

National Strategy for Neighbourhood Renewal: Policy Action Team Audit





**CABINET
OFFICE**

**National Strategy for
Neighbourhood Renewal:
Policy Action Team Audit**

**Report by the
Social Exclusion Unit**



January 2001

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FOREWORD BY THE RT HON HILARY ARMSTRONG MP, MINISTER FOR LOCAL GOVERNMENT AND THE REGIONS

I am delighted to introduce this report tracking progress on the recommendations made by the Policy Action Teams (PATs).

The 18 PATs were set up at the end of 1998 to provide essential building blocks for the National Strategy for Neighbourhood Renewal. Billed as the biggest example to date of joined-up Government, they represented a significant departure from the usual policy making models.

Rather than being made up entirely of Whitehall officials, the PATs brought together civil servants from a range of departments and outside experts – including residents – with practical experience of living and working in deprived neighbourhoods. And beyond the PATs themselves, each Team adopted an open approach and consulted widely, particularly with people living in deprived neighbourhoods. This made for a unique experience and helped ensure that the recommendations made were outward-focused and reality-tested.

A Champion Minister was assigned to each PAT to take a proactive role in its work. My Ministerial colleagues and I took this very seriously. As well as attending PAT meetings and talking to PAT members, we all got out and about to meet people living and working in deprived neighbourhoods. We heard at first hand about the difficulties they faced and what would make a difference to their day-to-day lives. Encouragingly, we also picked up lots of innovative ideas about how the difficulties could be tackled with the help and support of local people. And how lessons learnt could be shared more widely.

Collectively the PATs made nearly 600 recommendations that were presented to the Government to consider as we developed the National Strategy for Neighbourhood Renewal. Many were reflected in the Key Ideas in the National Strategy framework that we published for consultation in April 2000 and have fed into the final National Strategy Action Plan document *A New Commitment to Neighbourhood Renewal* which was launched by the Prime Minister earlier this month.

The PATs made a great many detailed recommendations, many of which will mainly be of interest to the relevant sectors. But alongside the detail, each of the PATs has made a huge contribution to the big picture, helping to change the policy and delivery for key services in neighbourhood renewal.

- The PAT on **Jobs** fed into the development of Action Teams for Jobs, the employment targets set in the last spending review and the funding of labour market intermediaries in inner cities through the New Deal Innovation Fund. The PAT on **Skills** championed the new concept of Neighbourhood Learning Centres which is now being tried out in 12 demonstration projects. The **Business** PAT led to the new Small Business Service having an explicit remit to focus on under-represented groups and deprived neighbourhoods and the creation of the Phoenix Fund which will provide £96 million for business support and finance in deprived areas.
- The PAT on **Neighbourhood Management** developed a concept which is at the heart of the National Strategy and now the subject of a £45 million pathfinder scheme, and the PAT on **Housing Management** saw the Housing Revenue Account subsidy unfrozen. The PAT on **Neighbourhood Wardens** was critical in developing a shared understanding about how warden schemes work best and the dramatic results they can bring. It led to the creation of a dedicated unit with £18.5 million funding to promote schemes more widely.

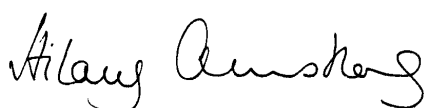


- The PAT on **Unpopular Housing** was critical in turning policy attention to the problem of neighbourhood abandonment bringing in new measures at local level, piloting of new funds for demolition, and national goals and monitoring. The PAT on **Anti-Social Behaviour** clarified responsibility, nationally and locally, and set in hand measures to improve prevention and tackle racist crime and harassment.
- The importance of **Community Self Help** was brought out clearly in its PAT report and is embedded in the National Strategy through the £35 million Community Empowerment Fund and £50 million for Community Chests, as well as work in hand to simplify funding in the longer term. The **Arts and Sports** PAT has led to the mainstreaming of social inclusion as a funding criterion in all the key DCMS budgets and a £750 million from the New Opportunities Fund for sports facilities for schools and community use.
- The PAT on **Schools Plus** helped to make the case for study support, for which DfEE now intend to establish a national entitlement. The PAT on **Young People** focused on better prevention and co-ordination of services. It was a key contributor to the thinking behind the £450 million Children's Fund, the setting up of the Children and Young People's Unit, and the appointment of the first ever Minister for Young People.
- Provision of private services is one of the most difficult issues for deprived neighbourhoods. The **Shops** PAT's emphasis on the importance of shopping facilities is now being carried through in work to promote Post Offices in deprived areas, as well as work to tackle retail crime and promote local retail strategies. The PAT on **Financial Services** championed basic bank account services which all the main high street banks now offer as well as promoting credit unions and insurance with rent schemes. The PAT on **Information Technology** was key in ensuring that policies to promote IT are tailored to cover deprived neighbourhoods – 6000 UK online centres will be set up nationwide by 2002.
- Better training and good communication of what works will be critical in ensuring the success of the National Strategy. The PAT on **Learning Lessons** set out an important agenda of training and 'knowledge management' which the new Neighbourhood Renewal Unit will take forward. The essential idea of Local Strategic Partnerships was a key contribution from the PAT on **Joining it up Locally**. And the PAT on **Better Information** produced a specification for annual 'Neighbourhood Statistics' which will make a huge difference to our understanding of the problems of deprived neighbourhoods, and which the Office for National Statistics is being funded to take forward.

Each of the PATs was asked to give specific consideration to race and minority ethnic issues relevant to their topic. Those PAT recommendations were presented collectively in a further consultation document published in June 2000. We know that people from minority ethnic communities are more likely to live in deprived neighbourhoods than others, and it is essential that the National Strategy takes their needs into account. That is reflected in the National Strategy Action Plan and this Audit specifically highlights progress on implementing the PAT recommendations on minority ethnic issues.

The Government recognises that arresting the decline of deprived neighbourhoods, reversing it and preventing it from re-occurring cannot be achieved overnight. We see it as a 10–20 year programme, and invariably some elements can be implemented more quickly than others. There is a long way to go, but the fact that – as this Audit shows – progress has already been made on a good number of the PAT recommendations gets us off to a sound start. My Ministerial colleagues and I will continue to take a close interest in how the recommendations are implemented.

Finally, on a personal note I would like to record my thanks to all the PAT members and everyone else involved in this work for their time, energy, vision and commitment. I hope they thrived on and enjoyed the experience. I know I did.



Rt Hon Hilary Armstrong MP
Minister for Local Government and the Regions

OVERVIEW

Background

- 1 When the Prime Minister set up the Social Exclusion Unit (SEU) he asked it to report on:

“how to develop integrated and sustainable approaches to the problems of the worst housing estates, including crime, drugs, unemployment, community breakdown and bad schools etc.”
- 2 In response, the SEU published a report in September 1998 that set out the need for a National Strategy for Neighbourhood Renewal¹ – to be an agreed response, across Whitehall and beyond, to the problems of deprived neighbourhoods. The goal would be:
 - to bridge the gap between the most deprived neighbourhoods and the rest of England; and
 - in all the poorest neighbourhoods, to achieve lower long-term worklessness; less crime; better health; and better qualifications.²
- 3 The report proposed that one of the building blocks of the National Strategy should be 18 cross-cutting Policy Action Teams (PATs), set up to take forward an intensive programme of policy development. The Teams would be made up of civil servants and outside experts from a range of backgrounds with experience of working and living in deprived neighbourhoods. Each Team would have a Ministerial Champion. And many would be led not by the SEU but by other Government departments. The remit set for each Team is at Annex A.
- 4 The lead arrangements for each PAT are set out in the table below:

PAT	Lead Department	Champion Minister	PAT Chair
1: Jobs	DfEE	Tessa Jowell (previously Andrew Smith)	Mark Neale
2: Skills	DfEE	Tessa Blackstone	Derek Grover
3: Business	HMT	Stephen Timms (previously Patricia Hewitt)	Philip Rutnam
4: Neighbourhood Management	SEU	Hilary Armstrong	Jon Bright
5: Housing Management	DETR	Nick Raynsford (previously Hilary Armstrong)	Mike Gahagan
6: Neighbourhood Wardens	HO	Charles Clarke (previously Paul Boateng and Alun Michael)	Lynda Lockyer then Richard Kornicki
7: Unpopular Housing	DETR	Hilary Armstrong	Mavis McDonald
8: Anti-Social Behaviour	SEU	Charles Clarke (previously Paul Boateng and Alun Michael)	Zena Peatfield

- 1 *Bringing Britain together: a national strategy for neighbourhood renewal*, SEU, September 1998.
- 2 Later consultation in April 2000 demonstrated widespread support for adding a fifth element – improving housing and the physical environment in the most deprived areas.

PAT	Lead Department	Champion Minister	PAT Chair
9: Community Self-Help	HO	Paul Boateng (previously Alun Michael)	William Fittall
10: Arts and Sport	DCMS	Kate Hoey (previously Tony Banks)	Paul Bolt
11: Schools Plus	DfEE	Estelle Morris	Rob Smith
12: Young People	SEU	Paul Boateng (previously Alun Michael)	Moira Wallace
13: Shops	DH	Patricia Hewitt (previously Yvette Cooper and Tessa Jowell)	Eileen Rubery
14: Financial Services	HMT	Melanie Johnson (previously Patricia Hewitt)	David Alexander
15: Information Technology	DTI	Michael Wills (previously Patricia Hewitt and Barbara Roche)	David Baxter then Jenny Searle
16: Learning Lessons	SEU	Charlie Falconer	Jon Bright
17: Joining it up Locally	DETR	Hilary Armstrong	Andrew Whetnall
18: Better Information	SEU	Hilary Armstrong	Moira Wallace

- 5 The full membership of each PAT is set out at Annex B.
- 6 The PATs were asked to deliver their reports in three tranches during 1999. All 18 have been published with their recommendations reflected in the 30 Key Ideas in the framework version of the National Strategy published for consultation in April 2000.³ All the PAT reports are available on the SEU website (www.cabinet-office.gov.uk/seu/index.htm). Main PAT findings and recommendations are also available in a compendium document.⁴

Progress

- 7 Collectively the PATs made 569 recommendations. They were presented to the Government for consideration as it developed the National Strategy. Many were dependent on the outcome of the 2000 Spending Review. The recommendations flow directly into the National Strategy Action Plan⁵ that sets out how the Strategy will be implemented.
- 8 Many of the Strategy's key features such as Local Strategic Partnerships, Neighbourhood Management and Neighbourhood Statistics stem from the PATs. And other PAT recommendations are already being implemented and their benefits realised by people living in deprived neighbourhoods. These include: Job Action Teams to help people find jobs in areas of high unemployment; and Neighbourhood Wardens to help promote community safety and improve the quality of life in deprived areas.

3 *National Strategy for Neighbourhood Renewal: a framework for consultation*, SEU, April 2000.

4 *National Strategy for Neighbourhood Renewal Policy Action Team report summaries: a compendium*, SEU, April 2000.

5 *A New Commitment to Neighbourhood Renewal: National Strategy Action Plan*, SEU, January 2001.

- 9 A total of 491 (86 per cent) of the PAT recommendations have been accepted by the Government with a further 68 (12 per cent) partially accepted or under consideration. The individual PAT reports included in this Audit provide more detail on progress to date. They set out which department is responsible for implementing each recommendation, to what timescale, and how much will be spent doing so. **We have adopted a cut-off date of 31 December 2000, but where there have been significant developments announced in the National Strategy Action Plan, these have been reflected.**
- 10 Where the recommendations have not been accepted, explanations are provided. The picture by PAT is as follows:

PAT	Number of recommendations made	Number accepted by the Government	Number rejected by the Government	Number partially accepted or still under consideration
1: Jobs	67	43	3	21
2: Skills	11	11	0	0
3: Business	24	24	0	0
4: Neighbourhood Management	23	23	0	0
5: Housing Management	35	35	0	0
6: Neighbourhood Wardens	25	25	0	0
7: Unpopular Housing	37	35	1	1
8: Anti-Social Behaviour	27	27	0	0
9: Community Self-Help	33	30	0	3
10: Arts and Sport	47	40	0	7
11: Schools Plus	32	22	1	9
12: Young People	24	21	2	1
13: Shops	32	19	3	10
14: Financial Services	44	40	0	4
15: Information Technology	37	35	0	2
16: Learning Lessons	33	25	0	8
17: Joining it up Locally	18	17	0	1
18: Better Information	20	20	0	0
TOTAL	569	492 (86%)	10 (2%)	67 (12%)

Minority ethnic issues

- 11 In June 2000 the SEU published a further document for consultation summarising its work to date on minority ethnic social exclusion issues.⁶ This included recommendations made by the PATs. The PAT progress reports contained in this Audit specifically highlight progress made on those recommendations.

6 *Minority Ethnic Issues in Social Exclusion and Neighbourhood Renewal: a guide to the work of the Social Exclusion Unit and the Policy Action Teams so far*, SEU, June 2000.

- 12 A total of 85 PAT recommendations focused specifically on minority ethnic issues: 72 (85 per cent) of these have been accepted by the Government, with a further 13 (15 per cent) partially accepted or still under consideration. The picture by PAT is as follows:

PAT	Number of recommendations made	Number accepted by the Government	Number rejected by the Government	Number partially accepted or still under consideration
1: Jobs	24	14	0	10
2: Skills	1	1	0	0
3: Business	5	5	0	0
4: Neighbourhood Management	3	3	0	0
5: Housing Management	4	4	0	0
6: Neighbourhood Wardens	7	7	0	0
7: Unpopular Housing	4	4	0	0
8: Anti-Social Behaviour	5	5	0	0
9: Community Self-Help	6	6	0	0
10: Arts and Sport	3	1	0	2
11: Schools Plus	5	4	0	1
12: Young People	2	2	0	0
13: Shops	2	2	0	0
14: Financial Services	5	5	0	0
15: Information Technology	4	4	0	0
16: Learning Lessons	3	3	0	0
17: Joining it up Locally	1	1	0	0
18: Better Information	1	1	0	0
TOTAL	85	72 (85%)	0 (0%)	13 (15%)

- 13 Many of the other PAT recommendations, though not focused specifically on minority ethnic issues, will also have a positive impact on minority ethnic communities. For example, the Government has accepted the recommendations of PAT 12 on Young People about better consultation with and involvement of young people in policies and services, which should mean that the needs and views of minority ethnic young people have the right impact on the way services are delivered. And the Government is taking forward proposals for simplifying access to funding for voluntary and community groups arising from PAT 9 on Community Self-Help, which should help minority ethnic groups.

Next steps

- 14 As this Audit shows, some PAT recommendations have already been implemented. There are clear departmental action plans for dealing with the remainder. The contacts for each PAT are set out in the table below:

PAT	Contact and Lead Department	Contact details
1: Jobs	Cathy Rees DfEE	Tel: 020 7925 5948 Fax: 020 7925 6185 cathy.rees@dfee.gov.uk
2: Skills	Marcus Bell DfEE	Tel: 0114 259 4211 Fax: 0114 259 3236 marcus.bell@dfee.gov.uk
3: Business	Iain Mackie HMT	Tel: 020 7270 4513 Fax: 020 7270 4658 iain.mackie@hm-treasury.gov.uk
4: Neighbourhood Management	Chris Scott DETR	Tel: 020 7944 3782 Fax: 020 7944 3749 chris_scott@detr.gsi.gov.uk
5: Housing Management	Duncan Campbell DETR	Tel: 020 7944 3476 Fax: 020 7944 3489 duncan_campbell@detr.gsi.gov.uk
6: Neighbourhood Wardens	Sue King DETR	Tel: 020 7944 2532 Fax: 020 7944 3813 susan_king@detr.gsi.gov.uk
7: Unpopular Housing	Tracey Pennyfather DETR	Tel: 020 7944 3435 Fax: 020 7944 3408 tracey_pennyfather@detr.gsi.gov.uk
8: Anti-Social Behaviour	Stewart Baxter HO	Tel: 020 7273 3390 Fax: 020 7273 2703 stewart.baxter@homeoffice.gsi.gov.uk
9: Community Self-Help	Chris Perry HO	Tel: 020 7217 8362 Fax: 020 7217 8500 chris.perry@homeoffice.gsi.gov.uk
10: Arts and Sport	Ros Saper DCMS	Tel: 020 7211 6364 Fax: 020 7211 6396 rosalind.saper@culture.gov.uk
11: Schools Plus	Sarah Wainer DfEE	Tel: 020 7925 6034 Fax: 020 7925 5629 sarah.wainer@dfee.gov.uk
12: Young People	Dominic Hudson DfEE	Tel: 020 7273 1121 Fax: 020 7273 5657 dominic.hudson@dfee.gov.uk
13: Shops	Bob Michel DETR	Tel: 020 7944 3788 Fax: 020 7944 3719 bob_michel@detr.gsi.gov.uk

PAT	Contact and lead department	Contact details
14: Financial Services	Michael Dynan-Oakley HMT	Tel: 020 7270 4488 Fax: 020 7451 7544 michael.dynan_oakley@hm-treasury.gov.uk
15: Information Technology	Andy Duncan DfEE	Tel: 0114 259 4764 Fax: 0114 259 3885 andrew.duncan@dfee.gov.uk
16: Learning Lessons	Heather White SEU	Tel: 020 7276 2120 Fax: 020 7276 2056 heather.white@cabinet-office.x.gsi.gov.uk
17: Joining it up Locally	Alastair James DETR	Tel: 020 7944 3275 Fax: 020 7944 5183 alastair_james@detr.gsi.gov.uk
18: Better Information	Dev Virdee ONS	Tel: 020 7533 5790 Fax: 020 7533 5799 dev.virdee@ons.gov.uk

Social Exclusion Unit
January 2001

PAT 1: Jobs

Foreword by The Rt Hon Tessa Jowell MP Minister for Employment, Welfare to Work and Equal Opportunities

The UK has one of the highest employment rates in Europe, and a labour market characterised by variety and flexibility. More than ever before people have opportunities to find work which suits their own personal priorities and commitments. For the first time in a generation we are able to think about full employment as an economic and social reality, not just a pipe dream.



But alongside the dynamism of the jobs market we are aware that inequalities exist, causing some individuals and sectors of the population – like deprived neighbourhoods – to be increasingly isolated from the jobs that are available. This problem is socially divisive, putting people at risk of poverty and exclusion from mainstream society. It is also a waste economically, preventing employers from getting the best from their workforce.

The PAT 1 report reflected the complexity and sensitivity involved in tackling the issues which are holding back our labour market and denying people a fair chance to fulfil their potential. It identified two national ambitions which we must aim towards if we are to eliminate discrimination and inequality, six key elements in achieving these ambitions, and 67 recommendations. This is a challenging, long-term agenda. My department has been discussing the recommendations in partnership with employers, other Government departments and others with a role to play in promoting a genuinely free and open labour market.

For the help which is available for unemployed people to reach the people who need it most, the PAT – along with other PATs – identified a need for better information about employment and unemployment rates in deprived neighbourhoods and among people from minority ethnic backgrounds. We have already published information, area by area, about the outcomes for people from minority ethnic backgrounds from the New Deal for Young People, and we are working towards releasing comparable information for other labour market programmes. The Employment Service (ES) provides its local managers with information about local unemployment rates and labour market outcomes for people from minority ethnic backgrounds; and we are considering, in discussion with the Office for National Statistics, how to improve local labour market information.

We have also responded to the PAT report by launching 32 Action Teams for Jobs, which offer new opportunities for jobless people living in deprived neighbourhoods and for people from groups who find it difficult to get work. They will provide new and flexible ways for jobless people who want and need work to have the chance to apply for and gain jobs. They will also help employers to fill vacant posts and break down the barriers that prevent people taking up work.

For the first time we have signed up to a Public Service Agreement which sets the target over the next three years, to 2004, of increasing the employment rates of deprived areas and disadvantaged groups – people with disabilities, lone parents, ethnic minorities, the over-50s, the 30 local authority districts with the poorest initial labour market position – and reducing the difference between their employment rates and the overall rate.

Long-term jobless people need better support to compete effectively for jobs. The personal adviser approach is one of the great successes of New Deal, and an approach that we are widening to other labour market initiatives. In the light of the PAT recommendations, we are now building on this to do more to tell jobless people about the jobs available and to equip them to compete for them, for example through investing £50 million in improved IT facilities for jobseekers, Job Centres and community organisations.

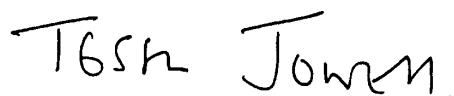
There is no place for racial discrimination in the workplace. It is in all employers' interests to recruit the best people for the job, regardless of their ethnic background, sex, disability or age, and the Government will encourage and support employers to do so. We will also take the lead, in setting clear equality objectives in our own labour market programmes; working with organisations with an interest in promoting diversity; and funding positive action programmes through the New Deal Innovation Fund.

We need to engage actively with employers, particularly those with vacancies to fill. Without employers on board, we have nothing to offer to long-term unemployed people. We are supporting local organisations within inner city areas to act as effective intermediaries between the people without jobs and the jobs without people. The ES has a priority to improve its service to employers and to engage employers more effectively within Welfare to Work initiatives, and has drawn up a mobility strategy to ensure that jobless people are not prevented from taking up jobs because of problems with mobility.

Disincentives to work, such as concerns about benefits payments at the point of taking up a job and poor information about the financial consequences of getting a job, must be removed. We have addressed this issue through the National Minimum Wage, the Working Families Tax Credit, the Employment Credit for welfare recipients aged over 50 and the Childcare Tax Credit. We are introducing measures aimed at smoothing the transition into work and considering how further to improve the transition from benefits to a wage, and how to promote more effectively the help already available.

The involvement of local organisations in the provision of services to unemployed people has been an invaluable part of the Government's Welfare to Work drive. We are funding capacity building for community organisations in inner city areas; working with the ES to make more effective use of organisations at local level; and simplifying the administration of the New Deal so that smaller organisations can more readily take part.

We have made some good progress already. But there is much more to be done. The range of recommendations mean that some require one-off action, others require a more long-term approach, while a few have proved difficult to progress and need further discussion. The PAT report set an important and challenging agenda. By encouraging and supporting employers and working in partnership with all those involved, we can build on the success of our flexible labour market and ensure – as the PAT report said so clearly – that there really are 'Jobs for All'.

A handwritten signature in black ink that reads "Tessa Jowell". The signature is written in a cursive, slightly slanted style.

Rt Hon Tessa Jowell MP
Minister for Employment, Welfare to Work and Equal Opportunities

PAT 1: JOBS

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>1–3. Our national aspiration should be to halve the percentage point differential between employment and unemployment rates in the most disadvantaged local authority districts and the average. At ward level our national aspiration should be to halve the differential between employment and unemployment rates in the most disadvantaged wards and the average for the local authority district concerned.</p> <p>a. Partially accepted. b. Department for Education and Employment (DfEE) and Employment Service (ES). c. Not possible to quantify at this stage.</p> <p>4. Organisations with an interest in the local labour market should periodically commission and fund – say, every five years – a survey of employment and unemployment within local authority districts capable of yielding robust information at ward level. (The aim of employment policy at local level should be to ensure that the percentage point differential between the employment and unemployment rates in the most disadvantaged wards and the average for the local authority district concerned is halved by 2010.)</p> <p>All organisations delivering labour market services at local level to different groups of unemployed and economically inactive people should be expected to monitor relative success rates in moving people into jobs on the basis of postcode and to achieve broadly the same rates of success, irrespective of the wards in which people live.</p> <p>a. Yes. b. DfEE and Office for National Statistics (ONS). c. To be resolved.</p>	<p>On-going.</p> <p>ONS will publish an initial ward-level dataset by April 2001, or earlier if possible, which will contain some labour market information.</p> <p>The 2001 Census of population will provide robust ward-level data.</p>	<p>DfEE’s Public Service Agreement (PSA) sets a target over the three years to 2004 of an increase in the employment rates of disadvantaged areas and groups – people with disabilities, lone parents, ethnic minorities, the over-50s, the 30 local authority districts with the poorest initial labour market position – and a reduction in the difference between their employment rates and the overall rate.</p> <p>As the lead Department on PAT 18: Better Information, ONS will make existing ward-level labour market data available as part of the initial ward-level dataset, to be published by April 2001.</p> <p>ONS is also developing small-area estimation methodology which could provide data for non-Census years.</p> <p>DfEE is considering how best to encourage organisations delivering labour market policies to monitor relative performance at ward and postcode level, and to aim for parity of outcome.</p>	<p>DfEE and ES will monitor and review progress.</p> <p>ONS and ES are investigating using the Censuses of population in 2001 and 2011 to give a ten-year comparison. ONS is committed to improving estimates for small areas. This work will be taken forward as part of PAT 18: Better Information follow-up.</p>

5. Progress towards the national aspiration of narrowing differentials between wards should be assessed by looking at average employment and unemployment rates in the 5% of wards – 470 in England and Wales – which are currently thought to be most disadvantaged in labour market terms.

6. and 7. Our national aspiration should be to aim to have brought about equality in employment and unemployment rates for people, regardless of their ethnic origin, with broadly equivalent qualifications, of roughly the same age and living in the same area.

- a. Partially accepted.
- b. DfEE, ES and ONS.
- c. Cost neutral. Costs will be met from within the budgets for existing labour market programmes.

On-going.

DfEE's PSA sets a target over the three years to 2004 of an increase in the employment rates of disadvantaged areas and groups – people with disabilities, lone parents, ethnic minorities, the over-50s, the 30 local authority districts with the poorest initial labour market position – and to reduce the difference between their employment rates and the overall rate.

ONS is looking at the feasibility of producing aggregated data for the wards thought to be most disadvantaged in labour market terms from the Labour Force Survey (LFS).

DfEE and ES will monitor and review progress.

ONS will advise whether the quality of the LFS data is sufficient to allow publication, and if it will allow for analyses of changes over time.

8. All labour market surveys at national and local level should include questions about ethnic origin.

All those claiming benefits should be asked about their ethnic origin – this is already true in the case of Jobseeker's Allowance (JSA) – as should, on the model of the New Deal for Young People, all people enrolling on active labour market programmes.

On the basis of this information, all organisations delivering active labour market programmes like the New Deal at local level should be expected to monitor the relative success rates of people from minority ethnic backgrounds and to achieve equality of outcomes regardless of people's ethnic background.

- a. Partially accepted.
- b. DfEE, ES, Department of Social Security (DSS) and ONS. Also local organisations which commission local labour market surveys.
- c. Cost absorbed within the ES budget.

An equal opportunities framework building on an existing minority ethnic framework will be introduced from 2001 across all ES programmes. This will include requirements to collect data on ethnic origin and outcomes.

All ONS's major household surveys, such as the LFS and the Census, already collect ethnic data. ONS will assess the quality of the new ethnic claimant count data with a view to publication.

It is not feasible to collect ethnic data from employer surveys as this would impose additional costs on employers. ONS is committed to avoiding such additional costs.

The regular statistics for New Deal 18–24 have included a breakdown by ethnicity since November 1998. Since August 1999 the Core Performance Measures have shown the numbers and proportions of participants from minority ethnic backgrounds moving into jobs and the other New Deal options. A target has been set for all areas to achieve parity of outcome on jobs between white and minority ethnic young people, by the end of this Parliament.

On-going work led by ES.

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>9. Organisations delivering labour market services should make more effort to reach out to people living in wards with significantly higher than average unemployment or lower than average employment: either by out-stationing their own staff or by acting through the intermediary of organisations working in the local community.</p> <p>a. Yes. b. ES and bodies delivering local employment programmes. c. Access to a £40m fund to work with jobless people in the most deprived areas, to identify suitable vacancies in neighbouring areas and to bring the two together.</p>	<p>On-going.</p>	<p>Outreach is an important aspect of the Job Action Teams' work. Some Teams have secured premises to accommodate staff in the communities being targeted.</p> <p>The New Deal Innovation Fund, totalling £9.5m over three years, includes a £5m budget earmarked specifically for intermediaries in inner city areas. The emphasis will be on finding intermediaries who have strong links both to local communities and local employers.</p>	<p>On-going action for ES to evaluate the Job Action Teams and agree their longer-term role.</p>
<p>10. Work should be done to look at the scope for developing common labour market systems as a matter of urgency. Giving those acting in a personal adviser role in a local community access to IT support to facilitate effective job search could be very powerful.</p> <p>a. Yes. b. DfEE and ES. c. £50m allocated.</p>	<p>On-going.</p>	<p>Job Action Teams will have laptop PCs with access to the Labour Market System (LMS) and In-work Benefit Information System (IBIS). And, as part of the Modernising ES programme, vacancies are accessible 24 hours a day on the internet through the Learning and Work Bank. This is one of the world's largest job banks, with around 350,000 jobs. Jobseekers who do not have the internet can access the job bank through new touch-screen kiosks in Job Centres. The Learning and Work Bank also holds details of over 500,000 learning opportunities. The ES's partners with internet access will be able to obtain to all of the information on the Learning and Work Bank and the ES website, including access to job vacancies.</p>	<p>Work continues on these developments as part of Modernising ES activities.</p>
<p>11. In a number of deprived neighbourhoods the Government should pilot wider access to IT for local organisations providing gateway and outreach services and should also experiment with direct access to jobsearch IT for local jobless people.</p> <p>a. Partially accepted. b. ES. c. Not known.</p>	<p>On-going.</p>	<p>£50m has been allocated to improve ES's IT arrangements – including a Learning and Work Bank (see recommendation 10); information on the internet; a national network of touchscreen jobpoints; and links with the BBC to develop interactive TV.</p> <p>ES Direct is well established as a telephone-based, accessible service for jobseekers. Jobseekers can ring a national number – 0845 6060 234 – charged at local rate to gain access to details of job vacancies nationwide. In its first year of operation it received 1.8m calls and placed nearly 55,000 callers into jobs.</p>	<p>Continuing work as part of Modernising ES activities.</p> <p>DfEE will consider further providing IT access for intermediary organisations.</p> <p>There are issues around cost and technical support that need exploration.</p>

<p>12. The current review of ES targets should explicitly consider how targets can be set which encourage partnership working.</p> <p>a. Yes. b. DfEE. c. Cost neutral.</p>	<p>Targets have been set for 2000–01.</p>	<p>The review has been completed, leading to the ES Annual Performance Agreement for 2000–01, which includes targets giving ES more incentive to collaborate with partner organisations in helping jobless people into work.</p>	<p>Future targets will be considered as part of the establishment of the new Working Age Agency (WAA).</p>
<p>13. A small number of pilots should be run in New Deal for Communities (NDC) or Employment Zone (EZ) areas to test whether opening access to personal advisers, and to help available within the New Deals, to all jobless people in a particular neighbourhood – regardless of benefit claimed or duration of joblessness – would make any significant impact on employment rates locally.</p> <p>a. No. Relevant PAT 1 recommendations have been sent to NDC pathfinders. However, a key principle of the NDC is that interventions, policies and actions must be instigated by the partnerships themselves. So it is for individual partnerships to decide on the relevance of PAT 1 recommendations for their neighbourhoods and how to take them forward.</p>	<p>—</p>	<p>—</p>	<p>—</p>
<p>14. Personal advisers should have discretion to admit immediately to the New Deals for the unemployed people who agree to claim JSA and who have been inactive for a period equivalent to the qualifying threshold for an unemployed person.</p> <p>a. Partially accepted. Personal advisers have discretion to allow immediate access to the New Deal for Young People for people claiming JSA who are at a serious disadvantage in the labour market. New Deal 25+ is deliberately targeted on, and designed for, very long-term JSA claimants, and there is no immediate intention to broaden its client group to those who have been inactive for a similar length of time. The Government already provides help for ‘inactive’ people: the New Deals for Disabled People and for Lone Parents are targeted at those who are claiming ‘inactive’ benefits, and time spent claiming these benefits counts towards eligibility for the active labour market programmes other than the New Deal which exist for people aged 25 and over (e.g. work-based training and help with jobsearch skills). People who have been out of the labour market for domestic reasons for two years or more also have access to these programmes. The new WAA will deliver a single integrated service to benefit claimants of working age. ES personal advisers will steer clients towards work or training, help them claim the benefits they need, and provide additional support tailored to their needs. The new Agency will be firmly focused on helping people to become independent.</p>	<p>—</p>	<p>—</p>	<p>—</p>

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<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>15. The model of a personal adviser who supports individuals on a one-to-one basis should be built into national labour market programmes designed to help people back into work, using the New Deal personal adviser function as a model. ES should be asked to review the role and training arrangements for personal advisers across all the New Deal programmes to ensure that the development of labour market knowledge is central to the position.</p> <p>a. Yes. b. DfEE and ES. c. Within existing New Deal provision.</p>	<p>On-going.</p>	<p>This is built into all labour market programmes. ES has revised New Deal Personal Adviser (NDPA) training to ensure that labour market knowledge is developed, and as part of this has developed an action plan for better understanding employer needs, and to raise staff understanding of their occupational and business requirements.</p>	<p>No further action is planned.</p>
<p>16. There should be an emphasis in the provision of support for jobless people on the enhancement of soft and inter-personal skills and, in support of this, further work should be done to experiment with intensive gateways with a strong focus on the development of self-confidence, self-presentation and communication.</p> <p>a. Yes. b. DfEE, ES and training providers. c. £3.12m for Trailblazers, met from within existing New Deal provision.</p>	<p>On-going.</p>	<p>Intensive Gateway Trailblazers tested this approach. The Intensive Gateway aims in particular to develop young people's understanding of the qualities employers look for in the people they take on. It includes a full-time two-week course involving job search activity and addressing soft skills such as punctuality, team working and communication. Employers are directly involved in delivering these courses. National implementation of the Intensive Gateway began in June 2000.</p>	<p>On-going work for DfEE, ES and training providers.</p>
<p>17. The effectiveness of the New Deal for Young People screening instrument should be fully evaluated and, if it leads to people receiving help and moving into jobs more quickly than would otherwise have been the case, such an instrument should be introduced for the use of personal advisers in all New Deals and equivalent programmes.</p> <p>a. Yes. b. DfEE and ES. c. Within existing New Deal provision.</p>	<p>Immediate.</p>	<p>The Client Progress Kit is the tool used by personal advisers to assess the particular needs of jobseekers, e.g. basic skills, motivation, time-keeping and self-perception. It is used on entry to the New Deal for Young People and Restart interviews for unemployed adults.</p>	<p>The Kit will be reviewed in 2001 with a view to extending its use to all ES clients.</p>

<p>18. Personal advisers should be trained in the identification of literacy and numeracy weaknesses so that these can be identified quickly, and should have access to prompt and systematic help to remedy them.</p> <p>a. Yes. b. DfEE and ES. c. Within existing provision.</p>	<p>Immediate.</p>	<p>Additional resources have been put into training 1,100 NDPAs on basic skills identification. Through a contract with Manchester Education Authority, the Basic Skills Agency is providing basic skills training for all NDPAs in England and Wales. ES is working with the Scottish Executive to develop similar provision in Scotland. A Client Assessment Grid has been introduced to provide support to advisers in assessing basic skill needs of both young people and unemployed adults.</p>	<p>Continuing work for ES.</p>
<p>19. The Government should pilot post-placement support more widely in this country, to see if retention rates can be increased.</p> <p>a. Yes. b. DfEE. c. The New Deal Innovation Fund has £10m funding over three years.</p>	<p>On-going.</p>	<p>Post-placement support is already available in the New Deal for Lone Parents and for Disabled People. The New Deal Innovation Fund is also supporting a number of projects offering post-placement support as part of the New Deal for Young People.</p>	<p>DfEE is assessing the impact of New Deal Innovation Fund projects.</p>
<p>20. The Government should pilot the use of Individual Learning Accounts with lower-skilled people who move into jobs after extended periods of joblessness.</p> <p>a. Yes. b. DfEE. c. Not known.</p>	<p>A pilot ran from November 1999 to November 2000.</p>	<p>People involved in the New Deal 50+ pilot began participation with Learning Accounts in November 1999. This involved some of the training credit being held back until the end of the year and used to open an Individual Learning Account. Other non-pilot New Deal 50+ participants can access an Account via the same method under the national arrangements of Individual Learning Accounts from April 2001 onwards.</p>	<p>Capita is responsible for the national administration of Learning Accounts through the Individual Learning Accounts Centre. DfEE is working on the mechanism for identifying and processing the transfer of funds.</p>
<p>21. The Government should review the arrangements for: provision of advice to refugees about what benefit to claim; the verification of overseas qualifications; and the provision of English as a Second Language courses.</p> <p>a. Yes. b. DfEE, ES and Home Office (HO). c. Not known.</p>	<p>On-going.</p>	<p>DfEE is working closely with ES and refugee agencies to develop a strategy which will cover the known barriers to employment i.e. recognition of overseas qualifications, help to understand the labour market and improving the provision of English within programmes. Also, ES is looking to include a module specific to refugees in <i>Closing the Gap</i>, the self-assessment pack which has been developed for New Deal partnerships.</p>	<p>On-going action for DfEE, HO and ES.</p>

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<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>22. The outcome of DfEE research into the use that employers are likely to make of conviction information should be used by DfEE and HO to develop appropriate guidance to employers about the use of conviction information and, above all, to ensure that it is not used to prejudice the employment prospects of people whose past convictions are not directly related to their fitness for the jobs for which they apply.</p> <p>a. Yes. b. DfEE, HO and ES. c. From existing resources so far.</p>	<p>Details are being worked up with HO as part of an inter-departmental study in how to improve liaison arrangements between agencies.</p>	<p>DfEE and ES continue to work with the National Association for the Care and Resettlement of Offenders and the Criminal Record Bureau on guidance to employers about not automatically disqualifying ex-offenders from job opportunities where their past convictions are not directly related to their fitness for the jobs for which they apply, to ensure that their employment prospects are not prejudiced.</p> <p>The Social Exclusion Unit (SEU) is undertaking a new project aimed at, among other things, boosting the rate of employment among ex-offenders.</p>	<p>On-going action for DfEE, HO, ES and SEU.</p>
<p>23. A sustained campaign should be launched as soon as possible on racial equality, in conjunction with business, to bring about a shift in culture and underlying attitudes by demonstrating that Government Ministers and senior business people believe that diversity pays.</p> <p>a. Under consideration. b. DfEE and Department of Trade and Industry (DTI). c. Not yet known – options are still under consideration.</p>	<p>Not yet known – options are still under consideration.</p>	<p>Research has been carried out by DfEE into the form of a campaign. Preliminary findings suggest that a general campaign on race equality might be counter-productive. Further work is being undertaken to see if a more focused campaign – e.g. linked to tools to help an organisation become more diverse – might be more effective. As a result of that research, a number of options are being considered to take this recommendation forward.</p>	<p>Not yet known – options are still under consideration.</p>

24. A straightforward toolkit should be given to employers responding to the media campaign. We strongly advocate that the Government should ask the Race Relations Employment Advisory Service (RREAS), the Commission for Racial Equality, the Confederation of British Industry, the Federation of Small Businesses (FSB), the Institute of Directors, the Trades Union Congress, the British Chambers of Commerce, the Inner City Religious Council, London First and other interested organisations to work together on this project so that the document commands a broad consensus.

The Government should act to clarify what positive action employers can take within the law to promote equal opportunities for people from minority ethnic backgrounds.

- a. Yes.
- b. DfEE and DTI.
- c. Costs relating to the design and distribution of the toolkit are not yet available.

On-going.

As part of the Equality Direct project, DfEE is working closely with DTI, Advisory, Conciliation and Arbitration Service (ACAS), the three Equality Commissions and the FSB to develop a practical toolkit covering a wide range of equality issues. Research into business needs and reactions to the concept, structure and content of the guidance has been completed. An internet-based prototype will be prepared to coincide with the launch of the Equality Direct telephone advice centre early in 2001.

DfEE is looking into what the law allows employers to do under current provisions for positive action and what guidance is available to help them understand these provisions, and considering the best way forward.

The development of a comprehensive equality toolkit is an integral part of Equality Direct. It will not only be maintained, but shaped and extended as appropriate to reflect the feedback received from a wider field of interested bodies and business managers using the Equality Direct telephone advice service. A formal evaluation of the project will look at the toolkit's added value.

25. DfEE should use the Innovation Fund established to support new ideas within the New Deals for unemployed people to test the cost-effectiveness of positive action traineeships on this model within the New Deal for Young People and the New Deal 25+. The Innovation Fund should be opened up to direct bids from not-for-profit, public and private sector bodies not directly involved in existing partnerships to ensure that the best ideas can be supported.

- a. Yes.
- b. DfEE.
- c. The Innovation Fund has £10m to spend over three years.

Immediate.

The Innovation Fund is testing a small number of positive action programmes and access to the Fund has been widened.

The most recent Innovation Fund has money specifically earmarked for not-for-profit and private sector organisations.

DfEE is assessing the impact of Innovation Fund projects on an on-going basis.

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<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>26. and 27. The PAT strongly welcomes the commitment to diversity set out in the recent White Paper on Modernising Government and recommends that:</p> <ul style="list-style-type: none"> equivalent targets are adopted by individual Departments and public agencies and are published in Departmental reports: HO and DfEE are already leading the way in this respect; <p>a. Yes. b. All Government departments and public agencies co-ordinated by Cabinet Office (CO). c. For individual Government departments.</p>	Milestones set through to 2005.	<p>CO has adopted equivalent diversity targets for the Senior Civil Service (SCS) mentioned in the Modernising Government White Paper. It has already adopted and published rigorous targets at levels below the SCS. These include ethnic minorities, women and those with disabilities, with milestones for 1999, March 2002 and 2005.</p> <p>Individual Government departments are due to have in place stretching targets for those at levels below the SCS for public bodies. The Government is also keen to increase participation of under-represented groups in public bodies. In 1999, 33% of appointments were held by women and 4.7% by members of ethnic minorities.</p>	On-going work for all Government departments co-ordinated by CO.
<ul style="list-style-type: none"> the Government encourages businesses and voluntary bodies to follow its example and publish targets for the fair representation of people from minority ethnic backgrounds in their workforces; and <p>a. Yes. b. DfEE and DTI. c. Cost neutral.</p>	On-going.	Being taken forward through the DfEE strategy on race equality at work, through business breakfasts and RREAS, etc.	On-going work for DfEE and DTI.
<ul style="list-style-type: none"> the Government should consider establishing either an equality committee or an equality chief at Ministerial level to take responsibility for disseminating good practice and for monitoring the compliance of departments and other public bodies with the objectives set out in the Modernising Government White Paper. <p>a. Yes. b. CO. c. For individual Government departments.</p>	On-going.	<p>Baroness Jay has become the Minister who co-ordinates the work of other equality Ministers.</p> <p>A dramatic increase in diversity is a key part of the programme to modernise the Civil Service. Strong accountability is an essential feature of these recommendations – Permanent Secretaries will account personally to Ministers annually on progress towards the targets and on future plans. Sir Richard Wilson, Head of the Home Civil Service, will report annually to the Prime Minister on progress across the Civil Service.</p> <p>CO has set up a What Works website that identifies examples of good practice in the diversity field. Good practice guidance on public bodies is also issued to Departments by CO.</p>	On-going work for Government departments co-ordinated by CO.

<p>28. Achievement of Investors in People (IIP) status should in future be conditional on a business having in place:</p> <ul style="list-style-type: none"> • fair recruitment procedures which give a wide range of qualified local people the chance to compete for jobs; • arrangements to monitor the ethnic background of recruits and the workforce at all levels; and • policies to promote fair representation of people from minority ethnic backgrounds at the different levels of the organisation where that has not already been achieved, and in training and development programmes. <p>a. Yes, in principle – full acceptance will depend on the pilot. b. DfEE, DTI and IIP UK. c. Not known.</p>	<p>A module was piloted during autumn 2000. A national launch is scheduled for 2001.</p>	<p>IIP UK has been working with the Institute of Personnel and Development on a recruitment and selection module, which was piloted in autumn 2000 and will be launched nationally in January 2001.</p>	<p>Dependent on the outcome of the pilot.</p>
<p>29. More work should be done on the promulgation of the Business Excellence Model as a useful tool for organisations; in particular, the equal opportunities implications of the Model's fundamental criteria of excellence should be effectively brought out in the guidance materials.</p> <p>a. Yes. b. DTI and the Small Business Service (SBS). c. No immediate cost implications.</p>	<p>On-going.</p>	<p>The SBS is continuing to promote the use of the Business Excellence Model among small and medium sized enterprises (SMEs). The guidance materials are already reasonably flexible and reflect many of the considerations referred to in the PAT report. However, formal revision of the guidance cannot take place until the next review of the Model, at European level. The last review has only recently been completed, and the next one is unlikely to take place before 2002.</p>	<p>To be followed up when the date of the next revision of the Model is known (likely to be 2002 or later).</p>
<p>30. DTI, HM Treasury (HMT) and DfEE should jointly review whether attaching conditions to any additional recruitment flowing from a public contract or grant would be consistent with existing legal and Best Value constraints.</p> <p>a. Under consideration. b. HMT and DfEE. c. Not known.</p>	<p>Not known.</p>	<p>The Government's value for money policy (for local authorities, it is Best Value) and the EC and international procurement rules provide the framework for awarding public contracts. The Government will consider this matter within that framework.</p>	<p>DfEE to discuss with HMT.</p>

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a. Recommendation accepted – Yes or No? Where Yes: b. Lead Department for implementation c. Cost/how much will be spent?			
<p>31i. Public bodies engaged in procurement or grant-giving in areas of high unemployment or low employment should:</p> <ul style="list-style-type: none"> ensure, in the case of procurement contracts, that businesses run by people from minority ethnic communities and SMEs in general are able to bid and that the ethnic background of the owners of businesses invited to bid is monitored. Wherever possible, contracts should be organised to facilitate bids from smaller businesses and feedback should be offered to those that do not succeed; <p>a. Partially accepted. b. DfEE and ES. c. Not known.</p>	—	<p>There may be scope to build on existing work in this area to encourage the participation of smaller firms in public contracts. Ethnic minorities are already able to bid. However, the Government does not accept the recommendation for monitoring the ethnic background of businesses, as it feels it would be bureaucratic and costly and difficult to square with the procurement framework. See recommendation 30.</p>	—
<p>31ii. talk to prospective contractors and businesses securing grants for investment about their recruitment needs and the advantages of adopting approaches which give a fair opportunity to local people, including people from minority ethnic communities, to compete for jobs and ensure that procurement panels are alert to racial equality issues; and</p> <p>a. Yes. b. DfEE. c. Not known.</p>	On-going.	<p>DfEE has run a series of business breakfasts with industry, where it has discussed the advantages of adopting approaches which give a fair opportunity to people, including those from minority ethnic communities, to compete for work.</p>	<p>No further action is planned at this stage.</p>
<p>31iii. take steps to ensure that there are training programmes or intermediate labour markets in place which are capable of preparing local people to compete for future jobs. Wherever possible, employers should be encouraged to influence the design of such arrangements and, in return, asked to make use of them for recruitment purposes, including, where possible, guaranteeing job interviews for people who successfully complete them.</p> <p>a. Yes. b. DfEE. c. Impossible to quantify at this stage.</p>	On-going.	<p>The New Deal for Young People has been encouraging employers to influence local design arrangements. It has been working with employers such as Sainsbury's and Stagecoach to develop local provision that specifically meets their needs. In many cases where this training occurs, the trainee is guaranteed a job interview.</p>	<p>The new £5m budget for intermediaries will have a part to play here. The emphasis will be on finding intermediaries who have strong links to both local communities and local employers.</p>

<p>32. Guidance on public procurement and guidance governing the award of subsidies for investment, such as Regional Selective Assistance should be revised to draw out the proposals in recommendation 31i.</p> <p>a. Partially accepted. b. DETR, HMT and other Government departments dealing with subsidies. c. Not known.</p>	<p>—</p>	<p>The SBS is taking forward a number of measures aimed at ensuring that small firms are offered a level playing field. This includes guidance to departmental procurement officials outlining the benefits that small firms can offer in public sector purchasing, and publication of the booklet <i>Tendering for Government Contract</i>. In addition to this, DETR will be issuing guidance in early 2001 aimed at local authorities on Best Value and procurement: <i>Handling of Workforce Matters in Contracting</i>. This includes reference to the importance of taking proper account of the circumstances of small businesses in line with Ministers' aim of encouraging SMEs.</p>	<p>On-going work for DETR.</p>
<p>33. Part of the publicity and marketing effort recommended above should be directed at encouraging larger businesses to promote equal opportunities policies among their suppliers.</p> <p>a. Under consideration. b. DfEE. c. Not known.</p>	<p>—</p>	<p>Demonstration of the business benefits of promoting equal opportunities via the supply chains is the main driver for change in this area. The Government welcomes business-to-business dialogue on such issues as the most effective mechanism.</p>	<p>—</p>
<p>34. All labour market programmes should in future monitor the ethnic origin of participants on the same basis as for the New Deal for Young People (all those entering the programme are asked about their ethnic origin).</p> <p>a. Yes. b. DfEE. c. To be met from within existing programme budgets.</p>	<p>On-going.</p>	<p>ES already does this for JSA and New Deal clients, and plans to extend this to all programme participants from early 2001 as part of the upgrading of its Labour Market System.</p>	<p>Extension to all programme participants to be rolled out from early 2001.</p>
<p>35. The Training Inspectorate should be explicitly tasked with reviewing the effectiveness of Further Education Colleges and other training providers in preparing young people from minority ethnic backgrounds to compete for jobs and achieve equal outcomes when on the New Deal.</p> <p>a. Yes. b. DfEE. c. Not known.</p>	<p>Formal consultation began in autumn 2000 and is running until early 2001. Inspections against the new framework are expected to begin in spring 2001.</p>	<p>The Training Standards Council already includes equal opportunities as part of its inspection of Training and Enterprise Council (TEC) and New Deal provision. As part of the Learning and Skills Bill a new Adult Learning Inspectorate is being created. An informal consultation on the draft Common Inspection Framework has taken place. A formal consultation began in autumn 2000 and is running until early 2001. Inspections against the new framework are expected to begin in spring 2001.</p>	<p>Further action will become clear after the conclusion of the formal consultation.</p>

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<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>36. The Government should set all organisations delivering publicly-funded labour market programmes equality targets and monitor their performance against those targets on a regular basis.</p> <p>a. Partially accepted. This is accepted for the New Deal but not more widely. It is not possible to impose further conditions on existing contracts for delivering other programmes, as existing contracts cannot be altered. The scope for including equality targets as contracts are renewed and new contracts are entered into will be considered in the future.</p> <p>b. DfEE.</p> <p>c. None.</p>	On-going.	Parity of outcome is already a target for the New Deal 18–24. The first objective of the 2000–01 ES Annual Performance Agreement includes help for those at a disadvantage in the labour market, with a target to help 295,000 disadvantaged jobseekers into work. Future targets will be a matter for consideration as part of the establishment of the new WAA.	Being considered within the arrangements for establishing the WAA.
<p>37. Where publicly-funded organisations fail to deliver equality targets, this should be followed up, the reasons established and, in the case of persistent failure, responsibility for delivering programmes like the New Deal should be transferred to an organisation better equipped to do so.</p> <p>a. Yes.</p> <p>b. DfEE.</p> <p>c. To be met from within existing New Deal provision.</p>	On-going.	ES and the New Deal Task Force minority ethnic subgroup are looking at variations in performance on equality issues across the New Deal for Young People. ES has in place an improvement plan to act on identified areas of weakness and will report regularly to the Task Force on progress.	ES will report to the Task Force regularly on progress on minority ethnic issues.
<p>38. and 39. Further work should be done to see what scope there is for engaging minority ethnic organisations in the delivery of personal adviser services and for secondments from those organisations. Organisations providing personal adviser services within the framework of publicly-funded programmes should monitor the ethnic background of personal advisers and their managers and seek to ensure that, as far as possible, people from minority ethnic backgrounds are represented in proportion to their presence in the local community as a whole.</p> <p>a. Yes.</p> <p>b. ES and other service delivery organisations.</p> <p>c. Cost neutral.</p>	On-going.	<p>Job Action Teams will work with local community groups (which are likely to include minority ethnic organisations) to develop local solutions to local problems and may second members of these groups to the Teams.</p> <p>ES has an on-going commitment to becoming an exemplar employer on equality issues and regular monitoring is being undertaken. The New Deal Innovation Fund and ES Minority Ethnic Advisory Group Action Plan addresses securing minority ethnic providers.</p>	On-going work for ES and other service delivery organisations.

<p>40. People from minority ethnic backgrounds are likely to benefit particularly from mentors drawn from their own communities. This should be borne in mind wherever possible when unemployed and inactive people are matched to mentors.</p> <p>a. Yes. b. ES and other service delivery organisations. c. Cost neutral.</p>	<p>On-going.</p>	<p>ES has arrangements in place to allow minority ethnic young people on the New Deal who ask for minority ethnic mentors to be matched appropriately whenever possible. Job Action Teams also have the flexibility to offer mentors.</p>	<p>On-going work for ES and service delivery organisations.</p>
<p>41. Organisations delivering the Government’s labour market programmes, like the New Deal, locally should make use of intermediary bodies, which provide an effective service to jobless people from minority ethnic backgrounds.</p> <p>a. Yes. b. ES and organisations delivering labour market programmes. c. Within existing provision.</p>	<p>On-going.</p>	<p>ES is already doing this – this is included in the New Deal minority ethnic strategy and plan as a specific action.</p> <p>The Innovation Fund will also be encouraging the use of intermediary bodies that provide effective service to jobless people.</p>	<p>On-going work for ES and organisations delivering labour market programmes.</p>
<p>42. Organisations which provide labour market services at a local level should take greater care to understand the needs of employers. There should be advisers in those organisations who are dedicated to employers’ needs and act as their advocates.</p> <p>a. Yes. b. ES. c. Within existing provision.</p>	<p>On-going.</p>	<p>ES is giving high priority to improving labour market knowledge – it was one of its top five national priorities for 1999–2000. An action plan has been developed to raise staff understanding of labour market issues and ES National Account Managers work closely with individual companies, industries and sectors to improve the service offered.</p> <p>The ES Annual Performance Agreement for 2000–01 includes specific reference to improving work with employers. A new aim gives equal weight to working with jobless people and with employers.</p>	<p>On-going work for ES.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>43. Subject to the evaluation of the current New Deal initiative to make innovative use of the employer subsidy:</p> <ul style="list-style-type: none"> • organisations responsible for the local delivery of national labour market programmes should seek actively to forge links with local employers and employers' organisations or seek out and contract for job-broking services with organisations which already have links with employers; and • the Government should give organisations, including ES, delivering active labour market policies at local level discretion to use public money to draw employers into the design of Gateways and other job preparation arrangements. <p>a. Yes. b. DfEE. c. The Innovation Fund includes £5m for measures within inner cities to explore the use of intermediaries in getting disadvantaged people into work.</p>	On-going.	DfEE endorses measures to better link employment programmes to the needs of the local labour market. The New Deal is focused on early entry into work and continuous improvement has concentrated on flexibilities to meet the needs of local employers, e.g. customised routeways for specific employers and/or sectors. Much work has already been undertaken to develop the provider network, e.g. the Innovation Fund for intermediaries has money ring-fenced to encourage intermediaries and to introduce greater innovation to the funding regime, e.g. Job Action Teams.	On-going work for DfEE.
<p>44. Organisations delivering labour market interventions locally should make sensible use of intermediate labour markets as part of a mix of policies to help people from deprived neighbourhoods make the transition into work.</p> <p>a. Yes. b. DfEE. c. From within existing programme budgets.</p>	On-going.	Intermediate Labour Market (ILM) support is available through the New Deals 18–24 and 25+. ES makes use of ILMs especially through the use of the New Deal as match funding for European Social Fund (ESF) projects.	On-going work for DfEE.
<p>45. Training should have a place in the range of help available to people from deprived neighbourhoods. But the lessons from here and abroad strongly suggest that this training must be linked to the workplace, with a high degree of employer involvement.</p> <p>a. Yes. b. ES and organisations delivering labour market policies. c. From within existing programme budgets.</p>	On-going.	ES is testing out – on an on-going basis – different approaches to employer involvement, e.g. sectoral gateways and encouraging employers locally to influence New Deal design. Job Action Teams will encourage training linked to employers as part of their role.	On-going work for ES and organisations delivering labour market policies.

<p>46. Employer subsidies should continue to be available within national labour market programmes like New Deal. These subsidies must, however, be more actively marketed to SMEs and public sector organisations in particular, and must be linked, to be successful, to more effective servicing of the needs of such businesses by job-broking agencies.</p> <p>a. Yes. b. ES and organisations delivering labour market policies. c. Met from within existing programme provision.</p>	<p>On-going.</p>	<p>ES has worked to engage the public sector more in offering jobs through New Deal. Every Government department has been asked to review its participation in New Deal. A New Deal Development Forum has been established by CO and ES, to encourage public sector involvement in New Deal and to disseminate good practice.</p> <p>At a national level, ES has good relations with SME representative bodies such as the Federation of Small Businesses and Forum for Private Business, and has used this to publicise New Deal subsidies and other initiatives to members.</p> <p>The ES national marketing strategy – <i>Marketing means Business</i> – states that local Business Managers and District Managers should visit at least one employer a month to build relations, learn about employers’ business and market the full range of ES services, including New Deal subsidies.</p> <p>In addition, ES staff discuss New Deal subsidies with SMEs in the course of their regular day-to-day employer contacts.</p>	<p>On-going work for ES and organisations delivering labour market policies.</p>
<p>47. Work trials should be used more extensively to give jobless people the opportunity to show what they can do and to give employers the chance to recruit without risk.</p> <p>a. Yes. b. ES and organisations delivering labour market policies. c. Not known.</p>	<p>On-going.</p>	<p>Work trials were re-launched to publicise benefits to jobseekers and employers in July and August 1999 with a poster campaign; information was available to employers at national conferences in October and November 1999; and advertisements were placed in national recruitment/ personnel publications between January and March 2000. Analysis of this activity has taken place and the results should be available early in 2001.</p> <p>DSS is piloting benefit changes to allow clients on Incapacity Benefit to take part in work trials without loss of benefit.</p>	<p>DfEE and ES will continue to evaluate work trials to make them more attractive to employers and jobseekers.</p>
<p>48. The ES’s London Matches project should be evaluated and, if found to be effective in enabling jobless people in deprived neighbourhoods to compete for jobs, imitated in other major conurbations.</p> <p>a. Yes. b. ES. c. Within existing provision.</p>	<p>On-going.</p>	<p>Evaluation has taken place and the lessons learnt have been reviewed. The programme was found to be too focused on the London labour market to be easily replicated elsewhere, but details have been circulated to ES regions as an example of good practice.</p>	<p>No further action will be taken.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>49. Mobility within the labour market, and particularly the problems faced by jobless people in deprived neighbourhoods, should be a key focus of the drawing up of local transport policies.</p> <p>a. Yes. b. ES, DETR and organisations delivering labour market policies. c. Not known.</p>	<p>On-going.</p>	<p>ES has been charged with working closely with local authorities on the development of their Local Transport Plans (LTPs). Local authorities are required to take account of the needs of socially excluded people in drawing up their LTPs. Labour market mobility, particularly among jobless people in deprived neighbourhoods, was one of the criteria used to determine funding allocations to finance LTPs.</p>	<p>On-going work for DETR and ES.</p>
<p>50. Organisations delivering labour market policy at local level should have discretion to use public money imaginatively in this way to solve individual mobility problems. This help should extend to the provision of driving lessons where the acquisition of a driving licence would make a real difference to a person's ability to secure a job.</p> <p>a. Yes. b. DfEE. c. Within existing resources.</p>	<p>On-going.</p>	<p>Funding for driving lessons can be made available through the New Deal for Young People employer option, where this training is closely linked to local labour market and employer needs.</p> <p>Work of the Job Action Teams will specifically address mobility problems where this is a local barrier to employment.</p>	<p>On-going work for DfEE.</p>

51. More widespread use should be made of mentors, particularly in overcoming some of the mobility problems experienced by those people who have been out of the labour market for a long period.

a. No. The New Deal mentoring programme is aimed at ensuring young jobseekers gain confidence and experience, develop skills, increase employability and find work. The Government has continued to encourage take-up of New Deal mentoring. It recognises the support mentors can offer at points of transition, such as starting a New Deal option, and on occasion individual volunteer mentors accompany people to the workplace. But the Government does not view New Deal mentoring as having a major contribution to make to overcoming mobility problems. Mentoring does not formally continue after people secure an unsubsidised job, and many volunteer mentors are not able or willing to accompany people to their option or workplace because of their own personal or work commitments. However, the Government will give further consideration to the role of mentoring in relation to labour market mobility, as part of a more general review of New Deal mentoring over coming months.

52i. Piloting and evaluating the impact of providing for Housing Benefit and Council Tax Benefit to run on virtually automatically at their existing level until an accurate reassessment has been made of a revised in-work level – subject to the provision by benefit claimants of prompt and accurate information about their circumstances and changes to them.

- a. Yes.
- b. DSS.
- c. The estimated cost of introducing the reforms to the Extended Payment Scheme is £12m per annum.

Reforms to the Extended Payment Scheme will be implemented in April 2001.

DSS recognises the need for change and has introduced new approaches:

- local authorities already make payments on account if a claim is not determined within 14 days of receipt of all the necessary information;
- the 'Fast Track' scheme provides subsidy incentive for local authorities to process in-work claims quickly following existing four week run-on (the Extended Payment Scheme); and
- from April 2001 Extended Payments will be made easier by removing the need for a written claim and lengthening the timescale for claiming.

No further action will be taken.

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>52ii. Piloting and evaluating the impact of providing, where a job collapses within a specified period of being taken up, for all relevant benefits to be reactivated quickly and at their pre-existing levels until a fresh assessment has been made of a person's entitlement.</p> <p>a. Partially accepted. DSS accepts the principle behind the recommendation and will be introducing alternative measures to address the issues raised.</p> <p>b. DSS.</p> <p>c. Estimated implementation costs are £3m over the period of implementation. DSS expects the programme costs to be nil.</p>	<p>April 2002.</p>	<p>Work is in progress in DSS to introduce measures to streamline the re-claim process for Income Support/JSA claims for those going into temporary work for up to 12 weeks. This will be introduced from April 2002.</p>	<p>No further action is necessary.</p>
<p>53. The Government should do more to make the existing linking rule known to disabled people and should run a pilot to see whether a more generous linking rule of, say, five years, makes any appreciable difference to the propensity of people claiming disability benefit to enter the labour market.</p> <p>a. Partially accepted – DSS has already done more to publicise the existing rule.</p> <p>b. DSS.</p> <p>c. Not known.</p>	<p>—</p>	<p>The 52-week linking rule introduced in October 1998 for Incapacity Benefit was a significant step forward in providing disabled people with the reassurance they need that they will not lose out if they try to go back to work. This ensures that people returning to benefit do so at the same rate as before (i.e. they do not need to re-serve the qualifying periods for the long-term rate of Incapacity Benefit or the disability premium in Income Support). They are also deemed to meet the incapacity entitlement criteria for the first 13 weeks after they come back onto benefit so are not faced with a prospect of an immediate All Work Test. These are substantial easements and have been widely welcomed. Before considering further extensions of the linking period so soon after the last change, the Government needs to assess the impact of the 52-week rule and, as recommended by the PAT, ensure that it is effectively publicised. Leaflets have been updated to reflect the 52-week linking rule and a programme of evaluation is underway which includes this element of 'back to work' schemes for disabled people.</p>	<p>—</p>

<p>54. The Jobfinders' and Jobseekers' grants should be evaluated to establish whether they do offer value for money.</p> <p>a. Yes. b. DfEE and ES. c. Not known.</p>	<p>A Job Grant will be introduced from April 2001.</p>	<p>Following evaluation of the Jobfinders' and Jobseekers' grants, the Budget 2000 announced the introduction of a Job Grant of £100 for people who move from welfare into work from April 2001. This will replace the Jobfinders' Grant and Jobmatch and will be much more widely available to JSA, Incapacity Benefit, Severe Disability Allowance and Income Support recipients. It builds on Lone Parents Income Support run-on, which will continue to be available.</p>	<p>No further action will be taken.</p>
<p>55. The Government should give serious consideration to extending tax credits on the model of the Working Families Tax Credit (WFTC) to all working people.</p> <p>a. Yes. b. HMT. c. Not known.</p>	<p>Employment Tax Credit will be introduced from April 2003.</p>	<p>The Budget 2000 announced that the Government will introduce an Employment Tax Credit, which will broadly replicate from April 2003 the adult support in the WFTC for families without children. The Government is considering how far to extend the Employment Tax Credit to people without children.</p> <p>The Employment Tax Credit will extend the scope of in-work support, building on the success of the WFTC, to working people without children.</p>	<p>The Employment Tax Credit will be introduced from April 2003. Design is on-going by HMT and Inland Revenue (IR). The detail will be announced in subsequent Budgets.</p>
<p>56. The Government should satisfy itself about the soundness of the arrangements for prompt payment of the WFTC.</p> <p>a. Yes. b. HMT. c. Not known.</p>	<p>On-going.</p>	<p>HMT believes the introduction of WFTC to replace Family Credit in October 1999 and the shift for many WFTC recipients to Payment Via the Employer (PVE) in April 2000, has, so far, been successfully achieved.</p> <p>The April 2000 introduction of PVE was supported by a comprehensive programme of employer support and education and an expansion of both the employer helpline and the Inland Revenue Accounts Offices, to deal with enquiries and WFTC funding claims. This was further underpinned by introducing a mechanism for emergency payments where, for whatever reason, normal payment methods break down. HMT continues to monitor the position and priority is given to ensuring the flow of money to WFTC recipients in accordance with their entitlement.</p>	<p>Annual service delivery targets for the Tax Credit Office are set out in the IR Plan 2000–01.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>57. There should be active consideration of the scope for unifying benefits paid in respect of children – Income Support/JSA, Child Benefit, the new Family Credit – so that uncertainty about fluctuations in this income at the point of transition to work is reduced or removed.</p> <p>a. Yes. b. HMT. c. Not known.</p>	<p>Integrated Child Credit will be introduced from 2003.</p>	<p>In the Budget 2000 the Government announced the introduction of an Integrated Child Credit from 2003. It will bring together the different strands for support for children in the WFTC, the Disabled Person’s Tax Credit, Income Support, and the Children’s Tax Credit, building on the foundation of universal Child Benefit. It will be paid to the main carer in families in and out of work, and as a tax credit will be administered by IR. The Integrated Child Credit will create a transparent system of support for children, a portable and secure income bridge spanning welfare and work, a common framework for assessment and payment, a system where all support for children is paid to the main carer, and efficiency gains for Government and parents.</p>	<p>Integrated Child Credit will be introduced from 2003.</p>
<p>58. Work on the Integrated Benefit Information System (IBIS) should have a high priority and, in particular: the system, once improved, should be made freely available to independent advisory agencies working with unemployed and jobless people; it should be made accessible via the internet so that individuals and organisations can independently calculate the implications for their income of taking a job; and every effort should be made to ensure that electronic systems and printed publicity are accessible to people from ethnic minority backgrounds for whom English is not a first language.</p> <p>a. Yes. b. DSS. c. Cost of implementation and support over a five-year period is estimated to be £670,000.</p>	<p>On-going.</p>	<p>DSS recognises the potential value of IBIS to a wide range of users and advisers. It is pressing ahead with putting elements of the current IBIS on the internet and will continue to look at how to improve it, including a range of other language versions.</p> <p>Training is already well underway to enable all Benefits Agency (BA) and ES staff and ONE personal advisers to use IBIS.</p>	<p>On-going work for DSS.</p>

59. A new approach to income from casual work, based on a pot of disregarded income, should be tried out, initially in a number of low employment neighbourhoods – perhaps in some of the NDC areas – with an equal number of comparable neighbourhoods identified as controls. It should only be available to people in those neighbourhoods who have been claiming benefit for a year or more and should be subject to the approval of a personal adviser. — —

a. No. The proposal has significant drawbacks in terms of the cost and time required for substantial IT development and additional administrative complexity that is not in line with the DSS’s current programme of modernisation and focus on delivery. —

60. Benefit entitlement should not in future be affected by participation in a Local Exchange Trading Scheme (LETS), provided that: Not known. This recommendation, including its cost and practicability, remains under consideration. —

- unemployed people claiming JSA continue to be available for and actively seeking work and, in line with that, should disclose their participation in a LETS to their personal adviser so that its capacity to smooth the transition into a job could be fully exploited. (In considering whether a person continues to be available for and actively seeking work, personal advisers will need, among other things, to have regard to the value of the goods and services available to people within a LETS as a result of their work); and

- the LETS itself should be community-based, not run for a profit and be composed exclusively of individuals, not corporations. —

The PAT recommends that changes to the benefit rules along these lines should be piloted in a number of deprived neighbourhoods to test their workability and impact on participation in LETS and subsequent transition into jobs in the open labour market.

