

Service Improvement Plan *(abridged)*

Development and Neighbourhood Services

Technical Services

2007/08 - 2009/10

Service Improvement Plan (*abridged*) – Technical Services 2007/08- 2009/10

Theme: Community Safety		
Development Priority: TS1: Improve the safety and security of the environment for adults, children and young people		
Key actions	By when	Outcomes and Success Criteria
Develop Safe Routes to School programme	March 2008	Three comprehensive safe routes to school implemented per year
Champion the development of a Tees Valley Road Safety Partnership, and absorb current Safety Camera Partnership	September 2007	Tees Valley Road Safety Partnership in place and programme of activities developed
LTP (Local Transport Plan) safety schemes – 98% of programmed safety schemes delivered	March 2008	Reduce road casualties through delivery of safety schemes, road safety training and education. 99(a) – people KSI (73 in 2007) 99(b) – child KSI (16 in 2007) 99 (c) – slight casualties (582 in 2007)
Extend speed management programme to increase Speed Indication Devices (SIDs) to cover villages	March 2008	TARGET TO BE SET additional villages with SIDS
Support Community Engineer programme to empower citizens to design their own traffic calming solutions	March 2008	TARGET TO BE SET additional traffic calming schemes
Manage transfer of school transport responsibility to Community Transport Unit	September 2007	School Transport aligned to policy impacts within CESC

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Theme: Economic Regeneration and Transport		
Development Priority: TS2: Reduce the growth in consumption of non-renewable resources through changes in lifestyle behaviour and environmental stewardship		
Key actions	By when	Outcomes and Success Criteria
Delivery of LTP Bus Improvement Schemes to achieve Bus Punctuality target in line with Major Scheme Bid	July 2007	Major Scheme bid submitted to programme entry to Regional transport Board BV 102 – 10,140,000 bus trips
Re-negotiate concessionary fares deal for 07/08 and prepare for National Scheme	Nov 2007	BV 103 – 72% by 2010 BV 104 – 70% by 2010
Delivery of LTP cycling schemes – 98% delivered	December 2007	Concessionary Travel schemes continue Increase cycling trips – Achieve 125 (annualised index)
Develop alternative Street Lighting strategies to reduce energy consumption	October 2007	Scrutiny Improvement plan actioned
Reduce consumption on non-renewable energy and pollution emission by council staff	10% improvement by 2012	Reduction in business miles travelled by SBC employees by 5% from 2005 baseline by March 2010 Reduce the council's fleet consumption by 10% from 2005 levels by 2012
Promote energy efficiency in Council owned and School buildings to reduce energy consumption and increase use of green energy	10% improvement by 2012	Eco-footprinting methodology to be in place by September 2007
Develop Environmental Strategy and implement Climate Change Action Plan for the borough – 98% on programme	March 2008	10% improvement in energy efficiency of Council-owned buildings and school buildings by 2012
Develop strategies to reduce Council energy consumption and examine renewable energy options through the Carbon Trust	December 2007	Reduce total carbon emissions by 8.75% from 2000 levels by 2012

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Implement School Travel Plans	March 2008	Sustainable and green energy strategy in place with potential to increase Council usage of non-renewable energy sources 72% of schools with travelplans “signed off”
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Theme: Economic Regeneration and Transport		
Development Priority: TS3: to support Economic Regeneration within a sustainable Transport framework		
Key actions	By when	Outcomes and Success Criteria
Work with JSU (Joint Strategy Unit) to develop area transport model to support major regeneration initiatives and SMI (Stockton Middlesbrough Initiative).	March 2008	Sub Regional Transport Model developed SMI Secondary Road Network action plan in place Town Centre and Ingleby Barwick Traffic Models in place
Complete Town Centre and Ingleby Barwick traffic models and development of infrastructure action plan	June 2007	Section 106 agreements support sustainable transport network.
In conjunction with regeneration town centre development programmes provide technical advice and implement building/property improvements and highway improvements for: Stockton Billingham Thornaby Town Centres.	March 2008	Portrack infrastructure capacity study completed Roads and Footpath and Street Lighting conditions at least achieve predicted levels; BVPI 224b – 7% - 2007/08 BVPI 187 – 23% - 2007/08
Complete assessment of network capacity building study for Portrack area	May 2007	BVPI 223 – 12% - 2007/08 BVPI 224a – 14% - 2007/08 BVPI 215a – 4.5 days – 2007/08 BV 215b – 30 days – 2007/08
Support the development of Tees Valley Unlimited Transport through attendance at workshops and transfer of Public Transport function to JSU	September 2007	Footbridge completed and ERDF draw down maximised
With existing resources and through additional Capital, focus on footpath and highway schemes to improve customer satisfaction – MORI (satisfaction low) Viewpoint (importance high)	September 2008	

