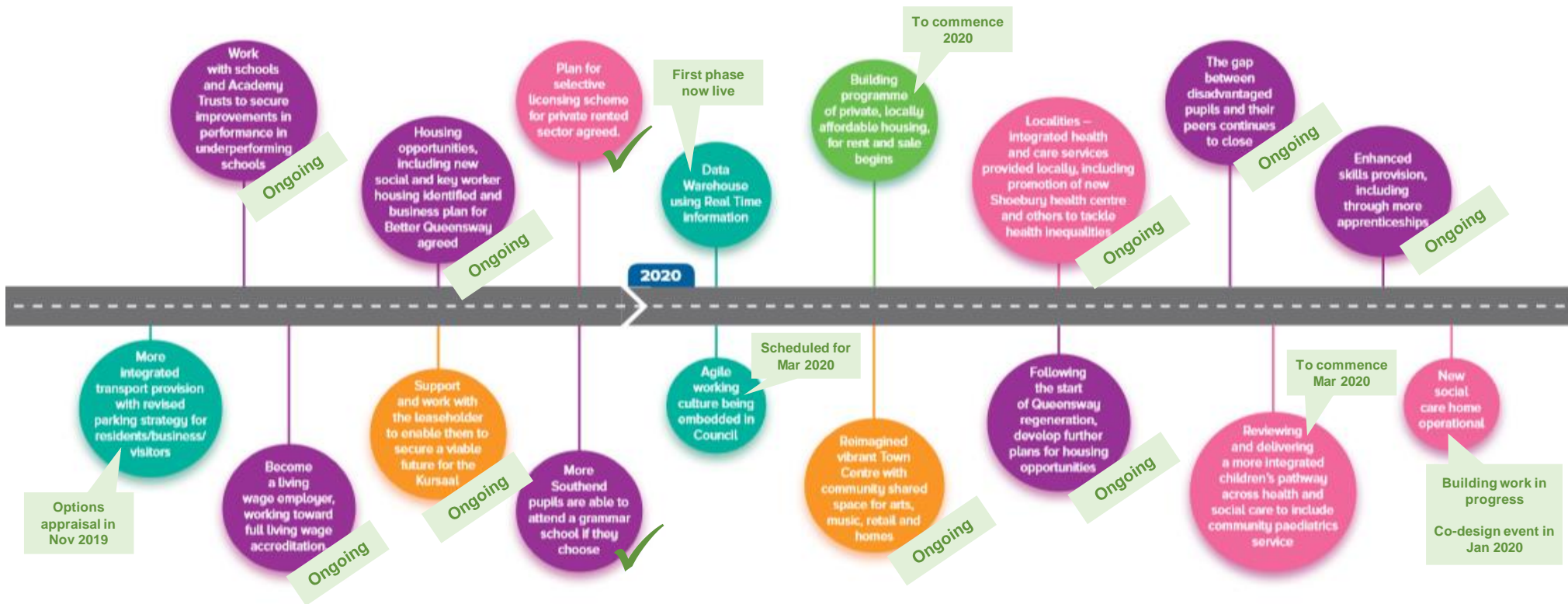
CS 03 - We are leading the way in making public and private travel smart, clean and green.

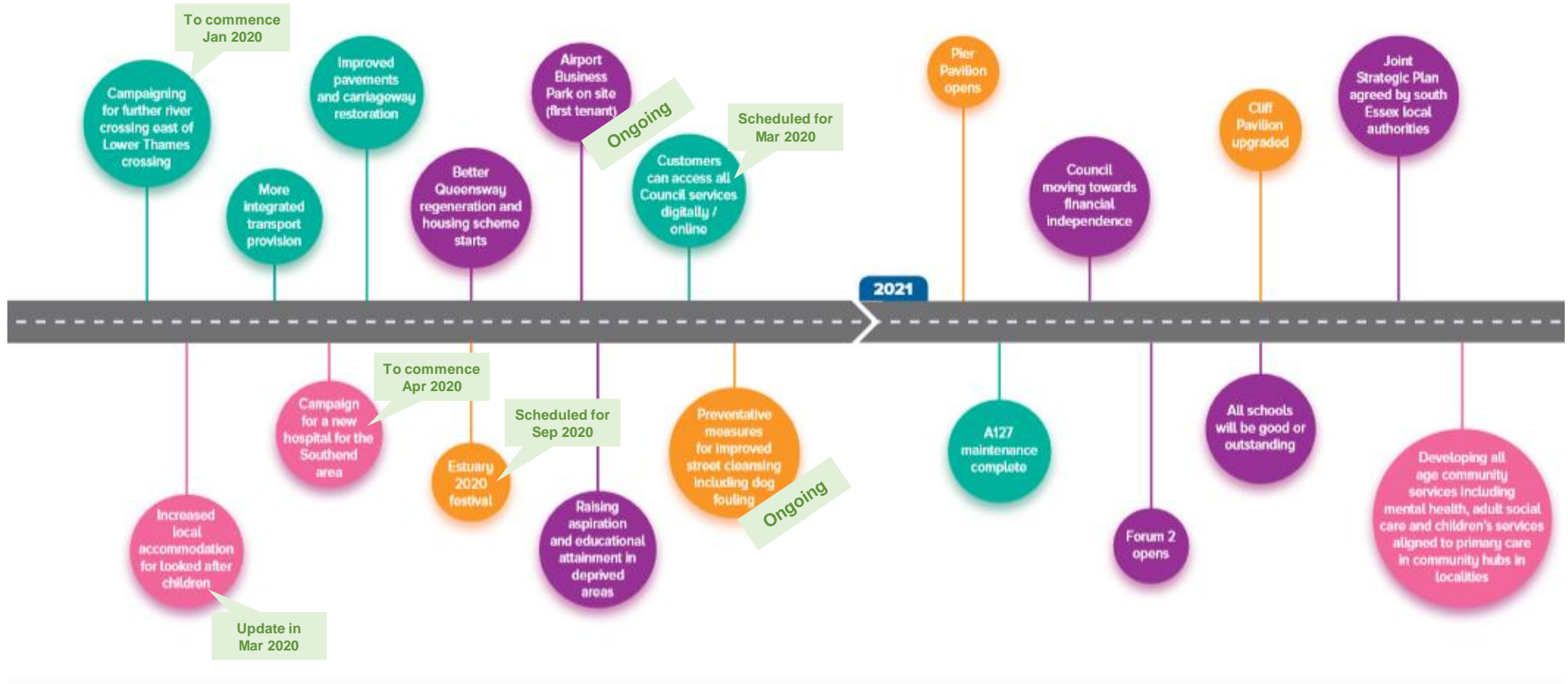
CS 04 - Southend is a leading digital city with world class infrastructure.

