

# **LOCAL PUBLIC SERVICE AGREEMENT BETWEEN DEVON COUNTY COUNCIL & 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 and its partners provide. This agreement covers the period 1 April 2002 to 31 March 2005.
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 term "Devon" is taken in this agreement to refer to the administrative area of Devon County Council, i.e., excluding Torbay and Plymouth.

## **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 £1,456,912 in 2002-3 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 of £13,049,400 to Devon County Council, as set out in Schedule 4 to this agreement, if it achieves all the enhanced targets specified in Schedule 1. 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:

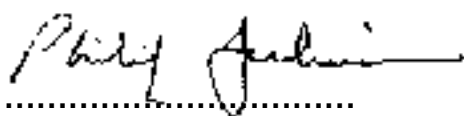
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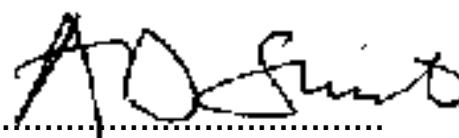
.....  
Cllr Christine Channon  
**Council Leader**  
**Devon County Council**



.....  
The Rt Hon Nick Raynsford MP  
**Minister of State for Local Government and the Regions**



.....  
Phillip Jenkinson  
**Chief Executive**  
**Devon County Council**



.....  
The Rt Hon Andrew Smith MP  
**Chief Secretary to Her Majesty's Treasury**

**The above Ministers sign also on behalf of their colleagues listed below:**

**Chancellor of the Exchequer**  
The Rt Hon. Gordon Brown MP

**Secretary of State for Transport Local Government and the Regions**  
The Rt Hon Stephen Byers MP

**Secretary of State for the Home  
Department**

The Rt Hon David Blunkett MP

**Secretary of State for Health**

The Rt Hon Alan Milburn MP

**Secretary of State for Environment,  
Food & Rural Affairs**

The Rt Hon Margaret Beckett MP

**Secretary of State for Education & Skills**

The Rt Hon Estelle Morris MP

# Schedule 1

## Targets

- |           |   |
|-----------|---|
| Target 1  | Enhancing Pupil Achievement at Key Stage 4  |
| Target 2  | Enhancing Pupil Achievement at Key Stages 2 & 4 in Exeter   |
| Target 3  | Improving attendance at school  |
| Target 4  | Reducing exclusions from School   |
| Target 5  | Enabling older people to live independently in the Community  |
| Target 6  | Improving support to children with special needs  |
| Target 7  | Closing the gap between the number of children looked after in Exeter, North Devon and the rest of Devon.   |
| Target 8  | Increasing help and support to the victims of domestic violence.  |
| Target 9  | To increase the number of cycle trips.  |
| Target 10 | Improving access to the countryside.  |
| Target 11 | To increase the number of passenger journeys by bus & rail within, & to, the City of Exeter.  |
| Target 12 | To speed up the ability for transactions between the Council, citizens and businesses to be delivered electronically.                               |
| Target 13 | To ensure continuous improvement in the economy, efficiency and effectiveness of local services through overall improvements in cost effectiveness. |

<b>DCC Target 1: Enhancing Pupil Achievement at Key Stage 4.</b>			
<b>LPSA National Target 3</b>	<i>To increase standards of educational attainment at Key Stage 4, measured by the % of children achieving 5+ A*-C.</i>		
<b>Indicators by which performance will be measured &amp; current performance</b>	<b>Education Indicators</b>	<b>Current Perf. 2000/01</b>	<b>Perf. Ind. Ref.</b>
	The % of children achieving 5+ A*-C	49.1%	BV38
<b>Performance at the end of the period of the local PSA</b>			
<b>Performance expected <u>without</u> the Local PSA</b>	<b>Education Indicators</b>		<b>Target Summer 2004</b>
	The % of children achieving 5+ A*-C		55%
<b>Performance expected <u>with</u> the Local PSA</b>	<b>Education indicators</b>	<b>Interim target Summer 2003</b>	<b>LPSA Target Summer 2004</b>
	The % of children achieving 5+ A*-C	53%	56.5%
<b>Enhancement in performance <u>with</u> the Local PSA</b>	<b>Education Indicators</b>	<b>Enhancement with PSA by 31/03/05</b>	
	The % of children achieving 5+ A*-C	1.5%	

