

## TURNAROUND ACTION PLAN

**Theme: LEARNING Proposed Co-ordinator: Jean Lannie**

<b>OVERALL AIM:</b>		<b>Ensuring that people understand the value of education and learning, improve attainment and ensure there are opportunities for all ages</b>			
<b>Impact: what difference do we expect? (4 priorities only)</b>	<b>Action</b>	<b>Who</b>	<b>When</b>	<b>Measurement</b>	
<ul style="list-style-type: none"> <li>• Raised self-esteem (all ages)</li> <li>• Parents understanding value of education, to broaden horizons and expectations</li> <li>• Increase in post-16 education participation</li> </ul>	<ul style="list-style-type: none"> <li>• Develop better links between education providers and local employers</li> <li>• Launch of "Programme of Inspiration for Year 9 pupils to raise level of aspiration and ambition (Andover Vision)</li> <li>• Planning for a new FE college to replace Cricklade on its existing site for Autumn 2009 (Andover Vision)</li> <li>• Active Learning for Residents Pilot</li> </ul>	<p>Family Support Work (e.g. Kids Church)</p> <p>Sarah Smith (TWH)</p>		<ul style="list-style-type: none"> <li>• Greater attainment – interim of adults and children (NVQ's, Certificates, GCSE's)</li> <li>• Improved literacy and numeracy statistics</li> <li>• Increased penetration levels</li> </ul>	
<ul style="list-style-type: none"> <li>• Improved parenting and behaviour amongst children and families</li> </ul>	<ul style="list-style-type: none"> <li>• Assess reasons for excluding children and challenge schools</li> <li>• Provision of Testway 7's programme within and beyond school events</li> </ul>	<p>Dave Kane (TWH)/Alamein Schools</p>		<ul style="list-style-type: none"> <li>• Reduction of exclusion from schools</li> </ul>	
<ul style="list-style-type: none"> <li>• More confident and willing to learn</li> </ul>	<ul style="list-style-type: none"> <li>• Develop programme of different learning techniques</li> <li>• Develop self-esteem programme for parents &amp; children</li> <li>• Re-think language, i.e. exam setc.</li> <li>• After School Clubs to be run – 5 groups per week after half term</li> </ul>	<p>Andover Family Learning Linked organisation to deliver different teaching styles</p>		<ul style="list-style-type: none"> <li>• Increase in self-esteem and aspirational attainment</li> </ul>	

<ul style="list-style-type: none"> <li>• Learning through "course" work to re-educate</li> <li>• Encouragement and build confidence to learn new skills</li> </ul>	<ul style="list-style-type: none"> <li>• Delivery of Silver Surfer IT opportunities for older people (Sandringham House)</li> <li>• Provision of activities for older people</li> <li>• Trainers (Audio, visual, kinaesthetic)</li> <li>• Develop Job Club that link skills needed with willing recruits</li> </ul>	<p>Doreen Thomas (TWH)/Andover Family Learning Doreen Thomas (TWH)</p>	
			<ul style="list-style-type: none"> <li>• More residents in work</li> </ul>

