



**DEVON COUNTY COUNCIL**

## **Local Public Service Agreement**

**2005 - 2008**

**LOCAL PUBLIC SERVICE AGREEMENT  
BETWEEN DEVON COUNTY COUNCIL AND  
THE GOVERNMENT**

**Introduction**

1. Devon County Council and the Government have made this Local Public Service Agreement (Local PSA) with the intention of further improving the services to local people that Devon County Council provides. This agreement covers the period 1 April 2005 to 31 March 2008.
2. The agreement records the present intentions of the Council and the Government. It is entered into by both in good faith, but it is expressly recognised that neither can fetter the future discretion of the Council or of Ministers and Parliament. The agreement is therefore not intended to create legal relations. Subject to that, the following points are agreed.

**The Intentions of Devon County Council**

3. Devon County Council will use its best endeavours to achieve more demanding performance targets than those it would be expected to achieve in the absence of this Local Public Service Agreement. These enhanced targets are specified in Schedule 1 to this agreement.

**The Intentions of the Government**

4. The intentions of the Government set out in this agreement are subject to the outcome of any statutory consultations and any necessary approval of the Treasury and Parliament.
5. The Government will implement the changes to statutory and administrative requirements set out in Schedule 2 to this agreement, subject to confirmation of the legal and operational feasibility of the changes described and to Parliamentary approval of any necessary legislation. The Government will also undertake the discussions with the Council described in Schedule 2.
6. It is recognised by Devon County Council that, on further investigation, it may be necessary to modify the detail of the changes set out in Schedule 2 in ways that seek so far as possible, to give substantially the same extent of benefit to the Council. It is recognised by the Government that, if a change set out in Schedule 2 proves infeasible, it will use its best endeavours to provide an alternative that corresponds as closely as possible and has, so far as possible, substantially the same effect.
7. The Government will pay Devon County Council a grant of £1,464,944.00 in 2005-06 in support of the expenditures described in Schedule 3 to this agreement. The conditions attached to this "pump-priming" grant are also set out in Schedule 3.

8. The Government will pay a performance reward grant to Devon County Council, as set out in Schedule 4 to this agreement, if it achieves all the enhanced targets ("performance target with Local PSA") specified in Schedule 1. Schedule 4 also sets out the grant it intends to pay if the Council secures a substantial improvement in performance that falls short of the target. The Schedule also stipulates the intended timing of payments of the grant. Devon County Council undertakes to provide audited information confirming the extent of improvement in their performance relative to the Local PSA performance targets set out in Schedule 1, as a precondition for the determination and payment of the performance reward grant.


Date of Agreement:

**For Devon County Council**

  
 .....  
**Cllr Brian Greenslade**  
 On behalf of Devon County Council

  
 .....  
**Philip Jenkinson**  
 Chief Executive

**For Her Majesty's Government**

  
 .....  
**Phil Woolas MP**  
 Minister of State, Office of the Deputy  
 Prime Minister

  
 .....  
**The Right Hon Des Browne MP**  
 Chief Secretary to Her Majesty's  
 Treasury

The above ministers sign on behalf of their colleagues listed below:\*

**The Right Hon John Prescott MP**  
 Deputy Prime Minister

**The Right Hon Gordon Brown MP**  
 Chancellor of the Exchequer

**The Right Hon Patricia Hewitt MP**  
 Secretary of State for Health

**The Right Hon Ruth Kelly MP**  
 Secretary of State for Education and  
 Skills

**The Right Hon Charles Clarke MP**  
 Home Secretary

**The Right Hon Margaret Beckett MP**  
 Secretary of State for Environment,  
 Food and Rural Affairs

**The Right Hon John Hutton MP**  
 Secretary of State for Work and  
 Pensions

**The Right Hon Alistair Darling MP**  
 Secretary of State for Transport

**The Right Hon Tessa Jowell MP**  
 Secretary of State for Culture, Media  
 Sport

## SCHEDULE 1: PERFORMANCE TARGETS

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## **Priority 1– Improving productivity and skills**

**Improved economic well-being through skills development, particularly amongst the hard to reach.**

### **Indicators by which performance will be measured**

1. The percentage of 15 year olds in schools maintained by the local authority achieving 5 or more GCSEs at grades A\* - C, including maths and English.
2. Number of full Level 2 qualifications achieved measured through the Further Education (FE) funding route by the LSC.
3. Number of apprenticeship frameworks achieved at both Level 2 and Level 3, measured by the LSC.
4. The percentage of economically active people \* with NVQ4+ in the District of Torridge, as measured by the local area labour force survey.