<b>DCC Target 2: Enhancing Pupil Achievement at Key Stages 2 &amp; 4 in Exeter.</b>			
<b>Local target</b>	<i>Improve educational attainment in Exeter schools at Key Stage 2 &amp; Key Stage 4.</i>		
<b>Indicators by which performance will be measured &amp; current performance</b>	<b>Education Indicators</b>	<b>Current Perf. 2000/01</b>	<b>Perf. Ind. Ref.</b>
	(i) The % of children achieving L4 KS2 English	67.13%	BV41
	(ii) The % of children achieving L4 KS2 Mathematics	62.45%	BV40
	(iii) The % of children achieving 5+ A*-C GCSEs	40.9%	BV38
<b>Performance at the end of the period of the local PSA</b>			
<b>Performance expected <u>without</u> the Local PSA</b>	<b>Education Indicators</b>		<b>Target Summer 2004</b>
	The % of children achieving L4 KS2 English		74%
	The % of children achieving L4 KS2 Mathematics		70%
	The % of children achieving 5+ A*-C GCSEs		42.5%
<b>Performance expected <u>with</u> the Local PSA</b>	<b>Education Indicators</b>	<b>Interim target Summer 2003</b>	<b>LPSA Target Summer 2004</b>
	The % of children achieving L4 KS2 English	77.2%	78.7%
	The % of children achieving L4 KS2 Mathematics	78.3%	79.8%
	The % of children achieving 5+ A*-C GCSEs	44.6%	47%
<b>Enhancement in performance <u>with</u> the Local PSA</b>	<b>Education Indicators</b>	<b>Enhancement with PSA by Summer 2004</b>	
	The % of children achieving L4 KS2 English	4.7%	
	The % of children achieving L4 KS2 Mathematics	9.8%	
	The % of children achieving 5+ A*-C GCSEs	4.5%	

Note: The performance reward grant will be weighted to offer equal potential reward for achievement in primary and secondary sectors – with potential reward split – 25% for performance against each of sub-targets (i) and (ii) and 50% against sub target (iii).

<b>DCC Target 3: Improving Attendance at School.</b>			
<b>Local Target (based on LPSA National Target 5)</b>	<i>To improve the overall attendance at Secondary schools.</i>		
<b>Indicators by which performance will be measured &amp; current performance</b>	<b>Education Indicators</b>	<b>Current Perf. 2000/01</b>	<b>Perf. Ind. Ref.</b>
	Overall attendance at secondary schools (year to 31 <sup>st</sup> March)	91.2%	L4.3.7
<b>Performance at the end of the period of the local PSA (31<sup>st</sup> March 2005)</b>			
<b>Performance expected <u>without</u> the Local PSA</b>	<b>Education Indicators</b>		<b>Target 31/03/05</b>
	Overall attendance at secondary schools (year to 31 <sup>st</sup> March)		91.9%
<b>Performance expected <u>with</u> the Local PSA</b>	<b>Education Indicators</b>	<b>Interim target 31/3/04</b>	<b>LPSA Target 31/03/05</b>
	Overall attendance at secondary schools (year to 31 <sup>st</sup> March)	91.9%	92.3%
<b>Enhancement in performance <u>with</u> the Local PSA</b>	<b>Education Indicators</b>	<b>Enhancement with PSA by 31/03/05</b>	
	Overall attendance at secondary schools (year to 31 <sup>st</sup> March)	0.4%	

<b>DCC Target 4: Reducing Exclusions from School.</b>			
<b>Local Target</b>	<i>To reduce the % of secondary school pupils permanently excluded from school.</i>		
<b>Indicators by which performance will be measured &amp; current performance</b>	<b>Education Indicator</b>	<b>Current Perf. 2000/01</b>	<b>Perf. Ind. Ref.</b>
	Number of secondary school pupils per 1,000 permanently excluded from school (year to 31 <sup>st</sup> march)	1.71	BV44b
<b>Performance at the end of the period of the local PSA (31<sup>st</sup> March 2005)</b>			
<b>Performance expected <u>without</u> the Local PSA</b>	<b>Education Indicator</b>	<b>Target 31/03/05</b>	
	Number of secondary school pupils per 1,000 permanently excluded from school (year to 31 <sup>st</sup> march)	1.3	
<b>Performance expected <u>with</u> the Local PSA</b>	<b>Education Indicator</b>	<b>Interim target 31/3/04</b>	<b>LPSA Target 31/03/05</b>
	Number of secondary school pupils per 1,000 permanently excluded from school (year to 31 <sup>st</sup> march)	1.3	1.0
<b>Enhancement in performance <u>with</u> the Local PSA</b>	<b>Education indicator</b>	<b>Reduction in exclusions</b>	
	Number of secondary school pupils per 1,000 permanently excluded from school (year to 31 <sup>st</sup> march)	0.3	

**DCC Target 5: Enabling older people to live independently in the community.**

<b>LPSA National Target 7</b>	<i>Provide high quality pre-admission &amp; rehabilitation care to older people to help them live as independently as possible by reducing preventable hospitalisation &amp; ensuring year on year reductions in delays in moving people over 75 on from hospital.</i>
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**Current performance (31<sup>st</sup> March 2001)**

<b>Indicators by which performance will be measured &amp; current performance</b>	<b>Social Services PAF indicators</b>	<b>Current Perf. 2000/01</b>	<b>Perf. Ind. Ref.</b>
	Percentage increase on previous year in emergency admission of older people aged over 75 to hospital per 1000 population aged over 75 (composite - 6 Devon PCT's)	2.8%	PAF PI A5
	Admission of people aged 65 or over to supported permanent residential/nursing care per 10,000 head of population aged 65 or over (PAF C26)	98 per 10,000	PAF PI C26
	Short term interventions for people aged 65 plus to enable them to remain at home and independent of other services. A local target which expresses short term community services as a % of long term community services, aiming to shift the balance in favour of short term services, assisting older people to live independently*	36%	RAP P2F/ RAP P2S

