

# Peterborough

## Area Assessment

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**oneplace**

for an independent overview  
of local public services

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## Peterborough at a glance

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

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

 Green flag: Waste Partnership is Key to Reducing Waste

### Red flags - significant concerns, action needed

 Red flag: High Crime Levels

## The local area

Peterborough is situated in the east of England. It includes the urban city centre of Peterborough, which is surrounded by more rural areas. The government has chosen Peterborough to be a growth area. A lot of property has been built in the past few years. With a population of around 164,000 (Office for National Statistics mid-2007), it has a younger population than average but forecasts indicate that there will be an older population living in Peterborough over the next twenty years. Most of the jobs in Peterborough are in the distribution and service sectors. More people come into the city to work compared to those who commute out.

The area is home to people from different backgrounds and lifestyles, including a fairly large number of migrant workers. Peterborough was a national asylum support service dispersal area for asylum seekers and has more recently attracted significant numbers of economic migrants from the Eastern European countries. This rapid increase in the number of economic migrants has put significant additional demands on public services, something the government has recently recognised through the allocation of additional funding through the Migration Impacts Fund.

Levels of people living in poverty in Peterborough are generally higher than

average.

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

## How is Peterborough doing?

### Creating opportunities - tackling inequalities

Local organisations in Peterborough are working to increase opportunity, prosperity and life chances for local residents. They recognise that there are inequalities which prevent some groups from taking up services and achieving good outcomes.

Work is targeted well at cultural groups and geographical areas to try and reduce inequalities. For example, Peterborough's 'TB or not TB campaign' is targeted at the Pakistani community to help reduce tuberculosis, breastfeeding and community health trainers are working with people from the poorest areas; and stop smoking activity is targeted at migrants. As a result, more women are breastfeeding their babies and smoking targets have been met.

Children in Peterborough get off to a good start in nursery schools. But, overall Peterborough children's exam and test result are not as good as those for children who live in similar places. According to local data for examination results in 2009 improvements are being made. Arrangements for making sure that children are kept safe and protected are adequate. An inspection of adult services was completed in January 2009. Safeguarding of adults was judged to be adequate. But the Council and NHS Peterborough had already identified the issues raised in the inspection and action had begun to address these.

The health of people in some areas of Peterborough is poor when compared nationally. On average Peterborough residents live shorter and less healthy lives. This is improving but not at the same rate as elsewhere. The areas of poor health are concentrated mostly in central Peterborough.

Drinking too much alcohol causes problems in Peterborough. Hospital stays due to alcohol are higher than average. Rates of violent and sexual crimes linked to alcohol are also higher than the national average.

But partners are working together to deliver some health improvements for local people. Numbers of breastfeeding mothers have risen as a result of improved support. Fewer teenagers are becoming pregnant. And Chlamydia screening rates have improved.

The number of households accepted as homeless is high, compared to similar places. And there are too many people living in temporary accommodation.

We will look in more depth next year at how local partners are working to

improve the health of people in Peterborough. We will also look to see how effectively partners are reducing homelessness issues.

## Creating strong and supportive communities

Peterborough has a history of high crime levels. This continues. Numbers of thefts, robberies and burglaries are higher than similar areas. Overall, crime has reduced but progress is not consistent and the average rates of similar areas are reducing much faster. But anti-social behaviour is less of a problem. It is not seen as a major problem by residents who think local organisations are dealing with it.

Recent actions to tackle crime and anti-social behaviour locally are having some impact. Local events such as 'Weeks of Action' and 'Treat Your Streets' are delivering improvements for local residents. The police are targeting the most active burglars in the city. The number of burglaries is reducing. Vehicle crime is also reducing following a new approach by partners.

Re-offending by young people in Peterborough is lower than similar areas, and the Youth Offending Team works reasonably well. The number of first time entrants to the criminal justice system has reduced over a quarter since 2006/07 to 303.

Local organisations are encouraging residents to take pride in their area. One hundred and ninety-six Street Leaders and 26 Community Crime Fighters have been recruited. These local residents work with other residents to help improve issues that concern them.