### **Current performance (academic year ending summer 2004)**

1. 43.8%
2. 1385
3. 861
4. 18.5%

### **Performance at the end of the period of the Local PSA (academic year ending summer 2008)**

#### **Performance expected without the Local PSA**

1. 46.3%
2. 1454
3. 1334
4. 17.75%

#### **Performance target with the Local PSA**

1. 47.3%
2. 1496
3. 1415
4. 20.5%

#### **Enhancement in performance with the Local PSA**

1. +1%

2. 42
3. 81
4. +2.75%

**Special condition:**

***The Performance reward grant relating to this target will be divided between the sub targets as follows:***

1. 30%
2. 30%
3. 30%
4. 10%

**Condition of grant**

***Notwithstanding the provisions of Schedule 4 of this agreement, it is agreed that the potential Performance Reward Grant assigned to this target is £2,358,345.***

**Note**

\* Indicator 4 is measuring the performance of economically active people aged between 18 and 64 that are domiciled in the district of Torridge as captured by the local area Labour Force Survey.

## **Priority 2 – Improving access to the countryside**

**Increasing participation (and physical activity accrued by this participation) in countryside access by improving information about access to the countryside and supporting 'Walking for Health' schemes.**

### **Indicators by which performance will be measured**

1. Increased participation in walking, cycling and horse riding at named locations measured by type of user.
2. Increased satisfaction with information regarding access to the countryside measured by the percentage of residents responding to the DCC Citizen's survey and percentage increase in visitor satisfaction with information by survey through the Discover Devon website to be measured as a joint target.
3. The number of new people participating in walking for health schemes and a measure of increased activity levels accruing from this participation.

### **Current performance**

1. Baseline to be established **within 6 months** of the signing date of agreement and will be referred to below as the 'baseline'.
2. 47.7% of citizens very satisfied or satisfied, additional baseline figure for visitors to be established in October 2005 and will be referred to below as the 'baseline'.
3. Baselines are for 2004/5:
  - 3a) 1,366
  - 3b) 70% increased activity levels.

### **Performance at the end of the period of the Local PSA**

#### **Performance expected without the Local PSA**

1. No improvement on baseline.
2. 47.7%
3. 1,366 (no improvement on baseline and in some cases a downward trend).

#### **Performance target with the Local PSA**

1. 5%
2. 7%
- 3a) Increase the number of new people participating in total by 30%.
- 3b) Increase the percentage of those participating who increase their activity levels by 15% in year 3.

**Enhancement in performance with the Local PSA**

1. 5%
2. 7%
- 3a) 30%
- 3b) 15%

**Special condition:**

***The Performance Reward Grant relating to this target will be divided among the sub targets as follows:***

1. 30%
2. 20%
- 3a) 25%
- 3b) 25%

### **Priority 3 – Improve travel choices and reduce congestion**

**Improved environment and economy in identified settlements through a reduction in traffic congestion and improved access.**

#### **Indicators by which performance will be measured**

The number of passenger trips by bus in Devon as measured by BVPI 102 and the number of passenger trips by train between stations within Devon and from all stations within Devon to stations in Plymouth, Torbay, Taunton and Calstock and Gunnislake in Cornwall.

#### **Current performance (2004-2005)**

Baseline = 21,642,000 passenger trips

#### **Performance at the end of the period of the Local PSA (year ending 31<sup>st</sup> March 2008)**

#### **Performance expected without the Local PSA**

A 3% increase in the number of trips from the 2004/05 baseline which equates to 22,291,260 passenger trips.

#### **Performance target with the Local PSA**

An 8% increase in the number of trips from the 2004/05 baseline which equates to 23,373,360 passenger trips.

#### **Enhancement in performance with the Local PSA**

1,082,100 extra passenger trips.

## **Priority 4 – Improve the quality of the urban environment**

### **Improved quality of life for people living in urban areas**

#### **Indicator by which performance will be measured**

1. Percentage of residents in Exeter, Newton Abbot and Exmouth who consider that there has been an improvement in the quality of their local urban environment.
2. The percentage of relevant land and highways that is assessed as having combined deposits of litter and detritus that falls below an acceptable level (BVPI 199a).
3. The percentage of the highway/footway network in Devon which fails to meet the threshold value for maintenance (BVPI 187).