**Performance at the end of the period of the local PSA (31<sup>st</sup> March 2005)**

<b>Performance expected without the Local PSA</b>	<b>Social Services PAF indicators</b>	<b>Target 31/03/05</b>
	Percentage increase on previous year in emergency admission of older people aged over 75 to hospital per 1000 population aged over 75	2%
	Admission of people aged 65 or over to supported permanent residential/nursing care per 10,000 head of population aged 65 or over (PAF C26)	94 per 10,000
	Short term interventions for people aged 65 plus to enable them to remain at home and independent of other services. A local target which expresses short term community services as a % of long term community services, aiming to shift the balance in favour of short term services, assisting older people to live independently	41%

<b>Performance expected with the Local PSA</b>	<b>Social Services PAF indicators</b>	<b>Interim target 31/3/04</b>	<b>LPSA Target 31/03/05</b>
	Percentage increase on previous year in emergency admission of older people aged over 75 to hospital per 1000 population aged over 75 to be at or below	2.7%	1.5%
	Admission of people aged 65 or over to supported permanent residential/nursing care per 10,000 head of population aged 65 or over (PAF C26) (see endnote 2)	95 per 10,000	92 per 10,000
	Short term interventions for people aged 65 plus to enable them to remain at home and independent of other services. A local target which expresses short term community services as a % of long term community services, aiming to shift the balance in favour of short term services, assisting older people to live independently	43%	44%

<b>Enhancement in performance with the Local PSA</b>	<b>Social Services PAF indicators</b>	<b>Enhancement with PSA by 31/03/05</b>
	Percentage change on previous year in emergency admission of older people aged over 75 to hospital per 1000 population aged over 75	0.5%
	Admission of people aged 65 or over to supported permanent residential/nursing care per 10,000 head of population aged 65 or over (PAF C26) (see endnote 2)	2
	Short term interventions for people aged 65 plus to enable them to remain at home and independent of other services. A local target which expresses short term community services as a % of long term community services, aiming to shift the balance in favour of short term services, assisting older people to live independently	3% points

\*This will be measured using the RAP run P2F, to which will be added people helped by short term services which are not counted on the RAP run because the services start and stop in the same day, or because they are not managed through the main social services computer system – for example, they are commissioned directly through Care Direct. All information of this type will be gathered through rigorous monitoring arrangements which may be audited. The final figure will be expressed as a percentage of RAP P2S.

The PRG will be weighted between the PIs as follows:  
PSS PAF PI A5 - 60%;  
PSS PAF PI C26 - 30%  
RAP P2F/P2S - 10%

<b>DCC Target 6: Support to children with special needs &amp; their families.</b>			
<b>Local Target</b>	<i>To empower families with special needs children (disability &amp; mental health) to manage their care needs independently through the provision of improved information services, opportunities for parents to act as key workers for their children &amp; the use of direct payments by 16-17 year olds.</i>		
<b>Indicators by which performance will be measured &amp; current performance</b>	<b>Social Services Indicators</b>	<b>Current Perf. 2000/01</b>	<b>Perf. Ind. Ref.</b>
	The number of carers of children with moderate severe or profound special needs who are on a carer's register & report satisfactory access to an integrated information service in their locality. *see footnote	0	QP Obj. 6
	The number of parent carers of children with moderate, severe or profound special needs who are acting as their child's key worker, within agreed joint agency protocols. **see footnote	0	"
	The number of 16 – 17 year olds in receipt of direct payments. (Numbers will be identified from the SSD social care information system)	0	"
<b>Performance at the end of the period of the local PSA (31<sup>st</sup> March 2005)</b>			
<b>Performance expected without the Local PSA</b>	<b>Social Services indicators</b>		<b>Target 31/03/05</b>
	The number of carers of children with moderate severe or profound special needs who are on a carer's register & report satisfactory access to an integrated information service in their locality.		500
	The number of parent carers of children with moderate, severe or profound special needs who are acting as their child's key worker, within agreed joint agency protocols.		80
	The number of 16 – 17 year olds in receipt of direct payments.		20
<b>Performance expected with the Local PSA</b>	<b>Social Services indicators</b>	<b>Interim target 31/3/04</b>	<b>LPSA Target 31/03/05</b>
	The number of carers of children with moderate severe or profound special needs who are on a carer's register & report satisfactory access to an integrated information service in their locality.	575	800
	The number of parent carers of children with moderate, severe or profound special needs who are acting as their child's key worker, within agreed joint agency protocols.	105	140
	The number of 16 – 17 year olds in receipt of direct payments.	35	50
<b>Enhancement in performance with the Local PSA</b>	<b>Social Services indicators</b>	<b>Enhancement with PSA by 31/03/05</b>	
	The number of carers of children with moderate severe or profound special needs who are on a carer's register & report satisfactory access to an integrated information service in their locality.	300 carers	
	The number of parent carers of children with moderate, severe or profound special needs who are acting as their child's key worker, within agreed joint agency protocols.	60	
	The number of 16 – 17 year olds in receipt of direct payments.	30	

\*The numbers of parent/carers in receipt of integrated information services will be held on a database managed either by a joint agency team or an SSD children's services team. User satisfaction will be measured by questionnaire (postal or email) during Sept-Nov 2003 & Jan-March 2005. A response rate of 50% will be taken as representative. If the postal/email returns fall below this, then telephone interviews, selected on a random basis, will be undertaken to reach the acceptable response level.