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Implement University footbridge to programme	December 2008	
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Theme: Economic Regeneration and Transport		
Development Priority: TS4: improve accessibility for work, leisure, retail and health for our communities		
Key actions	By when	Outcomes and Success Criteria
Improve the percentage of Council buildings where the DDA standards are fully met	March 2008	DDA standards to Council buildings – BV 156 – 90%
Monitor and proactively manage LTP scheme delivery	March 2008	LTP projects progressed to programme to support 2008 Delivery Report
Improve pedestrian crossings so that all have appropriate disabled facilities	March 2008	Disabled facilities at pedestrian crossings improved to 100% – BV165
Continue to support planning progress through the use of specialist traffic assessment advice, and development of Urban Design Team	April 2007	Urban Design team established and relocated to Gloucester House for more effective joint working
	March 2008	Planning advice support continued to meet 95% of consultation targets

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Theme: Economic Regeneration and Transport		
Development Priority: TS5: improve quality of life for residents through quality design, effective management of construction projects and delivery of small highway improvements		
Key actions	By when	Outcomes and Success Criteria
Introduce Urban Design challenge process for schemes	July 2007	Urban design improvements within the built environment achieved through four challenged designs in year
Programme and implement small-scale environmental improvement schemes with new member protocol	April 2007	Small highway 'environmental' projects delivered 95% to programme, improving communities.
Provide technical support and advice for Council projects and strategies at inception stage, improve corporate support i.e. BSF, town centres	March 2008	Civil design and architectural influence on Council projects at the outset to enhance urban design – early involvement benchmark to be set in 2007/08.
Develop street lighting improvement and replacement plan through invest to save, PPP or PFI routes	October 2007	Street lighting improvement strategy in line with Scrutiny action plan adopted and resource needs identified
Implement recommendations of Disability Action Plan	March 2008	Corporate support for Disability Action Plan contributes to its success.

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Theme: Organisational and Operational Effectiveness – Resource Management		
Development Priority: TS6: ensure Council property is effectively improved and maintained		
Key actions	By when	Outcomes and Success Criteria
Introduce more transparent and risk based approach to asset maintenance schemes	May 2007	Risk based approach to asset maintenance strengthened, new process in place
Implement new Capital Strategy and Asset Management protocols with Head of Operational finance	October 2007	Complete asset register condition data and risk assessed maintenance programme for Asset Management/Capital Strategy
Improve client liaison and set benchmark and improvement targets for client satisfaction. (NB Client satisfaction relates to commissioned projects - Customer satisfaction to the general public)	May 2007 March 2008	Customer protocols updated and improved Client satisfaction benchmarks set
Continue to provide inspection service for legionella and asbestos	Ongoing	Corporate responsibilities (Legionella, Asbestos) fulfilled adequately – buildings surveyed in accordance with programme and any required actions taken.

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Theme: Organisational Development		
Development Priority: TS7: Undertake all relevant actions within the Council's Equality Plans and other cross-cutting strategic plans		
Key actions	By when	Outcomes and Success Criteria
Involve BME communities and disabled communities in transport planning	Ongoing	Outcomes relating to the improved accessibility of services to all people and improved community cohesion.
Provide Blue Badge scheme information in alternative formats and languages	Ongoing	
Improve accessibility of transport information	Ongoing	
Conduct feasibility study around access to railway stations, incorporating needs of BME communities and disabled people	Ongoing	
Incorporate planning accessibility and disabled parking facilities into new projects	Ongoing	
Ensure all pedestrian crossings have facilities for disabled people (in line with targets for BVPI 165)	Annually	
Continue expansion of cycle paths ensuring that they meet the needs of people with a disability or long term health problem	Ongoing	
Ensure all bus stops are accessible for disabled people	By 2010	