Annex 3

FINAL DRAFT

EXECUTIVE - 15 MARCH 2005

SOCIAL INCLUSION FRAMEWORK 2005/06

Key measures for achieving Social Inclusion: Improved Educational Achievement and Opportunities for Young People

Direc-	Service (Head of	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets
torate	Service)			(BVPI/PSA etc)
L&C	Gillian Tee (Head	Special Educational Needs Service	The needs of vulnerable, disadvantaged or	BV43a
	of Children's	 Statutory assessment services 	underachieving children and their families, for	BV43b
	Services)	Educational Psychology	example, children with special educational	PI 66-69
		Parent Partnership Service	needs, children with disabilities, children with	PI 71-77
		Early Years Special Educational Needs (SEN) Service	long-term chronic medical conditions, children	PI 84 -103
		Communication Language Autism and Sensory	in public care, children with behaviour and	
		Service (CLASS)	attendance problems, children from ethnic	
		Service for Children with Physical Disabilities	minorities and travellers are met	

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets (BVPI/PSA etc)
L&C		Social Inclusion Service Ethnic Minority Achievement Service (EMAS) Advisory Service for the Education of Travellers (ASET) Education Social Work Service Attendance Child Employment Child Protection Behaviour Support Service Children in Public Care Pupil Referral Unit and Integration Service (PRUIS) Elective Home Education Provision for pupils medically unfit to attend school	 General Certificate of Secondary Education (GCSE) results for ethnic minority pupils are improved Levels of attendance are improved and Incidence of truancy and exclusion are reduced GCSE results for children in care are improved Reduce teenage pregnancy and conceptions Improve the attendance of children in care Provide full-time education for pupils who are permanently excluded for more than 15 days 	BV38 BV39 BV40 BV41 BV44 BV45 BV46 BV49 BV159a BV159b V159c BV159d BV161 BV162 BV197 PSA2 PSA4 PSA6 EDP8 PI 159-162 PI 157 PI 164-171 PI 139 PI 142-149 PAF A2 OC2
L&C		 School Admissions and Transport Service Co-ordinated admissions scheme Home to school transport 	 Sufficient school places are available and taken Percentage of parents receiving their first preference on admission to school 	BV34a BV34b PI 128- 136 PI 172 PI 173

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)		Intended Outcomes	Targets (BVPI/PSA etc)
L&C		 Student Support Produce information Advice to students and parents Access funds for sixth formers Make assessments for Student Loans and fees Disabled students' allowance Grants for Higher Education students with dependants/students with parents on a low income 	educa • Numb	cipation in further and higher ation is increased ber of claims processed	Process claims for student support in higher education within the provisions of the Education (student support) Regulations
L&C	Rick Harmes (Head of Community Learning)	 Early Years Childcare and Family Support Planning and development of early years education Disburse public funds for nursery education Promote and support development of quality childcare Provide information to the public on education and childcare for children and young people. Development of integrated centres for children and families Workforce development for early years and childcare sector Provide family and parenting support for vulnerable families 	educa Adeq childo Adeq partic Provi high o and p Provi impro famili 1,323 out of disad 743 r other 185 r playg areas 126 r	3 new childcare places (including 344 f school places) are created in lyantaged areas new childcare places are created in areas new childcare places are created in lyoups/pre-schools in disadvantaged	BV192a BV192b Establish an Early Years Development and Childcare Partnership (EYDCP) Ensure provision of a free nursery education place for every four year old and for every three year old whose parents want their child to have such a place Co-ordinate the planning and development of

Direc-	Service (Head of	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets
torate	Service)			(BVPI/PSA etc)
			Full-service Extended Schools	early years
			 1 full-service extended school will be 	education and
			designated (2005-06)	childcare
			Childcare for Teenage Parents	Be a direct
			 Funded childcare is available for every 	provider of
			teenage parent who wants to return to	nursery
			work or enter education	education
			Sustainability of Childcare Provision	Establish and
			 For every 10 new out of school places 	maintain a public
			that open, no more than 1 close	information
			 For every 10 new pre-school places that 	service relating to
			open, no more than 3 close	the provision of
			·	childcare and
			Promoting Affordability and helping	related services
			Parents into Work	
			The take-up of the childcare element of	Make available
			Working Tax Credit increases by x% by	information and
			2006	advice about
			A Memorandum of Understanding with	child minding and
			Job Centre Plus is developed,	day care
			implemented and reviewed	Morle with other
			p.cou and forteriou	Work with other
			Children's Information Service (CIS)	agencies to assist children in
			The CIS meets the Department for	need and to
			Education and Skills (DfES) basic delivery	protect children
			standards	from abuse
			The CIS meets the DfES model delivery	iioiii abuse
			standards	
			Usage of the CIS and related services	
			rises by 2006 to the national average rate	
			of 14% (the number of enquiries p.a. as a	

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets (BVPI/PSA etc)
			proportion of the 0-14 year old population)	
			Quality and Quality Assurance X% of settings participate in quality assurance schemes which have Investors in Children endorsement	
			Ofsted reports on providers - % rated "good"	
			Children with disabilities or other special needs are able to use local services and have their needs met Early years and childcare services are available to all communities and the take-up reflects the diversity of communities	
			 Inclusion There is a ratio of 1 Area Special Educational Needs Coordinator (SENCo) per 20 non-maintained settings delivering early education Service level agreements relating to Area SENCo involvement are developed with all non-maintained settings Service level agreements relating to Area SENCo involvement are developed with all non-maintained settings Joint working is developed with health and other agencies to deliver a coherent 	
			package of assessment and support for children from birth to 3 in accordance with the 'Together from the Start' guidance'.	

