

Agenda Item	7.
Report No	EDU/10/21



Community Planning Board – 9 June 2021

Highland Outcome Improvement Plan – Performance Framework

Report by: Delivery Group Chairs

Recommendations:

The CPP Board is asked to:

- Note the work undertaken to develop a Performance Framework for the Highland Outcome Improvement Plan
- Note that further work is required in several key areas, notably mental health and wellbeing and economy to develop a set of key indicators
- Consider and agree the framework currently outlined in the report.

1. Background

1.1 At the CPP Board meeting on 31 March 2021, an update on performance was provided against the National Performance Indicators. Whilst this is a helpful overview, it was noted that given the significant lag in national datasets it is essential that more relevant and timely measures are identified in order to evidence progress against the partnership outcomes defined in the Highland Outcome Improvement Plan.

1.2 Work has been undertaken to review current relevant indicators and also to learn from the work being taken forward on behalf of the Community Justice Partnership. The following structure for the Performance Framework for the partnership is therefore proposed:

- **HOIP Outcome Level** - An agreed set of partnership indicators at an outcome level that measures trend data to evidence performance and impact against the outcomes in the HOIP.
 - to reflect the long term nature of the outcomes themselves.
 - these are strategic indicators and not direct measures given the multi-faceted nature of the outcomes themselves.
 - the outcomes are closely linked therefore the indicators should be viewed as a set providing an indication of impact of interventions against a number of outcomes.

- **HOIP Delivery Plan Level** - Partnership actions will be measured through each HOIP Delivery Plan through a set of indicators.
 - Delivery plan indicators will change depending upon the actions and priorities within the plans.
 - Delivery plans will also consider qualitative information to evidence learning and performance
- **Community Partnership/Locality Planning** - Community Partnership actions and priorities will be measured locally.
 - Locality plan indicators will change depending upon the actions and priorities within the plans.
 - The proposed new approach to locality planning set out at item 8 on the agenda will support this approach and simplify actions, measures and reporting.
 - Locality plans will also consider qualitative information to evidence learning and performance.

1.3 This report focuses specifically on the HOIP outcomes and a proposed set of indicators to support measurement of partnership activity and impact.

2. HOIP Outcome Performance Framework

2.1 There are 5 core partnership outcomes as defined in the Highland Outcome Improvement Plan:

- Poverty Reduction – More people in Highland will live a life free from the experience of poverty
- Community Participation and Dialogue – People in Highland will be more involved in decisions that affect their lives
- Infrastructure – Fewer people in Highland experience transport or digital connectivity as a barrier to accessing opportunities
- Community Safety and Resilience – People in Highland will benefit from living in strong, safer and more resilience communities
- Mental Health and Wellbeing - people in Highland will benefit from good mental health and wellbeing

2.2 When considering defining potential indicators the following were taken into account:

- All indicator data must be available at a Highland level. Ideally it will also be available at area level.
- A decision was taken not to use national survey measures wherever possible given the low sample size (exception to this is the national measure on volunteering).
- Whilst set out under each of the outcomes, the indicators should be taken together as a set as the outcomes are multi-faceted and interlink.
- Two general indicators are also proposed to reflect one of the cross-cutting priorities and the overarching priority on suicide.

2.3 **Outcome: Poverty Reduction – More people in Highland will live a life free from the experience of poverty**

The outcome on poverty reduction recognises the ongoing challenge for many households within Highland. The initial priorities identified focused on areas such as affordable childcare, fuel poverty, the living wage and financial education – level of income or maximising that income being a core feature. A review of priorities in light of covid determined a greater focus on income maximisation, food insecurity and promoting jobs and job creation.

The proposed indicators to monitor this outcome and the impact of partnership activity, therefore consider measurements that take into account income levels and wider society measures of poverty to focus on overall trends and demonstrate impact.

Indicator 1: Reduce the number children living in low income households

Indicator detail: Estimates of children living in poverty, below 60% median income after housing costs, by Scottish local authority.

Source: End Child Poverty research carried out by Centre for Research in Social Policy, at Loughborough University based on the latest Before Housing Cost child poverty data from DWP published in March 2021.

Baseline: 2019/20 9205 children, 23.6% of children living in poverty

Rationale for indicator: this is the recognised measure for localised data on measuring poverty levels across the UK. It is also comparable against Scotland and family authority groupings. This looks specifically at low income households and takes into account variations in housing costs in order to provide a more accurate measure of households with children living in poverty.

Indicator 2: Reduce the proportion of households in employment and claiming Universal Credit

Indicator detail: Based upon the number of claimants of universal credit, this compares the percentage of claimants in employment but still needing to claim universal credit against the total number of claimants as a result of low income.

Source: DWP, information published monthly and available at Local Authority and at ward level.

