

## Appendix 1 – Progress Updates

### EIT Review of Sport, Leisure and Recreation

|   | Recommendation  | Lead Responsibility   | Finance Manager | Anticipated Completion Date/ Completion Date | Quarter 1&2 Evidence of progress<br>Presented to Committee on 07/11/12<br><br>(Please state current position on recommendation or alternative action taken) | Q1&2 Savings/Costs to Date (please state whether actual or estimated) | Q1&2 Assessment of progress (Categories 1-4) |
|---|---|-----------------------|-----------------|--|---|---|--|
| 6 | The efficiencies identified by Tees Active be supported, including the withdrawal from the Castlegate Quay facility (and its transfer to an alternative appropriate river activity tenant) and consolidation of water-based and river-related activity at the Tees Barrage location, and staffing measures linked to the re-opening of Billingham Forum | R Kench/<br>S Chaytor | A Bryson        | 31.3.12                                      |   | £200,000 actual saving achieved                                       | 1  |

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|---|---|---------------------|-----------------|--|--|---|--|
| 7 | A further review of Tees Active's financial position in the summer of 2012, once the full earning potential of the new facilities has been realised and allowing for a full year of trading in the new facilities, with the expectation that further reduction in subsidy would be realised from April 2013 | N Russell           | A. Bryson       | Summer-Autumn 2012                           | Delay in reopening the Barrage White Water Course have delayed the start of this financial review as there has been an insufficient period of 'normal state' trading. However, work is underway. | None to date  | 3  |
| 9 | If, following implementation of the measures in relation to improving trading (rec 7), and joint commissioning (rec 8), the consequent reduction in the Council's subsidy to Tees Active is   | R Kench             | A. Bryson       | Summer 2012                                  | This action must follow the review described in Action 7 (above), which has been delayed due to the late achievement of 'normal state' business.   | None to date  | 3  |

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|                                     | <b>Recommendation</b>   | <b>Lead Responsibility</b> | <b>Finance Manager</b> | <b>Anticipated Completion Date/ Completion Date</b> | <b>Quarter 1&amp;2 Evidence of progress Presented to Committee on 07/11/12</b><br><small>(Please state current position on recommendation or alternative action taken)</small> | <b>Q1&amp;2 Savings/Costs to Date (please state whether actual or estimated)</b> | <b>Q1&amp;2 Assessment of progress (Categories 1-4)</b> |
|-------------------------------------|---|----------------------------|------------------------|---|--|--|---|
|                                     | insufficient, consideration should be given to options for service reduction. |                            |                        |   |  |  |   |
| <b>Predicted savings of Review</b>  |   |                            |                        | <b>£616,000</b>                                     | <b>Actual Savings of Review to Date</b><br><b>(including all recommendations)</b>  | <b>£416,000</b>  |   |
| <b>Human Resources Implications</b> |   |                            |                        |   |  |  |   |

## Appendix 1 – Progress Updates

### EIT Task and Finish Review of Finance

| No.                                 | Recommendation  | Lead Responsibility | Finance Manager | Anticipated Completion Date/ Completion Date | Quarter 1&2 Evidence of progress Presented to Committee on 07/11/12   | Q1&2 Savings/Costs to Date (please state whether actual or estimated) | Q1&2 Assessment of progress (Categories 1-4) |
|-------------------------------------|---|---------------------|-----------------|--|---|---|--|
| 2                                   | There is no change to the Risk Management and Insurance function at this moment in time. A further review of the function to be undertaken in 2012 when the Corporate Risk and Insurance Manager retires. | As above            | N/A             | N/A  | The Corporate Risk Manager retired in June. The section was placed under the Procurement Manager. Specialist advice will be procured from Marsh Insurance when required following a procurement exercise for this supply. |   | 1  |
| <b>Predicted savings of Review</b>  |   |                     |                 | £367k  | <b>Actual Savings of Review to Date (including all recommendations)</b>   |   | £367k  |
| <b>Human Resources Implications</b> |   |                     |                 |  |   |   |  |