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets (BVPI/PSA etc)
			The success criteria is that this will have been piloted and evaluated in one division in the summer term 2004, and introduced across the county from September 2004 Training on inclusion is widely available and promoted to all sectors of the early years and childcare workforce Parents and carers of children with disabilities and other special needs receive accessible information on childcare options, support services and tax credits The use of libraries by families with young children increases by x%	
L&C		 Youth Service Provision of personal and social education programmes to young people aged between 9-25 Contribute to Connexions Service Support to voluntary partners 	 Young people are offered educational support and development both through youth workers in geographic locations and through the provision of specialist support services Youth crime is reduced Drug, alcohol and substance misuse amongst young people is reduced Increased support and opportunities for young people from ethnic minorities in schools A program of work with unaccompanied refugees and asylum seekers is established Additional Support is offered to young disabled people 	BV33 BV197 60% of youth work participants can identify their own achievements and 10% gain a specific award Raise spending on youth services to £100 per head of population aged 13-19 5% of Youth

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets (BVPI/PSA etc)
				Service budget to be spent on professional development of staff
L&C		 Community Learning Support Unit Research the need for new learning developments. Support, advise and help resource community learning institutions, organisations and partnerships in developing community-based learning initiatives, focusing on areas of high need. Manage new learning initiatives as appropriate. 	 Community learning providers are supported Opportunities for people to access community learning are increased 	Statutory duty to contribute to 'post-16 education'
L&C		 Adult and Community Learning Management and delivery of adult learning programmes Provision of information, advice and guidance to adults Widening participation in adult learning Provision of learning support Professional Development of Adult Learning staff 	 Access to basic skills amongst adults is increased Employment prospects for adult learners are increased 	Adult Basic Skills - National literacy and numeracy tests: number passing at level 1 or level 2, 350 2005/06
L&C	Richard Munro (Head of Cultural Services)	Library service Mobile Libraries School Visits Developing libraries as informal learning centres Online catalogue Business Information Point	 Access to library materials is increased Literacy amongst children is improved Community enterprise is supported 	BV117 BV118b BV119b BV118a BV118c BV170c Provision of a
				comprehensive and efficient

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets (BVPI/PSA etc)
				public library service (Public Libraries and Museums Act 1964)
L&C		 Heritage Service Oxfordshire museums service Archives Centre for Oxfordshire Studies Victoria County History Culture bus Heritage learning centres 	Social capital is increased by offering access to historical records and cultural entitlement	BV119c BV170a/b/c provision of historical archives service (Public Record Act 1958, Local Government Act 1972) Cultural Loans Scheme Business Plan
L&C		County Music Service Curriculum support for music in schools Vocal, instrumental and ensemble opportunities Providing opportunities for children to develop skills, socialise and travel	 Increase number of participants at events provided by the Music Service during Family Learning Week Increase number of participants at Saturday afternoon music workshops Increase number of summer music courses provided for primary school children Increase participation of ethnic minority groups, visually impaired people and young people in music courses Deliver courses to introduce socially isolated mothers, toddlers and babies to 	Progress measured on Music Service Development Plan

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets (BVPI/PSA etc)
			music	
L&C		Arts developmentSupport art initiatives	 Social capital is increased by offering access to the arts Development opportunities are offered to young people 	Youth Arts Development Strategy (draft)
L&C	Judith Morris (Head of School Development Service)	 Advisors, Consultants & Advisory Teachers Monitoring, challenge, intervention and support for school improvement in the County's schools and educational settings (including intervention and support for schools of concern) Monitoring and supporting the quality of foundation stage education and inclusion in maintained and non-maintained settings Training and support to raise achievement through the national primary strategy Training and support to raise achievement through the national key stage 3 strategy and developments within the 14 – 19 age range Training and support for the Workforce Remodelling initiative to enable its successful implementation in schools Training and support for Governing Bodies to enable them to fulfil their statutory responsibilities and contribute to school improvement Training and support for schools to raise the achievement of those pupils with special and/or additional educational needs (or those groups likely to underachieve) and to enhance inclusive practice Support the appointment processes for headteachers and deputies together with the development of leadership and management expertise 	 Educational standards are improved Educational attainment is improved at all levels Children with Special Educational needs are supported Religious tolerance and equal opportunities are promoted Existing schools are developed as the centre of extended learning opportunities for their communities 	BV40 BV41 BV48 BV194a BV194b BV181a BV181b BV181c BV181d PSA1 PSA2 PSA6 BV48 EDP 1 EDP 2 EDP 3 EDP 5 BV38 BV39 PI 38 PI 40 PI 49-57

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets (BVPI/PSA etc)
		 Support and disseminate the work of the Standing Advisory Committee for Religious Education (SACRE) Training and support for a broad and balanced Values based curriculum as an entitlement for all pupils and which includes Personal, Social and Health Education (PSHE) and Citizenship Training and support to increase opportunities for the development of extended schools and learning communities 		
L&C	Robert Capstick (Head of Resources)	County Facilities Management Catering Services	 Healthy eating and using organic local produce is promoted amongst young people The number of meals served per day in primary schools is increased Uptake of free meals is increased 	The Education (Nutritional Standards for School Lunches) (England) Regulations 2000
RES	Chris Mitchell (Business and Support Manager)	Translation and Interpreting Service Translation of documents Artwork and printing Printing in large print Translation of legal documents	Participation of excluded groups is increased in Council services	Service is subject to contract performance management & customer satisfaction surveys
CS	John Hurren (Head of Fire & Rescue Service)	Community Safety • Fire Cadets	 Development opportunities are offered to young people Increase number of cadet units 	Oxfordshire Fire Cadet Scheme