## Creating the UK's environment capital

Good progress is being made to improve the environment. Local Peterborough organisations are working together to create a cleaner and more environmentally friendly area.

More people are recycling and composting waste. The overall level of recycling achieved in 2008/09 was 48 per cent; an increase over the previous year. This was partly achieved through good joint working with others councils in Cambridgeshire through RECAP - recycling in Cambridgeshire and Peterborough. These new initiatives are encouraging local people and businesses to recycle more.

Peterborough continues to get cleaner. Following consultation and feedback from residents extra cleaning and targeting of specific areas is resulting in a better local environment.

More and more people in Peterborough are using public transport. Partners are effectively promoting the use of sustainable travel. This is leading to a shift towards more cycling, walking and use of public transport and less car usage.

Local organisations are working to reduce the carbon footprint of

Peterborough. The Council introduced its 'Your Footprint Counts' campaign. It tells people about carbon reduction activities at roadshows and other events.

## Delivering substantial and truly sustainable growth

As a growth area, significant progress is being made in planning and building the new infrastructure of Peterborough. One of the largest health care developments in Europe is taking place in the city. New schools and new roads have been built and work has started on the re-development of the city centre. A new university centre has recently opened.

But the recession is having a significant impact on Peterborough. More people are unemployed, job vacancies have fallen and house repossessions are increasing. But partners are working well to help people and businesses during the downturn. And as a result the area is in a good position to take advantage of economic recovery.

Housing provision is also a key issue for Peterborough. A lack of affordable housing plus Peterborough's growing population means more homes are needed. Partners have made improvements in housing for local people. Although fewer new houses are being built in Peterborough current targets are being met. The Council and its partners are making good progress on delivering zero carbon homes and additional affordable homes.

## About Peterborough

A recent survey shows that in Peterborough 77 per cent of people are satisfied with their immediate local area as a place to live. This is broadly the same as the average for similar areas and lower than the national average of 81 per cent.

Peterborough is situated in the east of England, but is directly adjacent to the East Midlands, with Rutland, Northamptonshire and Lincolnshire amongst its borders. Sometimes known as the 'gateway to the fens.' Peterborough's eastern neighbours include rural parts of Cambridgeshire and Lincolnshire. The city's location means that it serves large parts of five counties.

Although a considerable part of the area is rural in character a large share of the population are in the urban areas in and around the city centre. The area has been undergoing significant development in recent years and has been designated as a 'growth area' by the government, enabling access to funding for specific regeneration projects.

At the National Statistics mid-2007 survey Peterborough had a population of around 164,000. This has grown in recent years particularly through economic migration and is expected to grow by over 12 per cent over the next twenty years. The residents of Peterborough tend to be younger on average than other areas but it is the older age groups that are predicted to see the highest growth in the future. Peterborough is home to people from a variety of backgrounds and lifestyles, including people of Asian and Italian descent. A

significant number of migrant workers are also based in the area and recent statistics indicate that relative to the working age population, Peterborough has one of the highest proportions of migrant workers in the country outside London.

Levels of people living in poverty in Peterborough are generally higher than average. Poverty levels have increased since 2004. Although rates of deaths have fallen, the health of the people in Peterborough is generally worse than the England average. Issues for the area include levels of obesity and teenage pregnancy rates.

Like many areas, Peterborough has felt the effects of the economic downturn. The proportion of the working age population claiming Jobseekers allowance has doubled in the past year and house prices fell sharply during the first quarter of 2009.

Peterborough has a history of partnership working, bringing together public, private, faith and community and voluntary sector organisations to make and deliver plans for the area's future through the structures of the Greater Peterborough Partnership.

## How well do priorities for Peterborough express community needs and aspirations?

Partners in Peterborough work well together to understand the challenges facing the area and the work they need to do to improve the lives of residents. They know that skills levels are poor and educational achievement is lower than similar places. They also know these need to improve if they are to achieve their aim for a bigger and better Peterborough and have set challenging targets to improve the lives of local people. Plans are in place to tackle important issues. Some of the population has poorer health than in other places. Levels of crime are high. And too many people live in poverty.

The local population is changing due to inward migration and an increasing number of children and older residents. There are at least 100 separate languages spoken and 93 different nationalities.