SOUTHEND-ON-SEA

Five Year Roadmap timeline to 2023







Annual Information

Unemployment

Out of Work Benefit Claimants

4,140 - 3.7%
(November 2019)

£290,592.00
Average House Price Southend-on-Sea

£314,754.00
Average House Price in Essex

£248,939.00
Average House Price in England

182,500

Mid-Year Population Estimate
for Southend
(Nomis July 2018)

1,035

New businesses (2017/18)

1,115

Businesses closed (2017/18)

Teenage conception for under
18's rate of 24.3 per 1,000
(number 70)
(2017)



Transport

National Highways and Transport (NHT)
Public Statistics Survey (2018/19)

75%

of people found it
easy to get around
the borough

63%

of people with a
disability found it
easy to get around
the borough

72%

of people who do
not have a car
found it easy to get
around the borough

Early Years Foundation Stage Profile
Achieving a Good Level of
Development
2018/19

74.0%

Trees

Figures do not include whips

In 2016/17 we planted 322
trees and removed 310

In 2017/18 we planted 279
trees and removed 373

In 2018/19 we planted 384
trees and removed 412

56%

Agree people from different
backgrounds get on well
together*

75%

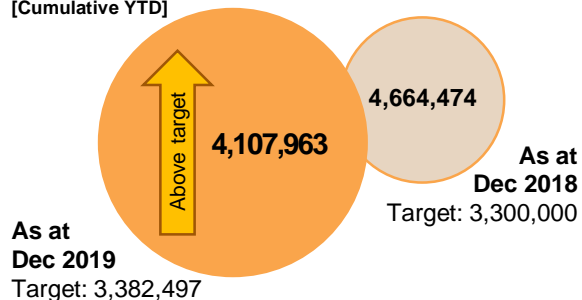
Satisfied with local area
as a place to live*

*2018 residents' perception survey, sample 1239 Southend residents



Participation and attendance at Council owned / affiliated cultural and sporting activities and events and the Pier

[Cumulative YTD]



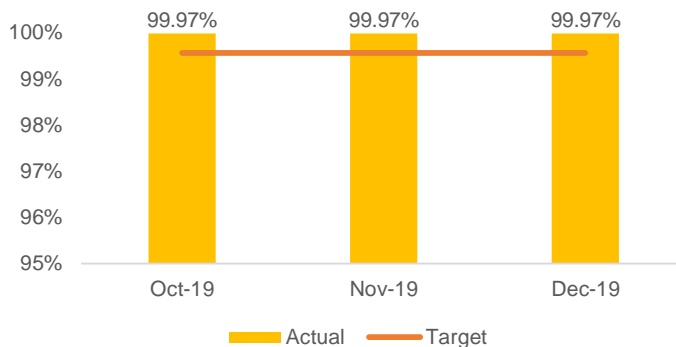
Key insights

- **512** reported missed collections represent 0.03% of 1,816,533 collections per month, showing that 99.97% of collections were carried out as scheduled. On track to meet the annual target of 99.56%

- Participation and attendance figures have been significantly affected by faulty entrance counters at the Forum, Shoeburyness Leisure Centre and Chase Sports and Fitness Centre. Counts from contractors are coming, though there are no particular circumstances to suggest footfall to any of these locations would vary from trend.

- **82** applications received for events held across the borough during Oct – Dec 2019, vs. 89 in same period in 2018.

Successful waste collections per month



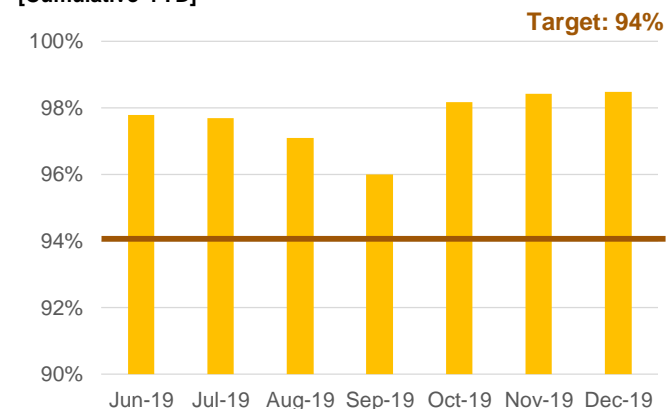
Safety Inspections of pavements and roads completed on time

100%

814 inspections completed
P3 2019/20

Acceptable standard of cleanliness: litter

[Cumulative YTD]



*2018 Residents' Perception Survey

Social Media Campaigns

50,772

plays of the promotional video used in August's Connexions mini-campaign (cross-cuts with **Opportunity & Prosperity**)

1267

page views of the new Wedding Venues website pages as a result of August's social media campaign on Twitter, Facebook and Instagram

400+

photos of our coastline submitted by the public via social media channels, as part of the #PrideAndJoy Instagram campaign



Period 3 Update

Joint working groups are now in place to consider the look, feel, purpose and use of the **town centre** in the future for visitors, residents and businesses. Some of the key areas for action are empty properties (with the aim of increasing occupation of town centre properties either by businesses or transferring the properties to domestic accommodation), the safety of the community, cleanliness of the town centre, homelessness and parking. A residents' sounding board is being formed to include business owners, landlords, councillors, council employees, students, The Bid, the support sector and residents. A presence in the town centre for some of the council's services is being explored. The council is also working with the support, cultural and creative sectors when visiting potential properties to enable events and cultural exhibitions to be included in any plans. Footfall patterns are being evaluated to promote quieter areas of the town centre as well as enable face-to-face options for residents that need support with day-to-day services.

A number of projects and investments are underway in the **town centre** to support its vitality, representing c£600m investment (including £500m Better Queensway, £20m Focal Point Gallery expansion phase 2, £50m Seaway development, £8m LGF and £16.5m pier among others).