Key measures for achieving Social Inclusion: Improved Employment Prospects

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets (BVPI/PSA etc)
CS	Mike Smyth (Business Manager)	 Fire and Rescue Service Support Training & Development Integrated personal development system Recruitment of full/part-time firefighters Promotion Boards/Assessment Centres 	Staff recruitment, training and retention is Improved National targets for the recruitment, progression and leavers from women and ethnic minority staff	BV11a BV11b BV17a HRF11-17 HRF19HRF21 HRF23 HRF25 HRF27 HRF29 HRF31 HRF33 HRF33 HRF35 HRF37 HRF39
L&C	Robert Capstick (Head of Resources)	Human Resources Recruitment of teachers	Personnel representative of the community are recruited, receive training and are retained	EDP 6 EDP 7
RES	Steve Munn (Head of Human Resources)	 Human Resources Recruitment Talent management/learning & development Induction Organisational development Employee relations Advice on employment legislation, conditions of service and Council policies 	 A diverse and fully representative range of employees are recruited and retained The performance of employees is improved The County Council raises its profile as a good employer 	BV11a BV11b BV12 BV14 BV15 BV16a BV17a

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets (BVPI/PSA etc)
RES		 (To monitor these important functions, it is necessary to highlight the specific responsibilities of this team instead of incorporating it into the broader HR Service above) Corporate Human Resources Human Resources (HR) strategy Best practice on HR policies and processes and management guidance Design and implement constructive and consultative measures to encourage positive and productive working relations Coordinate induction, recruitment, deployment, development and retention measures Act as partner with other directorates and teams to support service delivery Occupational Health and Health and Safety Review corporate social responsibilities and identify opportunities for the Council to provide leadership on employment issues Job evaluation 	 The well-being and working relations of County personnel is improved The County Council raises its profile as a good employer Achievement of Investors in People (IiP) accreditation Improved work-life balance Efficient recruitment and selection 	BV11a BV11b BV17a
RES	Sue Scane (Head of Finance and Procurement)	Finance • Procurement strategy	 Develop and maintain "Selling to the Council" site links and support. Consideration of local Small and Medium-Sized Enterprises (SMEs) /Environmental issues in procurement activity. Debriefing and referral for support in unsuccessful bids from SMEs. 	BV8 Procurement strategy

Key measures for achieving Social Inclusion: Improved Health and Social Care (includes Public Protection Issues)

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets (BVPI/PSA etc)
CS	Mike Smyth (Business Manager)	Fire and Rescue Service Support Fire risk support group	 Risk of fire for vulnerable people is reduced Various internal performance indicators for fires involving vulnerable groups, recorded in Fire Service Emergency Cover (FSEC) 	BV143i BV143ii BV142iii
E&E	Nigel Strick (Head of Trading Standards and registration Service)	 Trade descriptions Consumer credit Animal health and welfare Weights and measures Electronic commerce 	 The public are protected from inferior products and illegal practices Complete a programme of inspections, sampling and testing of foods aimed at children 	BV166b Various statutory requirements apply to this service
	Trading Standards	Product safety	 Accidents involving failure of products amongst vulnerable users e.g. electric blankets are reduced A programme of sampling and/or safety testing of consumer products (including electric blankets, items used in the kitchen, personal protective equipment and children's products) is acheived A programme of education activities aimed at increasing consumer safety awareness (including firework poster campaign, "Kill U Car" display, "Junior Citizen" training) is achieved 	

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets (BVPI/PSA etc)
		Food standards	To develop and help to deliver solutions to overcome areas of food poverty in Oxfordshire	
RES	Peter Clark (Head of Legal Services)	 Legal Services Advise on Child & Adult Protection, Youth Justice and Mental Health Multi-disciplinary case conferences Legal proceedings before the Family Court 	 To ensure that in all cases all parties are able to play a full part in proceedings by the provision of appropriate translation /interpretation arrangements Increase client satisfaction The Solicitor to the Council has a number of statutory 'proper officer' functions under the Local Government Act of 1972 	Retention of Investors in People (IIP) And LEXCEL (the Law Society's Practice Quality Mark) accreditation
RES		General Litigation Team Education Employment Civil Proceedings Prosecutions Debt Collection Probation Community Care	That in our communication with parties to proceedings we communicate effectively	
S&HC	Nicholas Welch (Head of Planning & Partnerships)	Planning TeamCommissioning Strategy	 Improving provision of housing related support services for all client groups Statutory requirements and responsibilities contained in the Supporting People Directions, Regulations and Guidance, issued by the Government. 	Supporting People Strategy Department of Health 'Delivery Improvement Statement'

