

AGE FRIENDLY SUNDERLAND BASELINE DOCUMENT

Theme - Employment, Training & Civic Participation

Source	Ref.	Measure	Progress
WHO Sub-theme: Civic Participation & Engagement			
WHO	1	A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs	<ul style="list-style-type: none"> Age UK Sunderland offer on-going free training for volunteers which includes Dementia Awareness and Safeguarding. Volunteers have access to a range of free NCFE level 2 Distance Learning courses through Sunderland College. The council has a Volunteering Steering Group which is responsible for considering volunteering and how volunteers can be used to progress council services, priorities and goals through to 2020. The group are developing a central information point that will hold a record of volunteering opportunities. Also in development is a toolkit that will provide advice to managers in the recruitment, training and management of all volunteers. The toolkit will adhere to an equal opportunities policy in line with the Equality Act 2010, which provides for not discriminating due to age or caring responsibilities (in addition to other listed groups). Unfortunately the city's Volunteer Centre closed in March 2016. However, Voluntary and Community Action Sunderland (VCAS) has now become an accredited volunteer centre and has been consulting with organisations in the city to develop its model. According to the Annual Residents' Survey 2012, 17.5% of people aged 65+ regularly participate in formal volunteering; however, 52% have never volunteered. Similarly, 11.9% people aged 45-64 regularly volunteer, but 52% have never done so. Budget Consultation 2011 - One quarter of respondents (25%) say they are likely to give up their time to get involved in helping to deliver services on a voluntary basis whilst 56% are not and 18% are unsure. In the age range 55+, 23% say they are likely to give up their time, 58% are not likely to give up their time to volunteer and 19% are unsure – responses in this age range fall in line with 'all' age range. In the 75+ age range 11% are likely to give up their time, 73% are not likely and 16% are unsure (therefore statistically less likely) The Adult Social Care User Experience Survey 2011/12 indicates that 31% of older people aren't doing as much as they would like to with their time. Feedback from the Positive Ageing Conference 2010 suggests that older people often lack confidence to take up volunteering opportunities.
WHO	2	The qualities of older employees are well promoted.	<ul style="list-style-type: none"> The DWP employability programmes (Black Box approach) see people as individuals and set out to achieve sustainable employment.

Source	Ref.	Measure	Progress
WHO	3	A range of flexible and appropriately paid opportunities for older people to work is promoted.	<ul style="list-style-type: none"> • 2010 Residents Survey Q66a - Success of whether or not the Council and its partners have created jobs and business opportunities by raising the city's profile in other countries. <ul style="list-style-type: none"> – Over 55's = 22.9% – All Sunderland = 32%.
WHO	4	Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees.	<ul style="list-style-type: none"> • People who believe they have been treated unfairly because of their age will be protected and will have the right to bring a legal challenge, under rules introduced on 1 October 2012. Age discrimination is already unlawful in the workplace but these rules will give new protection to ensure older and younger people get fair treatment in the provision of goods, facilities and services. • The council's Equalities Action Plan contains HR related actions. The action plans of other employers need to be clarified. • Equality is written into the council's procurement process. A matrix is completed prior to the tendering process to determine whether the contract is 'high risk'. If it is, then extra equality questions and specifications become part of the process.
WHO	5	Workplaces are adapted to meet the needs of disabled people.	<ul style="list-style-type: none"> • The council has an Equality Action Plan that has measures relating to increasing employment for disabled people. • The council's E-learning raises awareness of the Equality Act 2010 (including 'reasonable adjustments').
WHO	6	Self-employment options for older people are promoted and supported.	<ul style="list-style-type: none"> • There is good self employment infrastructure available through the BIC, especially through the national 'prime' initiative that the BIC has access to. • Direct support is provided through business support infrastructure: http://www.prime.org.uk/
WHO	7	Training in post-retirement options is provided for older workers.	
WHO	8	Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people.	<ul style="list-style-type: none"> • Community Associations encourage older people to be involved in the decision-making processes as representatives on the management committees (these are predominately attended by older people; younger age groups tend to be underrepresented).

Theme - Health & Wellbeing

Source	Ref.	Measure	Progress
WHO Sub-theme: Housing			
WHO	1	Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community.	<ul style="list-style-type: none"> • The Older Persons Accommodation Forum is currently mapping the locality of GP surgeries, supported housing, Extra Care schemes and care homes in each of the five locality areas to determine whether services and amenities are close to services and the wider community. • The Extra Care Housing Programme has delivered 11 extra care schemes providing 772 mixed tenure apartments. The number of Extra Care schemes continues to develop with a further scheme being developed in Silksworth. Allocations to extra care for social housing will only be made to applicants who are over 55 and in receipt of social care payments. Older people who are applying through the general needs housing register would be allocated points in accordance to their personal circumstances. • Existing affordable housing provision across the City is provided by both Registered Providers (RPs) and private landlords including sheltered housing; multi storey accommodation, bungalows, houses and extra care housing. Accommodation is available within communities, close to local services and in safe areas. Housing Association accommodation has been upgraded to the required decent homes standard. • There is a reasonable supply of one and two bedroom properties within the City, particularly cottages; apartments; bungalows and sheltered housing which provides opportunities for people to downsize – however, within RP accommodation there is a healthy waiting list which causes supply and demand issues. • Through the Under Occupancy rules affecting working age claimants of RSL's, some claimants may have 1 or 2 spare bedrooms. If these people receive Housing Benefit they will have their payments cut by 15% of the eligible rent for 1 spare bedroom and up to 25% for 2 spare bedrooms.

WHO	2	<p>Housing is well-constructed and provides safe and comfortable shelter from the weather.</p> <ul style="list-style-type: none"> • The Planning process is in place to review new planning applications for new buildings and refurbishments to ensure that property is well constructed and fit for purpose – and provided to meet required building regulations and planning policies. • The voluntary landlord accreditation scheme requires private rented accommodation to be provided to a minimum standard and the landlord must declare that they are a “fit and proper” person to act as a landlord. • The Housing Act 2004 gives tenants protection where their rented accommodation does not meet minimum statutory standards. • RP accommodation in the City meets the required Decent Homes Standard. • New accommodation provided in the City which has received capital Grant from the Homes and Communities Agency is required to be constructed to specific construction methodology (including sustainability and BREEAM standards). • The Council has produced its own Design Guide for Independent Living which concentrates on the development of older persons housing including extra care accommodation. It is complementary to the council’s Extra Care programme and gives developers / investors an understanding of the requirements and standards expected. It is a guidance document – held up as good practice nationally – and such is the scale of the programme in the city and the fact that probably only one or two architects’ practices were used to design the schemes, it has informed / influenced all 11 schemes that have been completed or are on site. This guidance is closely aligned to the Council’s Supplementary Planning Document – Residential Design Guide, which outlines the requirements expected for all new housing development in the City. • The city achieves this particular measure easily, though private rented sector accommodation is in worse condition (18.9% not meeting the Decent Homes Standard) than that of owner occupiers(16.2% not meeting the DHS) . The Private Housing Stock Condition Survey 2014 shows that 4313 people over 60 years old are living in non-decent homes and 6568 *wholly retired households (or 21.9%) are living in non-decent homes. *Wholly retired means that the Head of the Household is retired and does not work at all. <p>4793 occupied dwellings (5.7% fail to provide a reasonable degree of thermal comfort. 14.7% of households with one person aged over 60 are classed as being in fuel poverty. Age UK provides an excellent service in helping older people access Green Deal and ECO offers.</p> <p>48.6% of households with a person over 65 years class themselves as having a long term illness or disability. Households with someone classed as having a long term illness or disability classed the greatest mobility issue as getting in and out of the bath (97%).</p> <p>77.9% of all households (not broken down by age) stated that they were very satisfied with their housing conditions.</p> <p>The greatest Category One hazard (not broken down by age) under HHSRS is excess cold followed by falls on steps / stairs.</p>
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WHO	3 Interior spaces and level surfaces allow freedom of movement in all rooms and passageways.	<ul style="list-style-type: none"> • Accommodation being constructed for older households / ageing population, are required to meet specific standards to ensure that people have the opportunity to 'age in place'. Extra Care housing is a good example of this as outlined within the Enabling Independence Design Guide for Independent Living. Extra Care housing provides level access throughout; wide corridors; wheelchair accessible doorways in communal spaces and within apartments / bungalows; handrails along all communal corridors to assist with mobility and lift access. Externally garden areas are planned to remain level encouraging people to access the outdoors. • Sheltered housing; multi storey apartments all provide level access arrangements. Most bungalows and some cottage provision within the City provide level access surfaces. • The Council's Enabling Independence Strategy has been compiled by including information collated from the Strategic Housing Market Assessment (2013) and the Housing Needs and Aspirations of Older Households (2010). • 21% of respondents to the Older Person's Lifestyle and Housing Aspirations Survey (OPLHAS) (2010) reported that their home was unsuitable for their needs. Of this 21%, 31% stated that their home was unsuitable for their needs because mobility issues were making it difficult to move around their home. In comparison, 6% of respondents to the Adult Social Care User Experience survey 2011/12 replied that their home meets some of their needs or that their home was totally inappropriate for their needs. This difference may be due to the fact that the OPLHAS was completed by older residents in the city in general whilst the User Experience survey was asked of residents who receive services / support via Adult Services and are perhaps therefore more likely to live in purpose built older persons accommodation or have aids and adaptations to make their home more suitable for them. 93% of care home residents who responded to the residential and nursing care survey 2009 felt that their home provided adequate personal space for them to move freely in. • Occupational Therapy Service and Community Equipment Service conduct needs assessments (including risk assessments) and signpost / refer to other services or provide equipment/adaptations.
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WHO	4	<p>Home modification options and supplies are available and affordable, and providers understand the needs of older people.</p>	<ul style="list-style-type: none"> • The Home Improvement Agency (HIA) offer disability facility grants (DFG) to help disabled and older people to live more comfortably and independently in their own homes by funding approved adaptations. A total of 546 adaptations were completed in 2013-2014, this consisted of 540 DFG's and 6 cases where funding was secured from other areas (all ages). The HIA aids and adaptations service is means tested. Gentoo housing group has a reusable aids / adaptations policy too. • The HIA provides support and information and advice to older people about housing related issues including an advice service for customers wanting to improve their home. This can extend to full project management including selection of accredited builders. • The Occupational Therapy Service and Community Equipment Service conduct needs assessments (including risk assessments) and signpost / refer to other services or provide equipment / adaptations. • Age UK Care Assist: <ul style="list-style-type: none"> – Has a business directory through which older people can engage providers – The Care Assist Worker can meet in the home or at an appropriate venue. Based on individual needs, the Worker will offer advice and information on a range of support, equipment and social opportunities that are offered via Age UK Sunderland, Sunderland Care and Support and Sunderland Carers' Centre. After discussing options, our Worker will draw up a support plan that highlights the services most suitable for the individual and will then liaise with the three organisations to ensure needs are met – Works with Trading Standards on Rogue Traders.
WHO	5	<p>Public and commercial rental housing is clean, well-maintained and safe.</p>	<ul style="list-style-type: none"> • Decent homes standards are applied to both private (accreditation scheme properties) and socially rented accommodation. • Mandatory (licensed) HMO properties are inspected every 2 years and some are regulated through licensing. • A Hostel Co-ordinator is employed to carry out regular inspections and partnership work in private hostels in the City to drive up standards. • A Homeless Health Needs Audit was carried out in July/August 2016 which indicated that the hostel occupants / homeless population was generally younger than the Sunderland population – 3% over 65 compared with 17% for the Sunderland population. It also stated that people are more likely to be male. • Asylum properties are inspected prior to occupancy.