The Sunrise Project, funded by Civitas, is a Horizon 2020 strand of European funding; **Southend Central Area Transport Scheme** (S-CATS) is a £7m project being fully funded by the Local Growth Fund through the South East Local Enterprise Partnership (SELEP); the **Cool Towns project** is funded through the Interreg 2 Seas Programme from Europe, with funding secure for the duration of the project; in 2018 a partnership, including the Council, was successful in securing £4.6m to explore how urban areas can build resilience to heat stress within their city or town; **the Southend Town Centre Redevelopment and Improvement Project** (TRIP) is funded by the Department for Transport's National Productivity Investment Fund and £1.1m has been secured from SELEP.

Through the TRIP more trees, seating, lighting, increased footway space and a standardised layouts for parking/loading and taxis will be implemented on some of the side streets, new **Green Cycle Parking** to be installed in Victoria Circus in early 2020. The **LGF Town Centre project** will build on the work of TRIP and introduce lighting and wayfinding signage, provide 0% loans so that one or more empty units can be brought into use as employment space, provide grant funding to secure improvements to shop frontages, and introduce 0% loan funding to allow shop units to be improved or changed. A trial **climbing facility** for a town centre location is being explored led by Public Health in conjunction with Town Centre Management and the BID.

Future milestones

The **Pier Pavilion** scheme is being considered by Councillors in Jan 2020.

The business case for the commissioning route of the new **waste collection and disposal service** is to be finalised by May 2020.

The **Focal Point Gallery** is seeking to use an empty retail unit on the High Street as part of its summer exhibition "To Dream Effectively." This may be accompanied by community workshops, subject to funding.

The **Sunrise Project** is due to start work early 2020 to deliver pedestrianisation, greening and outside seating in the area of London Road where it meets the High Street.



Period 3 Update

Council officers are working with the agent and fund for the **Kursaal**, who are progressing commercial leads.

Discussions are taking place between the council and its partners regarding the **Cliffs Pavilion upgrade**.

External funding has been secured for the **Estuary 2020 festival**, with artists commissioned and programme under development.

Preventative measures are in place to **ensure clean streets and address dog fouling** – a patrol on Two Tree Island to advise dog owners of responsible behaviour; dog education leaflets sent to vet establishments in borough, and available to print free from council's website and additional resources in place to cover leaf fall season.

The Shoreline Strategy (for managing the Borough's **coastal defences** into the future) has been approved by Environment Agency. The **Shoeburyness Flood and Erosion Risk Management Scheme's** outline business case is ongoing.

Plans to upgrade Southend Museums' offer and incorporate the **Thames Estuary** themes have been submitted. The "Princely Finds" display opened in the spring and the "Wild Estuary" exhibition is now open in Central Museum.

Funding is being sought for the monitoring of **air quality** (AQ) around school sites, including the purchase of mobile real-time monitoring equipment. Three remote AQ sensors are being installed across the Borough in Dec 2020 to trial equipment.

Severn Lamb won the contract to design, build and install the **new pier trains**, for which the council set aside £3.25m in the 2019/20 budget. The council is running a public consultation on the design of the trains until 28 January 2020.

Future milestones

Construction of the **new pier trains** is set to begin mid-2020, with replacement of the existing trains anticipated to take place in 2021.



Key insights:

- 100 out of 108 **Education Health Care** plans were completed within statutory timescales between 1 Apr and 31 Dec 2019.

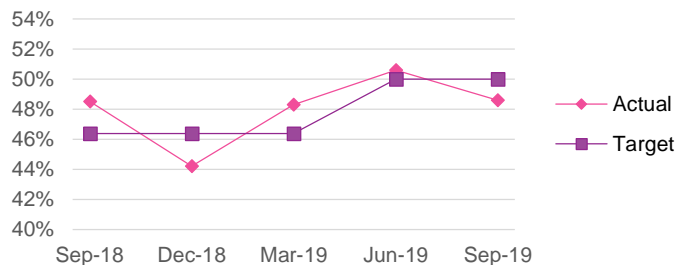
- **Adults with mental health issues living independently** has slightly declined from 69.5% to **69.3%** against a target of **74%**. A targeted piece of work is underway with Essex Partnership University NHS Foundation Trust to identify the cause of the decrease.

- 2.39/1,000 households were in **TA** as at Dec 2019, equating to **189** households. A data cleansing exercise is underway to ensure closed cases are updated on the ICT system for accurate data reporting, hence the unavailability of more detailed data for Q3 2019/20.

- Following the High Street summit in 2018, the interim **CSU** team formed, tasked with reducing antisocial behaviour (ASB) within the town centre / High Street. This has been achieved through hi-visibility patrols. With increased powers of enforcement a positive difference to ASB is being made, demonstrated through increased demand of its presence by partners.

- **Food and garden waste** sent to composting was 5% lower by tonnage and cumulative **recycling** tonnage captured through the borough's two recycling centres was 3% lower at Q2 2019/20 when compared to the same period in 2018/19. This may be attributed to the hot, dry summer of 2019 affecting growing conditions and affecting attitudes to separating food waste and recycling. A recycling action plan is being prepared in readiness for recovering the target in 2020/21.

Household waste sent for reuse, recycling and composting [Cumulative YTD]

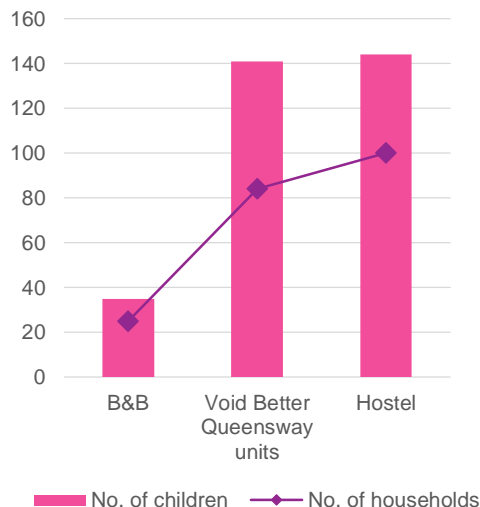


Education Health Care plans completed within 20 weeks [Cumulative YTD]

[excluding Special Educational Needs exception cases]