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### EIT Review of Registration and Bereavement Services

| No. | Recommendation  | Lead Responsibility | Finance Manager | Anticipated Completion Date/ Completion Date | Quarter 1&2 Evidence of progress Presented to Committee on 07/11/12   | Q1&2 Savings/Costs to Date (please state whether actual or estimated) | Q1&2 Assessment of progress (Categories 1-4) |
|-----|---|---------------------|-----------------|--|---|---|--|
| 1   | In conjunction with HR consultation commences with staff to allow Bereavement Services to be open Monday to Saturday for the booking of interments and general enquiries, proposing that staff work 5 over 6 days per week on a rota basis. | Jayne Robins        | Andy Bryson     | 1 <sup>st</sup> May 2012                     | Action complete.<br><br>As of 1 <sup>st</sup> May 2012 Bereavement Services opened all-day Saturday with positive feedback from customers and clients.<br><br>Rota system for Saturday cover adopted by staff with flexible lieu day taken during the week. | £3,000 saving achieved by implementation of recommendation            | 1  |
| 2   | The Registration Team will assume the responsibility for the marketing and delivery of civil funeral ceremonies with a view to increasing business, utilising casual 'as and when' funeral celebrants.                                      | See item 7          | Andy Bryson     | See item 7                                   | Achieved  |   | 1  |
| 3   | Officers explore the feasibility on an on-line booking facility for funeral directors, whilst maintaining the current 'out-of-hours' arrangements for Muslim  | Jayne Robins        | Andy Bryson     | December 2012                                | Consultation with funeral directors on-going, together with visits to burial authorities who utilise an on-line booking facility. Initial feedback would  |   | 2  |

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|-----|---|--------------------------|-----------------|---|--|---|--|
|     | Burials and Registrar General's Licence (Death-Bed Weddings).   |                          |                 |   | indicate the need is greater for those authorities who take burial and cremation bookings.   |   |  |
| 4   | Officers to review burial fees and charges to bring in-line with other Tees Valley Authorities with effect from 1 April 2012. | Sue Daniels/Jayne Robins | Andy Bryson     | 1 <sup>st</sup> April 2012                      | Complete. New fees implemented 1 <sup>st</sup> April 2012  | Additional £11k income achieved to date.                              | 1  |
| 5   | In order to provide an improved level of service and extended choice for customers –  |                          |                 |   |  |   |  |
|     | a. An alternative, more intimate statutory ceremony room be provided for the set statutory fee.                               | Sue Daniels/Jayne Robins | Andy Bryson     | 1 <sup>st</sup> February 2012                   | Dual purpose statutory ceremony room & service manager's office opened 1 <sup>st</sup> February 2012.<br><br>The smaller room has been welcomed by customers. To-date we have performed 29 marriages and 2 civil partnerships. |   | 1  |
|     | b. The current statutory marriage room be decommissioned and named the 'Nightingale Suite'                                    | Sue Daniels/Jayne Robins | Andy Bryson     | 31 <sup>st</sup> March 2013                     | Nightingale Suite licenced and operating as an approved premise venue.   |   | 1  |

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|-----|--|--------------------------|-----------------|---|--|--|--|
|     | c. The new Nightingale Suite be decorated and updated, and ceremony times be extended from 30 to 45 minutes, with the production of bespoke scripts to broaden the choice and reflect the wishes of the customer.  | Sue Daniels/Jayne Robins | Andy Bryson     | 1 <sup>st</sup> February 2012                   | To-date 87 couples have been married in the Nightingale Suite  | Actual additional income to-date: £8,232.00                                | 1  |
|     | d. DDA compliant public toilet facilities be provided for customers on the ground floor.   | Sue Daniels/Jayne Robins | Andy Bryson     | November 2012                                   | Building works commenced on the 8 <sup>th</sup> October 2012   |  | 2  |
| 6   | That the Registration Service absorb the additional costs of providing the Tell Us Once service – providing non-cashable savings of £13,000, with other benefits being realised elsewhere in the Authority through reductions in over-payments and avoidable | Sue Daniels/Jayne Robins | Andy Bryson     | 1 <sup>st</sup> April 2012                      | Take-up rates have increased from an average 60% to 75% for births and from 62% to 76% for deaths.<br><br>Customer satisfaction levels remain high for this service. | Non-cashable savings realised in other service areas within the authority. | 1  |

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|-----|--|--------------------------|-----------------|--|---|---|--|
|     | contact.   |                          |                 |  |   |   |  |
| 7   | <p>That structures are considered in consultation with General Register Office (GRO) and HR to:</p> <ul style="list-style-type: none"> <li>– Create a dedicated ceremonies team</li> <li>– Enter into GRO’s ‘New Governance’ arrangements, including adoption of service delivery and good practice standards</li> <li>– Work with GRO and staff to provide a scheme change, working towards a one statutory Superintendent Registrar and one statutory Registrar of births and deaths model.</li> <li>– Provide all-day opening on Saturdays</li> </ul> | Sue Daniels/Jayne Robins | Andy Bryson     | <p>1<sup>st</sup> May 2012</p> <p>(Marketing strategy February 2013)</p> | <p>All items complete – scheme change, acceptance into new governance arrangement and opening all-day Saturday commenced 1<sup>st</sup> May 2012.</p> |   | 1  |