Individual public services have plans in place to deal with specific challenges. For example, the policing plan aims to reduce theft, robbery and burglary and prevent anti-social behaviour. NHS Peterborough plans to promote healthy lifestyles; reduce health inequalities; support vulnerable people and make sure more people can get the services they need. Together public services, businesses and voluntary organisations have joint aims and a plan to tackle the main problems facing the area. They are clear that their aims to deliver growth, to improve quality of life and to become the UK's environmental capital will benefit all residents. Groups of key partners are in place to focus on delivering aims and improvements for local people.

In 2007 local public services and partners in the private, voluntary and community sectors reviewed their joint aims and plan. As a result some changes were made to both their aims and plan. One issue that local public

services acknowledged had not been covered in their earlier plan is Peterborough's rural communities. To address this, a Rural Strategy was developed through talking to the Parish Councils. This forms part of the main plan and aims to make sure that local public services do not overlook the rural communities and ensure they both benefit from growth, whilst retaining their individuality.

Public services listen to local residents to help understand their needs. There are lots of opportunities for local people to give their views. For example, residents attending the Peterborough Festival 2009 were asked about how they feel about living in their communities, what they want to see improved and what they want public services to do. Regular events are held to get feedback. These include 'face the public' meetings and an annual meeting of individuals and groups. During 'weeks of action' a range of public services listen and respond to resident concerns in specific localities. Public services work together to consider the views of local people and decide what to do about them. When compared to similar places more people in Peterborough believe they can influence local decisions.

Partners want to improve value for money for people in Peterborough. A fifth joint priority to improve value for money was agreed in April 2009. Partners are looking at bringing parts of public services in Peterborough together. This aims to help improve services without increasing costs.

Local services are already working together to improve services and reduce costs. Two examples of this are reductions in teenage pregnancies and in vehicle crime.

## Creating opportunities - tackling inequalities

### Educational Achievement

Children in Peterborough get off to a good start in nursery schools. An above average proportion of primary schools are good, or better, when compared with similar areas and nationally. But, children in Peterborough do not get as good test and examination results as children in similar places.

Although, pupils are doing better year on year in the very early years of school Peterborough's pupils still do not achieve as well as pupils in similar areas and the gap is not narrowing. Some primary aged pupils in Peterborough are disadvantaged more than others. Pupils in the East Ward of the city are more likely to attend a school with poor results at age 11. Peterborough has a particular challenge in meeting the needs due to the changing population of migrant children in some primary schools.

At age 11 fewer children in Peterborough achieve as well as children in similar areas or nationally. For 2005, 2007 and 2008 results were worse than the average for similar areas. Peterborough is not improving its position compared to similar areas. Local data for 2009 shows an increased number of children achieving five or more A\*-C grades, including English and mathematics. And some improvement for children aged 11 years.

Secondary education provision is variable with only four of the ten secondary schools judged to be good. This is below similar areas and national figures. The proportion of good sixth-form and college provision is also below that found elsewhere. But persistent absence rates at secondary schools continue to reduce and are better than the national average. Provision in special schools, pupil referral units, and an independent specialist college is almost always good.

By the age of 16 significantly fewer children achieve five or more A\*-C grades at GCSE than in similar areas. And for children from black and minority ethnic groups results are worse than those of white children.

But, the difference in performance of children and young people whose circumstances make them vulnerable and their peers is reducing. Outcomes for this group are better than found in similar councils.

More 16 to 18 year olds than in similar areas or nationally don't have a job and are not continuing with education or training. This number is increasing in contrast to similar areas.

Leadership of children's services in Peterborough is effective. Local organisations are clear about what they want to achieve for the children and young people of Peterborough.

#### Health Outcomes

The health of some people in Peterborough is below average when compared nationally. On average Peterborough residents live shorter and less healthy lives. Men live on average to age 76, and women to 81 years. This is improving, but not at the same rate as elsewhere. The position is similar for death by heart disease. Men from the poorest parts of the area die on average, five years earlier than those in the most wealthy areas. Over the last ten years death rates from all causes and early deaths from heart disease and stroke have fallen. But these are now levelling off and remain higher than the national average. Partners are working together to deliver some health improvements for local people. And some improvements have been achieved.