Total plans issued (YTD): 108
Period: as at Dec 2019
Target: 96%

Temporary Accommodation (TA)



as at Sep 2019

98%

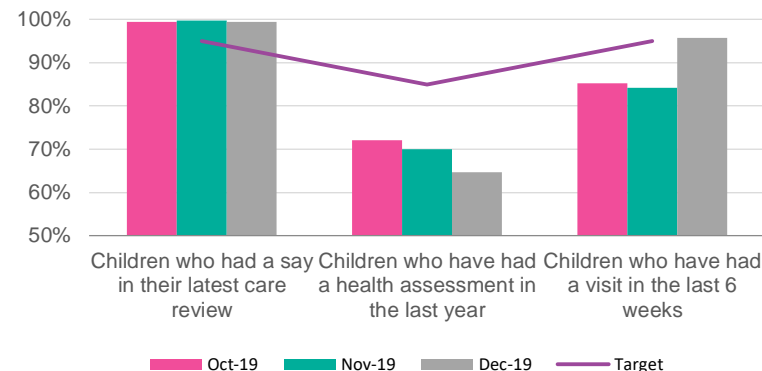
320
Sep 2019

Number of children in TA
(data for 2018 not available)

189
Dec 2019

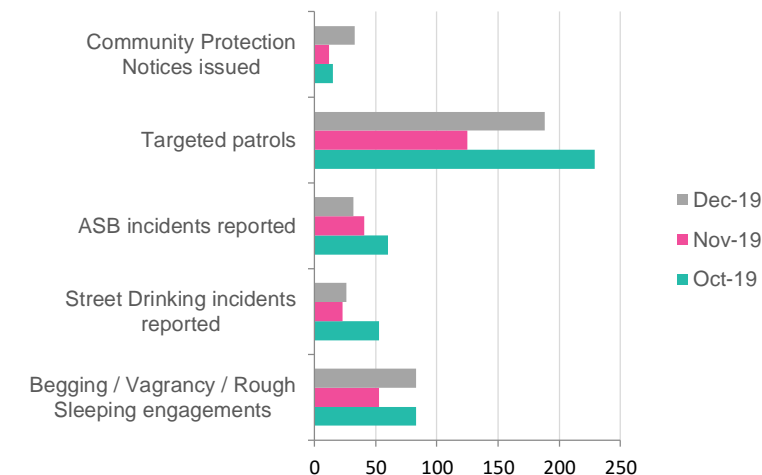
Total number of households in TA
(data for 2018 not available)

Looked After Children



Community Safety Unit (CSU) activity

This dataset does not include data from the Police or other agencies



Mental Health

81.9%
Nov 2018

69.3%
Nov 2019

Proportion of adults in contact with secondary mental health services who live independently with or without support (EPUT) (data is reported a month in arrears)

2019/20 target: 74%



Period 3 Update

The **Southend Cadet Programme** working group has been speaking with young people to test the concept and gain their views, including youth from Shoebury Youth Centre, St Luke's Community Hub and Victoria Park School. The programme is aiming to recruit 30% of its cohort from young people that might not be eligible for existing programmes and who are disadvantaged in some way.

Further research on **Selective Licensing** has been done, both around mapping privately rented properties and doing wider data analysis and consultation work. The council is working with the Centre for Homelessness Impact, the Behavioural Insights Team and John Hopkins University to trial behavioural approaches to influencing landlord behaviour.

Estuary's Hammond Court development is now complete, comprising 26 new affordable rent properties and 18 shared ownership. Current in-year **new build completions** are 50 affordable rent, nine supported and 18 shared ownership. The Acquisitions Programme has also seen the completion of 17 properties for affordable purposes so far. The next stages of both the HRA Land Review and Modern Methods of Construction projects are underway, which will create further affordable housing over the coming years.

75% of the **Rough Sleeper Navigators** funded through the Rapid Rehousing Pathway are now in post, with one having a specialism in assisting those with No Recourse to Public Funds. A bid for 2020/21 funding under both the Rough Sleeper Initiative and Rapid Rehousing was submitted at the beginning of Dec 2019, looking to continue to deliver all of the work that has been done over the last 18 months and gain further funding to bolster the support available for rough sleepers.

The Community Safety Unit (CSU) has been engaging with **rough sleepers**, signposting to services, carrying out welfare checks and collaborating with partners such as HARP, Peabody, and STARS. The CSU is involved in relevant partner meetings and groups, including the Southend Homeless Action Network, along with representatives from private organisations including faith groups, soup kitchens and other organisations. CSU officers regularly attend events to support and engage with the street community. If persistent antisocial behaviour is happening and the above methods are unsuccessful in resolving this, appropriate enforcement is undertaken. This includes Community Protection Warnings / Notices (run jointly with the Police) and soon the enforcement of Public Spaces Protection Orders.

Future milestones

The final **Rough Sleeper Navigator** will be active in Jan 2020.

Updated Teenage Conception rates will be released in March 2020.



Period 3 Update continued...

Integrated Design Teams continue to focus on developing specific **Locality** approaches aligned to the Locality strategy:

The Sheltered Housing art sessions project has been successfully implemented across three sites, in which residents visit schemes to participate weekly. Wider networks of intergenerational sessions have developed from this project, with Metal volunteers assisting to maximise sessional support and sustain the project. Two successful holiday sessions have taken place with over 15 families attending, and in Oct 2019 Keats House residents visited the families' hostels and have showcased their work publicly through Art Ministry community exhibitions. There are plans to develop the project across wider localities, exploring funding options with Art Ministry.

The "Share a Smile" project, a community-based programme for intergenerational activities and sharing stories and experiences, is being developed with SSAFFA, Porters Grange School and Chase high school, to develop a regular link to older people and isolated communities, increase social, life and emotional development for young people and reduce isolation across communities. Regular implementation planned for Feb 2020.

Dementia friends training will be rolled out to Porters Grange, Belfair's High and Chase High during Feb and Mar 2020.

The Launchpad at the Airport Business Park has been agreed as the pilot site for the council's EU-funded Naturesmart project, with £180,000 of 'Creating Sustainable Cities' funding being invested to further improve the building's credentials and progress towards a "Building Research Establishment Environmental Assessment Methodology" 'outstanding' rating.

The council is also focusing on enabling and encouraging sustainable travel, given its proximity to Rochford train station, through investment in walking and cycling routes across and through the Airport Business Park. The council's Green Staff Forum has been reintroduced to provide a platform to raise ideas and issues about how the council and the Borough can tackle environmental challenges now and in the future. The forum is producing a regular e-newsletter and is tackling reducing plastic waste generated by the council itself.

Future milestones

The South East Essex (SEE) **Locality** Partnership Group is reviewing its work plan and will be rearticulating some of the outcomes, aligning its new governance structure to its work streams, evolving its Memorandum of Understanding and better engaging and representing districts.

