

Service Improvement Plan *(abridged)*

Development and Neighbourhood Services

Direct Services

2007/08 - 2009/10

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

Theme: Liveability		
Development Priority: DS 1 – further develop waste strategy to promote waste reduction and increased recycling		
Key actions	By when	Outcomes and Success Criteria
Extension of green waste collection scheme to all homes with gardens in the borough	April 2007	<ul style="list-style-type: none"> • 64,000 homes served by green waste collection scheme
Analyse the results of the plastic and cardboard collection pilot scheme	September 2007	<ul style="list-style-type: none"> • BVPI 84 – reduction in kgs of household waste collected per person to 480kgs or below
Further develop policies and planning guidance in conjunction with the Planning service to promote waste reduction and recycling via improved waste storage facilities and design guides	March 2010	<ul style="list-style-type: none"> • BVPI 82d - maximum of 10% of household waste to be landfilled each year
Review community skip provision	December 2007	<ul style="list-style-type: none"> • Increase recycling and composting levels to 22% by 2007/08
Renegotiate the SITA contract to improve the recycling performance at the civic amenity site	September 2007	<ul style="list-style-type: none"> • Increase recycling and composting levels to 30% by 2009/10
Explore potential sites and funding opportunities for the provision of a second civic amenity site in the borough	March 2008	

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Theme: Liveability		
Development Priority: DS 2: make Stockton a cleaner, greener place to live, work and visit		
Key actions	By when	Outcomes and Success Criteria
Maintain the cleanliness of the borough	Ongoing	<ul style="list-style-type: none"> • Maintain missed bin performance at top 10% nationally • Remove all reported fly-tipping incidents within a day • BVPI 199 5% maximum of relevant land and highways that is assessed as having combined levels of litter and detritus that fall below an acceptable level
Reduce the amount of environmental pollution through seeking viable alternative fuels for Council vehicles	Ongoing	<ul style="list-style-type: none"> • 70% of all Council vehicles to be operating on bio-diesel by March 2008 • 90% of all Council vehicles to be operating on bio-diesel by March 2009

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Theme: Liveability		
Development Priority: DS 3: provide attractive and safe parks, open spaces and cemeteries		
Key actions	By when	Outcomes and Success Criteria
Develop a strategic vision for parks and green space management	March 2008	<ul style="list-style-type: none"> • “Green Flag” status held by five parks by March 2009 • Increased number of visitors to facilities • Improved customer satisfaction levels of visitors to facilities and residents as a whole (measured through internal surveys, Viewpoint and MORI)
Five-year development plan strategy for town parks and recreation grounds produced	March 2008	
Development of the Tees Heritage Park	March 2008	
Develop five-year improvement plan for the borough’s cemeteries and closed churchyards	March 2008	
Memorial Safety Inspection Programme in place	September 2007	
Contribute to the development of the Council’s Play Strategy	August 2007	
Work with friends groups, clubs and associations to improve facilities at playing pitches for youths and young people, with five-year development plan developed	June 2008	
Contribute to the development of the Open Space and Landscaping supplementary planning document to provide guidance and standards for the provision and maintenance of open spaces, recreational facilities and landscaping in new developments to meet local needs and aspirations	January 2009	

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Theme: Children and Young People		
Development Priority: DS 4: reduce inequalities in health outcomes for children and young people		
Key actions	By when	Outcomes and Success Criteria
Ensure that the mandatory level of quality of nutritional standards in school meals is achieved	Ongoing	<ul style="list-style-type: none"> • 5% increase in uptake of paid and free school meals by March 2008 • Halt the year-on-year rise in obesity among children under 11 by 2010
Review the current provision of catering in primary and special schools to ensure nutritional standards are achieved	August 2007	
Implement the 2007/09 action plan from the Transforming School Meals and Healthy Eating Strategy	Ongoing	

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Theme: Organisational Development		
Development Priority: DS5: undertake all relevant actions within the Council's Equality Plans and other cross-cutting strategic plans		
Key actions	By when	Outcomes and Success Criteria
Promote recycling and the refuse collection assistance service to BME communities and disabled people	Ongoing	Outcomes relating to the improved accessibility of services to all people and improved community cohesion
Ensure disabled toilets are clean, accessible and vandalism is minimised	Ongoing	
Ensure all staff have undergone relevant training on race, faith, belief and diversity	March 2010	
Ensure all food provided caters for a range of dietary requirements	December 2007	
Improve the accessibility of the borough's parks and open spaces	March 2010	