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets (BVPI/PSA etc)
S&HC		Contracts Unit Manage contracts held with the independent, voluntary and not-for-profit sectors	 Contracts are tendered for by local agencies Social enterprise is encouraged 	County Council's Public Service Agreements.
S&HC		Joint Partnership Unit Maintain partnership framework with NHS and other relevant agencies and organisations	Areas for improved joint-working are identified	
S&HC		Supporting People Team Housing-related support through contracts covering a range of services	 Clients are supported to live independently in their own homes Progress made on the supporting people commissioning strategy 	BV54 PSA5 Supporting People Strategy
S&HC		 The Community Team Development work targeted at specific ethnic minority groups 	Development opportunities for members of specific ethnic groups are provided	
S&HC		Complaints Service Complaints procedure	The public have a say over how their services are run	BV4 Complaints procedure
CEO	Hilary Simpson (Advisor to the Chief Executive)	Corporate Projects – Communities Team Community development initiatives in particular localities and hotspots	Development opportunities in specific areas are provided	Oxfordshire Compact
S&HC	Lorna Brown Head of Social Care for Adults)	Adult Assessment Team Multi disciplinary assessment and short term intervention	 The needs of vulnerable adults are assessed Preventable hospitalisations are reduced 	PSA5 BV195 BV1963
S&HC		Single Point of Access to Rehabilitation & Care Multi disciplinary assessments based on the single assessment process	The needs of vulnerable adults are assessed and effective care services provided	BV58 BV195 National Assistance Act 1948

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets (BVPI/PSA etc)
				Carers (Recognition and Services) Act 1995
S&HC		Intermediate care service	 Support is provided Preventable hospitalisations are reduced 	PSA5 National Health Service and Community Care Act 1990 Community Care (Delayed Discharges etc) Act 2003)
S&HC		Older People's Team Services and support for older people who have long-term and complex needs Older People's Team Team Older People's Team Team	 Services and support for vulnerable elderly people is provided Preventable hospitalisations are reduced Independence for older people is effectively promoted. Progress made on the commissioning strategy highlighted for older people at home 	BV196 PSA5 PSA6 Older people and physical disability plan National Service Framework for Older People, DOH, 2001
S&HC		Physical Disability Team Ongoing services and support for adults with physical disabilities or an acquired brain injury	 Services and support for adults with disabilities is provided Preventable hospitalisations are reduced 	PSA5 Chronically Sick and Disabled

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)	Intended Outcomes Targets (BVPI/PSA etc)
			Progress made on the commissioning strategy highlighted for people with physical disabilities Persons Act 1970 Disabled Persons Services Consultation and Representation Act 1986
S&HC		Sensory Impairment Team Services and support for people who have sensory impairments Sensory Impairment Team	Services and support for people who have sensory impairments is provided physical disability plan
S&HC		Occupational Therapy Team Assessment, advice, professional support and equipment to service users and carers	Preventable hospitalisations are reduced BV56 PSA5
S&HC		Contract and Commissioning Team for Adults Preventive and day services, home support and a range of provision including respite, intermediate and long-term care in residential and nursing homes.	 A wide range of care options for adults are provided Preventable hospitalisations are reduced BV52 BV53 BV201 PSA5 Commissioning Strategy
S&HC		Assess needs and arrange provision of services of people with learning disabilities	 The abilities of people with learning disabilities are developed Progress made on the commissioning strategy highlighted for people with learning disabilities People are able to live independently Local service providers take part in tendering for contracts Adults with learning disabilities are supported in the labour market Learning Disability Best Value Review Valuing People, New Strategy for Learning Disabilities for the 21st Century, 2001

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets (BVPI/PSA etc)
			 The care needs of adults with learning disabilities are supported Support for unpaid carers is provided Preventable hospitalisations are reduced 	
S&HC		Joint Commissioning Team Commissioning of services on behalf of PCT and Social and Healthcare	Local service providers take part in tendering for contracts	Commissioning Strategy
S&HC		Operational Mental Health Services Assess needs and plan care packages	 Support for people affected by mental health problems is provided Preventable hospitalisations are reduced Progress made on the commissioning strategy highlighted for people with mental health problems 	PSA5 Mental Health Act (1983)
S&HC		 Approved Social Work Service Provide assessments under the Mental Health Act Make detention arrangements 	Effective support for people affected by mental health problems is provided	Mental Health Act (1983)
S&HC		Prichase/provide services including residential rehabilitation and community services	 Local service providers take part in tendering for contracts Progress made on the commissioning strategy highlighted for substance abusers Public Service Agreement targets: for 1,000 people to access structured treatment programs To make 70 residential rehabilitation placements of problem drug misusers in 2004/05 	BV198 PSA8

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets (BVPI/PSA etc)
			Ensure that for all these placements there is a clear aftercare plan	
S&HC	Phil Social Care for Children)	Children's Disability Service Support for children with disabilities and their families Family based respite care and longer term placements Support to parents and children within the child's home Development of new and integrated play facilities Residential respite care and longer-term placements	 Vulnerable people and their families are supported Unpaid carers are supported Preventable hospitalisations are reduced 	PSA5
S&HC		Children's Assessment Service Initial assessment of need, child protection enquiries and short-term work in the home and in hospital Assessment of children abusing others or displaying sexually inappropriate behaviour Community based kinship/care options	Vulnerable people and their families are supported	BV162
S&HC		 Looked After Children's Service Supporting looked after children, their families and carers Children's homes Family finding and family based placements Mental health services delivered to children in partnership with other agencies Development of play and leisure facilities Provision of advice and support to care leavers 	 Vulnerable people and their families are supported Unpaid carers are supported Progress made on the commissioning strategy highlighted for children at risk 	BV49 BV50 BV51 BV161 BV163 BV197
S&HC		 Family Support Service Work to rehabilitate children identified through Children's service Private fostering Young carers 	 Vulnerable children are rehabilitated Unpaid carers are supported 	