- a. Under consideration.
- b. DSS and DfEE.
- c. Not known.

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>61. The PAT recommends that:</p> <p>i. DfEE and ES should be more active in encouraging local organisations which represent the interests of people from deprived neighbourhoods or minority ethnic backgrounds to join strategic partnerships set up to deliver national labour market policies; and</p> <p>a. Yes. b. DfEE and ES. c. Not known.</p> <p>ii. where organisations are being invited to bid to deliver the New Deal or other Welfare to Work programmes locally their bid should be partly judged on their track record in forming effective working relationships with local organisations.</p> <p>a. Partially accepted. b. DfEE and DSS. c. Not known.</p>	<p>On-going.</p>	<p>This is already in progress through implementation of the New Deal for Young People minority ethnic strategy and plan. New Deal partnerships will assess their effectiveness through a mapping toolkit, <i>Closing the Gap – a self assessment pack for New Deal partnerships</i>, developed by the Black Training and Enterprise Group, and issued to all local offices in February 2000. Job Action Teams will be expected to engage locally with community groups to provide local solutions for local problems.</p> <p>It is for the contracting authority to consider the relevance of track record to the delivery of the particular contract. It would need to be satisfied that such consideration is consistent with the EC procurement rules, which would rule out anything on track record which would discriminate against firms from other member states, and with the requirements of Best Value.</p>	<p>On-going action for DfEE and ES.</p>
<p>62. Procedures should be put in place to avoid any conflicts of interest by members or employees of partnerships. This must involve, in particular, members declaring an interest where necessary at project appraisal and approval stages. Where partnership members bid for a partnership contract, they must be excluded from the contract awarding process.</p> <p>a. Yes. b. DfEE and ES. c. Not known.</p>	<p>April 2001.</p>	<p>ES is considering how to manage the role of partnerships (particularly the advisory and delivery roles of Joint Venture Partnership members). Safeguards exist now to prevent conflicts of interest arising where providing organisations are also involved in local partnerships. Nevertheless, the presence of providing organisations on partnerships may inhibit robust contract management even where specific conflicts of interest are flagged.</p> <p>The draft final report on the Review of ES Contracting recognises the potential risk, in particular, to District Managers (DMs) in their existing role as both Contract Manager and leading the development of New Deal partnerships. It recommends the removal of the Contract Manager role from DMs, placing this with District Programme Management Teams, which it recommends be created. It is also likely to recommend that, in future, providing organisations should not be members of strategic local partnerships established in order to advise on the delivery of Welfare to Work policies.</p>	<p>The key here is not necessarily that local managers should themselves let contracts – that function is likely to remain with Regional Teams – but should be able to identify what provision is needed locally and be able to propose local organisations which might be invited to tender to meet those needs.</p>

<p>63. As far as possible, the rules should be agreed between departments responsible for different funding streams.</p>	<p>Immediate.</p>	<p>ACU has published Codes of Good Practice, including Funding, under the Compact on Relations Between Government and the Voluntary and Community Sector in England. The Code aims to make a positive impact on the relationship that exists between Government and the voluntary and community sectors, and covers consistency in requirements of funders and improved accessibility to funding information and processes.</p> <p>ACU is also leading an inter-departmental group which is developing a strategy to simplify access to funding for community groups (see PAT 9: Community Self-Help).</p>	<p>A funding strategy will be issued for consultation around the same time as the National Strategy Action Plan.</p>
<p>a. Yes. b. HO (Active Community Unit (ACU)). c. No additional costs.</p>			
<p>64i. Organisations and partnerships responsible for the delivery of labour market policies locally (whether ES, voluntary bodies, private sector bodies or partnerships) should devolve to local managers the discretion and budgets to contract with local organisations where they can add value.</p>	<p>Not yet clear. Detailed consultation and planning will be needed as and when the recommendation is accepted.</p>	<p>The Job Action Teams have a flexible budget with discretion to fund locally activities which meet the local needs.</p>	<p>On-going work for ES.</p>
<p>a. Under consideration b. ES. c. Cost neutral.</p>			
<p>64ii. Action should be taken to reinforce the messages to ES DMs about the flexibility of existing delivery models for the New Deals and other programmes and the discretion they have actively to involve locally-based organisations which can add value.</p>	<p>Tentatively by February 2001.</p>	<p>The final draft of the ES Contracting Report recommends the development of a generic contract management framework, which would help address this recommendation by drawing together existing guidance (currently fragmented) into a single source.</p>	<p>—</p>
<p>a. Yes. b. ES. c. £50,000 estimated.</p>			
<p>64iii. ES contracting guidelines should be scrutinised with a view to avoiding the use of complex business planning systems or other requirements of contracts which could be a barrier to participation by locally-based organisations without the capacity to manage complex systems.</p>	<p>As and when new procurement is required and contracts are due for re-tendering.</p>	<p>ES is responsible for forecasting and planning the type of provision available, based on information about client needs. It is already sensitive to avoiding over-burdening providers with the need to provide management information. But this is balanced by the need to produce performance information and satisfy audit and other financial requirements.</p>	<p>—</p>
<p>a. Yes. b. ES. c. Not known.</p>			

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>64iv. Smaller organisations should be actively encouraged to bid as part of larger consortia.</p> <p>a. Yes. b. ES. c. Cost neutral.</p>	On-going.	Stage One of the Approved Provider process (being implemented by the Post-16 Review) asks applicants to highlight their preferred methods of delivery. One of these is collaborative working as part of a partnership or consortium. This is intended to allow smaller providers to group together to meet a larger need (but only where they are capable of meeting quality standards).	On-going work for ES.
<p>64v. The arrangements for providing feedback on bids for national labour market programmes should be strengthened and formalised.</p> <p>a. Yes. b. ES. c. Minimal.</p>	On-going.	This will be addressed as part of the ES Review of Contracting currently being undertaken. All applicants to the Approved Provider Register will be offered feedback to allow them to identify areas where they can improve. A similar approach is intended for Stage Two of the process, during which providers will bid in competition with each other for specific pieces of work.	On-going work for ES.
<p>65i. Where a local organisation appears to have the potential to help unemployed and jobless people make the transition to work but currently lacks the capacity to bid for and manage the process, mechanisms should be identified to invest in the organisation to help it develop that capacity (the Single Regeneration Budget (SRB) Five model might be followed).</p> <p>a. Yes. b. DfEE and ES. c. Not known.</p>	On-going.	The ES Review of Contracting will lead to a strengthening of contract management at local (district) level. Specifically, ES will look to its District Managers to play a more active part in managing contracts, once let, and – as part of that – to support contracting organisations in forging links with business and in moving people into work as they near the end of their training or work experience. In addition, ES will be prepared to pay up to 25% above the national rates for training in order to support small specialist-providing organisations with value to add in helping people from deprived neighbourhoods or from minority ethnic backgrounds make the transition into work.	Organisations lacking capacity might not succeed within the Approved Provider process. However, they might well be targeted to take on specialist contracts for which capacity is not such an issue.
<p>65ii. Clear guidance should be given to ES DMs about assessing the capacity of local organisations to deliver labour market programmes and about audit requirements.</p> <p>a. Partially accepted. This is a function of the Regional Contracting Teams during contract letting, and of Finance and Accounting Monitoring Teams. b. ES. c. Cost neutral.</p>	On-going.	ES is reviewing its arrangements for training of staff involved in contracting and contract management. Staff at district level will be trained in professional contract management techniques. District teams will be supported by trained staff at regional level who can advise on issues of capacity and financial viability at local level and with a wider regional and national perspective.	On-going work for ES.

<p>65iii. There should be a named person in each ES District who can provide information and support to potential bidders for New Deal or other programmes about how to engage with the contracting process.</p> <p>a. Yes. b. ES. c. Cost neutral.</p>	<p>April 2001.</p>	<p>The District Programme Management Teams recommended under the Review of Contracting would be able to fulfil this function. The Review recognises the need for actual and potential providers to have clear points of contact with ES.</p>	<p>ES will consider whether to have a continued advertisement on the ES website, directing providers how to apply to gain Approved status.</p>
<p>65iv. ES should encourage local organisations which are not equipped to deliver its programmes to become involved in other ways, e.g. by having clear routes for referral of clients to ES advisers or by involving the organisations concerned in the provision of mentoring support.</p> <p>a. Yes. b. ES. c. Cost neutral.</p>	<p>On-going.</p>	<p>ES District Managers work with a range of local partners and they encourage their involvement in a variety of ways, including mentoring support.</p>	<p>On-going work for ES.</p>
<p>65v. Funding models for ES programmes and for other funding streams such as the SRB and ESF should be reviewed and, if appropriate, adapted to facilitate the inclusion of organisations which have the potential to provide employment help to meet particular local needs but are prevented from doing so by standard funding models. This review should ensure that there are workable rules in place to ensure that funding reaches contractors promptly, as specified in the contract.</p> <p>a. Yes. b. ES. c. Not known.</p>	<p>On-going.</p>	<p>ES and DfEE are currently reviewing funding streams as part of the Post-16 Review. This is particularly relevant to employment and training programmes funded through the ES and potentially the new Learning and Skills Councils (LSCs).</p>	<p>On-going work for DfEE and ES.</p>
<p>65vi. Departments and agencies delivering labour market programmes should explore and take up opportunities for both inward and outward secondment to help develop the capacity of community-based organisations.</p> <p>a. Yes. b. ES. c. Cost neutral.</p>	<p>On-going.</p>	<p>ES already uses secondments to its providers to help support them and aid the transfer of expertise.</p>	<p>On-going work for ES.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>66. Further consideration should be given to the issue of capacity building in the light of the forthcoming evaluation of ESF Objective Three, Priority Four.</p> <p>a. Yes. b. DfEE. c. Not known.</p>	On-going.	DfEE has included support for capacity building in the 2000–06 plans for ESF Objective Three. The key change from the programme is that there should be a strong link with the labour market – and capacity building will therefore be an eligible activity when dealing with social exclusion and lifelong learning.	No further action will be taken.
<p>67. Government departments responsible for the operation of the main funding streams being used for the delivery of training and employment-related programmes and representatives of provider organisations (who might include members of PAT 1 with a particular interest in these issues) should work jointly to:</p> <ul style="list-style-type: none"> • identify common ground between the aims and objectives of funding sources; • identify the overlap and differences between bidding, contract management and audit processes and explore the possibilities for aligning them; • consider whether consistent annuality between funding streams can be achieved; • consider alternative funding options which would support continuity of provision; • look at options for reducing the administrative burden of audit requirements, e.g. by introducing audit by random inspection rather than requiring documentary evidence of every aspect of a contract; and • identify some common definitions for the purpose of validation of outcomes and audit to investigate options for ‘smart’ audit, e.g. by linking up providers and organisations responsible for audit with IR and National Insurance Contribution Scheme (NICS) computer systems to verify the employment status of people helped into jobs. <p>a. Yes. b. DfEE. c. Not known.</p>	On-going.	<p>See recommendation 65.</p> <p>Development of the Post-16 Review has involved the development of joint working with representatives of the LSC. Discussions continue. The Post-16 Review is exploring the opportunities when contracting to specify in such a way as to avoid unnecessary links to monitoring and therefore audit requirements. This will feature in Stage Two of the process, which has yet to commence but is imminent.</p> <p>Internally, the Review of ES Contracting recommends the joining of contracting for disability services with the mainstream.</p> <p>ES and LSC are moving towards common funding arrangements and, where feasible, common tariffs.</p> <p>ES has commissioned and accepted a review of New Deal bureaucracy designed to reduce administrative burdens.</p> <p>DfEE and DSS are looking to legislate to make it possible to link welfare records and tax and national insurance records.</p>	On-going action for DfEE and other relevant departments.

PAT 2: Skills

Foreword by The Rt Hon Tessa Blackstone Minister for Education and Employment (Lords)

PAT 2 on Skills addressed the root causes of persistent low skill levels in deprived neighbourhoods. As Champion Minister, I was pleased to endorse the recommendations and secure their acceptance across Government. I welcome this opportunity to report on progress.



The PAT's main findings were that:

- people who live in deprived neighbourhoods are more likely than others to lack essential employment-related and other 'life' skills;
- the education and training system is not doing enough to help them;
- local capacity to manage and support community initiatives is weak; and
- many people have been turned off learning in the past and are harder to engage.

The report called for attractive, relevant, easily accessible and high quality learning opportunities to be readily available in every neighbourhood, on a sustainable basis. Providers of these opportunities must proactively seek to engage people's interest, demonstrate to individuals and their communities the benefits of developing skills, and involve local people in decisions at every level. The PAT recommendations provided practical and far-reaching proposals through which the Government and its partners could work towards these aims.

The table that follows shows how each of the recommendations is being implemented. I believe it represents a very encouraging start to what is an enormous long-term task. Many of the PAT's ideas dovetail with those of other PATs – particularly around community capacity building – and will be represented in the National Strategy Action Plan.¹

The influence of the Skills PAT can clearly be seen in the *Learning to Succeed* White Paper² and the new arrangements for post-16 education and training it heralded. In the White Paper, the Government made clear that engaging more socially disadvantaged people in learning would be a key priority for the new Learning and Skills Council (LSC) which comes into operation in spring 2001. Indeed, greater responsiveness to the needs of local communities is part of the rationale for setting it up.

The new organisation will take on board the PAT recommendations for a more responsive planning and funding system that will allow community-based learning provision to flourish. LSC funding systems will bring the majority of adult and community learning into the mainstream. It will banish the artificial divide between formal and informal learning and equalise access to financial support for both.

1 *A New Commitment to Neighbourhood Renewal*, SEU, January 2001.

2 *Learning to Succeed – a new framework for post-16 learning*, DfEE, 1999.

The PAT's key recommendation was for a network of local learning centres in deprived neighbourhoods, based around familiar locations where people feel at home. My department is establishing around a dozen demonstration projects during 2000–01 to extend good practice in existing centres and use it to develop facilities in less advanced areas, with one centre directly mentoring another. We expect plans to include outreach and 'first rung' provision in deprived areas, with recognition of the additional costs associated; informal and innovative approaches to widening participation; local capacity building; and the involvement of local communities in influencing service delivery.

A second key element is the creation of 6,000 UK online centres by 2002 which will bring Information and Communication Technologies skills and services to the heart of deprived neighbourhoods, ensuring they are not left behind in progress towards the Information Age and the knowledge economy.

Tackling adult basic skills will be one of the LSC's top priorities. The PAT report emphasised the limiting effect of poor basic skills on people's capacity to learn and take advantage of wider life experiences. Development of literacy and numeracy skills will be an important cross-cutting theme through many strands of education and training supported by the LSC. We will expect it to ensure that learning is provided in a wide variety of contexts to stimulate and meet the varying needs of learners, investing in the development of a diverse provider infrastructure.

The PAT recognised that organisations working in deprived neighbourhoods must ensure their staff have the capacity to understand and meet their particular needs. With the Further Education National Training Organisation, my department is developing training and guidance to equip education practitioners to deliver learning in deprived areas. Other relevant National Training Organisations are likely to become involved later. We will expect the local LSCs to develop the capacity of their own staff to work effectively with residents of deprived neighbourhoods and develop strategies to address their learning preferences. Partnership working and collaboration are expected to develop and expand under the LSC, involving community organisations as equals.

Along with others, the PAT identified community capacity building as a key issue, and my department is supporting a three-strand project piloting ways to recognise and develop the skills of local people active in their own communities. We expect the results of this work to be taken up by a wide range of providers and community groups.

The *Learning to Succeed* agenda represents the most profound change to education and training for adults for many years. The establishment of the LSC has the potential to bring about the step change needed to transform the opportunities available to residents of deprived neighbourhoods. I am delighted that we have been able to embed the Skills PAT's ideas at the heart of the new organisation.



Rt Hon Tessa Blackstone
Minister for Education and Employment (Lords)

PAT 2: SKILLS

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>1. Publish a plan for the development of neighbourhood learning centres in disadvantaged neighbourhoods.</p> <p>a. Yes.</p> <p>b. Department for Education and Employment (DfEE).</p> <p>c. £420,000 in 2000–01. Further bids to be made for 2001–02 to continue this work.</p>	<p>Demonstration projects started in autumn 2000. Interim findings will be published by DfEE in spring 2001, with a ‘how to’ guide to be published by DfEE in April 2002.</p>	<p>A plan has been drafted by DfEE to develop the centres and to see how they fit into wider Government strategies for adult learning. It takes account of mapping work to determine the extent of the need for centres, and how to set them up to provide the required level of service.</p> <p>DfEE funding provision has been agreed for 10–15 demonstration projects including Schools Plus aspects (see PAT 11: Schools Plus). Formal evaluation of the projects is running in parallel from September 2000 and will feed into case study models and a ‘how to’ guide. The guide will inform the Learning and Skills Council (LSC) planning and funding regime, as well as communities and practitioners in developing the centres.</p>	<p>On-going work for DfEE to develop and evaluate the projects.</p> <p>Where appropriate, centres will test interim community leadership programmes and resulting materials from April 2001 (see recommendation 6).</p>
<p>2. Ensure that the planning and funding regimes of the new national and local LSCs give priority to meeting the needs of socially disadvantaged adults.</p> <p>a. Yes.</p> <p>b. DfEE.</p> <p>c. Cost neutral.</p>	<p>On-going, but progress to be reviewed by DfEE in March 2001.</p>	<p>DfEE has consulted widely with external partners on the draft LSC planning, funding and quality documents. They incorporate broad-brush proposals on the way the LSC planning and funding systems will address the needs of socially disadvantaged adults, e.g. ‘first rung’ learning provision. Work on the detail is continuing in DfEE, e.g. on the funding formula for learning provision, and on the quality and inspection arrangements.</p>	<p>On-going work for DfEE, the emerging LSC and its partners in developing guidance which is fit for its purpose.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>3. A training and development programme for practitioners delivering learning in socially disadvantaged areas.</p> <p>a. Yes. b. DfEE. c. £30,000 between July 2000 and March 2001.</p>	<p>A project plan was agreed with the Further Education National Training Organisation (FENTO) in January 2000. The project started in July 2000 and will run until February 2001.</p>	<p>FENTO has been contracted by DfEE to research and develop training and guidance for practitioners delivering learning in socially disadvantaged areas. It will consult other appropriate National Training Organisations (NTOs), e.g. the NTO for community-based learning and development, and will monitor and evaluate the project.</p> <p>The main objectives are to: identify good practice and produce a best practice guide for practitioners; identify any appropriate units of competence for the Further Education (FE) standards; influence training programmes for college teachers working with socially disadvantaged people; and further raise awareness and disseminate the project findings.</p>	<p>On-going work for FENTO and DfEE in managing and evaluating the project, and in consulting partner organisations.</p>
<p>4i. DfEE's funding programmes to be more sympathetic and accessible for small organisations.</p> <p>4ii. Develop a code of good practice on funding as part of Central Government Compact with the voluntary sector.</p> <p>a. Yes. b. DfEE and Home Office (HO) (Active Community Unit – ACU). c. Cost neutral.</p>	<p>April 2001.</p> <p>Published in May 2000.</p>	<p>DfEE is developing a future framework for funding and contracting relationships with its providers, including the voluntary, community and private sectors. The framework is intended to ease cash flow and contracting problems for providers while at the same time raising standards of delivery. DfEE intends to consult providers' representative bodies on the framework from January 2001, with the intention of rolling out simpler and more provider-friendly mechanisms from April 2001.</p> <p>Published by ACU (see PAT 9: Community Self-Help).</p>	<p>On-going work for DfEE.</p> <p>ACU is in the lead.</p>

<p>5. Consider the scope for a publicly funded local service to provide advice to community and voluntary organisations about funding.</p> <p>a. Yes. b. HO (ACU) with DfEE and Department of the Environment, Transport and the Regions (DETR). c. Not yet known.</p>	<p>Under consideration.</p>	<p>An inter-departmental group on resourcing community capacity building, led by ACU, is taking this recommendation forward. More details on this will be released shortly. See PAT 9: Community Self-Help.</p>	<p>On-going work led by ACU.</p>
<p>6. Pilot local training programmes in community leadership.</p> <p>a. Yes. b. DfEE. c. £366,000 in 2001–02.</p>	<p>A three-strand project began in September 2000 and incorporates a range of different community issues and characteristics, such as urban, rural, minority ethnic, homeless and coalfields.</p>	<p>Funding has been committed for pilot projects which started in autumn 2000. They are run by three adult residential colleges with input from the National Institute of Adult Continuing Education (NIACE). NIACE will synthesise the project outcomes and conduct an impact evaluation which will inform DfEE and the LSC.</p> <p>Outcomes will include a range of accredited and non-accredited programmes and materials including online provision.</p>	<p>On-going work for DfEE and NIACE in managing the pilots and evaluating their impact.</p>
<p>7. Ensure adequate information, advice and guidance services are available to people in socially disadvantaged areas.</p> <p>a. Yes. b. DfEE. c. £19m in 2001–02.</p>	<p>From April 2000.</p>	<p>A network of Information, Advice and Guidance (IAG) Partnerships has been established in England to provide a comprehensive free information and advice service for adults, e.g. on learning and skills. The national specification for the Partnerships was published in February 2000, and all IAG Partnerships were contracted to DfEE by September 2000 to provide services.</p> <p>An initial evaluation study covering the first year was published in September 2000. Further evaluation has been commissioned, looking at impact (e.g. on the socially disadvantaged), co-ordination and quality.</p>	<p>On-going work for DfEE through its contracts with IAG Partnerships and monitoring and evaluating delivery of services.</p>
<p>8. Review the effectiveness of school-business links in socially disadvantaged areas and make recommendations.</p> <p>a. Yes. b. DfEE (see PAT 11: Schools Plus). c. Pilots: £750,000 from September 2000 for 12 months. Work experience programme: £9.766m from April 2000 for an indeterminate period. Teacher placement programme: £1.8m from April 2000 for an indeterminate period.</p>	<p>On-going.</p>	<p>Consultation on the DfEE proposals was completed in spring 2000. And DfEE reviewed work experience and teacher placement programmes in 2000. Government Offices (GOs) will support the establishment of new single Education Business Link (EBL) consortia, which will contract with the local LSCs from April 2001 to provide strengthened education-business link activities.</p> <p>Pilots on teacher placement and work experience started in September 2000 and will inform the new agenda for school-business links under the LSC.</p>	<p>On-going work for DfEE and GOs in implementing the new EBL consortia.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
a. Recommendation accepted – Yes or No? Where Yes: b. Lead Department for implementation c. Cost/how much will be spent?			
9i. Encourage employers to invest more in training for people from socially disadvantaged areas.	On-going.	<p>A new employment right for time off for study or training for certain employees aged 16 and 17 was introduced on 1 September 1999.</p> <p>Various activities are underway through Investors in People (IIP), the Union Learning Fund and the emerging LSC's workforce development strategy.</p> <p>The new IIP Standard, launched in April 2000, includes an equality of opportunity indicator for employers.</p> <p>The IIP recruitment and selection module will be launched in early 2001 following a period of testing and piloting which started in October 2000.</p>	On-going role for DfEE in progressing IIP, the Union Learning Fund, LSC workforce development plans and contact with employer bodies. There is also a role for the Employment Service (ES), LSCs and Learning Partnerships in working with employers in this context.
9ii. Work with employers to improve recruitment practices. a. Yes. b. DfEE. c. Cost neutral.	On-going.		DfEE will approach national employer bodies such as the Confederation of British Industry on 'postcode discrimination' (recruitment practices which discriminate against certain areas).
10. Recommend what data should be collected about adult skills to inform national policy and target-setting. a. Yes. b. DfEE with Office for National Statistics (ONS). c. Not known.	April 2000 onwards.	A report commissioned by the PAT from the University of Warwick made clear recommendations on the need for micro-area skills data. DfEE is considering further action, and is in touch with ONS to investigate if and how follow-up work on PAT 18: Better Information might help.	On-going work for DfEE. The local LSCs will have an interest in better data collection if they are to effectively meet local skills needs.

11i. Set a national aspiration to improve adult qualifications and participation in learning in disadvantaged areas.

A national aspiration and local targets will be set when underlying data about skills in disadvantaged areas can be obtained (see recommendation 10).

A national target for increasing participation in adult learning already exists and is being worked towards by DfEE, GOs and Learning Partnerships.

Local learning targets, linked to the national target, have been set by Learning Partnerships and incorporated into their local learning plans. The plans and progress towards the achievement of the targets will be reviewed by GOs each year.

It is currently unclear how the national aspiration would be set and measured, but Learning Partnerships and the new LSC are likely to be involved.

Discussion is continuing in DfEE on responsibility for micro-area learning targets, linking into the plans of the LSC and Learning Partnerships.

11ii. Local Learning Partnerships to develop local learning targets for socially disadvantaged areas.

On-going.

- a. Yes.
- b. DfEE.
- c. Cost neutral.

PAT 3: Business

Foreword by Stephen Timms MP Financial Secretary to the Treasury

When PAT 3 reported its findings in November 1999, it set out an analysis and an ambitious agenda for using enterprise to help tackle social exclusion and to contribute to neighbourhood renewal. The single most important message was very simple. Promoting enterprise in deprived neighbourhoods does not get the attention it deserves, whether from central Government, local and regional institutions, or from private sector banks and other firms. Much more can and must be done.



PAT 3 made 24 recommendations, with actions earmarked for agencies both inside and outside Government – including HM Treasury, the Department of Trade and Industry, the Small Business Service, British Trade International, the Department of the Environment, Transport and the Regions, Regional Development Agencies and the Local Government Association. I am pleased to report that good progress has been made on all fronts. All the recommendations have been accepted, and most have already been implemented or are on track to be delivered.

The Prime Minister launched Enterprise Insight in May 2000. This business-led campaign aims to create a more entrepreneurial culture in which: people understand and value the contribution business makes to wealth creation and society as a whole; small and medium sized enterprises are valued as much as big business; innovation and risk-taking are encouraged and mistakes tolerated; and successful entrepreneurs are valued and celebrated. It is run by the Confederation of British Industry, Institute of Directors and British Chambers of Commerce, and is targeted primarily at young people – and also aims to include deprived areas.

The SBS, launched in April 2000, is committed to promoting enterprise across society and particularly in under-represented and deprived neighbourhoods, a remit which shaped the selection of local SBS franchises and their future development.

The Phoenix Fund was launched in November 1999 as a vehicle to help deliver a number of PAT 3 recommendations, and was expanded in the 2000 Spending Review to provide £96 million to invest in promoting better access to business support and finance in deprived areas. This is currently funding a pilot national network of mentors to business start-ups, which to date has identified over 500 volunteer mentors out of a target of 1,000 by April 2001. In addition, 60 bids have been received from community finance initiatives – local intermediaries serving locally-based small and medium sized enterprises – for a first round of a Challenge and Loan Guarantee Fund, and are being appraised. The first tranche of successful tenders will be announced in early 2001. Bids were also invited for a Development Fund to promote innovative enterprise support in deprived areas, such as incubator units. Successful bids for this fund are also due to be announced in early 2001.

The British Bankers Association is brokering links between New Deal for Communities pathfinders and major banks, as part of its work to tackle financial exclusion. This is a very welcome initiative, and might cover, for example, access to Automatic Teller Machines in a specific locality or the need for micro-credit. And enterprise development is being integrated into regeneration policy, with, for example, social enterprises being explicitly recognised in guidance for Round Six of the Single Regeneration Budget.

The national extension of the New Deal for long-term unemployed adults over 25 will give a higher profile to self-employment as an option and the opportunity for 'test-trading', where clients retain an allowance while they start trading to provide greater security of income.

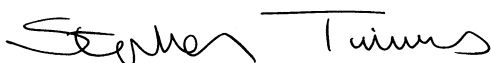
My colleague, Kim Howells, has been appointed Minister for Corporate Social Responsibility (CSR). His remit is to encourage business engagement in CSR through promoting the business case and better co-ordination of Government action to promote it. An inter-departmental group of officials has been set up to improve co-ordination and, as a starting point, is producing an audit of CSR activities across Government. In the meantime, DTI is supporting the Business Impact Taskforce which published a report in November 2000, helping to set out the business case for CSR. DTI continues to support, for example, Business in the Community's Awards for Excellence as a way to highlight how CSR can be linked to business competitiveness.

None of these recommendations are restricted to specific groups, areas or communities, but there is a clear recognition that the target audience must include minority ethnic entrepreneurs and women. That is why, for example, the Phoenix Fund bidding guidance specifically welcomes funding applications for Community Finance Initiatives and innovative enterprise support from these communities.

There is still much more to do, particularly on translating the key commitments of front-line agencies, such as the Small Business Service and Regional Development Agencies, into greater accessibility, take-up and impact on the ground. This is an objective that will not be completed in 12 or 18 months, but over the next three to five years. We have also set in train a number of initiatives with other stakeholders which will yield returns in the medium to long term. In particular, the Social Investment Taskforce reported to the Chancellor in October 2000 with proposals for unleashing bigger flows of private investment in deprived areas. Its recommendations also suggested how to take forward many of the issues covered in this Audit. Similarly, the Bank of England has agreed to monitor regularly the provision of finance for business in deprived areas. Its first report was published in November 2000 and provides a greater awareness among all the key stakeholders, including banks and Community Finance Initiatives. It will also act as a stimulus for continuous improvement.

Moreover, the key theme of PAT 3 – the importance of promoting enterprise as a major plank in our policy to tackle social exclusion – will be carried through into other policy developments. For example, the Urban White Paper,¹ published in November 2000, sets out for the first time in 20 years the Government's strategy for improving the performance of all towns and cities. A key element of this strategy will be the promotion of enterprise, wealth creation and business-led growth as drivers of social cohesion. Enterprise is an essential ingredient of regeneration, whether town or country, and the basis for building robust local markets, providing access to local services, and creating job opportunities for all.

Finally, these actions have little intrinsic value unless they affect people's lives and prospects. Impact measurement is embedded into the delivery of PAT 3, not least in the form of the recommendation to set targets for enterprise in deprived areas. Further work is underway to integrate targets and indicators into the delivery plans of key agencies like the Small Business Service and Regional Development Agencies. These will provide the measure of our success in delivering this challenging agenda.



Stephen Timms MP
Financial Secretary to the Treasury

¹ *Our Towns and Cities: the future*, DETR, 2000.

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>1. As part of its wider role to promote enterprise, the Small Business Service (SBS) should encourage enterprise and business growth in deprived areas.</p> <p>a. Yes.</p> <p>b. Department of Trade and Industry (DTI) and SBS.</p> <p>c. This objective is central to SBS operations and so affects the work of the SBS nationally and the operation of local franchises. The total SBS annual budget is currently £197m, rising to £277m by 2003–04.</p>	<p>On-going.</p>	<p>A strategy is being devised as part of the process of creating and developing the SBS, and is described in its first Strategic Plan.</p> <p>The SBS Corporate Plan includes an aim “to promote enterprise across society and particularly in under-represented and disadvantaged groups”. These principles shaped the selection of local SBS franchises, operational from April 2001. The SBS has created a Social Inclusion Unit to take this work forward.</p>	<p>The quality of plans for targeting deprived communities has been one of the factors in choosing SBS franchises. Approved tenderers, whose plans need further development, will be subject to a support programme being developed by the SBS.</p>
<p>2. Regional Development Agencies (RDAs) to ensure that their policies reflect the role that enterprise in deprived areas can play in contributing to neighbourhood renewal.</p> <p>a. Yes.</p> <p>b. RDAs.</p> <p>c. The total budget for all RDA activities in 2000–01 is £1.25bn. This includes £820m for the Single Regeneration Budget (SRB), a feature of which is help for start-ups.</p>	<p>The RDAs examine the coverage of business support in deprived areas in preparing their regional economic strategies – initially by the end of 1999 and then on an on-going basis.</p> <p>The RDAs aim to run regeneration strategies with the encouragement of enterprise as a core goal, also on an on-going basis.</p>	<p>Regional economic strategies for eight RDAs were produced in 1999, with the London Development Agency following in 2000. An HM Treasury/DTI/RDA/Government Office Enterprise Working Group was set up in February 2000 following a summit between the Deputy Prime Minister and RDA Chairs. This led to a commitment to explore the RDAs’ regional economic leadership role, including working with the SBS on enterprise and social inclusion issues. Representatives of the RDAs and SBS have since met (in July 2000) to scope areas for joint working and active liaison is on-going.</p>	<p>With their budget set to rise by around £500m per year by 2003–04, the RDAs will have increased regional economic development and regeneration funding, including the promotion of enterprise and business-led growth as a means of tackling deprivation and disadvantage.</p> <p>At the same time, the Government will be significantly increasing the RDAs’ flexibility, within a single, cross-departmental funding framework which sets challenging outcome targets.</p>

<p>3. Get a better understanding of enterprise in these communities, and across the different dimensions of society. Embed that understanding in Government to create a permanent source of expertise.</p> <p>a. Yes. b. DTI and SBS. c. Subsumed within the SBS budget.</p>	<p>November 2000 onwards.</p>	<p>The Social Inclusion Unit in the SBS was launched in April 2000 as a source of expertise and the delivery of specific initiatives (such as the Development Fund).</p> <p>The SBS is planning a programme of research into its customer base, including start-ups and small and medium sized enterprises (SMEs) in deprived communities. The work of the SBS in this area specifically addresses not only deprived communities but also groups that are under-represented in enterprise, such as ethnic minorities, e.g. the SBS has commissioned a literature review of research into minority ethnic business issues.</p>	<p>This should be achieved in part through the work of the Social Inclusion Unit in the SBS, and in part through the delivery of the Phoenix Fund, with the monitoring and evaluation of funded projects. The SBS is also planning research into SME characteristics.</p>
<p>4. Deliver business support services so that deprived communities see them as accessible and trustworthy.</p> <p>a. Yes. b. DTI and SBS. c. Cost neutral.</p>	<p>This is reflected in the design of the SBS and the development of its strategy for business support undertaken in October 2000.</p>	<p>There is a commitment in the SBS Corporate Plan to review and increase accessibility by different groups, and establish targets for use of SBS services by under-represented groups. Performance indicators are being developed for SBS-approved franchises.</p>	<p>Monitoring and evaluation of accessibility and impact among different groups will be undertaken by the SBS. As it evolves it also needs to develop a mechanism for people from deprived areas to pass on their views on how they are being served.</p>
<p>5. Business Links to have a role in providing business support services in deprived areas.</p> <p>a. Yes. b. DTI and SBS. c. See recommendation 1.</p>	<p>This recommendation has been subsumed within the re-tendering for Business Link contracts as local SBS franchises from April 2001.</p>	<p>See recommendation 1. Access to business from deprived communities was one of the criteria in appraising tenderers' plans.</p>	<p>See recommendation 1. Tenderers who have been approved as SBS franchisees, but whose plans for enterprise and social exclusion need further development, will be subject to a support programme.</p>
<p>6. Create a network of volunteer business advisers covering deprived areas.</p> <p>a. Yes. b. DTI and SBS. c. Approximately £3m in 2000–01.</p>	<p>A one-year pilot aims to have 1,000 mentors in place by April 2001.</p>	<p>This network is being piloted by the National Federation of Enterprise Agencies, with support from the SBS. Over 500 mentors have been identified so far.</p>	<p>Implementation needs to ensure that the mentors do serve disadvantaged groups and are credible and accessible to them. The evaluation of the pilot will include an assessment of delivery in deprived areas, including the penetration of minority ethnic communities.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>7. Identify how to increase the supply of effective incubation units in deprived areas.</p> <p>a. Yes.</p> <p>b. DTI and SBS.</p> <p>c. The Development Fund of the Phoenix Fund which has an allocation of £12.6m over three years (subject to review with the additional resources from the 2000 Spending Review).</p>	<p>DTI, with UK Business Incubation (UKBI), sponsored an impact study on business incubators in a range of contexts (including deprived communities) which is due to report in early 2001.</p>	<p>A literature review from the impact study is complete and has been published. A full report is expected in early 2001.</p> <p>The Local Government Association (LGA) has published a good practice guide for local authority involvement with business incubators and managed workspace. This was launched at a seminar in June 2000.</p> <p>The Development Fund, a key component of the Phoenix Fund, aims to learn from promoting innovative enterprise support measures, including business incubators. Bidding guidance was issued in August 2000. Successful bids will be notified in early 2001, with funding also starting in 2000–01.</p>	<p>The DTI/UKBI research will be used to inform the development of incubation policy and programmes by UKBI, Government departments and other interested parties.</p>
<p>8. British Trade International (BTI) to support trade activities in disadvantaged communities.</p> <p>a. Yes.</p> <p>b. BTI, DTI and Foreign and Commonwealth Office (FCO).</p> <p>c. To be determined.</p>	<p>On-going.</p>	<p>BTI was launched in May 1999 to bring together the work of the FCO and DTI in supporting UK exporters. BTI is looking at ways – with other Government departments – to increase support for minority ethnic-owned businesses with the potential to import and export. This has included market research into the scope for working with African/Caribbean-owned businesses and on-going contacts with various representative organisations.</p>	<p>Working with other Government departments and organisations, BTI will continue to explore ways to reach out to minority ethnic businesses, including working with representative bodies and examining possible web-based solutions.</p>
<p>9. Set targets for business start-up and survival rates in deprived communities.</p> <p>a. Yes.</p> <p>b. DTI, SBS and RDAs.</p> <p>c. Cost neutral.</p>	<p>On-going. Target-setting should be integral to the design of any new policies by the SBS, RDAs etc.</p>	<p>The SBS Corporate Plan includes a commitment to review accessibility and the impact of support and take-up by different groups and develop policy responses, and to establish targets for the use of SBS services. This will be in place for the new network of SBS franchises in April 2001. The results of the review and performance against targets will be shared with the Neighbourhood Renewal Unit (NRU). A range of relevant indicators will be measured, including net changes in the entry and exit of businesses in deprived communities.</p>	<p>Projects supported by the Phoenix Fund Development Fund will be required to set relevant targets.</p>

<p>10. Government to promote competition, innovation and efficiency in the banking sector to ensure that deprived communities are served to the maximum extent possible by market means.</p> <p>a. Yes. b. HMT. c. Cost neutral.</p>	<p>The Cruickshank review of banking was published on 20 March 2000. The Government published its response on 4 August 2000.</p>	<p>The Cruickshank review recommended: a monopoly reference of banking services to SMEs (made on 20 March 2000); a new licensing regime for payment systems; better information to help customers, particularly those excluded from banking services, to find the best banking deal available to them; and better complaint handling procedures for personal customers and SMEs.</p>	<p>Following the publication of the Cruickshank report, the Government announced it was referring the supply of banking services to small businesses to the Competition Commission and that it would legislate to open up access to payment systems and oversee access charges. The Government published a more detailed response to the report on 4 August 2000, accepting its recommendations and setting out how progress should be made on each one.</p>
<p>11. Government to play an active role in promoting new initiatives providing finance for enterprise, where there are high social returns and where market mechanisms will not suffice.</p> <p>a. Yes. b. DTI, SBS and HMT. c. This element of the Phoenix Fund has a budget of £10m over the next three years (subject to review with the additional resources from the 2000 Spending Review).</p>	<p>On-going.</p>	<p>This is one aim of the Phoenix Fund (see recommendation 12), plus the Social Investment Task Force, which reported to the Chancellor in October 2000 with proposals for unleashing bigger flows of private investment in deprived communities.</p> <p>The British Bankers Association (BBA) has also offered to broker links between every New Deal for Communities (NDC) pathfinder and a bank as part of their work to tackle financial exclusion.</p>	<p>Implementation and evaluation of the Phoenix Fund will be undertaken by the SBS. The first bidding round will be evaluated by April 2001. A second bidding round will take place by autumn 2001. Full evaluation will take place in 2004.</p>
<p>12. The Government to open funding windows, on an experimental basis and subject to evaluation, to strengthen the financial base of community finance initiatives (CFIs) and activities initiated by banks in this area.</p> <p>a. Yes. b. HMT and DTI. c. This element of the Phoenix Fund has a budget of £10m over the next three years (subject to review with the additional resources from the 2000 Spending Review).</p>	<p>The creation of the Phoenix Fund was announced in November 1999, to run for four years.</p>	<p>See recommendation 11. The first round bidding guidance for loan guarantees and the challenge fund to resource CFIs under the Phoenix Fund were launched in June 2000, with a deadline for applications by 1 September 2000. Bids were received from 60 CFIs and are being evaluated. The first tranche of successful bids will be announced in early 2001, with funding also starting in 2000–01.</p>	<p>Implementation and evaluation of the Phoenix Fund will be undertaken by the SBS. The first bidding round will be evaluated by April 2001. A second bidding round will take place by autumn 2001. Full evaluation will take place in 2004.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>13. Monitor the character and volume of bank and CFI activity in deprived areas, to maintain pressure for change.</p> <p>a. Yes. b. HMT, DTI and the Bank of England. c. Cost neutral.</p>	November 2000.	Following publication of the PAT report, the Government invited the Bank of England to report regularly on finance for business in deprived groups and communities. The publication of the Bank of England's report in November 2000 provided a greater awareness among key stakeholders, including banks and CFIs, as a stimulus for continuous improvement.	On-going follow-up for HMT, DTI and the Bank of England.
<p>14. Create a tax and benefit system that is easy to understand and supports and encourages people moving from benefits to self-employment.</p> <p>a. Yes. b. HMT, Department of Social Security (DSS) and Department for Education and Employment (DfEE). c. Costs to be determined as part of the wider reforms to encourage Welfare to Work.</p>	On-going to ensure that front-line staff in Benefit Offices and Job Centres are aware of self-employment as a viable option for clients and how the tax and benefit system will affect the move from benefits to business.	This is part of the on-going consideration of tax and benefit reforms (see also recommendations 15 and 16).	Guidance for front-line staff in Benefit Offices and Job Centres is being considered as part of the roll-out of New Deal 25+ (see recommendation 15).
<p>15. The Government should consider extending greater support for those moving into self-employment irrespective of their age.</p> <p>a. Yes. b. HMT and DfEE. c. Not yet known.</p>	On-going.	<p>The extension of New Deal 25+ will help achieve this recommendation. This is planned for April 2001.</p> <p>For those over 50 who have been out of work for over six months, the Employment Credit offers up to £3,000 in the first year for full-time self-employment.</p>	HMT officials are discussing the principles and mechanics of delivering the self-employment option of New Deal 25+ with DfEE.

<p>16. Consider providing an income bridge to help the move from 'benefits to business'.</p> <p>a. Yes. b. DSS, HMT and DfEE. c. Costing for New Deal 25+ and other initiatives is still to be finalised.</p>	<p>On-going.</p>	<p>A number of measures were announced in the 1999 Pre-Budget Report and 2000 Budget to help unemployed people move into self-employment. New measures include those set out in recommendation 15.</p> <p>The extension of New Deal 25+ will allow 'test trading' while on benefit (retaining an allowance while trading, and only drawing down profit when leaving the scheme).</p> <p>Those who have been out of work and on benefits for a year will be eligible for a new £100 Job Grant on moving into self-employment from April 2001, as well as the enhanced Housing Benefit run-on and new Income Support for Mortgage Interest run-on, to provide greater security of income in the crucial first weeks of trading.</p>	<p>The Government is considering further policy developments, and announced in the 2000 Budget that it would consider in-work support through a Tax Credit to people without children.</p>
<p>17. Improve awareness of self-employment and enterprise in deprived communities.</p> <p>a. Yes. b. DTI, SBS and DfEE. c. Enterprise Insight is business-led but the Government has so far committed £160,000.</p>	<p>On-going.</p>	<p>The Prime Minister launched Enterprise Insight in May 2000 – a business-led campaign, run by the Confederation of British Industry, Institute of Directors and British Chambers of Commerce to create a more entrepreneurial culture, targeted primarily at young people and aiming to include deprived areas. Ministers and officials have also made a number of speeches highlighting the role of self-employment and enterprise.</p>	<p>The Development Fund, a key element of the Phoenix Fund, promotes innovative enterprise support in deprived communities. This is expected to include 'reach-out' initiatives which will help raise levels of entrepreneurship.</p> <p>DfEE has also allocated £10m in 2000–01 to improving the scale and quality of education-business link activities, with a particular focus on schools in deprived areas. The new local Learning and Skills Councils (LSCs) will take this agenda forward from April 2001.</p>
<p>18. Social enterprises to be recognised as a group of businesses deserving support.</p> <p>a. Yes. b. All Government departments, especially DTI and SBS. c. Cost neutral.</p>	<p>On-going.</p>	<p>Understanding Social Enterprise is a project jointly sponsored by the SBS, BBA and Social Enterprise London. The aim is to produce materials for the three organisations' websites to help improve the understanding of Social Enterprise among business advisers and bank managers, alongside other organisations who can access these materials online.</p>	<p>The materials were published on www.sel.org.uk as a draft for consultation in October 2000 and will be reviewed in spring 2001.</p>
<p>19. Enhance the potential of social enterprises.</p> <p>a. Yes. b. Department of the Environment, Transport and the Regions (DETR), SBS and HMT. c. Cost neutral.</p>	<p>On-going.</p>	<p>The Social Investment Task Force made recommendations on how to achieve this goal in its report to the Chancellor in October 2000 (see also recommendation 11).</p>	<p>In addition to the Task Force findings, DTI is undertaking a substantial on-going review of Company Law, including a chapter on alternative structures and Access to Limited Liability.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>20. Social enterprises to be recognised in national funding criteria.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	December 1999.	SRB Round Six recognises social enterprises as meriting support.	Action is complete.
<p>21. Drive change in culture of social enterprises and voluntary sector, away from grants towards loans.</p> <p>a. Yes. b. HMT with DETR, DTI and other Government departments. c. Cost neutral.</p>	2000–01.	A systematic review of Government grant programmes has yet to take place.	The review will start before the end of the financial year.
<p>22. Encourage more high quality activity to promote enterprise and business growth in regeneration strategies.</p> <p>a. Yes. b. DETR with RDAs, LGA and SBS. c. Cost neutral.</p>	On-going.	<p>The 2000 Spending Review gave the RDAs an enhanced focus on economic development and extra funds to promote innovation and harness business-led growth. From April 2002, the SRB will become part of a new RDA single-funding pot. This will exploit the potential for innovative business-led working and to devise strategies to better meet local needs. In return the RDAs will need to meet challenging targets within a national policy framework set collectively by Government departments.</p> <p>In addition to its work on managed workspace and business incubation, the LGA has commissioned research – <i>The Future of Economic Regeneration</i>, instigated a project group to look at the role of local authorities as community leaders, and is examining how local authorities and businesses can work together more effectively.</p>	<p>The LGA's research <i>The Future of Economic Regeneration</i> was launched in February 2000. The community leadership project group will be publishing a pamphlet for local authorities which will include good practice examples of effective local authority business support. The work on local authority-business relationships was the subject of a workshop at the LGA's Economic Regeneration conference in November 2000, and the findings will be published early in 2001.</p>

<p>23. Recognise regeneration formally as a legitimate activity of housing associations.</p>	<p>On-going.</p>	<p>DETR has been taking this forward, e.g. by extending (by legislation) the permissible activities of Registered Social Landlords (RSLs) into regeneration activities where these benefit tenants and others from 1 July 1999.</p>	<p>Action is complete for RSLs.</p>
<p>a. Yes. b. DETR. c. Cost neutral.</p>		<p>Following a wide consultation, the Housing Corporation issued its policy on <i>Regulating a Diverse Sector</i> in May 2000, which includes regeneration activities. RSLs are now required to have a formally approved framework for managing risk, including risk mapping and covering financial modelling, business planning, project appraisal, market assessments and the use of internal audits.</p>	<p>The Housing Corporation has appointed new Financial Analysis Teams to scrutinise RSLs' business plans and risk management arrangements.</p> <p>The Housing Corporation is reviewing its existing guidance on risk management and will issue new guidance by April 2001.</p>
<p>24. Promote greater involvement in renewing deprived communities by 'mainstream' businesses.</p>	<p>On-going.</p>	<p>The Cabinet's Economic Affairs Committee considered a paper on Corporate Social Responsibility (CSR) in November 1999. DTI Minister Kim Howells has been appointed Minister for CSR. His remit is to improve the quality and extent of business engagement in CSR, by promoting the business case for CSR and better co-ordination of Government action to promote CSR.</p>	<p>An inter-departmental group of officials has been set up to improve co-ordination and help develop the business case for engagement in CSR. It is producing an audit of CSR activities across Government.</p>
<p>a. Yes. b. DTI. c. Cost neutral.</p>		<p>DTI supports the Business Impact Taskforce which presented its report on 6 November 2000 helping set out the business case for CSR.</p>	<p>DTI continues to support, e.g. Business in the Community's Awards for Excellence, as a way to highlight how CSR can be linked to business competitiveness.</p>

PAT 4: Neighbourhood Management

Foreword by The Rt Hon Hilary Armstrong MP Minister for Local Government and the Regions

The Government is keen to push for new ways to tackle the most intractable problems faced by deprived neighbourhoods. That is why I welcomed the recommendation from PAT 4 that neighbourhood management should be one of the key building blocks of the National Strategy for Neighbourhood Renewal. I am pleased to say that the Government has accepted all the recommendations made in the PAT report.



Neighbourhood management offers opportunities for residents to work closely with service providers to tackle the most pressing problems of an area, such as crime, joblessness, ill health, poor education and environmental neglect. It is important not to be too prescriptive about how neighbourhood management is to be achieved, but successful approaches are likely to have common characteristics. PAT 4 considered that these approaches were most likely to be successful if they adhered to the following five principles:

- someone with overall responsibility at the neighbourhood level;
- community involvement and leadership;
- the tools to get things done;
- a systematic, planned approach to tackling local problems; and
- effective delivery mechanisms.

PAT 4 was notable in two important respects. First, it broke new ground, building on the experiences of a few pioneers. Rather than providing substitute services for the poorest areas as a sticking-plaster for inadequate local services, the PAT looked at how to make existing resources work better by giving local residents more influence.

Second, its recommendations focused on a single action point – a pathfinder programme for neighbourhood management with various characteristics. The members of the PAT were keen that the idea was tried out in as many places and in as many ways as possible, to see whether and in what conditions it would work. They were particularly keen that local communities could apply the five principles of neighbourhood management in locally relevant ways, and that minority ethnic groups should have a chance to provide a lead in some areas.

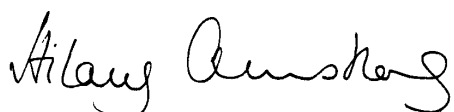
Since the publication of the PAT report we have made substantial progress on making all of this happen. First and foremost, £45 million will be made available to fund two neighbourhood management rounds over the next three years. The bidding guidance for the first round was published in January 2001. This will enable us to establish fully-funded neighbourhood management schemes in at least 30 areas. Further resources may be available subject to progress.

In year one, we will identify approximately 15 neighbourhoods where we can make rapid progress. These will need to be supported by existing overarching partnerships, which will work with the neighbourhood managers to improve local services. Those areas that are eligible to bid were announced in January 2001. Their experience will help us to hone our ideas further before launching a second round in autumn 2001.

We have also agreed to establish a Neighbourhood Management Team in the new Neighbourhood Renewal Unit in my department to oversee the neighbourhood management programme. In addition to running the programme, the Unit will establish links with the wider network of individuals and organisations which are also keen to try out neighbourhood management separate from the programme – including the New Deal for Communities pathfinders and other partnerships which are taking forward neighbourhood management ideas independently.

There is still a lot of work to do before our first round pathfinders get off the ground in summer 2001. We will be publishing further guidance to steer these pathfinders as they decide what action to take and will then work closely with them as they develop their action plans.

I believe that neighbourhood management has a big contribution to make to the future of our most deprived neighbourhoods and very possibly to others as well. It also has a role to play in wider urban renewal, as the Urban Task Force noted.¹ I look forward to rapid and exciting progress.



Rt Hon Hilary Armstrong MP
Minister for Local Government and the Regions

¹ *Urban Task Force: Towards an Urban Renaissance*, DETR, 1999.

PAT 4: NEIGHBOURHOOD MANAGEMENT

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>1. Core funding should be available to finance neighbourhood management.</p> <p>a. Yes.</p> <p>b. Department of the Environment, Transport and the Regions (DETR).</p> <p>c. At least £45m to be spent over the next three financial years.</p>	<p>Funding has been announced for 2001–04.</p>	<p>£45m has been allocated to support two rounds of the programme over three years. Further resources may be made available subject to progress.</p>	<p>DETR will design and launch the pathfinder programme.</p>
<p>2. The core funding available for neighbourhood management should be long-term revenue funding. It should be available on the basis of need and local capacity. A fair methodology for apportioning funds should be developed in working up the pathfinder programme.</p> <p>a. Yes.</p> <p>b. DETR.</p> <p>c. Each pathfinder will be allocated running costs up to £200,000 per year for at least three years.</p>	<p>January 2001.</p>	<p>The bidding guidance for the pathfinder programme sets out the eligibility criteria for funding and the amount of funding that will be available to each one.</p>	<p>On-going work for DETR.</p>
<p>3. Neighbourhood management should be tested on a substantial scale within current regeneration programmes. If successful, any subsequent regeneration programmes should include a dedicated funding stream for neighbourhood management.</p> <p>a. Yes.</p> <p>b. DETR.</p> <p>c. Each pathfinder will be allocated running costs up to £200,000 per year for at least three years.</p>	<p>Resources are for 2001–04.</p>	<p>Current plans are for the first pathfinder round to set up 15 new schemes. There will be a second round and this will draw on lessons learned from the first. Both rounds will draw on lessons learned from the 39 New Deal for Communities (NDC) areas plus other local initiatives developing neighbourhood management-type arrangements.</p>	<p>On-going work for DETR.</p>

<p>4. Where central funding is available, it should be given to those schemes enshrining the five principles of neighbourhood management described in Chapter 1 of the report. The guidance for neighbourhood management should ensure that this happens, and in particular should:</p> <ul style="list-style-type: none"> • set out how to assess levels of community involvement. The Active Community Unit (ACU) should be involved in this; and • set out how the Local Strategic Partnership (LSP) should determine which areas are selected for neighbourhood management. <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>Resources are for 2001–04.</p>	<p>The bidding guidance on neighbourhood management issued in January 2001 is built around the five principles. These are:</p> <ul style="list-style-type: none"> • someone with overall responsibility at the neighbourhood level; • community involvement and leadership; • the tools to get things done; • a systematic, planned approach to tackling local problems; and • effective delivery mechanisms. <p>In the pilot phase the Government will select the pathfinders. The National Strategy Action Plan will provide guidance on the role of the LSPs.</p>	<p>On-going work for DETR, including issuing further guidance.</p> <p>DETR and ACU, with the Government Offices (GOs), will be looking at measures to assess the degree of community involvement.</p>
<p>5. Guidance on the funding of neighbourhood management should develop a target-setting system with certain key features (outcome focus; free from perverse incentives; agreed and monitored by the LSP and community; backed up by proper sanctions; and shared with local authorities and local services).</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>Spring 2001.</p>	<p>Further work is needed on this during winter/spring 2000–01 as input to final guidance for the pathfinder programme and emerging LSPs in 2001–02. It must also be consistent with Best Value and Beacon Council proposals.</p>	<p>On-going work for DETR.</p>
<p>6. For those departments and local service providers most critical to renewal, the cross-cutting Spending Review on deprived areas should look at:</p> <ul style="list-style-type: none"> • agreeing cross-cutting objectives/targets; and • mechanisms to ensure that individual services are given incentives for satisfactory performance in deprived areas. This will probably involve adapting, rather than creating, performance indicators and targets – giving them a neighbourhood dimension. <p>a. Yes. b. Department for Education and Employment, DETR, Home Office, Department of Health and Department of Trade and Industry. c. Secretaries of State are analysing how to finance these targets.</p>	<p>Targets were announced in July 2000 as part of the Spending Review.</p>	<p>Targets for outcomes in deprived areas were set as part of the Spending Review. They consisted mainly of raising minimum standards for public service outcomes in the most deprived areas.</p>	<p>Secretaries of State will report in 2001 on how these targets will be financed.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>7. Data on the outcomes from key public services (e.g. Best Value performance indicators) should be collected by ward level. These should focus on, and support, the four key outcome targets of the National Strategy – jobs, crime, health and education.</p> <p>a. Yes. b. Office for National Statistics (ONS) and DETR. c. Not known.</p>	<p>ONS will publish an initial ward-level dataset by April 2001, or earlier if possible, but at this stage it will contain limited information in these areas.</p>	<p>The initial ward-level datasets will mainly consist of datasets that underpin the Indices of Deprivation (ID 2000). Other ward-level datasets will be added as they become available.</p>	<p>DETR will convene discussions with key partners to look at the Best Value regime in the light of this recommendation.</p>
<p>8. The inspection and audit processes of the various public service inspectorates should place a high priority on service quality in deprived areas.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>On-going.</p>	<p>The Best Value Inspectorates Forum (BVIF) met in June 2000 and was asked to take this recommendation forward.</p>	<p>A working group set up under the Forum is considering this issue.</p>
<p>9. All regeneration funding for deprived areas should be conditional on having an effective LSP in place. The money should be routed through the LSP on condition that it reaches neighbourhood managers as required.</p> <p>a. Yes. b. DETR and HM Treasury (HMT). c. Cost neutral.</p>	<p>From 2001.</p>	<p>This recommendation has been accepted for funding channelled through the NDC. Accessing the new Neighbourhood Renewal Fund (NRF) will also be conditional on having an effective LSP in place.</p>	<p>On-going work for DETR.</p>
<p>10. There should be a new principle that, in areas with LSPs/neighbourhood management, local service providers would be ineligible for freedoms and flexibilities (e.g. those from Beacon Council status) unless they were part of an effective LSP and fully supporting local neighbourhood management projects.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>This is a complex area and will need careful consideration from a statutory point of view.</p>	<p>Decisions on the use of the powers contained in Sections 5 and 6 of the Local Government Act 2000, which may provide the mechanism for implementing this recommendation, will need to be taken in the context of continuous development of local PSAs and other initiatives offering freedoms and flexibilities to local authorities.</p>	<p>On-going DETR feasibility review.</p>

<p>11. Relevant Government departments should investigate whether altering their guidance (e.g. for Crime and Disorder Reduction Partnerships and Health Improvement Programmes) would be an effective way to make certain they and their partners are effectively involved in local neighbourhood renewal mechanisms.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>On-going.</p>	<p>As part of the development work on neighbourhood management guidance, DETR has asked departments to review specified guidance and, where necessary, amend it to reflect the need for more integrated working at neighbourhood level.</p>	<p>DETR will identify key programmes and discuss handling with other departments.</p>
<p>12. DETR should ensure that guidance on community planning – to be produced as part of the forthcoming Local Government Bill – encourages effective involvement of LSPs and their individual partners in neighbourhood renewal mechanisms.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>December 2000.</p>	<p>Guidance on preparing community strategies spells out the linkages between LSPs and neighbourhood management structures. The National Strategy Action Plan also provides guidance for preparing local neighbourhood renewal strategies within the LSP/community planning framework.</p>	<p>The final version of the guidance was published in December 2000.</p>
<p>13. Service provider representatives on LSPs would be responsible for ensuring their services co-operated with neighbourhood managers.</p> <p>a. Yes. b. DETR. c. Cost neutral, but will require refocusing of service budgets on deprived areas.</p>	<p>Spring 2001.</p>	<p>The guidance on LSPs will highlight the importance of commitment by service managers in assisting neighbourhood managers improve local delivery.</p>	<p>More detailed consideration will be given when the final LSP guidance is published in spring 2001.</p>
<p>14. Those organisations representing key local service providers should, together with their inspectorates and other supervisory bodies, draw up guidance on how to co-operate with neighbourhood managers. This guidance should be used in their performance assessment of local service providers.</p> <p>a. Yes. b. DETR. c. Not known until the scoping exercise is completed.</p>	<p>DETR will prepare a scoping paper by January 2001.</p>	<p>This will be discussed with the BVIF in January 2001.</p>	<p>This proposal will require further discussion with the key bodies. DETR will prepare a scoping paper by January 2001 in discussion with these bodies as the first step towards developing performance criteria.</p>

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<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>15. Relevant departments responsible for local service providers and their programmes should co-operate with those producing guidance for the neighbourhood management pathfinder programme. They should ensure that neighbourhood managers will have the backing of inspection, audit and other supervision machinery in liaising with service providers.</p> <p>a. Yes. b. DETR. c. Not known until the scoping exercise is completed.</p>	<p>DETR will provide a scoping paper by January 2001.</p>	<p>This recommendation will also be covered by the scoping paper referred to under recommendation 14.</p>	<p>DETR will identify the key officials in other departments and agree handling with them.</p>
<p>16. Neighbourhood management should be tested through a substantial pathfinder programme.</p> <p>a. Yes. b. DETR. c. At least £45m over the next three financial years.</p>	<p>A programme of at least 30 schemes will run initially from 2001–04.</p>	<p>When launching the PAT 4 report, Hilary Armstrong indicated the Government's support for a pathfinder programme. Funds in support of this were made available in the Spending Review. The bidding guidance for the first pathfinder round was issued in January 2001.</p>	<p>On-going work for DETR so that pathfinders are operational by summer 2001.</p>
<p>17. Guidance for pathfinders should address issues for black and minority ethnic (BME) communities. Pathfinders should carry out monitoring and evaluation. They should draw on the experience and expertise of the black voluntary sector.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>January 2001.</p>	<p>The bidding guidance for the pathfinder programme requires pathfinders to involve and take account of the interests of BME groups and involve and build on the experience of specialist intermediary organisations.</p>	<p>DETR to launch the pathfinder programme.</p>
<p>18. There should be several areas with large (or majority) BME populations in the pathfinder programme. Where the combined BME population is 80% or more, the pathfinder should be led by people from these communities. Pathfinders with a lower BME population (i.e. less than 50%) should ensure they have proper, and not just token, representation. Other pathfinders should ensure significant BME representation and involvement.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>Built into the criteria for choice of pathfinder areas in December 2000.</p>	<p>Within DETR, negotiations are underway with officials responsible for the work on LSPs to discuss targeting and to ensure eligible areas reflect ethnic diversity. Bidding guidance, issued in January 2001, included a section on diversity.</p>	<p>DETR to launch the pathfinder programme.</p>

<p>19. Neighbourhood management pathfinders should be funded from within regeneration programmes. A significant proportion of each round of each programme should be spent on this.</p> <p>a. Yes. b. DETR and HMT. c. At least £45m over the next three financial years.</p>	<p>–</p>	<p>£45m has been allocated to support two rounds of the programme over three years. Further resources may be made available subject to progress.</p>	<p>None required.</p>
<p>20. Local authority areas would be chosen for neighbourhood management pathfinders on the basis of local strategic capacity. Within this, pathfinder areas should be chosen on the basis of capacity and deprivation and ‘self-starting’ neighbourhoods should be given preference. Some pathfinders should not be the most deprived areas.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>January 2001.</p>	<p>Eligibility for pathfinders is closely linked to the development of LSPs and takes account of the capacity and readiness of neighbourhood partnerships to deliver.</p>	<p>Follow-up for DETR.</p>
<p>21. The guidance for the neighbourhood management pathfinders should encourage diversity and innovation around a common core of goals and principles.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>January 2001.</p>	<p>The guidance focuses on the objectives of the programme and key principles, leaving scope for local flexibility and innovation.</p>	<p>Action complete for the first pathfinder round.</p>
<p>22. If neighbourhood management is adopted, a three-year evaluation should be commissioned. The evaluation team should be involved in the design of the programme. The evaluation report should be ready in time to inform regeneration spending decisions in the next review of spending.</p> <p>a. Yes. b. DETR. c. Resources have been allocated for the evaluation in DETR’s research programme. The precise cost will depend on the outcome of the scoping and tendering exercises.</p>	<p>Contractors will be engaged by spring 2001.</p>	<p>Planning work on evaluation started in October 2000.</p>	<p>DETR will complete the tendering process.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>23. The pathfinder programme should address how effective neighbourhood management is in delivering better outcomes for BME communities, and include BME representation at each stage.</p> <p>a. Yes. b. DETR. c. See recommendation 22.</p>	<p>See recommendation 22.</p>	<p>This is part of the evaluation development exercise (see recommendation 22). It will be included in the tender brief for the evaluation.</p>	<p>On-going work for DETR.</p>

PAT 5: Housing Management

Foreword by Nick Raynsford MP Minister for Housing, Planning and Construction

The Government has accepted all the recommendations made by PAT 5 which focused on 'on-the-spot' service delivery.

The PAT found that good housing management, with an on-the-spot presence, can make a real difference to reducing social exclusion. The 2000 Spending Review settlement for housing announced significant national increases in management allowances for local housing authorities for 2002–03 and 2003–04. This is a major advance, and fulfils one of the principal PAT recommendations which recognised the key role of good management in sustaining capital investment in rebuilding deprived estates. The Housing Green Paper,¹ published in April 2000, set out our strategy to improve the quality of social housing, and to bring all social housing up to a decent standard within ten years. Our commitment to this is confirmed in the Housing Policy Statement² published on 13 December 2000. We are clear that investment to improve the social housing stock must go hand-in-hand with improvements in the quality of housing management, and I hope social landlords will welcome the considerable boost offered by the Spending Review settlement to their efforts to improve housing management in deprived neighbourhoods.



PAT 5's recommendations were wide-ranging. They centred on achieving a culture change in core housing management to ensure that social landlords – whether local authorities or housing associations – equip and train their managers to provide the very best service to deprived neighbourhoods and ensure that the process is fully inclusive. The PAT highlighted the key role of the housing manager as the linchpin on any estate, often acting as the first point of contact, and found that 'the personal touch', perhaps from concierges or 'super-caretakers', could provide a welcome human presence and help increase personal security. Housing managers have welcomed that recognition.

Best Value, with its emphasis on continuous improvement, will be the main driver both for local authorities and Registered Social Landlords (RSLs) to step up the standard of their housing management. The PAT report urged local authorities and RSLs to examine their service in their Best Value Reviews as an early priority. That is already happening in many deprived neighbourhoods.

The PAT report also recommended a full and active role for tenants in the management of their estates by ensuring that housing management is a service covered by Tenant Participation Compacts. The Tenant Participation Compact Framework, published by my department, makes clear that Compacts must include housing management. PAT 5 advocated a corporate approach to housing management on the part of local authorities and RSLs, bringing in non-housing departments and other organisations, and my department will be looking closely at the results of the 2000 Housing Investment Programme (HIP) round for evidence that this is happening.

PAT 5 has done much to promote the importance of race equality in housing management, by recognising that a change of culture is needed in both local authorities and RSLs to ensure that the process is fully inclusive.

1 *Quality and Choice: a decent home for all*, DETR, 2000.

2 *Quality and Choice: a decent home for all – the way forward for housing*, DETR, 2000.

The report urged the collection and sharing of good practice, an increase in the uptake of professional training and qualifications by housing managers, and the adoption by every social landlord of a written policy on racial equality reflecting the Commission for Racial Equality's Code of Practice for housing managers.

People from ethnic minorities are more likely to live in deprived areas, and often in poor quality, overcrowded housing. Poor quality housing and poor quality housing management do, therefore, have a disproportionate effect on some minority ethnic communities.

