

TURNAROUND ACTION PLAN

Theme: **LEARNING** Co-ordinator: **Clive Graham**

OVERALL AIM: Ensure people of all ages understand the value of education and learning and can access educational opportunities provided to meet their needs and raise their aspirations and attainment levels					
Impact: what difference do we expect? (4 priorities only)	Action	Who	When Year1	Measurement	Progress
Parents understanding value of education, to broaden horizons and expectations	Active Learning for Residents Pilot	Sarah Smith (TWH)	April 2007 to Oct 2008		This national pilot, with the Chartered Institute of Housing, is underway with 37 adults (mostly men) registered and engaged at Level 2. New promotional activity will target Under 25's.
Raised educational attainment of vulnerable children	Pastoral care work and behaviour support in Junior Schools with Therapeutic Play for most troubled children	Kids Church – First Inclusion Project – Janice Buckley	Ongoing	Improved results shown on Strengths & Difficulties questionnaire (SDQ's)	Appointed a home-school link worker for Roman Way Primary School (new post) and continue to have a similar post in Knights Enham Junior School.
Parents engagement in education increased	Andover Family Learning delivers Family Literacy, Language and Numeracy programmes and Learn Direct National testing	Sandy Craig (AFL)	Ongoing	Improved literacy and numeracy data	Have identified an education package to take into schools. In 2006-2007 AFL achieved 33 national test passes in literacy/numeracy through Learn Direct; 34 learners sat the paper-version national tests with an expected 88% pass rate. In addition, 70 learners gained an NOCN qualification in IT, Intro to

					working in a Creche, PEEP; and 150 learners gained NCFE accreditation in a range of programmes including Using IT for Family Learning, Creating Resources in IT, Healthy Eating, Effective Communication, Understanding Behaviour, Learning Through Play. Many of the above learners are residents living in the Alamein Ward.
Raise self-esteem and educational attainment of adults	Family Support Work	New Horizons Groups and Kids Church (JB)	Sept 07 - Mar 08 June 07	Parents/carers have the skills, knowledge and information to support their child's development, education and skills	This continues as a feature within Kids Church's work with children and young people and New Horizon's four neighbourhood support groups.
Improved parenting and behaviour among children and families	Provision of Testway 7's programme within and beyond school events, including at "hotspots" Parenting Support Programmes	Dave Kane (TWH)/Alamein Schools Siobahn Down (AFL)	June 07 onwards Ongoing	Participants feedback and evaluation	Sports cage delivered at KAW Youth Club 17 & 19 th September and planned for funday 22 nd at Knights Enham school. AFL has funding for 2007-2008 to deliver the following programmes: Supporting Parents of Teenagers, Special Children/Special Parents, Family Links Nurturing, Positive Parenting Programme. In addition, AFL has received Sure Start funding to work with children of

<p>More confident and willing to learn</p>	<p>Home School links/ Family Support work</p>	<p>Janice Buckley (Kids Church)</p>	<p>June 07 onwards</p>	<p>Improve links between families and schools especially for children at risk of exclusion Feedback from children, parents and schools. Case studies.</p>	<p>teenage parents and the young mumsto begroup. Appointed a home-school link worked for Roman Way Primary School (new post) and continue to have a similar post at Knights Enham Junior School.</p>
<p>Delivery of Silver Surfer! Opportunities for older people (Sandringham House)</p>	<p>(TWH)/Andover Family Learning</p>	<p>Ongoing</p>	<p>Ongoing</p>		
<p>Volunteer Buddy Project-funding bid to Awards for All</p>	<p>Clive Graham (Harrow Way)</p>	<p>June 2007</p>	<p>Increased number of adults able to access support for literacy/numeracy</p>	<p>The bid was unsuccessful as the grant cannot be used to support fixed term contracts – only sessional work.</p>	
<p>After Schools Clubs for 5-11 years</p>	<p>Sarah Prust (Kids Church)</p>	<p>Ongoing</p>	<p>5 groups per week in place by 2007-08 session. Measurement – numbers attending and feedback from children, parents & schools</p>	<p>After-School provision is being attended by 25 children on both Wednesday and Thursday. All children attend Knights Enham Junior School. Volunteers are needed to extend this important provision.</p>	
<p>Dedicated Family Centre building supportive, nurturing relationships where parents will be encouraged to learn and improve their lives</p>	<p>Family Support Worker/Janice Buckley (Kids Church)</p>	<p>Mar 2008</p>	<p>Numbers of parents attending Family Centre and learning programmes</p>	<p>The "Reaching Communities" Lottery bid was unsuccessful.</p>	