Rates of breastfeeding are improving; therefore giving many children a healthier start in life and helping to prevent childhood obesity. Numbers of breastfeeding mothers have risen as a result of improved support. Numbers increased to 67 per cent in 2007/08 from 53 per cent in 2005/06. This is the fifth highest improvement in England.

Partners have been successful in reducing the high numbers of teenage pregnancies. This is important because teenage parents have less chance of getting training and skills to get a good job. Teenage parents and children are more likely to live in poverty. And children of teenage parents may get a poorer start in life; being at more risk of low birth weight and infant mortality. Although still comparatively high the latest figures show a 16 per cent drop in teenage pregnancy. But partners face a challenge to reduce the number of conceptions from 185 a year. Partners are targeting effort to reduce pregnancy risk in the most vulnerable.

There are health differences for people in Peterborough. How healthy people

are mainly depends on location, gender, background and income. The areas of poor health are concentrated mostly in central Peterborough. Heart disease and factors, such as smoking, obesity and diabetes, play a major part in the health inequalities experienced by the population in Peterborough. More people smoke than the England average and there are about 250 deaths caused by smoking every year.

Work is led by the health service with other local organisations to help the poorest communities in the area. Specific work is undertaken in the wards of Central, Dogsthorpe, Westwood and Ravensthorpe. For example, work on reducing infant deaths is targeted in Central Ward. A centre based in Central Ward, delivers local services to those trying to conceive, as well as antenatal and postnatal care. Partners are trying to reduce risk factors that contribute to the health inequalities within the area. For example, latest smoking figures show around 1,300 people quit smoking in 2008/09 which is above average when compared to similar areas.

The Peterborough population experiences a significant burden of mental health problems both in children and adults. The health service is working with others to get better information about the numbers of people with mental health problems and being treated. New mental health facilities being built across the city should help ensure the population's need is better addressed. We will look in more depth next year at how local partners are working to improve the mental health of people in Peterborough.

Drinking too much alcohol causes problems in Peterborough. Hospital stays due to alcohol are higher than average. Rates of violent and sexual offences related to alcohol are also higher than the national average. Alcohol is a contributor in up to 40 per cent of hospital admissions for heart disease and stroke. Peterborough's plan to improve this lacks clear aims and is not informed by a good understanding of need. But local organisations are planning to understand needs better. Information from a range of organisations will also be used to identify key issues and gaps within current provision. We will look in more depth next year at how local partners are working to reduce alcohol consumption and how they are dealing with the impact of people drinking too much.

Improvements to health services in Peterborough should improve the health of the local population. A new hospital is being built in the city. This is one of the largest health care developments in Europe. The City Care Centre opened in 2009 in the city. These will provide more specialist local services for patients. These are an important part of the plan to improve the health care of adults.

#### Keeping Vulnerable Adults Safe

The Council and NHS Peterborough know what they want to achieve to help adults who need care. People who use services and their carers are helped to choose how care needs are met. This gives them greater independence. Support for carers of people who use services increased in 2008/09. An inspection of adult services was completed in January 2009. Safeguarding of adults was judged to be poor. But the Council and NHS Peterborough had already decided what action was needed to improve. Other elements of the service perform better. Partnership working was judged to be good. Delivery of personalised services was judged to be adequate. The Council is providing better accommodation for older people.

### Keeping Children Safe

Arrangements for ensuring that children are kept safe and protected are adequate. The Peterborough Children's Trust Partnership Board is clear about the challenges facing the area. Its aims include supporting vulnerable children and young people to achieve the best possible outcomes; ensuring that children and young people have a safe environment to grow up in and are safeguarded from harm. Leadership of children's services is effective. And local organisations are clear about what they want to achieve for the children and young people of Peterborough.

Children's homes are judged to be good. Council fostering and adoption agencies are more often judged to be adequate. The Council helps more children remain with their families. The number of looked after children is reducing. Those in care remain in the same placement longer. There has been a large increase in referrals, which matches the national trend. This additional workload has contributed to the Council failing to meet a number of key targets for services to children and young people. Whilst there is a general trend of improvement in performance in relation to child protection procedures, referral processes such as how quickly core assessments are carried out is well below similar authorities and nationally.