The work done by PAT 5 to promote the importance of race equality in housing management, and our commitment to bring all social housing up to a decent standard by 2010, are evidence of our commitment to ensure that race equality is kept at the top of the agenda. We have underpinned this by emphasising, in the 2000 HIP round, the vital importance for local authorities of ensuring that minority ethnic housing issues are at the centre of housing strategies, and that there are robust policies in place to tackle racial harassment wherever it occurs. Our evaluation of local authorities' HIP strategies will pay particular attention to this issue.

As part of my department's work in advocating intensive on-the-spot housing management, research commissioned by the PAT to establish the extent of on-the-spot housing management in the most deprived areas and to tease out existing good practice is being carried out by Sheffield Hallam University. This is nearing completion, and we are aiming to publish it in spring 2001. One of the key features of this research is a document aimed at senior social housing managers which is intended to help them determine where on-the-spot housing management is required, and the best options for delivering an effective service.

The PAT has met several times since the publication of the report to discuss progress, and plans to meet again once the National Strategy Action Plan is published. My department is also working closely with key housing bodies, including the Housing Corporation and the Chartered Institute of Housing, to ensure that the PAT's recommendations are implemented in full.

Culture changes do not happen overnight. We are making very good progress, but there is much more to be done. This is a programme of continuous improvement, and will make a great contribution to the overall goals of the neighbourhood renewal strategy.



Nick Raynsford MP
Minister for Housing, Planning and Construction

PAT 5: HOUSING MANAGEMENT

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>1. The importance of good housing management, and in deprived areas of on-the-spot housing management, must be recognised. Under Best Value the housing management service should improve continuously over the next five years.</p> <p>1i. The Department of the Environment, Transport and the Regions (DETR) should actively advocate intensive on-the-spot housing management (with a local presence) for large, difficult estates.</p> <p>a. Yes. b. DETR. c. £77,000 has already been spent by DETR on a research contract to establish the extent of on-the-spot housing management and to produce a strategic document for social landlords.</p>	<p>A document intended to stimulate thinking at the senior/strategic level in local housing authorities and by Registered Social Landlords (RSLs), about whether and how to implement on-the-spot housing management, will be issued in early spring 2001.</p>	<p>The importance of on-the-spot housing management is highlighted in the Housing Green Paper, Best Value in Housing work, and the Housing Investment Programme (HIP) guidance to local authorities.</p> <p>DETR is raising the profile of on-the-spot housing management in speeches for Ministers and officials.</p> <p>Research is underway to determine the extent of on-the-spot housing management and to tease out existing good practice. Results are expected in spring 2001 and will be reported to Ministers.</p> <p>An LGA survey on local authorities' future strategic housing role will also be ascertaining the extent of on-the-spot housing management, and the extent of estate agreements with RSLs. The results are expected in spring 2001.</p>	<p>On-going. DETR will decide how to evaluate the response to the strategic document over coming months.</p>
<p>1ii. DETR should consider enhancing the relative value of housing management in the HIP assessments.</p> <p>a. Yes. b. DETR and Local Government Association (LGA). c. Cost neutral.</p>	<p>On-going.</p>	<p>DETR has considered this for the 2000 HIP guidance against other strong competing priorities, including tenant participation. There is a strong emphasis in the text on the good practice recommended in the PAT report, but, taking into account competing priorities for local housing authorities, DETR decided that, in assessing the relative value of an authority's proposals for its housing strategy, housing management should remain at 20% for the 2000 guidance. DETR will consider this again next year for guidance for 2001.</p>	<p>Evaluation of the impact of the guidance will take place in spring 2001.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>1iii. DETR should exhort local authorities with deprived estates and a poor housing management service to review fundamentally that service, as an early priority, in the programme of performance reviews under Best Value.</p> <p>a. Yes. b. DETR, LGA and Audit Commission. c. Cost neutral.</p>	On-going.	<p>DETR Circular guidance on Best Value, and the Best Value Housing Framework, both stress the importance of giving early priority to reviewing poorly performing services within the five-year Best Value review cycle.</p> <p>The majority of the 44 most deprived local authority areas identified in the Social Exclusion Unit's report <i>Bringing Britain together</i> are undertaking Best Value reviews of at least one of their housing services during 2000–01. Many are addressing core housing management issues such as delivery of housing services at estate level. Under Best Value, these will be the subject of inspection by the Housing Inspectorate.</p>	On-going work for DETR, LGA and Audit Commission.
<p>1iv. Local authorities should draw up local performance indicators and targets in respect of effective housing management processes, particularly for on-the-spot management including, where appropriate, initiatives such as concierges and super-caretakers. The Audit Commission should ensure that external auditors scrutinise these as part of their annual inspection under Best Value of local authorities' local performance plans.</p> <p>a. Yes. b. DETR, LGA and Audit Commission. c. Cost neutral.</p>	On-going.	<p>Local authorities have freedom under Best Value to set their own performance indicators. However, those with landlord housing management functions will be expected to have indicators and targets to show the effectiveness of their housing management processes. Audit Commission auditors and inspectors will review these indicators and targets to ensure they are compiled using methods that are both robust and rigorous. Commission officials will also ensure that the indicators and targets are sufficiently challenging. Where applicable the Commission's auditors and inspectors will use published indicators to evaluate comparative performance of different local housing authorities. External auditors' scrutiny of Best Value Performance Plans will embrace local performance indicators and targets for local housing management.</p>	Where Best Value reviews address effective housing management processes, the Housing Inspectorate will examine proposed practices and evaluate them against the recommendations made by the PAT. The Inspectorate will also assess the value and salience of any associated performance indicators and targets adopted by inspected authorities, and consider whether these should be more widely promulgated.
<p>1v. The Audit Commission should ensure that the Housing Inspectorate includes scrutiny of these local indicators as part of the programme of inspections the Inspectorate will undertake under Best Value.</p> <p>a. Yes. b. DETR and Audit Commission. c. Cost neutral.</p>	The first eight inspection reports have been published.	The Audit Commission is clear that scrutiny of local authorities' local performance indicators and targets will be part of the inspection process. The results of inspections will be presented to local authorities. And inspectors' reports will be published on the Audit Commission's website for interested parties.	On-going. The position will be reviewed with the Audit Commission in the aftermath of the first year of housing inspection activity under Best Value.

1vi. RSLs should review the housing management service delivered to deprived estates as an early priority as part of the cycle of reviews under the Best Value framework for RSLs.

- a. Yes.
- b. DETR and Housing Corporation.
- c. Cost neutral.

On-going.

The Housing Corporation, as the regulatory body for RSLs, is fully signed up to the Best Value agenda. It has a new inspection role and any inspections will cover PAT 5 issues. Best Value briefings and guidance were given to RSLs by the Housing Corporation throughout 1999.

The evaluation by the Housing Corporation of RSL Best Value responses was encompassed in the document *RSL's Approaches to Best Value*, published in February 2000. Further analysis is now underway within the lead regulation framework.

Best Value pilots were evaluated in September 2000. A programme of visits to gather information on progress is complete. An evaluation of the pilots undertaken by the School of Public Policy of the University of Birmingham, was launched on 27 November 2000. A summary of the key lessons learnt from the pilots has now been issued to the larger RSLs.

Good practice guidance commissioned by the Housing Corporation entitled *Best Value: adding value*, was published on 27 November 2000.

More detailed guidance on Best Value in the RSL sector will be published in January 2001 – this is also linked to the scheduled review of the Housing Corporation's Performance Standards.

1vii. The Housing Corporation should review Performance Standards for RSLs to ensure that those standards are framed to assist RSLs in tackling social exclusion.

- a. Yes.
- b. DETR and Housing Corporation.
- c. Cost neutral.

On-going.

Amendments were made to Housing Corporation Performance Standards in December 1999 to include specific advice on tackling social exclusion.

The Housing Corporation has conducted a further review of Performance Standards and published the broad principles in November 2000. The Corporation proposes to publish a new Code in April 2001.

1viii. The Housing Corporation should consider revising Performance Standards to enable tenants and residents to have more influence over the level and quality of housing management services delivered by RSLs.

- a. Yes.
- b. DETR and Housing Corporation.
- c. Cost neutral.

On-going.

This will feed into the review of Performance Standards outlined in recommendation 1vi and 1vii.

The Housing Corporation published a strategy document *Community Housing Training and Enabling Programme* in September 2000. It expects this to encourage the take-up of resident-led options in stock transfers.

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>1ix. DETR should make housing management one of the services to which Tenant Participation Compacts should apply and in which it is expected tenants will be fully engaged from April 2000. Additionally the Compacts should be subject to scrutiny under both the HIP and Best Value processes.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>Consultants were appointed in June 2000 to carry out a long-term evaluation of Tenant Participation Compacts and Best Value in Housing. They are due to report in summer 2001.</p>	<p>The National Framework for Tenant Participation Compacts includes housing management among the housing services that will form the basis for negotiating Compacts. Compacts are being introduced by Councils from April 2000.</p>	<p>Councils' performance on delivering what is agreed in their Compacts will be independently scrutinised through Best Value and the annual HIP process.</p> <p>The long-term evaluation will look at the effectiveness with which Compacts and Best Value in Housing are being implemented.</p>
<p>1x. Local authorities and RSLs should ensure that tenants have the support they need to develop and run their tenant participation structures.</p> <p>a. Yes. b. DETR, LGA and Housing Corporation. c. £6m in 2000–01 and £6m in 2001–02.</p>	<p>From April 2000.</p>	<p>DETR is making £12m additional money available to local authorities over two years from 2000–01 to enable them to develop Tenant Participation Compacts. It is suggested that one use of this funding might be to put tenant participation structures on a proper footing. Local Compacts should help ensure that tenants have the support and information they need to participate effectively.</p> <p>A joint research project, involving DETR and the Housing Corporation, is underway to track the development of Compacts in both the local authority and RSL sectors. This research has an anticipated completion date of June 2001.</p> <p>Tenant Compacts are already being undertaken by some RSLs; a new cross-sector pilot is underway to evaluate Compacts alongside Best Value (see also recommendation 1viii).</p> <p>This is already included in the Housing Corporation Performance Standards.</p>	<p>On-going work for DETR, LGA and Housing Corporation.</p>

2. On-the-spot housing management should be introduced where the need has been identified.
- 2i. Local authorities and RSLs should define with tenants and residents, through e.g. Best Value, what the housing service task is within their deprived areas, i.e. whether it should extend beyond the traditional boundaries of the service.
- a. Yes.
b. DETR, LGA and Housing Corporation.
c. Cost neutral.

On-going.

The Best Value framework document, published in January 2000, emphasises the importance of working with RSLs at the local level in considering common housing issues and problems. This advice is included in the Housing Corporation Performance Standards and Best Value guidance.

The LGA has established a Task Group to look at local authorities' strategic housing role. Its report, *Visions into Reality* published in December 2000, covers in broad terms the relationship between housing management and neighbourhood management. This is also being examined further by the LGA's survey on the future strategic housing role, the results of which will be published by spring 2001.

The Housing Corporation funds projects through the Innovation and Good Practice Grant. Recent Housing Plus projects include: *Good Practice Guide on Neighbour Nuisance*, published in November 2000; *Active Tenants Guide to Resident Participation*, published in September 2000; and *Just Do It – Tenant Participation in Supported Housing*, published in July 2000.

See also recommendation 1iii.

DETR will issue the strategic document following research (see recommendation 1i) which is intended to stimulate local authorities and RSLs into considering the merits of on-the-spot housing management.

Consideration will be given at the same time to how to evaluate progress on the introduction of on-the-spot housing management.

- 2ii. The Housing Corporation should use the Innovation and Good Practice Grant (as proposed in the consultation paper *Developing the ADP*) to provide capacity building grants to enable tenants and tenants' groups to become involved in the management of properties in deprived areas where social exclusion is evident.
- a. Yes.
b. DETR and Housing Corporation.
c. £11m over three years.

On-going.

The Housing Corporation's Community Training and Enabling Fund, which is part of the Innovation and Good Practice Grant, consists of £11m of new money allocated over three years for capacity building.

Monitoring and evaluation will be undertaken by the Housing Corporation.

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>2iii. Local authorities and RSLs should assess what new technology can do to help service delivery.</p> <p>a. Yes. b. DETR, LGA and Housing Corporation. c. Cost neutral.</p>	<p>On-going.</p>	<p>This is a large, rapidly changing field. The Housing Corporation has already funded over 40 Innovation Good Practice projects on new technology. Projects include <i>Making the most of IT</i> which includes good practice advice for RSLs with a forum for debate/discussion, and <i>Residents Online</i>, a resident-focused website. Text links will enable users to tap into information on training and employment opportunities in their locality. A new publication <i>IT and RSLs – The Big Picture</i> was published in September 2000.</p> <p>As part of a broader LGA exercise on the implications of electronic government across all local authority services, the impact of e-government on the housing service over the next five years is also being considered. A report will be published in July 2001.</p>	<p>On-going work for DETR, LGA and Housing Corporation.</p>
<p>3. Social landlords must recognise that housing management problems often do not have simple housing management solutions. They must develop links to deliver joined-up solutions with other service providers and community organisations operating in their area.</p> <p>Local authorities and RSLs should, as part of Best Value, embrace a corporate approach to housing management, bringing in non-housing departments and other organisations.</p> <p>a. Yes. b. DETR and Housing Corporation. c. Cost neutral.</p>	<p>On-going.</p>	<p>Cross-cutting links are already encouraged through the Beacon Council scheme.</p> <p>The Best Value Housing Framework, published in January 2000, and the HIP 2000 guidance, published in April 2000, contain robust messages about the need for local authorities to take a corporate approach, to look across and beyond traditional service boundaries, and work in partnership with others in the public/private/voluntary sectors to deliver effective housing services and in tackling cross-cutting issues. The issue of a corporate approach to housing management has already been included in Housing Corporation Best Value guidance. In November 2000 the Corporation published further developments to the original guidance for RSLs.</p>	<p>DETR will be evaluating information from the 2000 HIP round in early 2001.</p>

<p>4. Good, on-the-spot housing management must be supported through financial mechanisms.</p> <p>4i. DETR should review periodically Department of the Environment (DOE) Circular 8/95 on the Housing Revenue Account (HRA) to ensure that it continues to allow local authorities sufficient flexibility to fund activities beyond those such as rent collection and repairs traditionally associated with housing management, as the housing management agenda changes.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>On-going.</p>	<p>Circular 8/95 on the HRA was reviewed by DETR in 1999. It was felt that the current guidance did not need to be revised at present as it already allowed sufficient flexibility.</p>	<p>To be kept under review by DETR.</p>
<p>4ii. Local authorities should, in consultation with their tenants, prioritise the use of resources within the HRA, and where intensive management extends beyond the role envisaged in 8/95, ensure that other parts of the authority make the appropriate financial contribution.</p> <p>a. Yes. b. DETR and LGA. c. Cost neutral.</p>	<p>On-going.</p>	<p>The HIP process already enables this to happen.</p>	<p>DETR will consider this further, in the light of the research covered in recommendation 1i.</p>
<p>4iii. RSLs should consider devoting more of their resources to assist them manage their stock in deprived areas.</p> <p>a. Yes. b. DETR and Housing Corporation. c. Cost neutral.</p>	<p>On-going.</p>	<p>There are several innovative good practice projects underway looking at various initiatives, including neighbourhood warden-type services.</p>	<p>Housing Corporation projects will produce good practice guidance for RSLs (see recommendation 2i).</p> <p>This will also be reviewed through both Best Value and the lead regulation process, which involves continuous monitoring of larger RSLs by the Corporation's regional staff. This ensures that RSLs receive feedback on their Best Value proposals from regulators who are familiar with their operational and organisational approach.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>4iv. The Government should ensure that Supporting People policy is implemented in a way that contributes to enabling housing managers and housing authorities to work in partnership with other agencies to turn around deprived estates.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>On-going.</p>	<p>A Supporting People HRA Group was established in late 1999, to work through the detail of the interface between funding for support services and funding for housing management. Meetings were held in December 1999, February 2000 and June 2000. An initial consultation exercise on a full initiative was launched by Nick Raynsford on 17 May 2000. A seminar on black and minority ethnic (BME) issues was held on 26 July 2000.</p>	<p>On-going work for DETR. Full implementation of the Supporting People programme is planned for 2003.</p>
<p>4v. DETR should consider unfreezing the management element of the management and maintenance allowance, and whether management allowances should be set for each local authority according to the intensity of the housing management task in their area.</p> <p>a. Yes. b. DETR. c. An announcement was made in December 1999 of an extra £21m for housing management in 2000–01. The 2000 Spending Review confirmed that this additional £21m will remain for 2001–02. There will then be increases of 2% per dwelling in real terms for both 2002–03 and 2003–04, equivalent to cash increases of some £45m and £80m respectively, compared with 2001–02. In addition, the provision for maintenance increases by £67m in 2001–02, and the amount per dwelling will be uprated in line with inflation over the following two years.</p>	<p>The management element of the management and maintenance allowance has been unfrozen.</p>	<p>The management allowance already includes a proxy for the intensity of housing management in an area. So far research has not found a better alternative and further work is needed to establish whether there is a more direct way of reflecting problems of social exclusion.</p>	<p>On-going consideration by DETR of the way in which allowances are calculated.</p>

<p>4vi. DETR and the Housing Corporation should examine the potential for revising the regulatory framework for RSLs to enable and encourage relevant landlords to lever in additional resources to enhance the housing management service in deprived areas.</p> <p>a. Yes. b. DETR and Housing Corporation. c. Cost neutral.</p>	<p>On-going.</p>	<p>DETR has issued a Statutory Instrument (The Social Landlords (Additional Purposes or Objects) (no. 2) Order 1999 (no. 1206)), dated 1 July 1999, which enables RSLs to engage in regeneration activities, and provide services and amenities to people who are not resident in their properties. The Housing Corporation has made advice available to RSLs on financial criteria for Community Training and Enabling Grants, to promote the idea of matching funding or additional resources from other funders.</p> <p>New policy on <i>Regulating a Diverse Sector</i> was published in May 2000 in response to the increasingly diverse activities undertaken by RSLs, including activities which take forward work on social inclusion and regeneration. The policy recognises that activities beyond the traditional housing management role may change RSLs' strategy and business direction, which could lead to increased business risks.</p> <p>In recognition of this, the Corporation expects all RSLs to have a formally approved framework for managing risk for all their activities, to ensure that they are in the very best position to provide good and responsive services to tenants, and to attract new investment. This requirement will be reinforced in the revised performance standards, the timescale for which is outlined in recommendation 1vii.</p>	<p>A Housing Corporation Circular, following up the new policy on <i>Regulating a Diverse Sector</i>, will follow. The policy will be reviewed after 12 months.</p>
<p>5. Good practice on housing management must be made available to housing managers.</p> <p>5i. DETR (working with the Housing Corporation and others) should by the end of 1999, review existing good practice on housing management and on its role in neighbourhood renewal. The objective is to provide an index of what is available for both local authorities and RSLs, and to provide a guide for good housing management in deprived areas.</p> <p>a. Yes. b. DETR. c. £50,000 has been earmarked from DETR's research programme.</p>	<p>The review is included in DETR's research programme for 2000–01, and will cover both local authorities and RSLs.</p>	<p>Research commissioned by DETR on <i>Regeneration That Lasts</i> was published on 1 February 2000. A good practice website is being developed.</p> <p>The Housing Corporation promotes Innovative Good Practice (IGP) research through an IGP website – which allows access to over 1,000 projects.</p> <p>The Housing Corporation is currently looking to examine individual and groups of projects so that RSLs, the Housing Corporation and others can see key good practice. Work will be on-going throughout 2000–01.</p>	<p>Further research will be commissioned in early 2001 to evaluate what good practice on housing management is available, where there are gaps etc.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>Sii. DETR should consider the value of supporting the system of electronic knowledge management (Housemark) being developed jointly by the Chartered Institute of Housing (CIH) and Arthur Andersen, and supported by the LGA, to assist and support housing officers in the field.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>The Housemark trial began in DETR in August 2000.</p>	<p>DETR Ministers have agreed to a six-month trial of Housemark by DETR and one of the Government Offices (GOs). This will enable DETR to evaluate its utility by spring 2001.</p>	<p>Evaluation will take place after the six-month trial.</p>
<p>Siii. DETR (and the Housing Corporation) should review whether allocations policy and guidance provide local authorities and RSLs with the flexibility to encourage and support sustainable communities whilst continuing to meet the requirements of those in housing need.</p> <p>a. Yes. b. DETR and Housing Corporation. c. Cost neutral.</p>	<p>The Housing Green Paper published on 4 April 2000 gave a commitment to reform lettings policy.</p> <p>Consultation on further proposals ended on 31 July 2000. DETR published its Housing Policy Statement in December 2000.</p>	<p>The Homelessness and Allocations Sounding Board was set up by DETR in October 1999. It includes key players, such as the Housing Corporation, LGA and Shelter.</p> <p>The Housing Corporation is reviewing its Performance Standards in the light of interest from several RSLs in developing choice-based systems.</p> <p>Addendum 4 to the Housing Corporation Performance Standards fleshed out lettings policy, giving specific guidance to RSLs to maximise opportunities for social cohesion, and contribute towards community stability and regeneration. The Housing Corporation's response to the National Strategy framework consultation highlighted the use of starter tenancies as part of an RSL's strategy for dealing with anti-social behaviour. This policy is under review by the Corporation to ensure that policy meets local and regional requirements in terms of sustainability.</p> <p>DETR's Housing Policy Statement contained proposals on reforming lettings policy. These proposals are being taken forward in the Homes Bill, introduced into Parliament in December 2000.</p>	<p>DETR will issue guidance on the provisions of the Homes Bill in 2001.</p>

<p>Siv. The Housing Corporation should widely publicise the good practice advice on housing management that has emerged from the IGP programme. In particular the Corporation should use its website to disseminate good practice in this area.</p> <p>a. Yes. b. DETR and Housing Corporation. c. Cost neutral.</p>	<p>On-going.</p>	<p>See recommendations 2i and 5i.</p> <p>The Housing Corporation also produces good practice guidance and shorter 'insight guides' on various IGP projects.</p>	<p>On-going work for DETR and the Housing Corporation.</p>
<p>6. Training and professional standards must be raised to enable housing managers to meet new challenges.</p> <p>6i. Key Potential UK (the National Training Organisation for the public and private rented housing sector), in drawing up its strategy for housing education and training, should identify the training needs of both housing professionals and tenants, and ensure that housing education and training is accessible and appropriate for the needs identified in the PAT 5 report; in particular the skills required for multi-agency working and for ensuring services are accessible to all.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>On-going.</p>	<p>Work is underway. DETR has participated in focus groups chaired by CIH, to establish training needs to feed in PAT 5's views. CIH has completed a research project with Key Potential (now known as Housing Potential UK) that will underpin a review of CIH's professional qualification, and certificate course programme.</p> <p>DETR met Housing Potential UK in September 2000 to discuss this further. Housing Potential UK is developing a new business plan and a website to facilitate access by housing providers to a database of training available from both major and smaller organisations. The website will be launched in January 2001. Following a joint review between CIH and Housing Potential UK, a new specification is being developed and will be available from summer 2001.</p>	<p>On-going work for DETR and Housing Potential UK.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>6ii. CIH should review its professional qualifications to identify any areas where the skills identified in the report as essential for a housing manager on a deprived estate are not covered (including a review of its professional qualification).</p> <p>a. Yes. b. DETR and CIH. c. Cost neutral.</p>	<p>On-going.</p>	<p>DETR is in discussion with CIH, which has already developed a certificate in sustainable communities for housing workers and others.</p> <p>CIH is currently reviewing all certificate qualifications and will be introducing much more emphasis on inter-agency working and the social exclusion agenda. Proposals were submitted to the Qualifications and Curriculum Authority in September 2000. CIH introduced a new foundation programme for the postgraduate route through the professional qualification from September 2000. It is also reviewing the Test of Professional Practice to provide opportunities for students to gain structured experience to develop PAT 5 related skills. This will be ready for the next intake of students in 2001.</p> <p>CIH is also involved with the Steering Group overseeing the review of National Vocational Qualifications (NVQs) and Scottish Vocational Qualifications (SVQs) in Housing and Special Needs Housing. The review is under the remit of Housing Potential UK and has encompassed neighbourhood management, inter-agency working, community regeneration etc. The new NVQ/SVQ will be available from June 2001.</p>	<p>On-going work for DETR and the CIH.</p>
<p>6iii. CIH should consider how, through its programmes, it can improve and widen access routes for tenants and other types of community activist to become skilled so as to take up employment as housing managers.</p> <p>a. Yes. b. CIH. c. Cost neutral.</p>	<p>On-going.</p>	<p>CIH is looking at the relationship between the Institute and tenant membership, and looking at possible development of an accreditation framework which would provide recognition for all forms of tenant training.</p>	<p>On-going work for CIH.</p>

6iv. Local authorities and RSLs should increase their staff uptake of professional qualifications and training.

- a. Yes.
- b. DETR, Housing Corporation and LGA.
- c. Not known.

On-going.

DETR is discussing this with LGA and Housing Corporation. The Corporation collects data on professional qualifications of RSL staff through regulatory returns. The Corporation's Performance Standards also encourage training and development.

The Housing Corporation is funding an Innovation and Good Practice project to look at the feasibility of developing an MBA for RSL executives. It is expected to be complete by January 2001.

The LGA Task Group report *Vision into Reality* has highlighted the implications of neighbourhood renewal work for housing management training requirements. It emphasises the requirement for a different type of skilling, based less on technical needs than on interpersonal skills.

On-going work for DETR, Housing Corporation and LGA.

6v. Regulatory bodies such as Housing Corporation should consider, in conjunction with Housing Potential UK, ways of monitoring and evaluating take up of training.

- a. Yes.
- b. DETR and Housing Corporation.
- c. Cost neutral.

On-going.

This will be considered during the review of the Housing Corporation Performance Standards scheduled for 2000–01 (see recommendation 1vii). A regulatory code will be issued in 2001 for consultation.

The Housing Corporation would suggest, however, as opposed to evaluating training as part of a review of performance standards, that they will encourage RSLs to become learning organisations. As such they will, in this context, initiate a range of opportunities such as secondments to the Housing Corporation in order to enable RSLs to be properly equipped in this area.

On-going work for DETR and Housing Corporation.

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>7. Local authorities and RSLs must tackle social exclusion suffered by BME communities through a change of culture in core housing management to ensure the process is inclusive.</p> <p>7i. Local authorities and RSLs should adopt and implement corporately a written policy on racial equality for their housing management service which reflects the Commission for Racial Equality's (CRE's) Race Relations Code of Practice and the National Housing Federation's Equality Code.</p> <p>a. Yes.</p> <p>b. DETR, Housing Corporation and LGA.</p> <p>c. Cost neutral.</p>	<p>On-going.</p>	<p>The HIP guidance to local authorities, issued by DETR in April 2000, stresses the importance of full consideration of BME housing needs in the development of housing strategies (see recommendation 1ii, for the timetable of evaluation of the 2000 strategies). A Best Value performance indicator will identify how far local authorities are responding to the CRE's standards for local government in all services, including housing.</p> <p>DETR, the Housing Corporation and others are funding the development of RaceactionNet which will be launched in 2001 to provide online advice to practitioners, e.g. local authorities, RSLs, the police etc. on dealing with racial incidents. The Housing Corporation is evaluating RSLs' BME strategies which will feed into the current review of Performance Standards.</p> <p>On 19 October 2000 CIH, Federation of Black Housing Organisations and Housing Corporation jointly published good practice guidance on BME Housing Strategies for local authorities and RSLs. This has been warmly endorsed by DETR Ministers.</p> <p>Advice is already included in Housing Corporation Performance Standards and it carries out a baseline survey and research work every two years to evaluate BME policy. A major evaluation of the Housing Corporation's BME policy will take place in 2003–04. Meanwhile regular progress reports are produced, the latest one in July 2000.</p>	<p>On-going work for DETR, the Housing Corporation, LGA and Housing Inspectorate. This will be evaluated annually by the HIP process, and via the Best Value system.</p> <p>The Corporation commissioned de Montfort University to produce a toolkit for RSLs to help them monitor their success in delivering services to BME communities. Eight RSLs are using the toolkit to pilot race equality audits.</p> <p>Early in 2001 LGA will be publishing, jointly with CRE, a guide to the Race Relations (Amendment) Act 2000 and will be holding a joint conference with the CRE in March 2001. The LGA will also be involved in a CRE working group which will feed into the development of CRE codes of practice in specific service areas.</p> <p>In July 2001, the LGA will be jointly sponsoring with bodies including the Federation of Black Housing Organisations, a conference on race and housing issues.</p>

<p>7ii. Local authorities and RSLs should ensure that all staff delivering the housing management service are trained to provide an appropriate and informed response to all service users without discrimination.</p> <p>a. Yes. b. DETR, Housing Corporation and LGA. c. Cost neutral.</p>	On-going.	<p>Salford University research, commissioned by the Housing Corporation into the career opportunities for BME staff, was published in July 2000 in the form of Insight 43 – <i>A question of Diversity: BME strategy in the RSL sector</i>. The findings will be incorporated within the Housing Corporation’s priorities for taking forward the BME Housing Policy. The report has been circulated to RSLs and the recommendations will also be considered within the Housing Corporation’s review of Performance Standards currently underway.</p> <p>See also recommendations 6i–6v and 7i.</p>	<p>On-going work for Housing Corporation, DETR, LGA and the Housing Inspectorate.</p> <p>In July 2001, the LGA will be jointly sponsoring with bodies including the Federation of Black Housing Organisations, a conference on race and housing issues.</p>
<p>7iii. Local authorities and RSLs should ensure that the staff make-up reflects as far as possible the ethnic balance of the local community. They should undertake positive action towards agencies such as Positive Action Training in Housing (PATH) to enable BME people to compete on equal terms with others for employment opportunities in housing.</p> <p>a. Yes. b. DETR, Housing Corporation and LGA. c. Cost neutral.</p>	On-going.	<p>See recommendation 7ii. From April 2000 the Housing Corporation’s Regulatory and Statistical return requires RSLs to provide data on BME staff recruitment and development. This will be monitored through research and by working with the RSLs to set targets locally.</p> <p>For local authorities see recommendation 7i.</p>	On-going work for DETR, Housing Corporation and LGA.
<p>7iv. Local authorities and RSLs should provide literature about the housing and other services in their area in a range of appropriate languages and undertake regular ethnic monitoring.</p> <p>a. Yes. b. DETR, Housing Corporation and LGA. c. Cost neutral.</p>	On-going.	<p>See recommendations 7i–iii. DETR is keeping in touch with professional bodies. This is covered by Housing Corporation Performance Standards and BME policy.</p> <p>DETR already provides public information on a variety of housing issues in a range of minority languages. Many leaflets are free of charge. The revised Council Tenant’s Charter was published on 24 October 2000 in five languages.</p>	On-going work for DETR, Housing Corporation and LGA.
<p>8. The work of PAT 5 should feed into that of other various PATs.</p> <p>a. Yes. b. Reflected as need be in other PAT tables. c. Not applicable.</p>	—	—	—

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>	On-going.	<p>The PAT has met several times since publication of the report in April 1999, most recently on 9 June 2000. A further meeting is planned to coincide with publication of the National Strategy Action Plan and research on on-the-spot housing management and the Housing Policy Statement published in December 2000.</p>	<p>The next meeting will be held after publication of the National Strategy Action Plan.</p>
<p>9. PAT 5 should reconvene at regular intervals to assess progress against the recommendations.</p> <p>PAT 5 should meet after the publication of the report to consider what form of consultation/dissemination process might be appropriate to inform the further development of the neighbourhood renewal strategy.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>			

PAT 6: Neighbourhood Wardens

Foreword by Charles Clarke MP
Minister of State, Home Office

Neighbourhood wardens offer a promising approach to promoting community safety and improving the quality of life in our most deprived neighbourhoods. Evaluation of existing schemes has shown they can help tackle the threats that undermine a community's confidence, and so can contribute to a reduction in both crime and the fear of crime. Neighbourhood warden schemes cover a broad range of activities. In Sedgefield there are uniformed patrols, in Tower Hamlets the Peabody Trust Scheme sees neighbourhood wardens as super-caretakers, and the Swansea Estate scheme involves neighbourhood wardens in community development work. Overall, neighbourhood warden schemes can have a positive impact on residents' sense of well-being, and so have a critical role to play in neighbourhood renewal.



In May 2000 a cross-Government Neighbourhood Wardens Unit (NWU) was set up in the Department of the Environment, Transport and the Regions (DETR) to take forward the development of neighbourhood warden schemes, as recommended by the PAT. It is jointly funded by my department and DETR, and is staffed by officials from both departments and by people from outside Whitehall.

The Unit's work is guided by an Advisory Group that has drawn together key stakeholders such as the police, local authorities, housing groups and practitioners with experience of warden schemes. A Warden Practitioners Group, which includes a member of the PAT, has also been established to help with the identification of good practice and offer support to new warden schemes. Some guidance has already been issued.

Deployment of well-trained wardens can help stop the spiral of decline in many communities. Super-caretaker and patroller wardens can help with fast-tracking local service provision, increasing on-the-spot delivery, particularly in housing management. Wardens' official presence in neighbourhoods can help tackle anti-social behaviour: wardens may act as professional witnesses, gathering evidence for Anti-Social Behaviour Orders under the Crime and Disorder Act. And some warden schemes are already linked to the New Deal, providing jobs and training for the long-term unemployed. It is these sorts of ideas that we want to test out further through our neighbourhood warden programme, because they appear to have enormous potential for providing the step-change needed to reverse and prevent the spiral of neighbourhood decline.

We have made £18.5 million available from 2000 to 2004 to fund existing schemes and help set up new ones. A core function of the NWU is to oversee this programme, and we have already approved 50 schemes that will receive £7.5 million over the next three years. Another 42 warden schemes are still under consideration, and more grants will be allocated early in 2001. These pilot warden schemes will be carefully monitored to ensure that targets set in their Implementation Plans are met. They will also be evaluated independently and the lessons learnt disseminated widely to ensure that the knowledge and know-how gained from the pilots is shared.

A key to the success of neighbourhood warden schemes is that they reflect the community that they serve. It is clear that we can only develop effective and sustainable solutions to the problems of our most deprived neighbourhoods by taking into account the problems and circumstances of everyone in the community. Employment of minority ethnic wardens will be strongly encouraged. Tackling racial

harassment will also be central to all warden schemes. Wardens can have a positive impact on levels of racial harassment in neighbourhoods and this will be subject to evaluation at a later stage.

The NWU is developing good practice guidance that will include advice on accredited training for wardens and their managers. Provision of relevant accredited training, coupled with careful management and support, should help allay concerns expressed during the consultation on the National Strategy framework that wardens will be inadequately trained or ill-prepared for their role. This guidance will help warden managers to run high-quality schemes that complement services provided by the police and local authorities. This complementarity is key – if neighbourhood wardens are to be successful, they should not replace or duplicate the work of others. All schemes funded by the neighbourhood wardens grant programme have been endorsed by the local police.

The NWU is promoting the concept of wardens linked to wider urban renewal and is highlighting best practice and innovation from both the UK and abroad. An extensive programme of conferences and training events has been planned for the next two years to disseminate this valuable knowledge about 'what works'. The first conference, in November 2000, highlighted international neighbourhood warden initiatives.

We see great potential in neighbourhood wardens and the impact they can have on reviving and restoring our most deprived neighbourhoods and helping them to be places where people choose to live. With 50 new schemes up and running by the end of 2000, people should start to see the benefits straightaway.

This activity demonstrates the Government's commitment to implementing the recommendations made by the PAT. I look forward to seeing the achievements of warden initiatives as they roll out over the next 12 months.



Charles Clarke MP
Minister of State, Home Office

PAT 6: NEIGHBOURHOOD WARDENS

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>1. The role of wardens should be to complement other services provided by local agencies, not to supplant them.</p> <p>a. Yes. b. Department of the Environment, Transport and the Regions (DETR). c. Cost neutral.</p>	On-going from November 2000.	This recommendation was implemented when warden schemes funded by the Neighbourhood Wardens Unit (NWU) became operational in November 2000.	NWU and Government Office (GO) staff will check that services are complementary when local progress monitoring visits are undertaken. These visits started in December 2000 and will take place after the first three months and six monthly thereafter.
<p>2. Neighbourhood wardens should not be given any police powers to fulfil their functions (though they will have citizens' powers of arrest) and should not be trained in areas such as restraint techniques.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	On-going from November 2000.	This has been implemented in warden schemes funded by the New Deal for Communities (NDC) and in NWU-funded schemes which started in November 2000.	Wardens' powers and their work complementing the work of the police will be a compulsory element of warden induction training programmes. Monitoring visits to schemes will check that this has happened.
<p>3. The management structure should provide for clear lines of accountability.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	This is an essential part of the Implementation Plans which were finalised in October 2000.	The NWU issued guidance on management structures in September 2000.	Technical support will be offered to all schemes at implementation stage.
<p>4. Schemes should be consistent with the Fundamental Principles drawn up by the Association of Chief Police Officers. In particular, funding must not be drawn from police budgets.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	The bidding guidance for schemes issued in April 2000 emphasised the importance of wardens complementing police activities and not drawing funding from police budgets.	Schemes will only be funded if they have adhered to police principles relating to wardens' roles and funding sources. This is reflected in the Implementation Plans.	The NWU's Scheme Implementation Plans will only be agreed by the GOs if they confirm observation of police principles.

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>5. Partners must consider carefully at the outset what the root causes of local problems are, whether a neighbourhood warden scheme can provide the whole or part of the solution, and, if so, what form that scheme should take. An option appraisal should be carried out. Links to Crime and Disorder Reduction Partnerships (CDRPs) and their work should be made wherever possible.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>The first NWU grants round closed on 7 July 2000. The bidding prospectus urged links with local Crime and Disorder Strategies to be made. Fifty schemes were announced by Ministers on 18 September 2000.</p>	<p>Schemes had to provide details of crime problem analysis in their bids (sent to the NWU by 7 July 2000), demonstrating how wardens would form part of a solution to crime and quality-of-life problems.</p>	<p>The importance of problem analysis will continue to be emphasised in the next round of funding.</p>
<p>6. Tackling racial harassment should be considered as one of the possible objectives of all warden schemes. CDRPs, local authorities and housing associations should recognise the positive impact warden schemes can have in tackling racial harassment in particular areas, and act to ensure the potential of these schemes is realised – through the training given to wardens, through minority ethnic participation in developing schemes, and through employing wardens from minority ethnic backgrounds.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>On-going from November 2000.</p>	<p>This recommendation was implemented when warden schemes became operational in November 2000. Several good bids are from areas with high minority ethnic populations, where recruitment of scheme managers and wardens will reflect the ethnic diversity and tackling racial harassment will be key. The NWU will monitor developments.</p>	<p>Training for scheme managers will give guidance on wardens' roles in tackling racial harassment. Independent evaluation will examine methods of tackling racial harassment within warden schemes (see recommendation 16). The NWU will also circulate good practice.</p>
<p>7. The support of local people must be engaged. Sometimes they will provide the spark that leads to a neighbourhood warden scheme being formed. Where this is not the case, it is essential that scheme managers involve residents from the outset and keep them actively involved in all important decisions. This applies particularly to key individuals whose views carry weight with their fellow residents.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>Community consultation and involvement is an essential element in the selection of warden schemes. On-going community involvement is written into Implementation Plans.</p>	<p>All proposals have to reflect how local people will be engaged, and schemes will only be approved if the local community has been consulted. Consultation arrangements are written into Implementation Plans.</p>	<p>Quarterly monitoring visits by NWU and GO staff will assess the level of community involvement as an on-going feature of NWU-funded schemes. Guidance on community involvement will be issued to warden schemes funded through other sources.</p>

<p>8. Wherever possible, schemes should look to reflect the make-up of their communities, particularly in terms of ethnicity.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>This was an essential element of bids for funding from the NWU, which were submitted by 7 July 2000.</p>	<p>This was built into the bidding process and has been implemented in schemes that became operational in November 2000. Implementation Plans contain details of recruitment, including the ethnic make-up of schemes.</p>	<p>Independent evaluation (see recommendation 16) will examine levels of minority ethnic involvement in funded schemes. Schemes will be required to comment on ethnic minorities' involvement as part of their quarterly progress reports to the NWU.</p>
<p>9. Schemes should have links with as many relevant local partners as possible. Local authority and police support is particularly vital, given their statutory duties and ability to aid with sanctions. But other agencies are also important (they will vary depending on the scheme) and links should be established with them.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>Partnership arrangements were scrutinised in NWU scheme bids submitted by 7 July 2000. Only warden schemes with clear partnership links were approved in September 2000.</p>	<p>This was built into the NWU scheme bidding process that closed on 7 July 2000.</p>	<p>Monitoring visits by NWU and GO staff will check that partnership arrangements are on-going and not just part of a scheme proposal.</p> <p>If schemes encounter difficulties relating to partnership arrangements, assistance will be provided by the NWU or GOs.</p>
<p>10. Every partner should ensure there is effective communication with all the other partners involved, and between wardens and supervisors. Managers of neighbourhood warden schemes should draw up a protocol for this purpose.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>Protocols and partnership arrangements are built into Implementation Plans.</p>	<p>This was implemented when the NWU and GOs approved Implementation Plans in October 2000.</p>	<p>Protocol issues were emphasised as an essential part of Implementation Plans and the NWU will provide training for neighbourhood warden scheme managers as well as wardens.</p>
<p>11. Wardens in schemes which have a high patrolling and crime prevention element should have a uniform which clearly distinguishes them and which is clearly distinguishable from that of the police (and other official uniforms).</p> <p>a. Yes. b. DETR. c. The logo design has been funded from the NWU's publicity budget.</p>	<p>All NWU-funded schemes had to provide details of uniforms in their project proposals submitted by 7 July 2000.</p>	<p>This was implemented when NWU-funded schemes became operational in November 2000.</p>	<p>A neighbourhood wardens logo has been designed and NWU-funded schemes will be encouraged to use this logo on their uniforms.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>12. Wardens must be properly trained for the roles they are asked to perform. This applies whether or not the gaining of a qualification by wardens is a specified objective of the scheme.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>A Training Guide was issued by the NWU in October 2000.</p>	<p>This was implemented when NWU-funded schemes became operational. Training plans will be a key element of project delivery plans. An NWU Training Working Group was set up in June 2000 to look specifically at training needs.</p>	<p>A new National Vocational Qualification (NVQ) for wardens may need to be commissioned. Advice on training will be given to new and existing warden schemes by the NWU.</p>
<p>13. Schemes should consider how they can benefit the whole community – including hard-to-reach groups. Clear objectives should be set on how this is to be achieved. Wherever possible, the wardens should reflect the diversity of the communities in which they operate.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>This is reflected in the Implementation Plans that were agreed in October 2000.</p>	<p>This was implemented when schemes became operational in November 2000.</p>	<p>NWU and GO staff will monitor this when they visit warden schemes. And this will be reported on by warden schemes in their progress reports to the NWU.</p>
<p>14. All organisers of neighbourhood warden schemes must be conversant with the terms of the Human Rights Act 1998.</p> <p>a. Yes. b. DETR. c. Factsheets have been funded from the NWU programme support budget.</p>	<p>A factsheet on the Human Rights Act was issued to NWU-funded warden schemes in October 2000, prior to the schemes becoming operational.</p>	<p>Warden managers of NWU-funded schemes will be urged to consider the implications of the Human Rights Act 1998. The importance of this legislation was highlighted in the Implementation Plan Guidance Notes issued to schemes in October 2000.</p>	<p>Any Human Rights Act issues that emerge at the operational stage will be circulated to all neighbourhood warden schemes. Further guidance and good practice will then be given by the NWU to all schemes, as appropriate.</p>

<p>15. The guidance being drawn up for the next round of the Single Regeneration Budget Challenge Fund should be reviewed by DETR so as to highlight neighbourhood warden schemes as initiatives which could be suitable for funding. Staff managing the second NDC round should be made aware of the key findings of this report and of the potential of warden schemes as regeneration initiatives.</p> <p>a. Yes, in principle. b. DETR. c. Cost neutral.</p>	<p>Neighbourhood wardens factsheets were circulated in October 2000 to all warden schemes – not just to those funded by the NWU.</p>	<p>This has been implemented for schemes funded by the NDC.</p> <p>The NWU will continue to liaise closely with RDAs in guiding regeneration funds towards Neighbourhood Warden Schemes as appropriate, and ensuring their knowledge of best practice and guidance is shared with them.</p>	<p>The NWU will create a database of warden schemes funded from all sources, so that new information can be circulated.</p> <p>Information on schemes will be publicised via a quarterly newsletter and regional practitioner networks.</p>
<p>16. Any funding from central Government for warden schemes – whether existing or potential – should build in some money for evaluation purposes. Where appropriate, this evaluation could be in conjunction with the local CDRP.</p> <p>a. Yes. b. DETR. c. At least 5% of the original NWU grant budget of £13.5m will be used to fund independent evaluation.</p>	<p>A contract for independent evaluation of all warden schemes was let in October 2000. The final evaluation report should be published by June 2003.</p>	<p>The NWU approved warden schemes’ monitoring and evaluation arrangements as part of agreeing their Implementation Plans.</p>	<p>An Evaluation Steering Group will oversee the evaluation contract.</p>
<p>17. Any funding from central Government, whether pump-priming or otherwise, must look at the sustainability of warden schemes and consider how the scheme might be able to link into mainstream funding.</p> <p>a. Yes. b. DETR. c. Included in the original NWU grant budget of £13.5m. An additional £5m is also available.</p>	<p>The sustainability of warden schemes was assessed at warden proposal stage in July 2000.</p>	<p>Implementation Plans contain more information about linking into mainstream local authority or Registered Social Landlord funding.</p>	<p>Information about different sources of mainstream funding will be shared with schemes at regional meetings.</p>
<p>18. PAT 4: Neighbourhood Management should consider how various sources of funding might be brought together so that they become more accessible to local communities seeking to tap into them.</p> <p>a. Yes. b. DETR (Neighbourhood Renewal Unit (NRU)) and Home Office (HO) (Active Community Unit (ACU)). c. Cost neutral.</p>	<p>On-going.</p>	<p>DETR is a member of an ACU-led inter-departmental group on resourcing community capacity building. This recommendation is being considered by that group (see PAT 9: Community Self-Help).</p>	<p>No further specific action is necessary in relation to PAT 6. This is an issue for ACU and the NRU.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>19. HO, DETR and Department for Education and Employment (DfEE) should examine the scope for pump-priming funding for specific warden schemes which seek to address racial harassment and/or seek to promote the involvement of minority ethnic participants in the scheme.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>The importance of wardens in tackling racial harassment was a key element in the bidding guidance issued in April 2000. It also emphasised that recruitment of wardens should reflect the diversity of the community where the scheme would operate.</p>	<p>This was implemented at scheme approval stage and reinforced by Implementation Plans.</p>	<p>An in-depth case study evaluation of schemes tackling racial harassment and schemes that have promoted minority ethnic involvement will form part of the independent evaluation contract (see recommendation 16). Good practice will be circulated to all warden schemes.</p>
<p>20. PAT 6 acknowledges the conclusion of PAT 5: Housing Management that good, on-the-spot housing management – which may include neighbourhood warden schemes – must be supported through financial means. It supports their recommendation that DETR should consider unfreezing the management element of the management and maintenance allowance for local authorities; and, together with the Housing Corporation, examine the potential for enabling landlords to lever in additional resources to enhance the housing management service in deprived areas.</p> <p>a. Yes. b. DETR. c. See PAT 5: Housing Management.</p>	<p>See PAT 5: Housing Management.</p>	<p>See PAT 5: Housing Management.</p>	<p>The NWU will continue to liaise with officials in DETR implementing the PAT 5: Housing Management report so that the implications of the 2% rise in management allowances announced in the Spending Review can be highlighted for neighbourhood warden scheme managers.</p>
<p>21. HO should consider, with other departments as appropriate, whether the Positive Action Training in Housing scheme can be used as a model for providing training and employment for young people from minority ethnic backgrounds.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>An NWU Training Working Group produced warden training recommendations in October 2000.</p>	<p>The Training Working Group has been reviewing training options. An induction training booklet was circulated in November 2000.</p>	<p>The NWU, GOs, and independent evaluators will monitor the numbers of young minority ethnic wardens that are trained (see recommendation 16).</p>

<p>22. DfEE should ensure staff managing the New Deal scheme are encouraged to make use of the scope offered by neighbourhood warden schemes as providers of jobs and training for the long-term unemployed. To help in this process, people running warden schemes should also ensure they give details of the scheme to Employment Service staff, through the local Job Centre. New Deal should also be seen as a basis for the recruitment of wardens, rather than a short-term option before a New Dealer finds employment elsewhere.</p> <p>a. Yes. b. DETR and DfEE. c. Cost neutral.</p>	<p>Links with the New Deal were highlighted in the bidding guidance issued in April 2000. The NWU issued warden factsheets, including on New Deal options, in October 2000. A further series of good practice factsheets will be available by March 2001 and will feature promising New Deal warden schemes.</p>	<p>Links with the New Deal form a key part of the bidding process for warden schemes.</p> <p>More guidance on New Deal recruitment options were provided to schemes when Implementation Plans were completed in October 2000.</p>	<p>Schemes will be required to report on the numbers of New Deal trainees operating as wardens. The independent evaluation will examine the effectiveness of the New Deal as a recruitment vehicle for wardens (see recommendation 16).</p>
<p>23. HO should ensure local CDRPs are aware of the potential of the key points in this report and the potential of warden schemes to contribute to implementing their strategies.</p> <p>a. Yes. b. DETR and HO. c. Cost neutral.</p>	<p>On-going.</p>	<p>Wardens awareness training seminars are being held until March 2001 and will be publicised to all CDRPs.</p>	<p>All NWU training, advice and guidance materials will be circulated to CDRPs in England and Wales.</p>
<p>24. HO, in conjunction with DETR, should: commission the outline of a training package; encourage warden schemes to develop guiding principles similar to the guidance published for the Crime and Disorder Act; and produce a good practice guide for neighbourhood wardens. This work would be overseen by a steering group with representatives from a range of bodies.</p> <p>a. Yes. b. DETR. c. Funded from the NWU programme support budget.</p>	<p>A Training Working Group was set up in June 2000. Its recommendations and a Training Guidance Booklet were published in October 2000. A further Training Good Practice Guide will be circulated by March 2001. Core modules for warden training, which include diversity and cultural awareness, must form part of Implementation Plans.</p>	<p>This was implemented when schemes became operational in November 2000.</p>	<p>If the Training Working Group identifies the need for an NVQ for wardens, it will need to be commissioned by the NWU.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>25. HO (involving DETR where necessary) should undertake focused evaluation of neighbourhood warden schemes during 1999–2000. The research should: incorporate cost-effectiveness or cost-benefit analysis; look at a wide range of measures of success; draw lessons from schemes which involve minority ethnic communities and/or have an aim of tackling racial harassment; assess trends over time; include resident feedback; look critically at the input of partners; assess levels of displacement of criminal and anti-social behaviour; and identify whether other initiatives could have affected the effectiveness of a given scheme.</p> <p>a. Yes. b. HO. c. £104,000 to evaluate eight warden schemes.</p>	<p>HO has funded an independent evaluation of eight warden schemes. An interim report was published in June 2000 and the final report was completed in November 2000. HO also published an overview of warden schemes in 1999.</p>	<p>Key findings from the HO evaluation were outlined at a neighbourhood warden conference on 17 November 2000.</p>	<p>Liaison between HO and the NWU continues so that evaluation evidence of ‘what works’ is widely circulated.</p>

PAT 7: Unpopular Housing

Foreword by The Rt Hon Hilary Armstrong MP Minister for Local Government and the Regions

Low demand for housing is a growing problem in many of our towns and cities. Recent research¹ found that around 470,000 homes in the social rented sector and 375,000 in the private sector are located in low-demand or unpopular neighbourhoods. This represents 20 per cent of the national social housing stock, and 2.6 per cent of private sector stock (though in the worst districts up to 60–70 per cent of private stock is affected). This problem is not only a waste of valuable resources, it also contributes to the social exclusion and spiral of decline in those communities.



PAT 7 on Unpopular Housing recognised that there are a range of interconnected and complex causes of low demand, and made nearly 40 recommendations for tackling them at national, regional and local level. Since the publication of the report in October 1999, the Government has acted on most of the recommendations. Many have already been fully implemented, and collective implementation of the recommendations will ensure that neighbourhood abandonment is reduced and prevented.

Many of the PAT 7 recommendations were included as proposals for reform in the Housing Green Paper,² published jointly by my department and the Department of Social Security in April 2000. In December 2000 we announced in our Housing Policy Statement³ how these proposals would be taken forward. Actions include the reform of local authority powers to better target help to renovate and improve homes owned by poorer households and in deprived neighbourhoods. And we are reforming the lettings system for social housing to promote more sustainable communities. We have also announced our intention to develop for further consultation proposals to tackle problems associated with bad landlords in low demand areas and proposals on new forms of tenure to give authorities increased flexibility in managing their own stock.

The PAT recognised the need for better links between planning, housing and economic policy at regional, sub-regional and local level. This was seen as vital to avoiding problems of over-supply and situations in which new greenfield developments are competing with older, more unpopular housing in our towns and cities.

In March 2000 we issued revised planning guidance for housing (Planning Policy Guidance 3 – PPG3). This contained several measures in response to the PAT's recommendations, including the possibility of not renewing existing planning permissions. Perhaps the most radical change in PPG3 was in the way authorities assess housing land supply so that it now includes buildings available for conversion. This means empty homes need to be considered as part of the potential supply before greenfield sites are considered.

Both PPG3 and revised guidance on regional planning recognise the importance of housing and planning bodies working together at sub-regional level. This approach will help ensure that authorities take into account the housing demand situation in neighbouring areas when releasing land for new housing provision.

1 *Low Demand Housing and Unpopular Neighbourhoods*, DETR, 2000.

2 *Quality and Choice: a decent home for all*, DETR, 2000.

3 *Quality and Choice: a decent home for all – the way forward*, DETR, 2000.

PAT 7 recognised the leading role that local authorities have in tackling problems of low demand. Many of the recommendations were aimed at encouraging authorities to develop a strong vision for the area and a coherent strategy for tackling low demand and its associated problems. In response, my Department published a package of research reports and guidance in 2000, to help authorities with the use, management and maintenance of their stock.

Perhaps the most important part of the package is the Guide to Good Practice⁵ for local authorities on tackling low demand. This guidance takes forward a series of PAT recommendations on identifying low demand; management responses and more radical responses such as selective demolition. The focus of the guidance is on 'what works' and it offers practical advice on a range of interventions in both the public and private sectors. I hope that local authorities will respond positively to the guidance and take into account the PAT's recommendations when developing their housing strategies.

It is clear that we can only develop effective and sustainable solutions to the problems of our most deprived and unpopular neighbourhoods by taking into account the needs and circumstances of everyone in the community. The PAT recognised that ethnic minorities can often suffer disproportionately from the effects of low demand and unpopular housing. The Good Practice Guide contains advice to authorities on ensuring that the housing needs of minority ethnic residents are properly taken into consideration and that they are fully consulted on proposals for tackling problems of low demand.

Faith communities are a valuable, but too often untapped, resource that can contribute to the regeneration of a local community. In response to a PAT 7 recommendation, the Housing Corporation is funding a pilot project, Faith in the Future, which is being chaired by a former PAT member. The project will help enable the participation of faith communities in the development of their communities and I look forward to the results of the pilot in summer 2001.

Together with the Urban White Paper⁴ the action we are taking provides a comprehensive approach to tackling low demand and revitalising our towns and cities.

We have re-emphasised our commitment in the National Strategy Action Plan by promising a baseline assessment in 2002 of the scale and location of the problem. DETR will monitor the national position with the aim of achieving a turn around in declining demand by 2010.

The problems of low demand will clearly not be solved overnight and it may be some time before the full impact of the PAT's work is felt. The Government is committed to tackling the problems of our most deprived neighbourhoods and the aim, backed up by guidance and good practice that local authorities already have, will help to ensure that we do begin to reverse the trend in low demand for housing, one of the most destructive drivers of neighbourhood abandonment.



Rt Hon Hilary Armstrong MP
Minister for Local Government and the Regions

4 *Our Town and Cities: the future*, DETR, 2000.

5 *Local Housing Needs Assessment: a Guide to Good Practice*, DETR, 2000.

PAT 7: UNPOPULAR HOUSING

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>1. The advice in draft Planning Policy Guidance 11 (PPG11) that Regional Planning Bodies (RPBs) should monitor the implementation at development plan level of the housing requirements set out in Regional Planning Guidance, as approved by the Secretary of State, must be carried out in order to ensure that housing provision targets are not exceeded in regions where there is low demand for housing.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>The revised PPG11 was published in October 2000.</p>	<p>PPG11 has been revised. It includes advice to RPBs on monitoring housing provision, making clear they must examine how the regional housing strategy is being taken forward in Development Plans.</p>	<p>Department of the Environment, Transport and the Regions (DETR) will issue further, more detailed, guidance to RPBs on monitoring the provision of housing through the planning system.</p>
<p>2. The Secretary of State should reinforce his advice in the relevant PPGs to ensure that RPBs link with the Regional Development Agencies (RDAs), and sub-regional groupings of local authorities work together to agree policies and levels of housing provision which better match demand and supply and provide choice whilst avoiding over-provision.</p> <p>6. The progress made since publication of draft PPG11 that RDAs should be stakeholders in the production of draft Regional Planning Guidance must continue. RPBs should formulate plans linking with RDAs in respect of overall household numbers and the appropriate mix of dwellings, and should support a sequential approach to priority area strategies.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>The revised PPG11 was published in October 2000.</p>	<p>The revised PPG11 advises that the RPBs should work with regional stakeholders, including RDAs, Government Offices (GOs) and other housing bodies. It also advises consultation with neighbouring RPBs.</p>	<p>On-going monitoring for DETR.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>3. Draft PPG3 for housing should be revised to recognise that in applying the sequential approach to releasing housing land in plans, local authorities should not limit considerations to alternatives within their own boundaries but should also consider the wider area, particularly the sub-regional level, in areas of low demand in consultation with the GOs.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>PPG3 was published in March 2000.</p>	<p>The revised PPG3, published in March 2000, highlights the importance of planning at sub-regional level and asks planning authorities to avoid greenfield development close to areas with a surplus of existing property. The revised PPG11 also advises that regional planning guidance may need to depart from authorities' administrative boundaries and define sub-regional areas where housing policies or patterns of development may be appropriate.</p>	<p>Action is complete.</p>
<p>4. The advice on non-renewal of outstanding planning permissions in draft PPG3 should be amended to include evidence of changes in demand and supply as reason to review critically all applications to renew planning permissions (in addition to those issues of sustainability already referred to in the guidance).</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>See recommendation 3.</p>	<p>This is included in the revised PPG3.</p>	<p>Action is complete.</p>

<p>5. GOs and Housing Corporation Regional Offices should establish good working relationships with the RDAs to support the vital role played by housing in regeneration and agree funding arrangements in support of prioritised strategies.</p> <p>7. RHSs should play a key role in setting a framework for local housing strategies, integrated with regional development and planning policies. In developing RHSs, GOs and the Housing Corporation should ensure that local housing authorities and a wide range of other local bodies are involved and consulted.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>On-going.</p> <p>The RHSs for 2000 have been published and received in DETR.</p>	<p>DETR holds regular discussions with Regional Directors of the Housing Corporation and GOs on the development of Regional Housing Statements (RHSs) and the need to involve the RDAs is accepted. As a result, all RHSs in 2000 demonstrated they consulted with RDAs and a wider range of stakeholders.</p> <p>Also, Housing Investment Programme (HIP) guidance issued by DETR in April 2000 was revised to ensure local authorities refer to the RHSs when drawing up their local strategies.</p> <p>The national aim to achieve a turn around in declining demand by 2010 should also ensure that local housing strategies are intergrated with regional policies.</p>	<p>DETR will continue monitoring working relationships between the GOs, Housing Corporation and RDAs, and check that future RHSs continue to demonstrate wide consultation.</p> <p>DETR has commissioned Sheffield Hallam University to undertake research on the RHS with the aim of producing good practice guidance to be used for the production of 2001 statements.</p>
<p>8. Local authorities should co-ordinate early inter-agency management and intervention at the initial signs of decline, in an attempt to stabilise the community.</p> <p>10. The intensive housing management services recommended by PAT 5: Housing Management and PAT 6: Neighbourhood Wardens, in particular the use of concierges and neighbourhood wardens, should be considered by local authorities in their strategies to tackle low demand, especially where crime and anti-social behaviour is a factor.</p> <p>31. Intensive housing management, as proposed by PAT 5: Housing Management should be linked to the delivery of other local services to provide a co-ordinated approach to tackling unpopular housing.</p> <p>a. Yes. b. DETR. c. See PAT 5: Housing Management.</p>	<p>A Good Practice Guide on tackling low demand was issued to local authorities in June 2000.</p>	<p>All three recommendations are set out in a DETR Good Practice Guide to local authorities on tackling low demand, published in June 2000. It includes advice on using different management tools and the need for co-ordination with other services.</p> <p>A Good Practice Guide, <i>Regeneration That Lasts</i>, published in 2000, also emphasised the need for multi-agency approaches and the role that housing management can play.</p> <p>See also PAT 5: Housing Management, which explains follow-up to the recommendations on intensive housing management in more detail.</p>	<p>DETR is now looking to local authorities to respond to the guidance and recommendations.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p> <p>9. PAT 8: Anti-Social Behaviour and PAT 4: Neighbourhood Management should consider the specific problems of anti-social behaviour in low-demand areas. This includes looking at organised criminal activity to force residents to leave their properties, and how to deal with crime in areas of abandonment.</p> <p>a. Yes, in principle. b. DETR. c. Cost neutral.</p>	<p>A Good Practice Guide to local authorities was issued in June 2000.</p> <p>The Housing Policy Statement was published in December 2000.</p>	<p>Implemented in so far as both the Good Practice Guide to local authorities on tackling low demand and Heriot-Watt University research into low demand explore the role of crime and anti-social behaviour in low demand areas, and contain examples of inter-agency strategies that have been applied in low-demand neighbourhoods. Both documents were published by DETR in June 2000.</p> <p>The Housing Green Paper, published in April 2000, included proposals to tackle criminal activity in the private rented sector in low demand areas, including the use of discretionary licensing schemes. These proposals were included in the Housing Policy Statement.</p>	<p>DETR intends to develop the proposals in the Housing Policy Statement and will consult on the detail in spring 2001.</p> <p>Links were made with PAT 8: Anti-Social Behaviour and PAT 4: Neighbourhood Management and will be pursued in follow-up work.</p>
<p>11. In drawing up their strategies for tackling areas of unpopular housing, local authorities should consult with and involve black and minority ethnic communities across all tenures.</p> <p>12. Local authorities should focus on creating and sustaining mixed neighbourhoods, and take special measures to make it safe and attractive for minorities to access council housing, while respecting cultural preferences.</p> <p>30. Local authorities should ensure that measures are in place to prevent the lack of choice available to ethnic minorities and vulnerable groups resulting in their concentration in the worst housing.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>A Good Practice Guide was issued in June 2000. Further guidance on needs assessments was published in July 2000.</p>	<p>The Good Practice Guide for local authorities on low demand contains advice on consulting with all members of the community and how to take into account the particular needs of minority communities.</p> <p>New guidance to local authorities on <i>Local Housing Needs Assessments</i>, published by DETR in July 2000, advises authorities on good practice for assessing and taking the needs of minority ethnic groups into account.</p>	<p>Local authorities must now respond to the guidance and recommendations.</p>

<p>13. Regeneration models involving faith communities should be piloted in some unpopular areas as an alternative strategy, and in order to ensure the growing role of faith communities.</p> <p>a. Yes. b. DETR. c. The pilot has received an Innovation Grant from the Housing Corporation.</p>	<p>A pilot was launched in May 2000. It will end in June 2001.</p>	<p>Work is underway on a multi-faith regeneration project using an Innovation Grant from the Housing Corporation. DETR is represented on the steering group of the project.</p> <p>A model has been presented to New Deal for Communities pathfinders as a possible pilot, and at a Housing Corporation conference in July 2000 to encourage further pilots.</p>	<p>Action is complete – pending the outcome and evaluation of the pilot in June 2001.</p>
<p>14. The Rent Service (TRS) should ensure that the statutory rules are scrupulously and consistently followed by all Rent Officers.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>On-going. Detailed Valuation Team guidance will be issued in January 2001.</p>	<p>A number of initiatives have been put in place by TRS to ensure this recommendation is implemented, including: a model standard Service Level Agreement (SLA) to allow TRS and local authorities to monitor their performance against key indicators; a series of performance indicators focusing on improving the speed of TRS; and introduction, from November 2000, of a Quality Inspectorate to assess quality, consistency and accountability of TRS offices.</p> <p>A series of further steps will be taken, including a new quality framework to provide standard quality assurance procedures at a local level throughout TRS. A quality framework document is expected to be in place by January 2001 alongside detailed guidance on using market evidence and setting local rent references. TRS has developed a statistical framework to ensure that its market evidence database is robust and can withstand detailed scrutiny. Training is on-going throughout the Service.</p>	<p>On-going work for DETR.</p>
<p>15. Local authorities should be encouraged to refer high private sector Housing Benefit claims for re-determination.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>On-going.</p>	<p>A dedicated team of rent officers was set up at the end of 1999 to deal with re-determinations, to ensure they are handled consistently and independently. Following reviews in spring and autumn 2000, a number of changes were implemented to speed up service delivery and improve the quality of the reasons supplied to local authorities and tenants. The progress of the re-determination units will be re-assessed in April 2001.</p> <p>TRS will begin negotiations with the Local Government Association on a new, more challenging, Service Level Agreement in January 2001.</p>	<p>Action is complete.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>16. Local authorities and the police, working within the new Crime and Disorder Reduction Partnerships, should join together to tackle crime associated with Housing Benefit alongside other criminal activity.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>On-going. The Housing Policy Statement, published in December 2000, sets out measures for action.</p>	<p>DSS has in place a comprehensive strategy to tackle welfare fraud. The Housing Policy Statement set out proposals to improve Housing Benefit administration and further initiatives to combat fraud and error. Measures to tackle abuse of the benefit system by unscrupulous landlords will underpin proposals for selective licensing of the private rented sector (see recommendation 9).</p>	<p>On-going.</p>
<p>17. Where local authorities develop private-sector renewal strategies, they should be consistent with local strategies.</p> <p>18. DETR should review renewal and group repair policies and consider whether current area regeneration programmes sufficiently address the needs of run-down areas of private-sector housing.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>The Housing Policy Statement set out measures for reform of private sector renewal.</p> <p>Research into poor conditions in the private sector and review of renewal areas will begin in early 2001.</p>	<p>The Housing Policy Statement announced immediate changes to the rules for declaring renewal areas and reform of the rules around group repair.</p> <p>DETR will commission research in early 2001 into addressing the needs of run-down private-sector stock, including looking at group repair and renewal strategies to inform a review of policies, and with the aim of producing a good practice guide around summer 2001.</p> <p>There are already many comprehensive and innovative private-sector renewal schemes underway in a number of authorities experiencing low demand, e.g. Salford and Bristol.</p>	<p>DETR will consult shortly on further reforms to legislation on private sector renewal.</p>
<p>19. Local authorities should take a long-term view of investment decisions in their stock and the owner-occupied and private rented sector, and they should be given clear guidance on the use of option appraisals. (Guidance on business planning for local authority housing that is being developed by DETR will provide the necessary toolkit.)</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>A Good Practice Guide and a Guide on Business Plans was issued in June 2000.</p>	<p>Advice to local authorities on tackling low demand on cross-tenure strategies and the use of option appraisals was included in the Good Practice Guide.</p> <p>DETR has also issued <i>Business Plans for Local Authority Housing with Resource Accounting in Place</i>, including detailed guidance on investment appraisal and its role in the Housing Revenue Account business planning process.</p>	<p>Action is complete.</p>

<p>20. Where Registered Social Landlords (RSLs) own much of the stock, the Housing Corporation Approved Development Programme should be considered as a source of funding for selective acquisition and clearance, as part of a locally agreed strategy and subject to the outcomes of the Housing Corporation pilot projects.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>The pilot projects will run for three years, ending in 2003.</p>	<p>To be followed up subject to the outcome of the pilot projects. DETR and the Housing Corporation will consider the recommendation in the light of their evaluation.</p>	<p>Awaiting the outcome and evaluation of the pilot projects.</p>
<p>21. Local authorities need to be provided with good practice guidance on how to assemble and make effective use of relevant information to help them develop effective housing strategies. (DETR is developing guidance on stock surveys that will set out how authorities can assemble such information and how it can be most effectively used and updated.)</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>A guide on stock information systems was published in June 2000.</p> <p>A guide on housing needs assessments was published in July 2000.</p>	<p>DETR has published <i>Further Guidance on Stock Information Systems: A Good Practice Guide for Local Authorities and RSLs</i>. This updated existing DETR guidance on how to carry out stock condition surveys and stressed the importance of collecting data that can be used flexibly to help inform the development of housing strategies that consider a range of options across both the local authority, RSL and private sectors.</p> <p>DETR published guidance on <i>Local Housing Needs Assessment</i> in July 2000 on the practicalities of commissioning and developing specifications for carrying out rigorous housing needs assessments that produce housing strategies which reflect low-demand issues and are integrated into unitary plans and community care planning.</p>	<p>Action is complete.</p>
<p>22. Local authorities, in preparing for demolition, need to be clear about the purpose and to avoid confusion amongst residents about the broad long-term use of the site to avoid vacant and unsightly land.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>A report on demolition was published in August 2000.</p> <p>A report and guidance on business plans was published in June 2000.</p>	<p>DETR published a report, <i>Demolition and New Build on Local Authority Estates</i>, in August 2000. This study examined the extent to which local authorities have demolished dwellings and replaced them, and explored the decision-making processes and costs and benefits of demolition against other options.</p> <p>New DETR guidance, <i>Business Plans for Local Authority Housing with Resource Accounting in Place</i>, includes advice to local authorities on appraising demolition and alternative options as part of the wider Housing Revenue Account business planning process.</p>	<p>Action is complete, though DETR is now looking to local authorities to take the guidance on board.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p> <p>23. DETR should revise the Compulsory Purchase Order (CPO) guidance to ensure powers are adequate to address problems in areas of low demand. Local authorities need to be made aware of the extent of the powers available to them and advised on how to manage the CPO process.</p> <p>a. Partially accepted. b. DETR. c. Not known.</p>	<p>A report following a CPO review was issued in July 2000.</p> <p>Guidance to local authorities on CPO procedures is due to be issued in 2001.</p>	<p>The CPO Advisory Group has undertaken a fundamental review of the laws and procedures relating to compulsory purchase. Their final report was published in July 2000, with recommendations on improving the CPO process. DETR will produce a good practice guide for local authorities, setting out how to use their powers.</p>	<p>DETR is looking at alternatives for helping local authorities address difficulties with using CPO powers in low-demand areas. New research on private sector strategies will include an assessment of CPO powers in low-demand areas.</p>
<p>24. The CPO Review Team should consider differentiation of compensation rates in relation to the time of ownership and the date that property values bite.</p> <p>a. No. This proposal is incompatible with Compulsory Purchase principles. The Government has considered whether different rates should apply depending on how long a property has been owned. This reflected the PAT's concern that there is an accelerated rate of purchase of very low-value property immediately prior to decisions to clear areas and that these are largely speculative purchases, designed to distort market values. On relating compensation to time of ownership, the Government has concluded that using the principle of open market value should remain, as it is generally accepted and fully satisfies the principles of the Convention on Human Rights. On reconsidering the date that property values bite, it is already accepted that the effects on market value of the proposed development scheme (post-CPO) should be disregarded in valuation (meeting the PAT's concern). Assuming this principle remains, the Government has made a number of recommendations for clarifying this principle.</p>	<p>—</p>	<p>—</p>	<p>—</p>

<p>25. DETR need to ensure that local authorities draw up local strategies that cover all housing tenures and link into the provision of all services in the area. Options should be identified and quantified, and priorities set in consultation with local residents and tenants. All sources of funding must be consistent with local strategies. Outcomes must be monitored against plans.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>Revised HIP guidance was issued in 2000.</p>	<p>The HIP guidance was revised in 2000 to include this PAT recommendation.</p> <p>This recommendation is also emphasised in both the <i>Guide to Tackling Low Demand</i> (June 2000) and the <i>Guide to Local Housing Needs Assessments</i> (July 2000).</p> <p>The national aim to reverse the trend in low demand housing will encourage local authorities to draw up strategies covering all housing tenures.</p>	<p>Action is complete.</p>
<p>26. Lottery distributors should consider, as recommended by PAT 10: Arts and Sport, how best to co-ordinate their strategies to combat social exclusion. They should also consider how to make communities more aware of the opportunities the Lottery can offer.</p> <p>27. Local authorities should promote the potential for Lottery funding with community groups, to complement regeneration strategies.</p> <p>a. Yes. b. Department for Culture, Media and Sport. c. Cost neutral.</p>	<p>On-going.</p>	<p>PAT 10: Arts and Sport has made good progress. The application process for funding has been simplified and Lottery distributors can target funding on deprived areas. (Funds are already being used as match funding for some regeneration schemes, such as the Single Regeneration Budget.) Research is being carried out on low take-up in the coalfields.</p>	<p>Action is complete.</p>
<p>28. Local authorities should ensure that local factors affecting the popularity of estates are identified and monitored, and are taken into account in local housing strategies.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>Guidance was published in June 2000.</p>	<p>The low-demand research study and guide advises local authorities on the types of indicators they might use to track the popularity of estates and neighbourhoods.</p> <p>The baseline assessment on the number of dwellings, and number and location of wards affected and at risk from low demand and unpopular housing, will help local authorities implement this recommendation.</p>	<p>DETR and the GOs will consider how the indicators can be integrated into more regular data collection and monitoring systems that can be used by both DETR and local authorities.</p>
<p>29. Localised lettings, rents and management policies should be considered for areas where there are difficulties in letting properties, and their effectiveness kept under review.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>Guidance was issued in June 2000 advising local authorities on the use of such localised actions.</p>	<p>The Housing Policy Statement sets out proposals for giving local authorities greater flexibilities in managing their stock, including the development of local lettings policies. These proposals have been introduced in the Homes Bill in the 2000–01 Parliamentary session.</p> <p>Heriot-Watt University research identifies the different responses local authorities have tried at the local level, and evaluates their effectiveness. The Good Practice Guide offers local authorities guidance on responses at local level.</p>	<p>On-going.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p> <p>32. DETR should build into the new financial regime for local authority housing the flexibility, in clearly defined circumstances, to charge rents up to the market level for local authority tenancies.</p> <p>33. DETR should discuss with Department for Education and Employment/Department of Health an agreed approach to the use of existing stock to meet demand for student housing and housing for medical staff before new development takes place in areas of low demand.</p> <p>34. DETR and the Housing Corporation should develop for early consultation proposals to provide local authorities and RSLs with the power, in clearly defined circumstances, to grant assured shorthold tenancies.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>The Housing Policy Statement, published in December 2000, announced the intention to carry out further work on more flexible forms of tenure. DETR will work with key housing players to develop proposals for consultation during 2001.</p>	<p>The Housing Green Paper, published in April 2000, set out DETR's proposals for taking these recommendations forward. The Housing Policy Statement confirms DETR's intention to carry out further work on forms of tenure which would include looking at the recommendation on market rents and housing for students and medical staff.</p>	<p>On-going.</p>
<p>35. DETR should promote pilots in local authorities experiencing low demand, in the first instance to release a proportion of new lettings through an advertising scheme.</p> <p>36. DETR should discuss with local Government and other interested bodies ways in which the 'local connection' requirements for access to social rented housing can be relaxed to ensure the best use of all the housing stock in London and other large cities where there is a high demand for local authority or RSL accommodation.</p> <p>a. Yes. b. DETR. c. £11m is being made available for lettings pilots.</p>	<p>The Housing Policy Statement published in December 2000 set out the Government's new approach to lettings policies.</p>	<p>The Housing Policy Statement set out a new approach to delivering a more customer focused, choice-based lettings system. The new approach will give local authorities more discretion and flexibility to manage their stock in the light of local circumstances. Proposals include encouraging cross-boundary applications. A new fund of £11m over three years, from April 2001, has been announced to support pilot schemes.</p>	<p>DETR has introduced legislation in the 2000–01 Parliamentary session (the Homes Bill) to facilitate the new approach to lettings. Successful applications for the pilot schemes will be announced early in 2001.</p>

37. The Government's Green Paper on Housing should address radical options for the future of social housing, building on the recommendations of the PAT, incorporating more open access and more tenure and income diversification within the existing stock.