Increased opportunities to achieve personal and social development and enjoy recreation	After Schools Clubs for 5-11 years	Dave Kane (TWH), Youth Service Sarah Prust (Kids Church)	Ongoing	Varied programme of activities delivered, including adventure play and trips out	Update from Dave Kane - assisted with youth Club outing as driver. Speaking to School Sports Coordinators reference Sports Cage Tournament for primary schools with finals hosted by Harrow Way. Trying to engage Junior Sports Leader to set leagues, rules and competition format. JSL's not yet fully established at Harrow Way. Met with Kids Church to explore further joint working, focusing on boxing as a real possibility. See more confident and willing to learn section.
				Programme of opportunities delivered	

Impact: what difference do we expect? (4 priorities only)	Action	Who	When Year 2	Measurement	Progress
Raises self-esteem and educational attainment of adults	Opening of Children's Centre	HCC	2008	Encourage take up of literacy and numeracy programmes in partnership with AFL	Acorns Early Years Centre will manage the two Children's Centres which will be located at Shepherds Spring Infant School and Acorns EYC.
Improved parenting and behaviour	Extending Family Links Nurture	Family Support Worker (Kids Church)	2008	Numbers reached and completing programme	

amongst children and families	Programmetohardtoreachfamilies			Participants feedbackand assessments	
-------------------------------	--------------------------------	--	--	--------------------------------------	--

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

OVERALL AIM: Ensure the community is involved and engaged with activities and actions designed to improve the quality of life and individual community wellbeing

Impact: what difference do we expect? (4 priorities only)	Action	Who	When	Measurement	Progress
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	Establish who are key stakeholders and create communications plan to engage them	Marie Spanswick (TWH)	June 2007		Working on Communications Plan for Sept 2007.
	Hold regular drop-in to update community to talk about things done and ongoing.	Testway PR team for publicity Kerry St John for activities	From November 2007	More awareness/greater understanding of the dynamics/inter-generational issues	
	Hold community half day lunch (3 per year)	Kerry St John	From January 2008	Attendance numbers	
	Publicise outcomes against community priorities from previous Needs Assessment	Testway PR Team	Date tbc	Community in place to fully understand, participate in TAP and take responsibility in the community	Working on report for Steering Group, and a shorter one for customer to feedback on what has been completed since last PNA
	Set up communications network between agencies for information sharing	Marie Spanswick	Sept 2007	Number of agencies actively involved in the project and their communication perceptions	
Provide a drop-in facility at Family Centre	Family Support Worker/Kids	Date tbc	Feedback to TAP		

	to hear what the residents are saying and to communicate this to TAP	Church team			
Let people know what is going on and what opportunities exist and that TAP is about supporting and enabling the community	Events/sessions of bringing different age groups together, i.e. Club Alamein, Teapot, halfterm activities, community projects	Kerry St-John / Steph Binks (TWH)	From Sept 2007	Increased attendance at publicised events	
	Expanded Newsletter by community – support Authors of existing newsletter with provision of articles, training on design etc.	Kerry St John / Testway community team / Testway PR team	May 2007 onwards	Training in newsletter development Target at least 1 press release a month	
King Arthur's Way Community Association to feel involved and valued	Developing relationship with King Arthur's Community Association	Kerry St John / Marie Spanswick (for communications only)	From September 2007	Invitation to Turnaround meetings, and attendance	
Identifying community leaders from all age groups and sectors of the community and existing service providers	Offer a variety of lines of communication for residents	Testway PR Team with Kerry St John	From Sept 2007	Identification of key contacts in community	

Impact: what difference do we expect? (4 priorities only)	Action	Who	When Year 2	Measurement	Progress
Communicate effectively through a variety of mechanisms	Update communications plan to engage with	Marie Spanswick (TWH)	June 2008		

to ensure we listen to what the community is saying - ensuring people feel involved and foster a sense of ownership	audience for the coming year				
	Develop community website	Active learning team/Testway PR team	2008	Footfall measures and targets	Need to identify someone to take on creation of website, could be through shop active learning or IT activities.