**Theme: COMMUNICATION Proposed Co-ordinator: Marie Spanswick**

<b>OVERALL AIM:</b>	<b>Ensure the community is involved and engaged with activities and actions designed to improve the quality of life and individual community wellbeing</b>	<b>Who</b>	<b>When</b>	<b>Measurement</b>
<p>Impact: what difference do we expect? (4 priorities only)</p> <ul style="list-style-type: none"> <li>Communicate effectively through a variety of mechanisms to ensure we listen to what the community is saying - ensuring people feel involved and foster a sense of ownership</li> </ul>	<p><b>Action</b></p> <ul style="list-style-type: none"> <li>Hold regular drop-in to update community to talk about things done and ongoing.</li> <li>Hold community half day lunch (3 per year)</li> <li>Publicise outcomes against community priorities from previous Needs Assessment</li> <li>Develop community website</li> </ul>	<p>Who</p>	<p>When</p>	<p>Measurement</p> <ul style="list-style-type: none"> <li>More awareness/greater understanding of the dynamics/inter-generational issues</li> <li>Community in King Arthur's Way to fully understand, participate in TAP and take responsibility in the community</li> </ul>
<p>Let people know what is going on and what opportunities exist that TAP is about supporting and enabling the community</p>	<ul style="list-style-type: none"> <li>Events/session of bringing different age groups together, i.e. Club Alamein, Teapot, half term activities, community projects</li> <li>Expanded News letter by community - support Author of existing newsletter with provision of articles, training on design etc.</li> <li>Publicise what is being done for all groups of people, including use of newly launched Andover radio station to publicise community events (Andover Vision)</li> </ul>	<p>Kelly McArthur/Steph Binks (TWH)</p>	<p>When</p>	<ul style="list-style-type: none"> <li>Increased attendance at publicised events</li> </ul>
<p>King Arthur's Way Hall Committee to feel involved and valued</p>	<ul style="list-style-type: none"> <li>Developing relationship with King Arthur's Way Hall Committee</li> </ul>	<p>Who</p>	<p>When</p>	<ul style="list-style-type: none"> <li>Invitation to Turam around meetings, and attendance</li> </ul>
<p>Identifying community</p>	<ul style="list-style-type: none"> <li>Offer a variety of lines of</li> </ul>	<p>Who</p>	<p>When</p>	<ul style="list-style-type: none"> <li>Identification of key contacts in</li> </ul>

<p>leaders from all age groups and sectors of the community and existing service providers</p>	<p>communication for residents (website).</p>			<p>community</p>
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Theme: RESIDENT INVOLVEMENT Proposed Co-ordinator: Kerry St John

OVERALL AIM:	Resident support and take responsibility and pride in what is going on in their communities	Who	When	Measurement
Impact: what difference do we expect? (4 priorities only)				
Residents have more control over their local environment and community	<ul style="list-style-type: none"> <li>Development of Citizens Panel to include representation by age, gender, ethnicity etc – alternative to Community Association</li> <li>Respond to issues raised by residents – actions speak louder than words</li> </ul>	TVBC/TAP to lead – other agencies to access Panel when important decisions need to be made TVBC, Police & Wardens		<ul style="list-style-type: none"> <li>Numbers of consultations with local residents</li> <li>Frequency of participation in activities/events</li> </ul>
Promote pride in the environment – sense of ownership	<ul style="list-style-type: none"> <li>Clearing abandoned vehicles</li> <li>Clean up gangs (e.g. TVBC)</li> <li>Provision of free skip</li> <li>Recognise the need to involve the “hard to reach”</li> <li>Principle of “inclusive of everyone” (Andover Vision) via Testway Community Challenge</li> <li>Continuation of estate inspections</li> </ul>	TVBC/Police/Wardens/Kelly McArthur (TWH)  TVBC, Police & Wardens TVBC, Police & Wardens  Steph Binks (TWH)  Kelly McArthur (TWH)		<ul style="list-style-type: none"> <li>Improved appearance of homes and gardens</li> <li>Reduce litter</li> <li>Before and After questions</li> <li>Improved appearance of community facilities and accessibility</li> </ul>
Regular Social Events and leisure activities (e.g. keep fit) and marketing and publicity for those events	<ul style="list-style-type: none"> <li>Consult residents</li> </ul>	Kerry St John + community association/TAP members		<ul style="list-style-type: none"> <li>Number of events</li> <li>Attendance</li> <li>Involvement in organisation by the community</li> </ul>

<p>Promote increased level of volunteers:</p> <ul style="list-style-type: none"> <li>• Residents</li> <li>• Wider community</li> <li>• Corporate!</li> </ul>	<ul style="list-style-type: none"> <li>• Community Noticeboards and letters</li> <li>• Word of mouth through existing groups</li> <li>• Variety of activities including high quality provision (not a way on the cheap!)</li> <li>• Reintroduction of Green Team events (2007/2008)</li> <li>• "Passionate Participation" – aim for it to be the norm for everyone to participate in something; book club, dance troupe, health regime, drama group etc. (Andover Vision)</li> </ul>	<p>Kerry/Wardens</p> <p>Kelly Edmead (TWH)</p>		<ul style="list-style-type: none"> <li>• Meeting community needs and demands</li> </ul>
<p>Promote increased level of volunteers:</p> <ul style="list-style-type: none"> <li>• Residents</li> <li>• Wider community</li> <li>• Corporate!</li> </ul>	<ul style="list-style-type: none"> <li>• Develop Community Association</li> <li>• Offer more training for potential volunteers</li> <li>• Promoting community Good Neighbour Scheme</li> <li>• Promotion of overall welfare – visiting</li> <li>• Promotion of volunteering involvement opportunities for Twice as Nice</li> </ul>	<p>Andover Family Learning/TVCS/ All activity providers</p> <p>Sue Thomas (TWH)</p>		<ul style="list-style-type: none"> <li>• Establish and increase numbers of skilled volunteers</li> <li>• Separate question on Community Audit 1 sheet?</li> </ul>