- a. Yes.
- b. DETR.
- c. Cost neutral.

The Housing Green Paper was published in April 2000.

The Housing Green Paper set out a range of proposals for the reform of social housing. Many of the PAT's recommendations were included in the Paper and confirmed in the subsequent Housing Policy Statement.

Action complete.

PAT 8: Anti-Social Behaviour

Foreword by Charles Clarke MP Minister of State, Home Office

As Champion Minister for the PAT on Anti-Social Behaviour, I am delighted that progress is being made in a number of key areas. The report represented the most comprehensive Government statement on the damage that anti-social behaviour can cause to communities and the many forms which that damage can take. Not only does anti-social behaviour cause misery for the people directly affected; it also has the most insidious long-term effects. Many people feel they have no alternative but to abandon an area altogether, accelerating its decline. The PAT 8 report was the first blueprint for escape from this vicious circle.



The report gave long-overdue recognition to how anti-social behaviour, particularly in deprived neighbourhoods, can wreck lives and destroy communities. It made no apologies for asking difficult questions, particularly about how best anti-social behaviour can be tackled in the private rented and owner-occupied sectors. And it set tough targets for central and local Government, for social landlords, and for Crime and Disorder Reduction Partnerships, to ensure that such behaviour can be tackled more effectively.

It argued that anti-social behaviour is often fuelled by wider problems of social exclusion, such as poverty, unemployment, family breakdown and community disorganisation. But it also identified deep-seated difficulties in the way the problem has been tackled that need to be addressed to make real progress. It is crucial for both the Government and the wider community to act to prevent disorder and anti-social behaviour from occurring and from spreading. That is why we are determined to act to tackle the problem.

As I made clear in my foreword to the PAT report, the Government has accepted all the recommendations which it made. The report set out a clear and helpful Action Plan which my department, working closely with the Department of the Environment, Transport and the Regions (DETR) and the Lord Chancellor's Department (LCD), has taken on responsibility for co-ordinating.

Tackling anti-social behaviour effectively by making prevention a priority, by clarifying the responsibilities of Crime and Disorder Reduction Partnerships in this area, and by emphasising the urgency of tackling racist crime and harassment, is central to the National Strategy for Neighbourhood Renewal. The consultation on the National Strategy framework showed that anti-social behaviour and its impact on local communities remain a real concern for local people and agencies.

I am particularly pleased that such good progress has been made on some of the most important recommendations in the report – those which bear on the serious problem of racist attacks and harassment. Those recommendations accord perfectly with the Government's response to the report of the Stephen Lawrence Inquiry.¹ The guidance produced by the Association of Chief Police Officers on the investigation of race hate crimes, and that published by my department encouraging the widest possible reporting of racist incidents, have been widely welcomed and represent enormous steps forward; while the new Community Safety Units, pioneered by the Metropolitan Police, show how a real commitment to action against hate crime can bring rapid benefits.

1 *Stephen Lawrence Inquiry: Home Secretary's Action Plan (First Annual Report on Progress)*, Home Office, 2000.

But there is a great deal still to be done, and work is underway in my department, LCD and DETR – which has policy responsibility for housing matters – on taking forward the PAT's recommendations. The Government is looking closely at responses to the PAT consultation on how to tackle anti-social behaviour when it occurs in the private housing sector and has published the Housing Policy Statement,² setting out policies to tackle anti-social behaviour.

As the table that follows shows, the PAT report has been circulated to all Crime and Disorder Reduction Partnerships – to whom we must look to identify and tackle many problems locally at their source. We are developing a toolkit to provide information and advice on dealing with anti-social behaviour. Research is being considered by both my department and DETR into the factors underlying anti-social behaviour and how it can best be measured and assessed. And a range of agencies are being asked to look at the guidance on dealing with anti-social behaviour provided to social services, schools, housing, the police, probation and drugs services.

Further work on the prevention of anti-social behaviour, carried out in close liaison with Crime and Disorder Reduction Partnerships in particular, is planned over the next year. This adds up to a programme aimed firmly at tackling this multi-faceted problem and at improving the quality of life for all our citizens and the neighbourhoods in which they live.



Charles Clarke MP
Minister of State, Home Office

² *Quality and Choice: a decent home for all: the way forward for housing*, DETR, 2000.

PAT 8: ANTI-SOCIAL BEHAVIOUR

<i>Recommendation (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>PHASE ONE: PREPARATION SPRING 2000 TO THE END OF 2001</p>			
<p>1. Clear responsibility</p>			
<p>1i. The Home Office (HO) should co-ordinate follow-up, working alongside the Department of the Environment, Transport and the Regions (DETR), pulling together all departments' efforts to reduce anti-social behaviour (ASB).</p> <p>a. Yes. b. HO. c. Within existing resources.</p>	<p>Summer 2000 onwards.</p>	<p>An inter-departmental working group led by HO has been established to co-ordinate this work. This group has met a number of times and continues to drive forward the action plan.</p>	<p>On-going follow-up for HO and working group.</p>
<p>1ii. HO should disseminate this report to all Crime and Disorder Reduction Partnerships (CDRPs).</p> <p>a. Yes. b. HO. c. Not significant.</p>	<p>Immediate.</p>	<p>The report was sent to all CDRPs in April 2000.</p>	<p>Action is complete.</p>
<p>1iii. HO should provide a practical guide to improve the effectiveness of CDRPs.</p> <p>a. Yes. b. HO. c. Within existing resources.</p>	<p>January 2001.</p>	<p>The National Crime Reduction Task Force are due to publish a toolkit on tackling anti-social behaviour in January 2001. The toolkit will provide practical guidance for CDRPs.</p>	<p>On-going development and updating of the toolkit by the HO.</p>
<p>1iv. HO should commission a group of experts linked to the National Crime Reduction Task Force and provide CDRPs with practical advice on reducing ASB.</p> <p>a. Yes. b. HO. c. To be assessed.</p>	<p>Spring 2001.</p>	<p>This will follow completion of the action in recommendation 1iii. HO is already active in providing advice to CDRPs on Anti-Social Behaviour Orders and the inter-departmental working group is considering asking the regional Crime Reduction Directors to find suitable experts locally.</p>	<p>On-going follow-up for HO.</p>

<p>1v. HO should commission research into factors underlying ASB and particularly the characteristics of victims and perpetrators.</p> <p>a. Yes. b. HO and DETR. c. To be funded from the HO research budget.</p>	Spring 2001.	This is being discussed with the HO Research Directorate. Undertaking a review of current research will be the first step.	On-going follow-up for HO.
<p>1vi. HO, working closely with DETR and others, should work towards developing key indicators for measuring ASB. DETR and HO should develop Best Value performance indicators based on these key indicators.</p> <p>a. Yes. b. HO and DETR. c. Within existing resources.</p>	Summer 2001.	The measure of disorder was incorporated into Best Value indicator 130. Further key ASB indicators will be developed possibly based on development of the British Crime Survey. The HO will consult with the Audit Commission on the usefulness of 'quality of life' indicators.	On-going follow-up for HO and DETR.
<p>1vii. DETR working with Lord Chancellor's Department (LCD) should make a decision about implementing the power to remand for injunctions which have a power of arrest attached, for very serious cases where witnesses or victims are at risk.</p> <p>a. Yes. b. DETR. c. To be assessed.</p>	On-going.	<p>Discussions are on-going with LCD, the Court Service and DETR.</p> <p>A Court Service health and safety review will be completed in March 2001 (addressing the logistics of remanding prisoners from civil courts). The knowledge gained should enable the Court Service to address any remaining difficulties so that this power may be implemented at the same time as the other housing reforms, at present set for summer 2001.</p>	On-going follow-up for DETR and LCD.
<p>1viii. LCD should consider Lord Woolf's recommendations for an expedited possession procedure for serious cases of nuisance and harassment.</p> <p>a. Yes. b. LCD. c. To be assessed.</p>	Summer 2001.	Proposals for revised procedures were included in a consultation paper issued by LCD in July 2000. The consultation ended in September 2000 and supported proposals to bring forward significantly the date of initial possession hearings (at which point injunctions can be granted). These proposals are being considered by a committee made up of judges, practitioners and consumer organisations and it is hoped that the new rules will take effect in summer 2001.	On-going follow-up for LCD.
<p>1ix. LCD working with other departments should issue an updated booklet on promoting good relations between local authorities and the courts.</p> <p>a. Yes. b. LCD. c. To be assessed.</p>	Summer 2001.	Once the committee has agreed the proposals in recommendation 1viii the booklet will be updated. This is likely to be in summer 2001.	On-going follow-up for DETR and LCD.

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>1x. DETR, Department of Health (DH) etc. should review guidance for services such as social services, education, housing etc. and ensure combating ASB is adequately reflected in their service delivery plans.</p> <p>a. Yes. b. DETR, DH etc. c. To be assessed.</p>	On-going.	<p>Guidance to local housing authorities for their Housing Investment Programmes (HIPs), issued by DETR in April 2000, reflected the importance of tackling ASB.</p> <p>Charles Clarke has written to all relevant departments for progress reports.</p>	HO officials will chase progress on reviewing guidance with all relevant departments.
<p>1xi. HO and the Data Protection Registrar should build on work undertaken on the Crime and Disorder Act and Youth Offending Teams and produce national good practice information-sharing protocols on crime and ASB and consolidate their national guidance.</p> <p>a. Yes. b. HO. c. One new post created at £30,000 per annum.</p>	July 2001.	A toolkit on data sharing will be issued in January 2001.	On-going follow-up for HO in close consultation with other departments.
<p>2. Prevention</p> <p>2i. Neighbourhood warden schemes should be piloted in deprived areas, where these are appropriate.</p> <p>a. Yes. b. DETR. c. £18.5m provided jointly by DETR and HO.</p> <p>2ii. New Deal for Communities (NDC) pathfinders should test neighbourhood agreements and community chests and neighbourhood-level multi-agency prevention. This should be evaluated and, if successful, further roll-out considered.</p> <p>a. Yes. b. DETR. c. Costs are being absorbed within the NDC.</p>	On-going.	<p>The Neighbourhood Wardens Unit has been established in DETR, to administer pump-priming money for local authorities and registered social landlords, and to provide advice and support. Fifty successful schemes were announced in September 2000 and established by the end of 2000. Decisions on 42 deferred schemes will be made later in 2001.</p> <p>East Manchester NDC is now running a Neighbour Nuisance initiative team. DETR is assessing the extent to which NDC pathfinders are already operating community chest schemes, with a view to further development.</p>	<p>On-going follow-up for DETR.</p> <p>On-going follow-up for DETR.</p>

3. Comprehensive joint guidance on prevention, enforcement and resettlement should include guidance to combat racial harassment.

3i. HO, working with DETR and other Government departments should produce comprehensive guidance for CDRPs on prevention, enforcement and resettlement in relation to ASB.

Summer 2001.

DETR has earmarked £60,000 in its research programme for use in developing and updating the toolkit (see recommendation 1iii) to ensure that it will continue to offer comprehensive guidance, particularly on prevention and resettlement issues.

On-going follow-up for HO and DETR.

- a. Yes.
- b. DETR.
- c. £60,000.

3ii. HO, working with DETR and other Government departments should produce accompanying guidance to tackle racism to cover zero tolerance of racist action, improved reporting and monitoring and taking tough action.

July 2001.

The HO Racist Incidents Standing Committee issued guidance on reporting racist incidents on 31 May 2000. The Association of Chief Police Officers' *Manual on Hate Crime* was launched in September 2000. DETR's HIP guidance contains tough messages about the need for local authorities to tackle racial harassment by and against tenants.

The recommendation has been met but HO will consider the need for guidance specifically on the role of CDRPs.

- a. Yes.
- b. HO and DETR.
- c. Within existing resources.

**PHASE TWO: LOCAL IMPLEMENTATION
SUMMER 2001 TO SUMMER 2002**

4. Assigning clear responsibility

4i. CDRPs should identify a named person in each local authority district to co-ordinate action on ASB.

Autumn 2001.

For implementation in phase two.

HO will write to all CDRPs setting out the need to begin work on ASB.

- a. Yes.
- b. CDRPs.
- c. To be assessed.

4ii. CDRPs should audit and build a picture of ASB in their locality, including services currently being provided and costs.

End 2001.

For implementation in phase two.

On-going follow-up for HO.

- a. Yes.
- b. CDRPs.
- c. To be assessed.

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
a. Recommendation accepted – Yes or No? Where Yes: b. Lead Department for implementation c. Cost/how much will be spent?			
4iii. CDRPs should set in place strategies to improve the recording of racist incidents. a. Yes. b. CDRPs. c. To be assessed.	End 2001.	Partnerships will be fully associated with actions taken under recommendations 15 and 16 (comprehensive system of recording and reporting and providing encouragement to report and record) of the Stephen Lawrence Inquiry. <i>A Code of Practice on the Reporting and Recording of Racist Incidents</i> was published in May 2000 by the HO.	On-going follow-up for HO.
4iv. CDRPs should include ASB as a separate element of their strategy. a. Yes. b. CDRPs. c. To be assessed.	Summer 2002.	For implementation in phase two.	On-going follow-up for HO.
4v. CDRPs should produce an annual report on progress for HO. a. Yes. b. CDRPs. c. To be assessed.	Summer 2002.	For implementation in phase two.	On-going follow-up for HO.
5. Prevention, enforcement and resettlement			
5i. CDRPs should implement the comprehensive joint guidance on ASB and the guidance on combating racial harassment issued by HO. a. Yes. b. CDRPs. c. To be assessed.	Summer 2001.	For implementation in phase two.	On-going follow-up for HO.
5ii. All tenancy agreements, introductory and starter tenancies should include 'no harassment' clauses and make clear the action that will be taken if they are breached. a. Yes. b. CDRPs. c. To be assessed.	Summer 2002.	DETR is working with Local Government Association and Housing Corporation to get this message across to social landlords.	On-going follow-up for DETR.

**PHASE THREE: STOCKTAKE AND TARGETS
2002 TO THE END OF 2003**

6. Assigning clear responsibility

6i. HO Public Service Agreement (PSA) target takes effect. a. Yes, in principle. b. HO. c. Within existing resources.	April 2002.	Implementation of the PAT 8 report has been included in HO's Service Delivery Agreement (SDA), but specific targets for the reduction of ASB have not been included. Work to develop a suitable indicator is underway. The aim is to have an agreed indicator which will be used to set a target by summer 2001.	On-going follow-up for HO.
6ii. HO should produce a national overview report on the progress CDRPs are making to combat ASB, and on departmental plans and objectives. a. Yes. b. HO. c. Within existing resources.	End 2002.	For implementation in phase three.	On-going follow-up for HO and DETR.
6iii. DETR and HO should introduce Best Value performance indicators based on the key indicators produced by HO and others, with targets to reduce ASB and racist incidents. a. Yes. b. HO and DETR. c. None as yet.	April 2002.	For implementation in phase three. Best Value indicator 141 monitors the performance of police in terms of investigating racist incidents. It is proposed to retain it for 2001–02 Further implementation will occur in phase three.	On-going follow-up for HO and DETR.
6iv. HO and DETR should publish the first set of outcomes against PSA target and Best Value indicators in the second annual report and include numbers excluded due to ASB. a. Yes. b. HO and DETR. c. None as yet.	End 2003.	For implementation in phase three.	On-going follow-up for HO and DETR.
6v. The Audit Commission should consider inspecting CDRPs' work to reduce ASB in Best Value inspections from 2003. a. Yes. b. Audit Commission. c. None as yet.	2003.	For implementation in phase three.	On-going follow-up for the Audit Commission.

PAT 9: Community Self-Help

Foreword by The Rt Hon Paul Boateng MP Minister of State, Deputy Home Secretary and Minister for Young People

If the National Strategy for Neighbourhood Renewal is to succeed, it needs to provide the most deprived neighbourhoods with the capacity, opportunity and tools to help themselves.

PAT 9 on Community Self-Help set out an action plan designed to support and encourage community activity. In doing so, the Team recognised the need to build on 'what works' at local level and to remove the barriers to community development and self-help. The Active Community Unit (ACU) in my department has been given responsibility for implementing the action plan and we are making good progress.



The PAT recognised that the level of community activity in deprived areas is often lower than in more prosperous ones. It identified barriers to community involvement, including those inherent in the benefits system, and made recommendations to overcome them. Flowing from this, the Department for Education and Employment, the Benefits Agency and the Department of Social Security are looking again at the benefit rules on volunteering with a view to enabling people seeking work to benefit from a period of volunteering.

The Government is investing £120 million in creating volunteering opportunities in the public sector, and a further £60 million to improve the infrastructure of voluntary and community organisations, improve publicity and marketing, and develop the national structure and standards governing mentoring.

Community self-help is an activity done by the community, not for or to them, but it needs support from outside if it is to flourish. The PAT concluded that there was a need to increase the viability of community groups and the services they deliver. It recommended that funders should become more flexible, providing both long-term strategic funding and one-off funds to meet basic needs. As a key element of this a Community Resource Fund has been established providing one-off grants of up to £500 to small and emerging community groups in 30 deprived areas. An evaluation of the Fund's first year of operation has shown that it has been successful in reaching its target group and in helping to build partnerships between financial disbursement agents and local capacity building and voluntary umbrella bodies.

The New Commitment to Neighbourhood Renewal has just announced further support for Community Groups. Over the next three years, £50 million will be channelled directly to community groups through new Community Chests, which will be established in the 88 most deprived local authorities. More details on this will be released shortly.

The Government is also taking steps to make funding simpler and less bureaucratic. Ideas under consideration include: a new website providing information about all Government funding available to voluntary and community organisations, and a move towards standardised application forms and procedures for small grants.

The Government is also establishing a Community Empowerment Fund, worth £35 million, which will provide around £400,000 over the next three years, to each of the 88 areas eligible for the Neighbourhood Renewal Fund. The fund will support community and voluntary sector involvement in Local Strategic Partnerships. This could include funding for outreach, residents' meetings and surveys,

and training to help residents participate in partnerships. More details about this will be provided in the final version of the LSP guidance.

The Government will be setting up a Community Task Force to advise the NRU on how communities' priorities and needs can best be met in neighbourhood renewal, by improving the quality and quantity of community participation in the National Strategy, particularly in the actions and working methods of LSPs as they implement it. The Task Force will be made up of a diverse range of people who have direct experience of getting communities involved in improving service delivery and encouraging wider community activity.

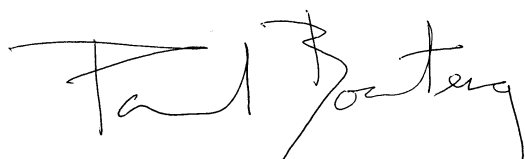
The PAT recognised the particular funding problems experienced by minority ethnic organisations and the need to enhance their capacity, so they are effective in serving the needs of their communities and able to support the local community sector more generally. As well as increased funding for national organisations, ACU is funding minority ethnic regional networks set up following regional seminars held in 1999.

A number of the recommendations made by the PAT have been included in the Compact Code on Funding published by my department in May 2000. The Code is one of five Codes of Good Practice providing a framework for relations between Government and the voluntary and community sectors. A Code on relations with the minority ethnic sector and a Code of Practice relating to community groups will be published in February 2001.

The PAT also recognised the vital role of faith groups as an often untapped resource that can contribute to community regeneration. The Compact Code on Funding includes recommendations on funding and involving faith groups in regeneration. My department with Department of the Environment, Transport and the Regions jointly funded an Interfaith Conference in June 2000 aimed at promoting and supporting the development of local faith networks.

Apart from support by Government, communities can also support each other and the PAT included recommendations to facilitate this. A Community Development Learning Fund has been piloted to enable all those involved in community self-help to acquire training. Grants of up to £3,000 have been made to over 100 groups to help them learn new skills, participate and influence change within their communities. The Fund allocated £325,000 in its first year and has been successful in reaching small marginalised groups. The Skills and Knowledge strand of the National Strategy building on PAT 16 will include specific measures to help community activists and groups.

This PAT report has been an undoubted success. As a result of it we have already started to influence Government thinking although there is still a lot more to do. The problems identified by the PAT will clearly not be resolved overnight and it may be some time before the full impact of the PAT's work can be judged. However, we are committed to carrying on the PAT's work and to tackling the problems of the most deprived neighbourhoods through encouraging self-help and community development.



Rt Hon Paul Boateng MP
Minister of State, Deputy Home Secretary and Minister for Young People

PAT 9: COMMUNITY SELF-HELP

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
Cross-cutting recommendations			
<p>1. The Head of the Home Office (HO) Active Community Unit (ACU) should be responsible for taking forward, encouraging and monitoring progress on this action plan. She should review and report on progress to lead Ministers in 12 months.</p> <p>a. Yes. b. HO (ACU). c. ACU staff costs only.</p>	<p>The first report was sent to Ministers in November 2000.</p>	<p>Good progress is being made on many of the recommendations in the PAT report. This Audit details the work being done to implement them and identifies issues for further action.</p>	<p>ACU will continue to monitor progress.</p>
<p>2. Given the debate as to what constitutes a sustainable, or desirable, level of community activity, ACU should commission a survey of existing research in this area and, if necessary, commission fresh research.</p> <p>a. Yes. b. HO (ACU). c. i) £20,000 – British Crime Survey. ii) Approximately £5,000 – literature review.</p>	<p>i) British Crime Survey – March–April 2000.</p> <p>ii) A literature review is due to start in early 2001.</p>	<p>i) ACU used data on active communities from the British Crime Survey, which shows that, nationally, 36% take part in community groups once a month or more frequently.</p> <p>ii) ACU will commission a literature review by the Community Development Foundation (CDF).</p>	<p>A new annual survey starting in 2001 will measure the overall increase in community activity and involvement.</p> <p>The need for further research will be determined following the literature review.</p>

<p>3. The Government should commit itself both in policy and practice to support community self-help, for instance by: setting realistic timetables for policy and programme development; which will allow for genuine community involvement; creating meaningful targets and performance indicators for community involvement and involving communities in the setting of these targets; ensuring that relevant programmes such as the New Deal for Communities (NDC) do not place an undue burden on community groups; treating effective community involvement explicitly as a positive outcome in its own right; and co-ordinating more effectively its policies on volunteering and community self-help.</p> <p>a. Yes. b. HO (ACU). c. Cost neutral.</p>	<p>The Compact Codes on Funding and Consultation were published in May 2000.</p> <p>DETR issued NDC Round Two guidance in November 1999.</p>	<p>This is included in the Compact Codes of Good Practice on Funding and Consultation. The Codes provide a framework for relations between Government (national and local) and the voluntary and community sectors. Local Compact Guidelines covering relations between the voluntary and community sectors and local Government have now been published by the Local Government Association (LGA). And better co-ordination underpins ACU's work with other Government departments to encourage them to include volunteering in their departmental programmes.</p> <p>Changes were made to NDC Round Two guidance designed to aid community involvement – the bidding timetable for Phase One was extended from three to five months; and 'Community Mentors' have been established to channel up to £10,000 into community capacity building measures.</p>	<p>ACU has a rolling programme for promoting the Compact Codes throughout national and local Government, statutory and voluntary agencies.</p>
<p>4. ACU should develop with other agencies a validation programme, possibly a Charter or Investors system, to raise the awareness and competence of agencies whose work has an impact on local communities and encourage a cultural change in their approach to them.</p> <p>a. Yes. b. HO (ACU). c. Too early to say.</p>	<p>Pilots of Investors in Communities aim to start in April 2001.</p> <p>Community Mark will roll out nationally from 2001.</p>	<p>ACU has concluded that Charter Mark is not sufficiently community focused. Two pilot schemes have been identified as being more appropriate:</p> <p>i) 'Investors in Communities', an Investors in People-based scheme for Registered Social Landlords (RSLs) which could be broadened for use more generally by any organisation working in the community. Hastoe Housing Association is developing the scheme with the support of the Housing Corporation. It is hoped to initiate pilots in the next few months.</p> <p>ii) 'Community Mark', a Business in the Community (BiTC) pilot scheme for local businesses working in the community being developed as part of the Brighton Active Community Demonstration Project (ACDP). The pilot began in February 2000, and BiTC hope to roll it out nationally from March 2001.</p>	<p>i) ACU to explore extension of pilot scheme to other types of organisation. ii) BiTC to take forward.</p>
<p>5. The Department of the Environment, Transport and the Regions (DETR) should set up programmes of visits for civil servants and others whose work has an impact on neighbourhood renewal and regeneration, to enable them to see at first hand the work of community groups in poor neighbourhoods and the effects on them of centrally determined policies.</p> <p>a. Partially accepted. b. DETR. c. Not known.</p>	<p>On-going.</p>	<p>PAT 16: Learning Lessons recommended that civil servants working on regeneration issues should have some direct experience of poor neighbourhoods (recommendation 19). But there has been no structured programme of visits as such.</p>	<p>On-going work for DETR and Neighbourhood Renewal Unit (NRU).</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>6. PAT 16: Learning Lessons should also consider joint training for all those involved in community self-help.</p> <p>a. Yes. b. DETR. c. As recommendation 5.</p>	—	Action is complete in relation to PAT 9. This is included in recommendation 11 of PAT 16: Learning Lessons.	Action is complete in relation to PAT 9.
<p>7. Central and local Government and other funders should recognise the vital role of faith communities in regeneration and involve them at all levels, from the Inner Cities Religious Council (ICRC) and other national networks, to the work of local organisations.</p> <p>a. Yes. b. HO (ACU). c. i) Cost neutral. ii) Total cost of the Conference – £9,500. ACU contribution – £2,000.</p>	<p>i) The Compact Code was published in May 2000.</p> <p>ii) An Interfaith Conference was held in June 2000.</p>	<p>i) This is included in the Compact Code of Good Practice on Funding which has been published (see recommendation 3).</p> <p>ii) ACU and DETR jointly funded an Interfaith Conference in June 2000 aimed at promoting and supporting the development of local interfaith networks. The LGA has agreed to work with others to develop practical guidelines for local authorities on working with and supporting faith groups and interfaith networks.</p>	<p>On-going role for ACU in promoting the Compact.</p> <p>Further work by ACU and DETR will be required to encourage funders to consult and include faith groups. Also to actively promote PAT 9 and the Compact Codes within the voluntary and community sectors so that they can be used as levers to influence local Government.</p>
<p>8. Funders, particularly but not solely local Government, should be prepared to provide strategic (often long-term) funding, to such minority ethnic organisations. In some cases this should enable these organisations to serve the whole community, not a particular ethnic group alone.</p> <p>a. Yes. b. HO (ACU). c. Not easily quantifiable.</p>	The Compact Code was published in May 2000.	This is included in the Compact Code of Good Practice on Funding which has been published. A Code on relations with the Black and Minority Ethnic (BME) sector will be published in February 2001.	ACU will be considering, within existing resources, the extent of evaluation of this recommendation in the context of the work involved in implementing the BME Code.
<p>9. Funders should be prepared to focus skills, training and other support particularly on women, if they represent the best organised and most motivated part of the community.</p> <p>a. Yes. b. HO (ACU). c. Too early to say.</p>	On-going.	ACU has met the Women's Unit in Cabinet Office (CO) but the issues need further clarification. Plans are being made for an IT-based consultation process in early 2001 to clarify what further action is necessary.	Further work by ACU to clarify the issues.

Raising the numbers involved in volunteering and community activity in poor neighbourhoods

<p>10. Benefits Agency (BA) and Employment Service (ES), plus as appropriate Department of Social Security (DSS) and Department for Education and Employment (DfEE) should work towards eliminating these actual or perceived barriers to volunteering. In particular:</p> <p>i) BA rules should be modified or clarified so that small advance payments by voluntary organisations, made to cover volunteers' costs such as travel expenses, do not affect benefits entitlements.</p> <p>ii) Training for BA and ES staff should cover both the policies governing volunteering and benefit eligibility and the value of many forms of voluntary and community activity as a route to employability and employment. Improved and simplified promotional literature should be made widely available in Job Centres and BA offices, outlining the employability benefits and opportunities of volunteering and community involvement.</p> <p>iii) The '48-hour rule' should be changed where its application impedes community and voluntary activity. The 48-hour rule should be extended to one week for people engaged in community and voluntary activity.</p> <p>a. Partially accepted. b. DfEE, DSS, BA and ES. c. i) Cost neutral. ii) Up to £100,000. iii) Not known.</p>	<p>i) 2001. ii) Not known. iii) Not known.</p>	<p>i) Accepted, subject to Parliamentary approval of the amending regulations.</p> <p>ii) DSS will put this into BA's training programme at the earliest practicable opportunity. Meanwhile BA and ES have re-issued staff information about the rules affecting volunteering. This has been done in consultation with the voluntary sector.</p> <p>iii) DfEE and DSS recognise that voluntary work can play a significant part in preparing people to enter work. Ministers from HM Treasury (HMT), DfEE and DSS met in December 2000 to discuss the way forward. Further consideration is being given to possible options as part of future developments in Welfare to Work. An announcement will be made shortly.</p>	<p>Subject to:</p> <p>i) Parliamentary approval of the amending regulations. ii) Available capacity within BA's modernisation programme. iii) Further consideration of options and Parliamentary approval of the amending regulations.</p>
<p>11. ACU should ensure that Government programmes aimed at increasing the numbers of volunteers, such as the Millennium Volunteers and Active Community programmes, contain specific mechanisms, with clear performance indicators, to target poor neighbourhoods.</p> <p>a. Yes. b. HO (ACU). c. ACU staff time only.</p>	<p>The Compact Code was published in May 2000.</p>	<p>This is included in the Compact Code of Good Practice on Funding (see recommendation 3).</p> <p>As part of the Active Community Spending Review, ACU negotiated with other Government departments to develop volunteering for their departments' strategies. One of Millennium Volunteers (Round Two) priorities is to concentrate activity on the poorest local authority areas.</p> <p>The Government is investing £120m in creating volunteering opportunities in the public sector, and a further £60m to improve the infrastructure of voluntary and community organisations, improve publicity and marketing, and develop the national structure and standards governing mentoring.</p>	<p>On-going role for ACU. But this is dependent on commitments made by other Government departments in their programmes. ACU will monitor progress.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>12. ACU should also work more widely across Government to ensure that other relevant major spending programmes, such as the various New Deals and the Single Regeneration Budget (SRB), set targets for their spending on community involvement and build in monitoring of the quantity and quality of such involvement.</p> <p>a. Yes. b. HO (ACU). c. ACU staff time only.</p>	<p>SRB Round Six guidance was issued in December 1999.</p> <p>NDC Round Two guidance was issued in November 1999.</p>	<p>See recommendations 3 and 11.</p> <p>Following ACU suggestions on the bidding guidance for SRB Round Six, targets may be included in partnerships' delivery plans with the Regional Development Agencies where money has been allocated for capacity building. SRB (Round Five) and NDC (Round Two) programmes include targets for spending on community development.</p>	<p>Further work may be undertaken by ACU to review other spending programmes including the New Deals.</p>
<p>13. Levels of community involvement in schools should be recognised as an important indicator of the health both of the school and of the surrounding community. The OFSTED Framework Report should form the basis of developing work in this area; in the meantime, we commend the subject to PAT 11: Schools Plus.</p> <p>a. Yes. b. DfEE. c. Any costs are for DfEE.</p>	<p>—</p>	<p>Action is complete in relation to PAT 9. This is included in recommendation 23 of PAT 11: Schools Plus.</p>	<p>Action is complete in relation to PAT 9.</p>
<p>14. Increasing community involvement should be facilitated by the relevant public authorities through the provision of training, other forms of support, and sympathetic application of the benefits rules, so that people are encouraged to 'graduate' to greater engagement with their community. This should not be confined to unpaid work – a community is all the healthier if people can undertake paid work where they live.</p> <p>a. Yes. b. HO (ACU). c. Too early to say.</p>	<p>On-going.</p>	<p>See recommendations 6 and 10.</p> <p>ACU is promoting these principles through its various initiatives and programmes designed to increase community involvement.</p>	<p>On-going role for ACU.</p>

Increasing the viability of community groups and services they deliver

<p>15. ACU, working with DETR and LGA, should prepare guidance for both local authorities and communities on the production of long-term locality plans.</p> <p>a. Yes. b. HO (ACU) and DETR. c. ACU staff time only.</p>	<p>On-going.</p>	<p>ACU has contributed to DETR guidance for community planning which includes references to locality plans and the need to link them.</p> <p>CDF is also discussing a five-year development proposal with DETR to provide technical advice and support on community and locality planning guidance.</p>	<p>Further work is needed by DETR and ACU to develop the concept of locality plans.</p>
<p>16. Through the Compact between Government and the voluntary sector – in particular, the proposed Code of Practice on Funding – and through case by case negotiation, HO Ministers and ACU should seek to ensure that Government departments work together to produce a funding package where the work of voluntary and community organisations meets the aims of more than one department. Equivalent points apply in relation to local Government also, and should be picked up both as part of the Modernising Local Government programme, and in the context of the Compact’s extension to local Government.</p> <p>a. Yes. b. HO (ACU). c. ACU allocated £62,500 out of a total of £310,000 in grants to groups whose interests cover more than one department in 1999–2000.</p>	<p>The Compact Code was published in May 2000.</p>	<p>This is included in the Compact Code of Good Practice on Funding which has been published (see recommendation 3).</p> <p>ACU has a small pool of grants for groups whose interests cover more than one department.</p>	<p>ACU will monitor what impact the Compact has in relation to this recommendation.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>17. ACU should work with other funders to develop a single, simple funding application form, particularly for small grants.</p> <p>a. Yes. b. HO (ACU). c. Costs have not yet been quantified.</p>	<p>The Compact Code was published in May 2000.</p> <p>A single application form was launched by the London Funders' Group in July 2000.</p>	<p>This is included in the Compact Code of Good Practice on Funding which has been published (see recommendation 3).</p> <p>The London Funders' Group has trialled a single application form for groups wishing to apply for funds from its members. The new form was formally launched in July 2000.</p> <p>The HO Family Policy Unit, which funds voluntary organisations in the family and parenting support sector, is piloting a single application form – based on that of the London Funders' Group – with other units in other Government departments which run family support programmes. Further work is planned, in the light of the results of the Family Policy Unit's pilot project. As part of this process, an ACU-led, inter-departmental working group on resourcing community capacity building is seeking to develop a single application form and standardised procedures for Government small grants in particular.</p>	<p>On-going role for ACU.</p>
<p>18. Within the limits of accountability for public funds, funders should reach agreement that checks undertaken by one of them into such issues as the financial and managerial stability of an applicant organisation should be regarded as sufficient for others also. ACU should co-ordinate this.</p> <p>a. Yes. b. HO (ACU). c. Too early to say.</p>	<p>The Compact Code was published in May 2000.</p>	<p>This is included in the Compact Code of Good Practice on Funding which has been published (see recommendation 3). The inter-departmental working group on resourcing community capacity building is considering how this could be applied particularly to the local administration of small grants.</p>	<p>Too early to say.</p>

<p>19. Funders should acknowledge that a long-term commitment to strategic funding may be the most efficient and effective means of supporting community self-help; and should be prepared to make this commitment in such cases.</p> <p>a. Yes. b. HO (ACU). c. Cost neutral.</p>	<p>On-going.</p>	<p>See recommendation 31.</p> <p>This is included in the work of the ACU-led inter-departmental working group on resourcing community capacity building.</p>	<p>The inter-departmental group work is continuing.</p>
<p>20. Many local groups need no more than funds to meet basic office equipment needs – a desk, telephone, fax, computer and so on. Funders’ programmes should be flexible enough to encompass these needs too.</p> <p>a. Yes. b. HO (ACU). c. £170,000 in 1999–2000. £169,000 has been allocated for 2000–01.</p>	<p>The first year of a Community Development Resource Fund pilot has been completed. 305 grants were made.</p> <p>Grants for Year Two were allocated from October 2000.</p>	<p>Over the next three years, £50m will be channelled directly to community groups through new Community Chests, which will be established in the 88 most deprived local authorities. More details on this will be released shortly.</p> <p>A Community Resource Fund was established in 1999–2000 managed by CDF and Community Foundation Network (CFN). The full budget allocation of £150,000 was allocated by the end of the financial year. Applications for grants came from a wide variety of community groups in each of 30 local pilots.</p> <p>CDF and CFN provided a final report on the first round in June 2000. Following the success of Year One, it has been agreed that the pilot should continue for a second year.</p> <p>The inter-departmental working group on resourcing community capacity building is developing a coherent approach to Government funding of community groups.</p>	<p>Lessons learnt are feeding into the inter-departmental group.</p>
<p>21. As a key new element of this, ACU should design and seek sources of funding for a Community Resource Fund, to reach the needs of emerging community groups.</p> <p>a. Yes. b. HO (ACU). c. See recommendation 20.</p>	<p>See recommendation 20.</p>	<p>See recommendation 20.</p>	<p>See recommendation 20.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>22. The BME voluntary and community sector is weaker than the ‘mainstream’ sector; and its particular weakness at national level means that local and regional support structures are relatively more important. Funders should provide dedicated funding to support the local and regional, as well as national infrastructure of this vital part of the HO voluntary and community sector.</p> <p>a. Yes. b. HO (ACU). c. i) ACU staff time only. ii) ACU allocated £274,000 in 1999–2000 to these organisations. iii) ACU allocated £178,000 in regional infrastructure grants in 1999–2000.</p>	<p>The Compact Code was published in May 2000.</p> <p>Four regional seminars were held in 1999.</p>	<p>i) This is included in the Compact Code of Good Practice on Funding which has been published (see recommendation 3).</p> <p>ii) ACU is already funding BME national infrastructure organisations to support BME groups serving their communities.</p> <p>iii) In 1999 HO held four regional seminars for BME organisations focusing on how they could engage more effectively at regional level. As a result, ACU is now funding nine BME regional networks.</p>	<p>On-going role for ACU.</p>
<p>23. Furthermore, funders should make it a condition of funding mainstream infrastructure organisations that their services are made available, in practice as well as theory, to minority ethnic organisations. The recipients of this funding should be required to report on their use of it in this respect.</p> <p>a. Yes. b. HO (ACU). c. Cost neutral.</p>	<p>The Compact Code was published in May 2000.</p>	<p>This is included in the Compact Code of Good Practice on Funding which has been published (see recommendation 3). It is also a condition of ACU grants.</p>	<p>On-going role for ACU promoting the Compact.</p>
<p>24. Funding bodies should be prepared to fund BME voluntary organisations to deliver training and support services across the sector, not to their own communities alone.</p> <p>a. Yes. b. HO (ACU). c. Not quantifiable.</p>	<p>The Compact Code was published in May 2000.</p>	<p>This is included in the Compact Code of Good Practice on Funding which has been published (see recommendation 3).</p>	<p>On-going role for ACU promoting the Compact.</p>

<p>25. Funders should therefore adopt a pragmatic approach to the funding of faith groups recognising that they may well be the most suitable organisations to deliver general community objectives, and, in appropriate cases, providing sustained financial support for them.</p> <p>a. Yes. b. HO (ACU). c. Not quantifiable.</p>	<p>The Compact Code was published in May 2000.</p>	<p>This is a statement of general principle (see also further action under recommendation 7). It is included in the Compact Code of Good Practice on Funding which has been published (see recommendation 3).</p>	<p>On-going role for ACU promoting the Compact.</p>
<p>26. ACU should lead on the development of a programme of Community Technical Assistance Vouchers to help provide community groups with easy access to technical and managerial assistance with a minimum of bureaucracy and at times and in ways to suit them.</p> <p>a. Yes. b. HO (ACU). c. £250,000 has been allocated for the pilot.</p>	<p>The target date for the pilot is April 2001.</p>	<p>ACU has convened a working group of the Community Action Network, DETR, Neighbourhood Projects Network, Government Office West Midlands, CDF, Community Matters and St Martin's Residents Action Group to design a scheme. A pilot proposal is under consideration.</p>	<p>Too early to say. It will depend on the pilot.</p>
<p>27. BiTC, and others leading on employer supported volunteering and corporate community involvement generally, should ensure that these programmes focus on the communities most in need of their help.</p> <p>a. Yes. b. HO (ACU). c. Not quantifiable.</p>	<p>On-going.</p>	<p>ACU has established a work programme on corporate community involvement with BiTC which includes increasing the number of employees working with communities in need.</p>	<p>On-going role for ACU.</p>
<p>28. Corporate leaders in community involvement, who include a large part of the financial services industry, food retailing and catering, for instance, could have an immense influence on the practices of other parts of the corporate sector – not least their 'supply chain'. They should be prepared to use this influence to seek to improve the community involvement practices of the companies with which they work, employing a range of measures ranging from persuasion to incentives for good practice to sanctions for bad practice.</p> <p>a. Yes. b. HO (ACU). c. Not quantifiable.</p>	<p>On-going.</p>	<p>ACU is pursuing this recommendation through the work of the BiTC Corporate Community Involvement Leadership Team. The recommendation is a BiTC objective. This is also the aim of any 'Community Mark' scheme (see recommendation 4).</p>	<p>On-going role for ACU.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
Encouraging the growth of informal mutual support			
<p>29. There will be more self-help activity if there is an initial incentive to encourage involvement. Funders should support organisations which provide such an incentive. These will often be organisations focusing on family welfare – family centres run by children’s charities such as Barnardo’s and NCH, family mediation projects, faith groups and so on.</p> <p>a. Yes. b. HO (ACU). c. Too early to say.</p>	<p>The Compact Code was published in May 2000.</p>	<p>This is included in the Compact Code of Good Practice on Funding which has been published (see recommendation 3).</p> <p>This recommendation was also included as a condition of the HO Family Support Grants round in 2000.</p> <p>Organisations focused on family welfare will stand to receive a major boost through the Children’s Fund (see PAT 12: Young People).</p>	<p>On-going role for ACU.</p>
<p>30. Funders should support mentoring and ‘buddy’ programmes such as Big Brothers/Big Sisters as a way of providing alternative, positive role models for young people; and mentoring and befriending should also be a key element of programmes of employer-supported volunteering (see recommendation 27).</p> <p>a. Yes. b. HO (ACU). c. Too early to say.</p>	<p>On-going.</p>	<p>This is included in ACU work on mentoring, e.g. ACDPs and the employer-supported volunteering initiative.</p> <p>ACU is also funding the National Mentoring Network to pilot generic training and support for mentors.</p> <p>Also, the Connexions Service, to be rolled out from April 2001, will provide 13–19 year olds with information, guidance and support on aspects of learning and life.</p>	<p>On-going role for ACU.</p>
<p>31. Neighbourhood endowment funds should be established for the community to allocate as it wishes.</p> <p>a. Under consideration. b. HO (ACU). c. Too early to say.</p>	<p>On-going.</p>	<p>Development of pilots is being considered as part of the work of the inter-departmental group on resourcing community capacity building, using revenue funding in the first instance.</p>	<p>On-going role for ACU.</p>
<p>32. The process, however, should be to pilot the proposal on a revenue basis, as an integral part of, and funded from the NDC programme.</p> <p>a. Yes. b. HO (ACU). c. See recommendation 31.</p>	<p>See recommendation 31</p>	<p>See recommendation 31.</p>	<p>See recommendation 31.</p>

33. Establish a Training Fund for all those involved in community self-help to gain training from one another. Funders should include in funding packages for community groups provision for individuals and organisations to join an appropriate peer support network of social entrepreneurs and community leaders, enabling them to interact and learn from one another. Such peer networks might work through face-to-face meetings, seminars, IT, visits or learning sets. The Community Action Network and Community Matters now offer significant practical experience in this area.

- a. Yes.
- b. HO (ACU).
- c. £325,000 allocated for 1999–2000.
£650,000 has been allocated for 2000–01.

First year pilot completed in April 2000.

A Community Development Learning Fund (CDLF) was established in 1999–2000, managed by the Federation of Community Work Training Groups (FCWTG). £325,000 was allocated by the end of the financial year. Applications for grants came from a wide variety of community groups with a reasonable geographical spread. The pilot has been extended for a second year on a similar basis.

FCWTG provided a final report in June 2000. A joint evaluation of CDLF and DfEE's Community Champions Fund is also being carried out.

Lessons from this joint evaluation are feeding into the work of the inter-departmental group on resourcing community capacity building, as it develops a coherent approach to funding community groups.

Lessons learned are feeding into the work of the inter-departmental group on resourcing community capacity building.

PAT 10: Arts and Sport

Foreword by Kate Hoey MP Minister for Sport

PAT 10 set out the case for sport and the arts being an integral part of the Government's policy to combat social exclusion. Since then, my department has been taking forward the agenda set out by the PAT.

In October 1999 in Coventry we held a national conference attended by bodies in the culture and leisure field – central and local Government, our sponsored bodies and the voluntary, commercial and independent sectors – to agree an action plan. Following the conference, we established a Department for Culture, Media and Sport Social Inclusion Advisory Group, with representatives of all our major partners who can make things happen on the ground in culture and leisure. This includes bodies which we finance and who distribute Lottery funds; those who develop and implement local and regional policies; those who foster links between sport, the arts and the commercial sector; and those who represent practitioners across the whole range of DCMS-sponsored activity, including voluntary, charitable and professional organisations. The Advisory Group will report early in 2001 on progress on implementing the action plan and on further developments in DCMS social inclusion policy.



That report will incorporate the Government's response to the PAT recommendations, as set out here. Among them is the recommendation for systematic research to demonstrate and analyse the impact of culture/leisure activity in achieving social inclusion goals. My department is pursuing this both by supporting long-term longitudinal research and by monitoring the impact of various projects, covering the whole country, the whole culture/leisure field, and the full range of desired social inclusion outcomes: better health; more employment; less crime; and better educational qualifications. That way we will refine and extend the PAT's evidence of the potential which sport and the arts have to contribute to the overall Government social inclusion programme. We will also be fulfilling our undertaking to tackle the specific exclusion problems faced by ethnic minorities and disabled people. Separate DCMS action plans will be published for each of these groups.

However, the ramifications of the PAT report have already been wider than a simple read-out of the specific PAT recommendations might suggest. First, to promote the role of DCMS's 'sectors' in combating social exclusion is one of my department's overall objectives, and that objective applies across the board. So we shall be developing social inclusion policies for each of our sectors – not just for sport and the arts, but also for museums and galleries, libraries and the historic environment.

Second, it is vital that in pursuing social inclusion objectives DCMS sets the right targets for the sponsored bodies which spend the vast majority of its voted expenditure and on which it relies for service delivery. These objectives must be genuinely agreed with the body concerned, and must reflect each body's expert understanding of its subject and constituency. But a common framework, relating in turn to the Government's overall social inclusion objectives, is also necessary. This is being developed by the DCMS's independent Quality, Efficiency and Standards Team, as part of an overall streamlining of the Funding Agreements which govern DCMS's sponsorship of such bodies. New agreements will be in place from 2001–02 with all our Non-Departmental Public Bodies, incorporating clearer objectives.

Third, the social inclusion agenda is now fully absorbed within the mainstream of the Government's policy on the National Lottery. Following recent research on improving the distribution of funds to former coalfield neighbourhoods, the Lottery distributors are refining their policies for improving social

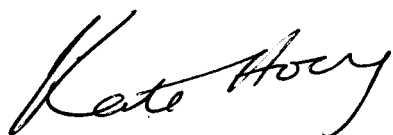
and geographical equity. They are also developing funding streams that are specifically designed to benefit disadvantaged groups and areas. Recent examples include Sport England's Sport Action Zones and the Arts Council's revised guidelines for allocating capital funds. Overall, this amounts to a major shift in Lottery priorities towards disadvantaged areas and groups. The New Opportunities Fund (NOF) has announced that it will make £750 million available over three years to promote sport in schools; community groups will be included in the consultation on its proposed programmes.

Fourth, social inclusion and the specific lessons of the PAT are an integral part of new policy developments across the range of DCMS responsibilities. These include the recently announced Football Foundation programme for investing money from the sale of Premier League TV rights in grassroots facilities; the England and Wales Cricket Board plan to invest 11 per cent of their TV revenue into grassroots cricket development; and the projected Creative Partnerships between cultural and creative industries/organisations and children in at least 12 of the most deprived areas of the country.

The social exclusion agenda set out by the PAT is now firmly embedded in DCMS policies – for sport, the arts and across the board. However, there is an even more important challenge that we are addressing and meeting, following the lead given by the PAT. That is to embed what sport and culture can do to prevent social exclusion within the wider framework of the Government's policies. Where there is nowhere to go and nothing constructive to do, poor outcomes are to be expected against the key indicators of education; crime; health and employment. As the PAT pointed out, sporting and creative activity can offer positive opportunities to those who might otherwise be marginalised. It is a key idea which we are pursuing in partnership with other departments and other organisations concerned with the overall attack on social exclusion. For example:

- in providing sporting facilities for young people in schools, we are establishing a School Sport Alliance in which NOF, sports bodies, my department and the Department for Education and Employment will be represented and which will take advice from a range of organisations, including the Local Government Association;
- in providing a better deal for children in care, we are working with the Department of Health and local authorities;
- in programmes designed to prevent children-at-risk from turning to crime; and
- in the fight against drugs, we are working with Home Office and other departments and agencies.

In the newly joined-up approach to neighbourhood renewal and helping children-at-risk, sport and culture will be playing an integral part.



Kate Hoey MP
Minister for Sport

PAT 10: Arts and Sport

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>1. All bodies involved in arts/sport and regeneration, including Government departments, should, wherever possible, make external evaluation and the means to carry it out integral to the funded project/programme and ensure that the criteria against which success will be judged are clearly established and derived directly from the expressed needs and aims of those benefiting.</p> <p>a. Yes.</p> <p>b. Department for Culture, Media and Sport (DCMS).</p> <p>c. Costs of the evaluation are included in DCMS grant-in-aid to its sponsored bodies and in Lottery grants.</p>	<p>On-going.</p>	<p>Early in 2001, DCMS will publish an interim report on research which is intended to establish guidelines on success criteria obtained from a study of a number of community projects.</p> <p>DCMS has also set up an independent advisory body: the Quality, Efficiency and Standards Team (QUEST) which reports directly to the Secretary of State. QUEST is discussing with DCMS and its sponsored bodies and practitioners how success criteria for the cultural sector can be established.</p>	<p>To evaluate the effectiveness of community-based projects in the arts, culture and leisure sectors, DCMS is studying up to 14 selected projects and establishing from them common evaluation criteria which it will communicate to those who sponsor projects, using, among other means, the departmental website. The project will gauge the local impact of participation in arts, cultural and leisure activities on the social exclusion factors of health, education, crime and employment.</p>
<p>2. All bodies involved in arts/sport and regeneration, including Government departments, should consider some form of dispensation allowing advance or prompt payment for voluntary organisations (while also taking into account financial accounting and financial propriety considerations). Payment of funds a long time in arrears of payments, as happens with European grants, can choke off projects from smaller organisations.</p> <p>a. Yes, in principle.</p> <p>b. DCMS.</p> <p>c. Cost neutral.</p>	<p>On-going.</p>	<p>The National Lottery Charities Board (NLCB) makes advance and stage payments. The Arts Council of England (ACE) makes advance payments in some cases. The Millennium Commission as a short-life distributor has already given away most of its funds and will not be making any new grants. The Heritage Lottery Fund (HLF) is currently reviewing methods of payment, but will provide advance funding under the Awards for All scheme. HLF grants are normally paid into bank accounts of successful applicants within one month of the confirmation letter. Sport England has no processes in place, but costs for applying for funds are minimal. A new scheme for priority groups will be introduced in April 2001, and Sport England will negotiate to avoid cash flow problems developing in projects with a high percentage of funding from them.</p>	<p>DCMS staff in Government Offices (GOs) will review all aspects of DCMS access to European funding, including speed of access.</p>

<p>3. All bodies involved in arts/sport and regeneration, including Government departments, should explicitly seek to inform themselves and others about the work of each other and co-operate where at all possible.</p> <p>a. Yes. b. DCMS. c. Met within the existing DCMS budget.</p>	<p>On-going.</p>	<p>In October 1999 DCMS held a conference in Coventry, attended by its sponsored bodies, practitioners, departments, local authorities, charities and business at which the PAT 10 recommendations were discussed and best practice exchanged. As a result, an action plan was produced.</p> <p>DCMS has a Social Inclusion Network which acts as a conduit with its sectors, and an Advisory Group has produced ideas on implementing the DCMS action plan.</p>	<p>DCMS is developing its website to make it a repository of good practice in funding and running such projects, including case studies.</p> <p>A report on progress against the action plan will be published by DCMS early in 2001.</p>
<p>4. New Deal for Communities (NDC) pathfinders should assess the contribution arts and sport could make to regenerating their areas. The assessment should include how arts and sport can be used to involve young people, and others particularly at risk of exclusion, and their creativity in the regeneration process.</p> <p>a. Yes. b. DCMS and Department of the Environment, Transport and the Regions (DETR). c. Met within the existing DCMS budget.</p>	<p>On-going.</p>	<p>Since 1998 DCMS has had staff in the GOs as part of the cross-cutting social exclusion and regeneration teams which also include staff from DETR, Department for Education and Employment, Department of Health, Department of Social Security, and Home Office. DCMS staff help ensure that the potential of culture and leisure in regeneration is taken into account by NDC pathfinders and in other regeneration work.</p> <p>These teams will be strengthened by the implementation of the National Strategy for Neighbourhood Renewal, published in January 2001.</p>	<p>DCMS has agreed with DETR that it will meet those involved in the second round of NDC pathfinders with a view to encouraging them to continue to use the potential of arts, culture and leisure for regeneration as part of their NDC plans.</p>
<p>5. The Government department in charge of Area-Based Initiatives (ABIs) should incorporate the best practice principles published in the PAT 10 report into their guidance to avoid imposing solutions on the communities they are intended to serve. They should require applicants to state what consideration they have given to the contribution arts/sport can make both to regeneration generally and to meeting objectives in the health, education, crime, employment and community development fields.</p> <p>a. Yes. b. DETR (Regional Co-ordination Unit – RCU). c. Cost neutral.</p>	<p>On-going.</p>	<p>RCU will include the best practice principles in their on-going guidance on the criteria and application procedure for ABIs, to partnerships and organisations applying for funds.</p>	<p>DCMS will follow up this recommendation with a progress report quoting specific programmes to which its sectors are contributing and the extent to which the best practice principles are incorporated.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>6. The Government department in charge of ABIs should ensure they make maximum use of the flexibility of approaches which they have, to include artistic and sporting elements, particularly as regards small-scale community initiatives. Area-based schemes are opportunities for innovative approaches using arts and sport to be tried out, including those which involve a greater risk of failure than have traditionally received public funds.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>On-going.</p>	<p>The case for innovation and flexibility is included in the guidance to applicants for funding under Single Regeneration Budget Round Six.</p>	<p>As recommendation 5, above.</p>
<p>7. DfEE should encourage schools in the use of creative and sporting activity to raise standards of literacy and numeracy, and through the use of these activities as part of Personal, Social and Health Education to build pupils' confidence and self-esteem.</p> <p>a. Yes. b. DCMS and DfEE. c. New funding of £130m for sport, arts and IT facilities in 300 primary schools in deprived areas, both urban and rural. Funding started in 2000–01 for three years. £75m of the £130m will be provided from the Capital Modernisation Fund and £55m from Lottery funds contributed by Sport England, ACE and the New Opportunities Fund (NOF).</p>	<p>On-going.</p>	<p>DCMS has been successful in working with DfEE on promoting sport and the arts in schools in areas of greatest need. Sport Co-ordinators are being appointed to secondary schools to help children compete regularly and take part in a wide range of sports.</p> <p>DCMS has joined DfEE in a research project to gauge the effectiveness of various means of increasing children's motivation to study. The impact of participation in artistic and sporting activities will be evaluated.</p> <p>Arts and sport are also integral to the Sure Start programme for 0–3 years olds (the Government programme to support young children in deprived neighbourhoods).</p>	<p>From April 2002, at least 12 new Creative Partnerships will be created in deprived neighbourhoods. This will ensure that every schoolchild living in a Partnership area gets an innovative and sustained programme of artistic and creative opportunities through working with artists, cultural organisations and the creative industries. The Partnerships will be developed by ACE in partnership with DCMS and DfEE's Excellence in Cities programme. Partnerships will be determined by local needs and infrastructure.</p>
<p>8. DfEE should, in developing the University for Industry (Ufi), consider a programme focused on nurturing the creative talents of people living in neighbourhoods of high unemployment.</p> <p>a. Under consideration. b. DfEE and DCMS. c. Cost neutral.</p>	<p>On-going.</p>	<p>There will be creative elements in the Ufi's five key areas, particularly in small business development and Information and Communication Technology (ICT) which are cross-sectoral, but there are no creative programmes as such.</p>	<p>The Ufi's current focus is on five 'core' subjects. However, DCMS will explore the provision for creative industries as the Ufi becomes established.</p>

<p>9. DfEE and DSS should work together to ensure that the benefits system does not penalise volunteers involved with community-building activities or who want to take up training or work opportunities offered by small community organisations. Flexibility in the system is also needed for developing artistic and sporting talent.</p> <p>a. Partially accepted. b. DfEE and DSS. c. Not known.</p>	<p>On-going.</p>	<p>For volunteers, the present Jobseeker's Allowance (JSA)/Income Support rules permit unlimited voluntary work without affecting benefits, so long as certain conditions are met (e.g. for JSA that they remain available for work). See PAT 9: Community Self Help recommendation 10. Within the New Deal for Young People, the New Deal for Musicians helps musicians to progress into careers in all types of music to earn a living in the music business. And all athletes getting income-related benefits are able to accept Lottery funding towards their training and equipment without risk of losing benefit.</p>	<p>On-going work for DSS and DfEE.</p>
<p>10. DH should encourage health authorities, NHS trusts, primary care group/trusts and Health Action Zones to use artistic and sporting approaches to preventing illness and improving mental and physical health. A potential way of taking this forward could be through the Healthy Living Centres funded by the NOF. DH should monitor the outcome of such approaches.</p> <p>a. Yes. b. DH and DCMS. c. A rough estimate of the sums going into arts and health should be available early in 2001.</p>	<p>On-going.</p>	<p>DCMS is working with DH on Quality Protects and Joint ACE/Sport England/Health Funding in Health Action Zones. DCMS is exploring with DH and arts practitioners the contribution that the arts can make in improving mental and physical health.</p>	<p>DCMS is proposing a new project early in 2001 to explore the impact of culture and leisure on health, and will evaluate the outcomes.</p>
<p>11. Department of Trade and Industry (DTI) should encourage the business links network to forge partnerships between business and the arts/sport community organisations to support developments in sports and arts.</p> <p>a. Under consideration. b. DTI and DCMS. c. ACE gives arts and business an annual grant of £5.05m. Business sponsorship of the arts was £141m in 1998–99. Sport England estimates the value of the sports sponsorship market for 1999 at £376.5m. Sportsmatch attracted £3.4m to community-based sports.</p>	<p>On-going.</p>	<p>—</p>	<p>DCMS will discuss with DTI during 2001 how business views sponsorship of the arts and sport, and how introductions can be made.</p> <p>DCMS will sample the extent and nature of local and national business sponsorship in up to 200 arts, culture and sport community projects.</p> <p>DCMS will also consider with representatives of the creative industries the skills it needs and how these can be built up through participation in creative projects.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>12. HO should promote best practice in, and further incorporation of arts and sports projects into, programmes for preventing crime and rehabilitating offenders, such as the development of local crime/community safety strategies, and monitor outcomes of such approaches.</p> <p>a. Yes. b. HO and DCMS. c. An estimate for arts spend is expected to be available early in 2001.</p>	On-going.	<p>Many arts, sport and cultural projects have been shown to have an impact on crime reduction programmes at local level with the support of the local police.</p> <p>In HO there are arts and sports elements in the Youth Inclusion, On Track and Positive Futures programmes.</p>	DCMS will monitor the effectiveness of arts and sports projects in reducing offending.
<p>13. DETR should ensure that Best Value reviews carried out by local authorities consider ways in which arts, sport, tourism and leisure provision could contribute to meeting new performance targets in education, crime, health, employment and social inclusion. The best practice principles outlined in the PAT 10 report could usefully form the basis of what the Best Value Inspectorate could look for when undertaking their inspections.</p> <p>a. Yes. b. DETR and DCMS. c. Cost neutral.</p>	On-going.	Best Value performance indicators include the need for local authorities to develop a Local Cultural Strategy (LCS) and also require them to measure the user satisfaction of targeted groups.	DCMS will follow this up, including it as part of the DETR-led review of user satisfaction performance indicators in which DCMS is participating.
<p>14. In revising the planning policy guidance note (PPG17) on Sport and Recreation, DETR should have particular regard to the potential of 'brownfield' sites in urban areas to contribute to regeneration through arts and sport (a theme also relevant to the development of the NOF's new Lottery funding programme for green spaces).</p> <p>DETR should consider opportunities for conservation-led regeneration based on adapting old buildings, which has a key role to play for household growth on brownfield sites.</p> <p>a. Yes. b. DETR and DCMS. c. £125m from NOF is helping arts and sports-led regeneration by helping communities improve or provide open spaces.</p>	On-going.	<p>English Heritage has produced guidance on heritage-led regeneration and will target conservation grant aid at areas of social and economic deprivation.</p> <p>DETR has made progress on revising the planning guidance and is consulting on it with interested parties.</p>	DCMS is following up PPG17 with DETR.