Impact: what difference do we expect? (4 priorities only)	Action	Who	When Year 3	Measurement	Progress
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	Update communications plan to engage with audience for the coming year	Marie Spanswick (TWH)	June 2009		

Theme: RESIDENT INVOLVEMENT Co-ordinator: Kerry St John

OVERALL AIM: Resident support and take responsibility and pride in what is going on in their communities

Impact: what difference do we expect? (4 priorities only)	Action	Who	When	Measurement	Progress
Regular Social Events and leisure activities (e.g. keep fit) and marketing and publicity for those events	Consult residents	Kerry St John + community association/ TAP members	Ongoing	Number of events Attendance Involvement in organisation by the community	Fun Day, Grapevine and Askalot
	Community Notice boards and letters	Kerry/Wardens	Ongoing	Board outside Hall entrance New shop used for publicity	Discussions with Community Association To start ASAP
	Word of mouth through existing groups	Kerry/Wardens/Environment Group	Ongoing		
	Variety of facilities including high quality provision (not always on the cheap!)	Kerry	Ongoing	Meeting community needs and demands Frequency of events (linked to CSP Delivery Group plan)	Ongoing each half term, links with HCC and Lights. Looking for more during term time.
	Facilitate social and family events using ideas coming from the community – in Family Centre and other suitable venues	Family Support Worker and Kids Church team	Sept 07 onwards	Numbers of events numbers of participants and feedback – with photographs	Ongoing and to develop more with EOL

Promote increased level of volunteers: <ul style="list-style-type: none"> • Residents • Wider community • Corporate! 	Develop Community Association	Andover Family Learning/TVCS	Ongoing	Complete Awayday 21 July 2007	Ongoing
	Offer more training for potential volunteers	All activity providers	Nov 2007 onwards	Establish and increase numbers of skilled volunteers	Ongoing
	Promoting community Good Neighbour Scheme	Kerry/Community Association	Nov 2007 onwards	Separate question on Community Audit 1 sheet?	
	Promotion of volunteering involvement opportunities for Twice as Nice	Sue Thomas (TWH)	May 2007 – ongoing		

Impact: what difference do we expect? (4 priorities only)	Action	Who	When Year 2	Measurement	Progress
Promote increased level of volunteers: <ul style="list-style-type: none"> • Residents • Wider community • Corporate! 	Encourage young people to volunteer, both inside and outside their own community	Kids Church Youth Programme	2008 onwards		

OVERALL AIM: Raise aspirations towards more fulfilling employment

Impact: what difference do we expect? (4 priorities only)	Action	Who	When	Measurement	Progress
Increase in appropriate, skilled workforce	<p>Athollshop Job Club? Health & Safety concerns likely to prevent this. Alternative provision through Jobcentre Plus website for vacancies and service in Basingstoke includes free transport.</p>			<p>More young people into work or training</p>	
	<p>Employability courses in Andover pre and post Christmas</p>			<p>More people enrolled onto Family Learning programmes</p>	<p>Reduced migration of school leavers</p>
	<p>Promote positive image/role model – Testway tenants</p>	<p>TWH (Hazel Bathie) / Jobcentre Plus / BCOT / TVBC (David Gleave)</p>	<p>Nov 2007, Jan / Feb 2008</p>	<p>Establish current level of unemployment</p>	<p>August 2007 Alamein 50 Male 2% 27 Female 1.1% St. Mary's 68 1.5% 1.5% (of TV 0.8%)</p>
	<p>Employability courses in Andover pre and post Christmas</p>	<p>TWH (Hazel Bathie) / Jobcentre Plus / BCOT / TVBC (David Gleave)</p>	<p>Nov 2007, Jan / Feb 2008</p>	<p>Establish number of residents in receipt of Incapacity Benefit</p>	<p>January 2007 Alamein total 360 – 7.2%</p>
	<p>Promote positive image/role model – Testway tenants</p>	<p>Debbie Greene (TWH)</p>	<p>First example, Jobcentre</p>	<p>Development of partnership links with CONNEXIONS</p>	<p>Location of Connexions service under review.</p>
	<p>Promote positive image/role model – Testway tenants</p>	<p>Debbie Greene (TWH)</p>	<p>First example, Jobcentre</p>	<p>Number of courses planned, and attendance</p>	<p>Initial stages being developed with TVBC.</p>

