

East Riding of Yorkshire

Area Assessment

Dated 9 December 2009



for an independent overview
of local public services

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East Riding of Yorkshire at a glance

This independent assessment by six inspectorates sets out how well local public services are tackling the major issues in East Riding of Yorkshire. It says how well they are delivering better results for local people and how likely these are to improve in future. If, and only if, our assessment shows that the following special circumstances are met in relation to a major issue, we use flags to highlight our judgements. We use a green flag to highlight where others can learn from outstanding achievements or improvements or an innovation that has very promising prospects of success. We use a red flag to highlight where we have significant concerns about results and future prospects that are not being tackled adequately. This means that local partners need to do something more or different to improve these prospects.

Green flags - exceptional performance or innovation that others can learn from



Green flag: Pooling resources to target local priorities

Red flags - significant concerns, action needed

No red flags have been identified for East Riding of Yorkshire

The local area

The East Riding of Yorkshire is a popular place to live. Home to just over 335,000 people, its population is growing faster than most other places. People moving into the area are the over 50s choosing to retire there, families moving to enjoy a more rural lifestyle, migrant workers, and benefit claimants who are attracted to living on the coast. This increases demand for many public services, like health and social care, and for housing.

Whilst generally the area appears affluent, parts of Bridlington, Goole and South East Holderness show high levels of deprivation. The difference between the most deprived areas and the most affluent areas is striking. Unemployment ranges from 6.4 per cent in Bridlington South to less than one per cent in Pocklington, South Hunsley, Willerby and Kirk Ella and there is a gap of up to nine years for men and seven years for women in life expectancy.

The Council, NHS, other public services such as police, fire and probation, voluntary organisations and businesses, are working together to improve the quality of life for people in the area. These partners have a vision for the area which is outlined in "Our East Riding", the shared ten-year plan which provides the blueprint for the area. They have agreed the priorities they will tackle and have set targets for improvement.

The next section tells you how East Riding of Yorkshire's public services are doing in each of their local priority areas.

How is East Riding of Yorkshire doing?

Children and young people have a brighter future

Children and young people in the East Riding generally do well and educational achievement is above average, but some children, such as children in poorer homes, don't do as well as others. Secondary schools are not as highly rated as in other places. Public services in the East Riding that are responsible for children are doing what is expected of them to keep children safe. More young people are going on to further education, jobs or training after they leave school.

The number of overweight children in the East Riding is increasing; at the moment nearly a third of 11 year olds are overweight. Partners are working to reduce this and we'll continue to monitor what progress they make.

Fewer teenage girls fall pregnant in the East Riding than in many other places. Efforts to cut the number have not worked as well as planned.

Older people enjoy a healthy independent lifestyle

Older people in the East Riding get good support to help them live healthily and independently for longer. Partners give advice on how to avoid falls. Equipment to help people manage at home is delivered promptly and people are not waiting as many weeks as they did for major adaptations to their homes. There are no delays in discharging people from hospital as there is support for them at home. There are still relatively high numbers of people in residential care, but this number is reducing.

Work on getting people to stop smoking is successful. Older people who may not be keen on going to leisure centres to keep fit are being encouraged to become healthier in other ways such as joining organised walks.

In rural areas older people can be cut off from essential services, like doctors, banking, and shops. Partners are working well together to provide community transport services that are helping older people get the services they need.

Communities are thriving, prosperous and safe

Partners are working effectively together to pool resources so they can

improve services to help more people. An example of this is how partners have reviewed the substance misuse service which helps people with drug problems, so that it could be provided more cost-effectively, and used the savings to support more people and keep the service going when money from Government for it is reduced.

There are more community buses in the East Riding helping people without cars and in rural communities to get to essential services. Public transport operators are encouraged to provide services to new business developments.

There is a high level of volunteering in the East Riding which improves people's quality of life in many ways, but the voluntary sector is not as involved in delivering services as it could be. Further development of the voluntary sector would enable partners to improve services even more and help to meet the growing needs of an increasingly elderly population.

The East Riding is generally a safe place to live, and is becoming even safer. More people are being treated for drug and alcohol misuse, and incidents of domestic violence are down. Partners have been successful in reducing the levels of burglary, car theft and robberies for three years running, and despite a rise last year the level of such incidents is below the national average, and latest figures show that the number of incidents has started to reduce again.