WHO	6	<p>Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally.</p> <p>All older persons housing provision (Extra Care provision) is planned into areas which are 'close to local services' including GP; bus routes; shops – however, each scheme provides a 24/7 care service, restaurant, hair salon, wellbeing suite which provides services to residents and the wider local community.</p> <p>The number of Extra Care schemes continues to develop. The city now has 11 Extra Care schemes providing 776 mixed tenure properties (75 specifically for people with a dementia diagnosis). Another scheme is being developed in the East area of the city which will provide an additional 100 apartments upon completion.</p> <p>There are 33 sheltered housing schemes situated across the city providing 1 and 2 bed flats, studio apartments and flats for over 55's. The provision includes a number of flats specifically designed to meet the needs of people with disabilities - in total there are over 1200 units of accommodation. When the Extra Care schemes (800) are included there is an older persons' offer of around 2000 units – see below.</p> <table border="1" data-bbox="600 555 1384 874"> <thead> <tr> <th>Organisation</th> <th>Sheltered (units)</th> <th>Extra Care (units)</th> </tr> </thead> <tbody> <tr> <td>Housing & Care 21</td> <td>147</td> <td>608</td> </tr> <tr> <td>Home Group</td> <td>27</td> <td></td> </tr> <tr> <td>Anchor</td> <td>519</td> <td></td> </tr> <tr> <td>Two Castles Housing Association</td> <td>261</td> <td></td> </tr> <tr> <td>Gentoo</td> <td>138</td> <td>106</td> </tr> <tr> <td>Bernicia</td> <td>140</td> <td></td> </tr> <tr> <td>Riverside</td> <td></td> <td>79</td> </tr> <tr> <td>TOTAL</td> <td>1232</td> <td>793</td> </tr> </tbody> </table> <p>The Older Persons Accommodation Forum is currently mapping the locality of GP surgeries, supported housing, Extra Care schemes and care homes in each of the five locality areas to determine whether services and amenities are close to services and the wider community.</p> <p>Work is on-going with private investors who have undertaken conversion works to a coastal property to provide 9 studio apartments for people with dementia. The property has been completed to a very high standard and combines all good practice design principles relating to designing for dementia. It is anticipated that the private investors will deliver more schemes for older people generally into the future.</p>	Organisation	Sheltered (units)	Extra Care (units)	Housing & Care 21	147	608	Home Group	27		Anchor	519		Two Castles Housing Association	261		Gentoo	138	106	Bernicia	140		Riverside		79	TOTAL	1232	793
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WHO	7	<p>Sufficient and affordable home maintenance and support services are available.</p> <ul style="list-style-type: none"> • Telecare is support and assistance provided at a distance using information and communication technology. It is the continuous, automatic and remote monitoring of users by means of sensors to enable them to continue living in their own home, while minimising risks such as a fall, gas and flood detection and relate to other real time emergencies and lifestyle changes over time. The service operates 24 hours a day, 365 days a year and is staffed by trained operators who took over 100,000 calls last year. • There are approximately 5200 connections to the Sunderland Telecare service. The majority of the customers supported are older people. The Home Improvement Agency provides information, advice and support to older people. An Older Persons in reach Service has been developed with Gentoo housing group. This is primarily aimed at housing related support to enable Older people to remain in their homes for as long as possible. This service is none tenure specific. Gentoo will work with all housing providers to offer this support to older people. • Personalisation is enabling more people to live at home. Personalisation is a social care approach described by the Department of Health as meaning that “every person who receives support, whether provided by statutory services or funded by themselves, will have choice and control over the shape of that support in all care settings”. While it is often associated with direct payments and personal budgets, under which service users can choose the services that they receive, personalisation also entails that services are tailored to the needs of every individual, rather than delivered in a one-size-fits-all fashion. It also encompasses the provision of improved information and advice on care and support for families, investment in preventive services to reduce or delay people’s need for care and the promotion of independence and self-reliance among individuals and communities. • Findings from the 2011/12 Home Improvement Agency (HIA) satisfaction questionnaire showed that satisfaction with the service and its impact on respondents' lives is high: <ul style="list-style-type: none"> – 98% were happy with the way their telephone request / initial query was dealt with; – 93% of respondents were happy with the work carried out, 80% stating it was carried out in a timely manner and 93% said the work area was left clean and tidy; – Over 91% of respondents thought that the builders were professional & competent, worked to a good standard, were polite, respected them and the property and completed the work as quickly as possible; – 88% of respondents agreed or strongly agreed that the HIA had increased their independence, 68% felt safer and 88% felt less at risk of slips and falls; – Overall 99% of respondents were very satisfied or satisfied with the service and 100% would have more work done in the future. • The HIA offers Disability Facility Grants to help disabled and elderly people to live more comfortably and independently in their own homes by funding approved adaptations. A total of 546 adaptations were completed in 2013-2014, this consisted of 540 DFG’s and six cases where funding was secured from other areas (all ages). • The City’s Health and Wellbeing Strategy has as key design principles, early intervention and prevention which is to be considered as a priority in all future commissioning.
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<p>WHO & 50+</p>	<p>8 An adequate range of health and community support services is offered for promoting, maintaining and restoring health.</p>	<ul style="list-style-type: none"> • All Extra Care provision is planned into areas which are 'close to local services' including GP; bus routes; shops – however, each scheme provides a 24/7 care service, restaurant, hair salon, wellbeing suite which provides services to residents and the wider local community. • This measure will be influenced via the Live Life Well Service and the promotion/ signposting of what is on offer to the older population of Sunderland. The Live Life Well service has a remit around self-care which should support some long term conditions. • The Wellness Service's Move to Improve programme is a 12 week exercise referral programme for adults (16 years+) who suffer from long term medical conditions. It can help to improve health and well-being through a supported programme of physical activity. Since the programme began in April 2016 there have been 1088 referrals (531 male / 557 female) from the 50+ age group. • Wellbeinginfo provides a directory of a range of community support that will improve physical and mental health for all ages, including older people. • NHS Health Checks are available for those aged 40-74 who do not have a long term condition to identify and offer advice / treatment to those who are at higher risk of developing CVD. • Open-access sexual health services are available and promote to all. • Specialist substance misuse services are delivered out of three hubs in the city. • A range of screening and immunisation programmes are delivered in the city in line with national guidance. • Feedback from the Reablement at Home customer feedback survey highlights that from starting the service until now: <ul style="list-style-type: none"> – 71% felt that their health condition is better managed than it was. – 46% feel more physically active than they did. – 56% feel more mentally active than they did. – 64% find it easier to undertake routine daily activities in their own home. – 82% feel more confident to live in their own home than they did. – 46% feel that they now need less support than they did previously. – 57% felt that they had achieved what they wanted to from the service (and a further 32% partially). • In terms of respondent's ability to carry out a variety of activities: <ul style="list-style-type: none"> – 35% felt their ability to walk indoors/outdoors had improved. – 56% felt that their ability to get in/out of bed had improved. – 44% felt that their ability to get on/off a chair had improved. – 46% felt that their ability use the bath/shower had improved. – 41% felt that their ability to get washed and dressed had improved. – 22% felt that their ability to cook a meal had improved. <p>In 2011/12 – 1,016 people completed a reablement at home service and 48% required no further service.</p>
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WHO	9 Home care services include health and personal care and housekeeping.	<ul style="list-style-type: none"> • Outcome focused care and support services are commissioned by the Council. A new care and support at home (Home Care) framework was put in place in January 2016. 16 commissioned providers are on the framework and provide care and support to meet the needs of individuals across the city, including those with complex needs, enabling people to remain in their own home for as long as possible. The providers operate in 'zoned areas of the city. • As described previously, the Extra Care schemes all provide an on-site care and support team and residents have access to domestic services (a small charge applies if it is not included within someone's individual care plan). • As at 31 March 2013, there were 1,817 (1,627 aged 50+) customers receiving Home Care services provided or commissioned by Sunderland City Council. The current demand for homecare is 17,000 hours and the demand is increasing. • Respondents to the Home Care survey 2008/09 were asked in what ways services help them. The most common ways included with personal care (81% of respondents), to feel in control of daily living (44%), with keeping their home clean and comfortable (41%) and to feel safe and secure (38%).
WHO	10 Health and social services are conveniently located and accessible by all means of transport.	<ul style="list-style-type: none"> • There are five, conveniently located, fully accessible Customer Service Centres representing the five areas within the city. Any telephone calls about Social Care, Telecare Services or Blue Car Badge enquiries are handled by the Customer Service Network and can be accessed via one publically advertised telephone number. This same telephone number is available 24/7 for enquiries of an urgent nature. • More than 50% of population live within reasonable walking distance (750m) of a dentist or doctor's facility, and 75% can walk to a pharmacy. Virtually the entire city population can reach such facilities within a 30 minute bus journey. • As described previously, Home Care services have recently been commissioned to be 'zoned' to different areas of the city, thereby improving choice and control for recipients.

WHO	11 Residential care facilities and designated older people's housing are located close to services and the rest of the community.	<ul style="list-style-type: none"> • The principle of Extra Care housing is to provide a 'community hub', inviting the community into the scheme and providing on site services e.g. convenience store, hair salon, restaurant, library. <p>With the Extra Care programme and Enabling Independence Strategy our vision is to “provide whole solutions for whole lifestyles, providing genuine options and real choice which deliver opportunities for individual growth, development and wellbeing”. Our pledge is to continue to deliver this vision in relation to older persons housing provision including the Extra Care housing programme. To evidence this we will enable the development of more older persons housing provision in the City over future years. Older persons housing provision will remain a priority for the City, to provide older households with real options to enable them to plan for older age. The design and provision of accommodation will be based around research, good practice, learning and strategic planning to ensure that people's needs and aspirations are being provided for within the housing choices delivered in the City over future years in key partnerships.</p> <ul style="list-style-type: none"> • The Older Persons Accommodation Forum is currently mapping the locality of GP surgeries, supported housing, extracare schemes and care homes in each of the five locality areas to determine whether services and amenities are close to services and the wider community. The mapping exercise will also inform future housing requirements across the city in order to meet future needs and demands. • 89% of care home residents who responded to the residential and nursing care survey 2009 said that their home 'always' or 'usually' supported them to access facilities in the community e.g. social clubs, GP surgeries if they would like. 87% reported they are 'always' or 'usually' kept up to date about the local community if they would like.
WHO	12 Health and community service facilities are safely constructed and fully accessible.	<ul style="list-style-type: none"> • Commissioned services have requirements around construction and accessibility built into their contract documentation.

WHO	13 Clear and accessible information is provided about health and social services for older people.	<ul style="list-style-type: none"> • HealthWatch is Sunderland’s independent consumer champion for patients, carers and all who use health and social care services in Sunderland. Information, advice and signposting is one of the key functions of HealthWatch as well as ensuring that the views of local people shape health and care services in the city. The service supports people to make informed choices about health and social care services. People who want to make a complaint about NHS services are referred to the NHS Independent Complaints Advocacy Service. • The Live Life Well Service has developed and is implementing a marketing strategy to ensure that there is greater awareness of a range of services. Our Health Champions programme enables people to signpost others to services that will improve their health. • The vast majority of respondents (86%) to the Adult Social care User Experience Survey 2011/12 said that they had found it 'very' or 'fairly' easy to find information and advice about support, services or benefits. • According to the Annual Residents Survey 2012: <ul style="list-style-type: none"> – 20% of people aged 65+ who need or are living with someone who needs support with daily living do not know where to go to get help and support outside of their family. – 23% of people 65+ who need or is living with someone who needs support with daily living are not currently getting any help.
WHO	14 Delivery of services is coordinated and administratively simple.	<ul style="list-style-type: none"> • A joint commissioning board has been set up to develop a coordinated approach to health and social care service provision and to ensure that service delivery is efficient and effective. • There are five multi-disciplinary Community Integrated Teams (CITs) in place across the city to provide an effective, high quality and coordinated response to the most vulnerable people with the most complex needs, keeping them out of hospital. Based in key localities in the city the teams are made up of district nurses, community matrons; general practitioners, practice nurses, social care professionals, living well link workers and carers support workers. By working from one shared base, they are able to avoid duplication of work, which can not only be costly to the NHS, but can also be very frustrating for the patient, who would have to tell their story to each health and care professional providing them with support. The CITs are together creating holistic health care plans with patients and carers that are absolutely tailored to the needs of the person, and these are supported by their own GP, who will lead clinical decision-making to ensure that the medical, social and emotional needs of their patient are taken into account. • We currently have a Sunderland Wellbeing Directory, Live Life Well website and hub and NHS Choices. • Feedback from the Positive Ageing Conference 2010 suggested that participants have mixed views in terms of whether services are delivered in a coordinated way or not. For example it was commented that discharge planning often lacks coordination and in some cases a lack of communication between health and social care professionals. However, it was also commented that things had improved in this respect over the years and there were some positive examples of where services were coordinated.