	working for Testway (Together magazine)			Plus, July 07		
Paid places for child care for parents to find/return to work	Offer affordable, quality, after-schools child care places to help parents back to work	Sarah Prust (Kids Church)		Sept 07 onwards	Parents finding work	
Everybody on-line: BT-funded initiatives designed to increase use of internet for employment learning and social reasons	Project worker will work with local groups and schools to develop use eg. Silver Surfers	EOL project co-ordinator		Dec 07 – Dec 2010	Increased take up from established baseline	
Business Support (for self employment)	North Hants/Surrey Enterprise Gateway outreach work in Andover	Business Link		From Nov 07	Number of persons advised	

Impact: what difference do we expect? (4 priorities only)	Action	Who	When Year 2	Measurement	Progress
Increase in appropriate, skilled workforce	Increase Youth Development work among young people. Building life skills, offering help with CV's, job applications, college applications, careers and training advice	Kids Church Youth Team	2008 onwards	Establishment of Youth Office Take up of facilities	

Theme: EXTERNAL ENVIRONMENT Co-ordinator: Mike Wickenden

OVERALL AIM: A place where people would want to live (an environment that supports physical activity and improves health)

Impact: what difference do we expect? (4 priorities only)	Action	Who	When	Measurement	Progress
Promote a sense of ownership and pride in the local environment	Continue the regular estate inspections	Kelly McArthur (TWH)	Ongoing on a monthly basis	Inspection stake place on time	Inspections monitored on a monthly basis
	Issues logged and publicised	Kelly McArthur (TWH)	Routinely after each inspection	Log maintained. Displayed in shop. Reviewed by Environment sub-group	
	Issues resolved	Steve Cantello TVBC Matt Reeves Police Kelly McArthur TWH Wardens	Ongoing	Improved appearance of community facilities and accessibility	
	Reintroduction of Green Team Event	Kelly Edmead (TWH)			
Community Association being more representative, proactive, organised and taking leadership	Development of an Environmental sub-group to consider green spaces, walks, cycle paths, playgrounds, well-lit	Mike Pratt (TVBC)/ Dave Kane (TWH)	By Dec 2007	Active volunteering/attend at projects	

	safest streets, shopping trolleys, bottle banks				Setup structure group	Progressing Roadshow to take into schools and Amnesty to address environments issues.
	Introduction of residents as "Estate Watch" reps, monitoring cleansing standard setc.	Amanda McGuire & Kelly Edmead (TWH)	Pilot approach Aug/Sept 07 Full launch Jan 2008 onwards			Pilot project taking place in South with an identified "Estate Champion". If successful will expand to Alamein area. Work progressing on improved methods of capturing environmental improvements for reporting.
Periodic CRE events to show case multi-agency approach	Schedule ahead through Community Safety Partnership	Steve Cantello TVBC	Ongoing		Wellco-ordinated event leading to improved appearance of targeted areas	September 07 CRE event delivered
Improve parking	Development of a Residents Environmental Group (as above)	Steve Cantello TVBC	By Dec 2007		Removal of unroadworthy cars	
					Restrict illegal parking	
					Incentivise use of garages	
	Testway Neighbourhood Officer to coordinate minor estate improvement projects	Kelly McArthur (TWH)	Ongoing - budget secured for 07/08-		Environmental changes, dragons teeth and traffic calming	Work ongoing