#### **Current performance (year ending 31<sup>st</sup> March 2004)**

1. 42.9%
2. a) Exeter: 19%  
b) Exmouth: 32%  
c) Newton Abbot: 15%
3. 28%

#### **Performance at the end of the period of the Local PSA (year ending 31<sup>st</sup> March 2008 )**

#### **Performance expected without the Local PSA**

1. 42.9%
2. a) Exeter: 12%  
b) Exmouth: 25%  
c) Newton Abbot: 12%
3. 28%

#### **Performance target with the Local PSA**

1. 52.9%
2. a) Exeter: 10%  
b) Exmouth: 23%  
c) Newton Abbot: 10%
3. 20%

#### **Enhancement in performance with the Local PSA**

1. 10% points

- 2. a) Exeter: 2% points
- b) Exmouth: 2% points
- c) Newton Abbot: 2% points
- 3. 8% points

**Special condition:**

***The performance reward grant relating to this target will be divided between the sub-targets in the following proportions:***

- 1. 20%
- 2. a) 16.66%
- b) 16.66%
- c) 16.66%
- 3. 30%

## **Priority 5 – Supporting Children to grow up healthy**

### **Reducing Obesity**

#### **Indicator by which performance will be measured:**

1. The percentage of primary school pupils participating in a minimum of 2 hours high-quality PE and school sport a week within and beyond the National Curriculum during one complete school year.
2. The percentage of primary school pupils participating in a minimum of 1 additional hour of extra\* physical activity a week within and beyond the National Curriculum during one complete school year.
3. The percentage of secondary school pupils participating in a minimum of 2 hours high-quality PE and school sport a week within and beyond the National Curriculum during one complete school year.

#### **Baseline Performance – 2004/05:**

1. 79%
2. 66%
3. 67%

#### **Performance at the end of the PSA Period: (academic year ending Summer 2008)**

##### **Performance expected without PSA:**

1. 85%
2. 74%
3. 85%

##### **Performance expected with PSA:**

1. 92%
2. 82%
3. 89%

##### **Enhancement in performance with PSA:**

1. +7%
2. +8%
3. +4%

#### **Special condition:**

***The performance reward grant relating to this target will be divided between the sub targets as follows:***

1. 50%
2. 27.5%
3. 22.5%

**Condition of grant**

***Notwithstanding the provisions of Schedule 4 of this agreement, it is agreed that the potential Performance Reward Grant assigned to this target is £1,179,173.***

**Notes**

Indicators will be measured against data provided by each school for the number of pupils participating in (a), (b) or (c) within and beyond the curriculum averaged over one school year.

High quality PE and school sport has the meaning set out in the PE School Sports and Club Links survey (PESSCL).

Extra\* physical activity is defined as daily enrichment, enabling or extension activities generated in pupils own time (before school, lunch time or after school) and not available within the curriculum. Enrichment, enabling or extension refers to the definitions set out in the DfES OSHL documentation.

## **Priority 6 – Improving the life chances of looked after children**

### **Improve self esteem and a better start in life of looked after children**

#### **Indicator by which performance will be measured**

1. The percentage of children under 16 who have been looked for 2.5 years or more and who have been living in the same placement for at least 2 years or have been placed for adoption.\*
2. The percentage of young people leaving care aged 16 or over with at least 1 GCSE at grade A\* to G or a GNVQ. (PAF A2)\*
3. The percentage of Looked after Children who were looked after on 1 April in their 17<sup>th</sup> year (aged 16) who are engaged in education, training or employment at the age of 19. (PAF A4)\*
4. The number of looked after children adopted during the year as a percentage of the number of children looked after at 31 March (excluding unaccompanied asylum seekers) who had been looked after for 6 months or more on that day. (PAF C23)\*

#### **Current performance (1 April 2004 to 31 March 2005)**

1. 63.7%
2. 47%
3. 62.1%
4. 6.5%

#### **Performance at the end of the period of the Local PSA (2 year average for period 1 October 2006 to 30 September 2008)**

#### **Performance expected without the Local PSA**

1. 67%
2. 53.1%
3. 65.3%
4. 6.9%

#### **Performance target with the Local PSA**

1. 76%
2. 63.3%
3. 72.6%
4. 7.5%

#### **Enhancement in performance with the Local PSA**

1. 9%

2. 10.2%
3. 7.3%
4. 0.6%

**Special condition:**

***The Performance reward grant relating to this target will be divided between the sub targets as follows:***

- 1. 48%**
- 2. 30%**
- 3. 14%**
- 4. 8%**

\* Will be measured as a 2 year average using the SSDA 903 returns for 31 March 2006-2008.