\*\*Numbers will be identified from an integrated Health, SSD, Education IT system or the SSD social care information system. The achievement of this target is dependent in part on the level of parent carer take-up.

<b>DCC Target 7: Closing the gap between the number of children looked after in Exeter, North Devon &amp; the rest of Devon.</b>			
<b>Local Target</b>	<i>To close the gap between the number of Children Looked After in Exeter, North Devon &amp; the rest of Devon.</i>		
<b>Indicators by which performance will be measured &amp; current performance</b>	<b>Social Services Indicators</b>	<b>Current Perf. 2000/01</b>	<b>Perf. Ind. Ref.</b>
	Number of looked after children in Exeter per 10,000 child care population	92	
	Number of looked after children in North Devon per 10,000 child care population	78	
<b>Performance at the end of the period of the local PSA (31<sup>st</sup> March 2005)</b>			
<b>Performance expected <u>without</u> the Local PSA</b>	<b>Social Services indicators</b>		<b>Target 31/03/05</b>
	Number of looked after children in Exeter per 10,000 child care population		85
	Number of looked after children in North Devon per 10,000 child care population		67
<b>Performance expected <u>with</u> the Local PSA</b>	<b>Social Services indicators</b>	<b>Interim target 31/3/04</b>	<b>LPSA Target 31/03/05</b>
	Number of looked after children in Exeter per 10,000 child care population	75	70
	Number of looked after children in North Devon per 10,000 child care population	64	60
<b>Enhancement in performance <u>with</u> the Local PSA</b>	<b>Social Services indicators</b>	<b>Enhancement with PSA by 31/03/05</b>	
	Number of looked after children in Exeter per 10,000 child care population	15	
	Number of looked after children in North Devon per 10,000 child care population	7	

<b>DCC Target 8: Reducing the crime of domestic violence.</b>			
<b>Local Target</b>	<i>To reduce the overall level of domestic violence by increasing reportage &amp; identification, thereby reducing re-offending &amp; repeat victimisation.</i>		
<b>Indicators by which performance will be measured &amp; current performance</b>	<b>Community Safety Indicators</b>	<b>Current Perf.</b>	<b>Perf. Ind. Ref.</b>
	The number of repeat victims of domestic violence as reported to the Police (all Devon figure)	1,708*	-
	Number of domestic violence incidents reported to the Police	5,708*	-
<b>Performance at the end of the period of the local PSA (year to 31<sup>st</sup> March 2005)</b>			
<b>Performance expected without the Local PSA</b>	<b>Community Safety Indicators</b>	<b>Target 31/03/05</b>	
	Number of repeat victims of domestic violence as reported to the Police (all Devon figure)	1708	
	Number of domestic violence incidents reported to the Police	5708	
<b>Performance expected with the Local PSA</b>	<b>Community Safety Indicators</b>	<b>Interim Target 31/3/04</b>	<b>LPSA Target 31/03/05</b>
	Number of repeat victims of domestic violence as reported to the Police (all Devon figure)	1536	1450
	Number of domestic violence incidents reported to the Police	6108	6279
<b>Enhancement in performance with the Local PSA</b>	<b>Community Safety Indicators</b>	<b>Enhancement with PSA by 31/03/05</b>	
	Reduction in the number of repeat victims of domestic violence as reported to the Police (all Devon figure)	248	
	Increase in the number of domestic violence incidents reported to the Police	571	

\*Baseline agreed between DCC and HO, derived from Police recorded incidents for period April to December 2001 - rather than full year 2000-01 – reflecting changes in recording methodology from April 2001.

<b>DCC Target 9: Increasing the number of cycle trips</b>			
<b>LPSA National Target 32</b>	<i>To triple the number of cycle trips from the 2000 level by 2010.</i>		
<b>Indicators by which performance will be measured &amp; current performance</b>	<b>Environment Indicator</b>	<b>Current Perf.</b>	<b>Perf. Ind. Ref.</b>
	<p>Total cycle trips.</p> <p>The baseline has still to be measured at ten locations spread across Devon. Baseline data will be submitted to the Department for Transport, Local Government &amp; the Regions (DTLR) Transport within four months of the date of this Agreement. DTLR Transport agrees that additional counting locations can be introduced, &amp; the baseline adjusted, providing that geographical &amp; trip purpose diversity can be established.</p> <p>The County Council will include trip stages in its measurements, in order to take account of trips involving cycling &amp; other modes of transport.</p> <p>A similar survey is to be carried out in the years ended 31 March 2004 and 31 March 2005 to provide the data for the targets specified below</p>	To be est.	
<b>Performance at the end of the period of the local PSA ( for year to 31<sup>st</sup> March 2005)</b>			
<b>Performance expected <u>without</u> the Local PSA</b>	<b>Environment Indicator</b>	<b>Target 31/03/05</b>	
	Percentage increase in cycle trips (over 2002/3 count)	4%	
<b>Performance expected <u>with</u> the Local PSA</b>	<b>Environment Indicator</b>	<b>Interim target 31/3/04</b>	<b>LPSA Target 31/03/05</b>
	Percentage increase in cycle trips (over 2002/3 count)	10%	15%
<b>Enhancement in performance <u>with</u> the Local PSA</b>	<b>Environment Indicators</b>		
	Percentage point increase in cycle trips (over 2002/3 count)	11 % points	