Continued development of Locality plan to: evolve the relationship with Essex Partnership University NHS Foundation Trust to support the development of localities; identify a 'quick win' in each locality to support the implementation of the SEE Locality Strategy; review and recommission the integrated carers service and community grants funds; develop a Locality 'room' at the council to facilitate the development of SEE localities; restructure the Dementia Navigator team; and undertake high level discussions with the Primary Care Network Clinical Director to establish a closer working relationship between system and primary care.



Period 3 Update

The site of the **new social care home** has been cleared and all utilities have been diverted. The piling for the foundations have been started.

A comprehensive **community hub** model is being co-produced with the council's service transformation team and residents within the community, as well as volunteers through the hubs and other venues. Currently, the community hub helps social workers to interact and engage with people, offering an **early intervention** and **preventative approach**. In partnerships with hub teams, social workers are also sharing information and specialist advice regarding housing options, social care assessments and local support that is available.

- Social workers are supporting sheltered housing residents located across Southend; a special social worker with mental health expertise in Approved Mental Health Professional Services is located across complex needs housing, accessing support for residents needing mental health support. This promotes good intervention and also reduces the risk of hospital admission and crisis response.
- The learning disabilities social workers are currently attending the Novel Coffee shop fortnightly, helping with a benefits clinic offering specialist help and advice for adults and families. Special educational support is also available via the local offer liaison and signposting this actively promotes the local offer and aligns with the new Live Well site (<https://livewellsouthend.com>). GP liaison and social work support continues to assist with complex needs and promotes social prescribing and link workers.
- The law clinic - the first one in Essex - launched in Dec 2019, and is operating at the Victoria Plaza Hub, supported by the University of Essex and developed with the council's service transformation team. Law and social work students access and provide social care assessment and legal triage provide support and advice for legal and social matters, combining social worker and legal student knowledge and skills.

A business case / work plan is being developed with regards to **housing for Looked After Children (LAC)**, with the Housing and Children's Services teams working together to collect and analyse data on suitable housing for LAC returning to their families.

Future milestones

A "Visioning Event" is taking place in Jan 2020 with all stakeholders for the new **Social Care Home** to provide an opportunity to share ideas, develop a plan of what needs to be done to ensure success, and build the relationships needed to work well together. The task and finish group is progressing some of the technical details, for example, how to embrace the opportunities to use technology in the care environment, incorporating the requirement for adaptive fixtures, fittings and furniture.



Percentage of organisations signed up to Physical Activity-related pledges of the Public Health Responsibility Deal (PHRD)

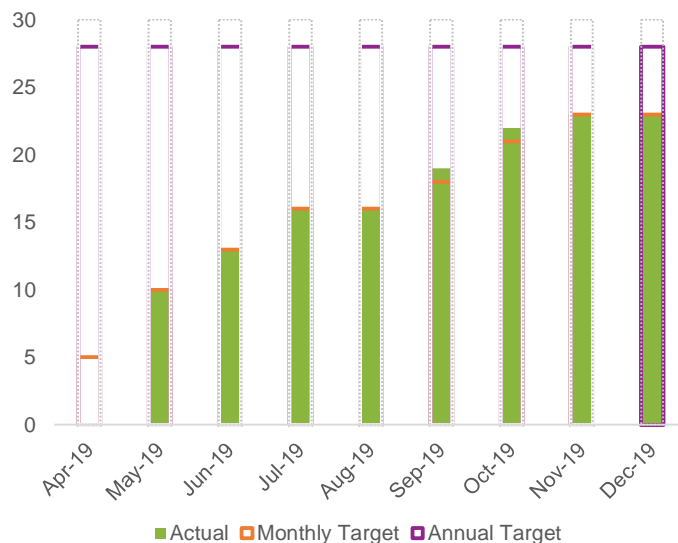
36%

P3 2019/20

no change

vs. P2 2019/20

Number of schools signed up for the Daily Mile Programme or equivalent



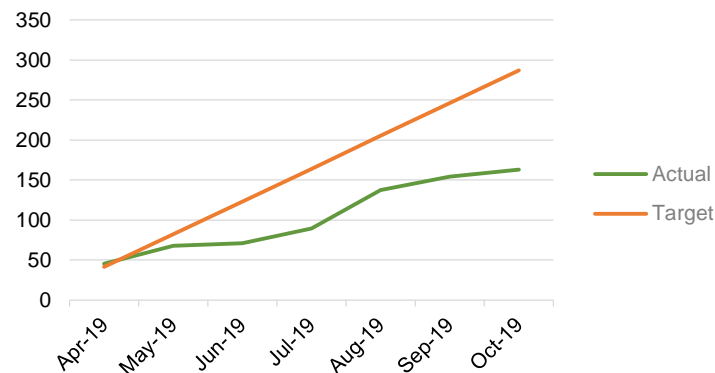
Falls Programme

~12,520 individuals aged 65+ at risk of falling annually in Southend

135

individuals attending the 36 week strength and balance programme as at Dec 2019

Number of individuals completing 12 weeks of the Exercise Referral Programme



Number of hours of volunteering within Culture, Tourism and Property (inc. Pier and Foreshore events)

[Cumulative YTD]



Dec 2019
Actual: 15,511
Target: 14,625



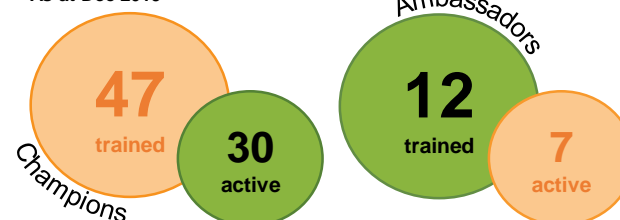
Dec 2018
Actual: 15,384
Target: 14,625

Long trend:



A Better Start Parent Champions and Ambassadors

As at Dec 2019



Key insights

- 16 organisations have signed up to the PHRD so far, with nine making a **commitment around physical activity** (equating to 36%). There is a particular focus on engaging small to medium enterprise businesses in 2019/20.
- 135 people are attending the **Strength & Balance programme** as at Dec 2019. Five have withdrawn and five falls have been reported (not the same individuals).
- An exercise is underway to build outcome-focused measures for the Falls Programme.
- There have been 382 **ParkRun** events in the area, with 10,046 runners participating overall. An average of 267 runners take part in the Southend ParkRun each week.
- 1,018 volunteering hours were given** in Dec 2019, equating to 42 days (with some areas yet to confirm their figures). This is a slight increase from the same time last year.