There are more emergency hospital admissions as a result of unintentional and deliberate injuries than found elsewhere. The number of children killed or seriously injured on the roads is reducing.

A recent unannounced visit to the Council looking at child protection highlighted much satisfactory and good practice. Ongoing retention issues are resulting in high caseloads for social workers. The number of social care assessments completed within the expected timescales is lower than average. But, strengths were seen in how well the different needs of the population are addressed, and the efforts of staff within the referral and assessment service to meet the demands placed upon them.

Plans are in place to deliver improved local services for children. Local organisations plan to provide joint front line delivery of services to children and young people locally. This aims to ensure that children, young people and their families access the right services at the right time.

### Homelessness

Homelessness remains a problem in Peterborough. The number of households accepted as homeless is high compared to regional and national averages.

Over the last year fewer people have been homeless, but there is the large rise in the use of temporary accommodation. At the end of 2008/09 there were 143 households in temporary accommodation. This is more than double the number in the previous year. One hundred and thirty three of these households were in hostel accommodation. This will be looked at in more detail in 2010 to see if partners are addressing these issues. This is particularly important because if this is not well managed the recession could result in more people becoming homeless.

## Creating strong and supportive communities

### Red flag: High Crime Levels

Crime levels in Peterborough are significantly higher than similar areas and this continues to be a concern for local people. This includes theft, robbery and burglary. Vehicle crime and violent crime, including alcohol-related crime and disorder have remained a problem for some time. Levels of most serious violence and assault are higher than average. Crime in Peterborough has been comparatively high for some time. The gap has not been closed when compared to the Home Office grouping of similar areas.

The police and partners are now working differently to try and combat crime. Recent information shows they are having some success with the levels of vehicle crime theft, robbery and burglary beginning to fall. Specific work on burglary including 'Operation Alert', which targets the burglars who commit most crimes, is helping bring crime levels down.

Partners need to demonstrate strong and sustained improvement to enable the people of Peterborough to benefit from the lower levels of crime experienced in other similar areas.

### What's being done in response?

Local organisations working to reduce crime through the Safer Peterborough Partnership have changed the way they work together following a review carried out by the Home Office in 2007. As a result partners are now better organised and have clear plans to reduce crime. Progress is regularly checked by partners. If progress is slow they try and understand why and look at different ways of working. Groups with clear aims and deadlines have been set up to tackle specific areas of crime. And targeted activity such as 'Operation Alert' is beginning to deliver improvements.

## Creating strong and supportive communities

### Getting Along Together

Local organisations in Peterborough work well to help people from different backgrounds to get along together.

The make-up of the area is changing. Inward migration and a changing age profile bring challenges for local residents and pressures on public, voluntary and community services. The most pressing issues of tensions are around inward migration.

Local organisations are working well to help new arrivals to the area settle in and get the services they need. They are also helping to reduce the impact of their arrival on existing local residents. The New Link centre is the focus for partnership activity. It brings together the local Citizens Advice Bureau, refugee council, police, NHS and the Council. These deal with various issues

for new arrivals to help to prevent problems. This includes helping them to register with a doctor, with school attendance, hospital appointments, housing, waste and recycling. As a result issues of concern to residents are reducing.

Work to build a place where people get along together is good. Public services involve and talk to local people. Specific groups are targeted. This includes working with churches to address tensions and school bullying. Partners gather information to support an understanding of growing, and changing communities.

Local organisations in Peterborough are working together through the Greater Peterborough Partnership to successfully build a community-based response to violent extremism. They are delivering a programme of action over three years (beginning January 2009) to build a community that is more confident in its condemnation and rejection of all forms of violent extremism. Their action plan has been identified as an example of good practice by the Home Office. Work on all 13 projects has commenced.

The Council works well with its Muslim community to understand and address their needs. Its officers engage well with local Imams and mosques. The Imams Council was launched in 2008, bringing the five main mosques together for the first time. Coffee mornings in schools for Muslim women have included sharing information on health, parenting and English language classes.