Key measures for achieving Social Inclusion: Reduced Crime and Fear of Crime

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets (BVPI/PSA etc)
CS	John Hurren (Deputy Chief Fire Officer)	 Community Safety Advice Commercial training Fire setter intervention scheme Advising/supporting employers and managers on their statutory responsibilities Enforcement of legislation 	 Fire safety standards are met Dangerous behaviour is reduced Number of enforcement activities recorded 	BV146 BV206
CS	Mike Simm (Head of Community Safety)	Youth Offending Team Bail supervision Custodial episodes Education Intensive Supervision and Surveillance Mental health Prevention Restorative practice Drugs and Alcohol	 Social problems common amongst young offenders are reduced The number of cautions and convictions of children in care is reduced 	PSA7 PSA8
CS		 Safer Communities Unit Promotion of community safety Crime and Disorder Reduction Partnerships 	 Levels of crime and the fear of crime are reduced Outcomes of Crime Disorder and Reduction Partnerships (CDRPs) 	BV126a BV127a BV127b BV127c BV127d BV128a BV174 BV175 BV176
CS		Emergency Planning Unit Core emergency plans	Public safety is maintained in an emergency	Core emergency plans

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets (BVPI/PSA etc)
		 County Contact Officer System Co-ordinate local authority and other service responses in an emergency Emergency management training 	Strategic plans in place	Civil Contingencies Act 2004
E&E	Nigel Strick (Head of Trading Standards & Registration Service)	 Trading Standards Investigate and eliminate Unfair trading practices Continue to provide an immediate response and intervention to reports of doorstep con men, enhance this service by providing victim support and aftercare. Implement a service level agreement with Thames Valley Police and work to reduce vulnerability by educating vulnerable people. Provide support for District Crime and Disorder Groups 	 A reduction in the number of doorstep crimes A reduction in the number of criminal cases brought, Enterprise Act undertakings sought, civil actions taken etc. against rogue businesses An increase in the number of businesses that improve their trading practises after intervention (i.e. fewer customer complaints received about them) District Crime and Disorder surveys showing a reduced fear of crime in the home 	

Key measures for achieving Social Inclusion: Improved Physical Environment and Housing

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets (BVPI/PSA etc)
E&E	Chris Cousins (Head of Sustainable Development)	Regional planning and policy	 To support the development of rural, market town and urban communities that are economically, socially and environmentally sustainable 	
	Strategic Policy & Economic Development	Affordable Housing	Increase the availability of affordable housing and key worker housing for people working in essential services	PSA11
		Research and Intelligence:	Developing a shared understanding of the evidence base necessary to underpin the social inclusion work of the County Council	Completion of Data Observatory
		Economic Development	Support the Renewal of the Economic Development Strategy of the Oxfordshire Economic Partnership	BV16b BV17b Economic Development Action Plan
		Oxfordshire Community Partnership	To work with partners to share strategic data and information on Oxfordshire (Data Observatory and Understanding Oxfordshire) and contribute to the continuing development of the Oxfordshire Community Partnership vision for the county	Community Strategy Oxfordshire 20:20
E&E		Planning Policy ImplementationAdvise on Archaeological policy for land use plans,	Planning decisions that are more favourable to those with special housing	BV109a BV111

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets (BVPI/PSA etc)
		 landscape management, woodland planting and other plans, together with archaeological implications and requirements relating to proposed developments Provide advice and determine planning applications for mineral working, waste management and disposal, monitor mineral waste sites and enforce planning conditions and agreements 	needs are made Environmental impact of new developments is managed	
E&E		Waste Management Waste recycling plants Secure disposal of household waste Hazardous waste collection Clinical waste disposal Subsidised home compost bins	 A higher proportion of waste is recycled Other waste is disposed of safely Recycling, composting and energy efficiency in the home is encouraged Customer satisfaction is increased 	BV82a BV82b BV82c BV82d BV84 BV87 BV90c PSA9

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets (BVPI/PSA etc)
E&E	Countryside Services	 Protect and maintain public rights of way Enable and manage the new public access to open country and registered common land Develop, manage and promote walks, rides and countryside enjoyment Safeguarding the county's biodiversity resource Partnership work The provision of specialist forestry advice Safeguarding, maintaining and preserving the character of the county 	 High % of the public rights of way network open and available for use 120 stiles removed from the network Rights of Way improvement plan published No net loss or damage to priority habitats An increase in the number/area of priority habitats under favourable management and condition (target is 10% by 2010) A 5% increase in the area of heath land, calcareous grassland and reed beds through the management of restored mineral workings 	Public Rights of Way Improvement Plan Management plans for areas of outstanding natural beauty Operation of the Local Access Forum Definitive Map and Statement of Public Rights of Way BV178
E&E	Nigel Strick (Head of Trading Standards & Registration Service)	Registration Service Record of births and deaths Register all births and deaths Civil marriage ceremonies Register church weddings Statistical information for Government/approved organizations Provide certified copies of Register entries Celebratory ceremonies (civil ceremonies, renewal of vows and commitment ceremonies) Citizenship ceremonies	 A high level of satisfaction with ceremonies and services offered A 25% increase in the take up of celebratory ceremonies High percentage of citizenship ceremonies provided within 3 months of notification 	Service meets its statutory requirement under the General Registration Acts (1836)
S&HC	Simon Keary (Head of	 Property Ensuring appropriate level of property standards,	Required standards for Council property are met	Care Standards Act