<p>need to be able to see at night, with ensuring that homes and lighting pollution do not become overly affected. In order to improve the effectiveness, it will be necessary to cut back trees from close to the standards. Currently branches and leaves reduce the amount of light which reaches the ground. Another area which may be possible to improve would be additional "bulkhead" type lighting fixed on the walls of the garages, it is suggested that on light between the pairs of external doors would go along way to removing dark spots without overly affecting the nearby houses etc.</p>			<p>Volunteer group to assist in improving the environment</p>	<p>Volunteers/ TVCS</p>	<p>Sept 2007 during CREW</p>	<p>HSAs volunteers during CREW, no other public volunteers involved (some ticking by the local Neighbourhood Watch Coordinator) This is something that needs to be passed to the Community Engagement Strand</p>
<p>40 addresses targeted due to the condition of their front gardens.</p>		<p>Ongoing. Specific emphasis Sept 2007 during</p>	<p>Steve Cantello- TVBC, ASB, Wardens, Env. Services, RSLs</p>			

More community engagement—more people taking part in local events	More effective Neighbourhood Watch activity by trained community members	Police—PCSO's to lead	CREW Start April 2007	Numbers attending local events Number of NHW and those implemented Implement mediation	Family Fun Day well attended other events little to no interest from the community. Interest shown by 1 group during CREW. Early stages at this time Mediation ongoing 4 referrals for Test Valley so far.
	Working together to deal with neighbour nuisance (including drunken behaviour of adults and young people)	Mediation service	Pilot July 2007	System setup	Process for Joint Action Group in place. Monitored by Delivery Group. Specific actions and outcomes directed at the meeting and recorded on the JAG minutes.
	Collate existing information about anti social behaviour (linking with TACT, postcodes within the Alamein ward)	JAG via Ben Taylor- Police/Sue Barton (TWH)/ TVBC	July 07 onwards		

Impact: what difference do we expect? (4 priorities only)	Action	Who	When Year 2	Measurement	Progress
More community engagement—more people taking part in local events	More effective Neighbourhood Watch activity by trained community members	Police—PCSO's to lead	Sept 2008	Numbers attending local events Number of NHF and those prevented (Success would be measured at least 100% increase)	
	Working together to deal with neighbour nuisance (including	Locally Based Mediation service	June 2008	Implement mediation involving the training and	Pilot mediation service in place.

	drunken behaviour of adults and young people)			utilisation of local volunteers.	
--	---	--	--	----------------------------------	--

Theme: YOUTH Co-ordinator: Richard Watson

OVERALL AIM: For young people to make a positive contribution (or) For young people to engage in decision making and support the community and environment, to engage in law-abiding and positive behaviour in and out of school and to develop positive relationships and self-confidence to successfully deal with significant life changes and challenges

Impact: what difference do we expect? (4 priorities only)	Action	Who	When	Measurement	Progress
Empowering young people – things to do, places to go, someone to talk to	Youth Club for 5-11 Years Old	Kerry St John Testway Housing	Commenced and ongoing	Number of young people attending Activities undertaken Active participants Has brief for management of transition Attendance Active participants Accreditation Partnership working	Richard Watson has visited. Looking to way to link volunteers with other voluntary youth projects. Dave Kane assists
	Nightbase	Kids Church	2 nights per week	Number of young people reached Attendance Active participants Recorded outcomes	56 different young people. Fist quarter 424 attendances 24
	Youth Club for 11-19 year old	Youth Service	2 nights per week, 46 weeks per year.	Wider range of activities provided	Outreach taking place. Arts based workshop to be organised.
	Develop Outreach Service for sports & arts programmes	Kerry St John/ Youth Services	Ongoing programme		