## **Priority 7 – Preventing homelessness and reducing repeat homelessness among vulnerable young people**

### **Stability of vulnerable young people through appropriate housing solutions**

#### **Indicator by which performance will be measured**

Numbers of 16–17 year olds and care leavers 18–20 who are accepted as eligible, in priority need and unintentionally homeless. (ODPM P1E statistics).

#### **Current performance (2004 - 2005)**

**127** 16–17 year olds and care leavers 18–20 who are accepted as eligible, in priority need and unintentionally homeless. (ODPM P1E statistics).

#### **Performance at the end of the period of the Local PSA (total for the three years ending 31<sup>st</sup> March 2008)**

#### **Performance expected without the Local PSA**

**381** 16–17 year olds and care leavers 18–20 accepted as eligible, in priority need and unintentionally homeless. (ODPM P1E statistics: April 2005 - March 2008).

#### **Performance target with the Local PSA**

**191** 16–17 year olds and care leavers 18–20 accepted as eligible, in priority need and unintentionally homeless. (ODPM P1E statistics: April 2005 - March 2008).

#### **Enhancement in performance with the Local PSA**

**190** fewer 16–17 year olds and care leavers 18–20 accepted as in priority need and unintentionally homeless.

#### **Special Condition:**

***Performance Reward Grant for this target will be forfeited if overall levels of homelessness (as measured through acceptances reported on the P1E returns) are not maintained at current levels, or improved upon during the period of the LPSA.***

## **Priority 8 – Tackling local community safety issues**

### **Improving the safety of victims of domestic violence**

#### **Indicator by which performance will be measured**

1. Number of domestic violence crimes reported to the police
2. Percentage of offences brought to justice as a proportion of the total number of reported incidents

#### **Current performance (year ending 31<sup>st</sup> March 2005)**

1. 7157
2. To be determined on figures from October 2004 – September 2005\*

#### **Performance at the end of the period of the Local PSA (total for the three years ending 31<sup>st</sup> March 2008)**

#### **Performance expected without the Local PSA**

1. 7157
2. No change from baseline

#### **Performance target with the Local PSA**

1. 7873
2. Current performance + 10%

#### **Enhancement in performance with the Local PSA**

1. 716 more crimes reported to the police
2. 10% increase

#### **Special condition:**

***The performance reward grant relating to this target will be divided between the sub targets as follows:***

- 1. 50%***
- 2. 50%***

**\* Current performance to be established and agreed with Home Office and ODPM by 31<sup>st</sup> December 2005.**

## **Priority 9 – Supporting children to enjoy and achieve**

### **School attendance is improved to ensure all children have the opportunity to achieve**

#### **Indicators by which performance will be measured**

1. The percentage of half days attended by all pupils in mainstream secondary schools as measured and published in the DfES performance tables in 2006/07. (Data is collected from the start of each Autumn term preceding the measurement date until the end of May Bank Holiday in the relevant year).
2. The percentage of half days attended by all pupils in mainstream secondary schools as measured and published in the DfES performance tables in 2007/08. (Data is collected from the start of each Autumn term preceding the measurement date until the end of May Bank Holiday in the relevant year).
3. School days lost through fixed period exclusions for pupils of statutory school age in mainstream secondary schools in 2006/07.
4. School days lost through fixed period exclusions for pupils of statutory school age in mainstream secondary schools 2007/08.

#### **Current performance (Academic Year ending summer 2004)**

- 1 & 2. **92.1%** (Autumn Term 2004, Spring Term 2005 and Summer Term to 31<sup>st</sup> May 2005 – excluding absences during summer term that were authorised for exam preparation purposes).
- 3 & 4. **12,481** days lost (Academic Year 2003/04).

#### **Performance at the end of the period of the Local PSA (Academic Year ending summer 2008)**

##### **Performance expected without the Local PSA**

1. **92.4%** (Autumn Term 2006, Spring Term 2007 and Summer Term to 31<sup>st</sup> May 2007 – excluding absences during summer term that were authorised for exam preparation purposes).
2. **92.45%** (Autumn Term 2007, Spring Term 2008 and Summer Term to 31<sup>st</sup> May 2008 – excluding absences during summer term that were authorised for exam preparation purposes).
3. **11,857** days lost (Academic Year 2006/07) (5% reduction).
4. **11,233** days lost (Academic Year 2007/08) (10% reduction).