The Unity Youth Project works with young people to celebrate the things that young people have in common rather than identifying their differences. Three hundred and forty five young people have been engaged in projects to develop greater understanding and mutual respect between young people from different racial backgrounds and reduce racism and racial youth conflict.

But more work is needed. Residents who believe people from different backgrounds get on well together in their local area is below average when compared to similar areas. It is important that partners build on their good work. The development of service delivery at a more local level offers opportunities to gain a better, more detailed understanding of the issues that can cause tensions in each area. This also provides the chance to collect and analyse information as issues are raised so that partners can build intelligence and immediately help to resolve any emerging problems. The Greater Peterborough Partnership is in a strong position to deliver aims by developing a coordinated framework with a clear set of objectives. The framework needs to make sure that helping people get along together is part of every day service delivery.

#### Anti-social Behaviour

Residents do not believe anti-social behaviour is a particular problem in Peterborough. They think the Council and the police deal with concerns well.

Partners are taking effective action to tackle anti-social behaviour in local areas. This is improving the lives of local people. Local events such as 'Weeks of Action' and 'Treat Your Streets' deliver improvements for local residents. Thirteen separate 'Treat Your Streets' campaigns have been held. These day-

long events focus on one street. Activity is also focused on known anti-social behaviour 'hot spots'. For example, the street youth project visits four identified 'hot spots' at weekends and involves young people in activities to keep them out of trouble. Targeted youth work is also undertaken, both with schools and on the streets. Youth workers talk to young people and introduce them to activities designed to keep them out of trouble.

Different organisations working together provide a targeted approach to tackling crime and anti-social behaviour in the area.

### Youth Crime

Local organisations are successfully tackling youth crime. Youth crime is reducing. There has been a 29 per cent reduction in first time entrants to the criminal justice system. Re-offending has dropped and re-offending by young people in Peterborough is lower than similar areas; the Youth Offending Team works reasonably well.

More young offenders are returning to education, training and employment. Following individual support to young offenders, by the Youth Offending Service, numbers in education, training and employment has increased significantly to 80 per cent in 2008/09.

Local organisations are taking action together to prevent and deal with youth crime. Examples include, 'Operation Staysafe', a joint activity between the Council and the police which identifies children and young people potentially at risk and takes them to places of safety. Since December 2008 11 operations removed 52 young people.

Street based teams work with difficult to engage young people who are a risk of anti-social behaviour and offending. They organise small community events such as, football tournaments and graffiti projects. The aim is to direct the young people into long term activities. After school patrols cover all secondary schools to reduce anti-social behaviour; with action taken to deal with disorder, graffiti, criminal damage and other issues.

### Stronger Communities

Local people, supported by local organisations, take pride in their area. One hundred and ninety six Street Leaders and 26 Community Crime Fighters have been recruited. These identify issues impacting on their neighbourhood. Partners have responded quickly to these. Most volunteers believe that their areas look better since the scheme began.

## Creating the UK's environment capital

### Green flag: Waste Partnership is Key to Reducing Waste

Good progress is being made to improve the environment. People in Peterborough recycle and compost high levels of waste. The overall level of recycling achieved in 2008/09 was 48 per cent; continuing a year-on-year

improvement. The amount of waste sent to tips continues to reduce.

Good joint working with councils in Cambridgeshire through RECAP - recycling in Cambridgeshire and Peterborough - encourages local people to recycle more. High levels of recycling are achieved through working with local residents. This includes carrying out education on recycling in schools and information in languages for non English speakers. The materials recycling facility has a large classroom which can hold up to thirty students. It is well used by local primary and secondary schools as well as voluntary organisations. An educational pack on waste and recycling has been developed for children aged about seven and for children aged about 11.

The RECAP website ([www.recap.co.uk](http://www.recap.co.uk)) is a one-stop-shop for information on recycling and waste prevention in the area. It also includes a free online 'swap and sell' area to encourage residents to re-use items no longer needed. Use of the website is increasing each year.