Baseline: Feb 2020, 35% of claimants of Universal Credit were in employment

Rationale for indicator: this indicator provides a measure of in work poverty. Individuals can continue to claim for universal credit where incomes are low. Whilst there will always be individuals requiring to claim universal credit, the aim would be to reduce those requiring to rely on this whilst in employment, as a proportion of overall claimants, thereby providing a measure of reducing in-work poverty/increase in incomes.

Note: should be consider alongside indicator 10

2.4 **Outcome: Community Participation and Dialogue – People in Highland will be more involved in decisions that affect their lives**

The Community Participation and Dialogue Outcome sits within the wider Highland Community Learning and Development Plan which prioritises mitigating the effects of poverty and inequality through providing high quality opportunities for learning and active citizenship in our communities. This is achieved through supporting targeted individuals and groups to develop their abilities and confidence to; speak out and influence the services in their lives and be and feel a part of positive change.

CLD activity will support the delivery of the HOIP through ensuring the following principles are followed:

- **Doing things differently** - through diversifying the way engagement happens in communities focussing on quality of participation ensuring those most impacted are able to participate;
- **Building relationships and trust** - by strengthening the relationships between public sector agencies and communities enabling honest constructive conversation; and
- **Listen and act** - through ensuring people are better able to understand how their participation has an impact and what has happened as a result of their inclusion.

The proposed indicators to measure this outcome are as follows:

Indicator 3: Increase levels of participation in community development activity

Indicator detail: To be defined as part of survey development.

Source: Annual CLD Survey to be delivered by CLD Strategic Group

Baseline: Autumn 2021

Rationale for indicator: it is important to understand involvement and levels of participation within communities. The aim is to support and enable involved confident and capable communities. Want to see an increase across Highland as a whole but also to be able to identify gaps and where partnership resources should be targeted in order to make improvements across communities.

Indicator 4: Increase levels of participation in community development activity in communities facing the greatest inequalities

Indicator detail: To be defined as part of survey development.

Source: Annual CLD Survey to be delivered by CLD Strategic Group

Baseline: Autumn 2021

Rationale for indicator: it is important to understand involvement and levels of participation within communities generally but this indicator will specifically target those in deprived communities/communities facing the greatest inequalities and those most likely not to engage. The aim is to support and enable involved confident and capable communities and for the partnership, work is likely to be targeted on these areas to support and increase levels of participation.

Indicator 5: Increase the proportion of people who indicate they feel they have influence over decision making in their community

Indicator detail: Derived from a key question in the Council's Citizens' Panel survey which asks about influence of decision making.

Source: Highland Council Citizens Panel Survey. Collected annually

Baseline: 2019 25.5% of people reported they felt they have an influence over decision making in their community.

Rationale for indicator: this outcome focuses on increasing participation and involvement from communities across Highland not just in activity but specifically in decisions that affect their lives. This covers a wide range of activity therefore an opinion measure to gauge individual perception would appear the most effective way to measure improvement.

2.5 Outcome: Infrastructure – Fewer people in Highland experience transport or digital connectivity as a barrier to accessing opportunities

The outcome on infrastructure considers a number of elements and initial priorities included transport, digital access and housing. The infrastructure priorities are now being taken forward within the wider Highland Economic Recovery Partnership context.

The Highland Economic Recovery Partnership has reviewed its Terms of Reference and will work across public sector partners and key business representative organisations to identify and address challenges to the economic recovery of the area as a result of the pandemic. This may include infrastructure challenges (eg housing, transport, digital).”

Further indicators will be proposed as this work progresses.

Indicator 6: Increase the proportion of properties receiving superfast broadband

Indicator detail: Reflecting work between HIE and the Council to ensure improved access across the area.

Source: Local Government Benchmarking Framework (LGBF) Collected annually

Baseline: 2019/20 76% of properties

Rationale for indicator: This is a nationally benchmarked indicator which has been adopted to focus on supporting businesses and individual's economic activity. In a Covid and post Covid environment access to broadband is fundamental to enabling economic activity and new ways of working including home working.

2.6 Outcome: Community Safety and Resilience – People in Highland will benefit from living in strong, safer and more resilient communities

The Community Safety and Resilience group is led by Police Scotland and Scottish Fire and Rescue Service. The actions identified in the 2017 – 20 plan have been mainly been concluded. These focused on:

- Community led action – resilience, inclusion and response
- Collaborative training and approaches

- Digital safety and awareness

The initial priorities identified in the plan are currently being reviewed post pandemic by the delivery group to ensure outcomes focus on delivering improved resilience to communities across Highland. It is intended to focus on actions associated with hidden harms such as inequalities, poverty, mental health, building and supporting family and community resilience. Additional indicators may be identified as appropriate as this work progresses and further areas for development are highlighted in section three.