##### **Performance target with the Local PSA**

1. **92.45%** (Autumn Term 2006, Spring Term 2007 and Summer Term to 31<sup>st</sup> May 2007 – excluding absences during summer term that were authorised for exam preparation purposes).

2. **92.7%** (Autumn Term 2007, Spring Term 2008 and Summer Term to 31<sup>st</sup> May 2008 – excluding absences during summer term that were authorised for exam preparation purposes).
3. **11,233** days lost (Academic Year 2006/07) (10% reduction).
4. **9,361** days lost (Academic Year 2007/08) (25% reduction).

#### **Enhancement in performance with the Local PSA**

1. +0.05%
2. +0.25%
3. 624 days (5% reduction)
4. 1,872 days (15% reduction)

#### **Special Condition:**

**The Performance Reward Grant will be divided between the 4 sub targets as follows:**

1. **8%**
2. **42%**
3. **12.5%**
4. **37.5%**

## **Priority 10 – Supporting people on low incomes**

### **Reduce poverty by improving access to benefits and tax credits for targeted groups**

#### **Indicators by which performance will be measured**

1. The number of families with children with Special Needs\* who are helped by Devon County Council Joint Agency Team for Children with Special Needs to successfully claim new or amended tax credit, DLA, Housing and Council Tax Benefit, Carers Allowance and other related benefits to a minimum value of £834 per person per annum.

2. The number of people over 60 helped by Care Direct to successfully claim new or amended pension credit, attendance allowance, disability living allowance, and carer's benefit to the value of an average of £2,000 per person per annum.

#### **Definitions**

*\* as identified by the Joint Agency Team for Children with Special Needs (a child aged 0-18 years of age needs to meet at least one of ten areas of need i.e. hearing, vision, communication, learning, locomotion/mobility, continence, upper limb/hand, personal care, eating/drinking/ingestion, and emotional/behavioural – at either a moderate, severe or profound level).*

#### **Current Performance (April 2004 – March 2005)**

1. 0 (LPSA constitutes a new area of work)
2. 984

#### **Performance at the end of the period of the Local PSA (Total for the 3 years ending 31<sup>st</sup> March 2008)**

##### **Performance expected without the Local PSA**

1. 0
2. 2952

##### **Performance target with the Local PSA**

1. 500
2. 4572

##### **Enhancement in performance with the Local PSA**

1. 500
2. 1620

**Special Conditions:**

**1. Once a new, increased, or adjusted claim by an individual has been counted as a successful outcome for the purposes of indicator 1 and 2 a subsequent new claim, increase or adjustment to the amount payable to that family or individual cannot be counted again.**

**2. For the purposes of indicators 1 and 2, claims which result in new, increased, or adjusted payments may be counted provided that they are submitted during the period of the agreement and notified as being successful to Devon County Council within 13 weeks of 31/3/2008.**

**3. The performance reward grant shall be divided between the three sub-targets as follows:**

**1. 25%**

**2. 75%**

## **Priority 11 – Promoting independence and choice for older people and people with disabilities**

### **Target 11 A**

#### **Indicators by which performance will be measured**

The gap between:

- the percentage of older people aged 65 or over surveyed, who report being satisfied with the help they received from Devon Social Services and satisfied with the services purchased directly using Direct Payments (**see Note 1**).
- perfection (= 100%)

*The result achieved in relation to the above measure in February 2006 will be subtracted from the result in relation to the above measure achieved in the 2009 survey to calculate performance in relation to this target.*

(40% of the Performance Reward grant on this target will relate to this measure)

#### **Current Performance (February 2006)**

X% (To be established by February 2006<sup>2</sup>.)

#### **Performance at the end of the LPSA period (survey to be carried out in 2009)**

#### **Performance expected without the Local PSA**

"X" + (3/100)\*(100-X)

#### **Performance at the end of the period with the Local PSA**

"X" + (10/100)\*(100-X) + Confidence Interval from the 2009 survey.

#### **Enhancement in performance with the Local PSA**

7% of the difference between performance in the February 2006 survey and 100%.