WHO	<p>15 All staff are respectful, helpful and trained to serve older people.</p>	<ul style="list-style-type: none"> • Quarterly contract monitoring meetings are held with all adult social care commissioned services. Contract monitoring includes organisational capacity and standards, customer outcomes and service delivery. Joint quality monitoring visits are carried out in care homes by Adult Social Care and Sunderland Clinical Commissioning Group. • Enter & View visits are carried out by HealthWatch Sunderland. Enter & View visits are authorised visits into care homes, extra care schemes and GP practices by Healthwatch volunteers, to gather the views of residents, service users, family and carers about health & social care services being provided. The visits culminate in a written report, with recommendations, being produced to influence improvements in service delivery. Reports are shared with key stakeholders such as commissioners, providers, Health & Wellbeing Board and Healthwatch England. • It is the responsibility commissioners to ensure that services commissioned are safe and patients have a positive experience and good outcome. Sunderland Clinical Commissioning Group have a rolling programme of Clinical Quality Assurance (CQA) Visits to provider sites and this programme is an element of the CCGs' approach to seek assurances and ensure quality services are being delivered by its providers. <p>The CQA visits review a range of issues and incorporate the 15 Steps Challenge which looks at quality from a patient's perspective, and is based on a toolkit that was developed to look at hospital care and services through the eyes of patients and relatives. Its aim is to help to understand and identify the key components of high quality care that are important to patients and carers from their first contact with the ward/clinical service. This would include, but is not limited to, whether there is appropriate signage, availability of information and whether the ward/department/unit is accessible to those with disabilities. In addition to this, the CQA visit will also assess safety, including indicators around healthcare acquired infections, safeguarding, involvement, privacy and dignity and patient feedback.</p> <p>Sunderland CCG CQA visits encompass a range of provider organisations, including acute hospital and community services (6 visits a year), mental health services (4 visits a year), ambulance provider organisation (2 visits a year) and Urgent Care Centres (2 visits a year), including Out of Hours (2 visits a year).</p> <ul style="list-style-type: none"> • 97% of respondents to the 2008/09 Home Care survey were 'always' or 'usually' happy with the way their care workers treated them and 93% would describe their relationship with their care worker as 'good' or 'excellent'. • Respondents to the Intermediate Care at Home customer feedback survey highlighted that: <ul style="list-style-type: none"> – The majority of respondents (78%) reported that staff treated them fairly and with equality to reflect their cultural or ethnic background, gender, age or lifestyle. Nevertheless, 22% reported that this was the case only 'sometimes'. – 90% felt that the way staff had respected their dignity when providing their care was 'good' or 'excellent'. – 89% felt that the way staff treated their home and personal possessions was 'good' or 'excellent'. – 82% reported that staff gave them the confidence to reach their goals. – 86% felt that the helpfulness of the staff was good or excellent. • Sunderland 2012 Residents Survey – The question 'How helpful the staff were' had a response in the 55+ age range of 86% satisfied which is higher than the 'all' age range which was 74%. The question relating to 'The staff being able to deal with your enquiry' received a response of 81% in 55+ age group, which again is higher than the 'all' age range result of 71%.
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WHO	16 Economic barriers impeding access to health and community support services are minimized.	<ul style="list-style-type: none"> • Sunderland Council, MIND and Age UK are all helping to improve people’s financial circumstances through maximising benefits and welfare rights. • The Council’s Affordable Access Pricing Framework for Sport and Leisure (Everyone Active facilities) aims to increase the accessibility of sport and leisure services by making them more affordable to those people on low incomes. <p>Everyone Active have 7,689 (22.30%) customers aged 50+ who use leisure facilities at 9 venues. This is out of an overall total membership of 34,477.</p> <p>The spread of these members across the city’s five geographic areas is as follows: North - 1010 East - 1347 West - 1340 Washington - 1284 Coalfield - 1385 Non Resident – 1323.</p> <ul style="list-style-type: none"> • Residents moving into Extra Care schemes are provided with information about benefits to ensure that they are maximising their benefit entitlement.
WHO	17 Voluntary services by people of all ages are encouraged and supported.	<ul style="list-style-type: none"> • Unfortunately the city’s Volunteer Centre closed in March 2016. However, Voluntary and Community Action Sunderland (VCAS) has now become an accredited volunteer centre and has been consulting with organisations in the city to develop its model. • Sunderland Health Champions offers free training inclusive of all ages. The Council also has networks which support these champions. • Tyne & Wear Sport provides bursaries to enable older people to acquire or improve their sport / physical activity skills and qualifications. • Community Opportunities and Resource Agency (CORA) support adult social care customers looking for voluntary work.

WHO	<p>18 There are sufficient and accessible burial sites.</p>	<ul style="list-style-type: none"> • There are ten cemeteries with the Sunderland City Council boundaries. The various locations are as follows : <ul style="list-style-type: none"> – Bishopwearmouth Cemetery – Sunderland Cemetery – Mere Knolls Cemetery – Ryhope Cemetery – Castletown Cemetery – Southwick Cemetery – Hetton Cemetery – Houghton Cemetery – Easington Lane Cemetery – Washington Cemetery. <p>Capacity across the cemeteries is generally excellent, with nine of the ten cemeteries having a remaining life span of between 13 and 145 years. Capacity at Washington Cemetery remains low, with no new burial spaces available for pre-purchase. The limited number of remaining grave spaces are allocated on a need basis. A project to clear an obsolete building will result in a small number of new spaces becoming available at Washington Cemetery.</p> <p>Across all of the cemeteries, all faith groups are accommodated by offering burials in either consecrated or non-consecrated sections. A Muslim burial section is provided in Mere Knolls Cemetery, with a Jewish section available in Bishopwearmouth.</p>
WHO	<p>19 Community emergency planning takes into account the vulnerabilities and capacities of older people.</p>	<p>Emergency Planning Team within Sunderland City Council have access to real-time reports detailing vulnerable people known to adult social care e.g. extra care schemes. However not all vulnerable people access these services and so there is a gap.</p> <p>Other providers with databases have been identified, NHS, GP's, Utilities and Age UK, that have local knowledge about people with temporary illness / recovery etc.</p>

Theme - Participation, Inclusion and Communication

Source	Ref	Measure	Progress
WHO Sub-theme: Social Participation			
WHO	1	Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public transport.	<ul style="list-style-type: none"> • According to the Adult Social Care User Experience Survey 2011/12: <ul style="list-style-type: none"> – 20% of respondents to the Adult Social Care User Experience Survey 2011/12 said that they at times find it difficult to get to all the places in their local area that they want to whilst – A further 20% said that they are unable to get to all the places in their local area that they want. – 29% responded that they do not leave their home. • Feedback from the Positive Ageing Conference 2010 suggested that the ability to get to the places people wanted to in their local area by public transport was very much dependent on the area they lived in and often people weren't able to get to the places they wanted to. • In terms of public transport the anecdotal evidence is that this is poor and that the 50+ population is nervous about going to bus stops in the dark. • Since 2005, the Council has implemented and delivered a Leisure Facilities Development Plan, with the aim of providing modern, accessible and localised leisure facilities. Every Sunderland resident now lives within a 3 mile radius of a swimming pool, sports hall or Wellness Centre. • Age UK Sunderland ensures venues for all City wide events / meetings reach these standards. On occasion transport is also provided. • Perceptions of community safety and feelings of safety are better for the 55+ age group than the 15-54 age group.
WHO	2	Events are held at times convenient for older people.	<ul style="list-style-type: none"> • Large events (such as the Airshow) take place during the summer and so issues about going out at night (see above) are not an issue. • Age UK Sunderland ensures venues for all City wide events / meetings reach these standards. 10am is generally the earliest start time, with activities finishing no later than 4pm. This is to ensure that during the winter people can travel in daylight, and also free of charge with their travel pass.

WHO	<p>3 Activities and events can be attended alone or with a companion.</p>	<ul style="list-style-type: none"> • There are financial implications for people taking a carer along to an event that some organisations reflect in their pricing structure e.g. Sunderland Football Club provide free entry for carers; Sunderland Empire Theatre has an Access Membership Scheme with discounted ticket(s) for anyone who is restricted in their ability to access the services. • Looked After Children who do not have regular contact with their families can benefit from the support of an Independent Visitor – a trusted adult with whom they can spend time and enjoy recreational activities. In the year 2011/12, ten young people were supported by Independent Visitors. • The Council's Wellness Service offers reduced rates to carers to access their services when accompanying their 'cared for'. • Sunderland Business Improvement District seeks to ensure that access is taken into account when it chooses venues and public spaces for events and activities. Keel Square, Sunnyside, Park Lane, the Bridges and Market Square being the key public spaces used for events.
WHO	<p>4 Activities and attractions are affordable, with no hidden or additional participation costs.</p>	<ul style="list-style-type: none"> • The majority of council events are free, for example the Airshow which also has a free park and ride scheme • In respect of children and young people provision is often free or low cost, i.e. Children's Centres (free), youth provision (low cost). • Age UK Sunderland ensures that for activities and attractions provided by them costs are up-front, any costs incurred on the day are out of choice by the attendee. • Sunderland BID co-ordinate activities that are generally either free or have a very competitive charge where this is necessary. The BID also sponsors the VIBE Magazine which lists events and reaches 140,000 households and businesses throughout the city, setting out the key information on events, including prices where this information is known.

WHO	<p>5 Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older people.</p>	<ul style="list-style-type: none"> • Sunderland Council events have always taken these issues into consideration and information generally is provided via sunderlandlive.com; Sunderland Echo 'what's on'; and Sun fm. The Council's People Services has a directory of services (not just council services). • Information for families is available on the family information service website and also information on youth activities on letsgosunderland.com • There is an end-to-end service for Tourist Information: <ul style="list-style-type: none"> – The Things to See and Do leaflet produced every summer by the Communications Team – The Foundation of Light Positive Futures project – a directory of services is being produced – Health and Wellbeing Directory hosted by Washington Mind. • The Active Sunderland Board has a Year 1 priority, of working to increase participation levels in older people (50+) by undertaking a media campaign to promote opportunities – targeting those activities that are specifically frequented by those 50+. • The VIBE magazine, now in its second year, is sent out four times a year and has an online version which is kept up to date with events and activities. In addition, Sunderland BID sponsors the Restaurant Guide (mini and large version) which promotes restaurants and eateries throughout the city centre and further afield. • The BID Website and its social media pages is split between business and consumers and provides up to date information on events and activities (which align with See it do it and VIBE website) providing a range of opportunities for people of all ages to get up to date information. • Information is also available online regarding offers from businesses in the city centre through the BID website.
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WHO	<p>6 A wide variety of activities is offered to appeal to a diverse population of older people.</p>	<ul style="list-style-type: none"> • Everyone Active, which manages the city’s leisure centres on behalf of the City Council, provides a wide variety of activities that are suitable and more importantly popular for older people i.e. tea dances, line dancing, fab fifties fitness sessions, indoor bowls, sit n be fit exercise, indoor curling, 50+ tennis and swimming. • Tyne & Wear Sport provides a wide range of services that are available to older people living or working in Sunderland. Their Active Workplace programme delivers an array of opportunities for employees to get active by participating in a variety of courses, games and tournaments. In collaboration with national governing bodies and other partners they provide resources to strengthen clubs and develop the sporting workforce so that they are better placed to offer more and better quality services to older people across the city. Details of what they offer is available on their website www.tynewearsport.org • There are 12 Extra Care schemes located across the city. All schemes have a community café, hairdresser, resident forum, shop and therapy treatment room. The residents’ access community based activities and are also supported to access activities promoted within the scheme. Healthwatch Sunderland is currently carrying out a number of Enter and View visits linked to activities. • A number of care homes promote activities within the home and also engage residents in activities outside of the home e.g. trips to Beamish as part of reminiscence activities, or trips to the seaside. Local schools visit the homes to listen to the life stories of residents; entertainers visit the homes too. • Age UK Sunderland offer a wide range of social, physical and educational activities, as well as community engagement and lunch clubs (see appendix 1). • Faith groups across the City offer a range of activities targeted at older people, toddler groups and youth groups. • The Council offers a wide variety of activities to older people to encourage their social participation (a number of People Services grants awarded to the VCS who offer activities to older people). • A broad programme of activities is provided by VCSOs such as Age UK, Sunderland Carers Centre and area based VCSOs. • 2010 Residents Survey Q93 - Standard of leisure and entertainment facilities. <ul style="list-style-type: none"> – Over 55's = 52.5% – All Sunderland = 62%.
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WHO	<p>7 Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks.</p>	<ul style="list-style-type: none"> • Most Community Associations are run by older people and Age UK also play a leading role. The Museum and Winter Gardens hold 'talk ins' which are attended by mainly older people. • The council's five 'State of the Area' events are held in the community. • A variety of local community settings are used to support older people (many older people are accessing Community Centres, Church Halls, wellness and learning centres across the City). The University of the 3rd Age hold meetings in the Bangladesh International Centre. • Action in the Early Intervention and Locality Service Business Plan for 2013/14 is to maximise use of community buildings, including children's centres, for use by the wider community. • The BID has run and organised a number of events which are designed and located in venues so as to target a wide range of age groups and reflect the Economic Masterplan vision for more cultural events in the city, including: <ul style="list-style-type: none"> – Cultural events festivals, such as the African Festival and Chinese New Year; also Alice in Wonderland themed events which included Eat Me Drink me events. Tea parties and – A full Christmas programme, including an ice rink and Christmas themed markets – Late night Thursday shopping – Pop up galleries and shops – Great North Snowdogs, Sculpture Trail – Sunnyside Live – Sunderland Sports Fanzone – Animatronic Dinosaur in the Bridges. • In addition, the BID has sponsored and promoted many other events, including: the Colour Run, Asunder (commemoration of the battle of the Somme), Sunderland Pride, International Short Films Festival, Sanctuary events at the Minster, North East Culture Awards, Amazing Wearside Awards, SAFC pop-up Museum. • The Sunderland Partnership has hosted the 'One World Party' in the Museum and Winter Gardens each October for a number of years. It is an event established through the Fair Trade Partnership which is aimed at young and old alike.
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WHO	<p>8 There is consistent outreach to include people at risk of social isolation.</p>	<ul style="list-style-type: none"> • There are 12 Extra Care schemes located across the city. All schemes have community café, hairdresser, resident forum, shop and therapy treatment room. The residents' access community based activities and are also supported to access activities promoted within the scheme. HealthWatch Sunderland are currently carrying out a number of Enter and View visits linked to activities. • A number of care homes promote activities within the home and also engage residents in activities outside of the home e.g. trips to Beamish as part of reminiscence activities, or trips to the seaside. Local schools visit the homes to listen to the life stories of residents, entertainers visit the homes. • One in six over 65's is socially isolated. Some of society's most isolated people live in residential homes. • The 2012 Annual Residents Survey (Access to help and support and Community life) tells us that: <ul style="list-style-type: none"> – 52% of people aged 45-64 and 42% of people 65+ say they would <u>not</u> have anyone outside of their household to provide ongoing help to live at home because of an illness (All Sunderland = 46%) – 35% of 45-64s and 24% 65+ say would <u>not</u> have someone outside of household to call upon for urgent help (All Sunderland = 29%) – 31% of 45-64s and 20% of 65+ say they would <u>not</u> have anyone outside of their household to talk to if they needed to talk to someone (All Sunderland = 23%) – 31% of 45-64s and 20% of 65+ do <u>not</u> know where to get help and support outside of their family (All Sunderland = 24%) – 66% of 45-64s and 74% of 65+ agree that they have friendships with other people in their local area (All Sunderland = 68%). – 66% of 45-64s and 83% of 65+ agree that they regularly stop and talk with people in their area (All Sunderland = 68%) – 53% of 45-64s and 55% of 65+ <u>disagree</u> that they borrow things and/or exchange favours with people in their area. (All Sunderland = 51%). • 17% of respondents to the Older Person's Lifestyle and Housing Aspirations Survey (OPLHAS – 2010) feel isolated 'all' or 'some' of the time. Similarly, 17% of respondents to the Adult Social Care User Experience Survey felt they have some contact with others but not enough, and a further 3% that they have 'little contact with others and feel socially isolated'. • Respondents to the OPLHAS were asked what would lessen their feelings of social isolation and 'Living nearer family and friends' was the factor mentioned by the biggest proportion of those who felt isolated to some extent in their own home (28%). 'More accessible transport' (16%), 'being able to live nearer people of their own age to provide opportunities to make new friends' (15%), 'regular visits from people providing professional help' (14%) and better local amenities (12%) were also mentioned as being important. • A People Services review of customer feedback in 2011 highlighted that Key service outcomes that older people report are important to them are, feeling safe and secure, improved quality of life, reduced feelings of loneliness and isolation, greater independence and improved health and wellbeing. Nevertheless, consultation and research conducted with older people in the city consistently suggests that there is a significant proportion who: feel lonely and cut off from others, don't do many of the things they would like to do with their time and feel unable to get to the places they want to in their local area either independently or with support (see in particular the Community Equipment User Experience survey (2009/10) and the Home Care Survey 2009).
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		<ul style="list-style-type: none">• Age UK Sunderland have a befriending service where by a socially isolated person can receive a visit or a phone call, once a week from a volunteer. The Social Focus Project is a service for people aged 50+ who have a mild to moderate functional mental health condition, such as anxiety, depression or stress. The aim of the project is to tackle social isolation and look to reduce symptoms of ill mental health.• According to the Annual Residents' Survey 2012, older people aged 65+ are most likely to be non-users of museums, galleries and arts venues (52% don't use); parks and green spaces (24% don't use); theatre and concert halls (51% don't use). Non-users of sport and leisure facilities are most likely to be retired people (62% don't use) and people over the age of 45 (52% don't use).• Many faith communities organise luncheon clubs and social activities to help address social isolation in older people.
WHO Sub-theme: Respect and social inclusion		

