Report by Councillor R Kirk, Portfolio Holder for Social Inclusion and Community Cohesion

I believe it was Einstein who said “not everything that can be counted counts, and not everything that counts can be counted”, and I hope that I can show you through the pages of this report how important the work we are doing in our communities is, and what we are achieving, even though we have yet to find a way of quantifying its impact.

Social inclusion is about ensuring people have the same opportunities to get involved and community cohesion is about tolerance and understanding of others – both require good communication. How many examples in the world do we see examples of where talking and diplomacy have worked, sieges ended without bloodshed, wars averted – it doesn’t work every time but it is clear proof that communication is the key to bringing people together, starting the conversation, engaging and helping people to get to know and understand and respect each other.

I believe passionately in social inclusion and community cohesion and therefore have worked hard to develop relationships with different sectors of the community since I took over the portfolio from Cllr Charlesworth in early June. I would like to take this opportunity to thank Cllr Charlesworth for the excellent work he did, whilst he was portfolio holder across the portfolio. For example, his work with migrant communities and the Islamic Association. I will refer to some of this work in more detail as I come to each of the different aspects of my portfolio.

This is my first report as Portfolio Holder, having taken over the role from Cllr Charlesworth when he became Mayor of Lincoln. I will therefore refer briefly to work undertaken since Cllr Charlesworth’s last report to full Council in January 2014 up to June 2014 and then in more detail work done since I became Portfolio Holder.

The areas covered by my portfolio include neighbourhood working, community cohesion, social inclusion, domestic violence, older people, safeguarding children, vulnerable adults, community centres, asylum seekers, adult learning, and young people. Apart from asylum seekers, who are not currently cause for concern in the city, I cover work done in all of these areas, some more briefly than others, in the following pages.

Further contextual information, mainly drawn from the Drivers Report, is attached at Appendix A for your information.

Key Achievements

Neighbourhood Working

Following the adoption of the Neighbourhood Working Strategy in 2013, the Neighbourhood Programme has expanded to focus on 8 areas of the city
which suffer from high levels of deprivation and disadvantage. There are currently 3 Neighbourhood Plans in place – in Moorland, St Giles and Abbey – and we are currently working to adopt 3 new Neighbourhood Plans (Ermine East, Sincil Bank & a revised St Giles plan) by the end of the financial year.

The Neighbourhood Teams are based in 3 offices within Moorland, St Giles and Abbey. We use this presence within our communities to promote equality of access to services. In 2013/14, we enabled 2768 people to access services locally by hosting surgeries such as Citizens Advice Bureau, Housing, Benefits Advice and Credit Union. 1170 residents used our telephone lines to contact advice services with 191 residents using community computers hosted by the teams. Almost 700 residents received advice or support, whilst a further 300 residents were signposted to other services.

Our three Community Caretakers complete weekly audits of the surrounding streets to ensure that environmental issues are reported in quickly to the appropriate agencies. They also provide advice and support to residents including the issue of over 675 advisory ‘garden cards’ since January 2014.

Case Study – Community Caretakers
During an Ermine audit, I noted that a garden was over grown and issued the first garden card which contains advice about services that can assist. In response, the tenant contacted me to ask about the Garden Service as he was 84 years old and could not do his garden. This gave me the opportunity to ask if there was anything else he needed which resulted in a referral to the mobile warden and providing him with information about reporting repairs to his property.

Partnership Working lies at the heart of the Neighbourhood Programme. In 2013/14 the Neighbourhood Team worked with over 114 partner organisations. In the first 6 months of this financial year, we have already worked with over 100 organisations.

Other key projects in 2014 include:-

- Dog Microchipping events – In response to the change in legislation that requires all owners to microchip their dogs we have run 8 events this year in conjunction with PDSA and Dogs Trust, promoting free microchipping and responsible dog ownership. These events have proved extremely popular and almost all ran to full capacity.
- Community Chest Grants decided on by a panel of Ermine residents who allocated £8800 to community projects.
- Credit Union access point set up in Moorland by Neighbourhood Team.
- Finalisation of Team Around the Place approach to encourage more cross-team working within the City Council in neighbourhoods.
- Your Choice Grants voted on by residents and issued to community groups in Birchwood & Moorland to promote anti-loan shark initiatives.
- The team have funded a piece of work led by Lincs Police/Lincs Fire and Rescue aimed at reducing ASB on Tower Estate. Early signs are showing that it has changed the relationships between members of the community and the local police team.
In St Giles the team held a Winter Warmers event which 54 residents attended where they had presentations on Fuel Poverty, Age UK, Health Trainers and St Barnabas.