**Note: No Performance Reward Grant will be payable in respect of this target unless the survey data is obtained on a basis agreed with DTLR**

<b>DCC Target 10: Improving access to the Countryside.</b>			
<b>Local Target</b>	<i>To improve ease of access to the countryside by walkers, cyclists &amp; equestrians</i>		
<b>Indicators by which performance will be measured &amp; current performance</b>	<b>Environment Indicator</b>	<b>Current Perf.</b>	<b>Perf. Ind. Ref.</b>
	% of total length of footpaths & other rights of way which were easy to use by members of the public	70%	BV 178
<b>Performance at the end of the period of the local PSA (31<sup>st</sup> March 2005)</b>			
<b>Performance expected without the Local PSA</b>	<b>Environment Indicator</b>	<b>Target 31/03/05</b>	
	% of total length of footpaths & other rights of way which were easy to use by members of the public		85%
<b>Performance expected with the Local PSA</b>	<b>Environment Indicator</b>	<b>Interim target 31/3/04</b>	<b>LPSA Target 31/03/05</b>
	% of total length of footpaths & other rights of way which were easy to use by members of the public	83%	90%
<b>Enhancement in performance with the Local PSA</b>	<b>Environment Indicator</b>		
	% of total length of footpaths & other rights of way which were easy to use by members of the public		+5% points

Explanatory Note

The County Council will inspect a random 5% sample of public rights of way to calculate the indicator.

<b>DCC Target 11: Public Transport</b>			
<b>LPSA Nat. Target 24</b>	<i>Increase the number of passenger journeys by bus &amp; rail within, &amp; to, the City of Exeter.</i>		
<b>Indicators by which performance will be measured &amp; current performance</b>	<b>Corporate Indicator</b>	<b>Current Perf. 2000/01</b>	<b>Perf. Ind. Ref.</b>
	Bus services within Exeter	6,888,000	
	Park & Ride services	886,000	
	Bus services to Exeter (defined in note below)	1,856,000	
	Local rail services to Exeter (defined in note below)	2,003,000	
	<b>Total</b>	<b>11,633,000</b>	
<b>Performance at the end of the period of the local PSA (Year to 31<sup>st</sup> March 2005)</b>			
<b>Performance expected <u>without</u> the Local PSA</b>	<b>Corporate Indicator</b>		<b>Target 31/03/05</b>
	Passenger journeys in 2004/05 -		11,982,000
<b>Performance expected <u>with</u> the Local PSA</b>	<b>Corporate Indicator</b>	<b>Interim target 31/3/04</b>	<b>LPSA Target 31/03/05</b>
	Passenger journeys in 2004/05 (2003/4 for interim target)	11,982,000	12,331,000
<b>Enhancement in performance <u>with</u> the Local PSA</b>	<b>Corporate Indicator</b>	<b>Enhancement with PSA in 04/05</b>	
	Passenger journeys per annum in 2004/05	349,000	

**Notes**

1. Devon County Council undertakes to maintain its planned spending patterns for supporting all rural bus services with the aim of increasing the number of trips. DTLR and Devon County Council acknowledge that increases in contract prices and commercial service withdrawals are external factors, outside the County Council's control which will affect patterns of financial support for rural bus services.
2. Services to Exeter are defined as:

<b>Category</b>	<b>Service</b>	<b>To Exeter from...</b>
Bus Services to Exeter	56	Exmouth
Total current journeys = 1,856,000	57	Exmouth
	X53	Lyme Regis
	50	Crediton
	54	Cullompton
	315	Barnstaple
	60	Ottery St. Mary
	380	Honiton
	52	Sidmouth
	55	Tiverton
	58	Plymouth
Rail Services	N/A	Barnstaple
Total current journeys = 2,003,000	N/A	Exmouth
	N/A	Paignton / Plymouth

**DCC Target 12: To speed up the ability for transactions between the Council, Citizens & Businesses to be delivered electronically.**