Indicator 7: Improve perceptions of local neighbourhood safety

Indicator detail: Based on the Citizens Panel question where individuals are asked how they would rate the safety of their community within 15 minutes walk of their home.

Source: Highland Council Citizens Panel Survey

Baseline: 2019 Net Safety Rating 89.4%

Rationale for indicator: Perceptions of safety are a good indicator on how people feel about their community and the confidence they have about their community.

Indicator 8: Increase levels of volunteering in Highland

Indicator detail: Measuring the level of participation in voluntary activity across Highland through questioning whether individuals have provided unpaid help to organisations or groups in the last 12 months

Source: Scottish Household Survey

Baseline: 2019 26%

Rationale for indicator: This is proposed to be a proxy measure for resilience within communities. This should be considered alongside indicator 3 measuring participation. Whilst the preference would be not to normally use SHS data given the small sample size, this provides the best measure in terms of volunteering that is comparable nationally and across area family groups. The next census will also consider levels of volunteering.

2.7 General

In addition to the range of indicators proposed against the outcomes, two further indicators are proposed. The first, on suicide, to represent the core partnership priority to reduce and prevent suicide and the second as a more general measure of employment and employability which is a cross-cutting theme within the HOIP.

Indicator 9: Reduce the number of suicides across Highland

Indicator detail: To be determined following current review

Source: Public Health Scotland

Baseline: NA

Rationale for indicator: Reduction and prevention of suicide is a core priority for the CPP and therefore an indicator to monitor progress is essential.

Indicator 10: Reduce the number of people out of work claiming universal credit.

Indicator detail: The number of people out of work claiming universal credit

Source: DWP, monthly and locally available

Baseline: February 2021 12,678

Rationale for indicator: The partnership has a cross-cutting theme which aims to increase employment and skills. The latest reviewed priorities identified as a result of the pandemic specifically focus on promoting, creating and sustaining jobs in response to the current economic challenges. This indicator will provide a measure of levels of unemployment.

2.8 **Outcome: Mental Health and Wellbeing – people in Highland will benefit from good mental health and wellbeing.**

The long term outcome for mental health and wellbeing in the Highland Outcome Improvement Plan (HOIP) is that ‘people in Highland will benefit from good mental health and wellbeing’. The Mental Health Delivery Group has developed a plan that details actions against the four priorities identified in the HOIP. The priorities are:

- Early education, prevention and personal resilience
- Tackling stigma and employers attitudes
- Working and responding together
- Inclusion, intervention and peer support

The Mental Health Delivery group is in the process of reviewing the range of data and indicators for mental health and wellbeing to ensure that those that are most relevant to the outcome and priorities within the HOIP are monitored and reported to the CPP Board. Local mental health indicators need to be established on the basis of what is important locally, matching the definitions used in national mental health indicator sets to ensure comparability.

A national set of adult mental health indicators for Scotland commissioned by the Scottish Government was finalised in December 2007. These indicators cover both mental wellbeing (positive mental health) and mental health problems. Additionally, the Highland Integrated Children’s Service Plan (ICSP) has recently been reviewed and updated and it will be important to ensure that indicators align with the mental health outcomes identified in the ICSP.

The national mental health indicators are grouped under two categories

1. mental health status — mental wellbeing and mental health problems
2. contextual factors — the risk factors, protective factors and the consequences of mental health (at an individual, community or structural level).

To ensure efficient and effective monitoring of mental health and wellbeing locally it will be important to make maximum use of data that is already available for the local area. The national adult mental health indicators form a set from which we can select those relevant to our needs. National surveys are increasingly seeking to be responsive to local data needs. There are also more questions being included on mental health and wellbeing, and the factors that impact on it, especially in the Scottish Health Survey.

The Mental Health Delivery Group is due to meet again on 30th June and it is anticipated that the work on reviewing indicators will be reported to that meeting and a final set of indicators agreed. It is recommended that the Mental Health Delivery Group provide a report on this work to the next CPP Board with recommendations on a set of indicators for the mental health and wellbeing priorities in the HOIP.

3. Next Steps

3.1 In addition to the areas of economy and mental health and wellbeing where it has been noted further work is required to develop key indicators, it should be noted that ideally, measures would be identified to represent:

- Measures of loneliness/wellbeing
- Measures considering vulnerability
- Measures considering community resilience
- Measure considering effectiveness of access to public/community transport

This will be dependent upon finding the right indicators where data is available, local and meaningful.

3.2 Whilst the framework set out presents a range of indicators and baselines, there will be a need for the Board to set targets for improvement against these indicators. It is important that it is not just the trend that is reported and considered but stretch targets for improvement established. Recognising some work is still required and we are yet to see the effect of covid on certain indicators, it is proposed to set targets in year two once the effect of covid is better understood.

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