Moorland Community Centre now has a community garden which is being looked after by the local youth club who have been growing carrots, lettuces and sunflower seeds kindly donated by other residents.

The St Giles Gala group held a successful event in June and received support from the programme with organising the event, including risk assessment training and safety planning, as well as a financial contribution to costs.

Worked closely with Housing on a Capital Improvement Scheme – Held “Meet the Street” events and Resident meetings.

Organised a successful visit by MP Nick Hurd. Highlighting the work that Community First and the Community Organising programme has had on the Central area of the City. Abbey Ward resident awarded Point of Light Award

A Summer Activities Booklet was produced for the south of Lincoln covering all the different activities available to children and young people. This was available on the council website, through social media and in printed form from key distribution points.

A litter pick was held on Birchwood in conjunction with Community Services and I took part as a local councillor. 15 volunteers and 5 staff collected over 16 bags of rubbish from Birchwood Leisure and Jasmine Green.

On 11 August, 15 young people painted a nature mural on our new storage container. Other activities supported by the team were:- funding for a week of Energise activities (Moorland); a free guitar session with the Showroom and a series of bike workshops held in conjunction with Sustrans.

Community Cohesion

The Community Cohesion Action Plan, first adopted in April 2013, is now in its second year. Throughout this time much of our work has been focused on the three areas identified in the strategy, as well as working at a more strategic level across the city. The three areas of focus are Carholme Ward and issues associated with the mix of students and long term residents, Park and Abbey Wards with its transient communities of a diverse mix of people from different cultures and backgrounds, and support for the Islamic Association and local residents during the period of development of the new mosque.

Carholme Ward

A great deal of work in Carholme Ward has been undertaken with partners and this has included:

Agreement of a protocol to address noise issues in the West End area of the city involving the Police, City Council’s Public Protection and Anti-Social Behaviour Team, University of Lincoln, and University of Lincoln Students Union. Bishop Grosseteste Students Union are also now involved and feedback to the University. This protocol has been in place since spring 2014.
• Shush campaign and co-ordinated approach to issues during Freshers Week. The Shush campaign is a partnership between the City Council, both universities and their students’ unions, the West End Residents Association, the Police, Lincoln BIG and the Street Pastors. Initiatives have included the Shush message appearing on stickers on venue doors, street signs, wristbands, sweets, and student volunteer T-shirts. The street signs attracted a great deal of media attention, which whilst not all positive, nevertheless had the effect of considerably raising the profile of the campaign. Other initiatives during Freshers week included attendance at the Freshers Fair and support for the Meet the Street events which followed the Community Gala.

Members will be aware of the petition presented to council in August relating to Houses in Multiple Occupation in the West End and the subsequent review. They will also be aware that the decision has now been made to pursue implementation of an Article 4 direction and a local authority backed Accreditation Scheme. Updates on progress will be reported through the respective portfolios, but the schemes will take around a year to implement with the specific areas covered determined during this time. For my portfolio it will be important to continue to work with communities in the areas most affected by HMOs. We will need to offer support to address problems of cohesion and develop positive relationships between residents in the different housing types.

Park and Abbey Wards

Work with new arrival communities in Park and Abbey Wards during the first year saw the development of a group bringing together representatives from a range of different Eastern European communities in the area. However, involvement by some group members in the local elections meant the group being put on hold.

Since June a number of events, including recruitment of two community organisers in the area and changes in those involved in local activity, have led to a different approach. Much of the work is being led by the Neighbourhood Team and we now have one of our health trainers, who is Polish, working with the Polish community in the area for a few hours a week, as well as new links being developed with other minority groups.

A leaflet aimed at helping new arrivals to the city settle in more quickly has been produced in a number of different languages. Further work with partners to, for example, establish a Polish Group, support Lincoln Language and Culture Swap (LiLaCS) and implement an Action Plan for the Portland Street/Hermit Street area continues. There has been a definite increase in the amount of engagement we, and partners, have with new arrival groups which is to be welcomed.

The Mosque

The third area of focus is communications around development of the new mosque. There have been several meetings between the Police, Islamic Association and City Council as well as with the Boultham Park Residents
Association. This work continues and is becoming more important with the nearing of a start on site expected in the spring.