<b>LPSA National Target 31</b>	<i>To speed up the ability for &amp; take up of transactions between the Council, Citizens &amp; Businesses in electronic service delivery.</i>		
<b>Indicators by which performance will be measured &amp; current performance</b>	<b>Corporate Indicator</b>	<b>Current Perf. 2000/01</b>	<b>Perf. Ind. Ref.</b>
	% of services being delivered electronically by 2005	39%	
	% of Devon Residents who have to travel less than 3 miles from their home to their nearest Community Access Point (fixed site providing free internet access).	81%	
	Provision of a Mobile Community Access & Learning Point to the 5% hardest to reach of Devon Residents.	Nil	
<b>Performance at the end of the period of the local PSA (31<sup>st</sup> March 2005)</b>			
<b>Performance expected <u>without</u> the Local PSA</b>	<b>Corporate Indicator</b>		<b>Target 31/12/04</b>
	(i) % of services being delivered electronically		85%
	(ii) % of Devon Residents who have to travel less than 3 miles from their home to their nearest Community Access Point. (fixed site providing free internet access).		85%
	(iii) % of the hardest to reach of Devon Residents provided with access to a Mobile Community Access and Learning Point once per week		Nil
<b>Performance expected <u>with</u> the Local PSA</b>	<b>Corporate Indicator</b>	<b>Interim target 31/3/04</b>	<b>LPSA Target 31/12/04</b>
	% of services being delivered electronically	85%	100%
	% of Devon Residents who have to travel less than 3 miles from their home to their nearest Community Access Point (fixed site providing free internet access).		95%
	% of the hardest to reach of Devon Residents provided with access to a Mobile Community Access and Learning Point once per week measured by monitoring the recorded routes and stops ( 2 - 4hrs duration) of the mobile zone vehicle against the hardest to reach residents map and supporting data (as prepared by Devon CC).		50%
<b>Enhancement in performance <u>with</u> the Local PSA</b>	<b>Corporate Indicator</b>	<b>Enhancement with PSA</b>	
	Earlier completion of services being delivered electronically (i.e 100% by 31/12/04 instead of 31/12/05): months early	12 months	
	% of Devon Residents who have to travel less than 3 miles from their home to their nearest Community Access Point	+10% points	
	% of the hardest to reach of Devon Residents provided with access to a Mobile Community Access and Learning Point once per week	+50% points	

Notes: Performance reward grant will be allocated 50% against indicator (i) and 25% against each of indicators (ii) and (iii).

DCC Target 13: To ensure continuous improvement in the economy, efficiency & effectiveness of local services through overall improvements in cost effectiveness

**Indicator(s) by which performance will be measured, and current performance**

Devon County Council will seek to work with the DTLR to establish a basket of indicators against which the cost effectiveness of the Council can be judged, by September 2002. The basket will be based upon the work undertaken in conjunction with the pilot PSA authorities but tailored to reflect the particular circumstances of the Council.

The Council will consider substituting an alternative measure of cost-effectiveness in the light of the results of research being conducted for DTLR, subject to the Council and DTLR satisfying themselves of the practicality of operating such a measure.

The Council also agrees, in principle, that an increase in cost-effectiveness of 2 per cent per year should be regarded as the performance achievable without the PSA, and that the target performance with the PSA will be set at a higher level. A firm agreement on the target is, however, dependent on consideration of the specification of the measure of cost-effectiveness that is eventually adopted.

The Council and DTLR agree that the portion of the Performance Reward Grant related to the cost-effectiveness measure, as specified in schedule 4 to this agreement, will relate to whatever measure of cost-effectiveness is incorporated in the agreement at the time the grant entitlement is determined. If there is no agreed measure of cost-effectiveness, no Performance Reward Grant will be paid in respect of cost-effectiveness.

## SCHEDULE 2

### FREEDOMS AND FLEXIBILITIES

#### 1. Overall Flexibilities

- 1.1 The Children and Young person's unit will explore with Devon County Council, some overarching flexibilities that would be additional to those flexibilities identified against specific targets.

Devon County Council will want to consider how the current range of plans that focus on children and young people can be more closely linked through co-ordinated (or more integrated) planning arrangements and activities eg data collection, target setting, evaluation. The identified plans are:

- Early Years & Childcare Development
- Sure Start
- Children's Fund
- Education Development Plan
- Connexions
- Youth Justice
- Young Persons Substance Misuse
- Teenage Pregnancy
- Quality Protects etc.

Devon County Council will be invited to work with the Children and Young Person's Unit to explore ways in which the Children's Fund can be used strategically to bring together a preventive strategy that operates across current planning requirements and responsibilities

Devon County Council will be invited to contribute to national policy through membership of a CYPU group established to consider how planning mechanisms can be adapted locally.

- 1.2 We would see the following outcomes being delivered as the result of these discussions:

- (a) A new set of planning arrangements that are:
- Inclusive
  - Child focussed not fragmented
  - Seamless in terms of the transition points in a child's life
  - Administratively & managerially efficient
  - Designed to improve the life experiences and opportunities available to children especially those at risk of social exclusion

- (b) A coherent multi-agency planning framework that can create a web of preventative interventions/services that will deliver improved outcomes for the most vulnerable children and young people 0-19.
- (c) All work/initiatives for children & young people aged 0-19 co-ordinated through a single, multi-agency, countywide “Devon Children and Young Peoples’ Strategic Partnership” (DCYPSP) working as a sub-group of the Devon Strategic Partnership. This partnership would have a specific focus on ensuring services are appropriately targeted on children and young people at risk. Arrangements to be mirrored at a sub-county level, connected with & feeding the community strategy process at all levels. This would make Community strategies the prime focus for this approach.