<p>15. The principles of the community development approach in this report should underpin and build on the ways in which local authority culture/leisure strategies and services are developed and provided, linked to networked projects.</p> <p>a. Yes. b. DCMS and DETR. c. Within existing DCMS budgets.</p>	<p>All local authorities are encouraged to have LCSs in place by 2002.</p>	<p>Local authorities are being encouraged by DCMS to include social inclusion objectives in their LCSs. Fourteen pilot authorities are using draft DCMS guidance on producing a local strategy. The majority of other authorities are also developing strategies, of which social inclusion objectives form a part.</p>	<p>The guidance will be updated when the outcome of the pilots for LCSs is known.</p>
<p>16. Wider regeneration and other strategies aimed at improving an area's performance in the four 'key indicators' of health, crime, education and employment should explicitly consider the role which their cultural, leisure and tourism capacity can play.</p> <p>a. Yes. b. DCMS with DETR, HO and DfEE. c. Within existing DCMS budgets.</p>	<p>On-going.</p>	<p>In many areas culture and leisure now form part of regeneration strategies aimed at improving: health, e.g. as a component of Health Action Zones; crime, e.g. in work with Youth Inclusion Teams; and education, e.g. in Education Action Zones. This is also reflected in the first round of NDC pathfinder programmes and DCMS is encouraging those involved in the second round to follow their example (see recommendation 4).</p>	<p>DCMS will map the extent to which culture, leisure and tourism are explicitly considered and, where relevant, will stress the regenerative effects such activities have on deprived neighbourhoods.</p>
<p>17. Local authorities should assess provision and expenditure on culture and leisure geographically (ward by ward) and according to the social, ethnic and professional background of users and potential users, using indicators of social deprivation which are being developed. Better information and analysis of expenditure and outputs are also needed to monitor progress.</p> <p>a. Partially accepted. Collection of data ward by ward may not be feasible. b. DCMS and DETR. c. Within existing DCMS budgets.</p>	<p>On-going.</p>	<p>Local authorities are represented on the DCMS Social Inclusion Advisory Group and social exclusion is an agenda item at regular DCMS/Local Government Association (LGA) meetings. DCMS guidance to local authorities on preparing an LCS – which the majority of authorities are doing – recommends an audit of need and of provision across the area as a whole.</p>	<p>In 2001, as part of the implications of the Sports Strategy, Sport England will ask local authorities to undertake a comprehensive audit of facilities. Sport England and LGA will then compile a national database of sports provision based on those returns.</p>
<p>18. Community development work in culture/leisure services is likely to benefit particularly from modernised management arrangements in local authorities, such as neighbourhood based 'cross-disciplinary' team working, and inter-disciplinary approaches to specific issues and more systematic community consultation approaches. Plans for culture/leisure community based work should be developed in the wider context, rather than in isolation.</p> <p>a. Yes. b. DCMS and local authorities. c. Cost neutral.</p>	<p>On-going.</p>	<p>Cross-disciplinary team working is encouraged as part of LCS guidance. It is also required of local authorities seeking Beacon Council status.</p>	<p>DCMS will monitor the way culture and leisure services are provided by local authorities as part of its work on LCSs and in evaluating the culture and leisure content of Beacon Council status.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>19. Local authorities' youth services should promote and develop programmes aimed at enhancing the creative and sporting talents of young people in disadvantaged areas; encourage working with skilled arts/sports workers; and monitor the outcomes.</p> <p>a. Yes. b. DCMS and local authorities. c. Not costed.</p>	<p>Connexions pilot schemes started in April 2000. National roll-out is from April 2001.</p> <p>During 2001.</p>	<p>The Connexions Service will provide 13–19 year olds with information, advice, guidance and support on all aspects of learning and life, including quality sporting provision.</p> <p>DCMS is working closely with the Children and Young People's Unit (CYPUP) to ensure that the Children's Fund makes best use of sporting and cultural activities to improve the life chances of 5–13 year olds. More broadly, they are working together to join up sports and arts with other Government services for children and young people.</p> <p>Under the Quality Protects programme, local authorities and DH will put resources into increasing participation in arts and sport for children in, or leaving, care.</p> <p>And the Sports Co-ordinators scheme will promote sport for young people.</p>	<p>DCMS will sample local authorities for programmes and outcomes.</p>
<p>20. Local authorities should seek ways to improve value for money from their assets/facilities as a whole by ensuring the widest feasible use of them (e.g. arts/sports facilities out of school hours).</p> <p>a. Yes (as part of Best Value). b. DfEE and DETR. c. Not costed.</p>	<p>On-going.</p>	<p>Arts and sports activities already take place in schools after school hours.</p> <p>Access for all sectors of the community is a key element of the guidance for local authorities on preparing LCSs.</p> <p>Participation rates in arts, sport and leisure is one Best Value performance indicator.</p>	<p>DCMS will follow up with DfEE and local authorities.</p>
<p>21. Lottery distributors should consider together the best ways to fund community-run multi-purpose community venues in areas with poor access to facilities, which can be used flexibly to meet local needs rather than a more narrowly conceived facility to provide arts or sports facilities alone.</p> <p>a. Yes. b. DCMS. c. Not costed.</p>	<p>On-going.</p>	<p>DCMS is discussing with the Lottery distributors the possibility of a multi-purpose community buildings pilot, where there is local need, funded by the Lottery.</p>	<p>Discussions continue.</p>

<p>22. Lottery distributors should consider how best to co-ordinate strategies to combat social exclusion in deprived areas. Community development via arts/sport will often crucially depend on sustaining community-based groups. This is best done jointly with the kind of co-operation being developed under Awards for All. They should consider how best to 'market' the Lottery to such groups (work in which libraries may well have a key role). Distributors should find out why there is poor take-up of Lottery funds by particular groups and in particular areas. They may wish to co-operate in undertaking research jointly in this.</p> <p>a. Yes. b. DCMS. c. Not costed.</p>	<p>An action plan from the Lottery distributors is due in early 2001.</p>	<p>A research project into the take-up of Lottery funds in deprived areas (in a former coalfields area) has been completed. In the light of this the Lottery distributors are developing an action plan to address the problem of low take-up and other funding issues.</p>	<p>DCMS will follow this up when the action plan has been produced.</p>
<p>23. Lottery distributors should take steps to ensure that they take maximum advantage of the new flexibility provided by the 1998 National Lottery Act, in particular that relating to matching funding, when assessing applications from neighbourhoods which have regeneration initiatives. Voluntary effort should be counted towards meeting matching funding requirements and bids for ancillary running costs (e.g. transport or childcare), designed to free people to contribute to schemes, should also be considered.</p> <p>a. Yes. b. DCMS. c. Not costed overall.</p>	<p>On-going.</p>	<p>Voluntary effort, in the form of human resources or equipment and premises, is already accepted as counting towards partnership funding. Bids for ancillary running costs will be considered.</p>	<p>The Lottery distributors will report in the first half of 2001 on a range of issues, which will include the amount of funding which community groups are required to contribute alongside Lottery funds.</p>
<p>24. Talented individuals in neighbourhoods with limited opportunities might benefit from an area-based bursary scheme designed to help them to develop employment potential. The National Endowment for Science, Technology and the Arts (NESTA), ACE and Sport England should consider the scope for such earmarked arrangements – which ought also to involve commercial partners from the relevant industry.</p> <p>a. Yes, in existing programmes. b. DCMS. c. Cost neutral.</p>	<p>On-going.</p>	<p>Area-based schemes such as the World Class programme already exist. Local authorities also run their own schemes. These tend to support people who have already displayed a certain level of talent. To address the need for individual support at a lower level, which is often needed in poorer communities, the Youth Sports Trust has begun a small scholarship scheme. Mark Lewis Francis, a gold medallist in the world junior championships in Chile, is a beneficiary of this scheme.</p>	<p>DCMS will follow up the extent and impact of existing schemes.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes: b. Lead Department for implementation c. Cost/how much will be spent?</p>			
<p>25. DCMS should ensure that neighbourhood renewal issues are on the initial agenda and strategies of the new DCMS Regional Cultural Consortia (RCCs) (involving bodies across the culture, leisure and tourism fields including community development cultural and leisure organisations), and that the consortia properly involve the commercial culture/leisure sector.</p> <p>a. Yes. b. DCMS and DETR. c. Not separately costed.</p>	On-going.	DCMS has appointed Chairs of RCCs which are forming regional cultural strategies. In working with the RCCs on the implementation of their strategies, DCMS will ensure that neighbourhood renewal issues form part of their programmes and keep in touch with DETR on progress.	DCMS will work with the RCCs to ensure that neighbourhood renewal issues form a part of their programmes.
<p>26. DCMS should ensure that the GOs and Regional Development Agencies (RDAs) involve culture, leisure and tourism organisations in plans for regeneration.</p> <p>a. Yes. b. DCMS. c. Not separately costed.</p>	On-going.	DCMS has commented on the RDAs' Regional Economic Strategies and DCMS GO staff are pursuing DCMS interests at regional level.	DCMS GO staff will advise regularly on progress.
<p>27. DCMS should seek to ensure more systematic use of (EC) Agenda 2000 (regeneration) funds to support arts/sport projects promoting neighbourhood renewal and to help local and regional bodies gain access to them.</p> <p>a. Yes. b. DCMS. c. Cost neutral.</p>	—	—	As part of its international strategy, in 2001 DCMS will co-ordinate guidance on current sources of funding and promote systematic use.
<p>28. When developing its Sports Strategy, DCMS should ensure that the benefits of participation in sport can be shared by people from all groups in society.</p> <p>a. Yes. b. DCMS. c. Within existing DCMS budgets.</p>	On-going.	Action is complete. The Sports Strategy, published in April 2000 (see recommendation 39), makes a commitment to all groups including the disabled and minority ethnic groups.	No further action is necessary beyond implementation of the Strategy.

<p>29. DCMS should devote resources to advocacy, monitoring and follow through of the policies by local authorities, Lottery distributors and DCMS-sponsored bodies and through wider Government regeneration schemes. It should also encourage both partnership with those bodies and involvement with groups representing neighbourhoods at risk of exclusion.</p> <p>a. Yes. b. DCMS. c. Met within existing DCMS budgets.</p>	<p>On-going.</p>	<p>Advocacy is carried out primarily through the DCMS Social Inclusion Network on which DCMS Divisions sponsoring the public bodies tasked to deliver social inclusion objectives are represented.</p> <p>Partnerships are being developed (see recommendations 5, 7, 10 and 16).</p>	<p>DCMS will follow this up (see recommendations 5, 15 and 21–23).</p>
<p>30. DCMS should examine, with its sponsored bodies, ways to implement social inclusion objectives in funding agreements and should develop an area-based approach to culture-led community regeneration.</p> <p>a. Yes. b. DCMS. c. Within DCMS budgets.</p>	<p>On-going.</p>	<p>See recommendation 32.</p>	<p>DCMS is developing an area based approach to culture-led regeneration, e.g. participation in the New Deal for Communities, the Sports Action Zones, presence in Education Action Zones, development of LCSs and RCCs (while not overlooking the needs of those groups at risk of exclusion regardless of where they live).</p>
<p>31. DCMS should co-ordinate more comprehensive guidance on what sources of funding are currently available.</p> <p>a. Yes. b. DCMS. c. Within existing DCMS budgets.</p>	<p>Early 2001.</p>	<p>—</p>	<p>In early 2001 DCMS will plan where central guidance should be held and consider resources for collecting, updating and disseminating it.</p>
<p>32. DCMS should seek to tighten the social inclusion objectives and targets given in funding agreements with its sponsored bodies. DCMS should also consider asking QUEST, the new independent body promoting efficiency and best practice in DCMS-sponsored bodies, to examine the impact of sponsored bodies' social inclusion policies.</p> <p>a. Yes. b. DCMS. c. Within existing DCMS budgets.</p>	<p>Social inclusion objectives are included in current agreements. Revised objectives will be set for 2001–02.</p>	<p>QUEST (see recommendation 1) has produced a standard framework for social inclusion to which sector specific outcomes will be added. Funding agreements will be reviewed before the new financial year (2001–02).</p> <p>QUEST has started a project looking at the intended impact of DCMS-sponsored projects and how the actual outcomes meet the original vision (see also recommendation 33).</p>	<p>DCMS will continue to work on new funding agreements for 2001–02.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>33. DCMS should select a number of current or imminent projects and work with them to monitor and evaluate their impact on the community – against criteria established by the projects themselves. These projects should cover a range of arts/sport activity, of geographical areas, types of community, and of types of impact sought.</p> <p>a. Yes. b. DCMS. c. £20,000 from the DCMS research budget.</p>	<p>The first report is due early in 2001.</p>	<p>DCMS has selected 14 projects in arts, sport, culture and leisure to observe. They cover the social exclusion factors of employment, education, health and crime and are from across England (urban and rural).</p>	<p>DCMS has appointed the Centre for Leisure and Sport Research at Leeds Metropolitan University to monitor and evaluate the impact of these projects. The centre will make an interim report to DCMS early in 2001, with subsequent follow-up reports.</p>
<p>34. DCMS should commission longer-term longitudinal research designed to assess the impact on individuals of participation in arts/sport related activities, including community development programmes, over a period of at least five–seven years. Such research should be formulated after a review of the existing national longitudinal surveys, to explore what they might reveal through secondary analysis of existing data and how such surveys might be used in future as a cost effective way of delivering the research recommended here.</p> <p>a. Partially accepted. b. DCMS. c. Not known.</p>	<p>DCMS will review existing research during 2001.</p>	<p>—</p>	<p>DCMS will look at the research that has already been undertaken with regard to participation in its sectors and impact on social exclusion. From this it may be possible to draw new conclusions, or further support existing evidence about the impact of DCMS sectors on those at the risk of exclusion. This exercise is also expected to reveal the existence of relevant on-going studies into which DCMS can feed questions of its own.</p>
<p>35. DCMS should pursue the policy aim of extending and focusing investment in talent and audiences throughout society in its sponsorship of culture and leisure industries.</p> <p>a. Yes. b. DCMS. c. Within existing DCMS budgets.</p>	<p>On-going.</p>	<p>DCMS invests via the sponsored bodies whose funding agreements and social inclusion strategies require them to reach as wide a section of society as possible. This requirement is reflected in specific programmes, e.g. the New Audiences Fund (financed through ACE, which targets spending on those who have not visited arts events before), and Sportsmatch which is designed to increase the amount of business sponsorship going into sport at a local level. The scheme matches private sponsorship pound for pound and concentrates on awards between £1,000 and £5,000.</p>	<p>DCMS will monitor the access and social inclusion strategies of the sponsored bodies, including outturns against requirements of the funding agreements.</p>

<p>36. DCMS should draw the attention of other PATs to the recommendations, in particular the Teams looking at Jobs; Anti-Social Behaviour; Community Self-Help: Schools Plus; Young People; Learning Lessons; Joining it up Locally; and Better Information.</p> <p>a. Yes. b. DCMS. c. Cost neutral.</p>	<p>Before April 2000.</p>	<p>Action is complete: all the other PATs have now reported.</p>	<p>No further action is necessary.</p>
<p>37. DCMS should invite reactions to the PAT 10 report and convene a national conference of practitioners and interested parties to agree an action plan to implement its proposals.</p> <p>a. Yes. b. DCMS. c. Within existing DCMS budgets.</p>	<p>October 1999.</p>	<p>Action is complete: the conference has been held and an action plan has been produced.</p>	<p>No further action is necessary.</p>
<p>38. ACE should recognise explicitly that sustaining cultural diversity and using the arts to combat social exclusion and promote community development are among its basic policy aims.</p> <p>a. Yes. b. DCMS. c. Arts funding to promote social inclusion is difficult to separate out from other programmes, e.g. those aimed at increasing access for all. However, ACE is preparing costings which should be available early in 2001.</p>	<p>On-going.</p>	<p>In response to PAT 10, ACE has drawn up a social inclusion strategy which recommends how the arts should meet the needs of excluded individuals and deprived neighbourhoods. The paper is being discussed with DCMS.</p>	<p>DCMS will follow up with ACE how the recommendation is being implemented.</p> <p>Funding agreements between DCMS and ACE will be reviewed to promote social inclusion objectives. Revised funding agreements will be effective from 1 April 2001.</p> <p>ACE will include social inclusion objectives in the funding agreements which it makes with arts distributors, e.g. the Regional Arts Boards.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>39. Sport England should explicitly recognise that sustaining cultural diversity and using sport to combat social exclusion and promote community development are among its basic policy aims.</p> <p>a. Yes.</p> <p>b. DCMS.</p> <p>c. Within existing DCMS budgets and Sport England's grant-in-aid and business sponsorship. The Government's Sportsmatch scheme, which matches business sponsorship and Government funds, granted £3.4m for 2000–01 to community-based sports. This was matched by sponsorship funds.</p>	<p>On-going.</p>	<p>The Sports Strategy <i>A Sporting Future for All</i>, published in April 2000, committed DCMS and Sport England to developing stronger partnerships with other departments, local authorities, and public and private sector organisations to link sport to wider benefits of social inclusion and regeneration. E.g. Sportsmatch is actively encouraging more applications from deprived areas, particularly those designated Sport Action Zones and the new School Sport Alliance, which will draw together funding for school sport, will take account of social inclusion objectives.</p> <p>There will be more delegation to some of the bodies involved in organising sport, but funds have not been made directly available to community groups.</p>	<p>Teams have been set up to implement the Sports Strategy, including its social inclusion recommendations. They will report to DCMS on progress, including on funding agreements with the governing bodies and on the contribution of the voluntary sports sector to regeneration. DCMS will monitor and evaluate their effectiveness.</p> <p>Sport England's funding agreement with DCMS will be reviewed and new social inclusion objectives will be included for 2001–02.</p> <p>DCMS will follow up whether Sport England has plans for delegation directly to community groups. And Sportsmatch will advise DCMS on the percentage of projects in areas of deprivation and has set up a database to do so.</p>

40. Specific action should be taken by NDC pathfinders, DfEE, DETR, DCMS, Lottery distributors, ACE, Sport England and local authorities to incorporate a separate equal opportunities element in the response to the following recommendations: project evaluation; longitudinal research; NDC pathfinders; local authority cultural strategies; local authority assessments of provision and expenditure; local authority youth services; DfEE and the Ufi; DETR and Best Value reviews; DCMS's Sports Strategy; DCMS monitoring and follow through; Lottery distributors' social inclusion strategies; DCMS and QUEST; bursary schemes; ACE and community groups; ACE and the Pairing Scheme; ACE and social inclusion objectives; Sport England and community development; Sport England and community groups; Sport England and Sportsmatch; and Sport England and social inclusion objectives.

a. Yes, in principle. DCMS will follow up action plans for itself and its sponsored bodies.

b. DCMS.

c. Not separately identified.

DCMS social inclusion action plans for ethnic minorities and disabled people will be published early in 2001.

DCMS policy guidance specifies appraisal of policies for equal treatment. Promoting equality of opportunity is also a specific requirement in the funding agreements made between DCMS and its sponsored bodies.

DCMS will publish action plans for promoting the inclusion of disabled people and those from the minority ethnic groups in arts, culture, sport and leisure early in 2001.

41. NDC pathfinders, DfEE, DETR, DCMS, Lottery distributors, ACE and local authorities should develop and publish an action plan to promote: access to opportunities for; use of facilities by; and other measured outcomes relevant to the needs of both minority ethnic and disabled citizens.

a. Partially accepted. DCMS will follow up action plans for itself and its sponsored bodies.

b. DCMS.

c. DCMS has not set aside specific sums for promoting the inclusion of these groups. The sponsored bodies will estimate the grant-in-aid and Lottery funding targeted at social inclusion objectives generally.

On-going.

A DCMS conference for disabled people with the DCMS-sponsored bodies will help inform the action plan which it is committed to producing early in 2001.

DCMS will also produce an action plan promoting participation by ethnic minorities early in 2001. This will be informed by a research project into the needs of these communities with reference to DCMS sectors.

Objectives for promoting participation by both these groups is included in the funding agreements made between DCMS and its sponsored bodies.

The Home Office publishes annually a basket of race equality performance indicators covering public services generally.

On-going follow-up.

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>42. The commercial and independent sector; charitable trusts; arts providers and sports providers should seek to target their support towards community groups in areas of need, and build into programmes of support, appropriate skills training to help with the running of projects by community members.</p> <p>a. Yes. b. DCMS. c. Not separately identified.</p>	<p>During 2001.</p>	<p>The need for training and capacity building has been discussed with the representative business bodies – Arts and Business and Business in Sport and Leisure (both represented on the DCMS Social Inclusion Advisory Group) and with charities and the Lottery distributors. Increasing skills in communities is frequently an objective in the projects they fund.</p>	<p>During 2001 DCMS will map the extent to which skills training and support are built into a range of DCMS projects.</p> <p>Training issues will also be addressed through the Learning and Development strand of the National Strategy which will be led by the Neighbourhood Renewal Unit in DETR, from spring 2001.</p>
<p>43. The commercial and independent sector; charitable trusts; arts providers and sports providers should work together with the Lottery distributors when seeking to improve the targeting of support eligible as matching funding for National Lottery money.</p> <p>a. Yes. b. DCMS. c. Cost neutral.</p>	<p>An action plan will be produced during 2001.</p>	<p>Following DCMS-commissioned research into the problems of the coalfields and other deprived areas in accessing Lottery funds, the distributors are reviewing funding requirements in areas of social deprivation. A report is due in 2001.</p>	<p>DCMS will follow this up with the Lottery distributors.</p>
<p>44. The commercial and independent sector; charitable trusts; arts providers and sports providers should recognise that small grants from them can make a large difference to community groups in contexts in which public money cannot properly be spent.</p> <p>a. Yes. b. DCMS. c. Cost neutral.</p>	<p>To be followed up in 2001.</p>	<p>The National Strategy Action Plan announced a Community Chest fund worth £50m over three years. See PAT 9: Community Self Help.</p>	<p>DCMS will follow up the existence and take-up of small grants programmes with representatives of the private sector and charities as part of an exercise to gauge the private sector contribution to social inclusion.</p>

<p>45. Businesses running facilities on behalf of local authorities should regard the recommendations to local authorities made in this report as applying to them.</p> <p>a. Yes. b. DCMS and local authorities. c. Not costed.</p>	<p>On-going.</p>	<p>This will be effected by local authorities through Best Value since Best Value reviews must consider the benefits of arts and sport.</p>	<p>No further action will be taken.</p>
<p>46. The commercial and independent sector; charitable trusts; arts providers and sports providers should seek to implement the principles of best practice given in this report in their work.</p> <p>a. Yes. b. DCMS. c. Cost neutral.</p>	<p>On-going.</p>	<p>The principles in the PAT report have been widely accepted by the Lottery distributors, charities and by organisations representing business sponsorship of the arts and sport. They are found in their strategy documents and programmes and in the longer term this will be measured by DCMS evaluation of some sample projects.</p>	<p>DCMS will continue to promulgate the principles of best practice and evaluate sample projects, and produce an interim report on good practice early in 2001.</p>
<p>47. All sports facilities and fitness training providers and arts organisations, whether private or public sector, should consider what they can do to go beyond the legal requirements of the Disability Discrimination Act (DDA) and improve access for people with disabilities.</p> <p>a. Partially accepted – by public bodies in the arts, sport, culture and leisure sector. Beyond that acceptance is not measured by DCMS. b. DCMS. c. Separate estimates of funding for improving access for disabled people are not available.</p>	<p>On-going.</p>	<p>DCMS sectors met in July 2000 to discuss the requirements of the DDA, share best practice and consult with disabled people and their organisations. This will inform the DCMS Action Plan for people with disabilities which DCMS will produce early in 2001.</p>	<p>DCMS will monitor progress made by its sponsored bodies, but cannot commit to assessing the views of private sector organisations.</p>

PAT 11: Schools Plus

Foreword by The Rt Hon Estelle Morris MP Minister for School Standards

As Minister for School Standards I visit many schools across the country, and it is clear that they play a crucial role both in the education of individual young people and in the development of the wider community. In setting up the Schools Plus PAT we recognised that in areas where families and communities face the greatest problems and barriers, schools can make a real difference.



In preparing their report, members of the PAT identified best practice by visiting schools which understood their families and their communities, listened to them and worked with them to tackle problems, overcome barriers and build successful, thriving neighbourhoods. Drawing from their own knowledge and the experiences of others, the PAT set out a range of approaches to extend the services offered by schools and to help them build better links with their communities.

I am delighted that the PAT's report struck a chord with many, both in education and in voluntary organisations and the wider community. It has generated new interest and growing numbers of community groups are now keen to link up with their schools, and schools with their communities. We want to harness this enthusiasm and will work with schools and other partners to develop those Schools Plus activities and approaches which best suit their circumstances and needs. And we want to assess the contribution Schools Plus activities make to raising standards and benefiting the wider community.

Working in partnership is a key element to the success of the Schools Plus agenda. It will certainly be crucial in the delivery of the new and very innovative Children's Fund. The Fund, which was announced in the Spending Review, will support preventative work with children and their families before they hit a crisis. The aim of the Fund chimes well with the call by the PAT to give children and their families additional support in tackling problems. In developing their programme, the new Children and Young People's Unit, which is managing the Fund, is already taking into account how it might support some of the approaches and activities proposed by the Schools Plus PAT.

We have already responded to a number of the PAT's recommendations. We have announced our intention to establish a new entitlement to regular out of school hours study support for older primary and secondary school pupils. And £240 million of Government and Lottery support has already been made available for study support through the Standards Fund and New Opportunities Fund (NOF).

In developing study support, the PAT also recommended that we should build on the success of the 'Playing for Success' initiative and identify areas other than football which interest young people. We agreed and have recently given the go-ahead to 25 new projects, which will extend this initiative into other sports, including cricket, rugby and basketball.

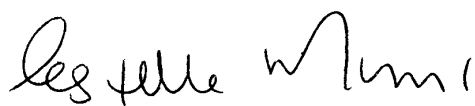
Since the publication of the Sports Strategy in April 2000, extra funding of £750 million from NOF has been announced for all children to have opportunities to participate in physical activity and arts projects in deprived areas. We aim to refurbish and build new facilities for PE and arts activities, and to make them available to the local community as well.

We have also responded to the PAT's recommendations in other areas. We are piloting mentor points – a one stop shop for offering volunteer mentors guidance and training and schools access to mentors. We have issued guidance for teacher trainers which exemplifies what trainees must know and be able to demonstrate in relation to minority ethnic issues. And we have announced the Pupil Support Allowance, which is a trial scheme offering schools additional resources to integrate challenging pupils who are admitted in-year to the school.

We listened to the PAT when it said that some schools in the most deprived areas should have the help of specialist teams in identifying and developing activities best suited to their pupils and their communities. We have commissioned an initial feasibility study and, working with a range of partners, will shortly be developing proposals for pilots.

The Schools Plus PAT recommendation on neighbourhood learning centres was echoed by the recommendation made by the Skills PAT. We are establishing around a dozen demonstration projects during 2000–01 and I am pleased to say that a number of these will involve schools.

Many schools and authorities have already used the PAT report to help them develop their own plans to enhance links between their schools and their communities. We will continue to use it to ensure that our policies and programmes reflect the aims and objectives of the Team. I am sure that embedding Schools Plus in our schools and communities will result in many success stories for individuals and the wider community. I will continue to take a close interest in this work.



Rt Hon Estelle Morris MP
Minister for School Standards

PAT 11: SCHOOLS PLUS

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>1. Target of at least three hours study support each week, including various activities over the weekend, for all those pupils in schools where there is 35% or more entitlement to free school meals.</p> <p>a. Yes.</p> <p>b. Department for Education and Employment (DfEE) with Department of the Environment, Transport and the Regions (DETR), Department for Culture, Media and Sport (DCMS), Local Education Authorities (LEAs) and New Deal for Communities (NDC) pathfinders.</p> <p>c. The New Opportunities Fund (NOF) is allocating £160m to help fund out of school hours learning activities across England up to 2001. Funding of £80m (£20m in 2000–01, £60m in 2001–02) is available from the Standards Fund to promote and encourage effective study support programmes. This is mostly devolved to schools.</p>	Late 2001.	<p>In March 2000 David Blunkett announced his intention to create an entitlement to study support for all older primary and secondary school pupils. A survey of pupils carried out in June 2000 found that secondary pupils already spent on average three hours a week participating in study support activities. However, provision is currently patchy and Ministers are keen that all pupils have the opportunity to benefit from study support. DfEE is considering approaches to ensure consistency in provision for all pupils in all schools.</p> <p>The prospectus for City Academies will say that all City Academies have to offer at least three hours a week study support for all pupils.</p>	On-going monitoring by DfEE of study support participation, especially in City Academies.
<p>2. The development of a Tap-in programme for both primary and secondary schools offering individual programmes of study and support to pupils at risk of dropping out or rejoining mainstream education.</p> <p>a. Yes, in principle, but this may be achieved in a slightly different way, building on information and developments since the publication of the PAT report.</p> <p>b. DfEE with DETR, DCMS, LEAs and NDC pathfinders.</p> <p>c. £9m.</p>	2001.	A new Pupil Support Allowance (PSA) trial scheme for Phase 1 Excellence in Cities (EiC) areas was announced in April 2000 and introduced in September 2000 (see recommendation 31). The PSA offers schools additional resources to plan integration of in-year admission of challenging pupils. Use of funding might cover the development of a Tap-in programme.	DfEE will monitor the effectiveness of the trial.

<p>3. Extended opening hours at some schools allowing pupils extensive access to study support-type activities, including enrichment activities throughout the day. Individual programmes of study support should be developed which intersperse traditional learning, including the full National Curriculum, with other learning, leisure and sport activities such as work experience, visits, vocational study, community activity etc.</p> <p>a. Under consideration. b. DfEE with DETR, DCMS, LEAs and NDC pathfinders. c. £350,000 to support the development and training of school sports co-ordinators in the first 25 local partnerships.</p>	<p>On-going.</p>	<p>This is already in place in some schools and wider application is under consideration. The DCMS/DfEE Sports Strategy announced the intention to establish a network of up to 1,000 Lottery funded school sports co-ordinators, whose remit would be to organise out of school sports activity together with coaching and inter-school competition.</p>	<p>On-going work for DfEE.</p>
<p>4. A network of locally agreed one-stop Family Support Centres should be established. Based on the Scottish New Community Schools and the USA's Full Service Schools models, these will bring together social, educational and health professionals to provide an integrated service for pupils and their families and the wider local community on one site.</p> <p>a. Under consideration. b. DfEE with Children and Young People's Unit (CYPU), Department of Health (DH), Department of Social Security (DSS) and LEAs. c. Not yet known.</p>	<p>To be determined by the CYPU.</p>	<p>DfEE is researching and developing proposals on family support centres in schools. The department is supporting local partnerships between education, health and social services to promote coherent delivery of services to meet the needs of children with learning difficulties or disabilities, seeking wherever possible for such programmes to be delivered from the child's school to minimise any disruption to their education.</p> <p>CYPU is drawing together best practice guidance on a range of effective services that will help local areas develop preventative services for children that meet local needs.</p>	<p>To be determined when proposals have been further developed.</p>
<p>5. Nationally, DfEE should build on the success of the Playing for Success (PFS) initiative to identify interests other than football which interest young people and explore ways of engaging related businesses in helping young people to learn. Schools, community organisations and delivery agents should actively seek to identify anything of local interest which could also serve as a tool to learning.</p> <p>a. Yes. b. DfEE with LEAs, Education Business Partnerships (EBPs) and Department of Trade and Industry (DTI). c. Approximately £6m and an additional £2.5m over two years from April 2000 for the Partners for Study Support (PfSS) scheme.</p>	<p>On-going.</p>	<p>40 Premiership/First Division football clubs are already committed to PFS. 33 centres are open, and evaluation results are positive. The extension of PFS to lower division football clubs and other sports was announced on 14 April 2000. 25 new projects have been announced, including cricket, rugby league and union, and basketball.</p> <p>The PfSS scheme, announced in October 1999, running until March 2002, involves 138 partnership projects covering a wide range of activities including music, creative and performing arts, fashion, media, science, technology, environment and community projects.</p>	<p>DfEE and DCMS will consolidate the initiative within football clubs and LEA provision, ensure a wide range of sports are involved in roll-out, and work with LEAs to ensure that the benefits to pupils are recognised and built on back in school.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>6. Schools and others should identify and use mentors more widely to expand pupils' horizons and prevent disaffection.</p> <p>a. Yes.</p> <p>b. DfEE with EBPs and DTI.</p> <p>c. £600,000. In addition, current funding for the duration of the DfEE pilot for University/Higher Education student mentors is £1.5m to 2002.</p>	<p>September 2000.</p>	<p>DfEE supports mentoring via the National Mentoring Network. DfEE funding is supporting the development of minimum standards for all school mentoring programmes and promotion of best practice. Mentor points are being piloted in three EiC areas. DfEE is funding a pilot scheme where university/higher education students receive payment for helping to raise the achievements of 12–18 year olds in secondary schools in deprived areas.</p> <p>DfEE has asked the National Mentoring Network to make its members aware of how to access training and accreditation options for mentoring schemes.</p>	<p>On-going work for DfEE.</p>
<p>7. Local delivery agents should be resourced to ensure that all pupils have high quality experiences of work and working adults appropriate to their age; and to help schools to develop links with business and programmes of business experience.</p> <p>a. Yes.</p> <p>b. DfEE with EBPs and DTI.</p> <p>c. Pilots – £750,000. Work experience programme – £9.766m. Teacher placement programme – £1.8m. 'Partner schools' projects – £300,000 including national evaluation.</p>	<p>September 2000.</p>	<p>DfEE is developing a strengthened education-business link delivery structure linked to the new Learning and Skills Councils (LSCs). Key activities will include giving all pupils opportunities to gain a better understanding and insight into the world of work. And DfEE is funding nine 'partner schools' projects piloting new approaches to developing an integrated programme of school-business links.</p>	<p>DfEE will disseminate the outcomes from the pilot projects, and ensure that programmes of work experience and teacher placement are integrated within a whole-school structured approach to school-business links. DfEE will also sustain and improve levels of coverage and quality during the transition period when LSCs come into being.</p>
<p>8. Schools and their local communities should pay particular attention to identifying ways in which businesses and employed individuals can interact with primary school children.</p> <p>a. Yes.</p> <p>b. DfEE with EBPs and DTI.</p> <p>c. £5m dedicated in 2000–01 to facilitating local consortia to develop the delivery of education-business links.</p>	<p>September 2000.</p>	<p>The education-business link structure which DfEE is developing (see recommendation 7) will deliver a range of key activities, many of which will encourage closer business links with primary schools.</p>	<p>Each pilot will have its own local evaluation strategy. And consultants have been appointed to provide on-going advice and guidance and undertake an evaluation of the overall programme.</p>

<p>9. All existing and new activities should be monitored and evaluated to assess how effective they are in preventing or tackling disaffection.</p> <p>a. Yes. b. DfEE with EBPs and DTI. c. £170,000 – PFS evaluation. £75,000 – evaluation of the effectiveness of work experience. £22,000 – evaluation of the second mentoring bursary programme.</p>	<p>On-going.</p>	<p>A second stage evaluation of 12 PfS centres, to be published in January 2001, found gains in both literacy and numeracy, and in pupils' motivation and attitude towards the subjects. Initial findings from the formal evaluation of the effectiveness of work experience were received in December 2000. An evaluation of the second mentoring bursary programme is underway.</p> <p>DfEE is developing a strengthened business link structure, linked to the new LSCs (see recommendation 7). This includes the need to monitor and evaluate education-business link activities to assess their impact on priority areas such as disaffection.</p>	<p>Good practice emerging from the evaluation exercises will be disseminated by DfEE to interested parties and the findings will inform policy development.</p>
<p>10. Schools should have the support of paid Community Learning Champions (CLCs). The CLCs would be from within the community rather than being 'parachuted in', and have an enabling and co-ordinating role.</p> <p>a. Under consideration. b. DfEE with DCMS, DETR and LEAs. c. Under consideration.</p>	<p>April 2001.</p>	<p>Work is in hand to link this with other programmes, including Community Champions, Learning Mentors, IT Champions and Personal Advisers. DfEE is also considering how CLCs could be piloted as part of the neighbourhood learning centre pilots in schools (see recommendation 11).</p>	<p>On-going work for DfEE.</p>
<p>11. An identifiable neighbourhood learning centre should be established in disadvantaged areas. These could be fixed or mobile but would provide a tangible learning facility in the community. Centres would offer resources and support for adult learners and study support opportunities for pupils.</p> <p>a. Yes. b. DfEE. c. £420,000 in 2000–01. Further bids will be made for 2001–02 to continue this work.</p>	<p>Demonstration projects started in autumn 2000. Interim findings will be published by DfEE in spring 2001, with a 'how to' guide to be published by DfEE in April 2002.</p>	<p>A plan has been drafted by DfEE to develop the neighbourhood learning centres and see how they fit into the wider Government strategy for adult learning. It takes account of mapping work to determine the extent of the need for centres, and how to set them up to provide the required level of service.</p> <p>DfEE funding provision has been agreed for 10–15 demonstration projects including Schools Plus aspects. Formal evaluation of the projects will feed into case study models and a 'how to' guide. The guide will inform the LSC planning and funding regime, as well as communities and practitioners in developing the centres (see PAT 2: Skills).</p>	<p>On-going work for DfEE to develop and evaluate the projects.</p> <p>Where appropriate, centres will test interim community leadership programmes and resulting materials from April 2001.</p>
<p>12. Schools Plus Teams to be available to support schools facing most difficulty in developing the 'Plus' aspect of their school.</p> <p>a. Under consideration. b. DfEE with LEAs. c. Under consideration.</p>	<p>2001.</p>	<p>A feasibility study on issues to be addressed in establishing Schools Plus Teams has been completed. DfEE is developing proposals for possible pilots working with voluntary organisations.</p>	<p>On-going work for DfEE.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>13. There should be a new Community Education Fund. The Fund would provide money to support and promote community education and parental involvement in their children's education, and should encourage partnership working between schools and community groups to share best practice and ensure the most cost-effective use of facilities and resources.</p> <p>a. Under consideration. b. DfEE with DCMS and LEAs. c. Under consideration.</p>	<p>Not yet known.</p>	<p>This recommendation remains under consideration.</p>	<p>Not yet known.</p>
<p>14. DfEE should consider how existing capital regimes can be adapted to ensure that parent and community facilities at schools can be included in capital bids.</p> <p>a. Yes. b. DfEE with DCMS and LEAs. c. Under consideration.</p>	<p>April 2001.</p>	<p>Provision of family and community facilities will be taken into account in the development of the 'school of the future'. (The first projects will start in 2002–03 with modernisation funding from the Spending Review settlement.)</p>	<p>On-going work for DfEE, DCMS and LEAs.</p>
<p>15. DfEE, working with others, should ensure that funding is available to promote Supplementary and Mother Tongue Schools (SMTSs) to assist them in providing a quality experience for young people from minority ethnic communities which supports learning at school.</p> <p>a. Yes. b. DfEE with LEAs and SMTSs. c. £1m for the pilot project. Future funding is subject to project evaluation and availability of funding.</p>	<p>April 2001.</p>	<p>Funding for a Supplementary Schools Support Service was announced in February 2000, to provide advice and assistance to supplementary schools on accessing existing sources of funding, and administer a bursary scheme to directly fund community based supplementary schools. DfEE is still in the tendering process for the Service. The successful tenderer will be announced in January 2001.</p>	<p>The Supplementary School Support Service will support supplementary schools working to raise educational achievement of minority ethnic pupils in the National Curriculum.</p>

<p>16. DfEE Circular 9/99 offered guidance on the organisation of school places. To supplement this guidance cross-departmental mechanisms should be established to look at national and local proposals affecting local facilities. Protocols should also be established to ensure that best use is made of available facilities.</p> <p>a. Under consideration. b. Under consideration. c. Not known at this stage.</p>	<p>Not known at this stage.</p>	<p>This recommendation remains under consideration.</p>	<p>DfEE will discuss this recommendation with other departments and the Neighbourhood Renewal Unit (NRU).</p>
<p>17. Specialist Community College status to recognise schools which are working closely with their communities to raise standards.</p> <p>a. No. The Government has concluded that this would dilute the focus of the specialist schools programme, which is always based on a special focus on an area of the National Curriculum. The programme is already heavily over-subscribed for the four existing specialisms. All specialist schools must have a community programme and spend at least a third of their specialist school grant on it. Community schools are eligible to be specialist schools and 50 have been designated.</p>	<p>—</p>	<p>—</p>	<p>—</p>
<p>18. A Community College Network should be developed to spread good practice and act as a sounding board for policy developments.</p> <p>a. Yes. b. DfEE with LEAs. c. £23,000 in 1999–2000 to support the first stage of the development of the Community Education Development Centre (CEDC) network. £75,000 in 2000–01 to support the expansion of the network.</p>	<p>September 2001.</p>	<p>DfEE has provided CEDC with a grant to support its community schools network (which also covers community colleges), which now consists of over 700 schools. Further support for the expansion of the network has been agreed. The target is for the network to cover at least 4,000 schools by April 2003.</p>	<p>On-going.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>19. Initial Teacher Training (ITT) should ensure that the advice in Circular 4/98 which recognises that learning takes place inside and outside of school is fully integrated into courses, particularly in relation to the benefits of family, community and study support activity in helping raise attainment. All initial teacher training should include experiences of working in disadvantaged, including multi-cultural, areas.</p> <p>a. Partially accepted. b. DfEE with the Teacher Training Agency (TTA). c. Cost neutral.</p>	<p>Immediate.</p>	<p>It would be impracticable to require all ITT trainees to experience working in deprived neighbourhoods, but DfEE can go a long way towards meeting this recommendation.</p> <p>The ITT Curriculum and the Qualified Teacher Status Standards in DfEE Circular 4/98 include specific references to raising the attainment of all pupils. TTA is reviewing Circular 4/98, and will consider whether changes need to be made to cover issues of disadvantage and social exclusion, and to recognise the role of the family, community and study support activity in helping raise attainment.</p> <p>Guidance for teacher trainers was published by TTA in May 2000 – <i>Raising the Attainment of Minority Ethnic Pupils</i> – exemplifying what trainees must know and be able to demonstrate in relation to minority ethnic issues.</p>	<p>On-going work for TTA.</p>
<p>20. Enhanced recognition for all those working in schools in multiply deprived and multi-cultural areas, building on proposals set out in the Teachers Green Paper.</p> <p>a. Yes. b. DfEE with TTA and LEAs. c. The basic cost of the 2000–01 teachers' pay settlement is 3.3% from 1 April 2000.</p>	<p>Immediate.</p>	<p>The new teachers' pay structure in place from September 2000 includes recruitment and retention allowances, including those in multiply deprived and multi-cultural areas. These replace extra points on the main pay scale previously paid for recruitment and retention. The performance threshold has been temporarily derailed by the National Union of Teachers judicial review, but payments should still be backdated to September 2000.</p>	<p>A remit made to the pay review body for 2001–02 asked them to consider recruitment incentives and pay arrangements for low-performing schools to attract good teachers. They are expected to report early in 2001 with any changes likely to take effect in September 2001.</p>
<p>21. A Partnership with the Community award for schools should be introduced. Based on the Investors in People (IIP) principle, the award would be available to any primary, special or secondary school which met the required standard.</p> <p>a. Under consideration. b. DfEE with LEAs and the School Curriculum Award. c. Under consideration.</p>	<p>September 2001.</p>	<p>A study has been commissioned to examine the benefits and disadvantages of introducing a new award. Initial findings have been received.</p>	<p>On-going work for DfEE.</p>

<p>22. An expert panel should be established to look at the development of training for those working in multiply deprived areas across services to ensure that common interest and overlaps are properly covered.</p> <p>a. Under consideration. b. DfEE. c. Under consideration.</p>	<p>On-going.</p>	<p>Interested parties are being identified by DfEE.</p>	<p>On-going work for DfEE which will also engage other relevant departments and NRU.</p>
<p>23. OFSTED should consider how examples of community links can best be highlighted through inspections, both of schools and local education authorities. The fact that schools can ask for particular features, such as their work with the community, to be covered in depth in an inspection, provides an opportunity to do so.</p> <p>a. Yes. b. OFSTED. c. Cost neutral.</p>	<p>Immediate.</p>	<p>OFSTED has highlighted the recommendation as one of those to be followed up from the <i>Improving City Schools</i> report.</p> <p>A new exercise is underway through the Best Value Inspectorate Forum which will research practice in multi-agency work designed to improve links between schools, other services and their communities. The Working Group's interim report is due in April 2001 following fieldwork.</p>	<p>OFSTED will provide further guidance to Section 10 Inspectors as part of the subject/aspect update associated with the new inspection framework. This guidance will include educational inclusion.</p>
<p>24. More imaginative ways should be developed to engage parents, particularly those from minority ethnic communities. The Team has seen good examples of the use of Information and Communication Technologies (ICT) and parents' days. Other options might be free transport to school events and greater emphasis on outreach work. More needs to be done to encourage more fathers to play a part in their children's education.</p> <p>a. Yes. b. DfEE. c. Approximately £6m by the end of 2000-01.</p>	<p>2000-01.</p>	<p><i>A Parents Online Week</i> was held in September 2000 to show parents the educational benefits of the internet, and a Parents' Website (now generating around 10,000 hits a day) was launched in December 1999.</p> <p>An announcement was made on 12 September 2000 of a range of products, to coincide with the launch of the new National Curriculum. They are aimed at making it easier for parents to help their children with their school work, and include Parents' Guides to the National Curriculum, a Parents' Magazine and National Curriculum topic guides.</p> <p>A leaflet <i>It's Good to be a Governor</i> was published in June 1999 encouraging more people from ethnic minorities to become school governors. DfEE is promoting recruitment of more school governors from minority ethnic communities as part of the EiC strategy. And a national school governor recruitment and retention strategy is being developed which will have as one of its main objectives the recruitment and retention of minority ethnic governors.</p>	<p>An application from CEDC for a grant to extend the Share project has been approved. It will focus on parents and pupils experiencing social exclusion and aim to raise standards for those living in the most disadvantaged neighbourhoods in the 40 most deprived authorities in England.</p>
<p>25. Government should actively spread existing family learning and family support activity to a much larger number of schools.</p> <p>a. Yes. b. DfEE. c. To be determined.</p>	<p>April 2001.</p>	<p>David Blunkett has announced a further £10m in 2000-01 for family literacy and numeracy, taking the total spend to £17m. The new spend is focused in the most deprived areas.</p>	<p>On-going work for DfEE.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>26. Upgrading the DfEE website to introduce an interactive page for young people to comment on issues affecting them. Additionally, create a new website aimed specifically at consulting young people. Young Citizens' Fora should be developed for both primary and secondary students, co-led by young people and in partnership with key adult decision makers. The infrastructure for Schools Councils should be strengthened and developed, and their usefulness should be evaluated by young people working to an agreed standard.</p> <p>a. Yes. This recommendation has been accepted in principle, but may be achieved in a slightly different way, building on information and developments since the completion of the PAT report.</p> <p>b. DfEE with TTA, LEAs and schools.</p> <p>c. To be determined.</p>	<p>April 2001.</p>	<p>The National Children's Bureau and British Youth Council have carried out preliminary research on how the existing infrastructure of Schools Councils could be strengthened and developed and to evaluate the usefulness of Schools Councils. This work may serve as the basis for a possible large-scale project to develop a national Schools Councils Network.</p> <p>CYPU is also considering how the Government can increase the involvement of children and young people in the design and delivery of policies and services that affect them.</p> <p>On 24 October 2000, nationwide elections for young people to become representatives in the UK Youth Parliament (UKYP) began. The first sitting of the UKYP will be held in February 2001.</p>	<p>On-going work for DfEE.</p>
<p>27. Tests should be carried out in a number of disadvantaged areas to test the practicality and usefulness of pupils' contribution to a school's self-evaluation.</p> <p>a. Yes. This recommendation has been accepted in principle, but may be achieved in a slightly different way, building on information and developments since the completion of the PAT report.</p> <p>b. DfEE, LEAs and schools.</p> <p>c. To be determined.</p>	<p>On-going.</p>	<p>DfEE is considering how best to take this forward.</p>	<p>Under consideration.</p>
<p>28. An expanded programme of mentoring for pupils from minority ethnic backgrounds, offering qualifications through accreditation for mentors taking part in the programme.</p> <p>a. Yes.</p> <p>b. DfEE with the National Mentoring Network and other voluntary sector agencies.</p> <p>c. To be determined.</p>	<p>2000–01.</p>	<p>DfEE Ministers have agreed proposals for working with the National Mentoring Network to identify best practice specific to the needs of minority ethnic mentors and mentees beyond that which is generic good practice for all mentoring initiatives.</p> <p>DfEE has asked the National Mentoring Network to make its members aware of how to access training and accreditation options for mentoring schemes.</p>	<p>The National Mentoring Network has links to a wide range of mentoring organisations and initiatives. The good practice identified through this work is intended to become part of the National Mentoring Network guidance and inform future DfEE initiatives.</p>

<p>29. Further work should also be undertaken to monitor, evaluate and set targets for raising minority ethnic achievement.</p> <p>a. Yes. b. DfEE with DCMS, LEAs and schools. c. To be determined.</p>	<p>On-going.</p>	<p>As a condition of the ethnic minority achievement elements of the standards fund, LEAs have been asked to produce action plans in which they set their own targets for improved achievement for minority ethnic pupils. To demonstrate achievement of minority ethnic pupils, LEAs will need to have effective monitoring and evaluation procedures.</p> <p>In May 2000 the TTA published <i>Raising the Attainment of Minority Ethnic Pupils</i> – guidance and resource materials for providers of initial teacher training. These materials are designed to demonstrate to teacher trainers what trainees must be aware of in issues surrounding ethnic minorities and race. The materials will help trainers ensure that trainees understand the value and importance of collecting and analysing school data on ethnic minorities, in order to target support on under-achieving groups and inform school behaviour policies. Work has started with the TTA to meet targets.</p>	<p>Under the Ethnic Minority Achievements Grant (EMAG), LEAs working with schools have set their own targets of achievement and carry out self-evaluation to determine achievement against the targets. Schools and LEAs are also subject to OFSTED inspection.</p> <p>For 2001–02 under EMAG, the major focus will be on higher pupil performance through targets agreed with LEAs as part of the Education Development Plans (EDPs). LEAs will be invited to set new targets for the achievement of minority ethnic pupils in their next EDP. And as a condition of EMAG, LEAs will be expected to provide baseline information against which targets can be set and future improvement measured. Further consultation will be sought by DfEE.</p>
<p>30. LEAs should be encouraged to make full use of the funding flexibilities, to ensure that funding for schools in multiply-deprived areas reflects their relative needs.</p> <p>a. Yes. b. DfEE with OFSTED and DETR. c. Cost neutral.</p>	<p>Guidance on simplifying funding formulae and increasing flexibilities will be issued during 2000–01.</p>	<p>Work is taking place on simplifying funding formulae and increasing flexibility, with the aim of guidance being issued for 2001–02.</p> <p>A letter issued to LEAs on 11 July 2000, consulting on funding regulations for 2001, urged them to review their school funding formula and consider whether it targeted social deprivation accurately enough.</p>	<p>On-going work for DfEE.</p>
<p>31. Schools taking pupils outside of the normal year of intake who need high levels of support should get immediate additional funding in recognition of the additional demands this places on a school.</p> <p>a. Yes. b. DfEE with OFSTED, DETR and LEAs. c. £9m.</p>	<p>The Pupil Support Allowance (PSA) is now up and running in the 25 Phase 1 EIC areas.</p>	<p>A new PSA trial scheme for Phase 1 EIC areas was announced in April 2000 and introduced in September 2000. The PSA offers schools additional resources to plan integration of in-year admission of challenging pupils. Use of funding might cover the development of a Tap-in programme (see recommendation 2).</p>	<p>The scheme is up and running. Continuation and roll-out will depend on the evaluation of the pilot scheme.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>32. That there is a general review of funding for schools, including grant regimes such as the Standards Fund, where 35% or more of pupils are entitled to free school meals to ensure that they have sufficient resources and they are productively used.</p> <p>a. Yes.</p> <p>b. DfEE with DETR, LEAs and schools.</p> <p>c. Cost neutral.</p>	<p>Implementation of the new LEA funding system will depend on which of the options in the Green Paper is adopted: timing will be 2002–03 or 2003–04.</p>	<p>The review of local authority funding, which was already taking place, and covers all schools, led to a Green Paper published in September 2000. Education funding is an important issue in the Green Paper – LEAs and schools will be consulted.</p>	<p>Reform of the Standards Fund from 2001–02 will mean that the majority of its funding will be devolved to schools, which will have considerable freedom to use their allocations as they deem best to raise standards.</p>

PAT 12: Young People

Foreword by The Rt Hon Paul Boateng MP Minister of State, Deputy Home Secretary and Minister for Young People

When I launched the report of this PAT in March 2000, I said that its proposals offered important ideas on how we might better achieve what I believe is one of our most vital objectives – ensuring that no matter who they are, each young person has the best possible start in life and the opportunity to achieve their full potential. As Champion Minister for the PAT, I am delighted to be able to say that the Government has accepted all its main messages and is now taking them forward.



The many barriers to achievement some of our young people face – poverty, family circumstances, discrimination based on race, gender or disability – are found right across the country. We are determined to tackle them everywhere. However, they are also concentrated in the places whose prospects the National Strategy for Neighbourhood Renewal is intended to address. So tackling disadvantage among young people is an important part of the National Strategy, and our Children’s Fund and other new programmes will be focused on those areas.

The table that follows sets out the Government’s response to each of the 24 key PAT recommendations. Following the Spending Review, I can say that we are taking convincing action on all the four main groups of recommendations.

First, following the Spending Review, we now have a clear set of targets across Government for tackling disadvantage, and structures to ensure we deliver them. There is now a comprehensive set of targets for all the relevant Government departments. We will publish a strategy document setting these out and the steps we are taking to deliver them.

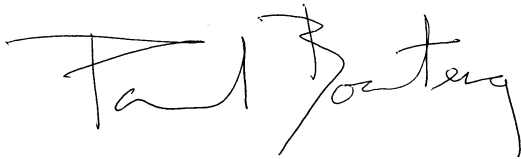
The Prime Minister has set up a Cabinet Committee on Children and Young People’s Services, which will co-ordinate policies to prevent poverty and underachievement among children and young people, co-ordinate and monitor the effectiveness of delivery, and work with the voluntary sector to build up a new alliance for children. I am honoured to have been appointed as the first ever Minister for Young People, working with colleagues on the Committee to oversee the Government’s strategy on vulnerable children and young people. In this role I will oversee the work of a new Children and Young People’s Unit. Located in the Department for Education and Employment, its members will include qualified people from across the Civil Service, the wider public sector and the voluntary and private sectors. It will lead cross-Government work on child poverty and youth disadvantage and the management of the new Children’s Fund announced in the Spending Review.

Second, we have listened to the Team’s arguments for a shift towards prevention and more help for vulnerable families. In his Spending Review announcement, the Chancellor said we are setting up a Children’s Fund as a new part of the Government’s strategy to tackle child poverty and social exclusion. The Fund will support services to identify children and young people who are showing early signs of disturbance and provide them and their families with the support they need to get back on track. Its aim is to prevent children falling into drug abuse, truancy, exclusion, unemployment and crime.

Third, through the Spending Review, we have identified resources to address critical service gaps which the PAT identified – in health, housing and the education of vulnerable young people. These new resources will be deployed alongside the new Connexions Service, so that obstacles to inclusion like homelessness, mental health problems and drug dependency can be effectively addressed.

Fourth, we are determined to listen to what young people say, make sure their needs are addressed properly in the way services are delivered, and give them every opportunity to get involved in working with their peers and the wider community. Over the last year, I have been involved in an important programme of discussion with young people, 'Listen Up'. I have learnt a lot from it and one of my highest priorities as Minister for Young People is to work with the new Unit to continue that. Through the Connexions Service, the Millennium Volunteers programme and other developments, we will look for new ways in which young people can develop their skills and at the same time work with other young people – something which they can so often do with outstanding success.

I have very much enjoyed being involved in the work of the PAT as Champion Minister and am deeply grateful to all who have contributed to the success of its work. I am delighted that I shall have the opportunity as Minister for Young People to continue to take a keen interest in the inclusion of children and young people and developing across Government a coherent response to their needs. There are few more important tasks for this Government, and I look forward very much to the challenge ahead.

A handwritten signature in black ink, appearing to read "Paul Boateng". The signature is fluid and cursive, with a large initial "P" and "B".

Rt Hon Paul Boateng MP
Minister of State, Deputy Home Secretary and Minister for Young People

PAT 12: YOUNG PEOPLE

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>1. The Government should set overarching youth inclusion objectives for its policies and ensure that they are reflected in departmental policies.</p> <p>a. Yes.</p> <p>b. Public Service Agreement (PSA) targets for Department for Education and Employment (DfEE), Department of Health (DH), Home Office (HO), Lord Chancellor's Department (LCD) and Department of the Environment, Transport and the Regions (DETR). The Children and Young People's Unit (CYPUP) will support Ministers in overseeing progress.</p> <p>c. Resources to meet the targets are included in departmental settlements.</p>	<p>Targets are for the Spending Review period over three years (2001–02, 2002–03 and 2003–04).</p>	<p>PSA targets have been set for key departments.</p>	<p>CYPUP will support Ministers in overseeing progress.</p>
<p>2. Ministers should consult on whether the objectives outlined in recommendation 1 are the right youth inclusion objectives.</p> <p>a. No. Objectives were set as PSA targets which are not consulted on.</p>	<p>—</p>	<p>—</p>	<p>—</p>
<p>3. The cross-cutting Spending Review on Youth at Risk, linking with Departmental Spending Reviews, should consider how to reflect the overall objectives more closely in departmental programmes. This should include specific targets for departments, some of which should be cross-cutting.</p> <p>a. Yes – see recommendation 1.</p> <p>b. See recommendation 1.</p> <p>c. Resources to meet the targets are included in departmental settlements.</p>	<p>See recommendation 1.</p>	<p>See recommendation 1.</p>	<p>See recommendation 1.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
a. Recommendation accepted – Yes or No? Where Yes: b. Lead Department for implementation c. Cost/how much will be spent?			
4. On conclusion of the Spending Review the Government should publish a strategy document setting out what has been done and what is still planned. a. Yes. b. DfEE (CYPUP). c. To be determined.	To be determined.	The character and timing of the document remains under consideration.	CYPUP will publish the strategy document.
5. To carry forward the strategy, the Prime Minister should consider establishing a standing cross-departmental committee or group on children and youth affairs and giving specific Ministers a leading role. a. Yes. b. Cabinet Office (CO) and DfEE (CYPUP). c. Cost neutral.	Announced on 1 August 2000.	This has been implemented. The Prime Minister has set up a Cabinet Committee on Children and Young People's Services: the Chancellor of the Exchequer is Chair and the Secretary of State for Education and Employment is Vice Chair. Paul Boateng has been appointed Minister for Young People.	—
6. The responsibilities of the Youth Ministers and the Youth Committee might include championing the implementation and further development of a cross-Government strategy and the underpinning cross-cutting PSAs and speaking/listening on behalf of the Government on youth issues that cut across departmental boundaries, and on the big picture. a. Yes. b. CO and DfEE (CYPUP). c. Cost neutral.	See recommendation 5.	See recommendation 5. The responsibilities of the Committee and the Minister for Young People were set out in a press release from No. 10 Downing Street dated 1 August 2000.	—
7. The Government should establish a Youth Unit or other arrangement with the same effect to support Ministers in carrying forward the strategy, and as a common resource for departments. This should bring together staff from different departments and outside Whitehall. a. Yes. b. DfEE (CYPUP). c. The Unit budget has yet to be estimated.	Announced on 1 August 2000.	The new Head of the Unit was announced on 11 December 2000, with a proposed start date yet to be confirmed. The responsibilities of the Unit were set out in a No. 10 Downing Street press release dated 1 August 2000.	Remaining staffing and work programme activities will be completed when the Head of the Unit has taken up the post.

<p>8. The Government should make clear that it wishes to see effective co-ordination of information about policies for young people at local level.</p> <p>a. Yes. b. DfEE (CYPUP). c. Cost neutral.</p>	<p>To be determined.</p>	<p>CYPUP is considering how best to take forward this recommendation as part of the future work programme of the Unit.</p>	<p>CYPUP will consider ways of reducing and rationalising local information and planning requirements.</p>
<p>9. Key roles for local co-ordination need to be shared with or complement the work of the Connexions Service, depending on its emerging delivery structure.</p> <p>a. Yes. b. DfEE (CYPUP). c. Cost neutral.</p>	<p>See recommendation 8.</p>	<p>See recommendation 8.</p>	<p>See recommendation 8.</p>
<p>10. Consideration should be given in the Spending Review to the possible role of a Youth Unit in encouraging local co-ordination. This could be through distribution of a special 'joining-up' fund.</p> <p>a. Yes. b. DfEE (CYPUP). c. Cost neutral.</p>	<p>See recommendations 8 and 12.</p>	<p>See recommendation 8. The Children's Fund will be distributed through local services (see recommendation 12).</p>	<p>See recommendation 8.</p>
<p>11. In developing the Connexions Service, particular priority should be given to:</p> <ul style="list-style-type: none"> • staffing and professional training; • the ability to take account of gender differences and to work effectively with young people from different backgrounds, including those from ethnic minorities; • developing a common framework for assessment and planning for individuals; • the scope for harnessing community organisations as part of the delivery; and • having an effective division of responsibilities with arrangements for care leavers and young offenders. <p>a. Yes. b. DfEE. c. Budgets for the delivery of the programme have been allocated for 2001–02.</p>	<p>Connexions pilot schemes started in April 2000. National roll-out is from April 2001.</p> <p>A consultation exercise was conducted in summer 2000 on a professional framework for personal advisers.</p> <p>Training design has been piloted since September 2000.</p>	<p>Guidance for Personal Advisers will be distributed in early 2001.</p> <p>Feedback from pilots on the role of Personal Advisers is starting to be received and there was a recent seminar which helped to define further Personal Adviser roles and entry levels. This work includes exploring issues of appropriate training and how to bring people from community organisations into the Connexions Service.</p> <p>The Diploma for Personal Advisers (which is primarily aimed at professionals working with young people) includes specific training on working with young people from different backgrounds and gender.</p> <p>A common framework for assessment and planning for individuals is being developed and will be available around April 2001.</p> <p>The Connexions Service Planning Guidance contains sections on young people in and leaving care and also for young offenders.</p>	<p>DfEE is in post-tender negotiations with the successful bidder for the project management of Personal Adviser delivery.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>12. The Young People at Risk Spending Review should consider the case for developing family support as a mainstream policy.</p> <p>a. Yes. b. DfEE (CYPUP). c. £450m over three years to March 2004 of which £380m will be spent on preventive support for children, young people and their families.</p>	<p>The approach to delivery is being developed. The first grants will be made in 2001–02.</p>	<p>The Children’s Fund was announced in the Spending Review to deliver improved and better co-ordinated preventive services for children, young people and their families. Work on the fund will develop alongside the work of the HO Family Policy Unit, which has responsibility for family policy and parenting support, and of other Government departments.</p>	<p>Detailed proposals for what services will be funded and how will continue to be developed.</p>
<p>13. The Young People at Risk Review should also look at the case for identifying a single ring-fenced budget to promote cross-cutting preventive approaches for young people in very disadvantaged risk groups.</p> <p>a. Yes. b. DfEE (CYPUP). c. See recommendation 12.</p>	<p>See recommendation 12.</p>	<p>See recommendation 12.</p>	<p>See recommendation 12.</p>
<p>14. DfEE, DH and HO should by summer 2000 produce proposals for a process by which the initial and in-service professional training of social workers, teachers, youth workers, the police, probation and prison officers and health professionals can be overhauled to increase understanding of risk and protective factors, and effective approaches to prevention.</p> <ul style="list-style-type: none"> • As it relates to personal advisers. • As it relates to youth workers. • As it relates to Initial Teacher Training. • As it relates to social workers. • As it relates to health professionals. <p>a. Yes. b. To be determined. c. To be determined.</p>	<p>This was deferred pending the Spending Review. Timing has yet to be determined.</p>	<p>Discussions are on-going with HO, DfEE and DH on the implementation of this recommendation.</p>	<p>On-going development of detailed proposals.</p>

<p>15. One measure of success for the Spending Review should be whether it produces an appropriate relationship between need and per capita spending on children and young people in deprived areas. Research should be commissioned to establish outcome.</p> <p>a. Partially accepted. b. DfEE (CYPU). c. Not known.</p>	<p>On-going.</p>	<p>The effect of the Spending Review should be to increase resources spent on children at risk and young people in deprived areas.</p>	<p>Research will be considered further by CYPU.</p>
<p>16. Other Spending Review outcomes the PAT would hope to see are:</p> <ul style="list-style-type: none"> • identified targets and funding to provide adequate and effective support for short and long-term housing needs of young people; • adequate specialist therapeutic social care and health services especially for drugs, alcohol, mental health and sexual health for young people; • a strategy and targets for improved access to leisure facilities for young people in deprived neighbourhoods; and • a new target and funding to bring about a step change in the educational achievement of offenders. <p>a. Yes. b. DfEE, Department for Culture, Media and Sport (DCMS), DETR and HO. c. Included in departmental settlements.</p>	<p>From April 2001.</p>	<p>Targets and funding were included in the Spending Review for mental health services, supported housing and drug treatment. Expansion will be co-ordinated with the roll-out of the Connexions Service. There will be increasing co-location of services, better systems of referral between them and greater sharing of data.</p> <p>On offenders, the Government intends to provide at least 30 hours a week of education, personal development and work activity from 2002 as promised in the Social Exclusion Unit (SEU) report <i>Bridging the Gap</i>.</p> <p>On leisure, see recommendation 20.</p>	<p>Details of where and how services will be expanded will be worked up.</p>
<p>17. DSS and DfEE should, as a matter of urgency, consider the approach to giving information to young people and their advisers, evidence requirements, staff training and deployment, as these relate to the administration of Job Seeker's Allowance Severe Hardship Payments and Income Support for young people still in education but estranged from their parents.</p> <p>a. Yes. b. Department of Social Security (DSS) and DfEE. c. Any costs incurred will be minor.</p>	<p>To be determined.</p>	<p>Work has yet to be undertaken to examine administrative procedures surrounding applications for benefits from estranged young people, with the aim of discovering whether or not processes and/or guidance to staff could be improved.</p> <p>A number of initiatives have been set up. These include: reviewing the current adviser training; producing a handout for new Jobcentre managers; arranging workshops for ES under-18 advisers across the regions; updating electronic guidance and relaunching the Quality Assurance Framework during 2001.</p>	<p>On-going work for DSS and DfEE.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>18. DSS and DfEE should, as a contribution to longer-term thinking on financial support for young people, commission research on how effectively the administration of Job Seeker's Allowance Severe Hardship Payments and Income Support is meeting the needs of vulnerable 16–17 year olds.</p> <p>a. No. Much research has already been done and this is not a priority at the moment.</p>	—	—	CYPU will keep this under review.
<p>19. Thinking on the leisure and transport aspects of the Youth Card should be bold.</p> <p>a. Yes.</p> <p>b. DfEE, DETR and DCMS.</p> <p>c. To be determined.</p>	Private partners will be selected in spring 2001 with delivery in autumn 2001.	Negotiations with potential private partners are underway.	On-going negotiations with potential private partners.
<p>20. The Lottery distribution bodies should, in any joint scheme for community facilities, include improvements in leisure facilities for young people as a priority element.</p> <p>a. Yes.</p> <p>b. DCMS.</p> <p>c. £150m (£75m from the Capital Modernisation Fund).</p>	<p>A programme of funding will be launched in 2001–02.</p> <p>An announcement on progress on the work being undertaken by the National Lottery Charities Board is planned for early 2001.</p>	<p>DCMS has recently proposed a £750m 'PE and Sport in Schools' initiative which will be funded by the New Opportunities Fund. This initiative is subject to public consultation but it is intended to focus primarily on refurbishing existing, and building new, indoor and outdoor sports facilities at primary and secondary schools. These facilities would be for community use as well as school use and additional to current provision. It is intended that a proportion of this funding will contribute to the £150m 'Space for Sports and Arts' scheme, an initiative for primary schools in deprived areas to modernise facilities and provide new multi-purpose sports and arts facilities for school and community use.</p> <p>The National Lottery Charities Board is co-ordinating Lottery distributors' efforts to simplify procedures for community hall applications and provide a 'single front door' for applicants. They are currently looking at the feasibility of running a pilot scheme.</p>	On-going work for DCMS.