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets (BVPI/PSA etc)
	Business Support and Performance Management)	including accommodation upgrades		Childrens' Homes Regulations
RES	Peter Clark (Head of Legal Services)	 Environment & Contracts Team Non-contentious legal issues Environmental and Planning enforcement Waste disposal Agreements involving developers Advise, negotiate and prepare contracts on behalf of the Council Legal issues arising from the Council's responsibilities for highways including footpaths and bridleways 	Ensure that the Council promotes equality issues by way of including appropriate requirements within its contract terms	Retention of Investors in People (IIP) and LEXCEL (the Law Society's Practice Quality Mark) accreditation
RES	Neil Monaghan (Head of Property Services)	Sustainability and Procurement Sustainability, good environmental performance, energy management, procurement and continuous improvement related to the Council's property Operational Asset Management Accessibility audits	 High standards are maintained throughout Council properties Improved access to buildings/services 	BV180 BV156
CS	Mike Simm (Head of Community Safety)	Traveller Management Unit Traveller site provision Manage permanent traveller sites Unauthorised encampments	Sufficient places and resources at permanent sites are provided Impact of unauthorised sites is reduced	DETR guidelines on managing unauthorised Camping (1998)
CS	John Hurren (Head of Fire & Rescue Service)	Community Safety Enforcement of Legislation	Fire safety is increased for the whole community Enforcement action is recorded	BV142 BV143 FSR4e FSR4f FSR4g
CS	Mike Smyth (Business Manager)	Fire Service Business Support • Procurement and fleet management	Fire Service Vehicles and equipment are adequate	Fire Services Act (2003)

Key measures for achieving Social Inclusion: Improved Transport Links

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets (BVPI/PSA etc)
E&E	David McKibbin (Head of Transport Service) Transport Planning	 Develop, promote and monitor policies, strategies and interventions for road safety education, training and publicity Sustainable transport (Better ways to School) Public transport information Maintain and identify new initiatives to improve public transport in Oxfordshire and increase the quality, supply and use of public transport Develop and promote transport schemes designed to reduce travel by car Create, develop, promote and monitor campaigns and initiatives to encourage more sustainable travel by individuals and groups, including travel plans for schools, businesses and other public sector organisations To increase public transport passenger journeys in line with County Council targets while exploring innovative ways of serving rural areas 	 Bus use is increased Cheap, reliable, efficient and accessible transport links are increased Traffic pollution is reduced Sustainable travel is increased Improve road safety for all travel modes and meet Government casualty reduction targets Number of public transport passenger journeys 	BV99 BV102 BV103 BV104 BV165 PSA10
		 To develop and review Integrated Transport Strategies for the County's main urban areas and oversee their implementation. 	Monitor against traffic reduction, public transport usage and environmental improvement	

Direc- torate	Service (Head of Service)		Relevant Functions (Derived from Service Plans)		Intended Outcomes	Targets (BVPI/PSA etc)
			Prepare and submit the local transport Action Plan (2006-2011) which addresses key social inclusion issues	• • • • • • • •	Dependence on travel by private car is reduced by increasing the choices available to meet transport needs Suitable integrated transport networks are provided which are easily accessible for all, particularly those at risk of exclusion by virtue of mobility difficulties, location, income or other reasons Appropriate transport infrastructure and services are provided to support new development and a growing economy An increasing proportion of trips is made on foot, by bicycle and by public transport The number of casualties associated with travel is reduced The quality of transport networks is safeguarded and enhanced by effective maintenance and enforcement of appropriate regulations Access for people and goods is maintained or improved Noise, pollution, fear of accidents, and other nuisances associated with traffic are contained	Local Transport Plan2 (LTP2) produced on time
		•	Build on strengthened partnerships with Oxfordshire Rural Community Council (ORCC) and District Councils to identify further opportunities for community transport, and seek to achieve improved provision and management of Dial-a-Ride services	•	Increase number of journeys taken Increase satisfaction amongst ring-a- ride customers	Service Level Agreements fixed by contract

Direc- torate	Service (Head of Service)	Relevant Functions (Derived from Service Plans)	Intended Outcomes	Targets (BVPI/PSA etc)
E&E		 Highways Management Protection of highway rights Management/implementation of maintenance and repair programme Parking enforcement 	 Public safety on the road network is improved Traffic flow is maintained 	BV96 BV97a BV97b BV100 BV178 BV186a BV186b BV187

<u>Relevant Quantifiable Outputs –</u> <u>Best Value Performance Indicators (BVPIs) / Public Service Agreement Targets (PSAs) / Other Local Indicators</u>

BV4	%of complainants satisfied with the handling of their complaint was handled
BV8	% of invoices for commercial goods and services that were paid by the authority within 30 days of such invoices being received by the authority
BV11a	% of top 5% of earners that are women
BV11b	% of top 5% of earners from ethnic minorities
BV12	The number of working days/shifts lost due to sickness absence
BV14	% of employees retiring early (excluding ill-health retirements) as a % of the workforce
BV15	% of employees retiring in grounds off ill-health as a % of the total workforce
BV16a	% of staff declaring they meet the DDA definition of disability
BV16b	% of economically active disabled people in Oxfordshire
BV17a	% of all uniformed fire Service staff from ethnic minorities
BV17a	% of staff from ethnic minorities
BV30	Early years and childcare worker attended training funded through ESF Childcare Grant Average of 4 days access to relevant training and development per practitioner delivering FS education
BV99	Number of road accident casualties per 100,000.