WHO	<p>9 Older people are regularly consulted by public, voluntary and commercial services on how to serve them better.</p>	<ul style="list-style-type: none"> • 2012 Community Spirit Summer Survey - To what extent do you agree or disagree that as a member of Community Spirit...I feel like the Council is asking for my views? <ul style="list-style-type: none"> - Over 55's = 42.6% - All Sunderland = 45.8% • 2012 Residents Survey OS7 - Agree that the Council acts on the concerns of its local residents. <ul style="list-style-type: none"> - 45-64s = 46% agree - 65+ = 50% agree - All Sunderland = 44% • 2012 Residents Survey IN5 - Agree that you can influence decisions affecting your local area? <ul style="list-style-type: none"> - 45-64 = 26% agree - 65+ = 29% agree - All Sunderland = 26% agree • Commissioning of Social Care Services <ul style="list-style-type: none"> - Social care commissioned providers carry out a customer survey on an annual basis to gather the views of customers as part of service delivery improvement - Service user feedback is sought as part of the commissioning process - Healthwatch has carried out a number of Health & Social Care consultations as a means of influencing changes for improvement in service delivery including: Enter & View activities, Hospital Discharge, GP practice closure, and have recently held a public engagement event to provide an opportunity for people to influence the Healthwatch workplan. • A great deal of consultation takes place and feedback received: <ul style="list-style-type: none"> - The Home Improvement Agency consults about changes to its contributions policy - The council received feedback from 13,000 telecare users - Feedback is sought as part of the council's commissioning process - Northumbria Police undertake satisfaction surveys - Nexus consult, though bus companies are not required to do so.
WHO	<p>10 Services and products to suit varying needs and preferences are provided by public and commercial services.</p>	<ul style="list-style-type: none"> • Services which are commissioned by the council's Public Health team are informed by engagement and consultation with the public on a number of levels. Most recently in respect of the integrated wellness model and sexual health services. There are also a number of Public Health campaigns working with local communities to signpost to appropriate services. • Services commissioned by the council's Adult Social Care Services are informed by engagement with service users. Feedback is used to develop service specifications and / or improvement in service delivery.

WHO	11	Service staff are courteous and helpful.	<ul style="list-style-type: none"> The bridge card is available on request through Nexus (the Tyne and Wear Passenger Transport Executive) or through partners and is an active part of training for all local transport operators. The card itself is available to anybody, so is available to disabled and older passengers but also passengers who are less confident – there is no qualifying criteria listed as it is more an assistance aid rather than travel permit. Other than deaf or visually impaired passengers (who have 'DEAF' or 'BLIND' stamped on the bridge card) the card does not give specific detail of any requirements the passenger has – rather it is an indication the passenger may need more time to sit down for example, or may ask for special assistance. 90% of respondents to the Reablement at Home customer satisfaction survey felt that the way staff had respected their dignity when providing their care was 'good' or 'excellent'.
WHO	12	Older people are visible in the media, and are depicted positively and without stereotyping.	
WHO	13	Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences.	<ul style="list-style-type: none"> Active Sunderland have developed a calendar of BIG Events and Area Festivals that are inclusive of all age ranges, with specific activities also suitable for older people. In addition, Active Sunderland also operate a successful walking programme (attended in the main by older people) that is supported by 40 volunteer walk leaders, Events such as the Sunderland Airshow and illuminations provide the opportunity for whole families to enjoy activities together, The Film Festival held by the council at Herrington Park is open to all members of the public and the films shown are chosen via a public vote.
WHO	14	Older people are specifically included in community activities for "families".	<ul style="list-style-type: none"> There is an on-going relationship between Highfield School and the nearby Extra Care scheme. In particular a lot of activity takes place at harvest time and during Christmas.
WHO	15	Schools provide opportunities to learn about ageing and older people, and involve older people in school activities.	<ul style="list-style-type: none"> There is an on-going relationship between Highfield School and the nearby Extra Care scheme. In particular a lot of activity takes place at harvest time and during Christmas.

WHO	16	Older people are recognized by the community for their past as well as their present contributions.	<ul style="list-style-type: none"> • There are a number of good examples where this has taken place or is on-going: <ul style="list-style-type: none"> – Queens jubilee visit to the Port – Houghton Heritage Society / Houghton Feast (the role of the Doxfords) – Washington Heritage Festival – The Sunderland Remembrance Parade (largest outside of London) – Gentoo Housing Group's Men's Sheds programme – Skills Bridge – getting retired people into volunteering – Council volunteers awards – Young Achievers' Awards – Age UK Sunderland hold an annual volunteer party and publish quarterly a newsletter highlighting the fantastic work volunteers do. • Some youth projects have done work in this areas and Sunderland Youth Parliament have also linked up with Age UK in the past. • Age UK hold an event with the University to welcome students to the University and encourage inter-generational conversations.
WHO	17	Older people who are less well-off have good access to public, voluntary and private services.	<ul style="list-style-type: none"> • A Care Advice Centre is provided by Housing 21 (housing group) in two extra care housing schemes and provides signposting advice for all older households.
WHO Sub-theme: Communication and information			
WHO	18	A basic, effective communication system reaches community residents of all ages.	<ul style="list-style-type: none"> • The Safer Communities survey shows that the preferred formats are newsletter, flyers and other printed material. • The BID also sponsors the VIBE Magazine which lists events and reaches 140,000 households and businesses throughout the city, setting out the key information on events, including prices where this information is known.

WHO	19	Regular and widespread distribution of information is assured and a coordinated, centralized access is provided.	<ul style="list-style-type: none"> • The VIBE magazine, now in its second year is sent out 4 times a year, and has an online version which is kept up to date with events and activities. In addition, the BID sponsors the Restaurant Guide (Mini and large version) which promotes restaurants and eateries throughout the city centre and wider afield. • The BID Website and its social media pages is split between business and consumers and provides up to date information on events and activities (which align with See it do it and VIBE website) providing a range of opportunities for people of all ages to get up to date information on things that are happening in the city. • Information is also available to consumers of online offers from businesses in the city centre and these can be accessed through the BID website or social media. • Sunderland BID and the council work in partnership with SUN FM which has a strong following from older people.
WHO	20	Regular information and broadcasts of interest to older people are offered.	
WHO	21	Oral communication accessible to older people is promoted.	<ul style="list-style-type: none"> • The Health Champions programme aims to provide people with a personal approach to brief advice and signposting in relation to improving health and wellbeing. • Local Police are encouraged to speak with residents in community settings.
WHO	22	People at risk of social isolation get one-to-one information from trusted individuals.	<ul style="list-style-type: none"> • The Tyne and Wear Fire Service carries out free fire safety checks and works with the council to deliver these. • Safer communities give information to care workers to distribute and community safety. • People that are already working with local residents either as paid employees or volunteers with the council or its partners, are recruited as Health Champions.
WHO	23	Public and commercial services provide friendly, person-to-person service on request.	
WHO	24	Printed information – including official forms, television captions and text on visual displays – has large lettering and the main ideas are shown by clear headings and bold-face type.	

WHO	25	Print and spoken communication uses simple, familiar words in short, straightforward sentences.	
WHO	26	Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time.	<ul style="list-style-type: none"> The council's call centre is cited as an excellent service that meets this measure.
WHO	27	Electronic equipment, such as mobile telephones, radios, televisions, and bank and ticket machines, has large buttons and big lettering.	
WHO	28	There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries.	<ul style="list-style-type: none"> Good examples are: <ul style="list-style-type: none"> Computer / laptop access is available in two of the completed extra care housing schemes Wifi access is to be implemented into all future schemes There are a number of Electronic village halls across the city The IT suite at Age UK offers advice, courses and day to day use. Free 10 week i-pad courses also held across the city The work of Digital Challenge and the move to superfast broadband across the city. The council's website is compatible with accessibility standards and has a read me function. The IT being put in place to help people cope with the welfare reform is being provided to suit all levels of IT skills Public access PCs are in all public libraries Public wi-fi available in all public libraries.