RECAP won the Government Business Award in March 2009 in recognition of its expertise and innovation in waste management. The partnership's winning project is a scheme to encourage local businesses to recycle their waste. This included setting up of recycling collections and development of a useful guide to help small and medium-sized businesses understand legislation and the waste services on offer. The government is using the scheme as an example of best practice across the country.

Information for new residents on waste and recycling services is provided. Landlord advisory packs are distributed, giving details of services. These are available in different languages and in different formats.

The major refurbishment work of the city's Cathedral Square will send no waste at all to landfill, by reducing waste produced and re-using or recycling the rest.

The Council works with Compass, a non-profit-making charity, who collect unwanted household items to pass on to those in need at low cost. Electrical equipment is collected and repaired to be used by others.

A new textiles collection scheme is being introduced in partnership with voluntary organisations. Plans for the collection of kitchen waste were introduced in October 2009.

Very ambitious targets have been set to deliver improved waste and recycling services. A target of achieving more than 65 per cent recycling has been set. Significant investment of £74 million is being made to help deliver this. Activities to achieve this are being put in place, following detailed consultation with residents. The Council plans to deliver a new materials recycling facility, a new civic amenity site in the south of the city and energy from waste facility. Work has begun on the new site. This will reduce Peterborough's reliance on landfill by cutting the volume of rubbish by 95 per cent. It will also produce renewable energy equivalent to powering around 4,000 homes and produce heat for use by local industry.

## Creating the UK's environment capital

Local Peterborough organisations are working together to create a cleaner and more environmentally friendly city. This is part of their aim to create the UK's Environmental Capital, building on Peterborough's existing Environment City status.

Local people are benefiting from improvements to the environment in Peterborough. The annual Green Festival 2009 was the biggest in its ten year history, with environmentally friendly events and activities taking place during the fortnight.

Local organisations are working to reduce Peterborough's carbon footprint, with the Council introducing 'Your Footprint Counts' campaign. It tells people about carbon reduction activities at roadshows and other events. Recent extensions to the city's schools incorporated a wide-range of low carbon and sustainability features. Residents can rent electronic monitors from libraries to check their energy consumption.

Peterborough is cleaner than in previous years. The Council has responded well to resident views on cleanliness levels and improvements are recognised by local people. The area is cleaned more regularly. Working with other public services, specific areas with environmental concerns are targeted. Large amounts of fly-tipping, rubbish and graffiti have been removed; improving the quality of life for residents.

Compared to other areas a high number of local residents are satisfied the Council is keeping the area clear of litter and refuse.

#### Sustainable Transport

More and more people in Peterborough are using public transport. The Council, bus providers and other organisations are successfully encouraging people to use different types of transport.

Peterborough was selected by the Department for Transport in 2004 as a Sustainable Travel Demonstration Town. The Council was awarded a grant of over £3 million towards a package of workplace and school travel planning from 2004 to 2009. It also provided personalised travel information and support to a total target population of around 30,000 households. The Council has continued with much of the work, under its 'Travel Choice' activity, since government funding ended.

Many local people in Peterborough are using public transport. Bus usage increased year on year since 2002, with numbers rising steadily from 8.5 million to 13 million by March 2009. 'Travel Choice' has developed well used, high quality public transport in Peterborough. People benefit from much more door to door bus services, giving greater access to people who would not otherwise be able to get around. Three quarters of buses are low floor. People have access to reliable, accurate, electronic information for public transport. Bus timetables are available by mobile phones and the internet.

As a result, people are very satisfied with public transport. Satisfaction with local bus services has increased by 21.7 per cent since 2003. Recent satisfaction results for local bus services are above the regional average.

The Council works with the Royal National Institute of Blind people to provide audio announcements at bus stops for the blind and partially sighted. This involves people carrying fobs which will pick up an audio message giving details of next bus due.

Car journeys to school have reduced and many more people now walk and cycle rather than drive. Partners are effectively promoting the use of types of travel which has a lower impact on the environment than driving. Regular promotional events, provision of good quality school and children's transport, and work in schools makes children more environmentally aware. An easy read guide is available in several languages providing information on how to read a bus timetable, explains why cycling is good for you and advises on how to find information on transport. Across the area there has been a 14 per cent increase in walking and a 12 per cent increase in cycling since 2004.