**Theme: EMPLOYMENT Proposed Co-ordinator: ????**

<b>OVERALL AIM: Raise aspiration towards more fulfilment in employment</b>				
Impact: what difference do we expect? (4 priorities only)	Action	Who	When	Measurement
<ul style="list-style-type: none"> <li>Increase in appropriate, skilled workforce</li> </ul>	<ul style="list-style-type: none"> <li>Check what is happening already</li> <li>Community Education and Learning Group</li> <li>Atholshoptorun Job Club</li> <li>Vocational training at Andover College</li> <li>Employersto encourage more staff development and training</li> <li>Incentivise to attract new employersto Andover to avoid the "brain drain"</li> <li>Andover Airfield Business Park development, creating new business and job opportunities (Andover Vision)</li> <li>Andover Industrial Estates Regeneration Project to transform redundant land &amp; buildings at Walworth Industrial Estate into new business development (Andover Vision)</li> <li>Target local employersto develop local recruitment and development opportunities for people with low educational qualifications</li> <li>Promote positive image/role model – Testway tenants working for Testway Together</li> </ul>	<p>Economic Dev. Gp</p> <p>Kids Church AFL</p> <p>Economic Dev. Gp</p> <p>TVBC</p> <p>Economic Dev. Gp</p> <p>Debbie Greene (TWH)</p>		<ul style="list-style-type: none"> <li>More young people into work or training</li> <li>More people enrolled onto Family Learning programmes</li> <li>Reduced migration of school leavers</li> <li>Establish current level of unemployment</li> <li>Establish number of residents in receipt of Incapacity Benefit</li> </ul>

<p>Reduction in age discrimination—re-educate employers</p>	<p>magazine)</p> <ul style="list-style-type: none"> <li>• Encourage job-sharing and part-time opportunities and home working opportunities</li> <li>• Encourage “job tasters” for young people—training days or shadow for work placement</li> <li>• Retraining opportunities for older workforce</li> <li>• Jobs Fair—what opportunities are available</li> </ul>	<p>Kelly McArthur &amp; Sarah Smith (TWH)/TVBC/Local employers Roy Lawton (learning/ed) Job Centre Plus</p>	<ul style="list-style-type: none"> <li>• Count those over 50 years old in full or part-time employment as a % of the group (e.g. 50-70)</li> </ul>
<p>Increase confidence to show people their strengths and the benefits of being employed and link with training days by employers</p>	<ul style="list-style-type: none"> <li>• Offer work experience/Trident placements for local young people</li> <li>• Ensure availability of adequate childcare (free if young/single/training)</li> <li>• <u>Developing volunteer confidence and IT skills</u></li> </ul>	<p>Dave Kane/Sue Thomas (TWH)/CIS  TVCS (Janet Blann)</p>	<ul style="list-style-type: none"> <li>• Drop in employment levels</li> <li>• Evaluation of courses</li> <li>• Attendance to courses</li> </ul>

