Item 6

South Hams Strategic Partnership
WORKING TOGETHER

Item	**Place Survey Update & The Knowledge**
Date	14 December 2009
Summary of progress	South Hams Improvement Unit is working together with Members of the Council to develop Ward Profiles packs 'Knowledge' including information derived from the Place Survey and other statistical sources. Once a format has been agreed and compilation work completed, these will be available on the Council's website. The Place Survey data for Ward level does carry a health warning, however, as the ward data samples are small and therefore not statistically representative. They do, however, give a flavour of what is on the agenda for the people of that area. A report produced by SPARSE the rural services network is attached (appendix 1) giving a comparative view of the results by electoral ward. Appendix 2 shows summary results of the Place Survey, comparing the South Hams with the South West and England. The purpose of the 'Knowledge' ward profile pack is to enable Councillors, Officers and Partners to have access to detailed information about individual wards within the district. The profile packs will contain data from statistical sources as well as data from council services. The profile packs will be broken down into 2 parts: People and Place. The information contained within ward profile packs will also highlight where there are similar issues within the district and also in the neighbouring wards. Information at ward level will be useful for services to understand where they potentially need to focus their time (if not doing so already) e.g. awareness campaigns or linking into outreach events in relevant wards or make changes to current practices. A question table will be made available via various sources e.g. South Hams Magazine, Parish newsletters asking residents for comments on what is and isn't working well within their ward or the district and asking for (realistic) suggestions of what could the council or partners do to improve quality of life. This would be fed back to the authority who would coordinate responses working with partners to then feedback to the community 'you said we did' approach. Information can also be shared with residents as to what is already happening which would help resolve issues raised or provide explanation as to why a certain issue cannot be resolved. Knowledge is about using good data to make good decisions and improve communication. (Appendix 3 provides further information).

SHSP Action recommended	SHSP to agree to work with the authority on the new concept Knowledge. In order for this concept to be effective it will need the support of the SHSP in providing responses on relevant issues in a set timeframe (20 working days). ***Responses could be:*** The organisation will take on board the issues raised and will do …… The organisation is already aware of this issue and is already doing …. The organisation is already aware of this issue but is unable to resolve issue due to …….