Regeneration transforms deprived areas and reduces health and other inequalities

Where you live makes a difference to your chances of getting a job, affording a house, and being healthy. Places like Bridlington, Goole and South East Holderness don't do as well as other parts of the East Riding. Partners have plans and are investing more in these areas to reduce deprivation but it is not clear whether these actions will narrow the gap between the "haves" and the "have nots" quickly enough.

Partners have put together a good response to combat the effects of the recession. In particular, the Council is using £100 million now that it had earmarked for capital schemes next year and the year after to start work on building new council houses, school buildings and roads, and provide work opportunities for local firms.

Many local people are priced out of the housing market in East Riding. However the council has just been awarded funding to build 275 new council homes within the next two years which will go some way to alleviate this problem. The sites for gypsies and travellers are not up to standard. There is funding in place to improve one of these.

Partners are aware that inward migration is causing tensions in some communities, for example between local residents and migrant workers, and between older and younger people. However most people in the East Riding think that people from different backgrounds get on well together and feel a sense of belonging to their neighbourhood.

People value and care for the diverse character of the area

About 40 per cent of the East Riding is at risk of flooding. Partners are making progress to manage this risk. It is important that flood management plans are agreed with the Environment Agency.

People in the East Riding make more waste at home compared to other places but it is starting to reduce. Recycling rates are improving and the amount of waste being dumped in landfill sites is falling, although there is still some way to go to reach next year's recycling targets. A number of initiatives to improve cleanliness of the streets and the general area are already resulting in successes, although results are still generally below the national average.

Information just published by Government shows that in 2007 the amount of carbon dioxide - one of the main causes of climate change - produced per person in the East Riding increased by over 17 per cent. We'll work with partners next year to assess how well they are reducing CO2 emissions.

The number of people who feel they can influence local decision making is above the average for similar areas but, as in other areas, is falling. Partners are trying to address this through Local Action Teams which aim to involve local people in work to improve their area. The teams are chaired by local Councillors and include staff from the police, fire and rescue services, NHS and local voluntary sector organisations. They are beginning to make a difference by dealing with the small but important issues that mean a lot to local people.

About East Riding of Yorkshire

A recent survey shows that in East Riding of Yorkshire 85 per cent of people are satisfied with their immediate local area as a place to live. This is broadly the same as the average for similar areas and higher than the national average of 81 per cent.

East Riding of Yorkshire is a large rural area - it covers 930 square miles - on the east coast and north of the Humber Estuary. The coastline stretches for 53 miles and is the fastest eroding coastline in Europe. 40 per cent of the East Riding is at risk of flooding from the sea, the estuary and several rivers.

One fifth of the population lives in villages or hamlets, many of which are small and remote, especially those near the coast. The main towns are Beverley, Goole, Bridlington, Driffield, Withernsea and Hornsea. The nearest cities are Hull, York and Doncaster.

More and more people are choosing to live in the East Riding. About 335,000 people live there and it's estimated that this will grow by 23 per cent over the next 20 years. This is more than most other places. Nearly a quarter of the population is over 65. Elderly retired, often moving from the urban areas of West Yorkshire and the city of Hull, make up a substantial proportion of this

group, along with families wanting to live in the area's villages and market towns. In recent years, the area has also seen an increase in economic migrants, particularly from Eastern Europe. The majority of residents, 97 percent are 'White British'.

The East Riding appears affluent and generally people do well and are healthy. But there are considerable disparities in wealth and well-being across the area. Where you live makes a difference to your chances of getting a job, affording a house, and being healthy. Places like Bridlington, Goole and South East Holderness don't do as well as other parts of the East Riding. Unemployment ranges from 6.4 per cent in Bridlington to less than one per cent in Pocklington, South Hunsley, Willerby and Kirk Ella. Average house prices in the East Riding, at £159,000 in 2007, compared to average earnings of £23,600, a ratio of about 7:1, mean that being able to buy a house or paying an affordable rent is a key issue for many residents. The health of people in the East Riding is generally better than the national average, but between the most and least affluent communities there is a gap of up to nine years for men and seven years for women in life expectancy.

The East Riding Local Strategic Partnership has responsibility for turning the vision in "Our East Riding", the area's sustainable community plan, into reality. Partners include East Riding of Yorkshire Council, the Humberside Police, Probation, and Fire and Rescue Services, NHS East Riding of Yorkshire, Humber and Wolds Rural Community Council, East Riding Voluntary Action Services, the Learning and Skills Council and Business Link.

How well do priorities for East Riding of Yorkshire express community needs and aspirations?