BV33	Net Youth Service expenditure/head of population age 13-19
BV34a	% of primary schools with 25% or more of their places unfilled
BV34b	% of secondary schools with25% or more of their places unfilled
BV38	% of pupils achieving 5 or more GCSE's A*-C
BV39	% of pupils achieving 5 or more GCSE's A*-G (including English and Maths)
BV40	% of pupils achieving Level 4 or above in Key Stage 2 Mathematics
BV41	% of pupils achieving Level 4 or above in Key Stage 2 English
BV43a	% SEN statements in 18 weeks excluding exceptions
BV43b	% SEN statements in 18 weeks including exceptions
BV44	Excluded LEA school pupils per 1,000 maintained school pupils
BV45	% of half-days missed to total absence in secondary schools
BV46	% half-days missed to total absence in primary schools
BV48	% of schools in special measures
BV49	% of children looked after at 31 March with three or more placements during the year
BV50	% of young people leaving care aged 16 or over with at least 1 GCSE at grade A*-G or a GNVQ

BV51	Average gross weekly expenditure per looked after child in foster care or in a children's home
BV52	Average gross weekly expenditure per person on supporting adults and older people in residential and nursing care and providing intensive home care
BV53	Households receiving intensive home care per 1,000 population aged 65 or over
BV54	Older people helped to live at home per 1,000 population aged 65 or over
BV56	% of items of equipment delivered within seven working days
BV58	% of people receiving a statement of their needs and how they will be met
BV82a	% of the total tonnage of household waste which has been recycled
BV82b	% of the total tonnage of household waste which has been sent for composting
BV82c	% of the total tonnage of household waste which has been used to recover heat, power and other energy sources
BV82d	% of the total tonnage of household waste which has been landfilled
BV84	Kilograms of household waste collected per head of population
BV87	Cost waste disposal per tonne municipal waste
BV90c	Percentage of people satisfied with waste disposal
BV96	% of the principal roads network needing repair
BV97a	% of the classified nonprincipal roads network needing repair

BV97b	% of the non-classified non-principal roads network needing repair
BV100	Number of days temporary traffic controls in place per kilometre of sensitive road (excluding utility street works)
BV102	The annual total number of local bus journeys originating in Oxfordshire
BV103	% of respondents satisfied with local provision of public transport information
BV104	% of respondents satisfied with local bus service
BV111	% of planning applicants satisfied with the service received
BV109a	% of major planning applications in 13 weeks
BV117	Visits to public library premises/1000 population
BV118a	Library users who found a book to borrow
BV118b	% of library users who found the information they were looking for
BV118c	Library users' overall satisfaction with service
BV119b	% of residents satisfied with local authority libraries% of classes offered visit to library at KS2
BV119b	% of residents satisfied with the library overall
BV119c	% of residents satisfied with Oxfordshire museums
BV126a	Burglaries/1000 households

BV127a	Violent offences committed by a stranger/1000 population
BV127b	Violent offences committed in a public place/1000 population
BV127c	Number of violent offences committed in connection with licensed premises/1000 population
BV127d	Number of violent offences committed under the influence of an intoxicating substance/ 1000 population
BV128a	Number of vehicle crimes/1000 population
BV142iii	Accidental fires per 10,000 dwellings
BV150	Expend per head of population
BV156	Access to local authority buildings
BV159a	% permanently excluded pupils provided 5 hours or less tuition
BV159b	% permanently excluded pupils provided 6-12 hours' tuition
BV159c	% permanently excluded pupils provided 13-19 hours or more tuition
BV159d	% permanently excluded pupils provided 20 hours or more tuition
BV161	Employment education and training for care leavers
BV162	% of those young people who were looked after on 1 April in the 17th year (aged 16) who were engaged in education, training or employment at the age of 19
BV163	The number of looked after children adopted during the year as a percentage of the number of children looked after at 31 March who had been looked after for six months or more at that date

BV165	% of pedestrian crossings with facilities for people with disabilities
BV166b	% achieved of Trading Standards enforcement best practice checklist
BV170	The number of visits / usages of museums per 1,000 population
BV174	% of racial incidents recorded per 100,000 population
BV175	% of racial incidents that resulted in further action
BV176	Number of domestic violence refuge places per 10,000 population
BV178	% of footpaths and other rights-of-way which were easy to use by members of the public
BV180	Energy consumption of local authority owned property fossil fuels
BV181a	% of pupils achieving Level 5 or above in KS3: English
BV181b	% of pupils achieving Level 5 or above in KS3: Mathematics
BV181c	% of pupils achieving Level 5 or above in KS3: Science
BV181d	% of pupils achieving Level 5 or above in KS3: ICT assessment
BV186a	% of the principal road network not needing major repair divided by the annual expenditure per kilometre on the principal road network
BV186b	% of the non-principal road network not needing major repair divided by the annual expenditure per kilometre on the non-principal road network
BV187	Percentage of footway network requiring treatment