City Wide Activity

As well as this focused activity I have also been involved in promoting community cohesion through messages in the media. The fortnightly First Person column in the Echo continues with approaching 50 articles having been published in the 15 months it has been running. I have written a couple of these articles and have been pleased with the positive responses and comments receive. In addition there have been a number of press releases as well as columns in the Lincolnite.

Last year members may recall we used World Hello Day to help get the message out across the city that by saying ‘Hello’ this can be the start of a relationship which leads to better knowledge and understanding of neighbours and others living in a community. Once again World Hello Day on 21 November was promoted across the City. More than 25 organisations took part and I would like to take this opportunity to thank those who took part, including the Mayor, and helped make the day such a success. The majority of events took place on the day itself, but there was also an event at the Football Club on the following day which brought together people from different backgrounds to enjoy food from different nationalities, and to enjoy watching a game of football. There was good media coverage, including five articles in The Lincolnite and radio coverage across several stations. Some might ask what the purpose of the day is, so I will give you a couple of examples. When I visited BeAttitude we handed out cakes to passers by. One lady who we got talking to turned out to be homeless herself so we were able to point her in the direction of the help and advice she need to find shelter. The second example is the photograph taken at Bishop King School at the end of my report – it needs no caption.

I have spent some time over the past few months working to build relationships between the council and community, and improve communication with and between various groups within the communities of Lincoln. I already sit on the Birchwood Neighbourhood Board and Big Local Partnership as a local councillor but have spent time learning and experiencing more of other areas of the City. Following meetings with the Police and Community Organisers, I spent several afternoons in the summer walking around the different areas – an afternoon with PCSO Pete Davies walking around the West End, and two afternoons with Neighbourhood Manager, Paul Carrick, in Park and Abbey Wards, the latter including a visit to Abbey Access Centre.

As a Catholic myself, I am also keen to develop links with different religious groups in the city. In September I had discussions with a representative of the Jewish community and in October attended the Eid celebrations at Lincoln University. At the end of November I joined the Interfaith Forum for their annual Interfaith Walk. We met at the Cathedral and walked to the Synagogue, Mosque and Friends Meeting House.
However, it is not just about how many people I can meet, but about the knowledge I gain of these different communities which is helping me to shape the work we do, and areas to focus on in the future. I know now that just because a community is not vocal, it is not necessarily a sign that all is well. This indicates how important it is to really know our communities, so that we can address any emerging issues before they become real problems.

The Community Cohesion Steering Group continues to meet and I, alongside others on the committee, feed in any issues bubbling under the surface. The Steering is now chaired by an external representative, Dr Tanweer Ahmed, who is also Chairman of the Lincoln Islamic Association. Myself and Tanweer have regular monthly meetings to discuss progress. At each of these meetings we invite one of the members of the Steering Group to attend to have a more in depth discussion – so far we have met with representatives from the two universities, the Students Union, Lincoln City Football Club Sport and Education Trust and Just Lincolnshire. These have proved to be very fruitful meetings, with discussions around progressing ideas and initiatives in the future.

**Social Inclusion**

**Energy Switching**

The City of Lincoln Council in conjunction with other Lincolnshire districts through the HELP (Home Energy Lincolnshire Partnership) initiative has engaged in a number of Collective Switching exercises. Collective Switching is a scheme under which a householder can register to switch its energy provider. The initial registration has no obligation for the switch to take place. Only when a formal offer has been made and accepted does the agreement become legally binding. To date average savings in excess of £150 per annum have been realised by households. I decided I would register to switch and as a result am looking to save around £260 per year! The procedure was straightforward, with emails clear and helpful, and I’ve now received confirmation from my new provider. The most recent scheme closed for registrations on 14 October 2014 and attracted 108 expressions of interest through the city council’s website.

**Reducing Poverty**

In the previous municipal year Community Leadership Scrutiny Committee conducted a review looking at ways of reducing poverty in the City. The highlight of this review was, as members are aware, a very successful Poverty Conference held in February 2014.

More than 100 delegates attended the conference from in excess of 50 local organisations met to discuss the issue of poverty in Lincoln. At the conference, a range of suggestions were made on how we could further work together. Subsequent reviews in 2014 by Community Leadership Scrutiny Committee on high interest lenders and furniture recycling have also resulted in a number of recommended initiatives. Following the conference and scrutiny reviews, officers have engaged with partners to develop these into
the Anti Poverty Action Plan, and this now comes under my portfolio for implementation.