The East Riding plan says it is important that the needs of the most vulnerable people, including the growing elderly population, are met. The East Riding Local Strategic Partnership wants to help people with mental health problems, or those with learning difficulties, to have a settled home, and to get a job. Young people, particularly those leaving care, are encouraged to continue their education or to find work. The partners also want to support older and vulnerable people to live independently. Many people cannot afford to live in the East Riding and partners are trying to make sure that more affordable homes are built. East Riding has set several targets on issues that local people say are important to them, such as how safe they feel and whether they think they influence the decisions made by those in charge of public services.

Local people have helped to decide the priorities in a number of ways such as the annual postal survey to East Riding households, the 'On the Road' events and the new Local Action Teams. There's also a Youth Council and an Older People's Forum. Staff and those who use public services are asked how services could be improved and are involved in making them better. Carers, people receiving benefits, and those receiving treatment for drug addiction are among the people who have been helping to change services.

Anti-social behaviour, road traffic, and crime are concerns to the people of the East Riding, even though these are not such big problems as in most other parts of the country. Partners are working to reduce the numbers of people who repeatedly commit crimes, and to keep burglaries and car crime levels down. They want to make the area look tidy by dealing with rubbish quickly and getting rid of graffiti and to make the roads safer.

Public services in the East Riding are generally better than average, and organisations are working to maintain this. They are taking action on things which could cause problems in the future, such as alcohol misuse. At the same time they are trying to make sure that the more vulnerable and most deprived do not get left behind. The partners understand who needs help and where the most disadvantaged places are.

Children and young people have a brighter future

Children and young people in the East Riding generally do well and educational achievement is about average. However some small groups of children do not do as well as others. The gap is wide between the achievement of these children, such as those from poorer families, and the average child in the East Riding. In some cases this gap is getting wider. Partners are aware of this and a number of actions are being put in place to help those children and young people who are not reaching their full potential.

Whilst education is generally good in the East Riding, secondary schools are not as highly rated as in other, similar places. Children's behaviour in secondary schools is also getting worse, although the numbers of children excluded from school is small. Provisional results for 2009 show that the proportion of children doing well in GCSEs - getting 5 A*-C GCSEs including English and Maths - dropped slightly this year. It is too early to tell whether this shows some problems in the area's educational services as results improved in the previous four years but it's something that we'll look at with partners next year.

Children everywhere can be vulnerable to neglect or abuse and the public services in the East Riding that are responsible for children are doing what is expected of them to keep children safe. The number of children and young people admitted to hospital in the East Riding with injuries has reduced slightly.

Many children do not feel safe from bullying. Partners are dealing with this by getting expert help from the Anti-Bullying Alliance, as well as employing someone who will work with schools and children to reduce bullying.

Children need to be prepared for adult life and partners are doing this well. They have been successful in increasing the numbers of children moving into further education, employment or training after leaving school, but this will become more difficult due to the recession.

The number of overweight children in the East Riding is increasing, as in the rest of the country. At the moment nearly a third of 11 year olds are

overweight. Partners are trying to tackle this issue together and encourage children to eat more healthily and be more active. All schools in the East Riding take part in the Government's Healthy Schools initiative. 96 per cent of schools have achieved National Healthy Schools Status. There are many ways in which children are being encouraged to eat healthily and exercise more, such as: Fit 4 Play Fit 4 Life with Hull City Football Club, a mixture of health education and fun exercise, and MEND - Mind Exercise Nutrition Do it!, a self referral scheme for overweight 7-13 year olds and their families. Whether this works will be monitored over the next few years. More mothers are breastfeeding their babies and through this are helping to give their children a healthy start in life.

Fewer teenage girls become pregnant in the East Riding than in many other places. Work has been done to try and reduce the level of teenage pregnancies further, but this has not been as successful as planned. Partners are now supporting specific groups of teenagers who they think are more likely to become teenage parents.

Older people enjoy a healthy independent lifestyle

Partners are working well together to provide services that are helping older people in the East Riding enjoy a better quality of life. Some people need extra care because their health gets worse as they age.

People are helped to live more comfortably and independently at home for longer. Home visits to give safety advice and equipment, like hand rails, are reducing the numbers of people who fall and break a hip. Equipment to help people manage at home is delivered promptly and people are not waiting as many weeks as they did for major adaptations to their homes. More than 1,300 people have benefited from disabled facilities grants for adaptations, improvement and repairs to owner occupied homes. An emergency cover service for carers has been developed to which 366 people have been referred during 2008/9. There are no delays in discharging people from hospital as there is support for them at home, and almost 80 per cent of people who receive this care are still living at home three months later. There are still relatively high numbers of people in residential care, but now that more people are being supported at home, the number of people moving into a residential home has dropped by around half.