*e.g. were the baseline to be 60%, the 'without LPSA' improvement would be a 3% reduction in the gap between the 60% baseline and 100% = 40 percentage points; 3% of 40 percentage points = 1.2 percentage points, equalling a 'without LPSA' performance of 61.2% overall satisfaction. In this example, the 'with LPSA' target would be this 61.2% plus the additional 7% stretch plus Confidence Interval (e.g. 4%) = 68% overall satisfaction.*

#### **Note**

**1. This will be measured by response rates to the Department of Health's Independence and Quality of Life questionnaire. An illustrative example is included at Annex A to this Agreement, but the exact wording may be revised by Department of Health prior to October 2005.**

## **Target 11 B**

### **Supporting older people to live independently**

#### **Indicator by which performance will be measured**

Older people aged 65 or over moving permanently into residential care (see note 1).

#### **Current Performance (year ending 31<sup>st</sup> March 2005)**

2,220 (Source: Care Management System, CareFirst)

#### **Performance at the end of the LPSA period (total for the three years ending 31<sup>st</sup> March 2008)**

#### **Performance expected without LPSA**

2,335

#### **Performance target with LPSA**

2,275

#### **Enhancement in performance**

60 fewer older people aged 65 or over moving permanently into residential care.

#### **Notes relating to Target 11B**

- 1. The indicator applies to those who are living independently at the beginning of the LPSA period.**
- 2. A qualifying period of six months in one or more residential or nursing homes needs to be met before a person is counted as having moved permanently into residential care. If the time in the care home(s) is interrupted by a stay in hospital this does not “stop the clock”. If such a person temporarily returns to independent living during this period this “stops the clock”. The qualifying period starts again at zero.**
- 3. Those who enter care homes as self-supporting clients who later become council-funded should not be counted in the “Moving In” indicator.**
- 4. Those who move in and die before six months do not count towards the indicator.**

#### **Special Condition relating to Targets 11A and B**

**The performance reward grant relating to Target 11 will be divided between the two sub targets in the proportions 40:60 as follows:**

**11 a) 40%**

**11 b) 60%**

## **Priority 12 – Developing citizenship, volunteering and self-help**

**Communities are strengthened as a result of active citizenship, greater participation by young people in democratic processes and improved quality of life through volunteering.**

### **Indicators by which performance will be measured**

1. Level achieved in the standard for youth participation 'Hear by Right' by 2008.
2. Number of new volunteers of any age recruited and placed in placements in Devon. The measurement would take the form of the number of volunteers undertaking activity for an average of at least 2 hours per week over a 12 month period.

### **Current performance (2004-2005)**

1. Pre-emergent stage.
2. To be established.

**Performance at the end of the period of the Local PSA (total for the three years ending 31<sup>st</sup> March 2008)**

### **Performance expected without the Local PSA**

1. Emerging stage.
2. No improvement.

### **Performance target with the Local PSA**

1. Advanced.
2. 2950 new volunteers who meet the specified criteria

### **Enhancement in performance with the Local PSA**

1. The Standard has 4 stages and Devon would move from the second to the fourth and highest standard of the matrix.
2. 2950 additional volunteers

### **Special condition:**

***The Performance Reward Grant relating to this target will be divided between the two sub targets as follows:***

1. 17%
2. 83%

### **Condition of Grant**

***Notwithstanding the provisions of Schedule 4 of this agreement, it is agreed that the potential Performance Reward Grant assigned to this target is £884,380.00.***

### **Additional information on volunteering target definitions**

The outcomes sought for the volunteering target are:

- To benefit local charities, community groups, schools and other organisations with which volunteers are placed by increasing their capacity and responsiveness.
- To benefit volunteers by increasing their skills, enabling them to feel more engaged with their communities and sense of wellbeing.

Volunteers are defined in this context as people who are recruited and placed by Volunteer Centres and similar agencies in Devon with whom the County Council will contract to deliver the results or by the County Council itself. All placements will be structured, formal roles as indicated in the list below, which is drawn from the Home Office list for their national survey.

As part of the contract we will specify precise reporting requirements in order to track and monitor individuals.

Activities to be included are:

- Organising or helping to run an activity (this would need to be a regular, continuing activity and would include sports coaching, older people's clubs, working in a charity shop among others).
- Leading a group/being a member of a committee (specifying: a) school/college governor; b) charity trustee; c) community association or other local charitable group).
- Providing transport/driving through a local charity or community organisation such as a community transport group.
- Giving advice/information/counselling/mentoring.
- Visiting people in their homes, hospital or residential home for the purpose of giving emotional or practical support, as opposed to simple social contact.
- Secretarial, administrative or clerical work for a local charity or community group.
- Befriending or mentoring people as part of a specific, quality assured project.
- Representing people as an advocate or similar.
- Other practical help such as environmental projects e.g. through BTCV or similar local group.