<b>OVERALL AIM:</b>	<b>A place where people would want to live</b>	<b>Who</b>	<b>When</b>	<b>Measurement</b>
<p>Impact: what difference do we expect? (4 priorities only)</p> <ul style="list-style-type: none"> <li>Residents involved in environmental projects</li> </ul>	<ul style="list-style-type: none"> <li>Development of a Residents Environmental Group (to consider greenspaces, walks, cycle paths, playgrounds, well-lit safe streets, shopping trolleys, bottle banks)</li> <li>Junior Wardens involved at Knights Enham Junior School</li> <li>Enterprise Group on the estate</li> <li>Ownership by individual micro-communities within the estate</li> </ul>	<p>Alison Angell (HCC)/Knights Enham Junior School/Youth Service/Neighbourhood Wardens/Kelly Edmead &amp; Steph Binks (TWH)</p>		<ul style="list-style-type: none"> <li>Visual record of environment, e.g. photos/videos etc.</li> <li>Evidence from Police/Neighbourhood Wardens</li> <li>Survey of residents views</li> </ul>
<ul style="list-style-type: none"> <li>Community Association being more representative, proactive, organised and taking leadership</li> </ul>	<ul style="list-style-type: none"> <li>Development of a Residents Environmental Group (as above)</li> <li>Introduction of residents as "Estate Watch" reps, monitoring cleanliness standard set.</li> </ul>	<p>Amanda McGuire &amp; Kelly Edmead (TWH)</p>		<ul style="list-style-type: none"> <li>Active volunteering/attendance at projects</li> </ul>
<ul style="list-style-type: none"> <li>Better coordination/common standards of contractors</li> </ul>	<ul style="list-style-type: none"> <li>Service providers working together to improve street cleansing and maintenance</li> </ul>			<ul style="list-style-type: none"> <li>Perception that the area has improved and is good place to live</li> <li>Reduced voids</li> <li>Reduced for sale signs</li> </ul>
<ul style="list-style-type: none"> <li>Improve parking</li> </ul>	<ul style="list-style-type: none"> <li>Development of a Residents Environmental Group (as above)</li> <li>Testway Neighbourhood Officers to coordinate minor estate improvement projects</li> </ul>	<p>Kelly McArthur (TWH)</p>		<ul style="list-style-type: none"> <li>Removal of unroadworthy cars</li> <li>Restrict illegal parking</li> <li>Incentivise house garages</li> <li>Environmental changes, dragons teeth and traffic calming</li> </ul>

**Theme: POLICING AND CRIME REDUCTION Proposed Co-ordinator: Martin Jeffery**

<b>OVERALL AIM:</b>	<p><b>A</b> To generate a total package of education in the widest sense to inform residents what is and what is not acceptable behaviour and the consequences and action to fail to comply with the rules, followed by enforcement</p> <p><b>B</b> Reduce the level of low-level crime and anti-social behaviour</p> <p><b>C</b> People feel safe at night</p>
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Impact: what difference do we expect? (4 priorities only)	Action	Who	When	Measurement
<ul style="list-style-type: none"> <li>People have more respect for the neighbourhood and understand the impact of anti-social behaviour</li> </ul>	<ul style="list-style-type: none"> <li>Improve street lighting</li> <li>Volunteer group to assist in improving the environment</li> <li>Enforcement</li> <li>Raise awareness of risks associated with fire</li> <li>Communicate "self" the Respect agenda</li> </ul>	<p>TVBC Volunteers/ TVCS TVBC: ASB, Wardens, Env. Services RSLs Kevin Evanet Police/TWH</p>		<ul style="list-style-type: none"> <li>Reduction in criminal damage and low level crime</li> <li>Less fly-tipping</li> <li>Higher levels of resident satisfaction about their neighbourhood</li> </ul>
<ul style="list-style-type: none"> <li>More community engagement – more people taking part in local events</li> </ul>	<ul style="list-style-type: none"> <li>More effective Neighbourhood Watch activity by trained community members</li> <li>Working together to deal with neighbourhood nuisance (including drunken behaviour of adults and young people)</li> <li>Collate existing information about disrespect</li> <li>Develop a Panel to decide if the identified issues are actually showing disrespect for others and prioritise the list for education</li> </ul>	<p>Police  Police/Sue Barton (TWH)/ TVBC Citizens Panel/ Relevant Agencies</p>		<ul style="list-style-type: none"> <li>Numbers attending local events</li> </ul>