The Promoting Independence Fund has supported a number of different projects across the East Riding. The Council and Help the Aged administer a joint fund that gives small grants of up to £500 to community and voluntary groups. Grants have been used for equipment for a gardening service that supports elderly residents, an exercise programme for people aged 55 and over, winter warmth projects, supporting activity at a stroke club, and helping older people with computer skills so they can buy groceries online and arrange home delivery. Older people are being given money so they can choose and buy the services they need. 417 people were given these direct payments for the first time in 2008/9 which compares favourably to other areas.

There are many initiatives that aim to improve health and wellbeing and these

have proved popular. Work on getting people to stop smoking is successful and partners are on course to hit their targets this year. Older people who may not be keen on going to leisure centres to keep fit are being encouraged to become more healthy through programmes such as Walking the Way to Health.

In such a rural area it is important that older people are not cut off from essential services, like doctors, banking, and shops. Community transport is good and is preventing some people becoming isolated. The NHS and the Council are looking at sharing transport they already run and the number of buses on the subsidised community transport schemes has risen from 14 to 17 during the last year with a further 4 vehicles due this year.

The council has been given the money to build 275 new council homes before the end of 2011, spread throughout the East Riding. Some of these will be specifically for older people who are currently in accommodation which is unsuitable for them. Housing developments for older people, such as the Holderness Retirement Village, are expected to provide facilities not just for the residents but also for older people nearby.

Partners have worked together to make sure that residents, particularly older people feel safe. They have established 51 No Cold Calling zones, taken action against rogue traders, and established a Home Services Directory with Age Concern. Residents think that there have been fewer cold callers and burglaries since this happened and this has made older people feel safer.

The MORE project (Making Opportunities Realistic to Everyone) includes the Older Workers Employment Network which is helping unemployed people who are 45+, including those out of work for more than a year, back into employment

Overall people in the East Riding enjoy long and healthy lives, although there are inequalities with both men and women living in poorer places dying on average earlier than those in more affluent areas. Deaths from cancer in the East Riding are falling in line with targets. A weakness in partners' work to tackle cancer is that not enough women who are eligible are being screened for breast cancer. The NHS has plans to deal with this.

Getting appointments quickly and at convenient times is important to help people look after their health. Generally in the East Riding people can get to see their GP quickly. But, patients' satisfaction with their GP practice varies considerably. The NHS encourages GP practices to make their services accessible, especially when it learns that patients are dissatisfied.

Communities are thriving, prosperous and safe

 **Green flag: Pooling resources to target local priorities**

Public services in East Riding of Yorkshire are delivering improved results for local people, better value for money and making their services more secure

and sustainable.

More people who have problems with drugs or alcohol are now being treated, following a recent review of the Substance Misuse Service ordered by the Resource Advisory Group (RAG). Substantial cuts in national funding were expected and the review looked at how much the service cost, its quality, and what the people who used the service thought about it.

The service was found to work well and to be good value for money. Most importantly, the review found ways in which the same level of service could be provided for £250,000 less, and in the long term these savings would plug the gap in funding. Partners agreed to commit money to keep the service going until the savings could be made. This has resulted in even more people being treated and ensured the service will continue.

Through the Resource Advisory Group, partners are making their separate business plans consistent so that they all support the priorities for the area. They are working to understand how they each set their budgets, so that they can work more effectively together and pool their resources to achieve common goals. In this way they are bringing all of their collective resources to bear and making more of an impact than they would with a less joined-up approach.

The review of the Substance Misuse Service was the first of a series. The RAG will look at a range of services to see how they can be improved or delivered at lower cost. It is currently planning the budget for 2010/11 and identifying which services will be reviewed to achieve cost savings and improved value for money next year.

Through the Resource Advisory Group, partners are working effectively together on pooling resources and achieving value for money, so that they both improve outcomes for people who live in the area and deliver services which are sustainable in the long-term. The way they work together has already achieved results and has clear potential to deliver sustained improvement and value for money across a range of services. Other areas could learn from that.

Communities are thriving, prosperous and safe

In the East Riding it is a challenge to make sure that people in villages and the towns along the coast are not cut off from essential services like doctors, schools and banks. And partners are meeting this challenge. Buses taking children to school provide transport for other people as well, and the NHS and the Council are looking at sharing transport they already run. There are several subsidised community transport schemes. The number of community vehicles has risen from 14 to 17 during the last year, and a further 4 vehicles are due this year. Public transport operators are encouraged to provide a better service to new developments. A bus service to Melton Park has started, now that there are sufficient businesses there.