<p>21. Under the auspices of the new co-ordinating machinery for work on young people, DfEE should work with other relevant departments to develop by end of 2000 proposals linking together across Government the range of initiatives described above with the Millennium Volunteers programme.</p> <p>a. Yes. b. DfEE. c. Cost neutral.</p>	<p>To be announced in early 2001.</p>	<p>The key to providing information and bringing coherence to the range of opportunities to engage young people in community activity will be the developing Connexions Service. Millennium Volunteers has been brought within the ambit of the Connexions Service to facilitate that. Links between the curriculum for citizenship education, summer activities and the graduation concept are already established and these will be developed further over the next six months.</p>	<p>On-going work for DfEE.</p>
<p>22. All Government departments and agencies whose work has a significant impact on young people should have a policy of consulting and involving them in policy development and service delivery which affects them. The Youth Unit should facilitate this.</p> <p>a. Yes. b. DfEE (CYPUP). c. Cost neutral.</p>	<p>On-going.</p>	<p>CYPUP's remit includes ensuring the Government's approach is based on dialogue with children and young people, their parents and those who work with them.</p>	<p>CYPUP is considering how to take this recommendation forward as part of its work programme.</p>
<p>23. Local authorities, in keeping with Best Value principles, and the voluntary sector should also have policies for consulting and involving young people.</p> <p>a. Yes. b. DfEE (CYPUP). c. To be determined.</p>	<p>To be determined.</p>	<p>Local Government Association (LGA) and National Youth Agency (NYA) have started working on an initiative for 'better governance with young people', with aims to get young people involved in local Government.</p>	<p>CYPUP will need to discuss the way forward with other Government departments, including DETR.</p>
<p>24. As part of its proposals on the future deployment of regeneration funding within the National Strategy for Neighbourhood Renewal, the Unit should:</p> <ul style="list-style-type: none"> • recognise the need for national regeneration programmes to include specific objectives relating to young people, and means for ensuring those objectives are achieved; and • suggest means by which those deploying programmes locally can be held to account for the effectiveness with which they have achieved outcomes relating to young people. <p>a. Yes. b. DETR Neighbourhood Renewal Unit (NRU). c. Cost neutral.</p>	<p>On-going.</p>	<p>This will be included in guidance, issued by DETR, to the successful pilots for the first pathfinder round of neighbourhood management, and linked to similar guidance on Local Strategic Partnerships (LSPs).</p>	<p>On-going work to finalise and issue the guidance.</p>

PAT 13: Shops

Foreword by Patricia Hewitt MP Minister for Small Business and e-Commerce

Too many neighbourhoods have too few shops. Indeed, some have none at all. The primary purpose of PAT 13 was to establish why this is and recommend ways of rectifying the situation. The PAT's findings and recommendations were published towards the end of 1999. We can now celebrate the significant progress already made, as well as highlighting areas where there is more work to do.

In many cases people are living nowhere near the everyday services on which they depend – including shops. So, one aspect of the National Strategy is about bringing shops back to deprived areas, which, without them, cease to be sustainabled communities.



There is a great deal of progress to report already. My department, the Department of the Environment, Transport and the Regions and the Post Office are working together to establish the operational details of a £5 million-a-year fund, for three years, to sustain and improve post offices and associated retail facilities in deprived urban areas. And local retail forums and retail strategies will feature in the neighbourhood management pathfinder programme and related guidance.

The PAT was keen to see more work done on fiscal incentives to support the establishment and retention of small businesses in deprived neighbourhoods. In view of the obvious importance of financial issues where margins are thin, I was pleased that the Modernising Local Government Finance Green Paper¹ sought views on rate relief for small businesses. It also invited comments on whether additional rate relief is needed for small shops and other businesses in deprived areas. I also welcome the intention, contained in the Urban White Paper,² to revise Planning Policy Guidance to better reflect our vision for towns and cities and the proposal for 100 per cent capital allowances for creating 'flats over shops' for letting.

In addition, my department is responsible for the Small Business Service (SBS), which supports all small businesses, including retailers. It promotes start-ups in deprived areas; is developing the Central Information and Advisory Service for businesses; and manages the new Development Fund. The Development Fund, one of the strands of the Phoenix Fund, promotes innovative ways of supporting enterprise in deprived areas. The bidding guidance was issued in August 2000 and the successful bids for support are due to be announced in January 2001.

The PAT's work revealed considerable concern in deprived neighbourhoods about the level of crime suffered by small retailers – especially among minority ethnic-owned businesses. Clearly the accurate collection and collation of crime statistics for these businesses is a necessary precursor to effective action. I am therefore reassured to know that the police treat racial business crime in the same way as crime against the person and that the Business Crime Check project is considering ways of making this information more widely available.

Also, CCTV schemes covering shopping parades in residential areas featured strongly in the first round of the Home Office's CCTV initiative. In addition, crime in shopping centres in deprived areas was one of the priorities of the Retail Crime Reduction Action Team's work in autumn 2000.


Although we have not been able to accept all of the PAT's recommendations as formulated by the PAT, this is because we think the desired outcomes should be achieved in a different way:

- we believe run-down shops should be refurbished by existing bodies – like local authorities perhaps with support from the Regional Development Agencies – rather than by a new quango;
- the SBS's Community Finance Initiatives, rather than a ring-fenced loans guarantee scheme for retailers, is the preferred way of supporting business start-ups; and
- rather than undertaking a series of tightly focused research projects on shops, we prefer to take a more wide-ranging approach, building on existing work.

I am pleased that it is not only the Government that is driving forward the shops agenda. In July 2000 Professor Tim Lang and Toby Peters produced their briefing paper *The Crisis in Local Food Retailing* which proposed a replicable template as a way of ensuring sustainable neighbourhood shops, rather than short-term reactions to today's problems. This builds on earlier work undertaken by Toby Peters on community-owned retailing.

Both Professor Lang and Toby Peters were members of the PAT and I am grateful to them and other PAT members for their commitment to this work. I would also like to record my appreciation of the leadership shown by my predecessors as the Team's Champion Minister – Tessa Jowell and Yvette Cooper.

I know all of us consider this to be the start of something important, not the end. We have made good progress but much remains to be done. Although sustaining a vibrant local retail presence is important in its own right, we should not forget that it must mesh with other initiatives if we are to create sustainable communities and economies in our most deprived neighbourhoods.



Patricia Hewitt MP
Minister for Small Business and e-Commerce

1 *Modernising Local Government Finance: A Green Paper*, DETR, 2000.
 2 *Our Towns and Cities: the future*, DETR, 2000.

PAT 13: SHOPS

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>1. The work of PAT 4: Neighbourhood Management in developing models for neighbourhood management should explore the potential of local retail forums in developing local retail strategies. PAT 4 should also consider how these local forums might link with other agencies to input into the development of retail strategies as part of authority-wide community plans.</p> <p>a. Yes. b. Department of the Environment, Transport and the Regions (DETR). c. Not known.</p>	<p>Bidding guidance on neighbourhood management issued by DETR in January 2001. Pathfinders will start in 2001 (see PAT 4: Neighbourhood Management).</p>	<p>The guidance to be issued by DETR to the successful pilots on how to prepare their delivery plans will include advice on how neighbourhood managers might encourage the development of local retail forums and retail strategies. It will also suggest how these might link with authority-wide community plans.</p>	<p>DETR is to launch the pathfinder programme (see PAT 4: Neighbourhood Management).</p>
<p>2i. As part of the Urban White Paper, the Government should set out a more proactive approach to planning for community needs, including retailing. This should be followed up by a DETR Planning Policy Guidance (PPG) note.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>The Urban White Paper was published in November 2000.</p>	<p>The Urban White Paper sets out the Government's broad approach to securing an urban renaissance, including the need to go further to help local communities give expression to their views on how their area should be developed. Individual regeneration partnerships must determine the priorities for their neighbourhoods. The White Paper also announced the Government's intention to revise PPG1 <i>General Policies and Principles</i>, to reflect its vision for better towns and cities.</p>	<p>On-going work for DETR.</p>
<p>2ii. For this purpose proactive planning should: mean improvements in local shopping access is a core issue for local regeneration funding; help to articulate the community's vision for achieving improved access to shopping; encourage planners to work at a neighbourhood level to identify and market commercially viable retail sites; group together a range of services which meet everyday needs to build up local centres; and mean local authorities discourage the provision of new stores over 1,000 square metres gross floor space outside major centres.</p> <p>a. Under consideration. b. Local Government Association (LGA). c. Not known.</p>	<p>On-going.</p>	<p>This is in line with the principle of the sequential test in PPG 6.</p> <p>LGA has identified the need to carry out a study into a range of actions necessary to improve neighbourhood shopping provision and make it more viable. These encompass planning policies in their approach to mixed uses on premises, and the configuration of property and land itself. In economic development terms, there may be a range of instruments that can be used to provide new forms of neighbourhood shops and new projects to ensure that the buying power of neighbourhood shops ensures their economic viability.</p>	<p>LGA will seek partners, to add valuable insight and provide necessary financial support for the study. If these can be found, LGA aims to formulate a brief with a view to commissioning best practice study in spring 2001.</p>

<p>2iii. Local authorities should be more flexible in permitting 'mixed use' of premises.</p> <p>a. Yes. b. LGA. c. Not known.</p>	<p>On-going.</p>	<p>LGA provides the secretariat to the National Planning Forum (NPF). In 2000, NPF focused on mixed use and good design as a key instrument for regeneration and the mixed use of land. NPF intends to build on this work in 2001 to promote greater mixed use, embracing live-work and the importance of good design.</p>	<p>It is too early to say when this work will be completed and what follow-up action will be needed.</p>
<p>2iv. Local authorities should actively promote flats over shops and change of use of shops, where appropriate. DETR should review the options for lease arrangements and promote increased residential use above shops.</p> <p>a. Yes. b. LGA and DETR. c. Cost neutral.</p>	<p>The Urban White Paper was published in November 2000.</p>	<p>An LGA seminar highlighting the issues for Planning Authority Chairs is planned for early 2001.</p> <p>The Urban White Paper proposed 100% Capital Allowances for creating flats over shops for letting.</p>	<p>On-going work for LGA and DETR.</p>
<p>2v. Local authorities should work with local community needs as viewed by residents and should work within their existing structures. The LGA and/or the Improvement and Development Agency (IDeA) should promote good practice on developing effective listening mechanisms.</p> <p>a. Yes. b. DETR, LGA and IDeA. c. Cost neutral.</p>	<p>On-going.</p>	<p>The Local Government Act 2000 imposed a statutory duty on local authorities to prepare community strategies. Guidance for local authorities was issued in December 2000.</p> <p>LGA agrees that community strategies and Local Strategic Partnerships (LSPs) are central to beginning to address this.</p>	<p>On-going work for DETR, LGA and the IDeA.</p>
<p>3. DETR should explore the potential for using agreements under Section 106 of the Town and Country Planning Act 1990 to support investment in provision for local retailing, conditional on community input into planning such provision.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>A consultation paper was published in November 2000.</p>	<p>This recommendation needs to be seen in the light of a consultation paper on planning obligations. It looks at a number of options including broadening the scope of planning obligations and supplementing or replacing them with an impact fee regime.</p>	<p>On-going work for DETR.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>4. Efforts should be made where possible to both recruit and procure locally. Value for money should assess the social benefits to the local economy as well as the price, when awarding contracts through the competitive tendering process using funds from regeneration programmes.</p> <p>a. Partially accepted. b. DETR. c. Cost neutral.</p>	<p>A joint DETR/LGA Task Force was established in July 2000 to review commissioning and procurement practices in local Government in England.</p> <p>Unified Single Regeneration Budget (SRB)/New Deal for Communities (NDC) project appraisal and approval guidance was issued in October 2000.</p>	<p>One of the issues the Task Force is addressing is how the needs and priorities of local people are identified and how these are brought into the procurement process.</p> <p>The guidance to both SRB and NDC partnerships stresses that project appraisals should capture the full range of costs and benefits associated with any project. It also specifically asks partnerships to identify and take into account the wider social benefits of any project, as well as looking at pure ‘value for money’ issues.</p>	<p>On-going work for DETR.</p>
<p>5. Consideration should be given to establishing an agency, which would refurbish/refit shops in poor condition. Once they became going concerns, they could be sold to recoup the initial capital investment. This could be based on the English Partnerships model and may form part of the function of Regional Development Agencies (RDAs).</p> <p>a. No. While the Government agrees in principle that there is a need to address this issue, it does not support the establishment of a separate agency. A range of bodies already exist that can address this problem and it would be more appropriate, at such a localised level, for local authorities to take the lead, with the RDAs playing a more minor supporting role.</p>	<p>—</p>	<p>—</p>	<p>—</p>

<p>6i. DETR should provide good practice guidance on how community development trusts can contribute to improving shopping access.</p> <p>a. Yes. b. DETR. c. Not known.</p>	<p>DETR will meet the Development Trusts Association (DTA) in winter 2000–01.</p>	<p>Some existing DTA case studies funded by DETR's Special Grants Programme have already covered this ground and may contribute to the good practice guidance.</p>	<p>On-going work for DETR.</p>
<p>6ii. Much higher priority should be given to tackling neighbourhood retail crime. Relevant Home Office (HO) initiatives, such as CCTV schemes, should be strongly targeted on deprived neighbourhoods.</p> <p>a. Yes. b. HO. c. A £150m CCTV initiative is available from the Crime Reduction Programme funding.</p>	<p>There is a rolling programme until March 2002. Most first round bids were approved in November 1999 and January 2000.</p>	<p>The Crime Reduction Programme is running from 1999–2002 and the nature and location of the various projects have already been determined.</p> <p>219 CCTV schemes worth £39m were approved in January 2000. Many first round schemes are in deprived areas. Crime in shopping centres in deprived neighbourhoods was one of the priorities of the Retail Crime Reduction Action Team's (RCRAT's) autumn 2000 programme.</p>	<p>On-going work for HO.</p>
<p>6iii. RCRAT should be asked to: champion the overall drive to reduce retail crime; and discuss with trade associations how to ensure that small retailers receive simple advice and support on crime reduction measures.</p> <p>a. Yes. b. HO. c. Cost neutral.</p>	<p>Plans will be developed by early 2001.</p>	<p>The Retail Crime Reduction Action Team met the Association of Convenience Stores (ACS) in November 2000 to discuss possible help in developing anti-crime strategies. ACS has been invited to join a working party of RCRAT which is exploring methods of combating crime affecting small retailers.</p>	<p>On-going work for HO.</p>
<p>7. There should be wider piloting of radio links and other technology with the potential benefits being disseminated throughout the retail sector. NDC pathfinders may wish to consider such a pilot to evaluate its effectiveness.</p> <p>a. Partially accepted. b. HO and DETR. c. Total budget of £150m for CCTV initiatives, subject to approval of schemes.</p>	<p>Some CCTV schemes are already in place – the rest will come on stream by March 2002.</p>	<p>NDC pathfinders received a presentation in July 1999 on PAT 13 and were encouraged to adopt its recommendations. DETR will track progress.</p>	<p>On-going work for DETR.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
a. Recommendation accepted – Yes or No? Where Yes: b. Lead Department for implementation c. Cost/how much will be spent?			
<p>8. The Association of Chief Police Officers (ACPO) should be asked to clarify how racial incidents affecting businesses are treated compared to those affecting the person. This is important as business crime may be a precursor to personal attack and abuse; and working with the British Retail Consortium and others, further attempts should be made to target advice at those businesses at greatest risk of repeat victimisation.</p> <p>a. Yes. b. HO. c. Cost neutral.</p>	<p>On-going.</p>	<p>Racial business crime incidents are treated in the same way as those affecting the person, i.e. in accordance with the ACPO <i>Guide to Identifying and Combating Hate Crime</i> and the <i>Code of Practice on Reporting and Recording Racist Incidents</i>.</p> <p>A meeting was held in November 2000 under RCRAT's auspices to consider ways to improve the availability of advice to small retailers in deprived neighbourhoods.</p>	<p>No further action is planned at present.</p> <p>Too early to say.</p>
<p>9. The Small Business and Crime Initiative project should be revisited to assess its longer-term benefits and to identify best practice.</p> <p>a. Partially accepted. b. HO. c. Not known.</p>	<p>Not known.</p>	<p>The Small Business and Crime Initiative is a Leicester-based project, not a national one run by HO. If the local Crime and Disorder Reduction Partnership (CDRP) do decide to proceed with it, some funding may be available from HO.</p>	<p>None at this stage.</p>
<p>10i. The Business Crime Check project should collate good practice in retail/business crime prevention and disseminate it. Further consideration should be given on how to best collate business crime statistics/repeat victimisation (particularly racial incidents); and revised guidance should encourage partnerships to consider issues connected with neighbourhood shopping areas.</p> <p>a. Yes. b. HO. c. Not known.</p>	<p>By April 2001.</p>	<p>HO is discussing with the sponsors of the Business Crime Check project how to evaluate its long-term future and how to make its information more widely available.</p> <p>RCRAT considers the scope and collection methods of the annual retail crime statistics produced by the British Retail Consortium.</p> <p>Guidance to CDRPs is being revised. It will centre on a series of 22 'toolkits' giving advice on various types of crime. One toolkit will specifically address business and retail crime.</p>	<p>On-going work for HO.</p>

<p>10ii. The Small Business Service (SBS) may provide the appropriate structure for tailored support to small retailers. If it does not, an alternative support mechanism needs to be developed. The model that we have considered is that of a National Micro Retailing Organisation (NMRO). This would be: independent of Government; and designed specifically to meet the needs of small retailers.</p> <p>a. Yes. b. Department of Trade and Industry (DTI) (through SBS). c. Not known.</p>	<p>On-going.</p>	<p>While SBS does not have a remit for specific sectoral initiatives, it does have a duty to promote start-ups in deprived neighbourhoods. Furthermore, businesses in all sectors will benefit from the Central Information and Advisory Service being developed by SBS. This will be capable of linking into specialist advice available to the retail sector.</p> <p>Six SBS franchises in south east England are working together on a project to enable small retailers to utilise e-commerce to improve their order and supply mechanisms and reduce costs.</p> <p>The Development Fund, a key component of the Phoenix Fund, which is managed by SBS, may be a possible source of funding for supporting business activity within the retailing sector. Development Fund bidding guidance was issued on 4 August 2000. Bids were due by 31 October 2000. Successful bids are due to be announced in January 2001, with funding starting in 2000–01.</p>	<p>SBS will monitor the needs of small retailers, as with any other business, to identify and disseminate good practice.</p>
<p>10iii. As the Small Loans Guarantee Scheme excludes retailing activities further consideration should be given to: establishing a targeted ring-fenced scheme to guarantee loans enabling retailing services of social strategic importance to start up.</p> <p>a. No. A previous attempt at targeting deprived areas was unsuccessful. Problems included low take-up and administrative difficulties, particularly for lenders. New support for Community Finance Initiatives (CFIs), through the Challenge Fund and Loan Guarantee elements of the Phoenix Fund, is appropriate as CFIs do not exclude retail.</p>	<p>—</p>	<p>—</p>	<p>—</p>
<p>11. As an interim measure, but which would be taken forward in the long term by the National Micro Retailing Organisation (NMRO), Government departments should be encouraged to provide one to one guidance to small businesses (including retailers).</p> <p>a. Yes for DTI, through the SBS gateway. b. DTI. c. Cost neutral.</p>	<p>Not yet known.</p>	<p>SBS runs a website (www.businessadviceonline.org) and a telephone call-handling centre to respond to questions from small businesses.</p>	<p>This may be one of the issues to be considered by the Better Regulation Task Force's case study on small shops in 2001 (see recommendation 14v).</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes: b. Lead Department for implementation c. Cost/how much will be spent?</p>			
<p>12. Feeding into the Best Value initiative, local authorities should be encouraged to provide co-ordinated advice designed specifically to meet the needs of small retailers, e.g. providing advice on health and safety, planning, waste control and trading standards.</p> <p>a. Partially accepted. b. LGA. c. Not known.</p>	<p>Winter 2000–01.</p>	<p>Local authorities are developing approaches to the provision of co-ordinated advice and support for all types of businesses. LGA sees the needs of small retailers being met within these approaches. However, LGA is considering a study into neighbourhood shopping provision and this will fall within its scope.</p>	<p>LGA will develop the brief and secure financial support from partners.</p>
<p>13i. The revision of national education and training to support small shops. The pioneering work of the Co-operative Wholesale Society and Mace should be expanded by encouraging local business training and education by the practitioners themselves for dissemination through trade organisations and colleges, universities and Training and Enterprise Councils (TECs).</p> <p>a. Yes. b. DfEE. c. Cost neutral in relation to the retail sector.</p>	<p>On-going.</p>	<p>DfEE has developed a network of 75 employer-led National Training Organisations (NTOs), each serving and representing the education and training interests of a discrete industry or occupational area. The Distributive NTO (DNTO) represents the wholesale, distribution and retailing sectors, and has on its Council representatives of the small shops sector.</p> <p>The aims of the Learning and Skills Councils (LSCs) include simplification and streamlining of education and training support to industry, and, through consultation with NTOs, improving the quality of knowledge and analysis of skills needs across industries locally.</p>	<p>Too early to say.</p> <p>None.</p>
<p>13ii. More work should be undertaken on assessing the benefits and effectiveness of providing fiscal incentives, such as rate, rent and tax relief, linking into the Urban Task Force report, the Urban White Paper and the European Commission's White Paper on Commerce. Pending the outcome of DETR's rate review, it should clarify whether a 'community store' could be eligible for discretionary relief.</p> <p>a. Yes. b. DETR. c. Not known.</p>	<p>The Urban White Paper was published in November 2000. Any new rate relief scheme is unlikely to appear before 2003.</p> <p>The Local Government Finance Green Paper was published in September 2000.</p>	<p>DETR consulted on rate relief for all small businesses in the Local Government Finance Green Paper. It also asked whether additional rate relief is needed for small shops and others in deprived areas, beyond what is proposed for all small firms. This includes shops that do not trade for personal profit. The consultation period ended on 8 December 2000.</p> <p>See also the Chancellor of the Exchequers Pre-Budget Report.</p>	<p>On-going work for DETR.</p>

<p>14i. We recommend that early research is undertaken into the feasibility of using a package of fiscal measures to encourage new small shops into poor neighbourhoods and existing ones to stay.</p> <p>a. Yes. b. DETR. c. Not known.</p>	<p>See recommendation 13ii.</p>	<p>See recommendation 13ii.</p>	<p>See recommendation 13ii.</p>
<p>14ii. There is a need to explore whether the compulsory purchase order (CPO) powers need to be simplified to encourage more local authorities to buy properties in deprived neighbourhoods from the owners who leave them vacant, in order that they are brought back into use.</p> <p>a. Yes. b. DETR. c. Not known.</p>	<p>Early 2001.</p>	<p>The CPO Advisory Group has undertaken a fundamental review of the laws and procedures relating to compulsory purchase. Their final report was published in July 2000 with recommendations on improving the CPO process. DETR intends to publish a good practice guide in early 2001 for local authorities, setting out how to use their powers.</p>	<p>On-going work for DETR.</p>
<p>14iii. Local authorities with LGA should encourage landlords to take a more active role in supporting the development of retail services in an area.</p> <p>a. Under consideration. b. LGA. c. Not known.</p>	<p>Winter 2000–01.</p>	<p>LGA is considering a study into neighbourhood shopping provision and this will fall within the scope of it.</p>	<p>On-going work for LGA.</p>
<p>14iv. Local authorities should regulate the tenant mix and, where necessary, let properties at below market rate to maintain a good mix of tenants in the area.</p> <p>a. Under consideration. b. LGA and DETR. c. £11m to pilot choice-based lettings schemes.</p>	<p>Winter 2000–01.</p>	<p>DETR has announced an £11m fund to pilot choice-based lettings schemes amongst local authorities and Registered Social Landlords. It has introduced legislation (the Homes Bill) which includes provisions to facilitate choice-based lettings schemes.</p>	<p>On-going work for LGA and DETR.</p>
<p>14v. SBS should explore easing regulatory burdens on retailers. It should seek views on where this responsibility lies. Advice to small retailers on implementing regulations should be clear; understandable to a lay person; and formulated in a way which is accessible to those it is meant to reach. We also recommend that the remit of SBS should also cover community-based enterprises.</p> <p>a. Under consideration. b. Cabinet Office (CO) (Better Regulation Task Force). c. Cost neutral.</p>	<p>2001.</p>	<p>The Better Regulation Task Force will explore regulatory burdens on small shops in its 2001 work programme.</p> <p>The SBS's remit includes social enterprises which in turn include community businesses i.e. social enterprises with a strong geographical definition and a focus on local markets and services.</p>	<p>SBS will continue to monitor the impact of regulations on this sector as part of its wider role.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>14vi. The establishment of a retailing taskforce to champion the voice of neighbourhood retailing should be considered. In the meantime, either PAT 13 continues its work or a ‘caretaker’ group should be put in place to steer forward the input from this group into the National Strategy.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	Spring 2001.	PAT 13 will continue to be involved in implementing the recommendations it made. The PAT, along with other interested parties, will meet in spring 2001 to review progress.	The PAT will meet in spring 2001.
<p>15. A questionnaire should be developed which could be used to establish a baseline and, repeated over time, to measure the trends and test the effectiveness of interventions in improving people’s shopping access.</p> <p>a. Under consideration. b. Not yet agreed. c. Not known.</p>	After the 2001 Census.	The need for data on access to services will be considered alongside other needs during prioritisation of PAT 18: Better Information follow-up work.	Lead organisation to be agreed.
<p>16. Local authorities and health authorities should jointly conduct Health Impact Assessments on retail provision and plans as a means of monitoring the effectiveness of such interventions on improving the health of the community and its impact on reducing health inequalities.</p> <p>a. Under consideration. b. Department of Health (DH). c. Not known.</p>	On-going.	A number of approaches to Health Impact Assessments are being developed at national, regional and local level. The NHS Plan announced new incentives for joint working between health and local authorities. This issue will be raised at a meeting of the inter-departmental group on Health Impact Assessments in spring 2001.	DH will continue development of Health Impact Assessments methodology.
<p>17. Commission research on various issues related to shops in deprived neighbourhoods.</p> <p>a. No. The Government favours taking a more generic approach to research on access to shops, building on the existing work already undertaken by Community Owned Retailing, among others.</p>	—	—	—

18. NDC pathfinders, as potential testbeds for experimenting, may wish to consider the following: the levels of crime against small businesses and, where repeat victimisation is a problem, develop a strategy to combat it; research to investigate the benefits of increasing residential occupation above shops; and establishing locally-based police shops as part of shared community services.

- a. Yes, in principle.
- b. DETR.
- c. Funded through the NDC programme.

On-going.

NDC pathfinder partnerships received a presentation in July 1999 on PAT 13 and were encouraged to take its recommendations into account when developing their business plans. They have also received a copy of the published report.

NDC pathfinders will decide for themselves whether they wish to pursue any of these recommendations in the light of what they hope to achieve locally through their delivery plans.

On-going work for DETR.

PAT 14: Financial Services

Foreword by Melanie Johnson MP Economic Secretary to the Treasury

PAT 14 set out the challenges facing large numbers of people in deprived neighbourhoods who do not share the growing prosperity and life chances available to many as a result of social and financial exclusion. Financial exclusion means that many in these neighbourhoods – often those in greatest need – do not have access to the financial services most people take for granted, and are worse off as a result.



The PAT made 44 recommendations to tackle these issues. They have provided a focus and catalyst for work to begin and steady progress is being made. Some recommendations are for the financial services industries to take forward. Others involve several Government departments. The table that follows provides a summary of progress.

The PAT cited evidence about the level and causes of financial exclusion. Research¹ published by the Financial Services Authority (FSA) in July 2000 confirmed the picture:

- up to 9 per cent of adults have no bank or building society account;
- around one in five adults lack a current account;
- one-third of households have no savings or investment products;
- 27 per cent of employees have no occupational or private pension; and
- up to a quarter of households have no home contents insurance.

Those more likely to be without personal finance services are concentrated both geographically and among certain groups of people such as lone parents, those on low wages, minority ethnic groups, people with disabilities and the unemployed.

These findings are helping the FSA to identify areas where its efforts can best be focused, and to guide them on how best to inform or educate particular groups about issues affecting their ability to use financial services effectively.

The PAT looked at the scope for developing credit unions and there have been several significant developments since the PAT report was published. In future, because we used the Financial Services and Markets Act 2000 to bring credit unions within the FSA's rule-making powers, credit union members will have similar protection to that enjoyed by depositors in banks and building societies. The FSA is consulting widely with the sector about the details of the new regulatory regime before it comes into effect.

The Association of British Credit Unions has published a draft business plan for a Central Services Organisation (CSO) to relieve credit unions of the burdens (in terms of time, training and money) of back-office processing. Further details on progress are likely to be available in the next few months. The Local Government Association has also issued good practice guidance about the development of sustainable credit unions.

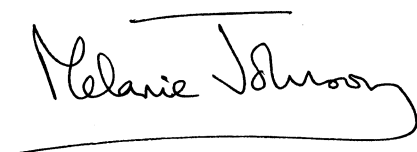
¹ *In or Out? Financial exclusion: a literature and research review*, FSA, July 2000.

In response to the PAT's recommendations on banking, the British Bankers Association has published a report² highlighting measures that the banks have been taking. These include basic bank accounts, which allow people with no credit history or a poor credit history to get an account without the risk of an unauthorised overdraft. The banks were set a target of October 2000 to provide these accounts, which all of the main High Street banks have now met. Other measures include: developing partnerships with the Post Office and supermarkets to improve access to banking facilities; a range of support for credit unions, including free banking, premises, secondees, equipment, training and help with developing the business plan for the CSO; and grants to, and joint initiatives with, organisations providing financial advice.

The PAT recognised that Insurance With Rent Schemes have enormous potential for helping people in deprived neighbourhoods. Under these Schemes, social housing providers arrange property insurance cover for tenants through group policies. Successful examples of these Schemes already exist, but we want to see them taken up much more widely, working towards a situation where everyone enjoys the security of insurance. The Housing Corporation is funding an Innovation and Good Practice project on Insurance With Rent Schemes. The next stage will be to promote greater take-up among members of the National Housing Federation and the Association of British Insurers, in partnership with local authorities and Registered Social Landlords.

One issue that keeps cropping up – and not just among the financially excluded – is the general low level of understanding of financial services. As well as the right products, it is important that people know about them, their potential benefit, and how to choose the right one. To help improve the financial education of young people, the FSA distributed its *Money Counts* educational material to all primary schools free of charge in 2000. Primary and secondary schools received separate guidance during autumn 2000. The FSA is also preparing guidance on financial literacy to supplement generic guidance already issued by the Qualifications and Curriculum Authority, and will be publishing comparative tables of financial products to make it easier for people to compare similar products.

Finally, I would like to take this opportunity to thank all those people – many of them volunteers – who are putting in the effort to improve a situation which has disadvantaged too many people for too long. We have some way to go, but are beginning to see a real difference.

A handwritten signature in black ink that reads "Melanie Johnson". The signature is written in a cursive style with a long horizontal line extending from the end of the name.

Melanie Johnson MP
Economic Secretary to the Treasury

² *Promoting Financial Inclusion*, British Bankers Association, April 2000.

PAT 14: FINANCIAL SERVICES

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
Credit unions			
<p>1. Department of the Environment, Transport and the Regions (DETR) and the Local Government Association (LGA) should work to ensure that credit union development activity at local authority level promotes healthy and sustainable growth that benefits people in deprived neighbourhoods.</p> <p>a. Yes. b. DETR and LGA. c. Cost neutral.</p>	<p>On-going.</p>	<p>LGA issued a good practice guide to all local authorities in England and Wales in October 1999, concentrating on the development of sustainable credit unions. Although not focused specifically on deprived areas, this is where most local authorities' concerns lie.</p> <p>LGA also worked with the English Community Enterprise Partnership (ECEP) to plan a national credit union conference in November 2000 to disseminate this good practice to local authorities.</p>	<p>It is now for local authorities to act on the guidance. However, DETR will continue to attend meetings with and lend moral support to ECEP, which encourages local authorities to support social enterprises, including credit unions.</p>
<p>2. The Central Services Organisation, once established, should endeavour to promote itself to all sections of the credit union movement; and to encourage broad based development, with due emphasis on credit unions serving deprived communities.</p> <p>a. Yes. b. HM Treasury (HMT). c. Cost neutral.</p>	<p>The intention is to have the Central Services Organisation up and running by the end of 2003.</p>	<p>The Association of British Credit Unions (ABCUL) has drawn up a draft business plan for the proposed Central Services Organisation. This was circulated to all credit unions and representative bodies, for comments by 16 November 2000.</p>	<p>The business plan will be finalised in the light of the consultation. Partners will then need to take the requisite steps to turn the plan into action.</p>
<p>3. HMT should continue to promote its proposed deregulation measures, to enable credit unions to grow; and continue to keep abreast of developments in the credit union movement, with a view to considering further changes in the legal framework, should the need for them be demonstrated.</p> <p>a. Yes. b. HMT. c. Cost neutral.</p>	<p>Deregulation will be completed in time for the introduction of the new regulatory regime being established by the Financial Services Authority (FSA) – currently on target for implementation in mid 2002.</p>	<p>Some deregulation changes were introduced in the Financial Services and Markets Act 2000. It is proposed to deal with the rest by secondary legislation.</p>	<p>HMT and the Chief Registrar – who is currently responsible for the regulation of credit unions – will introduce the remaining deregulation measures.</p>

<p>4. FSA should ensure that, in devising the future regulatory system for credit unions, the principle of proportionality is duly observed; and that the fee scale applied to credit unions is in accord with a reasonable view of affordability.</p> <p>a. Yes. b. FSA. c. Cost neutral. (FSA is required by law to recover its full costs from those it regulates. Most credit unions will not for some time be in a position to meet such costs and FSA has initiated discussions with representatives of the banks and building societies on how they might help. FSA will consult widely on fees and charges for credit unions before a new structure is implemented.)</p>	<p>By mid 2002.</p>	<p>In devising the new regulatory regime, FSA will ensure that the measures remain proportional to the relevant risks, and will bear in mind that credit unions are mainly run by volunteers and only provide services to their members.</p> <p>FSA published a consultation paper in December 2000, which set out its proposals relating to the regulation of credit unions. A second paper is planned following the three-month initial consultation period – the draft Credit Unions Specialist Sourcebook (CUSS) – which will codify the proposals in the previous consultation paper in the form of a draft rules/handbook text. This will be followed by a further three-month consultation period. FSA aims to publish the final CUSS in December 2001, with implementation following in June 2002.</p>	<p>On-going role for FSA.</p>
<p>5. LGA should monitor the effects of its guidance on credit union development and consider making the results public.</p> <p>a. Under consideration. b. LGA. c. Cost neutral.</p>	<p>On-going.</p>	<p>LGA had not planned to do this and the focus of its work has now changed. However, it may get a better feeling for the quality and quantity of credit unions as part of a related exercise on social enterprises.</p>	<p>LGA will consider the merits of publishing the results of any further information obtained.</p>
<p>6. Local authorities should consider ways of ensuring that credit union development agencies make appropriate use of the facilities that might in future be offered by the Central Services Organisation.</p> <p>a. Yes, in principle. b. DETR. c. Cost neutral.</p>	<p>After the Central Services Organisation is established (see recommendation 2).</p>	<p>This will depend on details of what the Central Services Organisation will provide.</p>	<p>LGA and ECEP will consider how best to take this forward in due course.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>Insurance</p> <p>7. DETR, the Housing Corporation and LGA should work with the insurance industry to promote Insurance With Rent Schemes; and they should explore ways of extending these Schemes to neighbouring private tenants and owner-occupiers.</p> <p>a. Yes. b. Housing Corporation and DETR. c. Cost neutral.</p>	<p>The Housing Corporation has appointed consultants to conduct research. They will be expected to report by the end of February 2001. The overarching target remains April 2001.</p>	<p>The Housing Corporation is funding an Innovation and Good Practice project to take forward recommendations 7, 8, 10 and 11. The project will identify the current extent of Registered Social Landlords' (RSLs') involvement; comparison of RSL provision with schemes offered by local authorities; and identifying a model which is most likely to maximise take-up by tenants while being viable for RSLs and insurance companies.</p> <p>The Association of British Insurers has established a working group, to include representatives from DETR, Local Government Association, Housing Corporation and others, to take forward work on this recommendation.</p>	<p>The Housing Corporation will complete the project and then promote the ideas to RSLs and the insurance industry.</p>
<p>8. Local authorities and social housing providers should consider the advantages that might accrue from participation in Insurance With Rent Schemes targeted at poor neighbourhoods.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>See recommendation 7.</p>	<p>See recommendation 7.</p>	<p>See recommendation 7.</p>
<p>9. New Deal for Communities (NDC) pathfinder partnerships should consider whether there is scope for pilot schemes involving Insurance With Rent in their areas.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>On-going.</p>	<p>Tenants in five of the current NDC areas are already covered by Insurance With Rent Schemes, while several of the other partnership areas have shown an interest in developing similar schemes.</p> <p>DETR and the Association of British Insurers will continue to look for suitable openings through which to promote Insurance With Rent best practice among the NDC partnerships.</p>	<p>On-going work for DETR and ABI.</p>

<p>10. Social housing providers and insurance companies should carry out pilot studies to test demand for and viability of extended Insurance With Rent Schemes, involving additional types of insurance besides contents cover.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>See recommendation 7.</p>	<p>See recommendation 7.</p>	<p>See recommendation 7.</p>
<p>11. Local authorities and social housing providers should exchange information on how the benefits of participation in Insurance With Rent Schemes can be most effectively realised: through reduced premiums, crime prevention measures, or other means.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>See recommendation 7.</p>	<p>See recommendation 7.</p>	<p>See recommendation 7.</p>
<p>12. ABI should explore the potential of new payment collection networks, such as PayPoint in connection with low cost family insurance; and payment through budget accounts via non-bank channels.</p> <p>a. Yes. b. ABI and HMT. c. Cost neutral.</p>	<p>On-going.</p>	<p>An ABI working party is looking at potential new payment collection networks including PayPoint and the Post Office. Work is also being done by individual insurance companies, which includes discussion with network providers.</p>	<p>ABI will consider the value of best practice guidance as and when new payment collection networks are identified.</p>
<p>13. ABI should explore the potential for the Post Office to extend its insurance offering in line with the recommendations of this report.</p> <p>a. Yes. b. ABI and HMT. c. Cost neutral.</p>	<p>On-going.</p>	<p>Arrangements already exist to purchase some insurance policies through the Post Office, and further discussions are taking place.</p> <p>Post Offices are used by a number of local authorities and housing associations for the payment of rent and insurance premiums for home contents policies.</p>	<p>ABI will conclude discussions with the Post Office.</p>
<p>14. Insurers and organisations representing insurance companies should work with credit unions to explore the potential for offering general insurance through credit unions.</p> <p>a. Yes, in principle. b. ABI and HMT. c. Cost neutral.</p>	<p>On-going.</p>	<p>ABI is considering this recommendation. The establishment of the credit unions Central Services Organisation (see recommendation 2) could enable faster progress.</p>	<p>Insurers and credit unions need to conclude agreements.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>15. Insurers should maintain their commitment to follow up research on financial exclusion but also consider how they might promote limited experiments to test research solutions in practice.</p> <p>a. Yes. b. ABI and HMT. c. Cost neutral.</p>	<p>On-going.</p>	<p>ABI has already conducted research into Insurance With Rent Schemes in the UK, for instance in Glasgow, Newcastle and Lewisham, and will be looking for ways to expand its role in disseminating best practice to social housing providers. ABI also hosted a seminar on Insurance With Rent Schemes in October 2000, to increase awareness among the industry, and will establish a working group to look at and promote best practice.</p>	<p>ABI will consider follow-up research if suitable areas can be identified, especially in developing Insurance With Rent Schemes.</p>
<p>16. Insurers and organisations representing insurance companies should consider devising local and national strategies to promote more active involvement of insurers in community-focused initiatives.</p> <p>a. Yes. b. ABI and HMT. c. Cost neutral.</p>	<p>On-going.</p>	<p>The main area identified to date, where insurers can play a part at community level, is in risk improvement. ABI has encouraged the establishment of a Property Crime Reduction Action Team that has in its remit trying to reduce crime in the most vulnerable areas. ABI also has a lead role in combating arson and fire risks through the Arson Prevention Bureau and Fire Protection Association. The primary aim is to reduce loss of life and property in vulnerable areas.</p> <p>Many insurance companies are involved in community initiatives especially where they have significant employment in the area.</p>	<p>ABI will consider how best to disseminate current best practice.</p>
<p>17. In future consideration of the fiscal system, the status of Insurance With Rent Schemes should be borne in mind.</p> <p>a. Yes. b. HMT. c. Cost neutral.</p>	<p>On-going.</p>	<p>The Government has considered the treatment of Insurance With Rent Schemes but has decided against making any changes at this stage. The benefits in terms of increased take-up of Insurance With Rent are likely to be small relative to the cost of the exemption, and it would distort the market in favour of one particular means of addressing this issue.</p>	<p>The Government will continue to bear the status of Insurance With Rent Schemes in mind.</p>

Banking

<p>18. Banks, building societies and other providers should continue to develop and promote basic account services, in the light of the Government's announcement on the future benefit payment system and the future of Post Office Counter Services.</p> <p>a. Yes. b. HMT. c. Cost neutral.</p>	<p>On-going.</p>	<p>HMT Ministers have secured early progress and all the main high street banks now offer basic bank accounts.</p> <p>In December 2000, the Government reached agreement in principle with Barclays, Lloyds TSB, The Royal Bank of Scotland/NatWest, HSBC and the Halifax that they will contribute towards Universal Banking Services at the Post Office.</p>	<p>Future work needs to focus on encouraging take-up by the unbanked.</p>
<p>19. Department of Social Security (DSS) should include a range of options, such as a simple money transmission system, in its consideration of cost-effective delivery channels to provide the encashment of benefits for the unbanked; whilst meeting claimants' service needs and preferences (including the ability to collect benefits in cash at Post Offices); and the Government's commitment to maintenance of a nationwide network of Post Offices and the move to benefit payment by Automatic Credit Transfer (ACT) as the normal method of payment from 2003–05.</p> <p>a. Yes. b. DSS. c. Not yet known.</p>	<p>From 2003–05.</p>	<p>In conjunction with the work on recommendation 18, a project is being taken forward to introduce ACT as the normal method for the payment of benefits from 2003–05.</p>	<p>DSS remains confident of meeting the target.</p>
<p>20. DSS should continue to monitor benefit recipients' take-up of ACT payment.</p> <p>a. Yes. b. DSS. c. Cost neutral.</p>	<p>On-going.</p>	<p>DSS will continue to monitor the use of all methods of payment and it has collected information on the take-up of ACT by each benefit. This information will be used in a wider and more refined analysis to be undertaken by DSS analysts prior to marketing and wholesale migration to ACT from 2003.</p>	<p>DSS to continue to monitor.</p>
<p>21. DSS and HMT should consult with those responsible for relevant surveys and assess the reasons for differing estimates of the use of bank facilities; and agree on appropriate refinements to the Family Resources Survey (FRS) and identify any other steps which would secure accurate monitoring of key aspects.</p> <p>a. Yes. b. DSS. c. Cost neutral.</p>	<p>By the end of 2001.</p>	<p>Following consultation, HMT has agreed the main question to be answered via the FRS, and that recent estimates are not necessarily inconsistent. It was agreed that FRS refinements were not a high priority. However, minor changes were made to the questions for the April 2000 survey.</p>	<p>DSS will review the results from the amended questions in 2000–01, when the results on the next survey are known.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes: b. Lead Department for implementation c. Cost/how much will be spent?</p>			
<p>22. DSS should consider exploiting FRS, so as to be able to compare results for deprived areas, on use of banking services, with those for the rest of the country.</p> <p>a. Yes. b. DSS. c. Cost neutral.</p>	<p>Initial investigation and preliminary analysis will be completed by March 2001.</p>	<p>It is already possible to compare groups of deprived and non-deprived local authorities. The possibility of adding DETR deprivation indicators, at sub-local authority level (e.g. ward), to the FRS dataset, has been discussed with the Office for National Statistics (ONS). This would enable the comparison of groups of localities, but progress has been delayed as the FRS contract is being re-tendered.</p>	<p>DSS will complete the initial investigation and preliminary analysis.</p>
<p>23i. DSS should explore the scope for further reform of the Social Fund, to extend existing loan facilities to those in low-paid employment.</p> <p>a. Yes, in principle. b. DSS. c. Detailed work on costs is being undertaken as part of the Social Fund review.</p>	<p>On-going.</p>	<p>This will be considered but after the current review of Social Fund administration.</p>	<p>On-going work for DSS.</p>
<p>23ii. DSS should also consider with Department for Education and Employment (DfEE) how to promote wider access to debt counselling and refinancing, targeted at those coming off benefit to take up employment. The aim would be to involve money advice agencies, private sector finance and the Employment Service (ES) in any new arrangements.</p> <p>a. Yes. b. DSS and DfEE. c. Not yet known.</p>	<p>On-going.</p>	<p>DSS recognises that unmanaged debt can provide a barrier to employment. Debt counselling and advice on refinancing will form part of the services available to benefit recipients under the Welfare to Work initiatives.</p> <p>DSS is piloting, in partnership with DfEE, the new ONE service. It provides all benefit claimants with help and advice to facilitate a return to work. This will, in due course, provide a suitable vehicle for delivering advice on handling debt where this is an issue.</p> <p>Decisions have yet to be taken on the future roll-out of ONE, in advance of the detailed design of the new Working Age Agency (WAA). However, the current ONE pilots are under evaluation until 2002. The initial focus of the management of the pilots is to help to address the most significant barriers to labour market participation. At a local level, many of the pilots, particularly the private and voluntary sector models, have been making links with local voluntary organisations. Some may well be making links with local money advice agencies to provide debt counselling and refinancing for their clients.</p>	<p>DSS and DfEE are investigating whether any ONE pilots have already started to introduce such initiatives. Such initiatives will be considered as part of the on-going ONE evaluation and work on the WAA.</p>

<p>24. The industry associations should work with the Government, FSA, the police and other organisations, to revise guidance on identity requirements, draw their members' attention to the scope for flexibility and issue an information leaflet for the public.</p> <p>a. Yes. b. HMT. c. Cost neutral.</p>	2000.	The information leaflet was issued by the British Bankers Association (BBA) in 1999.	The Joint Money Laundering Steering Group (an industry body) is in the process of revising its guidance on 1993 Money Laundering Regulations, in the light of FSA's proposed rules on money laundering. This guidance will be issued following the publication of the rules. The guidance (and the rules) will specifically address the issue of financial exclusion.
<p>25. DETR, LGA and the industry organisations should work on appropriate guidance to local authorities on the promotion of delivery channels for banking services, drawing on existing good practice.</p> <p>a. Yes. b. LGA. c. Cost neutral.</p>	On-going.	E-commerce is the latest channel for the delivery of banking services. LGA is considering including electronic Government and UK online issues in its forthcoming work programme, and ran a workshop about overcoming the barriers to e-Government at their November 2000 conference (see recommendation 1).	LGA will issue case studies to local authorities.
<p>26. NDC partnerships should consider the scope for pilot schemes involving promotion of delivery channels for banking services in their areas.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	On-going.	In conjunction with HMT, DETR's NDC Unit has linked up with BBA. BBA has agreed that they will aim to twin a major bank with each NDC pathfinder which wants to work on financial services. BBA, through DETR, invited 17 pathfinders to let them know in April 2000 what sort of collaborative projects around financial services they were interested in. So far, six links have been made and another four are being discussed.	On-going work for DETR and BBA.
<p>27. Social housing providers should consider the scope for emulating the Cambridge Housing Society's savings and loan scheme, in partnership with banks or building societies.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	On-going.	The Housing Corporation helps fund a number of projects aimed at developing alternative ways of providing financial access through its Innovation and Good Practice programme. Examples include Salford University's Forum for the Development of Community Based Financial Institutions and Tees Valley Housing Association's savings and loans scheme in partnership with Darlington Building Society.	On-going work for the Housing Corporation.

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
Regulatory issues			
<p>28. FSA should ensure that, when making rules intended to protect the generality of consumers, these do not inadvertently inhibit access by low-income groups.</p> <p>a. Yes. b. FSA. c. Cost neutral.</p>	<p>On-going.</p>	<p>Under the Financial Services and Markets Act, FSA is required to accompany proposals for change in the rules, guidance etc. with a cost-benefit analysis. One of the main purposes of that discipline is to try to ensure that FSA does not make rules that have inadvertent consequences. The cost-benefit analysis will consider, where appropriate, the consequences for different sets of consumers, including the financially excluded.</p>	<p>On-going role for FSA.</p>
<p>29. In its consumer education work, FSA should have due regard to the special needs of low-income groups, bearing in mind especially the evidence of their hostility and suspicion of banks and other financial services providers.</p> <p>a. Yes. b. FSA. c. Cost neutral.</p>	<p>On-going.</p>	<p>The consideration of the needs of low-income groups is being built into all the relevant research projects commissioned by FSA.</p> <p>The Personal Finance Research Centre at Bristol has a programme of research for a number of different clients which the FSA can tap into. The current programme should help to shed light on this issue.</p>	<p>FSA will consider appropriate next steps as evidence emerges.</p>
Financial education and money advice			
<p>30. DfEE should continue to consult with FSA and other industry organisations, when drawing up guidance on the components of the school curriculum covering management of personal finances.</p> <p>a. Yes. b. DfEE. c. Cost neutral.</p>	<p>2000.</p>	<p>DfEE published guidance, <i>Financial Capability through Personal Finance Education</i>, in August 2000. Schools may request copies from the DfEE publications depot. It is also available electronically, through DfEE's website.</p> <p>FSA is preparing guidance specifically on financial literacy to supplement generic guidance which has been issued by the Qualifications and Curriculum Authority.</p>	<p>DfEE expects to receive feedback from a number of organisations on the effectiveness of the guidance.</p>

<p>31. As part of the new framework for post-16 learning, DfEE should consider how to promote better access to financial education and advice for young people and adults.</p> <p>a. Partially accepted, as far as it concerns financial advice. b. DfEE. c. Cost neutral.</p>	<p>2000.</p>	<p>The Connexions Service will provide information, advice and guidance for all young people aged 13–19 and will include access to personal advisers if this is needed. The training programme for them incorporates basic knowledge on helping young people access information on financial education and advice.</p> <p>DfEE established a working party under Derek Wanless of National Westminster Bank, to look further into the adult education part of this recommendation. A report has been submitted.</p>	<p>On-going work for DfEE.</p>
<p>32. DfEE and DSS should consider how best ES and relevant DSS services can signpost sources of advice and guidance on financial matters and debt counselling; and explore how far possible future development of in-work benefit advice might include the provision of money advice.</p> <p>a. Under consideration. b. DfEE. c. Cost neutral.</p>	<p>On-going.</p>	<p>Following discussions with DSS and ES, DfEE has agreed to consider this further in the context of the ONE service as it develops.</p>	<p>The Government's decision to merge the work of the Benefits Agency (BA) and ES into the new WAA means that DfEE will be deferring consideration of this issue until they are able to develop new guidance and advice for the Agency and ONE.</p>
<p>33. DfEE, when drawing up guidance for the new Youth Support Services (now Connexions Service), which are intended to provide comprehensive advice and support for young people considering education and training options, should ensure that these services are aware of and make use of locally available money advice services.</p> <p>a. Yes. b. DfEE. c. Cost neutral.</p>	<p>On-going.</p>	<p>DfEE is identifying the role and responsibility of the Connexions Service personal adviser. Guidance should help them to build knowledge on specialist services including debt counselling centres and advice on financial planning, and encourage them to access information on appropriate organisations (e.g. money advice centres). Draft guidance and negotiations with stakeholders are in progress.</p>	<p>On-going work for DfEE.</p>
<p>34. Associations representing all sections of the financial services industry should encourage their members to support the work of the Money Advice Trust, especially its new national infrastructure project, in order to fund broadening of advice services on offer as well as improving access generally.</p> <p>a. Yes. b. Department of Trade and Industry (DTI), Lord Chancellor's Department (LCD) and HMT. c. DTI and LCD are working with the advice sector and the credit industry to ensure the pilots are adequately funded.</p>	<p>2001.</p>	<p>A feasibility study for the national infrastructure has been completed.</p> <p>Pilot projects to test the findings of the feasibility study are being planned as public-private partnerships to start in 2001.</p>	<p>Pilots projects are expected to run for 18 months, including evaluation to determine the best way forward.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>35. Banks, building societies and other financial services providers should consider including money advice centres in their mailing lists for informing people about products or services.</p> <p>a. Yes. b. HMT. c. Cost neutral.</p>	2001.	BBA intends to produce a leaflet for the public on the availability of money advice; to work on improving links with Citizens Advice Bureaux; and to redesign its website, to enable money advice agencies to get better access to information on banks and their services.	On-going work for BBA.
Minority ethnic issues			
<p>36. All financial services providers should ensure their staff get appropriate cultural awareness training.</p> <p>a. Yes, in principle. b. BBA and ABI. c. Cost neutral.</p>	On-going.	This is for the financial services industries which have accepted the recommendation. Individual banks and financial firms will need to work up the details.	This is for the financial services industries to follow-up.
<p>37. The Banking Code and the Mortgage Code should include undertakings on non-discrimination.</p> <p>a. Yes. b. HMT. c. Cost neutral.</p>	2000.	A revised edition of the Banking Code was published in September 2000, and will come into force on 1 January 2001. It includes a revised key commitment to ensure that all products and services meet relevant laws and regulations relating to discrimination.	Re-issue of the Mortgage Code has been put on hold, awaiting the outcome of FSA's plans to regulate the mortgage industry.
<p>38. FSA should ensure that financial education programmes include appropriate material to encourage people from minority ethnic backgrounds to make greater use of financial services.</p> <p>a. Yes. b. FSA. c. Cost neutral.</p>	On-going.	FSA's report <i>Better Informed Customers</i> targeted minority ethnic consumers, to see whether they had particular needs.	FSA will continue to monitor emerging evidence and consider refinements to educational material in the light of that evidence.

<p>39. ABCUL should consult with organisations representing the Islamic community and consider research into the prospects for Islamic credit unions, drawing on experience in other countries; and the Central Services Organisation, once established, might consider the means of promoting them more widely.</p> <p>a. Yes, in principle. a. HMT. b. Cost neutral.</p>	<p>On-going.</p>	<p>It is for ABCUL – the main industry association – to consider whether to pursue this recommendation and how. It may be more feasible when the Central Services Organisation is up and running (see recommendation 2).</p>	<p>For ABCUL to consider.</p>
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Gender issues

<p>40. FSA should ensure that financial education programmes include appropriate material to encourage women to make and retain their own financial services arrangements.</p> <p>a. Yes. b. FSA. c. Cost neutral.</p>	<p>A report is due in January 2001.</p>	<p>A working group has been set up to look at women and personal finance following an industry meeting with members of the Cabinet Office (CO) Women’s Unit in January 2000. The group will look at the appropriateness, availability and marketing of products.</p>	<p>On-going role for the working group.</p>
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Miscellaneous

<p>41. FSA should commission research on the reasons people who do not use financial services have fears and suspicions.</p> <p>a. Yes. b. FSA. c. Cost neutral.</p>	<p>Completed.</p>	<p>On 12 July 2000 FSA published research carried out by the Personal Finance Research Centre in Bristol, which provided a comprehensive overview into the extent, nature and causes of financial exclusion and identified ways in which it could be tackled.</p>	<p>Action is complete.</p>
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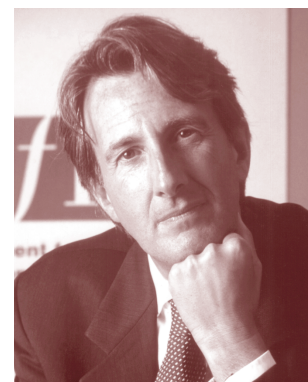
<p>42. For NDC schemes where access to financial services is developed as a key strategy, partnerships should consider ways of setting up systems for monitoring progress against their desired outcomes, particularly with a view to identifying good practice lessons for other partnerships.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>A summary report will be published in early 2001.</p>	<p>Bristol NDC is working with the Personal Finance Research Centre on access to financial services, business credit and financial literacy in the NDC area. An interim report has been used to focus on those aspects that require further consideration. Four other partnerships are looking to develop relationships with banks and local credit unions.</p>	<p>Good practice guidance will be considered once the outcomes of the research are known.</p>
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Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
a. Recommendation accepted – Yes or No? Where Yes: b. Lead Department for implementation c. Cost/how much will be spent?			
43. HMT should ensure that it is in a position to monitor and report annually on the effects of the measures taken to increase use of financial services by poor people, including those from the ethnic minorities. a. Yes. b. HMT. c. Cost neutral.	On-going.	HMT has appointed someone to fulfil this role. He has been working with the industry associations and others to establish regular channels for information. Work is on track.	Continuing role for HMT.
44. The Government should consider establishing a central unit to scrutinise new policy proposals for their effects on social inclusion. a. Partially accepted. b. All departments and DETR Neighbourhood Renewal Unit (NRU). c. Not known.	On-going.	All policy proposals are subject to the usual cross-Government procedures. In addition, NRU will undertake policy proofing in respect of deprived areas.	On-going action for all departments and NRU.

PAT 15: Information Technology

Foreword by Michael Wills MP
Parliamentary Under-Secretary of State,
Department for Education and Employment

The PAT 15 report provided a comprehensive examination of a phenomenon that has come to be called the 'digital divide'. Information and Communication Technologies (ICTs) are becoming increasingly pervasive. Every day more and more services like banking, travel, training and job seeking are delivered online and for many, the Information Age is changing how we work, learn, spend leisure time and interact with one another. However, the PAT found that people living in deprived neighbourhoods face significant barriers – including poor skills, low confidence, unattractive content and cost – that inhibit their ability to access these new technologies and the benefits they can bring.



My department has lead responsibility for responding to the recommendations made by the PAT and we have been considering how they might be taken forward. The PAT argued – and we agree – that the Government needs to adopt a more coherent and proactive approach to harnessing the new ICTs. The Prime Minister has already committed the Government to ensuring that, by 2005, all those who want it will have the opportunity to access the internet. My department is at the forefront of the Government's efforts here, with a wide range of existing and planned initiatives, which together will make a major contribution to the achievement of this target.

The PAT argued that lack of access to new technologies compounds other social and economic difficulties faced by those living in deprived neighbourhoods. Closing the digital divide and narrowing the gap between the technology rich and the technology poor are therefore key elements in our National Strategy for Neighbourhood Renewal.

We are making over £1 billion available through the National Grid for Learning programme for investment in ICT in schools. Now 88 per cent of all schools are connected to the internet. Pupils-to-computer ratios have fallen to 8:1 in secondary schools and 13:1 in primary schools. Our Excellence in Cities initiative is tackling successive failures in our major cities, including those associated with access to ICT. We are establishing City Learning Centres within the programme to enhance and develop teaching and learning across the whole curriculum through the use of state-of-the-art educational technology. Taken together, this will help ensure that in the future, pupils leave school with the ability to benefit from new technologies and so do not suffer from information exclusion.

But as the PAT pointed out, there are also adults facing difficulties. We are acting here too. From early spring 2001 there will be over 600 UK online centres opening in the first phase of an initiative to which we are dedicating £252 million from the Capital Modernisation Fund. Tailored to meet local needs, they will be in the most deprived wards in England. They will add to the availability of community-based facilities already provided through the People's Network of libraries with ICT learning facilities and access to the internet. The first centres to receive funding range from a shopping centre in Sheffield to a mobile unit driving round rural Dorset. And there are many other exciting and innovative approaches to engaging people with different needs with the 'ICT bug'. A UK online/Big Issue centre in Brighton is giving homeless people access to new technology and their own email address, helping them to find work. And the Foyer Federation, ICL and NTL are creating 50 UK online centres in Foyers across England, giving access and support to disadvantaged young people.

In July 2000 we announced our intentions to modernise the Post Office Network including developing a role for Post Offices as internet learning and access points. We are investing in the development of **learndirect**, a new national e-learning network which uses ICT to open up access to learning for large numbers of people. **learndirect** offers learning at home, at work or at local centres. From spring 2001 there will be around 1,000 **learndirect** centres nation-wide. **learndirect** also provides information and advice on the broadest range of learning opportunities via a telephone helpline and the internet.

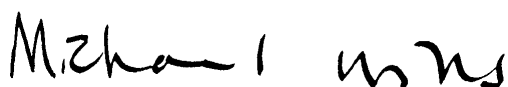
The PAT recognised that cost may be a factor in excluding disadvantaged people from ICTs, although for some forms of technology – like satellite TV – access levels in deprived neighbourhoods are close to the average. For other forms of ICTs, particularly ownership of personal computers, the differences are greater. Those on low incomes who want or need to access low cost ICTs should be able to do so. Increasing home access in deprived areas will help. That is why we are piloting, through our £10 million Wired-up Communities initiative, innovative, locally-driven approaches to putting some of our most deprived neighbourhoods online. We have published a list of companies which handle PC recycling. And we are introducing the Computers within Reach pilot scheme. In the period up to the end of March 2001, we intend to provide 35,000 subsidised computers in pilots in deprived neighbourhoods.

The PAT recognised that many individuals lack confidence or are sceptical about the value of using new technologies. The UK online centres will help individuals acquire new skills in using technologies, as will the 50,000 additional computer-training places available to jobless individuals through the UK online computer training initiative. We will also be looking to use the new technologies to the maximum extent possible in our national crusade to reduce the number of adults with problems of basic literacy and numeracy.

As well as making internet access widely available, the Prime Minister has committed the Government to delivering its services online by 2005. As work proceeds we need to know how we are doing against these targets. We have already commissioned research to track access and attitudes to ICTs in deprived neighbourhoods. This will give us a baseline and allow us to identify benchmarks against which the success of our policies and initiatives can be measured. As the PAT 15 report said, there is already much good practice on ICTs and social exclusion. The trick is to ensure that this good practice is widely available and that people can learn from and build on it. Over the coming months, we will be looking at web-based ways of collecting and disseminating the lessons that so many communities across the country have already learnt.

The PAT identified that language barriers compounded by other factors contribute to the low take-up of ICTs and internet services by minority ethnic groups. Technology may be an enabler, but it can also be a barrier to information and access. There is a particular need for local provision to reflect the cultural background of a neighbourhood. We agree that priority action is needed here. We are already acting through our UK online centres, which are targeted at minority ethnic groups among others. But more is needed and we are starting research to look at ways of promoting ICT applications which operate in minority languages or use non-textual information. We will also investigate ways of harnessing ICT to the teaching of English as a second language.

Taken together our current and planned activities represent a very positive response to the PAT's recommendations. In many cases we are not just meeting, but are going beyond what the PAT envisaged to bridge the digital divide and ensure that everyone has the opportunity to benefit from new technologies.



Michael Wills MP
Parliamentary Under-Secretary of State, Department for Education and Employment

PAT 15: INFORMATION TECHNOLOGY

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>1. The new e-Ministerial Network should co-ordinate work on Information and Communication Technologies (ICTs) and social exclusion as part of its overall remit.</p> <p>a. Yes. b. Department for Education and Employment (DfEE). c. Cost neutral.</p>	On-going.	Ministerial co-ordination is being achieved through the Information Age Ministerial Network chaired by Patricia Hewitt.	On-going role for DfEE to ensure that the Information Age Ministerial Network does consider ICTs and social exclusion issues.
<p>2. DfEE should be responsible for acting on the recommendations of PAT 15.</p> <p>a. Yes. b. DfEE. c. Cost neutral.</p>	April 2000 onwards.	DfEE assumed responsibility for responding to the PAT's recommendations on 28 March 2000.	On-going co-ordination role for DfEE.
<p>3. DfEE should report annually on progress against PAT 15 recommendations.</p> <p>a. Yes. b. DfEE. c. £5,000 estimated.</p>	First progress report in July 2001.	DfEE plans to publish the progress report on the internet. It will also be included in the e-Minister's annual report to be produced by the Office of the e-Envoy from July 2001.	DfEE will work with the Office of the e-Envoy on the detail.
<p>4. The implementation will require close co-ordination with other Government departments. DfEE Ministers should ensure effective collaboration with Department for Culture, Media and Sport, Department of Trade and Industry and Department of the Environment, Transport and the Regions, building on the inter-Ministerial group for the ICT learning centres. DfEE should draw on advice from key stakeholders including the Active Community Unit (ACU) in the Home Office, and community and voluntary groups.</p> <p>a. Yes. b. DfEE. c. Cost neutral.</p>	April 2000 onwards.	<p>Ministerial co-ordination is being achieved through the Information Age Ministerial Network (see recommendation 1). And DfEE has established a virtual network of contacts with other Government departments.</p> <p>Advice of key stakeholders on digital divide issues has been sought through a DfEE network of external contacts – including the University for Industry (Ufi), OfTEL, the BBC and Business in the Community (BiTC).</p>	DfEE will continue to use the cross-Government virtual network to help deliver a co-ordinated approach to implementing the PAT recommendations.