Period 3 Update

The new **skate park (“wheeled sports facility”)** was completed on time and in budget, received positive comments from users and has reported no adverse issues from the community.

The council has been looking at how to better use existing facilities and buildings within the borough to address community needs for **health and physical activity services**. It has contacted schools, Job Centre Plus, bowls clubs, libraries, museums, galleries and sheltered housing to discuss how to work together. ActiveSouthend and its partners are linking in, including Everyone Health. ActiveSouthend continues to deliver a range of sport, physical activity and healthy lifestyle projects, each with sustainability built in, to help people continue to participate. A few project examples include the fit and fed programme, dementia swimming and low impact exercise classes in care homes.

Asset Based Community Development workshops continued between the council and its partners including a dedicated session for staff and partners involved in community development and engagement held at Twenty One. Feedback from participants is that they would like to take the approach back into their teams and organisations work and to continue joint learning and action through regular meetings.

Workshops, drop in sessions and individual advice to support **stakeholder mapping, networking and relationship building** commenced in Dec 2019. Staff who took part identified additional groups and partners they could reach out to and started planning the best approach to involve them.

Future Milestones

ActiveSouthend will provide low impact **physical activity** sessions in January 2020, at Adams Elms House in Leigh and Trevitt House in Southchurch. Adult weight management sessions will take place in early 2020 at Job Centre Plus, for claimants that need this intervention.

New projects, such as a **healthy lifestyle service**, will commence in Q4 and have been part-funded through an Active Essex contribution towards the council's Small Grants Programme.



Period 3 Update continued...

A number of partnerships are currently being developed, for example:

- **Southend Interfaith Working Group** – new members invited and group continues meeting to connect the faith and belief sector and the council.
- **Southend Association of Voluntary Services (SAVS)** – co-location agreement drafted and SAVS staff are included in most major council projects including the Southend 2050 project design team. SAVS staff and volunteers supported the council's Test, Learn, Collaborate event in Jan 2020.

The **Falls Programme** continues to offer Strength & Balance training, with work being done to use its data to assess how well the programme is delivering its outcomes, namely: reducing falls-related admissions to A&E, reducing falls-related fractures, residents remaining independent at home for longer, reduced admissions into care homes after falls, using community-based assets to deliver prevention services, reducing the number of new care packages and avoiding having to increase existing care packages, and caring for people's additional or associated health issues such as dementia or arthritis. The council is working in partnership with Southend and Castle Point and Rochford CCGs and Essex County council to develop the offer across south east Essex.

Future Milestones

There will be a meeting in Feb 2020 to gather stakeholder opinions and to identify new opportunities on what the borough's **Falls Programme** should offer.



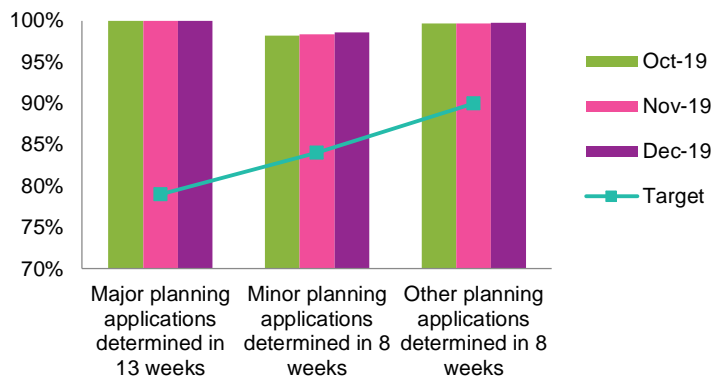
Key insights

- The most recent Key Stage Two outcomes for disadvantaged pupils in Southend reaching the expected standard in reading, writing and maths remains above the national average, placing Southend **66th out of 151** local authorities nationally.
- There have been no OFSTED inspections of Southend schools in this academic year to date.
- **10 new businesses** set up in Southend High Street during P3, however 10 premises became vacant in the same period. The next occupancy rate check will take place at the end of Mar 2020.
- From Oct - Dec 2019 we have seen **142** new businesses in the borough, of these **13** are businesses that have relocated within the borough. Of the 142 new businesses, 21 have expanded and taken on an additional property, 13 have gone into administration and are no longer trading, and 63 businesses have registered into the name of the landlord of the property.
- The number of **planning applications** registered is generally consistent with that received in the same period last year.

Planning Applications

Number of overall planning applications submitted P3 2019: 1,732

Success of appeals P3 2019: 70.6% dismissed or split against a target range of 65-85%



Delivery of the Capital Programme

[Cumulative YTD]

57%

as at
Dec 2019

-1%

vs.
Dec 2018

Percentage of 2 to 2 and a half year old reviews completed using Ages & Stages Questionnaire (ASQ-3)

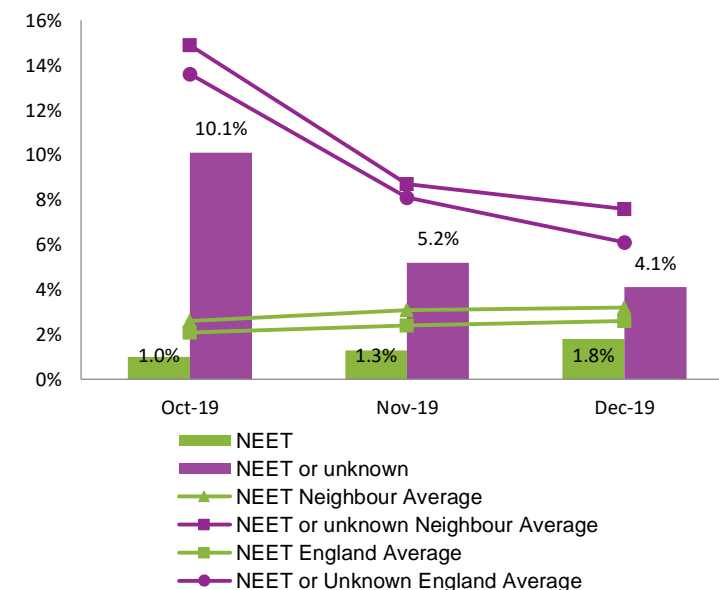
To be developed to include referral outcomes