Partners want residents to enjoy a range of activities in their leisure time and are encouraging adults to engage in more sport and other active recreation, and the arts. The level of adult participation in sports and active recreation is good in the East Riding compared to most other areas of the country and is

improving. The Community Sports Coach programme to raise adult participation has exceeded targets set with over 12,000 participants since April 2008, and usage of leisure centres is up by 12.9 per cent in one year, boosted by 18 per cent of the population buying Sure Card memberships for discounted prices at leisure centres.

There is a high level of volunteering in the East Riding which improves people's quality of life in many ways, for example by helping people cope with difficult circumstances, keeping neighbourhoods safe and looking after country parks. Whilst there is a high level of volunteers, the voluntary sector is not as involved in delivering services as it could be. Only 16.4 per cent of the voluntary sector think that partners have a positive influence on their success. This is similar to the national average. Partners have contracts in place with voluntary organisations that help to provide services, particularly in health and social care. Further development of the voluntary sector would enable partners to improve services even more and help meet the growing needs of an increasingly elderly population.

The East Riding is, generally, a safe place, and is becoming even safer. Good partnership working to tackle crime and the causes of crime, together with initiatives to reduce the impact of the recession on the economy of the East Riding should ensure that the overall improvement is maintained. In the East Riding people are pleased with the way that the Council and Police deal with their concerns about anti-social behaviour and crime issues, and results are above average nationally.

The Council's annual household survey shows that 97 per cent of people feel safe during the day and 92 per cent feel safe at night. The Council works in partnership with the Police to support vulnerable people in their own homes by fitting security equipment. Partners have been successful in reducing the levels of burglary, car theft and robberies for three years running. Last year the number of these sorts of crimes increased but the latest figures show that partners have been successful in halting this rise.

Incidents of domestic violence have been reduced and re-offending rates are down and partners are on course to meet next year's target for reducing the number of attacks.

Partners are concerned about the number of people in the area who drink too much or use drugs, even though this is much less of a problem than in most other parts of the country. The number of people admitted to hospital with injury or illness caused by alcohol had been increasing year on year, but this year the rate of increase has been reduced. More drug users are being treated and funding for the Substance Misuse Service has been guaranteed by partners even though national funding has been cut. Fewer people than last year feel that drunk or rowdy behaviour is a problem in the East Riding compared to other similar areas.

Overall satisfaction with the area has improved in the past two years and generally people's perceptions of the area are favourable, and above average compared to similar areas nationally.

Regeneration transforms deprived areas

and reduces health and other inequalities

Where you live makes a difference to your chances of getting a job, affording a house, and being healthy. Places like Bridlington, Goole and South East Holderness don't do as well as other parts of the East Riding. Partners are working to change this but it isn't clear yet whether their efforts are enough.

Partners have plans for these areas to bring new jobs, make places look more attractive, and eventually to reduce deprivation. By making these areas more prosperous, partners know that people will be healthier and will have opportunities to make more of their lives. Regeneration is beginning to happen especially in Bridlington. Whilst we have seen how money and other resources are channelled to the areas of greatest need, it is not clear whether actions being taken by partners will narrow the gap between people who are worst and best off. We'll look next year at whether partners' actions are making a difference.

The recession is affecting the East Riding. Partners aim to reduce the number of people claiming unemployment benefit in the most deprived areas, and were making progress. Since the start of the recession there have been significant rises in the number of people claiming job seekers allowance and it looks like this target will not be met. Partners are doing all that they can to combat the recession. A co-ordinated response has concentrated on identifying problems early, such as mounting debt, and providing advice and support, for example, to help people in fuel poverty claim the right benefits. They are working together well to find ways of keeping the local economy as strong as possible in the recession. The Council is using £100 million now that it had earmarked for capital schemes next year and the year after. Schemes include plans to build 275 new council homes. An existing contract with local firms means the building work can start quickly, giving a boost to local contractors and sub-contractors and bringing forward the benefits of more decent, affordable homes, better school buildings and better roads and footpaths.

Partners have a strong strategy for developing the local economy. It is based on a good understanding of local issues, working closely with local businesses and working with other organisations in the region, for example with Kingston upon Hull City Council, to support the caravan industry through the recession. Businesses are still investing in the area, in particular at the new business park near Melton. The start up and development of small businesses is encouraged in many ways, but we will not know whether partners have managed to increase the number of new businesses in the area and the numbers of small businesses taking on new people, as the figures will not be announced until early in 2010.

