

## D&NS SERVICE IMPROVEMENT PLAN SUMMARY Q4 2006-07

**Overall – over 83% of SIP indicators are on target to be achieved or have been achieved. A summary is provided of each of the D&NS Head of Service areas below.**

**Community Protection** – 89% of indicators on target or achieved. There are three areas not achieved or on schedule to be achieved, of which the only key item is:

- Preparation for Animal Welfare Bill – we are awaiting additional guidance to clarify work required.

**Direct Services** – 89% of indicators on target or achieved. There are two areas not achieved during 2006/7:

- Production of Management Plans for all major parks and countryside sites has been delayed due to managerial vacancy, however 9 are complete, and 4 are in draft.
- Percentage of household waste arisings which have been recycled fell below target, however combined with composting we achieved 21.26% against a target of 22% which means that 63% of the LPSA reward grant is payable which equates to £265,156.

**Housing** – 70% of indicators on target or achieved. The main two areas not achieved during 2006/7:

- BV 183b Average length of stay in hostel accommodation of households which include dependant children or a pregnant woman and which are unintentionally homeless and in priority need. Although the average length of stay in hostel accommodation has reduced during 2006/7, the target of seven weeks was not achieved. The major factor that has impacted upon this is the significant reduction in the average length of stay by families in bed and breakfast accommodation during 2006/7 (BV183a). Use of bed and breakfast accommodation as emergency temporary accommodation only has resulted in slightly higher usage of hostel accommodation than expected.
- Number of properties brought back into use as a result of the Empty Properties Challenge Fund. Funding has been reallocated until 2007/8 and more work is required to procure the scheme following sub-regional operational issues and difficulties. The project will meet outcomes and timescales by March 2008.

**Technical Services** – 79% of indicators on target or achieved. There are three main areas not fully achieved during 2006/07:

- 98% of LTP safety schemes to be delivered within timescale; we achieved 75% within target. Two schemes were delayed due to on site problems. Parkfield is now complete and Stillington will be completed during the summer school holidays to minimise disruption.
- BV 104 the percentage of respondents satisfied with the local bus service overall achieved 51% against a target of 65%. Work is well advanced to introduce a bus-based major transport scheme to deliver a 'step change' in both the use and perception of bus services.

- BV 165 achieved 98.3% against a target of 100%. This is due to works programmed at two of the crossings for June 07 which will involve tactile paving being removed. To avoid wasting money the paving is to be installed as part of the works.

**Performance and Business Services** – 95% of indicators on target or achieved. The main area not achieved during 2006/7:

- Secure funding for purchase of further mobile equipment by September 2006. Funding through the Medium Term Financial Plan was unsuccessful and at this stage a Managed Surplus of approximately £35K is being carried over to 2007/08. Future of the skate park to be discussed during 2007/8.

**Planning** – 84% of indicators on target or achieved. There are five areas not achieved during 2006/7:

- Number of planning applications (caseloads) per officer; however we have exceeded government targets for determining planning applications within timescale.
- Percentage of invalid applications received to be less than 30%.
- BV 111 percentage of applicants satisfied with the service received achieved 76% against a target of 85%. This variance was due to the poor response to the survey. Also the issues identified in the 2006/7 Planning Performance Improvement Plan are still to be fully addressed and implemented to ensure the delivery of a quality service.
- Implementation of a revised one-stop shop approach.

Report on potential extension to the Scheme of Delegation, this has been rescheduled to take on board Peer Review Team comments

**Regeneration and Economic Development** – 79% of indicators on target or achieved. There are four areas not achieved or on schedule to be achieved:

- Green Blue Heart 10 year delivery framework agreed, this has slipped due to variations on final master plan and is now scheduled to be complete by June 2007.
- Development of Thornaby Town Centre - floor space occupied by March 2009 has been rescheduled to 2010.
- Billingham Regeneration scheme - developer on site by March 2009 has slipped to July 2009.
- Stockton Town Centre Southern Gateway Master - developers on site has slipped to March 2009.