One of the key activities being progressed relates to the “Say No to High Cost Borrowing” campaign run over four months, which is being promoted through a number of channels, including social media, a poster and leaflet campaign, articles in magazines, press releases and radio interviews.

- The October message encourages people to plan for the cost of Christmas. It warns people of the cost of borrowing from high cost lenders, and encourages people to get in touch with Lincolnshire Credit Union, for a source of responsible credit. It also signposts to benefits advice.
- The November message warns of the risk of loan sharks, and signposts people to the Illegal Money Lending Team for help. It also signposts to general advice services offered by Lincoln Citizens Advice Bureau.
- The December message dissuades people from ‘hitting the panic button’ and accessing high cost credit in the days up to Christmas. It signposts people to Lincoln Christians Against Poverty and other money and debt advice providers.
- The January message encourages people to access debt advice services, and promotes saving with Lincolnshire Credit Union.

Each monthly message contains the campaign title “Say No To High Cost Borrowing”.

Other key activity in the Anti Poverty Action Plan includes

- Development of a Lincoln Against Poverty website launched on Friday 17th October. This website provides a central store of information relating to the anti-poverty strategy and action plan, and has a private forum for partners to share information and ask questions. The website address is www.lincolnagainstpoverty.co.uk
- A key action for the Anti Poverty Action Plan, and one that came directly from suggestions made at the Lincoln Poverty Conference 2014, is the Lincolnshire Credit Union move into City Hall.
- The city council is using its publications (Your Lincoln and Home) to signpost to partner services, including money and debt advice providers operating in Lincoln.
- Working in partnership with Lincolnshire Credit Union, we plan on piloting a scheme where Year 7 students in a Lincoln secondary school can sign up to a Lincolnshire Credit Union account in school, and receive a £10 incentive to start saving. This will be provided alongside a broader package of financial education, in order to increase money management skills amongst school pupils.
- Money Advice Cards are being distributed to key employers in the city for circulation with January payslips, so more people in Lincoln have information on where to get free money and debt related help at a very expensive time of the year.

The City Council is also exploring a number of key actions including:
Including signposting information to the Citizens Advice Bureau online advice guide on letters issued by the Revenues and Benefits Team
A Living Wage campaign is being explored for commencement in February 2015
An Experian Credit Rating scheme is also being explored for council tenants, to help tenants build a credit rating score, and therefore have more affordable credit options

The anti-poverty review by the Community Leadership Scrutiny Committee is continuing with members now looking at child poverty – I welcome this extension to the review and look forward to seeing the findings and recommendations arising from it.

**Safeguarding Children and Adults at Risk**

Following a number of very high profile cases relating to children and adults at risk, most recently the child sexual exploitation revelations in Rotherham, the safeguarding agenda is taking an increasingly high profile across all statutory organisations. To this end a review of the Rotherham case has taken place with an internal working group and the Licensing team is proposing the introduction of a Code of Conduct for private hire and hackney carriage drivers. To demonstrate the Council’s commitment to this area of work, I have agreed to become the Elected Member Champion for Safeguarding and will be working to ensure these important issues continue to take a high profile within our work.

The Housing Solutions Manager (who is the designated Lead Safeguarding Officer for the authority) is an active member of the Lincolnshire Safeguarding Children Board and has strong links to the Adults Board. The council also chairs the District Safeguarding meeting which is a group of officers from the seven districts who meet regularly to exchange good practice and to ensure a consistency of application across the organisations.

Each statutory agency must undergo an audit to ensure it is fulfilling its duties in accordance with Section 11 of the Children Act. This audit takes place every three years and was undertaken over the summer months. Although our official feedback has not yet been received, the external moderator did not raise any specific concerns. It is expected that a number of areas for improvement will be identified as a result of the audit, and these will be progressed as necessary.

It is important that our staff, elected members, volunteers and contractors are aware of the signs and implications of abuse. To ensure that everyone can recognise the signs and is confident in reporting them, a series of awareness raising briefings for every person connected to the council have been undertaken over recent months. Those officers who have more involvement with the public (for example some Housing staff, the Public Protection Team, Work Based Learning and Neighbourhood Managers) have commenced a more comprehensive training package. This will be resource intensive in terms of time and will take a number of months to complete, however it again demonstrates the importance the council places on the safeguarding agenda.
**Domestic Abuse**

The City Council became a signatory to the Domestic Abuse Charter in 2013, following which significant work has been undertaken to move the authority closer to full compliance with all elements of the charter. Key tasks that have been undertaken to date include a significant training package, for all employees, members and senior managers. The development of two policies, one for front-line and operational employees and one relating to Human Resources and how the authority will respond to its own staff as victims or perpetrators, is well underway with both policies now in final draft and ready to begin the committee process. The Council has also established and embedded an internal reporting, assessment and referral mechanism to ensure that where we become aware of domestic abuse, appropriate actions are taken. Relevant and key front-line staff members are booked to undertake extensive training in domestic abuse, signs and symptoms, assessments and signposting.