Participation, Inclusion and Communication - Appendix 1

ADVOCACY

Event/activity/Group	Venue	Parking?	Bus stop close by?	Start time	Cost if applicable	Extra cost on day to client (bingo/raffle etc.)	Transport offered? Cost if applicable?	How often held?
Advocacy User Group	David Graham Room – Bradbury Centre	No onsite parking for service users	Yes	10am	No cost to client	No extra cost to client	No transport provided	Quarterly

Advocacy Outreach	Hetton Centre	Yes onsite	Yes	3pm	No cost to client	No extra cost to client	No transport provided	Weekly
Advocacy Outreach	Essence – Sir Thomas Allen Centre	Yes onsite	Yes	10:30am	No cost to client	No extra cost to client	No transport provided	Weekly

ESSENCE

Event/activity/Group	Venue	Parking?	Bus stop close by?	Start time	Cost if applicable	Extra cost on day to client (bingo/raffle etc.)	Transport offered? Cost if applicable?	How often held?
Monday Coffee morning	Essence Centre	Ample	Yes	10:30am	No cost to client	No extra cost to client	No transport provided	weekly
Wednesday Coffee morning	Essence Centre	Ample	Yes	10:30am	No cost to client	No extra cost to client	No transport provided	weekly

WASHINGTON

Event/activity/Group	Venue	Parking?	Bus stop close by?	Start time	Cost if applicable	Extra cost on day to client (bingo/raffle etc.)	Transport offered? Cost if applicable?	How often held?
LUNCH GROUP	BRANSPETH RD	YES	YES	10:00	£4 2COURSE MEAL	£1	YES £1	WEEKLY MONDAY
LUNCH GROUP	LAMBTON	YES	YES	10:00	£4 2COURSE MEAL	£1	YES £1	WEEKLY TUESDAY
LUNCH GROUP	PEACEHAVEN	YES	YES	10:00	£4 2COURSE MEAL	£1	YES £1	WEEKLY THURSDAY
LUNCH GROUP	LAMBTON	YES	YES	10:00	£4 2COURSE MEAL	£1	YES £1	WEEKLY FRIDAY

LUNCH GROUP	BLACKFELL	YES	YES	10:00	£4 2COURSE MEAL	£1	YES £1	WEEKLY FRIDAY
PROMOTION/INFO EVENT	ASDA GALLERIES	YES	YES	9:00	N/A	N/A	N/A	LAST FRIDAY
OLDER PERSON EVENT	ASDA GALLERIES	YES	YES	10:00	N/A	N/A	N/A	1 ST OCT.
VARIOUS INDEPENDENT GROUPS	WASHINGTON	YES	YES	VARIES	N/A	N/A	N/A	THROUGHOUT YEAR
WASHINGTON AGE UK COMMITTEE	GENTOO CONF. ROOM	YES	YES	10:00	N/A	N/A	N/A	EVERY 2 MONTHS

COALFIELDS

Event/activity/Group	Venue	Parking?	Bus stop close by?	Start time	Cost if applicable	Extra cost on day to client (bingo/raffle etc.)	Transport offered? Cost if applicable?	How often held?
Lunch Club	Myre Hall, Houghton	Yes	N/K	10am	£6	20p	yes	weekly
Lunch Club	Metcalfe Centre, Hetton	Yes	Yes	10am	£5		yes	weekly
Lunch Club	Sunniside, Houghton	Yes	Yes	10am	£5		yes	weekly
Lunch Club	Churchill Square	Yes	Yes	10am	£6.50	£5	yes	weekly
Lunch Club	Sharp, Shiney Row	Yes	Yes	11am	£5	£1.50	yes	weekly
Lunch Club	Metcalfe Centre, Hetton	Yes	Yes	10:30am	£6	20p	yes	weekly
Lunch Club	Philadelphia Cricket Club	Yes	Yes	11:30am	£6		yes	weekly
Lunch Club	Union St Chapel, Hetton	Yes	Yes	10am	£5		yes	weekly
Lunch Club	High Downs Square,	Yes	Yes	11am	£8		yes	weekly

Event/activity/Group	Venue	Parking?	Bus stop close by?	Start time	Cost if applicable	Extra cost on day to client (bingo/raffle etc.)	Transport offered? Cost if applicable?	How often held?
	Hetton							
Essence Coffee Morning	Metcalfe Centre, Hetton	Yes	Yes	10am	Donation		No	Monthly
Befrienders Coffee Morning	Metcalfe Centre, Hetton	YES	Yes	10am	Donation		No	Monthly

ACTIVAGE

Event/activity/Group	Venue	Parking?	Bus stop close by?	Start time	Cost if applicable	Extra cost on day to client (bingo/raffle etc.)	Transport offered? Cost if applicable?	How often held?
Foundation of Light Family Learning Graduation	Stadium of Light Sunderland	Ample	Yes	10am	n/a	n/a	No	Once a year
Enrolment Day	Bradbury Centre Sunderland	Some	Yes	9.30am	n/a	n/a	No	7 times a year

DAY CLUBS

Event/activity/Group	Venue	Parking?	Bus stop close by?	Start time	Cost if applicable	Extra cost on day to client (bingo/raffle etc.)	Transport offered? Cost if applicable?	How often held?
Monday Grange House	Bradbury Centre	No	Yes	10:00	£5	£1-2	Yes	Weekly
Monday Iona	St Columba Court, Southwick	Yes	Don't know	10:00	£5	£1-2	Yes	Weekly
Monday Number 25	25 Stockton	No	Yes	10:00	£5	£1-2	Yes	Weekly

	Road							
Monday All Saints	All Saints Church, Fulwell Road, Fulwell	Yes	Don't know	11:00	£5	£1-2	Yes	Weekly
Tuesday Grange House	Bradbury Centre	No	Yes	10:00	£5	£1-2	Yes	Weekly
Tuesday Number 25	25 Stockton Road	No	Yes	10:30	£5	£1-2	Yes	Weekly
Tuesday Castledene	Castledene Court, Cranberry Road, Hylton Castle	Yes	Don't know	10:00	£5	£1-2	Yes	Weekly
Wednesday Grange House	Bradbury Centre	No	Yes	10:00	£5	£1-2	Yes	Weekly
Wednesday Number 25	25 Stockton Road	No	Yes	10:30	£5	£1-2	Yes	Weekly
Wednesday Ewesley Road	Ewesley Road, High Barnes	Yes	Yes	10:30	£5	£1-2	Yes	Weekly
Wednesday St Margarets Court	St Margarets Court, Hylton Castle Road, Castletown	Yes	Don't know	10:30	£5	£1-2	Yes	Weekly
Thursday Grange House	Bradbury Centre	No	Yes	10:00	£5	£1-2	Yes	Weekly
Thursday Grange House (ex Doxford Park)	Bradbury Centre	No	Yes	9:30	£5	£1-2	Yes	Weekly
Thursday Castledene	Castledene Court	Yes	Don't know	10:00	£5	£1-2	Yes	Weekly
Thursday Fulwell Methodist	Fulwell Methodist Church, Dovedale Road, Fulwell	Yes	Don't know	12:30	£1:50	£1	Yes	Weekly
Friday Grange House	Bradbury Centre	No	Don't know	10:00	£5	£1-2	Yes	Weekly

Friday Castletown	Castletown Community Centre, Grange Road, Castletown	Yes	Don't know	13:00	£2	£1	Yes	Weekly
Friday Mens Group	25 Stockton Road	No	Yes	12:30	£2		Yes	Weekly

50+ FORUM

Event/activity/Group	Venue	Parking?	Bus stop close by?	Start time	Cost if applicable	Extra cost on day to client (bingo/raffle etc.)	Transport offered? Cost if applicable?	How often held?
West 50+ Forum	Farrington Fire Station	Ample	Yes	10am	n/a	n/a	No	5 times a year
East 50+ Forum	Bradbury Centre	None	Yes	10:30am	n/a	n/a	No	5 times a year
North 50+ Forum	Chillingham House, North Sands	Ample	Fairly Close	10:30am	n/a	n/a	No	5 times a year
Coalfields 50+ Forum	Metcalfe Centre	Limited	Yes	10am	n/a	n/a	No	5 times a year
Washington 50+ Forum	The Galleries	Ample	Yes	10:30am	n/a	n/a	No	5 times a year
Older Peoples Champion meeting	Bradbury Centre	None	Yes	10:30am	n/a	n/a	No	5 times a year
Tea Party	Sunderland University	Limited	Yes	1pm	n/a	N/a	None	One off
Sigion Meeting	Bradbury Centre	None	Yes	10am	n/a	N/a	None	One off
SAFC Museum	Sunderland City Library	None	Yes	10:30am	n/a	N/a	None	One off
Fab Lab Visit	Fab Lab	None	Yes	10am	n/a	N/a	None	One off
Tea and Teach	Metcalfe Centre	Limited	Yes	1:30	n/a	N/a	None	One off
Safety Works Visit	Safety Works	Yes	?	10:30am	n/a	N/a	Yes	One off
Hilton Hotel Visit	Hilton Hotel	Yes	Yes	10:30am	n/a	N/a	None	One off

Theme - Environment

Source	Ref.	Measure	Progress
WHO Theme: Outdoor spaces and buildings			
WHO	1	Public areas are clean and pleasant.	<ul style="list-style-type: none"> • 2012 Community Spirit Summer Survey - Satisfaction with the upkeep of grass verges, flower beds, trees and shrubs in public spaces. <ul style="list-style-type: none"> - Over 55's = 70.4% - All Sunderland = 68.8% • 2012 Community Spirit Summer Survey - Satisfaction with the sweeping and litter picking of public spaces (e.g. pavements, verges). <ul style="list-style-type: none"> - Over 55's = 59.7% - All Sunderland = 58.5% • 2010 Residents Survey Q30 - Satisfaction with green spaces in your neighbourhood. <ul style="list-style-type: none"> - Over 55's = 72% - All Sunderland = 72% • 2012 Annual Residents Survey OS12 - Satisfaction with the upkeep of grass verges, flower beds, trees and shrubs in public spaces. <ul style="list-style-type: none"> - 45-64s = 53% - 65+ = 64% - All Sunderland = 55% • 2012 Annual Residents Survey OS12 - Satisfaction with street cleaning <ul style="list-style-type: none"> - 45-64s = 54% - 65+ = 66% - All Sunderland = 58% • 2012 Residents Survey OS10 - % of people aged 45-64 / 65+ who think the following most need improving in their local area: <ul style="list-style-type: none"> - Clean Streets = 37% / 35% (All Sunderland = 35%) - Parks and green spaces = 16% / 12% (All Sunderland = 15%) • In quarter 1 of 2012/13 performance across the indicators below remains similar to the same period in quarter 1 of 2011/12. On a positive note the level of land and highways with an unacceptable level of dog fouling has reduced from a low figure of 0.67% in 2011/12 to 0% in 2012/13. The percentage of land with an unacceptable level of litter however has increased from 1.33% in 2011/12 to 2.33% in 2012/13. Monitoring reports in this period suggest that the prone areas are secondary shopping areas i.e. shopping areas outside of the City Centre. This information should be able to help target street cleaning resources, including enforcement patrols, in the future.

Source	Ref.	Measure	Progress															
			<table border="1"> <thead> <tr> <th></th> <th>2011/12 Q1</th> <th>2012/13 Q1</th> </tr> </thead> <tbody> <tr> <td>Litter</td> <td>1.33%</td> <td>2.33%</td> </tr> <tr> <td>Detritus</td> <td>1.67%</td> <td>1.67%</td> </tr> <tr> <td>Graffiti</td> <td>0.17%</td> <td>0.17%</td> </tr> <tr> <td>Dog fouling</td> <td>0.67%</td> <td>0%</td> </tr> </tbody> </table>		2011/12 Q1	2012/13 Q1	Litter	1.33%	2.33%	Detritus	1.67%	1.67%	Graffiti	0.17%	0.17%	Dog fouling	0.67%	0%
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WHO	2	Green spaces and outdoor seating are sufficient in number, well-maintained and safe.	<ul style="list-style-type: none"> • 2012 Residents Survey GA3 - Satisfaction with resting places/seating e.g. pedestrians <ul style="list-style-type: none"> – 45-64s = 46% – 65+ = 48% – All Sunderland = 46% • 2012 Residents Survey OS12 - - Satisfaction with green spaces in your neighbourhood. <ul style="list-style-type: none"> – 45-64s = 62% – 65+ = 74% – All Sunderland = 64% • 2012 Residents Survey OS10 - % of people aged 45-64 / 65+ who think the following most need improving in their local area: <ul style="list-style-type: none"> – Clean Streets = 37% / 35% (All Sunderland = 35%) – Parks and green spaces = 16% / 12% (All Sunderland = 15%) • Sunderland is a green city - 57% of city area is greenspace or open countryside. There is a good variety of greenspace types across the city - but there are still pockets of deprivation in terms of quality and quantity. • Access to children's fixed playspaces has increased significantly over the last 10 years. Based on the size and quality of the facility, it is estimated that 87% of the city population now has access to such a facility (2014). • Approximately 48% of the city population lives within 300m of a quality natural greenspace of at least 2 hectares in size (Natural England criteria). There is a good spread of sites across the area, though site access is more limited in north and west Washington and in central Sunderland. • Approximately 66% of the city population lives within 500m of an accessible quality woodland of at least 2 hectares in size (Woodland Trust criteria). Again, there is good geographical coverage across Sunderland, with more limited access being in west and central Sunderland areas. • Three quarters of residents have good access to a formal park or country park (based on facility size and quality). • There are 100 separate allotment sites across Sunderland, providing significantly more allotment land than national 															