## **SCHEDULE 2: FREEDOMS & FLEXIBILITIES**

No Freedoms and Flexibilities have been agreed in relation to this Agreement.

### **SCHEDULE 3: PUMP PRIMING GRANT IN SUPPORT OF INVEST TO SAVE OR INVEST TO IMPROVE PROJECTS**

To assist in achieving the targets set out in this Agreement, the Government will make a pump priming grant of £ 1,464,944.00 to Devon County Council as a contribution towards expenditure of an “invest to save” or “invest to improve” nature. This grant will be paid no later than the financial year following that in which this agreement was concluded.

The grant is intended to assist the authority in achieving the targets set out in the agreement. It must be spent, during the period of this Local PSA, or as otherwise agreed with the Government. Conditions protecting the proper use of public funds will apply.

## **SCHEDULE 4: PERFORMANCE REWARD GRANT**

The provisions of this Schedule are subject to any additional provisions on the performance reward grant elsewhere in the Agreement.

### **The total potential grant**

The total potential grant is equivalent to 2.5% of the net budget requirement for Devon County Council and its 8 District Councils for 2004-05. It is divided equally among the targets unless otherwise specified. Where a target has sub-targets, the amount for the target is sub-divided equally among the sub-targets unless otherwise specified. The relevant net budget requirement was £707,504,000.00.

### **The reward for achievement on a target**

The proportion of the potential grant attributed to a target or sub-target that is payable is the same as the proportion of the 'enhancement in performance with the Local PSA' specified in Schedule 1 that the authority achieves, subject to a maximum proportion of 100% and a minimum of 60%. If the authority achieves less than 60% of that enhancement in performance, nothing is included in the grant in relation to that target or sub-target.

### **Payment of the grant**

The grant will be paid in two equal instalments in the financial year following that in which the end date of the Local PSA falls, and the next financial year, subject to the qualification below relating to interim payments on account.

Half of each instalment of the grant will be paid as a capital grant, and half as a revenue grant.

## ANNEX A

### Quality of Life questionnaire to be used for Target 11A

The survey will comprise the following three questions:

Q1. 'Overall how satisfied are you with the help that you received in your own home?'

Q2. Responses to the following statements:

*'I feel safe at home'*

*'As much contact with other people as I want'*

*'I get up and go to bed at times that suit me'*

Q3. 'Which of the following best describes your present situation?'

An improved outcome will only be demonstrated by the following responses:

Q1. The first two options (of the seven): *'I am extremely satisfied'* and *'I am very satisfied'*

Q2. The first option (of the four): *'Strongly agree'*

Q3. The first two options (of the four): *"I feel in control of my daily life"* and *"Services help me to feel in control of my daily life"*

The survey will be scored as follows :-

% of Q1 **plus** Average % of Q2 [% of statement 1 + % of statement 2 + % of statement 3 **divided** by 3] **plus** % of Q3 **divided** by 3.

(NB In the event of Q2 being subdivided into three separate questions within the February 2006 survey, an improved outcome shall still only be demonstrated by the first option *'I strongly agree'*, and the questions shall be scored as per the three statements of the current Q2 i.e. average % answering the first option).

Sample to include **all** people aged 65 and over receiving home care services through Social Care and **all** people in the same cohort group using Direct Payments.

Service users that receive both home care services through the Council and Direct payments will be asked to complete the home care survey.

To be eligible to be included in the survey of older people who use Direct Payments, users should be aged 65 or over and in receipt of 'ongoing' Direct Payments at the time of the survey; and not be receiving home care purchased by Councils.

An "ongoing" Direct Payment is defined as a payment that has been made to cover a period of at least a month at the time when the sample is taken and is not for a one-off service such as a short break or item of equipment.

<sup>2</sup> Actual numbers to be included in the survey will not be known until the survey is conducted. However, for the survey to be valid for the LPSA2 and enable reward grant to be claimed (i) a response rate of at least 50% of the intervention group is required; and (ii) the results of the survey should meet the target of achieving a confidence interval of plus or minus 4% for the questions. The administration of the survey should follow the guidance set out on website: <http://www.ic.nhs.uk/pss/usersurveys/2005-06>