Following the murder of a mother by her adult son in Lincoln in 2012, the first Domestic Homicide Review was conducted in Lincolnshire, and this is now awaiting approval for publication from the Home Office. There are recommendations within the report that the City Council have begun and continue to implement which relate to issues such as training and continuing to strengthen and review our Anti-Social Behaviour Risk Assessment Conference.

**Older People**

Our work specifically targeted at older people is limited, and mainly in the form of supporting the Excellent Aging Advisory Group and identifying opportunities as they arise. There are however, several areas where we have undertaken work or been involved:

- **Dementia Friends Training** – undertaken by Customer Services staff, the Healthy Lifestyles Team and some other members of staff at City Hall.
- **Involvement in Dementia Action Alliance** – Additionally Lincoln University and Alzheimer’s Society are leading on Lincoln becoming a ‘Dementia Friendly City’.
- **The Health and Wellbeing Partnership** has done some work on falls because Lincoln is 327th in the country for hip fractures. As a result the countywide Fall Prevention Steering Group had been re-instated and a DVD on Falls Awareness is being produced for partner organisations for use by visiting officers.
- **Making Every Contact Count** – currently being considered, this is a scheme where frontline staff will receive training to enable them to provide initial advice and signposting on health issues if they see the opportunity and feel comfortable in doing so. Although wider than older people, the scheme could be of considerable impact on this group.

**Community Centres**

We have seen a number of improvements undertaken at our community centres over the past few months. These have included:
St Giles Community Centre has been adapted to allow both ambulant and wheelchair basketball in the main hall. We have worked with Lincolnshire Sport to provide this functioning training facility for this important inclusive sport which is now available to the whole community at low cost. The Recreation Team, at the request of the St Giles Board members, have also recently redecorated the main hall.

The Grandstand has recently been fitted with a fully accessible toilet and baby changing facility. This facility is to the ‘changing places’ specification and will greatly enhance the provision for the many groups and hirers.

Moorland Community Centre has seen the old bar servery removed which has increased the available space by around 25% and improved the layout of the room for all hirers.

I’m pleased that work continues to develop to asset transfer Sudbrooke Drive Community Centre to Lincolnshire Sport. This proposal will see significant investment into a community asset and secure the future of the site for many years to come.

We are just beginning a review of the service to determine how we can best meet the needs of hirers and groups in an effective and efficient way.

Young People

The work in Moorland Ward, already mentioned under Neighbourhood Management, forms the main focus of our work in the city with young people. Other work with young people falls under other portfolios, for example our work based learning team and apprentices. I am however, looking on with interest at the current work by the Community Leadership Scrutiny Committee into Child Poverty and to considering recommendations for action.

Key Performance Issues and Concluding Comments

At the start of my report I referred to the difficulties of measuring the success of action taken by the council to address issues which come under my portfolio. In addition, whilst Performance Scrutiny Committee was generally supportive of my report to Members in November, it remains keen to see further measures of performance in the future. To this end I have asked officers to research measures used in the third sector and elsewhere to demonstrate outcomes in community cohesion and social inclusion work. I remain committed to identifying ways in which we can better measure what we are achieving in terms of making the city of Lincoln a better and fairer place to live.

Councillor R Kirk,
Portfolio Holder for Social Inclusion and Community Cohesion
APPENDIX A

Portfolio for Social Inclusion and Community Cohesion – Contextual data

Population

Lincoln’s population has grown considerably over the last three decades, from 76,800 residents in 1982, to 94,600 residents in 2012. In 2013, the estimated population increased by an estimated 1,000 residents to 95,600 residents. This was an overall population increase from 1982 to 2013 of 24.5%.

Figure 1: Population of Lincoln

Figure 2: Change in population compared to similar local authority areas
Deprivation

The purpose of the Indices of Multiple Deprivation (IMD) is to identify small areas of England which are experiencing multiple aspects of deprivation. The next publication of the IMD has been delayed for a year, so in July 2014 the city council produced a local Lincoln version. It does not compare Lincoln with areas outside of Lincoln, and it uses different indicators to the ones used in the IMD, so it is fundamentally different. However, it does show areas in relative deprivation in comparison to the rest of Lincoln. It shows that Ermine West, Birchwood West, Moorland Estate and Monks Road areas of the city all feature high for deprivation.