The DCYPSP will determine mechanisms to cover

- Data & information sharing
- Planning
- Funding
- Delivery
- Performance reporting

- (d) In order to realise this vision we need Government to work with us in terms of:

- Facilitating data sharing across programmes and agencies
- Developing a coherent planning framework with the express aim of producing greater transparency and an overall reduction in the planning burden.
- Suggesting ways in which funding streams & methods of allocation may be streamlined at a future date
- Considering ways in which its requirements for performance information & reporting can be integrated.

## **2. Individual Target Flexibilities**

### **2.1 Education**

#### **Target 1**

- (i) The Department for Education & Skills confirms that, subject to due Parliamentary process & Royal Assent, it will be open to the Local Education Authority & all schools to seek flexibilities under the Power to Innovate contained within the current Education Bill & that all such proposals will be considered equally.
- (ii) Standards Fund Freedom 1 - Within each of the Standards Fund categories listed below, permit the Council to use the amounts

falling within those elements of the Standards Fund defined as being amounts retained by the Local Education Authority as a single total which could be applied without restriction to any of the purposes relevant to those sections of the Standards Fund; and, subject to the agreement of the Secretary of State for Education and Skills, to permit the Council to apply amounts retained by the Local Education Authority to any of the purposes relevant to sections of the Standards Fund outside the Standards Fund category for which the amount was originally allocated. For the purposes of this change, the relevant Standards Fund categories are School Improvement; Inclusion; Standards and Curriculum; Diversity and Excellence; and Teachers and Support.

Assurance given by the Secretary of State for Education and Skills. Other conditions placed on the authority, in relation to the acceptance of individual grants within these categories, will not be affected by this change.

- (iii) Standards Fund freedom 2 - The Council is given assurance of a minimum resource allocation through the Standards Fund of 95% of the 2001-2002 allocation for the duration of the period covered by this Public Service Agreement. Such assurance to be given by the Secretary of State for Education and Skills."

### **Target 2**

- (i) As for target 1.

### **Target 3**

- (i) As at target 1.

### **Target 4**

- (i) As at target 1.

## **2.2 Social Services**

### **Target 5**

- (i) The Department of Health agrees to approach the Medical Devices Agency on behalf of Devon, with a view to presenting information provided by Devon, about the possibility of manufacturers addressing the design of hip protectors. Devon will provide details of the manufacturer & a short paper describing what they feel are the key issues that need to be acknowledged by manufacturers in possible redesign. This paper should be provided within 2 months of the commencement of the LPSA period.

### **Target 6**

- (i) The Department of Health undertakes that the NHSIA will input to the first 6 months of the PSA period to:
- Scope the issues of a web-based system using secure authentication (by token) or a remote access by dial-up facility
  - Seek solutions to the barriers to a web-based approach

### **Target 7**

- (i) DfES agree to clarify existing statutory guidance/instruments which DCC are not using locally, or
- (ii) DfES to involve DCC in developing & testing models for engaging schools in more formal partnership arrangements.

## **2.3 Community Safety**

### **Target 8**

- (i) The Home Office will develop in consultation with Devon County Council, a broader target for domestic violence based on increased reportage & reduced levels of repeat victimisation.

## **2.4 Environment**

### **Target 9**

DTLR (Transport) welcomes and will consider sympathetically innovative proposals for cycling signs and agrees to seek to decide on any applications for authorisation or approval as soon as possible and certainly within 3 months of receiving adequate information.

### **Target 11**

- (i) Recognising the need to streamline systems for approving bus priority schemes, DTLR (Transport) welcomes and will consider sympathetically innovative proposals for road signs and road marking layouts and agrees to seek to decide on any applications for authorisation or approval as soon as possible and certainly within 3 months of receiving adequate information.
- (ii) DTLR (Transport) agrees to consider flexibility in the use of the Rural Bus Subsidy Grant to support fares schemes which encourage regular bus travel
- (iii) DTLR (Transport ) agrees an increase in the de minimis threshold for a single operator to £250,000

## **2.5 E-Government**

### **Target 12**

- (i) DTLR will have further discussions with Devon on the scope for: use of Regulation 7 of the Capital finance regulations 1997, capitalisation directions, or other measures, to assist in the delivery of these targets
- (ii) DTLR will continue discussions with the council to maximise the freedoms and flexibilities that are available to the council under the data protection Act. Arrangements will be sought to discuss how the use of information can be improved with the Data Protection Registrar

## SCHEDULE 3

### FINANCIAL SUPPORT

#### 1 PUMP PRIMING GRANT

- 1.1 The Government will make a Pump Priming Grant (PPG) of £1,456,912 to Devon County Council, based on requirements detailed in the table below. This grant will be paid at the beginning of the financial year 2002/3. The Government will issue "Capitalisation Directions" in respect of those items in the table below, which would otherwise be treated as Revenue Expenditure.