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>5. Promotional and ‘branding’ work following the Performance and Innovation Unit (PIU) report <i>e.commerce@its.best.uk</i>, should ensure effective communication with people in disadvantaged areas.</p> <p>a. Yes. b. CO (Office of the e-Envoy). c. Cost neutral.</p>	<p>April 2000 onwards.</p>	<p>On 11 September 2000, the Prime Minister launched a new campaign, UK online, bringing together all the Government’s Information Age programmes and services. This reflected the learning from a wide range of quantitative and qualitative research into individual and small business attitudes to ICT, with particular focus on people in deprived neighbourhoods.</p>	<p>DfEE will continue to work with the Office of the e-Envoy and DTI to drive forward the UK online campaign.</p>
<p>6. DfEE’s own promotional work should contain a separate promotional programme aimed specifically at people living in disadvantaged neighbourhoods who are alienated by technology and aimed at encouraging them to start making use of the facilities being established.</p> <p>a. Yes. b. DfEE. c. Cost of the learndirect information and advice service for 2000–01 is £10m.</p>	<p>From September 2000 onwards.</p>	<p>DfEE’s promotional activities encourage people living in deprived neighbourhoods to access IT through: national promotion of learndirect (the national free information and advice service on learning opportunities, tel: 0800 100 900); Computers within Reach (which widens access by making recycled PCs available at low cost to the 100,000 poorest families); and UK online computer training (an initiative offering 50,000 people in receipt of benefits additional computer training). The PAT 15 website is being developed as a vehicle for conveying these messages.</p> <p>There is a funded route, through the Capital Modernisation Fund (CMF), and a non-funded route to becoming a UK online centre. Funding for the first 616 CMF UK online centres was announced in September 2000 by the Prime Minister. These centres in the most deprived neighbourhoods are expected to open from spring 2001 and will provide access to ICT for those who may have no other access route.</p> <p>BBC WebWise materials are being distributed to organisations working within identified areas across the UK, e.g. housing associations; and provides additional resources supporting outreach work thereby widening access to, and understanding of, the internet.</p>	<p>DfEE will continue to work with other departments to ensure consistency and appropriate timing for campaigns that promote ICT at the local level.</p> <p>By the end of 2002 there will be over 6,000 UK online centres across England including a wide range of access points, e.g. libraries.</p>

7. Individual departmental programmes to provide various ICT-based facilities should be presented to the public as a single, cohesive proposition which demonstrates the Government's strong commitment to maximising the national benefit from the Information Age. A strong link to other national programmes such as BBC Webwise is also important.
- a. Yes.
 - b. CO (Office of the e-Envoy)
 - c. Cost neutral.

On-going.

UK online is a major new national partnership between Government, local communities and business. It joins up Government services and initiatives through a high profile national marketing campaign and brand to increase internet access for all and help to make the UK a leading e-commerce society. Members of the public can check for details of their local UK online centre via the web (www.ukonline.gov.uk) or via the **learndirect** helpline (0800 100 900).

DfEE has met the BBC to develop links to WebWise. The third phase of the WebWise campaign ran throughout October 2000. Over 5,000 organisations took part running free taster sessions. The BBC broadcast a range of programmes and short motivational trails which generated 30,000 calls. To date WebWise has motivated over 250,000 people to find out where a taster session is being held.

All activities providing access to ICTs are being brought together in the UK online campaign. In addition, DfEE and the Office of the e-Envoy will continue to ensure that Government programmes and other national provision such as BBC WebWise complement each other as part of the UK online campaign.

8. Within individual neighbourhoods local marketing and outreach activities, using local mentors, where possible, should be implemented to encourage people to take the first steps towards using ICTs. Local regeneration partnerships should be encouraged to engage local residents in exploring the potential of ICT and to include ICT provision and skill building in local strategies.
- a. Yes.
 - b. DfEE.
 - c. Community Champions Fund £0.5m for 1999–2000 and £1m for 2000–01.

On-going.

This approach was reflected in the ICT learning centres prospectus which was published by DfEE in January 2000.

DfEE has established the Community Champions Fund which seeks to identify key individuals in excluded communities who can, with a little support, help their own and others' communities to progress community-led projects. Government Offices (GOs) are targeting the Fund on excluded communities in consultation with local voluntary and community sector partners. Community Champions are likely to be involved in a range of activity including mentoring, outreach, spreading good practice and helping communities to develop specific ICT projects.

DfEE will continue to explore potential links to the work of regeneration partnerships and local learning partnerships.

Recommendations (those on minority ethnic issues in red)	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>9. By April 2002, each deprived neighbourhood should have at least one publicly accessible community-based facility to complement any home access which is available, in line with the Government's targets for e-commerce as set out in the PIU report (see recommendations 5 and 16).</p> <p>a. Yes. b. DfEE. c. £252m will be made available through the CMF to establish UK online centres. £10m from the CMF for Wired-up Communities.</p>	By April 2002.	<p>To date 616 phase 1 CMF-funded UK online centres have been announced (see recommendation 6). Over 650 phase 2 applications are currently being assessed with successful applications to be announced by March 2001. The phase 3 deadline for applications is 4 May 2001 with successful applications to be announced by September 2001.</p> <p>DfEE announced the Wired-up Communities project in April 2000. The first pilot project based in Liverpool was announced in October 2000. The pilot work is in the early stages of development. This complements UK online centres through home access. It is community led, offering technical support and appropriate content especially for jobs and education.</p> <p>Each of the 44 most deprived local authority districts identified in the Social Exclusion Unit (SEU) report <i>Bringing Britain Together</i> already has a number of accessible ICT facilities. These will be supplemented by new centres as they come on stream with UK online centres funded through the CMF specifically targeted on the 2,000 most deprived wards.</p>	<p>By the end of 2002 there will be over 6,000 UK online centres across England including CMF-funded and other UK online brand centres.</p> <p>DfEE issued a private sector prospectus for phase 2 Wired-up Communities pilots in October 2000, with announcements of new pilots expected in early 2001.</p>
<p>10. How the elements (at recommendation 9) are provided should be defined in the neighbourhood. As recommended by PAT 4: Neighbourhood Management, the delivery mechanisms would be the Local Strategic Partnerships (LSPs) and a neighbourhood-level delivery organisation. In the meantime, guidance is required for those who are deploying resources in this field. The cross-departmental Ministerial group should adopt the principles set out in the PAT report, publish them immediately and require individual departmental programmes to follow them. The first annual report should include an input on how far this has been achieved.</p> <p>a. Yes. b. DfEE. c. Cost neutral.</p>	By April 2002.	<p>Applications under the CMF-funded UK online centre prospectus had to show how proposed centres will link into local plans.</p> <p>The UK online centre prospectus issued in September 2000 will help unite the current range of services and programmes across sectors under a common UK online brand.</p>	DfEE will discuss handling with the Neighbourhood Renewal Unit (NRU) once it is up and running. And the principles underlying the PAT 15 report will be raised through the Information Age Ministerial Network.

11. As part of the provision of ICT learning centres, DfEE, in partnership with local organisations, should offer an ICT familiarisation programme, starting with an ICT taster session which could lead onto other education, enterprise and employment programmes. This familiarisation programme should also be made available to other community-based ICT facilities. Any work in this area should take into account the national learning targets for IT literacy announced in the PIU report (see recommendation 5) and the recommendations on IT literacy contained in the second report of the National Skills Task Force.

- a. Yes.
- b. DfEE.
- c. Cost neutral.

From September 2000.

The overarching aim of UK online centres is to provide access to ICT for those who may have no other access route. UK online centres are based in communities and are designed to meet the needs of local people who have low or no ICT skills or access to ICTs. Centres will actively work with the communities they serve to draw in disaffected people. They will provide taster sessions, access to the internet and email with support from staff in the centres, and help people to explore opportunities for further learning through ICTs.

Each UK online centre will develop targets which will include people from each of the target groups and may include, for example, the number progressing into other learning.

Existing Government programmes and services will become part of the UK online brand. The brand values include helping individuals to access the internet and acquire the skills to use new technologies.

For phase 1 of the non-funded route just over 500 applications have been received for just over 1,000 centres. The deadline for phase 2 applications for the non-funded route is 4 May 2001.

12. There is a lack of suitable software for use by adults with learning difficulties and in addressing adult literacy. It is recommended that during their first year of operation DfEE/Ufi surveys the software available for these purposes to establish specific gaps and puts the development in place to address any shortcomings.

- a. Yes.
- b. DfEE/Ufi.
- c. £100,000 estimated.

By September 2001.

DfEE and Ufi have jointly sponsored a research project being undertaken by the Institute of Education in London. This will be looking at the effectiveness of IT as a delivery mechanism of basic skills.

Ufi intends to review the available software in relation to a whole range of needs during 2001. DfEE will maintain links with the Ufi on their basic skills work.

13. All community-based ICT facilities should also offer ICT access for other activities, which on the face of it are not linked to education and training but which offer an initial entry point into using ICT facilities that may be of greater interest to local people.

- a. Yes.
- b. DfEE.
- c. Cost neutral.

A network of UK online centres will be in place by spring 2002.

DfEE endorses this approach. The model was followed for early UK online centres which have innovative local access routes, e.g. a mobile ICT facility touring the West Midlands with Wilkinson's Big Top Funfair, and content which targets wide interests such as travel and health.

DfEE will monitor and evaluate whether UK online centres meet this recommendation.

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p> <p>14. The Government is already committed to using ICTs to deliver public services. To ensure that the community-based facilities can access those services, the Central IT Unit within CO should establish a multi-channel approach when refining the Government service delivery strategy. This approach should encompass existing and emerging technologies such as digital TV, mobile communications and internet technologies. This will enable the widest possible uptake, particularly for people living in poor neighbourhoods who have more limited access to many forms of ICT.</p> <p>a. Yes. b. CO (Office of the e-Envoy). c. Costs are being worked up with departments as part of e-business strategy development.</p>	<p>On-going.</p>	<p>The e-Government Strategy published in April 2000 set the need for multiple channels as a strategic requirement for Government. This specifically recognised the need to use electronic service delivery as a way of promoting social inclusion.</p> <p>Access will be maximised by encouraging the use of alternative channels including digital TV and making services available through kiosks and other local access devices. A Channel Providers Management Board has been established to work with retailers and others to make services available at a wide range of locations.</p> <p>Departmental e-strategies were submitted to the Office of the e-Envoy at the end of October 2000. A period of negotiation will follow with departments through to early 2001.</p>	<p>The Office of the e-Envoy will revise and expand guidelines on digital TV. It will also produce guidelines on making information and services available through the new generation of mobile phones. Both of these, together with guidelines on website design (currently being revised by the Office of the e-Envoy), will define requirements for making services available to the widest possible range of users.</p>
<p>15. To be most effective, potential Champions need to be identified at an early stage and supported with personal training and development as well as recognition from official bodies and local management. The National Strategy for Neighbourhood Renewal should define how best to encourage and support local Champions.</p> <p>a. Yes. b. DfEE, HO (ACU) and DETR (NRU). c. Cost neutral.</p>	<p>April 2001 onwards.</p>	<p>ACU is leading an inter-departmental group on resourcing community capacity building which has been developing a learning and development strategy. From April 2001 this will be led by the NRU Skills and Knowledge Team. See PAT 16: Learning Lessons recommendation 11.</p>	<p>DfEE will discuss handling and progressing this recommendation with ACU and NRU.</p>

<p>16. The Government has set a target in the White Paper <i>Modernising Government</i> that by 2008, 100% of dealings with Government should be capable of being done by the public electronically. In support of this our aspiration is that by 2004, 75% of people living in deprived neighbourhoods will have the capabilities to access electronically delivered public services and the skills to do so, if they wish, and 100% by 2008. These targets will need to be revised in line with any changes to those for the Modernising Government agenda.</p> <p>a. Yes. b. DfEE. c. Cost neutral.</p>	<p>The Prime Minister has now set 2005 for the completion of electronic delivery of Government services. The access to ICT target for 2008 has also been brought forward to 2005.</p>	<p>Work tracking national progress towards the universal access target is already being undertaken by the Office for National Statistics (ONS). In addition DfEE is monitoring progress towards the Prime Minister's target through new research into access and attitudes to ICTs in deprived neighbourhoods.</p> <p>DfEE is also considering a development project to explore target setting, indicators and impact in relation to ICT access and learning.</p> <p>The inter-departmental Group on e-Commerce and Statistics led by DTI will ensure information is managed across Government.</p>	<p>DfEE will continue to work closely with the Office of the e-Envoy which is leading this work.</p>
<p>17. DfEE should establish annual targets towards the achievement of this aspiration. It should also measure and monitor achievement of these targets and the results should be published in the annual report produced by the e-Minister, starting in July 2001.</p> <p>a. Yes. b. DfEE. c. Cost neutral.</p>	<p>July 2001.</p>	<p>DfEE is using ICT tracking research to establish a baseline. The first results will be published in early 2001.</p>	<p>DfEE needs to explore reporting arrangements against the 2005 targets for ICT access and for electronic delivery of Government services with the Office of the e-Envoy.</p>
<p>18. Public funding for ICTs is required, on a sufficiently long-term basis against specific neighbourhood regeneration plans which include them. Progress against achievement of objectives within each neighbourhood plan should be monitored and evaluated on a regular basis by the neighbourhood management. The model for streamlining funding is set out in the report of PAT 4: Neighbourhood Management.</p> <p>a. Yes. b. DfEE. c. Cost neutral.</p>	<p>On-going.</p>	<p>DfEE is taking forward an evaluation of phase 1 ICT learning centres (now UK online centres) that will identify revenue issues faced by them.</p> <p>DfEE work on funding for ICT initiatives will feed into any broader work on funding streams looking at this issue.</p>	<p>On-going work for DfEE.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>19. ICT projects are usually funded from numerous funding sources, which are targeted either generally at regeneration or specifically to encourage ICT use. The rationalisation of these funds, including their source and management, should be determined in the context of the National Strategy for Neighbourhood Renewal. This should also look at how to co-ordinate and assist bids for European Union (EU), Lottery, charitable and private funding.</p> <p>a. Under consideration. b. DfEE. c. Cost neutral.</p>	On-going.	Some UK online centres are funded for capital costs from the £252m CMF. The New Opportunities Fund (NOF) Community Access to Lifelong Learning programme provides revenue funding which can be linked to UK online centres. Revenue funding can also be drawn down from other sources including the Further Education Funding Council, Single Regeneration Budget, Europe and the New Deal for Communities.	DfEE will keep under review the targeting and co-ordination of funding sources for ICTs.
<p>20. PAT 15 would like to flag up some specific concerns for application to ICT provision. This is generally best served by co-operation at local and regional levels, and funding regimes which are based on competition can limit such co-operation.</p> <p>a. Yes. b. DfEE. c. Cost neutral.</p>	On-going.	Applications for UK online centres are considered on the basis of meeting gaps in community access to new technology and taking provision to a convenient local place for those people who might otherwise be excluded from access. GOs have been active in supporting bids on a collaborative basis. In areas where there are competing bids the partners have been encouraged to work together.	DfEE will keep this under review.
<p>21. There should be a cross-departmental review of how revenue funding can be provided for ICT projects to feed into the SEU's National Strategy. This should be started immediately involving DfEE, DETR, HMT, DTI and DCMS.</p> <p>a. Under consideration. b. DfEE. c. £80,000.</p>	To be determined.	DfEE has produced a map of Government ICT initiatives and is scoping a project to conduct a financial review.	A potential review of revenue funding for ICT projects needs to be considered by Ministers. DfEE will consider further.

<p>22. The immediate priority is to map existing and planned capabilities at a neighbourhood level, which should begin by April 2000 and be taken forward by DfEE with input from DETR, DTI, DCMS and the Department of Health (DH). This should be closely co-ordinated with the review of revenue funding.</p> <p>a. Yes. b. DfEE. c. Cost neutral.</p>	<p>Progress to be reported by April 2001.</p>	<p>Mapping local learning centres and area-based provision formed part of the underpinning work carried out by the GOs in managing the ICT learning centres prospectus application process. The first mapping exercise was completed by April 2000.</p>	<p>DfEE will maintain and update the mapping work.</p>
<p>23. The uptake of ICTs in the UK market is very fast moving. Consequently, research quickly becomes out of date. To see an accurate picture of existing provision, DfEE should develop its research programme to monitor not only general levels of uptake of ICTs but also the specific situation in deprived neighbourhoods and for socially disadvantaged groups.</p> <p>a. Yes. b. DfEE. c. £50,000.</p>	<p>June 2000.</p>	<p>DfEE has initiated new research to track access and attitudes to ICT in deprived areas. This will provide both an accurate picture of the digital divide and the ability to set benchmarks against which to measure the success of future policy and initiatives aimed at closing it.</p> <p>A face-to-face household survey of 4,000 people reported in September 2000, comparing the situation for deprived neighbourhoods and groups with the experience of the population as a whole. ONS, guided by the inter-departmental Statistics for E-society Steering Group, will include regular questions in its Omnibus surveys. From July 2000 the National Statistics Omnibus Survey has been collecting data on individual access to the internet with breakdowns by age, social class and region. DfEE will also liaise with ONS in relation to PAT 18: Better Information follow-up.</p> <p>Experience from the learndirect development centre pilots and the pioneer ICT learning centre projects set up in October 1999, was used to test aspects of the proposed ICT learning centres design prior to the main roll-out in September 2000 as UK online centres.</p> <p>The BBC continues to monitor and evaluate the three phases of WebWise in terms of demographics, access and use of the internet, attitudes, media planning, motivation and progression into learning.</p>	<p>DfEE will maintain on-going links with other research organisations, e.g. the Economic and Social Research Council's virtual society research programme, as well as seeking to play PAT 15 priorities into the new National Centre for ICT Research. This National Centre will concentrate on measuring levels of access to ICTs and the extent of their impact on society.</p>
<p>24. In the interim, DfEE should update the existing research which PAT 15 has already pulled together and publish a summary including an entry on the PAT 15 website.</p> <p>a. Yes. b. DfEE. c. Cost neutral.</p>	<p>May 2000.</p>	<p>Action was completed in May 2000: all PAT 15 research has been published on the PAT 15 website and is available on a CD-ROM free of charge.</p>	<p>DfEE will ensure the PAT 15 website is kept up to date.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>25. DfEE should establish by September 2000 a framework of research and a database to hold information so that: information and progress can be tracked over time; and the framework and the information held is readily accessible at national, regional, local and neighbourhood levels. This could be done using e.g. the proposed knowledge management system or the existing Regen.net supported by DETR; and it can be used to set benchmarks to measure overall progress at each of these levels.</p> <p>a. Yes. b. DfEE. c. £750,000 over three years.</p>	<p>Early 2001.</p>	<p>DfEE is taking forward plans for a National ICT Research Centre, which will be operational from early 2001. Its initial work programme will focus on access to ICT and the interface between ICT skills and employment. A longitudinal study of ICT learning will feed into this theme. The Centre will be funded by DfEE for five years, reviewable after three (see also recommendation 23).</p>	<p>On-going work for DfEE to develop the ICT Research Centre.</p>
<p>26. PAT 15 strongly supports the PIU recommendations (see recommendation 5) that telecommunication operators be encouraged to offer a wider range of tariff structure options; and explore new commercial arrangements, allowing more flexible retail tariffs, provided this does not increase the cost of basic telephone provision. Any changes in tariffs should not price people in deprived neighbourhoods out of using the full range of telephony services. Existing low-user tariff arrangements may not be the most effective way of targeting low-income groups. OfTEL should take these factors into account in setting policy for this area and consider alternative ways of identifying households who should benefit from reduced tariffs.</p> <p>a. Yes. b. OfTEL and DfEE. c. Estimated gross cost of current Universal Service Obligation (USO) provision as of 1998–99 is between £53m and £73m.</p>	<p>On-going.</p>	<p>OfTEL's consultation on the USO closed on 4 December 2000 and a statement will be issued in spring 2001. OfTEL is already working with public institutions and the telecommunications industry to encourage special low tariffs for public institutions, e.g. schools, public libraries, Further Education Colleges and Citizens Advice Bureaux.</p> <p>DfEE is a member of the Public Utilities Access Forum sub-group, which addresses the issue of charges for telecommunications in deprived areas.</p>	<p>DfEE will establish further links with OfTEL to explore how the market is moving this recommendation forward.</p> <p>It will also explore with OfTEL and BT the research undertaken by BT which suggests that the Low User Scheme is currently serving the needs of those customers for whom affordability and accessibility are key issues.</p>

<p>27. Much is already happening to make ICT equipment available at lower costs. The DfEE loan scheme is a good example and PAT 15 also recognises the valuable contribution made by agencies who are recycling ICT equipment and making it available on a low (sometimes free) cost basis. Some organisations even self-build equipment. PAT 15 recommends that organisations providing ICT facilities in deprived neighbourhoods access these sources of supply where appropriate.</p> <p>a. Yes. b. DfEE. c. £15m pump priming funding is available until 2002.</p>	<p>On-going.</p>	<p>Computers within Reach will give 100,000 families and low-income learners access to reconditioned computers at low cost. UK online centres and UK online computer training also provide access to IT equipment and training in deprived neighbourhoods.</p> <p>The Industry Council for Electronic Equipment Recycling provides an independently audited voluntary accreditation scheme for refurbishers, based on the Waste from Electrical and Electronic Equipment code of best practice.</p>	<p>DfEE is investigating the possibility of making a directory of recycled computer sources available on the PAT 15 website.</p>
<p>28. To encourage this to happen, DfEE should maintain a list of sources of recycled equipment and publish it electronically on, e.g. Regen.net.</p> <p>a. Yes. b. DfEE, DETR and DTI. c. Cost neutral.</p>	<p>On-going.</p>	<p>DTI and AEA Technology Environment have published a directory of around 40 organisations that refurbish unwanted computer equipment for use by disadvantaged people and schools.</p>	<p>DfEE will work with DTI to explore maintenance and electronic publication via the DETR Regen.net site and the PAT 15 website.</p>
<p>29. The Office of the e-Envoy should encourage regional and local partnerships between public, private and voluntary sector organisations to support the uptake of ICT skills in disadvantaged neighbourhoods; and train and employ local people in virtual enterprises.</p> <p>a. Yes. b. CO (Office of the e-Envoy) and DfEE. c. Cost neutral.</p>	<p>On-going.</p>	<p>The UK online campaign launched by the Prime Minister on 11 September 2000 is a partnership between Government, the voluntary and private sectors, trade unions and consumer groups aimed at getting the UK online – including through ICT access and skills in deprived areas.</p>	<p>The Office of the e-Envoy and DfEE will continue to extend and deepen partnerships with UK online partners.</p>
<p>30. DfEE should assist this by establishing and facilitating links between companies and regional and local partnership initiatives. This partnership programme should be established by October 2000 and should build on the work already being done with BiTC.</p> <p>a. Yes. b. DfEE. c. Cost neutral.</p>	<p>October 2000 onwards.</p>	<p>DfEE is working with BiTC to build on their work including their Seeing is Believing initiative which introduces companies to ICT access projects in deprived neighbourhoods. BiTC will feed back the outcome of the visits to DfEE and DTI Ministers.</p>	<p>DfEE is considering supporting a good practice publication to encourage companies to support partnership initiatives.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p> <p>31. To enable the development of local plans which include ICT provision, DfEE should ensure that, by April 2001, the following facilities are available and publicised: ICT familiarisation and awareness training for those involved in development of neighbourhood plans to ensure they can take account of the contribution which ICT-based facilities can make to achievement of local goals; good practice information both existing and on-going; and a framework and tools for establishing ICT service level agreements.</p> <p>In providing the above, the work of national, regional and local organisations, including Communities On Line and the BBC, should be harnessed.</p> <p>a. Yes. b. DfEE. c. Cost neutral.</p>	<p>April 2001.</p>	<p>A number of existing workstreams will support this recommendation including UK online centres, BBC WebWise and the availability of internet access to all through libraries by April 2002.</p> <p>The third phase of the WebWise campaign ran throughout October 2000. Over 5,000 organisations across the UK ran taster sessions. 30,000 people rang learnirect. WebWise has motivated over 250,000 people to find out where a taster session is being held.</p> <p>DfEE is working across Government and with the BBC to develop links to widen access to ICT resources and learning for those involved in neighbourhood planning.</p>	<p>On-going work for DfEE with the BBC to explore how BBC WebWise and UK online centres may best be able to support each other.</p> <p>DfEE will be developing the PAT 15 website to include dissemination of good practice in the use of ICT in neighbourhood renewal.</p>
<p>32. DfEE should look at ways of identifying and encouraging good practice for the best local use of ICT and best local content, for example by local awards in conjunction with BBC Online.</p> <p>a. Yes. b. DfEE. c. Approximately £400,000 for evaluation of UK online centres.</p>	<p>April 2001.</p>	<p>DfEE will be issuing best practice from UK online centres and making it widely available. And DfEE is working with the BBC, BiTC and others to explore the potential of local awards to encourage best practice.</p>	<p>DfEE will continue to evaluate UK online centres pioneer projects and will consider supporting BiTC proposals for a joint awards ceremony for 2001.</p> <p>DfEE will also explore links to PAT 15 and other websites, including the UK online portal, as mechanisms for disseminating a wide range of good practice messages.</p>

<i>Recommendation (those on minority ethnic issues in italics)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>33. DETR should build on the existing Regen.net so that existing and new local regeneration partnerships can link up electronically to share best practice and learn from each other, as well as from any Knowledge Management System proposed by PAT 16: Learning Lessons as part of the National Strategy for Neighbourhood Renewal.</p> <p>a. Yes.</p> <p>b. DETR.</p> <p>c. Cost neutral.</p>	<p>On-going.</p>	<p>Regen.net was re-launched on the internet in February 1999. There are currently over 9,000 registered users with over 25,000 requests for pages sent to the Regen.net server in April 2000. A recent evaluation exercise revealed 84% of people posting a message on the system had received a response. A new 'Moving On' section has been introduced to advertise employment and volunteering opportunities.</p>	<p>Regen.net will continue to expand and adapt to changing needs which the evaluation exercise helped to identify. DETR will continue to seek suitable opportunities for the promotion of the service to regeneration partnerships. Regen.net will continue to be reviewed regularly.</p>
<p>34. Local management of ICT facilities should encourage local ICT champions and mentors to be drawn from the same background as the community they serve. They should also ensure that local provision reflects the cultural background of the neighbourhood, e.g. by providing supported home loan of laptops in communities where women find using public facilities difficult. Project proposals should be carefully assessed to make certain that they do not discriminate against particular groups, explicitly or implicitly.</p> <p>a. Yes.</p> <p>b. DfEE.</p> <p>c. Cost neutral.</p>	<p>April 2002.</p>	<p>A key target group of UK online centres includes people from minority ethnic groups, e.g. Greater Manchester Bangladesh Association is a pioneer centre and is testing how the design fits with minority ethnic needs. In addition, all centres must provide access to people with special needs.</p> <p>A DfEE/ACU joint review of the Community Champions Fund and Community Development Learning Fund will identify good practice in terms of outreach to those communities which have previously been hard to reach and involve, including minority ethnic groups.</p>	<p>DfEE is exploring designing UK online centre content specifically for minority ethnic groups.</p> <p>DfEE is planning to undertake research and development activity to identify ways of supporting access to ICT for Black and Minority Ethnic (BME) groups in deprived areas. This will include exploring the role of local ICT Champions and mentors.</p> <p>DfEE will consider how best to use the results, good practice and case studies arising from its research, evaluation and development activities to best support access to ICT by minority ethnic groups, including dissemination through the PAT 15 website.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>35. Ufi/DfEE should by the end of Ufi's first year of operation, review software for teaching English as a second language (ESOL) to ensure there is adequate provision.</p> <p>a. Yes. b. DfEE and Ufi. c. Cost neutral.</p>	By autumn 2001.	Ufi/DfEE have agreed to work together on this recommendation. From autumn 2000, Ufi learners have access to an ESOL product designed to enable speakers of other languages to begin to learn English. This product will be available at those UK online centres which are members of the learnirect network.	DfEE and Ufi will continue to work together on this.
<p>36. DfEE should, by end 2000, review the availability of software in minority languages and seek partnerships with software houses which can develop applications in languages where there are gaps.</p> <p>a. Yes. b. DfEE. c. £120,000.</p>	December 2000.	Project specifications have been developed which will: i) review the availability of software in minority languages; and ii) research the use and attitudes towards ICT by people from BME communities.	DfEE will continue to explore issues around ICT and minority language applications.
<p>37. DfEE should encourage software developers to provide solutions based on non-textual representation (e.g. pictogram, video etc.) by, e.g. establishing appropriate categories in any awards set up for good content.</p> <p>a. Yes. b. DfEE. c. £70,000.</p>	On-going.	DfEE is having a series of meetings on this with ICT experts including experts from the minority ethnic field.	DfEE will meet with a range of community leaders and ICT providers to identify user needs and action. And DfEE will establish links with software developers and investigate the possibility of using Ufi as a partner. This may link to the BiTC awards which are under consideration (see recommendation 32).

PAT 16: Learning Lessons

Foreword by Lord Falconer of Thoroton QC Minister of State, Cabinet Office

PAT 16 recommended that we need to do much more to equip policy makers, community leaders and front-line public sector professionals and practitioners with the skills and knowledge to undertake what are undoubtedly challenging and difficult jobs in deprived neighbourhoods. And that is exactly what we are now doing.

PAT 16 made a total of 33 recommendations. I am delighted to report that progress is being made on all of them, though some will inevitably take more time to develop than others.

The Government is committed to ensuring a step change in the level of skills and knowledge of everyone involved in neighbourhood renewal. We have already made rapid progress. The Department of the Environment, Transport and the Regions (DETR) commissioned a feasibility study on the PAT's recommendation to set up a National Centre for Neighbourhood Renewal and we consulted on these proposals in summer 2000. The consultation confirmed the need for, and importance of, embedding skills and knowledge at all levels within the National Strategy. But it also revealed concerns about whether a single organisation was the most effective way to achieve this. People wanted the Centre to have clout and leadership in Whitehall. But they were also keen to ensure that the Centre had a strong regional presence, and remained sufficiently close to communities working on the ground.

To meet these concerns, there will now be a distinct Skills and Knowledge strand throughout the National Strategy. This will include a Skills and Knowledge Team in the new Neighbourhood Renewal Unit (NRU) in DETR. Also, to ensure that learning and development is embedded at all levels in neighbourhood renewal, there will be strong regional and community-owned elements. Underpinning this will be regional networks of neighbourhood renewal practitioners and advisers to help people share and apply knowledge of 'what works' and new resources to fund training and learning packages to meet local learning needs.

Work is underway on developing the knowledge management system recommended by the PAT, and the website will be fully operational by March 2002. The system will be designed to provide reliable and up-to-date information on 'what works' in tackling the problems of deprived neighbourhoods across England and beyond. It will be run by the Skills and Knowledge Team in the NRU and will link into other sources of expertise and innovation inside and outside Whitehall, embracing regional, local and neighbourhood feedback.

The PAT also made recommendations on the learning and development needs for the three main groups involved in neighbourhood renewal:

- community leaders and those who are active within communities;
- professionals and practitioners working in deprived neighbourhoods; and
- policy makers in central Government.



Implementing these recommendations will be critical in shifting cultures within organisations and among individuals to create the kind of environment that will make the National Strategy a success where other regeneration initiatives have failed. The New Deal for Communities programme is already developing innovative approaches to learning, including piloting new courses on how to design and manage projects to maximise their chance of success.

No-one knows the needs of communities better than those living in them. And it is vital that people who have the drive and vision to make things happen get the support and encouragement they need.

The Government is now developing a strategy for learning and development in neighbourhood renewal, building on work initiated by the Active Community Unit in the Home Office. It will recognise the distinctive needs of different participants in neighbourhood renewal as well as the areas where learning needs are shared and joint activities are appropriate. The Neighbourhood Renewal Unit will assume responsibility for this work when its Skills and Knowledge Team is established in spring 2001 and will publish proposals later in the year.

But it is not only those living and/or working in communities who need capacity building. Government itself needs to change. The PAT found that policy making is adversely affected by the fact that many civil servants lack direct knowledge and experience of deprived neighbourhoods. My department is leading the work on building the capacity of civil servants to ensure that they have more experience and a better understanding of the neighbourhoods that their policies are meant to help. New secondment and interchange targets for every Government department and agency, and new ways of valuing interchange within the Civil Service competency frameworks and appraisal systems will help ensure that future policy is sensitive, more informed and better meets the needs of people living in deprived areas.

Good progress has been made since the report was published. We are on course to deliver the key elements that the PAT identified to provide skills and knowledge to all those involved in neighbourhood renewal, from civil servants in Whitehall to residents of deprived areas; to learn from 'what works'; and to develop evidence-based strategies so that neighbourhood renewal has a positive and lasting impact.

A handwritten signature in black ink, appearing to read 'Chloe Falconer', with a horizontal line underneath.

Lord Falconer of Thoroton QC
Minister of State, Cabinet Office

PAT 16: LEARNING LESSONS

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>1. Establish a new development fund to support social entrepreneurial activity. The fund would release small amounts of money to community groups on a step-by-step basis to allow them time to develop initial ideas.</p> <p>a. Yes.</p> <p>b. Department of the Environment, Transport and the Regions (DETR) and Home Office (HO) Active Community Unit (ACU).</p> <p>c. Under consideration.</p>	<p>A strategy for funding community groups is being developed and will be published for consultation later in 2001.</p>	<p>An inter-departmental working group on resourcing community capacity building, led by the ACU in the HO, is producing a strategy for the resourcing of community groups. This recommendation is being considered in that context.</p>	<p>The Neighbourhood Renewal Unit (NRU) will need to be involved in developing the strategy in 2001.</p>
<p>2. Grant programmes should explicitly recognise the benefits of backing 'winners'. At present, funding regimes often favour new projects at the expense of existing ones. Instead, those organisations that have already proved their success should also be eligible for support (subject to merit).</p> <p>a. Yes.</p> <p>b. DETR.</p> <p>c. Cost neutral.</p>	<p>On-going.</p>	<p>Ministers have announced a single budget for RDAs from April 2002. On-going work with RDAs and Government departments is developing the detail of the operation of that budget, particularly the outcomes which it should achieve.</p> <p>On a smaller scale, DETR, through its Special Grants Programme, is beginning to strategically fund organisations with a good track record to support their core operations.</p>	<p>Guidance for the single budget is expected to be available in early summer 2001.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>3. Establish a national bursary scheme to enable directors of small community projects to acquire business and management skills. The Small Business Service (SBS) in Department of Trade and Industry (DTI) should initiate this work, with the private sector taking over responsibility in time. A strong emphasis would be placed on black and minority ethnic (BME) candidates.</p> <p>a. Yes. b. DTI and SBS. c. The Development Fund has a total budget of £12.6m over three years from 2000–01 to 2002–03.</p>	<p>Development Fund bidding guidance was issued in August 2000 with applications required by the end of October 2000. Successful bids are due to be announced in January 2001. The need for further action will be considered early in 2001.</p>	<p>The Development Fund element of the Phoenix Fund is designed to promote innovative approaches to encouraging enterprise in disadvantaged communities and groups. The bidding guidance highlighted the need to build the capacity of local communities to encourage enterprise through professional training and development. It, therefore, anticipates that a substantial part of the Fund will be aimed at building business and management skills within community groups, particularly those from BME communities.</p> <p>SBS is represented on the inter-departmental working group on resourcing community capacity building (see recommendation 1) and is considering how the proposal for a bursary scheme could fit with the outcome of the group's work.</p>	<p>Following the outcome of the bidding for the first round of the Development Fund, SBS will review the need for any further action to be taken. NRU may, therefore, wish to monitor developments early in 2001.</p>
<p>4. Commission a feasibility study into options for providing easier access to social capital funding and low-cost loans for community-based organisations. This should be co-ordinated by HM Treasury (HMT) with a report completed by autumn 2000.</p> <p>a. Yes. b. HMT. c. Too early to say.</p>	<p>The study was completed in October 2000.</p>	<p>HMT has set up the Social Investment Task Force, which reported to the Chancellor in October 2000. It had a broad remit and has considered the issues raised in this recommendation and other recommendations made by PAT 3: Business. And the Phoenix Fund – see PAT 3: Business – will support Community Finance Initiatives amongst other things.</p>	<p>Too early to say.</p>
<p>5. Develop a training and support strategy for entrepreneurs. ACU should lead on developing work which would: look at existing support for entrepreneurs; provide mentoring for new entrepreneurs; and ensure relevant training is available across the country.</p> <p>a. Yes. b. HO (ACU). c. Cost neutral.</p>	<p>On-going.</p>	<p>The inter-departmental working group on resourcing community capacity building (see recommendation 1) has been working on a learning and development strategy for all involved in neighbourhood renewal, including social entrepreneurs and community leaders. A seminar was held on 1 August 2000, attended by representatives from Government and voluntary and community groups, as a first step towards drawing up such a strategy. Building on this, it will recognise the distinctive needs of different participants in neighbourhood renewal, as well as where learning needs are shared and joint activities appropriate.</p>	<p>NRU will assume responsibility for the neighbourhood renewal learning and development strategy when its Skills and Knowledge Team is established in spring 2001. It will publish proposals later in 2001.</p>

<p>6. ACU should set a target at having at least 2,000 entrepreneurial organisations on accessible databases by the end of 2000 and, if it proves feasible, 5,000 by the end of 2005. Of these, at least 10% should be BME-led organisations.</p> <p>a. Yes. b. HO (ACU). c. Cost neutral.</p>	<p>On-going.</p>	<p>This is being implemented within the work of the inter-departmental working group (see recommendation 1). ACU funds the Community Action Network (CAN) for their work in supporting the networking of social entrepreneurs. It is negotiating with CAN on how to build on their existing database and link with others, so as to work towards the target of 2,000 database entries by mid-2001. DETR also funds Regen.net (www.regen.net) which is an information network for regeneration partnerships.</p>	<p>Too early to say.</p>
<p>7. Business In the Community (BiTC) should set up 'Community Bridge' as a parallel support network to 'Business Bridge'. Community Bridge would bring experienced social entrepreneurs together with those developing new community projects to provide advice and specialist support.</p> <p>a. Yes. b. BiTC. c. Not yet known.</p>	<p>Under consideration.</p>	<p>BiTC's current practice already links business expertise to community entrepreneurs. Its Business Community Partnership in Brighton and Hove brokers support from business to local community and voluntary groups and has scope for a wider roll-out. BiTC is also now considering how it could develop its Partners in Leadership programme as a model for linking individual managers from the business and voluntary sectors. Once the first bidding round for the Development Fund element of the Phoenix Fund is completed there could also be scope for SBS to use some of the funding to put bidders in touch with each other, and with other experts to share good practice, possibly via local seminars or a local network.</p>	<p>Too early to say.</p>
<p>8. There should be an awareness-raising programme for politicians and public agencies on the benefits of social entrepreneurship and the conditions necessary for its success. This can be achieved through training policy makers and professionals and promoted through press articles, high-profile seminars and visits.</p> <p>a. Yes. b. DETR (NRU). c. Cost neutral.</p>	<p>The National Strategy Action Plan was published in January 2001.</p>	<p>This features in the National Strategy Action Plan and NRU will pick it up in due course.</p>	<p>NRU will pick this up in due course as a key thread of the National Strategy.</p>
<p>9. Social entrepreneurs should be considered for appointment to the boards of RDAs and similar types of organisation. This would promote the contribution which social enterprise can make to economic development.</p> <p>a. Yes. b. DETR, RDAs and Cabinet Office (CO) (Public Appointments Unit). c. Cost neutral.</p>	<p>In time to influence the next tranche of RDA appointments from 2001.</p>	<p>The terms of appointment for RDA Board members come to an end in 2001. This will provide an opportunity to review the composition of Boards and encourage applications from social entrepreneurs. DETR will discuss with the RDAs how best to encourage these applications in time for appointments that will be made prior to December 2001.</p>	<p>DETR will agree a timetable for discussing this with the RDAs.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>10. Regeneration programmes, as part of their annual monitoring returns, should report on support given to community leaders and entrepreneurs.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>Before April 2001.</p>	<p>The New Deal for Communities (NDC) Unit in DETR will report annually on the support given to community leaders and entrepreneurs.</p>	<p>A report will be prepared for inclusion in the annual monitoring return.</p>
<p>11. A new Centre for Neighbourhood Renewal should be set up to improve the training of public sector professionals and practitioners working in disadvantaged neighbourhoods.</p> <p>a. Yes, in principle. b. DETR (NRU). c. At least £3m.</p>	<p>PA Consulting carried out a feasibility study on a Centre for Neighbourhood Renewal in June 2000. Three consultation seminars were held in July 2000. As a result Ministers have decided to embed skills and knowledge into all levels of the National Strategy. A Skills and Knowledge Team in the NRU will take this forward when it becomes fully operational in spring 2001.</p>	<p>Ministers agree that the functions identified for the Centre are a necessary prerequisite for successful implementation of the National Strategy Action Plan. The feasibility study provided the basis on which to consult key stakeholders on the various options for delivering them. Three consultation seminars were held in July 2000 where views were gathered from public, community and voluntary sector representatives, experts and practitioners in regeneration and academics. As a result of the consultation, there will now be a distinct Skills and Knowledge strand throughout the National Strategy. This will include a Skills and Knowledge Team in the NRU. But, to ensure that learning and development is embedded at all levels in neighbourhood renewal, there will also be strong regional and community-owned elements.</p>	<p>The NRU will assume responsibility for the neighbourhood renewal learning and development strategy when its Skills and Knowledge Team is established in spring 2001. More detailed proposals will be published later in the year.</p>
<p>12. Annual reviews of the training of professionals to ensure that they are equipped to work in deprived areas.</p> <p>a. Under consideration. b. DETR (NRU). c. See recommendation 11.</p>	<p>See recommendation 11.</p>	<p>Improving skills and knowledge through better training for all involved in neighbourhood renewal was identified as a core function of the Centre. Ministers have now agreed that these functions will best be delivered through a Skills and Knowledge Team in the NRU which will be operational from spring 2001 (see recommendation 11).</p>	<p>None at this stage.</p>

<p>13. Encouraging more competition in the training sector, including grading providers and ranking them in league tables to raise standards.</p> <p>a. Under consideration. b. DETR (NRU). c. See recommendation 11.</p>	<p>See recommendation 11.</p>	<p>See recommendations 11 and 12.</p>	<p>None at this stage.</p>
<p>14. Promoting more flexible recruitment procedures to accommodate people who have the skills, potential and experience but not always the educational qualifications necessary to enter certain professions.</p> <p>a. Under consideration. b. DETR (NRU). c. See recommendation 11.</p>	<p>See recommendation 11.</p>	<p>See recommendations 11 and 12.</p>	<p>None at this stage.</p>
<p>15. Training providers should modify their curricula to place a higher value on the skills and knowledge needed to work in multi-disciplinary teams and partnerships.</p> <p>a. Under consideration. b. DETR (NRU). c. See recommendation 11.</p>	<p>See recommendation 11.</p>	<p>See recommendations 11 and 12.</p>	<p>None at this stage.</p>
<p>16. All regeneration programmes should include adequate time and resources for staff training and development. DETR should review the adequacy of current training for Government Offices (GOs) and NDC/Single Regeneration Budget (SRB) Partnerships.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>The NDC training programme started in July 2000 and will continue into 2001. A review of the training needs of GOs will be taken forward after April 2001.</p> <p>Work to review training in other regeneration programmes (e.g. SRB) has yet to be scheduled.</p>	<p>Training for NDC partnerships, the NDC Unit and GO officials involved in NDC has been reviewed and a new training programme is underway. The NDC Unit has already specified the competences and skills needed by GOs to manage NDC in a Service Level Agreement.</p> <p>The Regional Co-ordination Unit (RCU) will review and develop the skills needed by GOs to serve their enhanced role envisaged by the Performance and Innovation Unit report <i>Reaching Out</i>.</p>	<p>Initial discussions have been held with GOs to discuss training requirements. RCU will need to liaise with those in DETR responsible for the programmes delivered by GOs.</p> <p>DETR will need to schedule discussions with RDAs on the training needs of those responsible for SRB and other regeneration programmes.</p>

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<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>17. Employers and professional bodies should review the quality of conferences and consider whether other kinds of training would be more appropriate.</p> <p>a. Yes, in principle. b. This is for individual organisations to consider. c. See recommendation 11.</p>	On-going.	–	None at this stage.
<p>18. Government should consider how to encourage more transfer between sectors.</p> <p>a. Under consideration. b. DETR (NRU). c. See recommendation 11.</p>	See recommendation 11.	See recommendations 11 and 12.	None at this stage.
<p>19. There should be a substantial increase in the number of civil servants with experience outside their home departments. A significant proportion of this outside experience should be focused on social exclusion. All civil servants working on regeneration issues should, in due course, have some direct experience of poor neighbourhoods.</p> <p>a. Yes. b. Individual departments, overseen by CO (Interchange Unit (IU)). c. Costs are borne by departments from their Modernising Government programmes.</p>	The current target that Government departments are working towards is that 65% of the Senior Civil Service (SCS) will have experience outside Whitehall by 2005.	Of the 26 departments and their agencies visited by the CO (IU) to monitor interchange and mobility progress under the Modernising Government agenda, HO, DETR, the Department for Education and Employment, the Department for Culture, Media and Sport, the Department of Social Security, the Health and Safety Executive, the Ministry of Defence and Government Communications Headquarters have interchanges currently running with projects that have an impact on social exclusion. By the end of December 2000, a further four departments, including their agencies, had still to be visited. GOs will also be brought together to discuss how to develop this recommendation.	Evaluation of interchange statistics will be undertaken following the next round of departmental returns on interchange in 2001.

<p>20. Each Government department with responsibility for policies impacting on deprived neighbourhoods</p> <ul style="list-style-type: none"> • should set annual numerical targets for interchange focused on social exclusion; • identify key posts and work units within departments which have an impact on policies affecting poor neighbourhoods, or which are responsible for implementing these policies; • include all grades of civil servants; and • show a year on year increase. <p>a. Yes. b. Individual departments overseen by CO (IU). c. Cost neutral.</p>	<p>Targets to be agreed in time for the start date in April 2001.</p>	<p>Individual departments are working up their own targets. These will be set and operational from April 2001.</p>	<p>CO (IU) will collate all departments' targets in time for the April 2001 target. It will also monitor each department's performance against them.</p>
<p>21. All such departments should consider a central interchange and secondment budget to fund long-term secondments.</p> <p>a. Yes. b. Individual departments overseen by CO (IU). c. £3.7m in 2000–01 and £4.7m in 2001–02 has been made available to departments for interchange, some of which will fund interchanges and secondments which PAT 16 recommended.</p>	<p>Departments bid for and received funding under the Modernising Government Fund for 2000–01 and 2001–02.</p>	<p>Departments can use their Modernising Government funding for this purpose.</p>	<p>On-going role for CO (IU).</p>
<p>22. Each department should nominate an Interchange Champion at board level. These Champions should themselves take part in some form of interchange.</p> <p>a. Yes. b. Individual departments overseen by CO (IU). c. Cost neutral.</p>	<p>By the end of February 2001.</p>	<p>14 of 26 departments visited by CO (IU) have nominated an Interchange Champion at board level.</p>	<p>Pressure will be applied to those yet to do so through visits and contact made by the Head of CO (IU).</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>23. Top level commitment to interchange should be reinforced through the competency framework and appraisal system.</p> <p>The revised SCS competency framework should include a new competency focused on individuals spending a period of time outside the Civil Service.</p> <p>A new criterion should be added to annual appraisal forms evaluating the extent to which an individual has demonstrated an understanding of organisations outside the Civil Service.</p> <p>a. Yes. b. CO (Performance and Reward Division overseen by IU). c. Not yet known.</p>	<p>By early 2001.</p> <p>April 2001.</p>	<p>The Competency Framework Consultation draft has been sent to all SCS members for comment. It includes a number of competencies which are designed to promote and encourage an understanding of organisations outside the Civil Service. The final framework document was presented to the Civil Service Management Board for agreement in November 2000.</p> <p>Annual appraisal forms are being redesigned in line with the recommendation.</p>	<p>Too early to say.</p>
<p>24. Departments should promote a wide range of interchange opportunities.</p> <p>a. Yes. b. Individual departments overseen by CO (IU). c. Costs will be for departments as part of their interchange programmes for which Modernising Government funding has been allocated (see recommendation 21).</p>	<p>On-going, but departments will demonstrate progress on all categories of interchange in a statistical return for 2000–01.</p>	<p>Opportunities such as the ‘100 key tasks initiative’, Prince’s Trust Volunteering, the School Governors initiative, and a working group to encourage interchange with the voluntary sector, are all being promoted through departmental visits and the Interchange Managers’ network, as are twinning, job-shadowing and other short-term interchanges.</p>	<p>Further work will be done to encourage greater interchange participation with the voluntary sector through the ACEVO working group, Prince’s Trust and Local Government Association (LGA).</p>
<p>25. All Government-sponsored regeneration initiatives should be given a ‘Whitehall twin’.</p> <p>a. Partially accepted. b. DETR (IU) in collaboration with CO (IU). c. Cost neutral – see recommendation 21.</p>	<p>Early 2001.</p>	<p>Officials in the NDC Unit in DETR are linked with NDC partnerships.</p>	<p>Further work for CO (IU) and DETR to consider how best to link regeneration initiatives and relevant officials.</p>
<p>26. Departments should avoid an overly cautious approach to conflict of interest/propriety issues, referring potential conflicts to CO (IU) when necessary.</p> <p>a. Yes. b. Individual departments overseen by CO (IU). c. Cost neutral.</p>	<p>On-going from summer 2000.</p>	<p>As part of visits to departmental Interchange Managers, CO (IU) is reinforcing this point.</p>	<p>CO (IU) will continue to encourage departments to adopt this approach and be ready to advise on issues that need central guidance.</p>

<p>27. Departments should pay particular attention to promoting interchange with the BME sector. This should include:</p> <ul style="list-style-type: none"> • making sure a proportion of interchange opportunities are with BME organisations; and • ensuring that BME staff have equal access to interchange opportunities. IU should monitor the proportion of BME staff who take part in interchange. <p>a. Yes. b. Individual departments overseen by CO (IU). c. To be identified.</p>	<p>An inward secondment scheme will be set up in early 2001.</p>	<p>CO (IU) is working with Diversity Division in CO, which is setting up an inward secondment scheme pilot, to promote interchange with the BME sector.</p>	<p>The senior adviser on Diversity, Museji Takolia, will be taking this project forward as part of his remit covering minority ethnic issues in the Civil Service.</p>
<p>28. LGA, National Council of Voluntary Organisations (NCVO) and BiTC should be encouraged to set up small, central interchange units. These would act as a primary point of contact for departments seeking to identify interchange and secondment opportunities for civil servants.</p> <p>a. Yes. b. LGA, NCVO and BiTC. c. Cost neutral for central Government.</p>	<p>Early 2001.</p>	<p>CO (IU) is contacting these organisations to encourage setting up units in early 2001.</p>	<p>CO (IU) will continue to work with LGA, which is setting up a website to advertise local Government/Civil Service opportunities for interchange.</p>
<p>29. CO (IU) should expand its role as a central brokering system for managing interchange across the Civil Service. This should involve developing a Government-sponsored interchange website where organisations could register their interest in interchange with the Civil Service.</p> <p>a. Yes. b. CO (IU). c. Cost neutral.</p>	<p>Summer 2000.</p>	<p>A website – www.interchange.gov.uk – was launched in May 2000. It brings together opportunities for interchange in the Civil Service and outside organisations. Interchanges have been arranged between the Civil Service and the House of Commons and are to be set up with the Trades Union Congress (TUC).</p> <p>Work is also in hand to set up interchanges across a number of organisations including the Commission for the Protection of Rural England.</p>	<p>CO (IU) will continue to develop more contacts with non-governmental organisations interested in interchange, particularly in the voluntary sector, and with neighbourhood renewal schemes.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>30. Departments to put in place systems to ensure effective management of civil servants after interchange:</p> <ul style="list-style-type: none"> • a staged series of return interviews with Personnel Departments to discuss return postings; • an exit interview with the host organisation; • cascade briefings by secondees on their experiences – to peers, to work groups and to senior management; • a written assessment of each interchange opportunity; and • a return interview with the interchange manager in order to agree a development plan for putting into practice lessons learned during the interchange. This should also include a follow-up meeting three months later. <p>a. Yes. b. Individual departments overseen by CO (IU). c. Cost neutral.</p>	<p>All departments should have effective systems in place by April 2001.</p>	<p>Over half of the 26 departments and their agencies visited so far by CO (IU) are already considering interchange evaluation processes. The remainder have yet to formulate them.</p> <p>CO (IU) will provide guidance to all departments once visits are completed on how to put systems in place to ensure the effective management of secondees returning from interchange. It will also share good practice and monitor departments' progress annually towards meeting this recommendation.</p>	<p>CO (IU) will produce guidance for departments on how to manage staff returning from interchange most effectively. This will be developed once departmental current practices have been collated and analysed and issued by the end of March 2001.</p>
<p>31. Public sector employers, training providers, accrediting bodies, National Training Organisations (NTOs) and inspectorates should take full account of the new approaches to learning summarised in this report.</p> <p>a. Partially accepted. b. Overseen by CO (IU) and monitored by the Skills and Knowledge Team in the NRU when operational. c. See recommendation 11.</p>	<p>See recommendation 11.</p>	<p>See recommendations 11 and 12.</p>	<p>None at this stage.</p>
<p>32. Develop a specification for a knowledge management system to support neighbourhood renewal.</p> <p>a. Yes. b. DETR (NRU). c. See recommendation 11.</p>	<p>See recommendation 11.</p>	<p>See recommendations 11 and 12.</p>	<p>None at this stage.</p>

33. All organisations bidding for Government funding should demonstrate how their proposals draw on best practice.

See recommendation 11.

See recommendations 11 and 12.

None at this stage.

- a. Under consideration.
- b. DETR.
- c. See recommendation 11.

PAT 17: Joining it up Locally

Foreword by The Rt Hon Hilary Armstrong MP Minister for Local Government and the Regions

PAT 17 on Joining it up Locally looked at some of the most difficult issues in the field of neighbourhood renewal – how to get all the different partners and initiatives at local level to work together for the benefit of deprived neighbourhoods.

The PAT found that while good practice abounds, complexity leading to confusion – often a consequence of fragmented planning and delivery frameworks – is equally common. It sensed the need for both a greater co-ordination at the local level, and a greater focus of key partners on the problems of deprived neighbourhoods.

PAT 17's central recommendation was that the partnerships set up to prepare community strategies should take on a role as Local Strategic Partnerships (LSPs) – both rationalising the confusion of existing partnerships into a common umbrella, and bringing a deprivation focus to local strategic working. These LSPs were also seen as a key delivery vehicle for closely-related agendas, such as that of achieving an urban renaissance.

I am pleased to report that there has been a good deal of progress in implementing this important recommendation. There are four areas of particular importance.

First, statutory guidance has been issued on the duty to prepare community strategies contained in the Local Government Act 2000. The guidance encourages local authorities to work in partnership with other statutory agencies, as well as local businesses, the voluntary and community sector and local people (including ethnic minorities) – as stressed by PAT 17. Where areas are facing significant deprivation, LSPs will be preparing neighbourhood renewal strategies, and these will form part of the overall community strategy. The partnership will provide local people with the means to influence local decisions to achieve better and more effective service provision.

Second, a new Neighbourhood Renewal Fund (NRF) has been announced, which is conditional on the establishment of effective partnership working of this kind. This will bring much needed extra resources to help implement local strategies. This is very much in line with the PAT 17 proposal that the Spending Review should have another look at grant regimes, as the NRF is exactly the sort of unhypothecated fund to help joining-up that the PAT report envisaged.

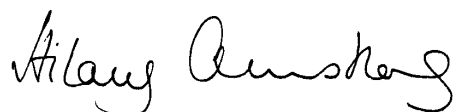
Third, floor targets have been set for core public services (and their parent departments), giving them extra incentives to ensure that services reach required standards in all areas. These targets will cover employment, health, crime, education and housing. This should contribute, in due course, to narrowing the gap between deprived neighbourhoods and the rest of the country. In the longer-term, departments will be encouraged to move to targets more closely focused on deprived neighbourhoods.

Fourth, the opportunity for LSPs to join up existing partnerships has been given a big boost by Section 6 of the Local Government Act 2000, which includes powers for the rationalisation of requirements for plans where this will help joining-up to improve local well-being.



Fifth, the Government has created a Community Empowerment Fund, worth £35 million, dedicated to help residents and community groups get involved in LSPs. This will provide around £400,000, over the next three years, to communities in each of the 88 most deprived districts. This could include funding for outreach, residents' meetings and surveys, and training to help residents participate in partnerships. More details about this will be provided in the final version of the LSP guidance.

I believe these measures (which are explained in more detail in the following table) will make a big difference to the effectiveness of all our partners – residents, community organisations, the voluntary and private sectors, Government agencies and local authorities – in the most deprived neighbourhoods.

A handwritten signature in black ink, appearing to read 'Hilary Armstrong', written in a cursive style.

Rt Hon Hilary Armstrong MP
Minister for Local Government and the Regions

PAT 17: JOINING IT UP LOCALLY

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>1. Guidance should be produced on the sharing of data on individuals (shared with PAT 18: Better Information).</p> <p>a. Yes. b. Home Office. c. See PAT 18: Better Information.</p>	On-going.	This is being carried forward in the context of implementing the recommendations made by PAT 18: Better Information. (See PAT 18 recommendation 19.)	On-going work for HO.
<p>2. The Government Intervention in Deprived Areas (GIDA) Review should set individual central Government departments targets for performance in deprived areas as part of their Public Service Agreements (PSAs); and examine the scope for cross-cutting PSAs at national and local level.</p> <p>a. Yes. b. Department for Education and Employment (DfEE), Department of the Environment, Transport and the Regions (DETR), Home Office (HO), Department of Health (DH) and Department of Trade and Industry (DTI), overseen by HM Treasury (HMT). c. There is no cost to implementing this recommendation, although it will help to redirect more resources to deprived areas.</p>	This was announced in July 2000 as part of the 2000 Spending Review and will apply to spending from 2001–04. HO targets are for 2001–05. DH has yet to develop theirs.	A number of national floor targets have been agreed.	Secretaries of State have been asked to write to the Chief Secretary by March 2001 to indicate how the achievement of the targets will be resourced.
<p>3. Best Value authorities should be encouraged to build into suitable performance indicators the facility for comparison between poor neighbourhoods and the rest.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	On-going.	Consultation with local authorities has begun on how this could be done.	Area-based comparative indicators will be developed (in so far as the need is not overtaken by floor targets) in the light of consultation with suitable authorities and progress on recommendation 2. (See also PAT 18: Better Information recommendations 4 and 5 for the development of Neighbourhood Statistics.)

<p>4. All relevant public sector agencies should aim to ensure that performance management systems include information about effectiveness in deprived neighbourhoods, so that relevant targets for improvement can be set. This should be taken forward by the GIDA Review.</p> <p>a. Yes. b. HMT. c. See PAT 18: Better Information.</p>	<p>On-going.</p>	<p>The GIDA Review has given departments new targets for performance in deprived areas. At present, given data problems, these targets are generally at local authority level. But, when small area datasets are available, the intention is to apply similar targets to smaller areas. The GIDA Review has set this in train by providing funding for a system of Neighbourhood Statistics (see PAT 18: Better Information).</p>	<p>In future target-setting exercises (e.g. the next Spending Review), targets need to be set for smaller areas (using Neighbourhood Statistics once they are available) and for improvements in departments' own data. See PAT 18: Better Information.</p>
<p>5. The audit of performance indicators in the GIDA Review should include a specific look at perverse incentives.</p> <p>a. Partially accepted. b. HMT. c. Cost neutral.</p>	<p>This refers to targets for 2001–04 (see recommendation 2).</p>	<p>The issue of perverse incentives was one of several taken into account when designing targets, but no formal 'audit' was undertaken due to lack of time.</p>	<p>Continued monitoring of targets on deprived areas is needed, to keep an eye out for any perverse effects.</p>
<p>6. 'Neighbourhood Renewal' should be a theme in a future round of the Beacon Council scheme.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>2002.</p>	<p>Neighbourhood Renewal is a likely contender as a Beacon Council theme for 2002.</p>	<p>Decisions need to be made on Beacon Council themes for 2002 by the end of 2001.</p>
<p>7. Guidance accompanying legislation on the reform of political management structures should encourage the adoption of cross-cutting scrutiny committees on issues related to social exclusion.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>October 2000.</p>	<p>Guidance on new political management structures published in October 2000 encourages councils to make arrangements for policy reviews with cross-cutting themes rather than focusing on single functions.</p>	<p>The Secretary of State will keep the content of the guidance under review in the light of local authorities' experience of operating executive and alternative arrangements. The guidance will be updated as necessary to reflect this and subsequent legislative changes.</p>
<p>8. Guidance accompanying legislation on the reform of political management structures should encourage local authorities to introduce area-based structures focused on poor neighbourhoods, where appropriate.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>October 2000.</p>	<p>Guidance on new political management structures published in October 2000 encourages area committees and area consultative forums, as a means of consulting and encouraging local people in all neighbourhoods to become more involved in council decision making.</p>	<p>See recommendation 7.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>9. Statutory guidance under well-being legislation should be used to encourage local authorities to focus on social exclusion and neighbourhood renewal.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	December 2000.	Guidance on preparing community strategies was published in December 2000. It encourages local authorities to use them to address social exclusion and neighbourhood deprivation where it is a major local problem. This includes how community strategies could be used to address neighbourhood deprivation.	—
<p>10. Well-being legislation should be used to pilot the rationalisation of service and strategic plans, where this will aid joining-up to tackle neighbourhood deprivation.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	September 2000.	<p>DETR has undertaken a research project to identify the planning requirements of local authorities with a view to using the Section 6 power in Part I of the Local Government Act 2000 to rationalise planning burdens. The research will be completed in January 2001. The precise mechanisms which will trigger an order under Section 6 have been included in draft guidance which was published for consultation in December 2000.</p> <p>This issue will also be considered by a sub-group of the Central Local Partnership, looking at social exclusion and the role of local and central Government in joined-up Government.</p>	—
<p>11. As part of the 2000 Spending Review, central Government departments should review their mechanisms for distributing resources – and in particular the balance between hypothecated and non-specific grants – with a view to facilitating joining-up at the local level.</p> <p>a. Yes. b. HMT. c. £100m in 2001–02, £300m in 2002–03, £400m in 2003–04.</p>	Resources are available for 2001–04.	A new Neighbourhood Renewal Fund (NRF) has been established for the most deprived local authorities. It represents unhypothecated additional revenue support grant for local authorities. The grant has several conditions, including the requirement for each local authority to have an effective Local Strategic Partnership (LSP) – see recommendations 13 and 14.	Further action on the local government revenue finance system will follow consultation on the Local Government Finance Green Paper, in 2001.

<p>12. The GIDA Review should examine area-based initiatives (ABIs) to ensure that they make a greater impact on long-term outcomes in poor neighbourhoods.</p> <p>a. Yes. b. HMT and the Regional Co-ordination Unit (RCU). c. Cost neutral.</p>	<p>On-going.</p>	<p>The Public Expenditure Committee accepted the principle of setting ABIs in a more strategic framework for tackling deprivation and deprived areas. RCU has the remit for examining proposals in detail.</p> <p>At the local level, LSPs will play a role in providing greater coherence between ABIs and, in some cases, a common delivery vehicle.</p>	<p>On-going role for RCU.</p>
<p>13. Partnerships established to prepare community strategies should assume the role of LSPs in respect of neighbourhood renewal.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>April 2001. Establishment of partnerships will vary widely – some will be established earlier under the NRF.</p>	<p>This is contained in the guidance on community strategies, published in December 2000.</p>	<p>See recommendation 14. Draft guidance on the establishment and role of LSPs has been issued for consultation. The final version will be published in early 2001.</p>
<p>14. Statutory guidance on community strategies, which will accompany Part I of the Local Government Bill, should set out, in a non-prescriptive way, the role of the LSP in respect of neighbourhood renewal.</p> <p>a. Yes. b. DETR. c. Cost neutral.</p>	<p>December 2000.</p>	<p>Guidance on preparing community strategies has been issued. It encourages local authorities to use them to address social exclusion and neighbourhood deprivation where it is a major local problem. This includes how community strategies could be used to address neighbourhood deprivation.</p>	<p>—</p>
<p>15. The Improvement and Development Agency (IDeA) should undertake an investigation into the status, careers and training requirements of the local authority managers and workers who play a key role in neighbourhood renewal. This should:</p> <p>a. formulate specific proposals on how to enhance the capacity and competence of local authority employees to deliver joined-up approaches to neighbourhood renewal;</p> <p>b. contribute to the development of the Local Government Improvement Benchmark; and</p> <p>c. inform the development of both member and manager development programmes.</p> <p>a. Yes, in principle. b. IDeA. c. To be costed.</p>	<p>On-going.</p>	<p>The recommendation has been accepted in principle and an implementation framework is being considered. DETR will discuss this further with IDeA.</p>	<p>On-going work for IDeA and DETR.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
a. Recommendation accepted – Yes or No? Where Yes: b. Lead Department for implementation c. Cost/how much will be spent?			
16. Guidance on community planning under well-being legislation should encourage local authorities and their partners to assist the voluntary sector to assist in the community planning process. a. Yes. b. DETR. c. Cost neutral.	December 2000.	Guidance on community strategies makes this clear. The guidance is specific about the particular partners that should be included in the most deprived neighbourhoods.	—
17. Guidance on community planning under well-being legislation should make it clear that partnerships need to involve all sections of the community. Specific effort should be made to involve minority ethnic representatives and women. a. Yes. b. DETR. c. Cost neutral.	December 2000.	Guidance on community strategies makes this clear. The guidance is specific about the particular partners that should be included in the most deprived neighbourhoods.	—
18. The IDeA should look at its role in disseminating best practice in the light of the work of the PATs and the National Strategy, with particular reference to how lessons can be spread through: the Local Government Improvement Benchmark; management development and member development programmes; best practice support strategies; and their developing internet site. a. Yes, in principle. b. IDeA. c. To be costed.	On-going.	The recommendation has been accepted in principle and an implementation framework is being considered. DETR will discuss this further with IDeA.	On-going work for IDeA and DETR.

PAT 18: Better Information

Foreword by The Rt Hon Hilary Armstrong MP Minister for Local Government and the Regions

Successful neighbourhood renewal requires good information at the local level. One of the National Strategy's key components is the development of 'Neighbourhood Statistics' – a collection of data that will provide wide-ranging information on social conditions in neighbourhoods.

PAT 18 was asked to investigate what information is needed for measuring neighbourhood conditions, the problems in getting it, and what needs to change. The PAT made 20 recommendations and work has started on implementing many of them. The Office for National Statistics (ONS) bid for resources from the 2000 Spending Review to take the PAT recommendations forward. £35 million has been allocated for this purpose over the next three years, underlining the Government's commitment to this initiative. The Government's desire to proceed with the PAT's recommendations was backed up by responses to the consultation on the PAT 18 report, which indicated widespread support for its proposals. A summary of the results of the consultation has been published on the National Statistics website.



The PAT proposed that ONS should be responsible for the development of Neighbourhood Statistics, working in partnership with other Government departments, local Government and other key agencies. These will be updated on a continuous basis and available on the internet. Until now, there has been no single body in charge of improving small-area information. ONS has taken up this challenge and is working to implement the PAT's recommendations. A Working Level Group has been established to steer this work which includes members from Government departments, the Local Government Association and others, many of whom were involved in the original PAT work. In due course, the new Neighbourhood Renewal Unit will assume the customer role from the Social Exclusion Unit.

