

## PPC – Progress against SIPs, 2006-07: High Level Summary

<b>SERVICE GROUPING: Policy, Performance and Communications</b>
<b>PPC SIP</b>
<b>Theme: Organisational Development</b>
<b>Objective one: Improve and develop the Council's approach to consultation</b>
<ul style="list-style-type: none"> <li>▪ A scrutiny review of consultation took place in 2006 to consider the Corporate Consultation Strategy which was first developed in 2001; it was considered timely to review Corporate Consultation at this point. A Consultation Framework has been developed which is expected to expand to include the communication and engagement strategy.</li> <li>▪ A Consultation Plan has been established to co-ordinate consultation across the Council, ensuring there is an adequate use of resources, the sharing of best practice and the avoidance of consultation fatigue.</li> <li>▪ A subgroup of POG has been established with a representative from each service to oversee the running of consultation across the Council.</li> <li>▪ There have been successful residents and BVPI surveys completed allowing insight into satisfaction with Council services and the local area.</li> </ul> <p><b>Key Issues:</b></p> <ul style="list-style-type: none"> <li>▪ The percentage of people who feel they can influence decisions affecting their local area has decreased, work is ongoing to establish the reasons for this and the development of an engagement strategy should take this into account.</li> </ul>
<b>Objective two: Improve access to and quality of data at area, thematic and neighbourhood levels</b>
<ul style="list-style-type: none"> <li>▪ Partnership arrangements are being developed with providers to improve data available to internal and external partners. The Council has received a 'green' rating from GONE for its performance management framework submission.</li> </ul> <p><b>Key issues:</b></p> <ul style="list-style-type: none"> <li>▪</li> </ul>
<b>Objective three: Strengthen the Council's approach to performance management and monitoring, service planning frameworks and service review methodology</b>
<ul style="list-style-type: none"> <li>▪ New reporting arrangements have been developed for reporting performance to CMT, Scrutiny Committee, Cabinet and Members. This is an ongoing improvement project including distribution of information through the internet and intranet.</li> </ul> <p><b>Key issues:</b></p> <p>Work is ongoing to develop an improved data warehouse.</p>
<b>Objective four: Local Area Agreement-develop/implement/monitor</b>
<ul style="list-style-type: none"> <li>▪ The 2006 annual refresh produced a green traffic light rating.</li> </ul> <p><b>Key Issues:</b></p> <ul style="list-style-type: none"> <li>▪ Work is continuing to include integration with the community strategy.</li> </ul>
<b>Objective five: Lead the Council's preparations for CPA</b>
<ul style="list-style-type: none"> <li>▪ Self-assessments completed during the summer.</li> <li>▪ Projected modelling of service block has taken place based on the new guidance and current performance.</li> </ul> <p><b>Key Issues:</b></p> <ul style="list-style-type: none"> <li>▪ Preparation for the Corporate Assessment in 2007 has commenced and a timetable has been developed in the lead up to the inspection in November 2007.</li> </ul>
<b>Objective six: Support the modernisation of the democratic processes (including Scrutiny, Cabinet, Performance Management and CPA)</b>
<ul style="list-style-type: none"> <li>▪ Reporting arrangements for performance established and implemented for Scrutiny Committees, Cabinet and Members.</li> <li>▪ Key elements of the Local Government White Paper have been integrated into service planning.</li> </ul>

**Key issues:**

- 

**Objective seven: Improve the effectiveness of the Council's communications with residents**

- Aim to produce six editions of Stockton News
- A-Z guide published and distributed through out the Borough.
- A Viewpoint survey was completed on the A-Z guide and 87% of members thought it was a useful tool.

**Key Issue:**

- 

**Objective eight: Improve the effectiveness of the Council's communications function**

- 65% of residents prefer to receive information on the Council through the Council's Stockton News magazine.

**Key Issues:**

- 

**Objective nine: Develop a diversity strategy and action plan, incorporating all duties around gender and disability schemes.**

- A Single Equality Scheme has been produced and published; it goes beyond the statutory requirements and includes all six strands of diversity-age, disability, faith and belief, gender, race and sexual orientation.
- A Community Cohesion Strategy is being developed to sit alongside the SES.

**Key Issues:**

- Equality Impact Assessments are currently under development, Council staff are receiving training to enable effective results.