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|-------------------------------------|---|--------------------------|-----------------|---|---|--|--|
| 8                                   | The service continues to offer non-statutory services such as naming ceremonies, renewal of vows, etc to meet the needs of customers. | Sue Daniels/Jayne Robins | Andy Bryson     | 1 <sup>st</sup> April 2012                      | Service continues to provide the non-statutory celebratory naming ceremonies and renewal of vows. |  | 1  |
| <b>Predicted savings of Review</b>  |   |                          |                 | £33k + £13k non cashable saving                 | <b>Actual Savings of Review to Date (all recommendations)</b>                                     | All actions implemented which will achieve the £33,000 cashable and £13,000 non cashable savings |  |
| <b>Human Resources Implications</b> |   |                          |                 | Complete. See action no. 1                      |   |  |  |

Appendix 1 – Progress Updates

EIT Review of Children’s Social Care

| No. | Recommendation  | Lead Responsibility                                      | Finance Manager | Anticipated Completion Date/<br>Completion Date | Quarter 1&2 Evidence of progress<br><br>Presented to Committee on 07/11/12 | Q1&2 Savings/Costs to Date (please state whether actual or estimated) | Q1&2 Assessment of progress (Categories 1-4) |
|-----|---|--|-----------------|---|--|---|--|
| 1   | That the existing separation between specialist and targeted social work teams is removed and six fieldwork teams are created | Head of Children and Young People's Operational Services | Graham Waller   | 03/09/12  | Fully Achieved.  |   |  |
| 2   | That a permanence team (0 – 13) is established  | Head of Children and Young People's Operational Services | Graham Waller   | 03/09/12  | Fully Achieved.  |   |  |

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| <b>No.</b> | <b>Recommendation</b>  | <b>Lead Responsibility</b>                               | <b>Finance Manager</b> | <b>Anticipated Completion Date/<br/>Completion Date</b> | <b>Quarter 1&amp;2 Evidence of progress<br/><br/>Presented to Committee on 07/11/12</b> | <b>Q1&amp;2 Savings/Costs to Date<br/>(please state whether actual or estimated)</b> | <b>Q1&amp;2 Assessment of progress<br/>(Categories 1-4)</b> |
|------------|--|--|------------------------|---|---|--|---|
| 3          | That the remit of the young people’s LAC team is reviewed and this team becomes the permanence team (14 – 18) in order to work coherently alongside the permanence team (0 – 13) | Head of Children and Young People's Operational Services | Graham Waller          | 03/09/12  | Fully Achieved.   |  |   |
| 4          | That a family support team is established  | Head of Children and Young People's Operational Services | Graham Waller          | 03/09/12  | Fully Achieved.   |  |   |

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|-----|---|--|-----------------|---|--|---|--|
| 5   | That some family support resources are attached to fieldwork teams  | Head of Children and Young People's Operational Services | Graham Waller   | 03/09/12  | Fully Achieved.  |   |  |
| 6   | That the existing protocol for the transfer of work between RAT and the longer term social work teams is reviewed | Head of Children and Young People's Operational Services | Graham Waller   | 03/09/12  | Fully Achieved.  |   |  |
| 7   | That family and friend foster carer assessments are undertaken by the child placement team                        | Head of Children and Young People's Operational          | Graham Waller   | 03/09/12  | Fully Achieved.  |   |  |

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|-----|--|--|-----------------|---|--|---|--|
|     |  | Services   |                 |   |  |   |  |
| 8   | That level M workers are spread evenly across fieldwork teams and that some less experienced workers are moved into the referral and assessment team in order to achieve a more balanced workforce across the children's social care service | Head of Children and Young People's Operational Services | Graham Waller   | 03/09/12  | Fully Achieved.  |   |  |
| 9   | That a small number of posts are formally reviewed to determine whether these functions could be more efficiently or effectively provided from elsewhere in the  | Head of Children and Young People's Operational          | Graham Waller   | 03/09/12  | Fully Achieved.  |   |  |