	<p>(Charter for a happy neighbourhood) Citizens Panel could be a series of Focus Groups, young people, elderly, adults of working age</p> <ul style="list-style-type: none"> <li>• Tell people about the list through education via schools, Newsletter, doorto doo visit, posters, events, presentation to groups</li> <li>• Development of Neighbourhood Agreements</li> <li>• Development of Testway 7's sports activities in "hotspots"</li> <li>• Need to develop targeted work with young people involved in crime to raise aspirations/change direction</li> <li>• Crime reduction and environment day</li> </ul>	<p>Sue Barton (TWH) Dave Kane (TWH) Planning Group – Youth Service (EMeadows- link with schools (C Graham), RSL (DPike), TVBC Housing (B Cowcher), Dev. Worker (Kerry) Hall (DElson) Martin Jeffery/ David Smith</p>		
<ul style="list-style-type: none"> <li>• People feel safe at night</li> <li>• Parents feel confident about their children using the play area</li> </ul>	<ul style="list-style-type: none"> <li>• Recognition that this is a multi-agency/multi-faceted approach and that tackling one area in isolation is not enough</li> <li>• Environmental issues for action via members of the Hot-Spot Tasking Group</li> <li>• A revitalised and safe town centre (Andover Vision)</li> </ul>	<p>Steering Group – Debbie Pike</p>		<ul style="list-style-type: none"> <li>• Achieve more equal statistics with other local areas (not standing out as a bad exception)</li> </ul>

**Theme: YOUTH Proposed Co-ordinator: Andy Chartres**

<b>OVERALL AIM: For young people to be proud of where they live and to have a voice that is listened to</b>		<b>in their community</b>		
Impact: what difference do we expect? (4 priorities only)	Action	Who	When	Measurement
<ul style="list-style-type: none"> <li>Young people to feel supported listened to and involved in community activities.</li> </ul>	<ul style="list-style-type: none"> <li>Develop a new Youth Forum for the state that communicates the widest possible range of interests and activities that young people would wish to participate in (via questionnaire).</li> <li>Young people involved in development and delivery of a dream scheme/enterprise activity (vocational)</li> <li>Pathfinder trial (Andover Vision)</li> <li>Youth Club for 5-11 Years Old</li> <li>New Alamein Youth Group</li> <li>Develop Outreach Service for sports &amp; arts programmes</li> </ul>	<p>Emily Meadows Kerry St John/ Youth Services Charlotte Malyon</p>		
<ul style="list-style-type: none"> <li>Reduction in anti-social behaviour through good citizenship (PSHE)</li> <li>Young people involved in tidier, cleaner states</li> </ul>	<ul style="list-style-type: none"> <li>Activity for young and old to work together</li> <li>Extension of Darts Academy</li> <li>Parental training and parent/child</li> </ul>	<p>YISP/ ASB Panel Youth Services/ Dave Kane &amp; Doreen Thomas (TWH)/ Kids Church/ Learning Net, AFL, Volunteers Sue Barton</p>		<ul style="list-style-type: none"> <li>Number of young people actively engaged and number of young people not engaged</li> </ul>

	<p>training</p> <ul style="list-style-type: none"> <li>Borough Play Strategy to link with other children's projects</li> <li>Reintroduction of Clean &amp; Safe Education (CASE) in 2008</li> </ul>	<p>(TWH) Charlotte Malyon Kelly Edmead (TWH)</p>		
<ul style="list-style-type: none"> <li>Increase life aspirations</li> </ul>	<ul style="list-style-type: none"> <li>Teach respect of self and each other</li> <li>Promote ownership i.e. Junior Crew, graffiti wall and organise external team building trips</li> <li>Common assessment framework to rollout inside and outside of the Ward</li> </ul>	<p>Police/ Wardens/ Volunteers/ Community Organisations/ Self employed people Emily Meadows</p>		<ul style="list-style-type: none"> <li>Levels of attainment – GCSEA-C grades and other measures for less academic</li> <li>Reduction in exclusions and truancy</li> <li>Improved attendance levels</li> </ul>

OVERALL AIM: Increase life expectancy of people living in Alamein and reduce inequalities in health				
Impact: what difference do we expect? (4 priorities only)	Action	Who	When	Measurement
Reduction in smoking and exposure to second hand smoke	Development of one-to-one and group stop smoking clinics within the ward (GPs surgeries, Pharmacies, Atholl Court Shop, Community Centre or Pub)	Rob Carroll		Numbers of people accessing the NHS Stop Smoking Service and quitting from the Alamein ward
Reduce the prevalence of obesity in adults in the Alamein ward	Promote Stop Smoking Service in Together magazine Development of Health Trainers service in King Arthur's Hall Development of Eat to Live Fruit & Veg market in King Arthur's Hall Promotion of Health Walks within the ward Development of Cook & Eat Sessions for parents of young children Develop opportunities for adults in Alamein to become physically active Annual Andover Sports Fair (Andover Vision)	Debbie Green (TWH) PCT/AFL (Rob Carroll) AFL (Jean Lannie) Verna Brown/ Dave Kane (TWH) PCT/TVBC TVBCSPAA Dave Kane (TWH)/PCT		Numbers of adults on local GP registers with a BMI > 35.
Reduce the prevalence of obesity in children in the Alamein ward	All local schools to achieve Healthy Schools status by March 2008 including removal of all sugared	PCT/HCC		Number of children < 11 classified as overweight or obese.