Oct 2019	Nov 2019	Dec 2019
↑	↑	↑
95.9%	95.8%	95.5%
Target: 95%		

Young people Not in Employment, Education or Training (NEET) or whose situation is not known

Aim to minimise

Total number of young people in the borough as at Dec 2019: 3,822



High street occupancy (BID area only)

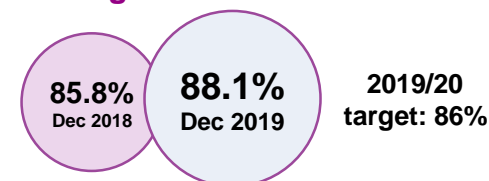
As at Dec 2019

83.3%

456 businesses listed
76 premises vacant

National benchmark: **AWAITING DATA**

Percentage of children in good or outstanding schools





Period 3 Update

A comprehensive engagement and consultation programme on **improved children's well-being** (i.e. the 0-19 pathway), including through better use of children's centres, took place in Dec 2019. This work will determine how best to meet ambitions for giving young citizens the best start in life and readiness for school. It will sit alongside other initiatives, including the work on Asset-Based Community Development, A Better Start Southend and the existing Early Years workforce and settings.

The **Better Queensway** partnership agreement was signed in April 2019. The updated business plan has been agreed by the LLP Board and is to be considered by the Council's Shareholder Board, progressing towards signing the Housing Infrastructure Fund grant agreement and LLP appointments being made. The LLP's first public consultation has concluded, with results being analysed and scheme reviewed in that context. An Employer's Agent has been appointed for phases 3 and 4 of the HRA Land Review project. The pilot of the Modern Methods of Construction project has been extended to include a further site in Southchurch. The Acquisitions Programme has seen the completion of 17 properties for affordable purposes so far, with further properties under offer. Preliminary work is underway with other providers of housing to understand leasing arrangement options.

The council has continued use birth data, information from local primary schools and communication with neighbouring Local Authorities to understand how best to supply sufficient **Good secondary school places** for Southend residents. Expansions projects have been completed at The Eastwood Academy, Shoeburyness High School and Cecil Jones Academy, with projects ongoing at St Bernard's High School, St Thomas More High School, Belfairs Academy and Chase High School, to ensure sufficient accommodation. Once completed the expansion programme will have added 1,250 places across years seven to eleven by Sep 2024, which will have provided sufficient places and a small level of surplus as required by the Department for Education that gives families and children some choice.

Each of the three **underperforming secondary schools** that are getting additional funds to help them on their journey to be Ofsted-rated Good have now submitted progress updates. Each school had previously identified areas that would enable them to progress (this included a universal focus on reading in one school, and an initiative to further engage parents with making positive choices about their school in another). The council's Education Board is also supporting schools that have an imminent inspection, or where results in one or more areas require improvement.

Future milestones

A second public consultation on **Better Queensway** is scheduled for Feb 2020, which will lead to a final scheme to be agreed by the council and Swan Housing prior to submission for planning.

Further consultation with residents planned when the architect has been appointed for phases 3 and 4 of **the HRA Land Review project**.

Results of the planning consultation on **the Focal Point Gallery expansion** are due in Q4.

The Children and Learning Working Party have engaged with the longer term options for sufficiency of **secondary school places** in 2020-2030. The next active phase of the campaign to support Southend parents and their children to attend one of our four outstanding Grammar Schools, where they choose, will begin in the spring of 2020.

The next active phase of the campaign to support Southend children and parents to attend a **Grammar School** of their choice will begin in the spring of 2020.

Marketing of the **Airport Business Park** site as a whole will be reviewed at the next Partnership Board to reflect progress and activity on site.



Period 3 Update continued...

A support project has been started to address the needs and aspirations of **disadvantaged learners** within the borough. The project aims to ensure that a programme of school-to-school support is implemented, providing high quality training, professional development and teacher networking opportunities. Southend Adult Community College (SACC) has grown the provision of skills for adults and has seen a significant increase in the achievement rates, and has realigned its provision to the 2050 ambitions and to target: those that have benefited least from the education system previously, those from the most deprived areas and those from vulnerable and underrepresented groups. Students report that learning with the college has increased their confidence, self-esteem and aspirations for the future, and achievement has increased above national average in the majority of areas. Apprenticeship provision is set to grow with SACC providing apprenticeships in five core areas working with “levy paying” employers.

The council’s aim to become a **living wage** employer (LWE) was considered at Cabinet in Sep 2019, with recognition that the council is already a LWE in respect of directly employed staff. Work is now underway to explore the benefits and financial implications of becoming an accredited LWE.

Ipeco Holdings Ltd. will be the first tenant on the **Airport Business Park**, with construction of the unit well underway.

The **Local Plan** continues to develop, with the Issues and Options Consultation Report and feedback on the Southend New Local Plan (SNLP) now complete. Once adopted, the SNLP will promote and guide development in the Borough to 2038. To facilitate effective collaborative cross-boundary planning the council and adjoining Rochford District Council have agreed to prepare the next stages of their Local Plans in partnership. Various evidence-based studies are being progressed including: alignment of land availability assessment and sustainability assessment, settlement role and hierarchy study, transport-related evidence, Green Belt and Landscape Assessment and a Spatial Options Study.

Future milestones

Southend Adult Community College will be working with “non-levy employers” to provide **apprenticeships** when the opportunity opens again between Jan and Mar 2020.

The next consultation stage of the **Local Plan** is scheduled for Q3 of 2020.

An **Inward Investment** Brochure is being prepared to promote Southend to both national and international investors. It is intended to appeal to businesses looking to relocate to Southend with a particular focus on highlighting the exciting investment opportunities the town has at, for example, Southend Airport Business Park. The brochure will focus on location and connectivity, a skilled local workforce and regional growth opportunities, and is planned to be circulated at external events such as property and real estate marketing exhibitions. The ultimate outcome will be to increase opportunity and prosperity by attracting new businesses to Southend and the region, thus strengthening the economy and creating job opportunities for local residents. Given the rapid progress the council is making on its key projects the brochure is likely to be produced annually, with the first edition due to be published in March 2020.