TGT	GRANT £000's	CONTRIBUTION TO STRETCHED PERFORMANCE
1	100	Targeted support for schools where under performance is identified.
2	100	Enhancement of EDP2/Post OFSTED Action Plan programme for raising standards in Exeter.
3	100	Targeted support for schools where unauthorised absence levels are above the national average.
4	100	Support for development of tailored study programmes for pupils at risk of exclusion. This will include work with FE Colleges on vocational programmes for 14-16 year olds.
5	40	Project worker - design, development & protocol working, whole scheme, care pathway development, performance monitoring & assessment.
	30	Involvement of community & older people's organisations - targeted information & self-help
	20	Multi-skilled post pilot - to be extended as partnership funding if agreement can be reached - NEDHA area where a particular requirement for improved performance has been identified.
	30	Purchase of non-standard equipment & home safety measures.

6	54	Information co-ordinator time for each PCT
	12	Fixed term post to develop & implement parent - cover key worker protocols (0.5fte x 12 mths)
	12	Fixed term post to develop & implement direct payment scheme for 16-17 year olds (0.5fte x 12 mths)
	30	Data manager for the integrated information system provider
7	5	Support for new Children & Young Persons Strategic Partnerships
	18	Support for Children in Need conferencing (2x 0.5 fte)
	100	Funding for diversionary services
	45	Funding for foster care recruitment & retention (1.5 fte)
8	80	Funding for a single point of contact for reporting / investigating crimes of domestic violence
	40	Increasing awareness of domestic violence by publicity campaigns
	50	Developing & maintaining an accurate & up to date database of information
9	120	Improvements to cycle routes: signing, safety & publicity.
10	82.8	Employment of an additional public rights of way warden for the period of the PSA
	37.2	Path furniture – e.g. stiles, gates, bridges & signs
11	120	Promotion - updating City bus route map & distributing it, with promotional information, to all households in the City. Service reliability - support to ensure vehicle availability & service reliability. To underwrite the revenue risk on reducing the cost of a one-day Exeter Rider ticker.
12	41	Interactive website development - to enable people who may not normally get the chance to use ICT, the chance to use websites & to get involved in the Council's work.
	45	Promotion of Mobile Zone & eGovernment work - so that people know how & where they can get involved & take advantage of eGovernment.
	35	Undertaking & promoting consultation - to enable the people of Devon to have a greater say, (particularly those who are hard to reach), in the way local services are delivered.
	10	Performance monitoring & evaluation - to ensure we can tailor our performance & services to meet people's needs.
<b>Total</b>	<b>1457</b>	

## 2 UNSUPPORTED CREDIT APPROVALS

- 2.1 The Government will allow DCC to borrow an additional £4.4m during the period of the PSA.
- 2.2 DETR will issue an Unsupported Credit Approval (UCA), i.e. a Supplementary Credit Approval with no revenue support attached, of £4.4m to Devon County Council. This will be disregarded in the calculation of Revenue Support Grant or any successor schemes.
- 2.3 The UCA will be usable in support of the projects listed in the table below in respect of the period covered by the local PSA.

Target	Amount	Detail
DCC – 12 (National – 31)	£4.4m in total over the 3 year period	<p><b>To speed up the ability for &amp; take up of transactions between the Council, Citizens &amp; Businesses in electronic service delivery.</b></p> <p>The issue of unsupported credit approvals in each of the financial years 2002/03 to 2004/05 including set up costs for mobile zone - to enable people, particularly those in rural areas or those who are excluded - the opportunity to develop their ICT skills &amp; confidence &amp; to have a say in the way we provide services</p>

## **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.

### **Total potential grant**

If all of the performance targets in Schedule 1 are met or exceeded, the total grant will be equivalent to 2.5% of the sum of the net budget requirement of Devon County Council in 2001-02.

### **The division between targets**

The total potential grant of £13,049,400 is divided equally among the thirteen targets. Thus if there are fewer than thirteen targets the maximum available PRG will be less than 2.5% of the net budget requirement.

Where a target has sub-targets, unless otherwise specified the potential grant for the target is sub-divided equally among the sub-targets.

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

The proportion of potential grant that is payable is the same as the proportion of the enhancement in performance that the County Council achieves for each target or sub-target, subject to a maximum proportion of 100 per cent and a minimum of 60 per cent. If the proportion would be less than 60 per cent, nothing is included in the grant in relation to that target.

### **Payment of the grant**

#### Main 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.

#### Interim payment on account

Where the authority and the Government have agreed an interim level of performance in relation to a target (or sub-target), as specified in Schedule 1, and the authority achieves it, the Government intends to pay one-fifth of the grant attributed to that target (or sub-target) in the financial year before the first year in which payment of the main grant would be due. This is treated as a 'payment on account'. The definitive calculation of the grant will be made as described above. The balance of the grant entitlement will be paid in equal instalments in the two subsequent financial years. If the definitive calculation yields a smaller grant entitlement than the 'payment on account', the excess payment will be recovered.

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