An initial version of Neighbourhood Statistics – a national ward-level dataset – will be published by April 2001 or earlier if possible. ONS will be publishing on the internet, early in 2001, a statement of current initiatives that use small-area data as a reference tool for users and to assist the design of future programmes. A geographic referencing strategy for underpinning small-area statistics will be developed, and plans for a separate consultation on this are underway. Progress on geographic referencing will be dependent on a further bid for resources.

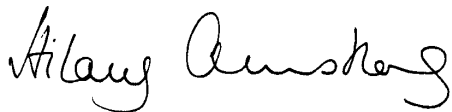
The longer-term vision for Neighbourhood Statistics involves a wide range of data being compiled about small areas. Data from a variety of sources will be brought together, harmonised and quality assured to produce statistics that are comparable between areas, and easily accessible to users everywhere. The development of Neighbourhood Statistics will also draw on the results from the 2001 Census that will be available in 2003.

In developing Neighbourhood Statistics, close attention will be paid to the need to provide information about different groups in the population – in particular the need for more data by ethnicity.

PAT 18 also called for the better understanding of data protection law and further guidance on the sharing of statistical data. The PAT highlighted the confusion about this which has led to people hoarding data, not realising that it could be useful to others or thinking that it was wrong to share. A new National Statistics Code of Practice is being developed which will help to clarify these matters. Confidentiality is paramount. ONS will also be working closely with the Data Protection Registrar to promote a better understanding of the law and of disclosure control methods to ensure that confidentiality and privacy are safeguarded.

It is early days yet in the development of Neighbourhood Statistics, but the longer-term vision is for a wide range of data to be available online, in a geographically flexible way. This will be backed up by support and advice on the use and interpretation of the information being made available. ONS is also building up a strong team for planning and steering this project, which will involve the co-ordination of work by many partners, to ensure that the recommendations in the report are fully implemented.

The work proposed by PAT 18 will help inform decision making across the entire range of neighbourhood renewal activities, in particular the National Strategy, and is therefore truly cross-cutting. ONS has been asked to report annually on progress so that the Government can ensure that the intended aims are being met, and wider benefits are being realised. Neighbourhood Statistics will show us how far we have come and how far we still need to go to achieve neighbourhood renewal. That is why better information is key to the National Strategy.



Rt Hon Hilary Armstrong MP
Minister for Local Government and the Regions

PAT 18: BETTER INFORMATION

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p> <p>1. Government should attach a high and early priority to delivering a coherent cross-Government information policy and strategy, with particular reference to social exclusion.</p> <p>This strategy should be co-ordinated by a group of Ministers from key departments The group should be chaired by a Minister from the Cabinet Office (CO), HM Treasury (HMT) or Department of the Environment, Transport and the Regions (DETR).</p> <p>a. Yes.</p> <p>b. Social Exclusion Unit (SEU), Neighbourhood Renewal Unit (NRU) and Office for National Statistics (ONS).</p> <p>c. Minimal.</p>	<p>On-going.</p>	<p>The Economic Secretary to the Treasury will provide Ministerial oversight of Spending Review resources for ONS, and overall implementation of PAT 18.</p>	<p>The formation of a specific Ministerial group is under consideration. NRU will need to be involved in finalising the arrangements.</p>
<p>2. To ensure stability in the ‘information environment’, Government should ensure (unless there are good reasons to the contrary) that:</p> <ul style="list-style-type: none"> • administrative boundary changes at district level and below are minimised; • administrative boundary changes and (where it is practical or desirable) any new data collection activities come into force on a common date annually; and • a strategy to deliver the above two points is put in place by the relevant organisations by April 2001. <p>a. Yes. However, a standard geo-referencing system should be able to cope with changing boundaries. Good progress on this front will make this recommendation less of a priority.</p> <p>b. ONS.</p> <p>c. Minimal.</p>	<p>Discussions about taking this recommendation forward will take place by the end of January 2001.</p>	<p>—</p>	<p>The delivery of this recommendation requires a number of organisations, including the Boundary Commission and data users and suppliers, to be brought together. ONS will do this and aim for initial discussions to be held by the end of January 2001.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>3. The Government should publish on the ONS website a map of current initiatives as a stand-alone document for reference purposes. ONS should update it as information about new initiatives becomes available.</p> <p>a. Yes. b. ONS. c. Minimal.</p>	<p>By the end of March 2001.</p>	<p>ONS has collated information in collaboration with Oxford University and approached departments to update the map of current initiatives in December 2000.</p>	<p>The collated information needs to be summarised into a form suitable for publication on the internet.</p>
<p>4. Preferably by September 2000 (and no later than April 2001), the Government should ensure that an initial version of Neighbourhood Statistics (a national ward-level data set covering as much of Annex D of the PAT report as is already available) is disseminated electronically, ideally at no cost to users. This is recognised as an interim measure to provide some information support for the launch of the National Strategy for Neighbourhood Renewal.</p> <p>a. Yes. b. ONS. c. £100,000 data costs. There will also be additional IT/dissemination costs, which are unknown at present.</p>	<p>The initial ward-level data set will be available by April 2001, or earlier if possible.</p>	<p>Developmental work is underway in ONS. Discussions have been held with data providers to enable publication of a ward-level data set by April 2001 at the latest.</p>	<p>Data will be accessible free of charge through the National Statistics website. This service will be publicised widely.</p>
<p>5. Following publication of the 2001 Census results during 2002–03, the Government should expand this to provide a consistent time series of data across as many as possible of the sub-themes listed in chapter three of the PAT report using Census, survey and administrative data in combination and a standard geographic referencing system.</p> <p>a. Yes. b. ONS. c. £35m has been allocated through the Government Intervention in Deprived Areas (GIDA) element of the Spending Review.</p>	<p>Development work will be undertaken from 2001–02.</p>	<p>Discussions will be held with data providers to enable the initial ward-level data set to be expanded and updated.</p> <p>Small area estimation methodology will be developed to provide information not directly available for small areas.</p>	<p>Timing of the development of the data sets is dependent on discussions with data suppliers and users in the light of the Spending Review settlement.</p> <p>A geographic referencing framework will be developed, within available resources (see recommendation 20).</p>

<p>6. There should be adequate safeguards to ensure proper protection of individual-level data at all stages in the process of implementing recommendations 4 and 5 above.</p> <p>a. Yes. b. ONS. c. Not known.</p>	<p>To be developed in tandem with recommendations 4 and 5: on-going from June 2000.</p>	<p>ONS is considering the necessary safeguards.</p>	<p>This work will be crucial to the development of the geographic referencing framework (see recommendation 1).</p>
<p>7. The availability of Neighbourhood Statistics should enable better policy design and measurement of progress. However, the aim of Neighbourhood Statistics is not to define a set of performance measures or targets. That job should be up to others, including local communities, neighbourhood managers and Local Strategic Partnerships (LSPs) as well as central Government.</p> <p>a. Yes. b. Government departments responsible for introducing and monitoring new policy initiatives. c. Cost neutral.</p>	<p>The initial ward-level data set will be available by April 2001 at the latest and earlier if possible.</p>	<p>ONS will provide training and guidance to enable users to make effective use of Neighbourhood Statistics.</p>	<p>ONS will publicise the availability of Neighbourhood Statistics as new data sets become available.</p>
<p>8. A single organisation, ONS, should be the operational focus for synthesising and disseminating Neighbourhood Statistics. It should act as a focal point for all administrative and survey data held by departments, local authorities and other agencies (which will continue to 'own' their data). It must work closely with the Local Government Association (LGA) (on behalf of local authorities), Government departments and other partners.</p> <p>a. Yes. b. ONS. c. Costs are linked to recommendation 9.</p>	<p>On-going.</p>	<p>ONS is fulfilling this role by e.g. providing the secretariat for the PAT 18 Working Level Group, managing the PAT 18 public consultation and disseminating the ward-level data sets by April 2001.</p>	<p>On-going work for ONS.</p>

Recommendations <i>(those on minority ethnic issues in red)</i>	Timing	Progress to date	Remaining issues for follow-up
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>9. ONS should carry out the following functions, and should be given the necessary authority and resources to do so:</p> <ul style="list-style-type: none"> • establish Neighbourhood Statistics (see recommendations 4–6); • the development and implementation of the geographic referencing framework; • seek to ensure (subject to the necessary safeguards) Neighbourhood Statistics are capable of analysis as appropriate by: <ul style="list-style-type: none"> – any geographical areas; – ethnicity; – gender; – age; and – consistent time series; • ensure that Neighbourhood Statistics are accessible at an affordable price, or preferably free; • promote good practice in data collection, data sharing and data use; and • ensure that more administrative data is coded by ethnicity. This should be done in consultation with relevant groups, ensuring the questions set out in Annex E in the PAT report are addressed. <p>a. Yes. b. ONS. c. £100,000 for the initial ward-level dataset. £35m has been allocated through the GIDA element of the Spending Review.</p>	<p>On-going.</p> <p>Consultation on the geographical referencing framework will take place in early 2001.</p> <p>The initial ward-level dataset will be published by April 2001 at the latest. Further work on developing data will continue in 2001–04.</p>	<p>The first stages are already underway (see recommendations 4–6). Major long-term developments are being planned, such as the incorporation of 2001 Census data.</p> <p>Administrative data coded by ethnicity will be given priority in the development of Neighbourhood Statistics.</p>	<p>The bullet points in column one are also covered under separate recommendations.</p> <p>A geographic referencing framework will be developed, within the available resources (see recommendation 20).</p>

<p>10. The PAT believes that the Census should continue in its present form. The Government should ensure more and larger surveys (at a national, regional and local level) are undertaken to deal with missing data/information.</p> <p>a. Yes. b. ONS to provide survey advice. Departments to initiate additional data collection as required. c. To be determined.</p>	<p>On-going.</p>	<p>Some surveys, such as the Labour Force Survey (LFS) are already being enhanced from 2000–01 to produce better results at Local Education Authority level. This will be useful for improving the small area synthetic estimation methods that will be developed over the coming years.</p> <p>From 2001, the British Crime Survey will increase its sample size to 40,000 respondents. This will include an enlarged ethnic sample to increase overall ethnic numbers by 3,000. The sample will be stratified by Police Force Areas. There will be a minimum of 650 interviews per Police Force Area.</p>	<p>ONS will maintain good links across Government to ensure that new developments will meet the need for information for small areas.</p>
<p>11. Assuming that PAT 18's recommendations are implemented, ONS should be invited to evaluate whether there is merit in conducting a Census in 2006 and put the case to the Ministerial Group (identified in recommendation 1) before decisions are made.</p> <p>a. Yes. b. ONS. c. Minimal.</p>	<p>During 2001–02.</p>	<p>It is too early to start this work which should await completion of the 2001 Census.</p>	<p>ONS will evaluate the merits of conducting an additional Census in 2006 during 2001–02.</p>
<p>12. The Government should encourage more attitudinal surveys or research, particularly at the local level, and develop some standard questions and methodologies on which those commissioning them can build. This could be taken forward by ONS.</p> <p>a. Yes. b. ONS. c. To be determined.</p>	<p>On-going.</p>	<p>The PAT 18 Working Level Group will consider areas for attitudinal surveys and the associated issues relating to standards. An example of a possible development is that the Government Statistical Service (GSS) booklet produced by ONS <i>Harmonised Concepts and Questions for Government Social Surveys</i>, could be extended to cover standardised attitudinal questions.</p>	<p>The PAT 18 Working Level Group will need to consider the priorities for additional attitudinal surveys.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>13. ONS (on behalf of GSS), and in conjunction with the Data Protection Registrar (DPR), LGA (on behalf of local authorities) and HO should prepare guidance on what sharing of statistical data is currently allowed and not allowed, with examples of good practice. This should cover: sharing of identifiable data; issues related to matching records; and examples of protocols and codes of practice including ethical considerations relating to data sharing. Together these bodies should undertake a high-profile campaign to disseminate the guidance widely.</p> <p>a. Yes.</p> <p>b. Central Local Information Partnership (CLIP).</p> <p>c. Small costs associated with the production of any guidance.</p>	<p>Summer 2001.</p>	<p>CLIP will be taking forward the production and dissemination of the Good Practice Guide as indicated in the recommendation, by summer 2001.</p> <p>A National Statistics Code of Practice is being developed and will set out some general principles relevant to data protection and data sharing.</p> <p>A GSS methodology group is looking at the issue of data matching and sharing, from both the technical, and the legal and ethical aspects, with the aim of producing a Good Practice Guide by March 2001.</p>	<p>ONS will review research and GSS methodology work, and produce guidance in relation to Neighbourhood Statistics.</p>
<p>14. The DPR should continue efforts to disseminate a better understanding of data sharing and the law. ONS, other Government departments and SEU should work jointly to give consistent messages.</p> <p>a. Yes.</p> <p>b. ONS, DETR (Neighbourhood Renewal Unit (NRU)) and other Government departments in liaison with the DPR's office.</p> <p>c. Small costs associated with the production of any guidance.</p>	<p>March 2001.</p>	<p>A GSS methodology group is looking at the issue of data matching and sharing, from both the technical, and the legal and ethical aspects, with the aim of producing a Good Practice Guide by March 2001.</p>	<p>ONS will take the lead in developing the guidance in this area in respect of Neighbourhood Statistics.</p>
<p>15. Government departments, LGA (on behalf of local authorities) and all related agencies which are subject to legislation in respect of data collection, protection or sharing (other than the Data Protection Act) should carry out an audit of their relevant powers and functions with a view to clarifying their practice by April 2001.</p> <p>a. Yes.</p> <p>b. ONS and other Government departments.</p> <p>c. Minimal.</p>	<p>April 2001.</p>	<p>The Working Level Group will consider this issue at a future meeting. It will be informed by the GSS exercise (see recommendations 13 and 14).</p>	<p>HO, ONS and LGA will meet by January 2001 to take this forward.</p>

<p>16. Central Government should ensure that cost is not a barrier to accessing the 'off-the-peg' set of Neighbourhood Statistics (see Chapter 3 of the PAT report). Until such time as they are fully developed, HMT should consider by the end of 2000 whether it needs to clarify its guidance on cost-recovery to Government departments with a view to ensuring that ad hoc charging for data (listed in Annex D of the PAT report) is minimised.</p> <p>a. Yes. b. HMT for guidance, ONS for implementation. c. Not known.</p>	<p>December 2000.</p>	<p>HMT has undertaken a review of charging across Government.</p> <p>One of the key changes under National Statistics is that online data will be made available free of charge to not-for-profit end users.</p>	<p>Any other issues of cost will be considered as part of the development of Neighbourhood Statistics (see recommendation 4).</p>
<p>17. ONS should play a lead role in providing training and technical support in the use and interpretation of data. LGA, the Improvement and Development Agency (IDeA) and other agencies should be closely involved.</p> <p>The proposed Centre for Neighbourhood Renewal should also play a role in providing training and technical support for local practitioners, particularly at a neighbourhood level.</p> <p>a. Yes. b. ONS. c. Not known.</p>	<p>On-going.</p>	<p>12 local authorities have offered to help in developing this area, some acting as part of an Advisory Group and others to take part in pilots. It is planned that ONS will work with these local authorities, initially on ward-level datasets and then on longer-term needs including geo-referencing of data.</p>	<p>ONS in consultation with users will consider what training and support is needed and can be made available and will link this in to the Skills and Knowledge strand in the NRU (see PAT 16: Learning Lessons).</p>
<p>18. ONS should take the lead in following up the PAT 18 report. It should provide an annual report on progress to the Ministerial Group which should be published.</p> <p>a. Yes. b. ONS. c. Minimal costs for ONS.</p>	<p>On-going.</p>	<p>ONS has taken on this responsibility.</p>	<p>Timing of the reporting cycle will be agreed before March 2001.</p>
<p>19. The remit of the PAT was to look at statistical data only. HO should undertake further work on the sharing of data on individuals, ensuring that privacy and confidentiality issues are not eroded and that there are clear safeguards against misuse of this data.</p> <p>a. Yes, in principle. b. HO. c. To be determined.</p>	<p>Spring 2001 (to commence further work).</p>	<p>HO is undertaking a review of the Data Protection Act (1998) and is due to report to Ministers in early 2001. The review will inform how this recommendation is best taken forward.</p> <p>Since the PAT 18 report was published, separate work is being carried out in the Performance and Innovation Unit in the Cabinet Office on data sharing and privacy. This work is expected to be completed in spring 2001.</p>	<p>Further action will depend on the outcome of the HO review.</p>

<i>Recommendations (those on minority ethnic issues in red)</i>	<i>Timing</i>	<i>Progress to date</i>	<i>Remaining issues for follow-up</i>
<p>a. Recommendation accepted – Yes or No? Where Yes:</p> <p>b. Lead Department for implementation</p> <p>c. Cost/how much will be spent?</p>			
<p>20. Work should be undertaken to cost these recommendations, to feed them into the current Spending Review process.</p> <p>a. Yes. b. ONS. c. Minimal for ONS.</p>	May 2000.	£35m has been allocated through the GIDA element of the Spending Review. A further bid has been made from the Capital Modernisation Fund (CMF) for capital costs, including the costs of geo-referencing.	Action is complete.

ANNEX A: POLICY ACTION TEAM REMITS

PAT 1: Jobs

Policy Action Team 1 led by the Department for Education and Employment (DfEE) will report on:

- the number of people in poor neighbourhoods who could benefit from the New Deal programmes, but who do not because they are not on the right benefit or are off benefit entirely;
- what is known about those who leave the benefits register or New Deal programmes for currently unknown destinations;
- how to re-engage these groups in the labour market, for example through neighbourhood-based initiatives such as job-shops and outreach campaigns;
- what benefit rule flexibilities it might be helpful to pilot: for example, whether changes to earning disregards, or an easier regime for local exchange trading schemes (LETs) would be cost-effective in drawing people back into work;
- the best examples of 'intermediate labour markets' – where they work and why; their cost-effectiveness; which budgets might be used to fund them; and whether the Government should do more to promote them;
- evidence on how the barriers to employment for minority ethnic groups differ from those faced by other disadvantaged groups, and how much is down to direct or indirect racial discrimination; and
- the most successful strategies that have been used to combat minority ethnic unemployment in this country and abroad.

Goal: to set an action plan with targets to:

- reduce the difference between levels of worklessness in poor neighbourhoods and the national average; and
- within that to reduce the disproportionate unemployment rates for people from ethnic minorities.

PAT 2: Skills

Policy Action Team 2 led by DfEE will report on:

- the key skills gaps that need to be addressed in poor neighbourhoods to help those who are unemployed, in intermittent or unskilled employment, or lack basic skills and self confidence;
- how well institutions such as Training and Enterprise Councils (TECs), Further Education (FE) colleges, adult education services, schools and libraries meet these needs and whether there are any changes that would be cost-effective; and
- how well alternative methods (e.g. informal learning, outreach units, information technology (IT) and distance learning) work to motivate adults to re-engage in education and training, and how good practice could be spread better.

Goal:

- to assess the number of adults in poor neighbourhoods who do not have essential employment-related and other life skills; and
- to draw up an action plan with targets to help them acquire these skills.

PAT 3: Business

Policy Action Team 3 led by HM Treasury (HMT) will report on:

- how successful business support organisations such as Business Links are in serving the most deprived communities;
- how it can be made easier for people in poor neighbourhoods to get access to support to start a business or become self-employed;
- how access to capital for small firms can be improved, especially for start-ups, including innovative approaches such as 'microcredit'; and
- what can be learnt from new ways of encouraging self-employment, building on the New Deal and Employment Zones, and how access to capital can be tied into regeneration strategies more generally.

Goal:

- to draw up an action plan with targets to encourage more successful business start-ups in poor neighbourhoods.

PAT 4: Neighbourhood Management

Policy Action Team 4 led by the Social Exclusion Unit (SEU) will report on:

- the problems that can best be tackled and services that might be co-ordinated by neighbourhood management;
- the extent to which the broad principles of neighbourhood management can be taken on by extending existing area initiatives such as 'housing plus', anti-crime programmes, local health initiatives etc.;
- the lessons emerging from the models of neighbourhood management being tested out through the New Deal for Communities (NDC) and how to assess the costs and benefits of these models; and
- whether and how neighbourhood management can be promoted more generally where no special programmes are available.

Goal:

- to identify cost-effective models of neighbourhood management; and
- to prepare an action plan with targets to promote neighbourhood management where cost-effective.

PAT 5: Housing Management

Policy Action Team 5 led by the Department of the Environment, Transport and the Regions (DETR) will report on:

- the key elements of successful, on-the-spot housing management, what kinds of neighbourhoods most need it, and what is needed to make it happen more extensively;
- how to assess the costs and benefits of such a package, to housing and other agencies;
- how to encourage other agencies to contribute to the costs, perhaps through pooling budgets; and
- options for promoting joint management of rented housing owned by a mix of landlords.

Goal:

- to prepare an action plan with targets to bring about local housing management that is more effective in tackling social exclusion, including on-the-spot management where appropriate and cost-effective.

PAT 6: Neighbourhood Wardens

Policy Action Team 6 led by the Home Office (HO) will report on:

- what models of neighbourhood warden schemes are cost-effective and how they are financed;
- whether a national framework is needed to clarify links to, and the split of roles with, the police and local housing management, and the safeguards that might be necessary;
- whether the Government ought to take steps to encourage neighbourhood warden schemes more widely and, if so, who at local level should be encouraged to initiate them; and
- how neighbourhood warden schemes could become New Deal options.

Goal:

- to prepare an action plan with targets to extend the use of estate warden schemes where cost-effective.

PAT 7: Unpopular Housing

Policy Action Team 7 led by DETR will report on:

- the scale and spread of problems of low demand, how much is attributable to crime and anti-social behaviour, how much to supply mismatches, poor stock and environmental conditions, and how much to underlying changes in household formation;
- how to align the forecasts and strategies underpinning local housing, economic development and land-use planning decisions so that low demand problems are less likely;
- what should happen about housing in areas of low demand – who decides, and on what basis, that the problem is reversible, and if so what are the most effective steps to take;

- what to do in areas which have been abandoned or where low demand is chronic, for example finding alternative uses for vacant housing; demolition; redevelopment or the creation of public open space;
- how funding systems relate to the problem and whether they distort local decision making; and
- what role the Lottery might play in funding alternative uses such as urban parks, play areas and community facilities.

Goal:

- to prepare an action plan with targets to reduce the incidences of surplus social housing where this occurs.

PAT 8: Anti-Social Behaviour

Policy Action Team 8 led by SEU will report on what more is needed beyond the Crime and Disorder Act, in particular:

- how services can work together to prevent anti-social behaviour becoming acute;
- how perverse effects can be avoided, e.g. blanket policies not to house ex-offenders;
- how court cases can be processed faster;
- whether the rules for exchange of data between the police and housing bodies need to be clarified; and
- the approaches that work best with those who are evicted.

Goal:

- to produce an action plan with targets for reducing the incidence of anti-social behaviour and develop a set of measures to drive and measure progress.

PAT 9: Community Self-Help

Policy Action Team 9 led by HO will report on:

- what works in generating community commitment in poor neighbourhoods, whether through formal or informal volunteering, or other forms of community action;
- what can be done to address the barriers to these activities;
- how existing volunteering organisations can help;
- how existing and emerging community organisations can be built on and supported;
- how the strengths of faith communities can be harnessed;
- whether more use could be made of innovative ways to provide financial and other support for community activity in regeneration programmes; and

- how businesses and their employees can become more closely involved in supporting community activity and regeneration in poor neighbourhoods.

Goal: to draw up an action plan with targets to:

- raise the numbers involved in volunteering and community activity in poor neighbourhoods;
- increase the viability of community groups and services they deliver; and
- encourage the growth of informal mutual support.

PAT 10: Arts and Sports

Policy Action Team 10 led by the Department for Culture, Media and Sport (DCMS) will report on:

- best practice in using arts, sport and leisure to engage people in poor neighbourhoods, particularly those who may feel most excluded, such as disaffected young people and people from ethnic minorities; and
- how to maximise the impact on poor neighbourhoods of Government spending and policies on arts, sport and leisure.

Goal:

- to draw up an action plan with targets to maximise the impact of arts, sport and leisure policies in contributing to neighbourhood regeneration and increasing local participation.

PAT 11: Schools Plus

Policy Action Team 11 led by DfEE will report on:

- the education projects, e.g. homework centres, breakfast clubs, summer schools, cross-age tutoring, that most improve educational outcomes;
- the best ways of involving parents in their children's education and how these can be extended to improve adults' skills;
- the best examples of mentoring and work-experience schemes;
- how schools can be encouraged and helped by Local Education Authorities (LEAs) and others to develop these activities more extensively;
- how schools can be used to engage the community more widely, drawing in greater support and making their facilities available to more people;
- evidence that co-locating health and other social services at school level contributes to improved educational outcomes; and
- how cost-effectiveness can best be measured and what can be done to promote good practice.

Goal:

- to identify the most effective schools plus approaches to reducing failure at school and using schools as a focus for other community services, and to develop an action plan with targets to take these forward.

PAT 12: Young People

Policy Action Team 12 led by SEU will report on:

- the key costs of youth disaffection and the most effective interventions for preventing it;
- the respective roles of the different agencies including schools, the Careers Service, the Youth Service, TECs and FE colleges, police and probation, health and social services, Drug Action Teams, and the voluntary sector and business;
- how work to reduce youth disaffection can be planned, targeted and co-ordinated more rigorously;
- what can be done to support families with older children and deal with problems such as conflicts with step-parents, children leaving home prematurely; and
- how the design of services can take greater account of the perspectives of young people.

Goal:

- to identify what needs to be done to develop cost-effective preventative work with disaffected young people in poor neighbourhoods; and
- to develop an action plan with targets to take this forward.

PAT 13: Shops

Policy Action Team 13 led by the Department of Health (DH) will report on how to identify best practice and innovative approaches in improving shopping access for people in poor neighbourhoods. This should cover:

- ways of promoting existing good practice, e.g. subsidising estate-run food co-operatives, providing own-brand goods for small shops, using discounting to encourage healthy eating, offering home shopping or special buses, or linking small retail outlets to public sector facilities such as health centres; and
- options for encouraging small and large retailers to return to neighbourhoods where shops have disappeared. This work would examine the scope for new kinds of franchise, the potential role of a range of different types of outlet, for example, Post Offices and pharmacies, the links between new retail investment and crime reduction strategies, and the scope for using local planning and rent policies to support neighbourhood shopping centres.

Goal:

- to develop a strategy to increase access to affordable shops for people in poor neighbourhoods.

PAT 14: Financial Services

Policy Action Team 14 led by HMT will report on the scope for widening access to financial services. This will examine:

- the scope for development of credit unions, building on planned legislative change;
- increasing the availability of insurance services to deprived communities; and
- the role of the retail banks, Post Offices and other organisations in providing access to and delivery of financial services in deprived neighbourhoods.

Goal:

- to develop a strategy to increase access to financial services for people living in poor neighbourhoods.

PAT 15: Information Technology

Policy Action Team 15 led by the Department of Trade and Industry (DTI) will report on:

- best practice in providing access to IT and IT skills for people living in poor neighbourhoods;
- lessons learnt about the provision of shared access points, such as kiosks in community centres, libraries and Post Offices, and greater access to the internet etc.; and
- the best models for improving access to communications networks as a means of strengthening community ties.

Goal:

- to develop a strategy to increase the availability and take-up of Information and Communications Technology (ICT) for people living in poor neighbourhoods.

PAT 16: Learning Lessons

Policy Action Team 16 led by SEU will report on:

- the scope for more secondments of civil servants to work in local authority or voluntary sector projects in poor neighbourhoods;
- how to promote 'twinning' of senior civil servants with poor neighbourhoods or regeneration projects like the NDC to give such areas a contact point in central Government and to develop civil servants themselves;
- the training requirements for future professionals in regeneration and local area initiatives, and new ways of encouraging civic and social entrepreneurs;
- how the people running NDC pathfinders and other regeneration programmes can be trained and train each other to deliver maximum effectiveness;

- whether there is a need for a 'University of Regeneration', making use of IT and distance learning; and if there is any existing institution that could develop this; and
- models in other countries which the UK could draw from.

Goal:

- to identify the skills, experience and support needed in public agencies and local partnerships to ensure that programmes are designed and implemented successfully and achieve desired outcomes; and
- to prepare an action plan with targets to take this forward.

PAT 17: Joining it up Locally

Policy Action Team 17 led by DETR will report on:

- what is best practice in local strategic planning to tackle social exclusion and what policy levers are available to foster its wider adoption;
- best models for rigorous use of data and targets;
- the most effective ways of linking in other agencies and organisations at the local level; and
- how local authority plans can be linked upwards to national and regional strategies, and downwards to the neighbourhood level, e.g. to promote more neighbourhood management.

Goal:

- to reach an agreed plan for building on existing area initiatives and local Government reform so that in the long term broad based local strategies to prevent and tackle social exclusion become the norm, and good practice is disseminated and acted on.

PAT 18: Better Information

Policy Action Team 18 led by SEU will report on:

- the scope for a coherent cross-Government strategy to get more up-to-date information on deprived areas and collect more of it on a consistent basis;
- how this can be done without generating undue bureaucracy;
- evidence of good practice by individual local authorities, and how this could be spread more widely; and
- the role of Regional Development Agencies (RDAs) in aggregating area information.

Goal:

- to identify how to overcome the barriers to obtaining quality, small area information and to prepare an action plan with targets to do this.

ANNEX B: POLICY ACTION TEAM MEMBERS¹

Policy Action Team 1: Jobs

Champion Minister: Tessa Jowell (previously Andrew Smith)

Departmental members

Mark Neale (Chair) ²	Department for Education and Employment
Phil Clapp	Social Exclusion Unit
David Reardon	Social Exclusion Unit
Paul Bolt	Department for Culture, Media and Sport
William Chapman	Department of the Environment, Transport and the Regions
Helen D’Arcy	Benefits Agency
Chris Dolphin	Home Office
Chris Francis	Department of Trade and Industry
Win Hawkins	Employment Service
Chris Hayes	Department of Social Security
Heather Kempton	HM Treasury
Angela Lingwood	Department of Social Security
Sarah Marshall	Home Office
Geoff Mulgan	No. 10 Policy Unit
Matthew Nicholas	Employment Service
Cathy Rees	Department for Education and Employment
Cay Stratton	Department for Education and Employment
Bill Wells	Department for Education and Employment
Richard Wragg	Government Office for London

External members

Bhupinda Anand	Managing Director, Anand Associates and member of the New Deal Task Force
Jonathan Baldry	Managing Director, Talent Resourcing Ltd
Sarah Brennan	Director of Education and Employment, Centrepont
Jeremy Crook	Director, Black Training and Enterprise Group
Ade Fabunmi-Stone	Managing Director, Network Communications
Dan Finn	Reader in Social Policy, University of Portsmouth
John Hills	Director, Centre for Analysis of Social Exclusion, London School of Economics
Shahid Malik	Assistant Commissioner, Commission for Racial Equality
Bob Marshall	Director, Glasgow Works
Steven Martin	Head of Research and Evaluation, Reed Personnel Services
Simon Pellew	Managing Director, PECAN Ltd
Cordell Pillay	Committee Representative, TUC
Jackie Tyler	Executive Director, Rathbone Community Industry Ltd
Sharon Welch	Director of the Millennium Festival, London First

1 This Annex reflects the state of play during 1999 when the PATs were operational. It does not therefore reflect subsequent job changes or promotions etc.

2 Jeremy Moore (DfEE) now leads on implementation of the PAT 1 recommendations.

Policy Action Team 2: Skills

Champion Minister: Tessa Blackstone

Departmental members

Derek Grover (Chair)	Department for Education and Employment
Phil Clapp	Social Exclusion Unit
Andrew Crook	Social Exclusion Unit
Marcus Bell	Department for Education and Employment
Alan Davies	Department for Education and Employment
Tony Dyer	Department for Culture, Media and Sport
Felicity Everiss	Department for Education and Employment
Marion Headicar	Department of the Environment, Transport and the Regions
Bob Little	Department for Education and Employment
Allan Mayo	Department of Trade and Industry
Sandy Murphy	Department for Education and Employment
Andrew Olive	HM Treasury
Simon Perryman	Government Office for Yorkshire and the Humber

External members

Ellen Cockburn	Personnel Executive, Northern Foods
Jay Derrick	Head of School of Basic Skills, City and Islington College
Bob Fryer	Chair of National Advisory Group on Continuing Education and Lifelong Learning and Assistant Vice Chancellor (Lifelong Learning), University of Southampton
Craig Harris	Director of Education and Employment, National Association for the Care and Resettlement of Offenders
Victoria McKechnie	Human Resources Development Manager, Great North Eastern Railways
Haroon Saad	Head of Equalities, Birmingham City Council
Tom Schuller	Professor of Continuing Education, Birkbeck College
Michael Ward	Director, Centre for Local Economic Strategies

Policy Action Team 3: Business

Champion Minister: Stephen Timms (previously Patricia Hewitt)

Departmental members

Philip Rutnam (Chair)	HM Treasury
Amanda Jordan	Social Exclusion Unit
Atul Patel	Social Exclusion Unit
David Alexander	HM Treasury
Julie Braithwaite	Department of Trade and Industry
Amanda Brooks	Department of Trade and Industry
Ben Gales	HM Treasury
Eric Galvin	Department for Education and Employment
Martin Hurst	Department of the Environment, Transport and the Regions
Maria Kenyon	Department of Trade and Industry
Iain Mackie	HM Treasury
Geoff Mulgan	No. 10 Policy Unit
Tim Sharp	HM Treasury
Mark Smith	Department of Trade and Industry
Daniel Storey	HM Treasury

External members

Ed Mayo	Executive Director, New Economics Foundation
Andrew Robinson	Manager, Community Enterprise, National Westminster Bank
Caroline Shah	Consultant and Board Member, Richmond Churches Housing Association
Richard Street	Chief Executive, The Prince's Youth Business Trust
Museji Takolia	Chairman, Centre for Employment and Economic Development
Sue Walsh	Manager, Partnerships and Democracy, Watford Borough Council

Policy Action Team 4: Neighbourhood Management

Champion Minister: Hilary Armstrong

Departmental members

Jon Bright (Chair) ¹	Social Exclusion Unit
Andrew Crook	Social Exclusion Unit
Claudia Kenyatta	Social Exclusion Unit
Atul Patel	Social Exclusion Unit
Liz Walton	Social Exclusion Unit
Jeremy Cowper	Cabinet Office
Celia Dale	Home Office
Amy Edwards	Department of Health
Mike Gahagan	Department of the Environment, Transport and the Regions
Helen Ghosh	Department of the Environment, Transport and the Regions
Ed Mountfield	HM Treasury
John Roberts	Department of the Environment, Transport and the Regions
Paul Rowsell	Department of the Environment, Transport and the Regions
Felicity Winter	Department for Education and Employment

External members

Dick Atkinson	Director, Phoenix Centre and Chief Executive, Balsall Heath Forum
Matt Baggott	Assistant Chief Constable, Community Affairs, West Midlands Police
Harper Brown	Director of Service Development, Tees Health Authority
Neale Coleman	Housing Consultant, Paddington Consultancy
Cheryl Coppell	Chief Executive, Slough Borough Council
David Cowans	Group Chief Executive, North British Housing Association
Rita Dexter	Director of Community Development, London Borough of Barnet
Clive Dutton	Head of Regeneration, Sandwell Metropolitan Borough Council
Chris Field	Head of Corporate Planning, Royal Borough of Kingston-upon-Thames
Geoff Fordham	Director, GFA Consulting
John Foster	Chief Executive, Middlesbrough Council
Yvonne Hutchinson	Tenant Representative on Housing Corporation Board
John Jones	Headteacher, Maghull High School, Maghull, Liverpool
Angus Kennedy	Chief Executive, Castle Vale Housing Action Trust
John Knight	Head of Policy, Leonard Cheshire Foundation
Stephen Lord	Head of Grant Distribution, Local Government Association
Michael Parkinson	Director, European Institute for Urban Affairs
John Perry	Director of Professional Practice, Chartered Institute of Housing
John Tench	Associate Director, Audit Commission
Andrew Webster	Project Director of Joint Review (Social Services), Audit Commission
Will Wesson	Chief Executive, Whitehall and Industry Group
Tricia Zipfel	Director, Priority Estates Project

¹ Lead responsibility remains with Jon Bright who now heads the New Deal for Communities Unit (DETR).

Policy Action Team 5: Housing Management

Champion Minister: Nick Raynsford (previously Hilary Armstrong)

Departmental members

Mike Gahagan (Chair)	Department of the Environment, Transport and the Regions
Atul Patel	Social Exclusion Unit
George Clark	Department of the Environment, Transport and the Regions
Felicity Hawksley	Home Office
Paul Johnston	HM Treasury
Gareth Jones	Department of Health
Keith Kirby	Department of the Environment, Transport and the Regions
Nick Murphy	Department of the Environment, Transport and the Regions
Pauline Prosser	Department of the Environment, Transport and the Regions

External members

Michael Beverley	Tenant and Board Member of the London Borough of Kensington and Chelsea's Tenant Management Organisation
John Binns	Partner, Arthur Andersen
Geoff Fordham	Director, GFA Consulting
Charlie Forman	Policy Section Head, London Housing Unit
Ross Fraser	Director of Professional Practice, Chartered Institute of Housing
Roger Jarman	Senior Manager, Public Services Research Directorate, Audit Commission
John Kettlewell	Housing Finance Manager, Chartered Institute of Public Finance and Accountancy
Paul Lautman	Assistant Head of Housing, Local Government Association
Pat Niner	Senior Lecturer, Centre for Urban and Regional Studies, University of Birmingham
Liz Potter	Head of Housing Management and Support, National Housing Federation
Anil Singh	Secretary, Manningham Housing Association
David Walker	Chairman, South Yorkshire Housing Association
Michele Walsh	Head of Housing Management, Housing Corporation

Policy Action Team 6: Neighbourhood Wardens

Champion Minister: Charles Clarke (previously Paul Boateng and Alun Michael)

Departmental members

Lynda Locker (Chair) ¹	Home Office
Richard Kornicki (Chair) ²	Home Office
Guy Gardener	Social Exclusion Unit
Atul Patel	Social Exclusion Unit
David Black	HM Treasury
John Curtis	Government Office for the North West
Tyson Hepple	Home Office
Jessica Jacobson	Home Office
Liz Lloyd	No. 10 Policy Unit
Jessie MacGregor	Home Office
Mark Neale	Department for Education and Employment
Colin Passey	Home Office
Richard Price	Home Office
Pauline Prosser	Department of the Environment, Transport and the Regions
Esther Saville	Home Office
Anne Spoore	Home Office
Angela Underhill	Home Office
Iain Walsh	Home Office
Barry Webb	Home Office

External members

Ian Blair	Chief Constable, Surrey Police
Bob Currie	Commander, Metropolitan Police
Aman Dalvi	Chief Executive, Ujima Housing Association
Paul Doe	Chief Executive, Shepherds Bush Housing Association
David Fotheringham	Principal Policy Officer, Chartered Institute of Housing
Gary Glover	Treasurer, Tenants and Residents Organisation of England and Tenant, London Borough of Southwark
Peter Hampson ³	Assistant Inspector of Constabulary, HM Inspectorate of Constabulary
Sohail Husain	Regional Director, Crime Concern
Ken Jones	Assistant Chief Constable, Avon and Somerset Police
Arnold Phillips	Director of Housing, City and County of Swansea
Joanna Simons	Director of Housing, London Borough of Greenwich
Paddy Tomkins ⁴	Assistant Inspector of Constabulary, HM Inspectorate of Constabulary
Stuart Whyte	Regional Manager, Bradford and Northern Housing Association
Sue Yoxall/Arthur Rodd	Chief Executive, National Neighbourhood Watch Association

1 Until May 1999.

2 From May 1999 until March 2000. Jon Bright, Head of the New Deal for Communities Unit (DETR), now leads on implementation of the PAT 6 recommendations.

3 Until April 1999.

4 From April 1999.

Policy Action Team 7: Unpopular Housing

Champion Minister: Hilary Armstrong

Departmental members

Mavis McDonald (Chair)	Department of the Environment, Transport and the Regions
Liz Walton	Social Exclusion Unit
Hilary Chipping	Department of the Environment, Transport and the Regions
Bob Eagle	Home Office
Mike Gahagan ¹	Department of the Environment, Transport and the Regions
Helen Ghosh	Department of the Environment, Transport and the Regions
Paul Johnston	HM Treasury
Paul Lees	Department of Health
Simon Llewellyn	Department of the Environment, Transport and the Regions
Andy McLellan	Department for Culture, Media and Sport
Tracey Pennyfather	Department of the Environment, Transport and the Regions
Sal Ratnayake	Department of the Environment, Transport and the Regions
Rachel Sharpe	Department of the Environment, Transport and the Regions
Lesley Smith	Department of the Environment, Transport and the Regions
Peter Styche	Government Office for the North West
Jon Zeff	Department for Culture, Media and Sport

External members

Saif Ahmad	Chief Executive, North London Muslim Housing Association
Glen Bramley	Professor of Planning and Housing, Heriot-Watt University
David Butler	Chief Executive, Chartered Institute of Housing
Jackie Haq	Community Development Worker, Newcastle upon Tyne
Chris Holmes	Director, Shelter
Anne Power	Professor of Social Policy, London School of Economics
Harry Seaton	Director of Housing, Salford Metropolitan Borough Council
Max Steinberg	Director of North West Region, Housing Corporation
Charmaine Young	Regeneration Director, St George Regeneration Ltd

1 Mike Gahagan (DETR) now leads on implementation of the PAT 7 recommendations.

Policy Action Team 8: Anti-Social Behaviour

Champion Minister: Charles Clarke (previously Paul Boateng and Alun Michael)

Departmental members

Zena Peatfield (Chair) ¹	Social Exclusion Unit
Russell Batten	Social Exclusion Unit
Henry Burgess	Social Exclusion Unit
Tracey James	Social Exclusion Unit
Atul Patel	Social Exclusion Unit
David Reardon	Social Exclusion Unit
Ruth Shinoda	Social Exclusion Unit
Geraldine Bakelmun	Home Office
Celia Carrington	Government Office for the South West
Stephen Curry	Cabinet Office
Ed Davies	Lord Chancellor's Department
Jim Fitzpatrick	Cabinet Office
Pat Haysey	Department of Health
Bryony Houlden	Government Office for the South West
Stephen Hubbard	Home Office
Robert Jezzard	Department of Health
Claudia Lewis-Moore	Probation Inspectorate, Home Office
Pauline Prosser	Department of the Environment, Transport and the Regions
Pat Reed	Lord Chancellor's Department
Anne Richardson	Department of Health
Martin Stewart	Court Service
John Thompson	Home Office
Angela Underhill	Home Office

External members

Nichola Bacon	Head of Policy, Shelter
Ellis Blackmore	Policy Advisor, The Housing Corporation
Alan Caddick	Strategic Development Manager, Oldham Metropolitan Borough Council
Bridged Canavan	Co-ordinator, Lambeth Community Mediation Project and Mediation UK
Helen Edwards	Chief Executive, National Association for the Care and Resettlement of Offenders
Richard Evans	Director of Social Services, Birmingham City Council and Association of Directors of Social Services
Duncan Forbes	Legal Practice Manager, Herefordshire County Council
Stella Gardner	Co-ordinator, Cowgate Neighbourhood Housing Office
Caroline Gitsham	Co-ordinator, Safer Estates Task Force, Pennywell

1 Jonathan Duke-Evans (HO) now leads on implementation of the PAT 8 recommendations.

Adam Greenwood	Consultant, Adam Greenwood Associates
Naseem Malik	Housing Solicitor, Oldham Metropolitan Borough Council
Sally Mehta	Regional Manager, Family Service Unit
Bill Pitt	Head of Nuisance Strategy Group, Manchester Housing Department, Manchester City Council
Carl Reynolds	Chair, Mediation UK
Neeraj Sharma	Principal Solicitor, Walsall Metropolitan Borough Council
Gill Strachan	Project Manager, Dundee Families Project
Jeanette York	Policy Officer, Local Government Association

Policy Action Team 9: Community Self-Help

Champion Minister: Paul Boateng (previously Alun Michael)

Departmental members

William Fittall (Chair) ¹	Home Office
Claudia Kenyatta	Social Exclusion Unit
Angela Sarkis	Social Exclusion Unit
Veena Bahl	Department of Health
Alan Brown	Department of the Environment, Transport and the Regions
Anita Charlesworth	HM Treasury
Chris Hayes	Department of Social Security
Phillipa Holland	Government Office for the West Midlands
Andy McLellan	Department for Culture, Media and Sport
Geoff Mulgan	No. 10 Policy Unit
Ian Naysmith	Home Office
Janet Novack	Home Office
Chris Perry	Home Office
Howard Webber	Home Office
Anne Weinstock	Department for Education and Employment

External members

Phil Barton	North West Regional Director, Groundwork Trust
Adele Blakebrough	Director, Community Action Network
Simon Dale	Community Safety Team Manager, Wigan Metropolitan Borough Council
Richard Farnell	Lecturer, University of Coventry
Mark Gale	Co-ordinator, Gloucester Neighbourhood Projects Network
Gerard Lemos	Consultant, Lemos and Crane
Jerry Marston	Community Relations Manager, The Littlewoods Group
Ronnie Moodley	Chief Executive, African Refugees' Housing Association Group and Refugee and Migrants Development Forum
George Nicholson	Chair, Development Trusts Association
Janice Owens	Secretary of St Martin's Residents Action Group, Hughes Estate, London Borough of Lambeth
Sharon Scott	Senior Grants Officer, National Lottery Charities Board
Howard Simmons	Director of Community and Leisure Services, London Borough of Hounslow
Alison West	Chief Executive, Community Development Foundation
Charles Woodd	National Director, Community Matters

1 Georgina Fletcher-Cooke, Head of the Active Community Unit (HO), now leads on implementation of the PAT 9 recommendations.

Policy Action Team 10: Arts and Sport

Champion Minister: Kate Hoey (previously Tony Banks)

Departmental members

Paul Bolt (Chair)	Department for Culture, Media and Sport
Atul Patel	Social Exclusion Unit
Sue Ball	Department for Culture, Media and Sport
Alan Brown	Department of the Environment, Transport and the Regions
Joanna Carpenter	Department for Culture, Media and Sport
Jim Darlington	Government Office for the North East
Marcia Fry	Department of Health
Zoe McNeill-Ritchie	Department for Culture, Media and Sport
John Newbiggin	Department for Culture, Media and Sport
Keith Nichol	Department for Culture, Media and Sport
Mark Parkinson	HM Treasury
James Purnell	No. 10 Policy Unit
Maria Reader	Department for Culture, Media and Sport
Ros Saper	Department for Culture, Media and Sport
Chris Wells	Department for Education and Employment

External members

Tina Glover	Director, Junction Arts
Celia Greenwood	Head, Weekend Arts College
Graham Hitchen	Corporate Policy Director, Arts Council of England
Francois Matarasso	Principal, Comedia
Bill Mather	Chief Executive, TS2k
Aileen McEvoy	Head of Visual and Media Arts, North West Arts Board
Yasin Patel	Manager, Charlton Athletic Race Equality Partnership
Malcolm Tungatt	Monitoring and Planning Manager, More People Team, Sport England
Andy Worthington	Director of Leisure Services and Tourism, Wirral Metropolitan Borough Council
Jenny Wostrack	Womens' Cricket Development Officer, London Community Cricket Association

Policy Action Team 11: Schools Plus

Champion Minister: Estelle Morris

Departmental members

Rob Smith (Chair) ¹	Department for Education and Employment
John Graham	Social Exclusion Unit
David Reardon	Social Exclusion Unit
Tony Dyer	Department for Culture, Media and Sport
Paul Jackson	Department for Education and Employment
Erika Maass	Department for Education and Employment
David Roberts	Department of Health
Abigail Rotimi	Department for Education and Employment
Andrew Sargent	Government Office for London
Stuart Taylor	HM Treasury
Sarah Wainer	Department for Education and Employment
Chris Wells	Department for Education and Employment

External members

Mog Ball	Social Researcher
Jon Bell	Deputy Principal, Ilfracombe College
Paul Ennals	Chief Executive, National Children's Bureau
Alan George	Head of Community Affairs, Unilever
Moira Gibb	Director of Social Services, London Borough of Kensington and Chelsea
Andrew Miller	Head of School Support, Focus Training and Enterprise Council
Heidi Safia Mirza	Chair of Race Equality, Centre for Race Equality Studies, Middlesex University
David Muir	Senior Lecturer, University of North London/Black Majority Churches
Pat Petch	Chair, National Governors Council
Michael Peters	Chief Education Officer, York City Council
Phil Street	Director, Community Education Development Council
Philip Turner	Headteacher, Westgate Community College, Newcastle
Vanessa Wiseman	Headteacher, Langdon School, Newham

1 Anne-Marie Lawlor and Susan Johnson (DfEE) now lead on implementation of the PAT 11 recommendations.

Policy Action Team 12: Young People

Champion Minister: Paul Boateng (previously Alun Michael)

Departmental members

Moira Wallace (Chair) ¹	Social Exclusion Unit
Phil Clapp	Social Exclusion Unit
John Graham	Social Exclusion Unit
Ravi Gurumurthy	Social Exclusion Unit
David Reardon	Social Exclusion Unit
Judith Simpson	Social Exclusion Unit
Sandra Walkey	Social Exclusion Unit
Martin Wheatley	Social Exclusion Unit
Andrew Allberry	Department of the Environment, Transport and the Regions
Paul Bolt	Department for Culture, Media and Sport
Katharine Bramwell	Home Office
Virginia Burton	Home Office
Felicity Clarkson	Home Office
Sue Cockerill	Cabinet Office
Chris Corrigan	Department of Health
Sue Duncan	Department of Social Security
David Forrester	Department for Education and Employment
Carol Freer	Department of Social Security
Simon Hickson	Home Office
Nicholas Holgate	HM Treasury
Hilary Jackson	Home Office
Tom Jeffrey	Department of Health
Jonathan Lane	Home Office
Denise Platt	Department of Health
Andrew Shaw	Department of Social Security
Rob Smith	Department for Education and Employment
Ian Sprawson	Department of Social Security
Laurie Taylor	Government Office for London
Mike Trace	Cabinet Office
Claire Tyler	Department for Education and Employment

External members

Victor Adebowale	Chief Executive, Centrepont
Caroline Abrahams	Head of Public Policy, NCH Action for Children
Sarah Benioff	National Programme Manager, Mentoring Plus, Crime Concern
Tom Bentley	Director, DEMOS
John Bynner	Professor of Social Sciences in Education, Institute of Education, University of London

1 The Children and Young People's Unit (DfEE) now leads on implementation of the PAT 12 recommendations.

Balbir Chatrik	Joint Director, Unemployment Unit and Youth Aid
Cathy Havell	Policy and Research Manager, Centrepont
Liam Hughes	Director of Social Services, Bradford Metropolitan Borough Council
Pat Kneen	Deputy Director of Research, Joseph Rowntree Foundation
Adrian Leather	Community Safety Officer, Burnley Borough Council
Julie O'Mahoney	Homelessness Group, London Borough of Lewisham
Claire Reindorp	Education and Mentoring Development Officer, Crime Concern
Phil Ward	Corporate Affairs Executive, Northern Foods
Michael Watson	Education Researcher
Jeremy Whittle	Windsor Fellow on attachment to the Social Exclusion Unit
Howard Williamson	Senior Research Associate, School of Social Sciences, Cardiff University

Policy Action Team 13: Shops

Champion Minister: Patricia Hewitt (previously Yvette Cooper and Tessa Jowell)

Departmental members

Eileen Rubery (Chair) ¹	Department of Health
Liz Walton	Social Exclusion Unit
Michael Bach	Department of the Environment, Transport and the Regions
Lesley Forsdike	Department of Trade and Industry
John Fuller	Department for Education and Employment
Bob Michel	Department of the Environment, Transport and the Regions
Cliff Newman	Department of Social Security
Jane Rabagliati	Ministry of Agriculture, Fisheries and Food
Elizabeth Smales	Department of Health
Helen Steele	Department of Health
Don Stewart	Government Office for Yorkshire and the Humber
Ann Taggart	HM Treasury
Jackie Westlake	Home Office
Heather White	Department of Health
Brendan Yates	NHS South West Region

External members

Jane Atkinson	Director, First Premise Ltd
Mark Bradshaw	Director of Operational Resources, British Retail Consortium
Jeni Bremner	Health Policy Officer, Local Government Association
Jane Corbett	Resident, West Everton
Andy Dexter	Business Consultant, DVL Smith Ltd
Trevor Dixon	Chief Executive, Association of Convenience Stores
Rachel Flowers	Principal Health Development Officer, Coventry City Council
Tim Lang	Professor of Food Policy, Thames Valley University
Ballu Patel	Consultant, owner of Asian Food business, Leicester
Patsy Paterson	Resident/community worker
Toby Peters	Director, Community Owned Retailing, Ex Cathedra
Michele Sadler	Consumer Priorities Manager, Institute of Grocery Distribution
Geoff Steeley	Chair of Research, National Retail Planning Forum

¹ Alan Brown (DETR) now leads on implementation of the PAT 13 recommendations.

Policy Action Team 14: Financial Services

Champion Minister: Melanie Johnson (previously Patricia Hewitt)

Departmental members

David Alexander (Chair)	HM Treasury
Amanda Jordan	Social Exclusion Unit
Liz Lawrence	Social Exclusion Unit
Isabel Anderson	Department of Trade and Industry
Alan Brown	Department of the Environment, Transport and the Regions
Laurie Cairns	Department of Social Security
Denise Caudle	Government Office for the North East
Sarah Graham	Department of Social Security
Jeremy Jones ¹	HM Treasury
Geoff Mulgan	No. 10 Policy Unit
Peter Robinson	HM Treasury
David Sibbick	Department of Trade and Industry
Daniel Storey	HM Treasury

External members

Tania Burchardt	Member, Centre for Analysis of Social Exclusion, London School of Economics
Tony Challinor	Head of Community and Youth Service, Cheshire County Council
Elaine Kempson	Head of the Personal Finance Research Centre, University of Bristol
Jim McCormick	Research Director, Scottish Council Foundation
Shaun Mundy	Head of UK Deposit Takers, Financial Services Authority
Amanda Paul	Staff Member, Black Regeneration Forum
Susan Rice	Managing Director, Personal Banking, Bank of Scotland
Susan Spencer	Director, Birmingham Settlement

1 Jeremy Jones (HMT) now leads on implementation of the PAT 14 recommendations.

Policy Action Team 15: Information Technology

Champion Minister: Michael Wills (previously Patricia Hewitt and Barbara Roche)

Departmental members

David Baxter (Chair) ¹	Department of Trade and Industry
Jenny Searle (Chair) ²	Department of Trade and Industry
Liz Lawrence	Social Exclusion Unit
Jeremy Crump	Cabinet Office
Andrew Duncan	Department for Education and Employment
Tim Goodship	Department of Trade and Industry
Sheila Honey	Department of Trade and Industry
John Humphreys	Department of Trade and Industry
Ken Lussey	Government Office for the East Midlands
Neville Mackay	Department for Culture, Media and Sport
Jeanette Pugh ³	Department for Education and Employment
James Purnell	No 10. Policy Unit
Robin Ritzema	Department for Education and Employment
John Roberts	Department of the Environment, Transport and the Regions
Mark Smith	Department of Trade and Industry
Simon Taylor	Department for Education and Employment
Ian White	Cabinet Office

External members

Sue Davidson	Director, Strategy and Business Development (UK), British Telecom
Chris Drew	Chief Executive, Northern Informatics
Sonia Green	Manager, Head to Head Training
Graham Hall	Chair Designate, Yorkshire and Humberside Regional Development Agency
Kevin Harris	Information Manager, Community Development Foundation
Samantha Hellawell	Community Programmes Manager, IBM
Catherine Herman	Head of Information and Multimedia, Health Education Authority
Charles Hughes	Chief Executive, Charles Hughes Management Ltd
Lee Jasper	IT Manager, Black Information Network
Michael Mulquin	Director, Communities On-line
Mekor Newman	Deputy Programme Co-ordinator, New Deal for Communities, London Borough of Newham
Kevin Peers	Assistant Director Social Services, Knowsley Metropolitan Borough Council
Martin Trees	Chairman, IT in the Community, Business in the Community
Sandy Walkington	Head of Corporate Affairs, British Telecom

1 Until March 1999.

2 From March 1999.

3 Jeanette Pugh (DfEE) now leads on implementation of the PAT 15 recommendations.

Policy Action Team 16: Learning Lessons

Champion Minister: Charles Falconer

Departmental members

Jon Bright (Chair)	Social Exclusion Unit
Andrew Crook	Social Exclusion Unit
Claudia Kenyatta	Social Exclusion Unit
Atul Patel ¹	Social Exclusion Unit
Liz Walton	Social Exclusion Unit
Alison Blackburn	Ministry of Agriculture, Fisheries and Food
Paul Bolt	Department for Culture, Media and Sport
Jennie Carpenter	Department of Health
William Chapman	Department of the Environment, Transport and the Regions
Richard Dennis	HM Treasury
Richard Harrison	Department for Education and Employment
Judith Littlewood	Department of the Environment, Transport and the Regions
Geoff Merchant	Principal Consultant, Civil Service College
Geoff Mulgan	No. 10 Policy Unit
Stephen Putman	Government Office for London
Alison Schofield	Cabinet Office
David Smith	Department of Trade and Industry
Richard Weatherill	Home Office

External members

Rose Albrow	Programme Manager for Hackney, East London Partnership
John Bell	Director of Leisure and Community Services, Knowsley Metropolitan Borough Council
Richard Best	Director, Joseph Rowntree Foundation
Sheila Drew-Smith	Management Consultant
Graham Duncan	Employment Consultant, Regeneration and Partnership Unit, London Borough of Hackney
David Fitzpatrick	Director, British Urban Regeneration Association
Sue Goss	Director of Public Services Development, Office for Public Management
David Grayson	Director, Business in the Community and Chair, National Disability Council
Robert Hughes	Member, Local Government Commission England
Penny Jones	Director, PJR Ltd
Charles Leadbeater	Freelance Consultant, Associate Member, DEMOS
Nalin Morjaria	Director, Minds Eye
Steve Mycio	Deputy Chief Executive, Manchester City Council
David Norgrove	Divisional Director, Marks and Spencer
Joan Toovey	Deputy Chief Executive, Stratford Development Partnership

1 Atul Patel (SEU) now leads on implementation of the PAT 16 recommendations.

Policy Action Team 17: Joining it up Locally

Champion Minister: Hilary Armstrong

Departmental members

Andrew Whetnall (Chair)	Department of the Environment, Transport and the Regions
Andrew Crook	Social Exclusion Unit
Liz Walton	Social Exclusion Unit
Matthew Bailes	Department of the Environment, Transport and the Regions
Helen D'Arcy	Benefits Agency
Richard Dennis	HM Treasury
Paul Douglas	Department for Culture, Media and Sport
Jonathan Duke-Evans	Home Office
Paul Evans	Department of the Environment, Transport and the Regions
Simon Fryer	Cabinet Office
Richard Harrison	Department for Education and Employment
Daniel Instone	Cabinet Office
Alastair James	Department of the Environment, Transport and the Regions
Geoff Mulgan	No. 10 Policy Unit
David Ritchie	Government Office for the West Midlands
Tim Sands	Department of Health
David Smith	Department of Trade and Industry
Rose Wheeler	Secondee, Local Government Modernisation Team, Department of the Environment, Transport and the Regions

External members

Elaine Appelbee	Director, Bradford Health Action Zone
Harris Beider	Executive Director, Federation of Black Housing Organisations
Cynthia Bower	Head of Policy Analysis, Birmingham Health Authority
Peter Fanning	Chief Executive, Public Private Partnerships Programme
Sue Goss	Director of Public Services Development, Office of Public Management
Stephen Hill	Director, Capital Action
Lynn Homer	Chief Executive, Suffolk County Council
Peter Housden	Chief Executive, Nottinghamshire County Council
Neil Kinghan	Director, Local Government Association
Kevin Lavery	Chief Executive, Newcastle City Council
Barry Quirk	Chief Executive, London Borough of Lewisham
John Stevens	Deputy Commissioner, Metropolitan Police
Murray Stewart	Professor of Urban and Regional Governance and Director, The Cities Research Centre, University of the West of England
Wendy Thompson	Director of Inspection, Audit Commission
Jane Todd	Director of Development, Nottingham City Council

Policy Action Team 18: Better Information

Champion Minister: Hilary Armstrong

Departmental members

Moira Wallace (Chair) ¹	Social Exclusion Unit
Russell Batten	Social Exclusion Unit
Gillian Dollamore	Social Exclusion Unit
Louise Dominian	Social Exclusion Unit
Atul Patel	Social Exclusion Unit
Paul Allin	Department for Culture, Media and Sport
Richard Bartholomew	Department for Education and Employment
Janet Dougharty	Department of Trade and Industry
Katie Fisher	Office for National Statistics
Judith Littlewood	Department of the Environment, Transport and the Regions
Martin McGill	Department of Social Security
Ed Mountfield	HM Treasury
David Moxon	Home Office
Kathryn Packer	Cabinet Office
John Pullinger	Office for National Statistics
David Smith	Department of Trade and Industry
Gillian Smith	Department of the Environment, Transport and the Regions
Ann Taggart	HM Treasury
Richard Wilmer	Department of Health

External members

Julia Atkins	Director of Housing and Social Research, London Research Centre
Bob Barr	Director, Manchester Regional Research Laboratory and Department of Geography, University of Manchester
Tony Black	Director of Strategic Operations, Ordnance Survey
Keith Dugmore	Director, Demographic Decisions
Philip Edwards	Head of Social Policy Team, Local Government Management Board (now Improvement and Development Agency)
Zarina Kurtz	Consultant, Public Health
Mike Noble	Course Director, Comparative Social Policy, Oxford University
Paul Orrett	Senior Manager, Local Government Studies, Audit Commission
Roger Sykes	Co-ordinator, Central and Local Government Information Partnership and Local Government Association
Andy Taylor	Senior Assistant Director, Leeds City Council

¹ Jil Matheson (ONS) now leads on implementation of the PAT 18 recommendations.

ANNEX C: LIST OF ABBREVIATIONS

ABCUL	Association of British Credit Unions
ABI	Area-Based Initiative
ABI	Association of British Insurers
ACAS	Advisory, Conciliation and Arbitration Service
ACDP	Active Community Demonstration Project
ACE	Arts Council of England
ACEVO	Association of Chief Executives of Voluntary Organisations
ACPO	Association of Chief Police Officers
ACS	Association of Convenience Stores
ACT	Automatic Credit Transfer
ACU	Active Community Unit
ASB	Anti-social behaviour
ATM	Automatic Teller Machine
BA	Benefits Agency
BBA	British Bankers Association
BiTC	Business in the Community
BLs	Business Links
BME	Black and minority ethnic
BTI	British Trade International
BVIF	Best Value Inspectorates Forum
CAN	Community Action Network
CDF	Community Development Foundation
CDLF	Community Development Learning Fund
CDRP	Crime and Disorder Reduction Partnership
C&E	Customs and Excise
CEDC	Community Education Development Centre
CFI	Community Finance Initiative
CFN	Community Foundation Network
CIH	Chartered Institute of Housing
CLC	Community Learning Champion
CLIP	Central Local Information Partnership
CLP	Central/Local Partnership
CMF	Capital Modernisation Fund
CO	Cabinet Office
CPO	Compulsory purchase order
CRE	Commission for Racial Equality
CSO	Central Services Organisation
CSR	Corporate Social Responsibility
CUSS	Credit Unions Specialist Sourcebook
CYPU	Children and Young People's Unit
DCMS	Department for Culture, Media and Sport
DDA	Disability Discrimination Act

DETR	Department of the Environment, Transport and the Regions
DfEE	Department for Education and Employment
DH	Department of Health
DM	District Manager
DNTO	Distributive National Training Organisation
DOE	Department of the Environment
DPR	Data Protection Registrar
DSS	Department of Social Security
DTA	Development Trusts Association
DTI	Department of Trade and Industry
EBL	Education Business Link
EBP	Education Business Partnership
EC	European Community
ECEP	English Community Enterprise Partnership
EDP	Education Development Plan
EiC	Excellence in Cities
EMAG	Ethnic Minority Achievement Grant
EMTAG	Ethnic Minority and Traveller Achievement Grant
ES	Employment Service
ESF	European Social Fund
ESOL	English as a second language
EU	European Union
EZ	Employment Zone
FCWTG	Federation of Community Work Training Groups
FE	Further Education
FENTO	Further Education National Training Organisation
FRS	Family Resources Survey
FSA	Financial Services Authority
FSB	Federation of Small Businesses
GCHQ	Government Communications Headquarters
GIDA	Government Intervention in Deprived Areas
GO	Government Office
GSS	Government Statistical Service
HIP	Housing Investment Programme
HLF	Heritage Lottery Fund
HMT	HM Treasury
HO	Home Office
HRA	Housing Revenue Account
HSE	Health and Safety Executive
IAG	Information, Advice and Guidance
IBIS	In-work Benefit Information System
ICRC	Inner Cities Religious Council
ICT	Information and Communication Technology
IDeA	Improvement and Development Agency
IGP	Innovation and Good Practice
liP	Investors in People

ILM	Intermediate Labour Market
ITT	Initial Teacher Training
IR	Inland Revenue
IU	Interchange Unit
JSA	Jobseeker's Allowance
LCD	Lord Chancellor's Department
LCS	Local Cultural Strategy
LEA	Local Education Authority
LETS	Local Exchange Trading Scheme
LFS	Labour Force Survey
LGA	Local Government Association
LMS	Labour Market System
LSC	Learning and Skills Council
LSP	Local Strategic Partnership
LTP	Local Transport Plan
MBA	Masters in Business Administration
MoD	Ministry of Defence
NCVO	National Council for Voluntary Organisations
NDC	New Deal for Communities
NDPA	New Deal Personal Adviser
NDPB	Non-Departmental Public Body
NESTA	National Endowment for Science, Technology and the Arts
NIACE	National Institute of Adult Continuing Education
NLC	Neighbourhood Learning Centre
NLCB	National Lottery Charities Board
NMRO	National Micro Retailing Organisation
NOF	New Opportunities Fund
NPF	National Planning Forum
NRF	Neighbourhood Renewal Fund
NRU	Neighbourhood Renewal Unit
NTO	National Training Organisation
NVQ	National Vocational Qualification
NWU	Neighbourhood Wardens Unit
OFSTED	Office for Standards in Education
ONS	Office for National Statistics
PAT	Policy Action Team
PATH	Positive Action Training in Housing
PfS	Playing for Success
PfSS	Partners for Study Support
PIU	Performance and Innovation Unit
PPG	Planning Policy Guidance
PSA	Public Service Agreement
PSA	Pupil Support Allowance
PVE	Payment Via the Employer
QUEST	Quality, Efficiency and Standards Team
RAB	Regional Arts Board

RCC	Regional Cultural Consortium
RCRAT	Retail Crime Reduction Action Team
RCU	Regional Co-ordination Unit
RDA	Regional Development Agency
RHS	Regional Housing Statement
RPB	Regional Planning Body
RREAS	Race Relations Employment Advisory Service
RSL	Registered Social Landlord
SBS	Small Business Service
SCS	Senior Civil Service
SDA	Service Delivery Agreement
SEU	Social Exclusion Unit
SLA	Service Level Agreement
SLGS	Small Loans Guarantee Scheme
SME	Small and Medium Sized Enterprise
SMTS	Supplementary and Mother Tongue School
SRB	Single Regeneration Budget
SVQ	Scottish Vocational Qualification
TEC	Training and Enterprise Council
TRS	The Rent Service
TTA	Teacher Training Agency
TUC	Trades Union Congress
Ufi	University for Industry
UKBI	UK Business Incubation
UKYP	UK Youth Parliament
USO	Universal Service Obligation
WAA	Working Age Agency
WFTC	Working Families Tax Credit
YOT	Youth Offending Team