Source	Ref.	Measure	Progress
			<p>guide standards recommend. Provision is not even across the city, higher in older established parts of the city, lower in post-war residential areas</p> <ul style="list-style-type: none"> • There are numerous requests to install seating, but because of ASB there are numerous requests to remove seating. ASB forces the removal of seating which directly affects this measure. • According to the Annual Residents' Survey 2012 (OS10), 41% of people aged 45-64 and 45% of people aged 65+ think the level of ASB most needs improving in their local area (All Sunderland 39%).
WHO	3	<p>Pavements are well-maintained, free of obstructions and reserved for pedestrians</p> <p>(See Appendix 1)</p>	<ul style="list-style-type: none"> • 2012 Residents Survey OS12 - – Satisfaction with pavement maintenance <ul style="list-style-type: none"> – 45-64s = 26% – 65+ = 32% – All Sunderland = 29%. • Annual Residents' Survey 2012 - 46% of people aged 45-64 and 50% of people aged 65+ think that road and pavement repairs most need improving in their local area (All Sunderland = 45%). • Annual Residents' Survey 2012 – Standard of footpaths and pedestrian areas in Sunderland City Centre. <ul style="list-style-type: none"> – 45-64s = 45% good – 65+ = 43% good – All Sunderland = 45%. • 2012 Community Spirit Summer Survey - Is obstructions on pavements (e.g. cars parking, advertising boards) a problem in your local area? <ul style="list-style-type: none"> – Over 55's = 56.5% – All Sunderland = 49.5%. • When designing new schemes, designers wherever possible and allowable, ensure that the amount of street furniture, signs and posts are the minimum required and are located so as not to cause an obstruction. This aligns with Department of Transport's guidance on reduced street clutter. • An A Board protocol has been approved which allows the siting of advertising boards within a 1m zone in front of shop frontages. Sunderland city Council are regional leaders as far as 'A' boards on pavements are concerned, having a policy that shows what is permissible and what does not meet a safe standard for those who are partially sighted or blind. • Parking can issue Penalty Charge Notices (PCN) to vehicles parked on the footpath if they are adjacent to a restriction i.e. a yellow line after the Civil Enforcement Officer has followed the enforcement procedure. Blue Badge holders are allowed to park on or adjacent to a yellow line (not a loading restriction) if they display a valid blue badge and clock set

Source	Ref.	Measure	Progress
			<p>at the time of arrival for up to 3 hour.</p> <ul style="list-style-type: none"> If a vehicle is parked on the footpath causing an obstruction and there are no restrictions in place this should be referred to the Police who have responsibility for enforcing obstruction issues. Also see Appendix 1.
WHO	4	Pavements are non-slip, are wide enough for wheelchairs and have dropped curbs to road level.	<ul style="list-style-type: none"> Some progress has been made, but there are still examples of missing dropped kerbs and barriers for wheelchair access on pavements. Whenever new highway schemes are being designed and constructed, dropped crossings are installed to provide ease of access for wheelchair users. Unfortunately due to budget pressures addressing historic areas of non-provision is proving to be challenging. There has been successful consultation with the Disability independent Advisory Group (DIAG) about changes to the sea front and high Street West (City Centre). Members of the DIAG accompanied planners on visits to the sites and explained access problems to them.
WHO	5	Cycle paths are separate from pavements and other pedestrian walkways.	<ul style="list-style-type: none"> Sunderland has a cycle network of c. 180km, of which c. 93% is shared use (pedestrian/cycle or also with horses), c. 2% segregated, ped/cycle, and 5% carriageway lanes. <p>Cycle network development is considered in policy to be an equitable mode of travel which can enable all cross sections of society to gain the health and liberty benefits of active living for local and longer travel. Age is certainly no barrier to cycling, which presents a broad demographic. Shared off road routes are where most people learn to ride a bike, and also where the largest latent market of less frequent/less road-skilled/'fair weather' cyclists will derive from.</p> <p>The development of cycle routes is part of the wider family of developing active travel. As such much of the funding issues with combined objectives for walking and cycling. The guidance promotes consideration of segregation of cycles and pedestrians where user volumes are on the high end of the spectrum, but in most locations this is neither necessary nor viable. A lack of available / affordable space and wider budget limitations compromise the viability in practice of pursuing segregated routes, even if this was an objective.</p> <p>In many instances 'cycle network development' is the relevant funding hook, with an assumption that pedestrians will, and indeed they very much do, benefit from extensive shared use network development. Cycle network funding is much more commonly available, partly because it provides a viable modal shift option for larger catchments for travel and associated congestion/air quality/active living improvements. A policy that such routes should be cycle only would be untenable, and setting them out as segregated would increase design complexity and generate non-compliance territorialism conflict. It would significantly reduce the speed of network development. Shared use is very common on both the National Cycle Network and the National Bridleway Network, without a record of problems.</p>

Source	Ref.	Measure	Progress																																				
			Shared pedestrian/cycle routes will continue to be managed and developed for shared use alongside a smaller segregated network. The carriageway cycle lane network will continue to expand.																																				
WHO	6	Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with non-slip markings, visual and audio cues and adequate crossing times																																					
WHO	7	Drivers give way to pedestrians at intersections and pedestrian crossings.	When designing and installing light controlled crossings, generally the crossings will include an all pedestrian phase and have the appropriate dropped crossings and tactile paving.																																				
WHO	8	Outdoor safety is promoted by good street lighting, police patrols and community education.	<ul style="list-style-type: none"> 2012 Annual Residents Survey OS12 – Satisfaction with street lighting <ul style="list-style-type: none"> 45-64s = 82% 65+ = 91% All Sunderland = 82% Days to rectify Street Lights-non-DNO (council controlled through AURORA) (BV215a.05) <table border="1"> <thead> <tr> <th></th> <th>Mar-09</th> <th>Mar-10</th> <th>Mar-11</th> <th>Mar-12</th> <th>Mar-13</th> <th>Mar-14</th> <th>Mar-15</th> <th>Mar-16</th> </tr> </thead> <tbody> <tr> <td>Actual</td> <td>6.23</td> <td>4.86</td> <td>5.42</td> <td>4.59</td> <td>4.64</td> <td>4.57</td> <td>2.53</td> <td>2.82</td> </tr> </tbody> </table> <p>Performance has improved year on year and remains on target against 7 days. As part of our PFI contract with Aurora, written in September 2003, residential street lamps have been replaced every 3-4 years and highway lamps replaced every 2 years. This early intervention has helped reduce incidents of lamp failure.</p> Days to rectify Street Lights - DNO (controlled by Northern Electric) (BV215b.05) <table border="1"> <thead> <tr> <th></th> <th>Mar-09</th> <th>Mar-10</th> <th>Mar-11</th> <th>Mar-12</th> <th>Mar-13</th> <th>Mar-14</th> <th>Mar-15</th> <th>Mar-16</th> </tr> </thead> <tbody> <tr> <td>Actual</td> <td>23.39</td> <td>27.44</td> <td>21.29</td> <td>15.71</td> <td>15.25</td> <td>19.28</td> <td>18.75</td> <td>18.97</td> </tr> </tbody> </table> <p>Improved performance since 2010. Performance is out of the City Council's control as it is governed by Northern Electric, the Distribution Network Operator (DNO).</p> In 2016-17, the council will be replacing approximately half its street lighting stock with new LED white lighting units. The benefits of this light are better colour rendition which allows for improved facial recognition and less light pollution. The units are extremely energy efficient which will result in significant energy savings and carbon taxes. 		Mar-09	Mar-10	Mar-11	Mar-12	Mar-13	Mar-14	Mar-15	Mar-16	Actual	6.23	4.86	5.42	4.59	4.64	4.57	2.53	2.82		Mar-09	Mar-10	Mar-11	Mar-12	Mar-13	Mar-14	Mar-15	Mar-16	Actual	23.39	27.44	21.29	15.71	15.25	19.28	18.75	18.97
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			<ul style="list-style-type: none"> • The safer communities survey data for Sunderland for 2012-13 shows that, when compared to the Northumbria force average, Sunderland residents are more likely to have seen officers on foot patrol at least once a week (with the exception of Washington). The age analysis done on the 2011-12 safer communities survey data did not reveal any significant differences in residents perceptions of police visibility according to their age so older peoples' perceptions are in line with those of the general population. • Analysis has been done, by age, on the Northumbria 2011/12 safer communities survey data. This has found that in Sunderland, residents' perceptions of community safety and feelings of safety for those aged 55+ are, on the whole, better than those aged 16-54. There are no significant differences by age for feelings of safety living in their local neighbourhood. The perception of young people hanging around on the street as a problem was also lower for 55 plus age group (Only 5.1% of those aged 55+ considered it a problem, compared with 13.8% of those aged 16-54). Over 55s were less likely to think there had been a rise in ASB in their area in the last year. This was 14.7% of over 55s compared with 25.8% from the 16-54 age group. When analysing the results by age, there were no significant differences in residents' perceptions around how their local area had changed in the last 12 months in the context of there being more or less crime. • The 2013-14 data from the Northumbria Safer Communities Survey has been analysed by age and the findings relating to older people include: <ul style="list-style-type: none"> – When compared to 2012/13 results, there has been an increase in the percentage of residents across all age groups other than 16-24 and 45-54, who think that the police patrol level is about right in their neighbourhood. – There has been an increase in the percentage of residents aged 45 and over who feel very or fairly safe in their local area when compared to 2012/13 results – The percentage of residents who feel very or fairly safe in their local area generally increases with age. • Also see Appendix 1.
WHO	9	Services are situated together and are accessible.	<ul style="list-style-type: none"> • Sunderland has good overall access to services, and many of these are clustered together. Where facilities are more limited, there are often good public transport services linking these residential areas to the city centre or other main town centres. Innovations in the last 10 years such as Customer Services Centres or Primary Care Centres have improved local access. The following information demonstrated the accessibility of local service access: <ul style="list-style-type: none"> - 91% of residents live within 700m of a primary school - Access to free ATM machines has increased significantly over the last 10 years, and now 85% of residents live within 700m of such a facility - 75% of residents live within 700m of a post office - 75% of residents live within 700m of a pharmacy (increased from 71% in 2010) - 58% of residents live within 700m of a doctors surgery - 51% of residents live within 700m of a dentists surgery. <p>Access to library buildings is much reduced, following the closure of 10 libraries in 2013. (Library services are changing, with more online options, and local opportunities to lend books).</p>

Source	Ref.	Measure	Progress
WHO	10	Special customer service arrangements are provided, such as separate queues or service counters for older people.	<ul style="list-style-type: none"> All Customer Service Centres are accessible in design with reception arrangements that initially triage all customer enquires as soon as the customer presents. If a more detailed interaction is required then adequate seating and support is provided as appropriate to each individual customer's requirements. Ongoing customer satisfaction surveys and analysis of all comments, compliments and complaints received closely monitor the service offering.
WHO	11	Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors	<ul style="list-style-type: none"> Council buildings quite good, though there have been complaints from disabled people about lack of toilet access. Some lifts are too narrow for wheelchairs/double buggies (eg Sunderland Station, Central Library). 2012 Annual Residents' Survey – Satisfaction with accessibility of public buildings for people with disabilities: <ul style="list-style-type: none"> 45-64s = 50% 65+ = 53% All Sunderland = 49%
WHO	12	Public toilets outdoors and indoors are sufficient in number, clean, well-maintained and accessible.	<ul style="list-style-type: none"> There are public toilets in shopping centres / customer service centres / supermarkets. There are 23 public toilets across the city. They are geographically spread to cover the main recreational areas (e.g. public parks and the seafront) and shopping precincts (City Centre, Concord, Hetton, Southwick). In areas where there are no public toilets (e.g. Houghton), members of the public are also able to access leisure centres and libraries to use the facilities. There are no charges to use public toilets. There are a number of Changing Places facilities in the city which allow severely disabled people of all ages and their carers to enjoy a day out.
WHO Theme: Transportation			
WHO	13	Public transportation costs are consistent, clearly displayed and affordable.	<ul style="list-style-type: none"> Overall there is a perception that bus travel is expensive and complex when compared to other modes of travel, particularly the car. This causes the traveling public to turn away from bus to car if they have the opportunity. Since bus deregulation in 1986, the cost of bus travel has risen throughout England and the greatest increases have been in PTE areas, where bus fares rose by 95% between 1995 to 2008. In contrast the average rise in the rest of England was 51% over the same period. According to Nexus monitoring statistics the equivalent figure for Tyne and Wear is 124%. The average fare in Tyne and Wear in April 1995 was £0.66; this compares to £1.48 in April 2008. If fares had increased over that period in line with RPI the average fare in April 2008 would have been £0.95. North East Regional Smart Ticketing works well. This is similar to the 'oyster card' that is used in London. The English National Concessionary Travel Scheme is a national scheme by the Department for Transport in

