

Service Improvement Plan *(abridged)*

Development and Neighbourhood Services

Performance and Business Services

2007/08 - 2009/10

Service Improvement Plan (*abridged*) – Performance and Business Services 2007/08 - 2009/10

Theme: Service Delivery and Resource Management		
Development Priority: P&BS1: further develop performance management systems that support the provision of excellent services		
Key actions	By when	Outcomes and Success Criteria
Support services to maximise the Council's CPA ratings on the service sub-blocks	June 2007	<ul style="list-style-type: none"> • Maintain or improve all ratings for the Benefits (currently 4/4), Culture (3/4), Environment (3/4) and Housing (4/4) CPA service blocks • No BVPI's qualified as being unreliable • 75% of Council Plan targets achieved • 75% of Corporate Basket of Indicator targets achieved
Undertake preparations to ensure successful Corporate Assessment	December 2007	
Undertake service assessments of all key performance systems within D&NS to improve data quality	December 2007	
Enhance the performance management framework to ensure the effective monitoring of progress on key and high risk projects within Development and Neighbourhood Services	April 2007	
Strategic review of Business Services support to ensure structures are appropriate to meet future service demands	December 2007	

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Theme: Service Delivery and Resource Management		
Development Priority: P&BS2: improve customer service standards throughout the Council		
Key actions	By when	Outcomes and Success Criteria
Launch Stage Two of the Customer First Programme	June 2007	<ul style="list-style-type: none"> Increased satisfaction levels with customer service across Council services 50% of all services to achieve Stage Two Customer First accreditation by April 2008 75 staff to participate in skills audit programme by December 2007 Customer service standards agreed and published by December 2007
Establish team of internal Customer First assessors	June 2007	
Review and update current customer service standards	May 2007	
Identify customer service skills gap in preparation for roll-out of access to services strategy	December 2007	

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Theme: Liveability		
Development Priority: P&BS3: provide a dignified, efficient and professional Registration and Bereavement Service		
Key actions	By when	Outcomes and Success Criteria
Strategic and structural review of the Registration Service in line with legislative changes relating to the Civil Registration Service	December 2007	<ul style="list-style-type: none"> • Achieve a “4” approval rating from General Register Office in preparedness
Prepare for Bereavement Services Reforms – Burial Law and Policy in the 21 st Century	March 2008	<ul style="list-style-type: none"> • 95% of appointments kept for registration
Review and develop policies and guidance for the borough’s cemeteries in line with the recommendations of the Environment and Regeneration Select Committee	March 2008	<ul style="list-style-type: none"> • Improvement in customer satisfaction levels – targets to follow • Five-year cemeteries development plan developed

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Theme: Liveability		
Development Priority: P&BS4: make Stockton a cleaner, greener place to live, work and visit		
Key actions	By when	Outcomes and Success Criteria
Deliver the Communications Plan for waste awareness, promotion and education, working towards the Clean Neighbourhoods and Environment Act	March 2008	<ul style="list-style-type: none"> • Increase local membership of Freda the Frog's Fantastic Fan Club by 5% in 2007/08
Deliver the Neighbourhood Environmental Action Team project within the Parkfield/Mill Lane area	December 2007	<ul style="list-style-type: none"> • BV199 – 5% of relevant land and highways that is assessed as having combined levels of litter and detritus that fall below an acceptable level of cleanliness • Increase combined recycling and composting levels to 30% by 2010

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Theme: Healthier Communities and Adults		
Development Priority: P&BS5: provide a programme of events which allows access to all at nil or low cost		
Key actions	By when	Outcomes and Success Criteria
Introduce two new events to the borough's events calendar	May 2007	<ul style="list-style-type: none"> • Increase number of events from 6 to 8
Carry out feasibility study of a skate park facility within the borough	August 2007	<ul style="list-style-type: none"> • Increased attendance levels at events – targets to follow • Increased satisfaction levels of visitors and residents with events – targets to follow

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Theme: Organisational Development		
Development Priority: P&BS6: undertake all relevant actions within the Council's Equality Plans and other cross-cutting strategic plans		
Key actions	By when	Outcomes and Success Criteria
Develop and promote the borough's Offensive Incidents Procedure	March 2008	Outcomes relating to the improved accessibility of services to all people and improved community cohesion
Ensure all staff have undergone relevant training on race, faith, belief and diversity	March 2010	
Provide events information in all formats and promote the use of the Internet for events listings	September 2007	
Revise the Customer First criteria in consultation with the Disability Advisory Group	December 2007	