Many people can't afford to buy or rent homes in the East Riding. The Council house waiting list has grown significantly since 2003 and there is a shortage of houses to rent. About one quarter of residents think improving housing should be one of the top five priorities for the area. This year more starter homes have been built than was planned but plans to build many more such homes in the next two years look in doubt. The Council has secured funding to build 275 more council houses in over 30 schemes throughout the East Riding by 2011. It will be a challenge to get the planning permissions and complete these homes in the next two years but the council has good plans to do this.

Even with these new council houses there will not be enough affordable homes in the area. We'll continue to assess partners' progress in tackling this important issue.

The facilities for gypsies and travellers in the East Riding are not good enough. The council has obtained money from government to improve one site and is seeking more to bring two other sites up to standard. It is not clear how partners will deal with this problem if they do not secure this extra money from government.

There is migration into the East Riding from people wishing to retire there, people from other countries wishing to work there, and benefit claimants attracted to living on the coast. Partners are aware that inward migration is causing tensions in some communities, for example between local residents and migrant workers, and between older and younger people. It has not been possible in the time available to make a judgement about whether partners are managing these issues well, and we'll continue to examine the evidence and come to a conclusion in next year's assessment. However most people in the East Riding think that people from different backgrounds get on well together and feel a sense of belonging to their neighbourhood.

People value and care for the diverse character of the area

Partners want the East Riding to be an attractive place to live and work and are introducing measures to improve and conserve the natural environment. Progress has been made on some issues, including waste and flood risk, but more needs to be done on keeping streets clean and dealing with climate change.

One of the biggest risks facing the East Riding is flooding - about 40 per cent of the East Riding is at risk of flooding from rivers, the Humber Estuary and the sea. This risk is increasing as climate change is forecast to cause more heavy rainfall and for sea levels to rise. Since the floods in 2007 partners have stepped up their efforts to manage flood risk. The Government has given them extra money to strengthen flood defences, have cleared drains, ditches and gullies, and made sure new buildings in areas that can flood are more flood-proof. All these measures are reducing the threats to communities.

Partners and communities need to agree which areas of the East Riding should continue to be protected by flood defences. They disagreed strongly with proposals by the Environment Agency not to invest in improving some flood defences along parts of the estuary and rivers in the area. They are now working with the Agency to understand better the costs and benefits of flood defences in the East Riding and are currently revising plans for flood management. It's important these plans are agreed soon.

People in the East Riding make more waste at home compared to other places but it's starting to reduce. Partners, especially the Council, have made good progress improving recycling rates and reducing the amount of waste being dumped in landfill sites. They still have some way to go to reach recycling targets next year but are introducing new recycling services,

including cardboard, to help them to get there. A number of initiatives to improve cleanliness of the streets and the general area are already resulting in successes, although results are still generally below the national average.

Information just published by Government suggests that between 2005 and 2007 the amount of carbon dioxide produced per person in the East Riding increased by over 17 per cent, the largest increase in any area in the country and attributed to businesses. As an area with already high and increasingly harmful impacts on the environment, their challenge is to grow without making things worse. They can't afford to grow in a way that increases road traffic and harmful pollution. It has not been possible in the time available to make a judgement about how partners are working together, not only to reduce carbon dioxide from their own operations, but also the amount of carbon dioxide that comes from fuel use in homes, businesses and transport. We'll examine the evidence and come to a conclusion in next year's assessment.

The number of people who feel they can influence local decision making is above the average for similar areas but, as in other areas, is falling. Partners are trying to address this through Local Action Teams which aim to involve local people in work to improve their area. The teams are chaired by local councillors and include staff from the police, fire and rescue services, NHS and local voluntary sector organisations. They are beginning to make a difference by dealing with the small but important issues that mean a lot to local people. For example, one team helped a school, Parish Council and council services work together to build a new car park to stop parents parking along streets when dropping off and collecting their children.

CAA looks at how well local public services, working together, are meeting the needs of the people they serve. It's a joint assessment made by a group of independent watchdogs about the performance of local public services, and how likely they are to meet local priorities. From 9 December you will find the results of Comprehensive Area Assessment on the Oneplace website - <http://oneplace.direct.gov.uk/>

Alternative formats - If you require a copy of PDF documents in this site in large print, in Braille, on tape, or in a language other than English, please call: 0844 798 7070

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