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|------------|--|--|------------------------|---|--|--|---|
|            | council  | Services   |                        |   |  |  |   |
| 10         | That a number of the existing temporary arrangements are 'mainstreamed' by establishing substantive posts to perform these functions | Head of Children and Young People's Operational Services | Graham Waller          | 03/09/12  | Fully Achieved.  |  |   |
| 11         | That the proposed new management structure option B (appendix 3) is adopted  | Head of Children and Young People's Operational Services | Graham Waller          | 03/09/12  | Fully Achieved.  |  |   |

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|------------------------------------|---|--|-----------------|---|---|---|--|
| 12                                 | That the recruitment and retention scheme ceases at 31 March 2012 | Head of Children and Young People's Operational Services | Graham Waller   | 03/09/12  | Fully Achieved.   |   |  |
| 13                                 | That the level M grade is reviewed                                | Head of Children and Young People's Operational Services | Graham Waller   | 03/09/12  | Fully Achieved.   |   |  |
| <b>Predicted savings of Review</b> |   |  |                 |   | <b>Actual Savings of Review to Date</b><br><br><b>(all recommendations)</b> |   |  |

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|-----|----------------|---------------------|-----------------|---|--|---|--|
|     |                |                     |                 |   | As stated in the report to Cabinet of 8 March 2012, the new structure exceeds the current budget by £80k (full year effect). Funding for transitional pressures will be identified and this additional cost, which is anticipated to be for 2 years, will be funded from within the CESC Medium Term Financial Plan. |   |  |



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|-------------------------------------|----------------|---------------------|-----------------|---|--|---|--|
| <b>Human Resources Implications</b> |                |                     |                 | All of the recommendations within the report have been achieved and the review has been completed and the new structure has now been implemented. |  |   |  |

**EIT Review of Highways, Lighting and Network Management**

To follow

Appendix 1 – Progress Updates

Scrutiny Review of River Based Leisure Facilities

| No  | Recommendation   | Responsibility | Completion Date / Anticipated Completion Date | Q4 Evidence of Progress Presented on 06/06/12  | Q4 Assessment of Progress | Q1&2 Evidence of Progress Presented on 07/11/12   | Q1&2 Assessment of Progress |
|-----|--|----------------|---|--|---------------------------|---|-----------------------------|
| 1g) | to undertake a feasibility study for a more regular water borne transport service, and to explore funding streams to achieve this, (including the Local Transport Plan); | Matthew Kirk   | Spring 2012                                   | <p>British Waterways are currently undertaking a desktop study to review mooring capacity and options on the Tees as well as potential destination planning along the Tees. Progress is to be reported to River User Group members on the 25<sup>th</sup> June.</p> <p>CTC Marine and Leisure Ltd have occupied Castlegate Quay and are to be rebranded as Infinity Marine. The new business will see the establishment of a boat show room and café in the Castlegate Quay premises. The business plan will see the reintroduction of small motor boats for hire on the Tees creating a new leisure offer. In addition the business owner who now attends River User Group (RUG) meetings has made available a former Cleveland Fire Brigade Boat for community projects with input from RUG members.</p> | 2 – On Track              | <p>Infinity Marine &amp; Leisure have placed an order for two new vessels with the intention of operating a river taxi service between Stockton, Preston Park and Yarm. Both vessels will sit 6 to 8 people and are currently being constructed with delivery anticipated within 3 – 4 months.</p> <p>A business model as to how the service may operate is in development.</p> | 2 – On track                |

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| No | Recommendation  | Responsibility          | Completion Date / Anticipated Completion Date | Q4 Evidence of Progress Presented on 06/06/12  | Q4 Assessment of Progress | Q1&2 Evidence of Progress Presented on 07/11/12   | Q1&2 Assessment of Progress |
|----|---|-------------------------|---|--|---------------------------|---|-----------------------------|
| 5  | Ensure that the opportunities for the Borough in relation to the period leading up to the 2012 Olympic Games (and future international sporting events such as Glasgow 2014) are maximised through work with regional partners in particular ONE- in particular the opportunities to host a range of associated events; | British Waterways & SBC | Ongoing                                       | <p>A number of international teams have shown interest in the White Water Course as an Olympic training venue however delays in project completion have resulted in Olympic Teams being required to secure confirmed arrangements at alternative venues.</p> <p>Work continues to maximise opportunities from a number of sporting events within the Borough in the lead up to the Olympics.</p> | 3 - Slipped               | Following the official opening of the new course, TAL and SBC will continue to investigate opportunities to utilise the facility and host major events at the White Water Course. | 2 – On Track                |