	Charlotte Malyon, Test Valley Leisure Depot), The Lights (Michael Johnson)/Dave Kane (Testway	eof activities provided	Attendance	
	TVBC, Charlotte Malyon	TBC	Participation	
Borough Play Strategy to link with other children's projects	Dave Kane (Testway)	Darts Academy from April onwards (linking with Phoenix Club members)	Recorded outcomes	Young people's involvement
Extension of Darts Academy	Test Valley Youth Team, HCC	From April onwards, young people supported to attend Andover	Young people's involvement	Ownership of Sports cage when on site is being put to young people i.e. ideas for format, leagues and use within schools. And other community groups.
Develop a non active Youth Forum for the estate that gives young people an opportunity to engage in and influence decision			Representation from the Andover Youth Forum, supported by a selection process that involves as many	£200k Big Lottery funding secured for 3 projects.
Young people as citizens - making positive contribution			Rep's from the Andover youth forum attended the Knights Enham family fund day to promote the forum and gain young people's interest.	Darts Academy now at full capacity with no room for new members. Have identified an education package to take into schools. Progressing Roadshow to take into schools and Amnesty to address environments issues. Academy has presented older persons group at Phoenix Centre with Darts board and advice where to locate.

	making about services that affect them, communicates the widest possible range of interests and activities that young people would wish to participate in (via questionnaire).		Youth Forum	young people as possible	
	Support 2 or more young people to participate in Andover Youth Forum	Test Valley Youth Team, HCC	Sep 2007 and onwards	Participation of young people from the state in Andover Youth Forum	UK youth parliamentary elections to take place November 2007, Blenheim youth club to become polling station.
	Programme of youth activities as Kids Church warehouse and other venues – supporting the 4 outcomes of the “Youth Matters” agenda	Kids Church Youth Team	Ongoing with increased programme for 2007/8	Young people from the state participate in a variety of activities Young people have the chance to try new challenging opportunities	
Supporting choices – information, advice and guidance	Provide information, advice and guidance to young people from the shop.	HCC Youth Team	Sep 2007	Parents are offered a range of training opportunities in conjunction with other agencies	Kelly Gillan offering drop in session from new shopas from October 2007
Increase life aspirations	Promote ownership i.e. Junior Crew, graffiti wall and organise external team building trips	Police/Wardens/Volunteers/Community Organisations/Self employed people	Ongoing, with increased opportunities from Sep 2007	Levels of attainment – GCSE A-C grades and other measures for less academic	

	<p>Develop self esteem programme for parents and children</p>	<p>Maggie Fisher</p>	<p>Improved attendance levels</p>	
<p>Link in with Every Child Matters Outcomes Framework and HCC Young People's Plan to increase access to excellent general education</p>	<p>Deliver planned learning opportunities that lead to personal development through making choices, accepting responsibility and understanding consequences</p>	<p>Blenheim Youth Club Verna/Richard</p>	<p>On-going as from start date which is to be agreed. 1/2 day workshop in Autumn 2007</p>	<p>Increase in self esteem and aspirational attainment 25% of active participants achieve recorded learning outcomes 7.5% of active participants achieve accredited outcomes</p> <p>Workshop planned for November 2007</p>

THEME: HEALTH

Co-ordinator: Verna Brown

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	Progress
Reduce the prevalence of obesity in adults in the Alamein ward	Development of Eat to Live Fruit & Veg market in King Arthur's Hall	AFL (Ellen Gordon)	Sep 2007		Initiating monthly Eat to Live activities at the Mother & Toddler Group in KA. In Oct 07. Will involve cooking demonstrations, recipe leaflets & small scale market selling produce required to make the recipes that are demonstrated
Reduce the prevalence of obesity in children in the Alamein ward	Promotion of Health Walks with the ward (Dave Kane has now completed health walk leader training)	Verna Brown/ Dave Kane (TWH) PCT/TVBC	Training June 07, with health walks thereafter	Increase in numbers attending walks from the Alamein ward.	Alamein Walks have stopped due to low attendance
	Develop opportunities for children in Alamein to be more physically active outside of school	School Sports Partnership/ Dave Kane (TWH) TVBC/Youth Service/Dave Kane (TWH)	Ongoing	Audit current availability and increase on baseline.	Energy TAG and skipping programs planned for primary schools with PCT. Exploring 'mobile' gym equipment.
	Promotion of healthy eating at Testway 7's events	Dave Kane (TWH)	Sep 2007		Energy TAG example. Session refreshments are healthy options.
	Sports Outreach - working at Sheppard's Spring and Knights Enham - "huff and puff"	Luke Cope (TVBC)	Ongoing		