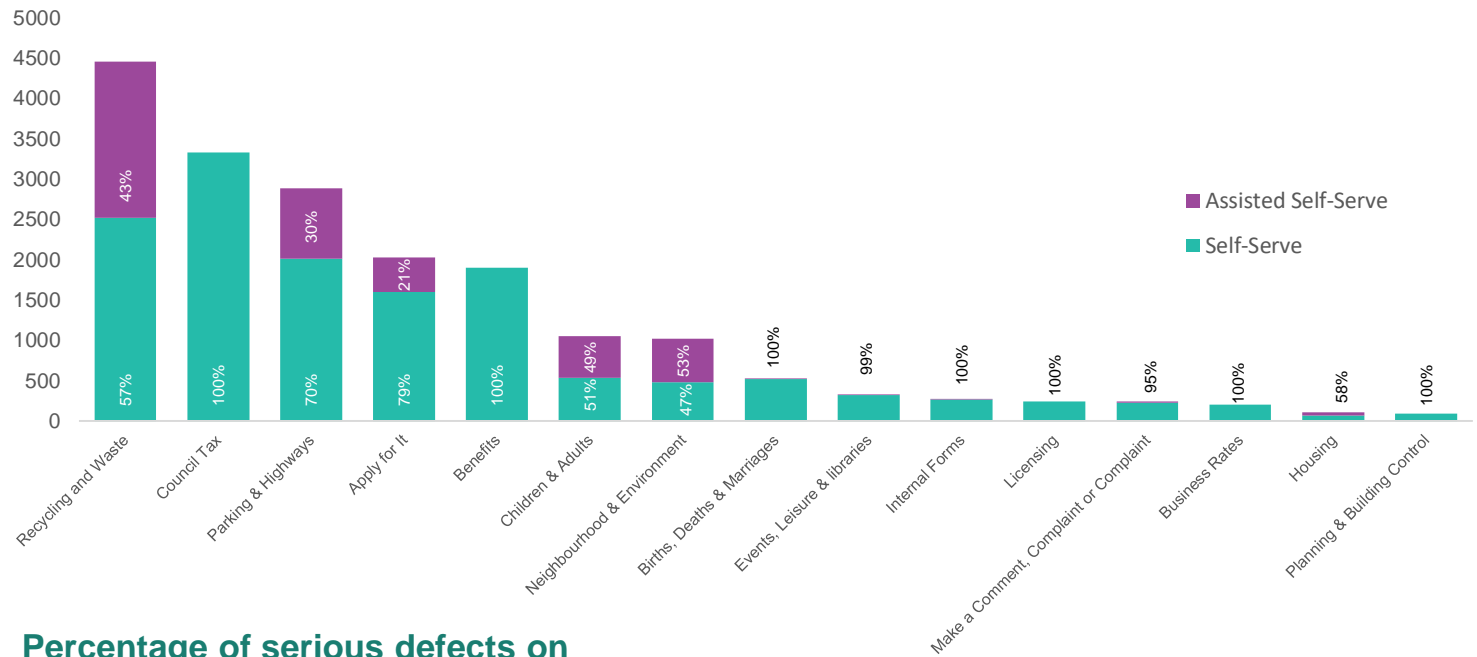


Key insights:

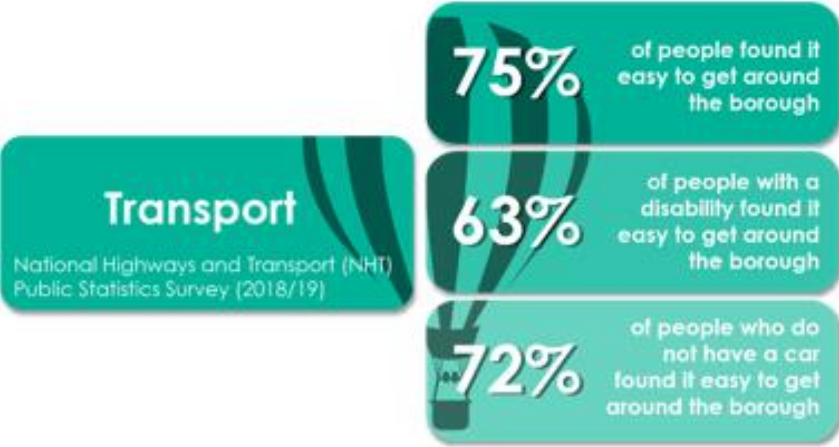
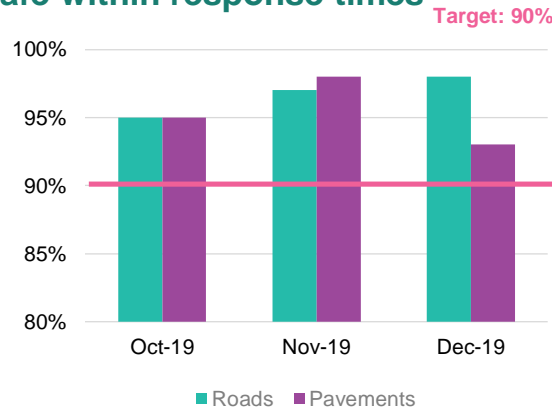
- There's been an increase in the total number of registrations for free Wi-Fi: from 91,815 to **114,129** as at Dec 2019.
- The High Street remains the most popular browsing location for access to free Wi-Fi, followed by Eastern Esplanade, Hamlet Court Road and Leigh Broadway.
- The largest proportion of users are between the ages of **15-24**, with over **15,000** users.
- Most users who register for access to free Wi-Fi are visiting Southend for the day.

Service Requests submitted via MySouthend

P3 2019



Percentage of serious defects on the roads and pavements made safe within response times





Period 3 Update

The **Highways Improvement Programme** for 2019/20 has been published and the 2020/21–2023/24 programme has been drafted.

Preliminary works for the **A127 and Bell junction improvement works** are underway, with diversionary gas and power cabling works being undertaken until early April 2020.

The rollout of Fibre to the home **CityFibre / Vodafone project** has now commenced, and are awaiting updates from CityFibre.

Work has started on a **smarter parking** project. This is being done through a Department of Transport initiative. Phase 1 will give an overall view of the town's current parking availability. The aim is to eventually be able to use parking data in a smart way.

Future milestones

The first elements of SmartSouthend will go live in January 2020, providing a single point of access for data, intelligence and analysis about Southend, along with the first version of the digitalised Joint Strategic Needs Assessment. Stakeholder engagement events are being planned into the next year and engagement across multiple stakeholder groups has already begun.

The delivery date for the CityFibre project is March 2021.