![Map of Lincoln deprivation areas](image)

Figure 3: Lincoln Model of Deprivation Areas of Lincoln relatively high for deprivation indicators
Age Profile

The most common age range for Lincoln in the mid 2012 population estimates was 20-24, accounting for 12.5% of the population, or 11,800 residents in total. We know that much of the increase in population since 2001 was due to the increase in number of residents aged in their 20s, and that part of the reason for this was the expansion of the University of Lincoln over the same period. Both universities in the City (University of Lincoln and Bishop Grosseteste University) continue to expand, suggesting an ongoing increase in the number of young people coming to the city.

Figure 4: Age profile of Lincoln residents – Source: NOMIS (2013)

Figure 5: Full-time students – Source: Neighbourhood Statistics (2013)
Migrant Workers

The number of migrant workers coming to live in Lincoln continues to increase after a fall in 2011/12, rising from 906 in 2011/12, to 976 in 2012/13, and 1,002 in 2013/14. Migrant workers come to the city from around 30 different countries, with the largest numbers coming from Poland (229), Lithuania (180), Latvia (136) and China (69). Data from 2012/13 provides a breakdown of areas from which migrants originate:

- 62.8% (608) were from European Union Accession states
- 14.9% (144) were from other European Union states
- 14.8% (143) were from Asia and the Middle East
- 3.7% (36) were from Africa
- 2.9% (28) were from the Americas
- 0.9% (9) were from other European states

![Figure 4: National Insurance Registrations by overseas nationals in the city – Source: DWP (2013)](image)

![Figure 5: Residents whose main language is not English – Source: ONS(2012) 2011 Census](image)
Employment

The two most prominent occupation types for employed Lincoln residents were elementary occupations, which accounted for 15.1% of all employed residents, and professional occupations, which accounted for 13.5% of all employed residents. The Office for National Statistics defined elementary occupations as mostly routine-tasks that often did not require formal educational qualifications, but would usually have an associated short period of formal experience-related training. In comparison with our nearest neighbours, Lincoln had one of the highest proportions of residents employed in elementary occupations.

Figure 6: Employment by occupation – Source: ONS (2013)
There was evidence to suggest different outcomes depending on the socioeconomic background of young people. Data showed that, in Lincoln, children eligible for free school meals were more likely to have lower attainment than their more affluent peers were. Additionally, children eligible for free school meals were also likely to have a higher school absence rate.
Poverty

Child Poverty - In 2011, there were 4,490 children in Lincoln living in low-income families, accounting for 23.8% of children. When just under 16s were looked at, the rate increased marginally to 24.7% (3,995 children). Of the children living in low-income households in Lincoln:

- 68.5% lived in lone parent families
- 35.0% were aged 0-4
- 31.2% were aged 5-10
- 22.8% were aged 11-15
- 11.0% were aged 16-19

Figure 9: Children from low-income households by Ward - Source: HMRC (2013)

Fuel poverty - Lincoln (16.3%) had a higher proportion of households estimated to be in fuel poverty than in the East Midlands and England. In total, this accounted for 6,687 households out of the 41,106 households in the city. Carholme, Abbey and Park had the highest numbers of households in fuel poverty, followed by Castle, Minster and Boultham. However, high levels of fuel poverty did not always correlate with areas of high deprivation, e.g. Birchwood, Moorland and Glebe all contained pockets of high deprivation, but were relatively low in terms of fuel poverty.

Figure 10: Percentage of people in fuel poverty – Source: DECC (2013)
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<thead>
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<th>Service Area</th>
<th>Measure</th>
<th>2013/2014</th>
<th>Commentary</th>
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<td>NW 11 - Level of high satisfaction of <strong>Moorland</strong> Neighbourhood Board members (Annual)</td>
<td>73%</td>
<td>Note that all measures came in at 100% when satisfied and very satisfied results were combined (normal process for satisfaction surveys) So the % data entered now reflects JUST those people voting VERY satisfied, and concentration will be on improving very satisfied levels. It is worth noting that it is the newer boards have lower levels of 'very satisfied'</td>
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<td>83%</td>
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<td>Neighbourhood Working</td>
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