Source	Ref.	Measure	Progress
			<p>conjunction with Local Authorities across England. The scheme was extended from the provision of free bus travel within individual local authorities, to allow travel throughout England from 1 April 2008.</p> <p>English residents who have attained the state pension age for women, which is gradually being increased from 60 to 66, as well as eligible disabled people, are provided with free off-peak bus travel on weekdays and all day at weekends and Bank Holidays.</p> <p>In Sunderland (and the wider Tyne and Wear area) concessionary travel is free from 0930 until end of service (an enhancement on the National Scheme validity end time of 2300). In addition, concessionary travel pass holders can travel prior to 0930 with printed evidence of a hospital appointment.</p> <ul style="list-style-type: none"> • Gold Card allows holders of a concessionary travel pass to purchase a years' worth of free Metro travel (after 0930 on weekdays) for £12. Metro is not part of the concessionary travel scheme (funded by the government) so without the gold card and without an actual concession for older and disabled passengers they would have to pay full fare. The benefits and cost savings for regular passengers are significant; but we also find a lot of occasional users will buy the gold card, for example only 6 or 7 trips a year would make it viable. <p>Nexus (the Passenger Transport Executive which covers Tyne and Wear including Sunderland) is working with the North East combined authority on mechanisms to deliver a bus franchising system which would see consistent branding, prices and information standard across all bus routes.</p> <ul style="list-style-type: none"> • Sunderland BID is running a pilot project which rewards visitors with parking credits according to the amount of money they spend in the city centre. This will be done by a smartphone app for the pilot. It is hoped that this can be developed for public transport, either through a phone app or smart card after the pilot project is complete.
WHO	14	Public transportation is reliable and frequent, including at night and on weekends and holidays.	<ul style="list-style-type: none"> • 2012 Residents Survey – GA3 -Satisfaction with local public transport services <ul style="list-style-type: none"> – 45-64 = 66% – 65+ = 73% – All Sunderland = 65% • Most bus services in the Sunderland area operate all day and in some cases where off peak services are not commercially viable, services are supported financially by Nexus. Nexus recently worked with local authorities to find a better fit with services. Hopefully some real improvements. • Off peak services currently (wholly or partially) supported by Nexus are 5,5A, 8X, 9, 20, 35, 35A, X35, 38C, 39, 50A, 85, 86, 135, 136, 237 and 238. • Nexus pay around £2.4 million gross for secured (non-scholars) contracts, either operating wholly or partly within the City of Sunderland boundary. These services are normally of the following types: <ul style="list-style-type: none"> – Fully secured daytime routes which are provided to access hard-to reach areas where the commercial operators will not provide a service. Examples of these include the service 168 and Taxi Bus 20 and 21 in the Coalfields and

Source	Ref.	Measure	Progress
			<p>the 37 from Sunderland to Washington. Without these services many elderly people could be disadvantaged</p> <ul style="list-style-type: none"> - Secured route extensions such as the diversion into Castletown Broadway in Sunderland and the diversion to Hetton Downs. Without these diversions people would suffer some very long walks to the nearest bus service. - Evening and Sunday service extensions. In Sunderland Nexus support 11 evening and 13 Sunday routes (or route groups such as 23/35A/X35) in order to permit evening and Sunday travel for a large number of residents. These services help to stimulate the evening and off-peak economy and enable elderly people to access social opportunities. Some of these services (for instance 135/136) also provide access to Sunderland hospital for evening visiting - Works journeys such as services 592, 593 and 939 provide access to employment where there would be little or no public transport alternative - Early morning extensions to existing timetables on otherwise commercial routes, enabling people to access employment. <ul style="list-style-type: none"> • Market Research has found that customers can consider bus punctuality to be poor, although actual recorded punctuality is much better than that perceived by customers. Only 64% of customers consider buses to be on time, whereas in reality 90% of frequent services are punctual and the average excess waiting time is 0.81 minutes, which is significantly lower than the Traffic Commissioners target of 1.25 minutes. However this still means that 1 in 10 of non-frequent service journeys are not on time (i.e. no more than 1 minute early or five minutes late), which is well below the Traffic Commissioners target of 95%. <p>The belief held by customers and non-users that buses are unpunctual and unreliable is likely to be a significant barrier to use. When asked about which aspects of their local bus services they would wish to see improved, passengers tended to focus on the fundamentals of the service – punctuality and reliability.</p>
WHO	15	All city areas and services are accessible by public transport, with good connections and well-marked routes and vehicles.	<ul style="list-style-type: none"> • Just about everywhere in city is connected. Some outlying areas like Sandhill View and Bunny Hill may require 2 buses, the first into the city centre, rather than a direct service. All places in the city are within 400m of a bus stop. • According to the Annual Residents' Survey 2012, people (all ages) living in the Coalfield and Washington areas are least satisfied with local public transport services (25% and 22% dissatisfied respectively, compared to 17% for All Sunderland). • Accessibility to a place can change for a number of reasons but the most likely cause is that there has been some change in the frequency or routing of bus services. Bus Operators make frequent changes throughout the year to the details of the service that they provide. The current trend seems to be to maintain a service but to vary the route usually by making it longer and more circuitous. The general effect of this is not that places become inaccessible, but that it takes longer to get there hence the change in the relevant performance indicators. Given the complex interactions between services particularly if interchange between services is part of the journey it is extremely difficult to identify which of multiple changes has caused what effect. <p>Over 99% of local bus services within Sunderland are operated using low floor easy access vehicles with a kneeling facility to allow level access; and ramps to allow access for passengers using wheelchairs. Many local buses (mainly</p>

Source	Ref.	Measure	Progress																																																				
			<p>operated by Go North East) have specific route branding to market and identify specific local services.</p> <p>Working age people with access to employment by public transport (and other specified modes) (NI176) has fluctuated over the past three years.</p> <table border="1"> <thead> <tr> <th></th> <th>Mar 09</th> <th>Mar 10</th> <th>Mar 11</th> <th>Mar 12</th> </tr> </thead> <tbody> <tr> <td>Actual</td> <td>84.03%</td> <td>83.79%</td> <td>84.60%</td> <td>83.60%</td> </tr> </tbody> </table> <p>Percentage population within 20 mins of key employment sites by public transport / walking has reduced slightly year on year (NPI040a)</p> <table border="1"> <thead> <tr> <th></th> <th>Mar 08</th> <th>Mar 09</th> <th>Mar 10</th> <th>Mar 11</th> <th>Mar 12</th> </tr> </thead> <tbody> <tr> <td>Actual</td> <td>99.80%</td> <td>100%</td> <td>99.80%</td> <td>99.50%</td> <td>99.40%</td> </tr> </tbody> </table> <p>Percentage of households within 30 mins of town centres by public transport / walking has remained fairly constant since 2010 (NPI040b)</p> <table border="1"> <thead> <tr> <th></th> <th>Mar 10</th> <th>Mar 11</th> <th>Mar 12</th> </tr> </thead> <tbody> <tr> <td>Actual</td> <td>99.00%</td> <td>99.20%</td> <td>99.10%</td> </tr> </tbody> </table> <p>Percentage of households within 30 mins of a GP by public transport / walking has remained fairly constant since 2010 (NPI040f)</p> <table border="1"> <thead> <tr> <th></th> <th>Mar 09</th> <th>Mar 10</th> <th>Mar 11</th> <th>Mar 12</th> </tr> </thead> <tbody> <tr> <td>Actual</td> <td>100.00%</td> <td>100.00%</td> <td>99.90%</td> <td>100.00%</td> </tr> </tbody> </table> <p>Percentage of households within 30 mins of a food store by public transport / walking has remained fairly constant since 2010 (NPI040h)</p> <table border="1"> <thead> <tr> <th></th> <th>Mar 08</th> <th>Mar 09</th> <th>Mar 10</th> <th>Mar 11</th> <th>Mar 12</th> </tr> </thead> <tbody> <tr> <td>Actual</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • A number of changes to bus services took place between August 2011 and March 2012, and as a result, there was a 2.8% decrease in the number of households with access to bus services operating to a 10 minute frequency. • Network changes have also seen increased journey times to employment and major centres. This is supported by DfT regional transport statistics which show bus mileage in Tyne and Wear down by 31% since 1997/98; one of the largest declines of any PTE area. • Access to health or employment might be circuitous (needing couple of buses), but at least there are connections. All residents can reach bus stop within 400m, but that is not entirely inclusive (too far for some). 		Mar 09	Mar 10	Mar 11	Mar 12	Actual	84.03%	83.79%	84.60%	83.60%		Mar 08	Mar 09	Mar 10	Mar 11	Mar 12	Actual	99.80%	100%	99.80%	99.50%	99.40%		Mar 10	Mar 11	Mar 12	Actual	99.00%	99.20%	99.10%		Mar 09	Mar 10	Mar 11	Mar 12	Actual	100.00%	100.00%	99.90%	100.00%		Mar 08	Mar 09	Mar 10	Mar 11	Mar 12	Actual	100%	100%	100%	100%	100%
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Source	Ref.	Measure	Progress
WHO	16	Vehicles are clean, well-maintained, accessible, not overcrowded and have priority seating that is respected.	<ul style="list-style-type: none"> Both Metro and local bus services have priority seating for older and/or disabled passengers. Metro has both priority seating nearest to the doors and a specific area to accommodate wheelchairs. All buses now have specific wheelchair spaces where they are safely accommodated. Seats in the first few rows are usually designated priority seating.
WHO	17	Specialized transportation is available for disabled people.	<ul style="list-style-type: none"> 176 of the city's 349 hackney carriage licences are required to use a wheelchair accessible vehicle. As well as accessible standard public transport services, there are also designated group shopping services which usually serve a certain area or home once a week and provide assisted, accessible transport to a local supermarket and return. In addition, the (Nexus) taxi cars scheme allows travel with an approved taxi provider at a discount rate. Members are issued with a card which is credited with a set amount of credit each year to help pay towards the journey they make.
WHO	18	Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off.	<ul style="list-style-type: none"> All local bus services stop at designated bus stops (the only exception is hail and ride services for irregular services in isolated locations) and drivers are trained to stop close to the kerb to allow for level access. Many bus stops in Sunderland have a raised kerb to help make level access easier, and also identifies the exact location where the bus will stop.
WHO	19	Transport stops and stations are conveniently located, accessible, safe, clean, well lit and well-marked, with adequate seating and shelter.	<p>All places in the city are within 400m of a bus stop.</p> <p>The ITA Strategy states that:</p> <ul style="list-style-type: none"> Bus stops / stands and stations should be designed and improved to be accessible in line with industry and government guidance The ITA will work with partners to promote the controlled rollout of safety features at bus waiting facilities, including CCTV coverage. It is very difficult to provide shelter at every bus stop. Evidence in Appendix 1 shows positive perceptions of public transport and maintenance of roads/pavements. ARCH have done work regionally with bus companies around reporting hate crime on public transport. Nexus Transport Alert - regular meeting details number of incidents happening at bus stops/on buses. Ratings for accessibility and mobility around Sunderland have held up since 2008. Satisfaction remains highest for the availability of taxis (88%) and most people say the same about public transport (61%), albeit fewer than in 2008 (66%). On the other hand, they remain the most critical about the price of public car parks (25% are satisfied and 38%