The reductions in car usage will play an important role in reducing the city's carbon footprint.

The Council has introduced a requirement for builders of developments with over 80 homes to have a travel plan. As part of this cycle paths have to be provided, bus shelters improved and each household provided with a pack of information about local travel opportunities.

## Delivering substantial and truly sustainable growth

### Local Economy

The recession is having a significant impact on people in Peterborough. More people are claiming Job Seeker's Allowance. This more than doubled between April 2008 and April 2009. The number of job vacancies has fallen by 55 per cent in the last year. House repossession levels are 50 per cent higher than those in 2007. Claimants for council tax benefits are increasing. The Citizens Advice Bureau has experienced a 30 per cent increase in customers, with many requesting debt advice.

But local organisations work well together to help people and businesses during the downturn. Peterborough successfully bid to create 167 jobs for young people through the government's Future Jobs Fund and has established a networking and support service for newly employed middle to senior managers. Small businesses are being supported with a business grants scheme. Additional resource has been put into developing volunteering opportunities for those out of work. The Greater Peterborough Partnership has collated and published detailed information on what services are available to support people through the recession.

Peterborough is succeeding in attracting a significant number of environmental businesses. Three hundred and seventy seven environmental companies have set up in the city. The Eco-Innovation Centre has been open for a year and created new businesses and jobs and helped the local economy.

Partners work together well to improve the local economy. Opportunity Peterborough, an urban regeneration company, delivers economic development on behalf of local organisations. It is an independent body with support from private and public sectors. A new economic development team is being created to talk to local businesses to identify their needs and to give them improved support. An Economic Advisory Group is planned to improve economic development and regeneration. It will have representatives from the public and private sector.

The area is well placed to take advantage of economic recovery. Opportunity Peterborough is identifying new ways to attract investment to deliver regeneration schemes and there are strong levels of business engagement.

### Skills

Local people in Peterborough have comparatively low skills. This makes it more difficult to attract new well paid jobs to the area. Seventeen per cent of the local population do not have qualifications. Compared to both regional and national figures the area performs poorly. But local organisations recognise this issue and are taking action to develop the skills and qualifications needed to develop existing businesses and attract new businesses to the area. A new university centre opened in late 2009. But overall slow progress has been made in increasing the skills of the local population.

### Housing Growth and Affordability

Local organisations have made improvements in housing for local people. Current house building targets are being met. Housing is a key issue for the area. Local organisations understand its problems with affordability, availability and homelessness. The population of Peterborough has grown steadily over the past ten years and further growth is predicted. This has placed additional strain on housing availability in the area and this is likely to continue. A big increase in migrants, particularly those from Eastern European countries, resulted in additional housing pressures for the city. There has been an increase in homeless people and more rough sleepers in the city.

The housing waiting list in Peterborough has grown significantly over the past five years. Numbers of households on the Council's housing register rose by over 10 per cent from March 2008 to March 2009. This means that large numbers of people are waiting for affordable rental properties putting more pressure on the housing availability in the area.

Current targets for new houses are being met, although this has not been the case in the past. The number of additional homes built in 2008/09 was 1,041, exceeding its target of 900. And at the start of 2009/10 a further 1,100 are under construction. But targets for previous years were not met.

Partners are building houses that local people can afford. They exceeded their target and built 446 new affordable homes in 2008/09, compared with 234 the previous year. Forty three per cent of completions were affordable homes last year. It also achieved its revised private housing target and is on track to meet the government's minimum standard of housing conditions by 2010.

Reducing the impact on the environment is important to partners in Peterborough. A developer is in place for the UK's largest Carbon Challenge site. Plans are being prepared for schemes which will deliver 340 zero carbon homes some five years ahead of the government target to make all new homes zero carbon by 2016. The local homes provider is already making reduction in carbon emissions.

#### Housing Management

Empty homes and those difficult to let are being managed successfully in Peterborough. The Council operates a choice based lettings system which gives people choice over where they live.

Peterborough performs well on energy efficiency in homes. Privately owned properties have good energy efficiency. This means that homes are easy and cost effective to heat.

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



for an independent overview  
of local public services

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