	<p>drinks &amp; sweet machines in schools, replacing with a healthy alternative (Andover Vision).</p> <p>Development of cook &amp; eat programmes in local primary schools.</p> <p>Extend Eat to Live project to local primary schools</p> <p>Ensure all children have access to 2 hours physical activity in schools per week</p> <p>Develop opportunities for children in Alamein to be more physically active outside of school</p> <p>Promotion of healthy eating at Testway 7 events</p>	<p>PCT/LPSA</p> <p>AFL</p> <p>School Sports Partnership/ Dave Kane (TWH)</p> <p>TVBC/Youth Service/Dave Kane (TWH)</p> <p>Dave Kane (TWH)</p>		
<p>Reduce the rate of teenage conceptions in Alamein and improve the sexual health of young people</p>	<p>Development of more sex &amp; relationships education projects.</p> <p>Extend condom distribution scheme in the ward.</p> <p>Improve access to contraception and sexual health services with in the ward (emergency contraception &amp; chlamydia screening).</p> <p>Develop comprehensive education programme including health, housing (preventing homelessness), debt to take into schools (Winton in the first instance) and other identified venues.</p>	<p>PCT (Rob Carroll)</p> <p>Karen Thorburn/ Dave Ball (TWH)</p>		<p>Numbers of teenage conceptions in Alamein ward</p>

Improved mental health & wellbeing	Promotion of available services via Testway 7's Development of a range of initiatives which promote mental health and social inclusion in response to identified needs. Health Walks	Dave Kane (TWH) Neighbourhood Co-ordinator Eileen Munday	Participation in neighbourhood events/activities and an increase in self-reported positive wellbeing
Reduces substance misuse	Make information more accessible i.e. teenage health and drugs – more drop-ins, courses and schools	NHS/ Health Visitors/ Rehabilitated users/Dropins	Decrease in number of recorded cases

**Theme:SHOP ProposedCo-ordinator:BrianCowcher**

<b>OVERALLAIM:</b>	<b>Createacentralisedvenue(shop)top provideinformation,adviceandactasameetingpoint.(Baseandface model)</b>				
Impact:whatafferencedo weexpect? (4prioritiesonly)	Action	Who	When	Measurement	
	New“brand”requiredfortheshop  DeliveryofOutreachService (HousingManagement,Income Recovery&CommunityInvolvement Teams)  Surgeries(HousingManagement, IncomeRecovery&Community InvolvementTeams)  Investigateaperipateticmodelof workersstoputeventson.	KellyMcArthur/ JillField/Hazel Bathie(TWH)  KellyMcArthur/ JillField/Hazel Bathie(TWH)			

**Theme: MEASUREMENT OF SUCCESS**

Overall Aim	Impact: what difference do we expect?	Measurement	Action	Who
Learning	Ensuring that people understand the value of education and learning, improve attainment and ensure there are opportunities for all ages			
Communication	Ensure the community is involved and engaged with activities and actions designed to improve the quality of life and individual community wellbeing			Janet Biann (Kerry St John)/Testway Housing/TVBC
Resident Involvement	Residents support and take responsibility and pride in what is going on in their communities			Kerry St John
Employment	Raise aspiration towards more fulfilling employment			Ange Moon
External Environment	A place where anyone would want to live (an environment that supports physical activity and improves health)			
Policing & Crime Reduction	To generate a total package of education in the widest sense to inform residents what is and what is not acceptable behaviour and the consequences and action of failure to comply with the rules, followed by enforcement			
Youth	Reduce the level of low-level crime and anti-social behaviour For young people to be proud of			

	where they live and to have a voice that is listened to in their community			
Health	Increase life expectancy of people living in Alamein and reduce inequalities in health			
Shop	Create a centralised venue (shop) to provide information, advice and act as a meeting point. (Base and face model)			