Source	Ref.	Measure	Progress																																																						
			dissatisfied) (2010 MORI Resident Survey).																																																						
WHO	20	Complete and accessible information is provided to users about routes, schedules and special needs facilities.	<ul style="list-style-type: none"> All (approx.) 2000 bus stops in Sunderland have timetable information displayed which includes time of services, journey times, contact details and QR codes where smartphone users can find the times of the next bus without having to read through the timetable. This information is available in the largest font possible as well as online Upon request, timetable information is also available in other accessible formats including verbally through Nexus Customer Services and visually through the Nexus website A real time electronic timetable is provided in the city centre shopping mall, providing accurate timetable information that helps people to organise their trips and work out when they need to depart. 																																																						
WHO	21	A voluntary transport service is available where public transportation is too limited.	<ul style="list-style-type: none"> Age UK Sunderland provide dial-a-ride – 45p per mile with currently 11 volunteer drivers. Transport is for Hospital, Doctors, Dentists, chiropodists appointments and sometimes social meetings / gatherings. Age UK Sunderland offer voluntary or minimal charge (£1) journeys for people attending Lunch Clubs across the city. 																																																						
WHO	22	Taxis are accessible and affordable, and drivers are courteous and helpful.	<ul style="list-style-type: none"> 2012 Residents Survey GA3e - Satisfaction with availability of taxis <ul style="list-style-type: none"> 45-64s = 81% 65+ = 87% All Sunderland = 82%. In February 2015 the Council agreed that Hackney Carriage fares could increase by an average of 2.3%. Private Hire Vehicle fares are not regulated. 																																																						
WHO	23	Roads are well-maintained, with covered drains and good lighting.	<p>The percentage of principal roads where maintenance should be considered (NI168) is currently holding steady year on year.</p> <table border="1"> <thead> <tr> <th></th> <th>Mar 09</th> <th>Mar 10</th> <th>Mar 11</th> <th>Mar 12</th> <th>Mar 13</th> <th>Mar14</th> <th>Mar 15</th> <th>Mar16</th> </tr> </thead> <tbody> <tr> <td>Actual</td> <td>1%</td> <td>2%</td> <td>3%</td> <td>3%</td> <td>2%</td> <td>2%</td> <td>2%</td> <td>2%</td> </tr> </tbody> </table> <p>The percentage of non-principal roads where maintenance should be considered (NI169) is currently holding steady year on year.</p> <table border="1"> <thead> <tr> <th></th> <th>Mar 09</th> <th>Mar 10</th> <th>Mar 11</th> <th>Mar 12</th> <th>Mar 13</th> <th>Mar14</th> <th>Mar 15</th> <th>Mar16</th> </tr> </thead> <tbody> <tr> <td>Actual</td> <td>2%</td> <td>2%</td> <td>3%</td> <td>3%</td> <td>3%</td> <td>3%</td> <td>2%</td> <td>2%</td> </tr> </tbody> </table> <p>Bearing in mind the exceptionally low figures involved it is evident Sunderland has continued to perform well compared to other authorities during a testing period of transformation and economic austerity.</p> <p>Days to rectify Street Lights-non-DNO (council controlled through AURORA) (BV215a.05)</p> <table border="1"> <thead> <tr> <th></th> <th>Mar-09</th> <th>Mar-10</th> <th>Mar-11</th> <th>Mar-12</th> <th>Mar-13</th> <th>Mar-14</th> <th>Mar-15</th> <th>Mar-16</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Mar 09	Mar 10	Mar 11	Mar 12	Mar 13	Mar14	Mar 15	Mar16	Actual	1%	2%	3%	3%	2%	2%	2%	2%		Mar 09	Mar 10	Mar 11	Mar 12	Mar 13	Mar14	Mar 15	Mar16	Actual	2%	2%	3%	3%	3%	3%	2%	2%		Mar-09	Mar-10	Mar-11	Mar-12	Mar-13	Mar-14	Mar-15	Mar-16									
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			<table border="1"> <tr> <td>Actual</td> <td>6.23</td> <td>4.86</td> <td>5.42</td> <td>4.59</td> <td>4.64</td> <td>4.57</td> <td>2.53</td> <td>2.82</td> </tr> </table> <p>Performance has improved year on year and remains on target against 7 days. As part of our PFI contract with Aurora, written in September 2003, residential street lamps have been replaced every 3-4 years and highway lamps replaced every 2 years. This early intervention has helped reduce incidents of lamp failure. This year and the next 2 years will see the council investing a significant amount of its budget into LED lamp conversions, which will make, year on year, significant energy and carbon savings.</p> <p>Days to rectify Street Lights - DNO (controlled by Northern Electric) (BV215b.05)</p> <table border="1"> <thead> <tr> <th></th> <th>Mar-09</th> <th>Mar-10</th> <th>Mar-11</th> <th>Mar-12</th> <th>Mar-13</th> <th>Mar-14</th> <th>Mar-15</th> <th>Mar-16</th> </tr> </thead> <tbody> <tr> <td>Actual</td> <td>23.39</td> <td>27.44</td> <td>21.29</td> <td>15.71</td> <td>15.25</td> <td>19.28</td> <td>18.75</td> <td>18.97</td> </tr> </tbody> </table> <p>Improved performance since 2010. Performance is out of the City Council's control as it is governed by Northern Electric, the Distribution Network Operator (DNO).</p> <p>See also data in Appendix 1.</p>	Actual	6.23	4.86	5.42	4.59	4.64	4.57	2.53	2.82		Mar-09	Mar-10	Mar-11	Mar-12	Mar-13	Mar-14	Mar-15	Mar-16	Actual	23.39	27.44	21.29	15.71	15.25	19.28	18.75	18.97
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Actual	23.39	27.44	21.29	15.71	15.25	19.28	18.75	18.97																						
WHO	24	Traffic flow is well-regulated.	<p>2012 Annual Residents Survey OS10 – 8% of people aged 45-64 and 21% of people aged 65+ think that the level of traffic congestion in their local area most needs improving (All Sunderland 10%)</p> <p>Congestion - average journey time per mile during the morning peak (NI167)</p> <table border="1"> <thead> <tr> <th></th> <th>Mar-09</th> <th>Mar-10</th> <th>Mar-11</th> </tr> </thead> <tbody> <tr> <td>Actual</td> <td>3.11</td> <td>3.03</td> <td>3.05</td> </tr> </tbody> </table> <p>This indicator is no longer available. Latest data relates to the 2010/11 financial year.</p> <ul style="list-style-type: none"> 2010 Residents Survey - Agree/disagree that road traffic generally moves freely on roads in city centre <ul style="list-style-type: none"> Over 55's = 53.7% All Sunderland = 55%. 		Mar-09	Mar-10	Mar-11	Actual	3.11	3.03	3.05																			
	Mar-09	Mar-10	Mar-11																											
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WHO	25	Roadways are free of obstructions that block drivers' vision.																												
WHO	26	Traffic signs and intersections are visible and well-placed.																												
WHO	27	Driver education and refresher courses are promoted for all	<ul style="list-style-type: none"> The national driving licensing laws dictate the response to this measure. Although driving instructors undertake refresher courses, drivers are not required to do so. 																											

Source	Ref.	Measure	Progress
		drivers.	<ul style="list-style-type: none"> All PCV (since September 2013) and LGV (since 2014) drivers have to undertake mandatory CPC training in order to continue driving. All must complete 35 hours training in any five year period.
WHO	28	Parking and drop-off areas are safe, sufficient in number and conveniently located.	<ul style="list-style-type: none"> In the City Centre the Council have two pay on foot car parks (1135 spaces), 1 Multi storey (585 spaces), 8 surface car parks (509 spaces) , 11 locations which have on street parking places (189 spaces), 3 permit car parks and 24 free car parks in outlying areas. All City Centre parking places are patrolled on a daily basis and are continually monitored and enforced. A Car Club project is running which provides short term hire vehicles that are low emission, hybrid and electric cars on a pay-as-you-go basis. Rates currently start at £3.75 an hour, £22.50 per day and 13p per mile for fuel. Registration online costs are £10 per person, subject to licence checks and £5 per month charge which is deducted from the first journey cost. The applicant receives a personal smart card and can then book on-line and use the card to open the vehicle, which has keys and a fuel card within the vehicle. Car Club operates out of four locations in Sunderland City Centre. There is one vehicle per site, close to Metro, road, bus, walking and cycling links: <ul style="list-style-type: none"> City Centre near the Park Lane Interchange: Nissan Electric Leaf, lease vehicle, for public during evenings and weekends City Centre opposite Park Lane Interchange) Toyota 1.1 petrol which is for full public use only Millfield Metro station car park – Toyota 1.1 petrol which will be for public use only University City Campus site, Toyota 1.1 petrol for public during evenings and weekends. 2012 Residents Survey GA3b - Satisfaction with security of public car parks <ul style="list-style-type: none"> 45-64s = 60% 65+ = 58% All Sunderland = 58%.
WHO	29	Priority parking and drop-off spots for people with special needs are available and respected.	<ul style="list-style-type: none"> The Council has a number of designated disabled bays located across the City in addition to designated bays in car parks and in some on street locations. Blue Badge holders can park in any Council run car park or on street parking place (with the exception of St Mary's and Sunnyside car parks) free of charge for unlimited time. In all of these cases a valid blue badge must be clearly displayed at all times. These areas are patrolled on a daily basis and are continually monitored and enforced. 2012 Residents Survey GA3g - Satisfaction with car parking arrangements and facilities for people with disabilities <ul style="list-style-type: none"> 45-64s = 48% 65+ = 44% All Sunderland = 46%.

SUNDERLAND CITY HEADLINE RESULTS

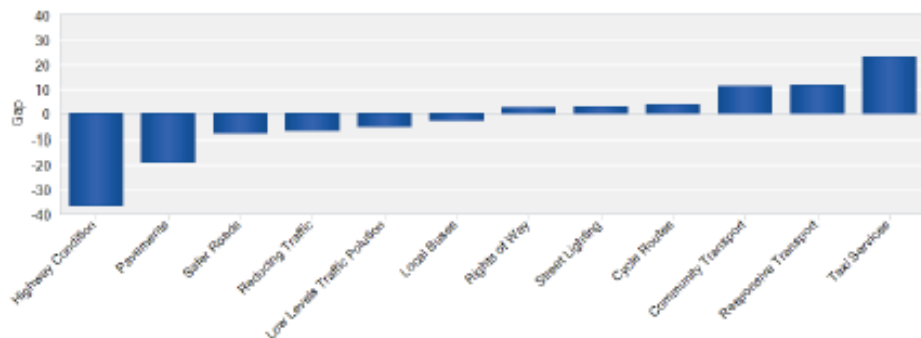
OVERALL SATISFACTION

... taking everything into account, how satisfied or dissatisfied were the public that took part in the Survey with transport and highways services?

Average %	Peer Group Ranking	All Authority Ranking	% difference from 2011
56.89	8	56	

IMPORTANCE VS SATISFACTION

Aiming for Zero; Minus or Plus is not ideal (Minus indicates satisfaction lagging behind importance; Plus indicates satisfaction is ahead of importance).



WHAT THE PUBLIC VOTED FOR...

Q3 (IMPORTANCE) - TOP 3

Aspect of Service	% of Votes
The Condition of Roads	20.83
Pavements & Footpaths	19.09
Local bus services	16.15

Q4 (BUDGET FOR IMPROVEMENT) - TOP 3

Aspect of Service	% of Votes
The Condition of Roads	25.91
Pavements & Footpaths	20.54
Safety on Roads	11.32



The NHT Public Satisfaction Survey covers all aspects of Highways and Transport service delivery. Full results are available at www.nhtsunderland.com

Table 4.1 Prescribed Period for Rectification / Response to Non-Emergency Faults

Nature of Non-Emergency Faults	Prescribed Period for Rectification / Response	
	Non High Speed Roads	High Speed Roads (see notes a) to d) below)
Non-Emergency Faults involving the replacement of components of Apparatus	5 Working Days	At the next Council High Speed Roads Programmed Maintenance Visit
Non-Emergency Faults involving the replacement of a complete unit of Apparatus	15 Working Days	At the next Council High Speed Roads Programmed Maintenance Visit
Non-Emergency Faults involving the repair or replacement of any of the DNO's equipment	25 Working Days	25 Working Days
Non-Emergency Faults requiring the removal of offensive and/or racist graffiti whether affixed to the Apparatus or to an unauthorised attachment on the Apparatus	1 Working Day	1 Working Day
Non-Emergency Faults requiring the removal of all other graffiti and/or unauthorised attachments from Apparatus	5 Working Days	5 Working Days
Non-Emergency Faults involving rectification where a Trans-illuminated Bollard is knocked down/displaced,	1 Working Day	1 Working Day
Non-Emergency Faults involving rectification where a Belisha Beacon globe is missing, a Highway Sign face missing or a sign face incorrectly orientated to the road user	1 Working Day (Regulatory signs) 25 Working Days (Direction signs)	1 Working Day (Regulatory signs) 25 Working Days (Direction signs)

Notes:

Council High Speed Roads Programmed Maintenance Visits.

- The Council will advise the Contractor annually of the months in which the Councils High Speed Roads Programmed Maintenance Visits will be arranged (generally April and October).
- Twenty (20) Working Days before the Councils High Speed Roads Programmed Maintenance Visit the Council will advise the Contractor of the exact times and dates of the visit.
- The Contractor shall ensure that a full monitoring of the Councils High Speed Roads is carried out a maximum of five (5) Working Days before the Councils High Speed Roads Programmed Maintenance Visit is to be carried out.
- The Contractor shall ensure that all Apparatus not Lit or would otherwise not be in full compliance with the Relevant Standards or in relation to Deemed to Comply Apparatus would not be in compliance with the Relevant Standards (Deemed to Comply) is repaired and returned to full operation during the Councils High Speed Roads Programmed Maintenance Visit