BV192a	Foundation Stage practitioners attended 105 days of professional development training through Oxfordshire Quality Schools Association and Early Years Team Training
BV192b	Early years and childcare workers attended training through the Interagency Programme
BV194a	% of pupils achieving Level 5 or above in Key Stage 2: English
BV194b	% of pupils achieving Level 5 or above in Key Stage 2: Mathematics
BV195	For new clients aged 65 or over, the average of (i) percentage of clients where the start of the assessment was within two working days of the first contact, and (ii) the percentage where the time from first contact to completion of assessment is less than or equal to four weeks
BV196	For clients aged 65 or over, the percentage where the time from completion of assessment to provision of all services in a care package is less than, or equal to, four weeks
BV197	% Change in rate of conceptions to females aged under 18, resident in an area, per 1,000 females aged 15-17, resident in an area, compared with the baseline year of 1998
BV198	Percentage year on year change between 2002/03 and 203/04 in the number of problem drug misusers accessing treatment services
BV206	Number of deliberate fires per 10,000 population

PSA1	Improve GCSE results at grades A*-G
PSA2	GCSE results for ethnic minority pupils: Bangladeshi Pakistani Black Caribbean
PSA3	Improve pupil achievement at Key Stage 3
PSA4	Reduce school exclusions

PSA5	Reduce preventable hospitalization
PSA6	% children leaving care at 16+ with 5 GCSEs A*-C % children leaving care after a year or more with 1 GCSE A*-G % children looked after for a year or more with 5 GCSEs A*-G
PSA7	Reduce the number of convictions or cautions of children in care
PSA8	Increase participation in drug treatment programmes
PSA9	Improve rate of waste recycling
PSA10	Increase bus use
PSA11	Support for key workers housing
PSA12	Annual improvements in cost effectiveness of 2% or more

	Education Development Plan
EDP1	Raising standards in the early years and in primary education, especially in literacy and numeracy
EDP2	Raising standards at Key stage 3
EDP3	Raising standards 14 – 19
EDP4	Tackling underachievement and reducing disadvantage
EDP5	Support for schools causing concern

PSA6	Raising standards through leadership and management development, increasing school capacity and capability for self-generated, ongoing improvement
PSA7	Teacher supply, recruitment and retention
PSA8	Building Learning Communities

	Form 4 Performance Indicators
PI 38	% primary schools receiving intensive support in literacy
PI 40	% primary schools receiving intensive support in numeracy
PI 49a	% of schools requiring special measures since 1993
PI 49b	% pupils at special measures schools
PI 50	% of special measures schools removed from special measures
PI 51	special measures schools requiring special measures for 18 months
PI 52	special measures schools requiring special measures for 24 months
PI 53	% schools having serious weeknesses
PI 54a	% schools remedied serious weeknesses
PI 54b	% special measures schools previously with serious weaknesses
PI 54c	% underachieving schools

PI 54d	% schools with inadequate sixth forms
PI 55	% schools causing concern
PI 57	% remedied schools previously causing concern
PI 66	% children statemented
PI 67	% year 11 pupils statemented
PI 68a	no. of referrals for SEN assessment
PI 68b	% pupils requiring School Action Plus
PI 69a	% of statement referrals which are new ones
PI 69b	% of pupils allocated a place in relation to all new statements
PI 71	% of appeals by parents in relation to total no. of referrals
PI 72	% of referral cases referred to dipute resolution
PI 73	% of referral cases resolved through dipute resolution
PI 74	no. of appeals to SEN tribunal withdrawn
PI 75	% of SEN statements reviewed and discontinued
PI 76	% of statemented pupils placed in special schools

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PI 77a/b	% of statemented pupils placed in LEA/non-LEA special schools outside of the LEA
PI 84 / 88 / 92 / 98	% of statemented children with statements for Visual Impairment / Deafness / Behaviour / Autism-spectrum disorders
PI 85 /86 /87 / 89 / 90 / 91 / 93 / 94 / 95 / 96 97 / 99 100 / 101 / 102 / 103	Attainment by pupils with different types of Statement
PI 128	Percentage of children placed in first-preference school
PI 129	Admission appeals heard as percentage of number of admissions at secondary
PI 130a/b	% admission appeals rejected – primary / secondary
PI131 / 132	% of surplus places – primary / secondary
PI 133 / 134	% of schools with 10% or more surplus places - primary / secondary
PI 135 / 136	% of schools with 25% or more surplus places - primary / secondary
PI 139	% poor attendance referrals prosecutions
PI 142 / 143 / 144	% permanent exclusions – primary / secondary / special
PI 145	% pupils statemented for SEN permanently excluded
PI 146 / 147 / 148	% exclusions for more than 5 days – primary / secondary / special
PI 149	% pupils excluded for 45 days

PI 157	% alternative tuition pupils with 5+ GCSE A*-G
PI 159	KS2 level 4+ - English / Maths – by ethnic group
PI 160	5+ GCSE A*-G / A*-C – by ethnic group
PI 161 / 162	% Traveller children – primary & special / secondary & special
PI164a	no. of children in public care eligible for school
PI 164b	% of children in care with completed Personal Education plans
PI 166 / 167	% children in care with Level 4 English / Maths
PI 170	% of permanent exclusions relating to children in care
PI 171	% school age children who are in care and not receiving full-time education
PI 172	% pupils receiving free transport, excl SEN pupils
PI 173	% of SEN pupils receiving free transport

KEY TO DIRECTORATES

CEO - Chief Executive's Office CS - Community Safety E&E - Environment & Economy L&C - Learning & Culture RES - Resources S&HC - Social & Health Care