	<p>which promote mental health and social inclusion in response to identified needs.</p> <p>Development of a Health Trainers service in King Arthur's Hall</p>	<p>PCT/AFL (Lee Dawson)</p>	<p>Feb 2007</p>	<p>Numbers of residents seen by health trainer and achieving behavioural goals</p>	<p>The Service is running on Monday's at Athol court shop. Only one health Trainer (Kath Calcraft) and have set targets until the end of March 08 in terms of consultations and clients. These are a minimum of 12 new clients and a minimum of 58 sessions.</p>
--	--	-----------------------------	-----------------	--	--

Theme:SHOP

Co-ordinator:BrianCowcher

OVERALL AIM: Create a centralised venue (shop top model) provide information, advice and contact as a meeting point. (Base and face)

Impact: what difference do we expect? (4 priorities only)	Action	Who	When	Measurement	Progress
	New "brand" required for the shop	Marie Spanswick (TWH)/Kerry St John	Launch competition for shop name 14 June		Competition held and name selected. Aska lot by a multi-agency/representatives sub-group
	Conversion of shop to provide information and advice centre	Mark Lambert (TVBC)	End August 2007		Building works completed.
	Kitting out of shop (IT through partnership with BT)	Debbie Pike (Testway)	End August 2007		IT works commissioned to be completed by the end of August
	Furnishing the shop	Sue Thomas (Testway)/Brian Cowcher	End August 2007		Furnishing being acquired
	Delivery of Outreach Service/surgeries (Housing Management, Income Recovery & Community Involvement Teams, PCT, YISP, Andover Churches, Police, Andover Family Learning, Testway, TVBC)	Kelly McArthur/Jill Field/Hazel Bathie (TWH) TVBC Homeless Dept.	Start end August 2007	Regular surgery attendance on completion of unit	Re-issued. Outreach surgeries commenced 17/9/07.

Investigate a peripatetic model of worker stoppage events on.	Marianne Piggin (TVBC)	Startend August 2007	Underdevelopment
--	---------------------------	----------------------------	------------------

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	Increased take up rates of learning opportunities with Testway and other partners - e.g. Andover Family Learning Ala in residents gaining accreditation through active learning model Resident involvement in newsletter development		Janet Blann (Kerry St John)/Testway Housing/TVBC
Communication	Ensure the community is involved and engaged with activities and actions designed to improve the quality of life and individual community wellbeing			
Resident Involvement	Residents support and take responsibility and pride in what is going on in their communities	Increased level of involvement in formal and informal opportunities - e.g. newsletters, estate inspections, focus groups Reduced fly tipping/graffiti/vandalism complaints - reduced associated expenditure		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)	More involvement in estate inspections Increased number of applications to THS application fund for resident led improvements to		

		estate Recommendations for minor estate improvements Participation in health walks around Alamein Ward from residents and non residents			
Policing & Crime Reduction	T to generate 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 Reduce the level of low-level crime and anti-social behaviour	Development of estate agreements within Alamein Ward Reduced levels of ASB complaints Take up of information and surgeries within shop unit Number of people given input Reduced property turnaround Crime and disorder statistics		Sue Barton Martin Jeffery via Matt Reeves	
Youth	For young people to be proud of where they live and to have a voice that is listened to in their community	involvement of young people in local level decision making – re facilities, events within the community			
Health	Increase life expectancy of people living in Alamein and reduce inequalities in health	take up rates of health walks, healthyeating advice etc info available to all on health issues, well being etc via partnership approach in surgeries			
Shop	Create a centralised venue (shop) to provide information, advice and act as a meeting point. (Base and face model)	delivery of surgeries by all key partners- monitoring of outcomes			

