

Service Improvement Plan (*abridged*) - 2009/ 2012

Development and Neighbourhood Services

Performance and Business Services

Service Improvement Plan (*abridged*) – 2009/ 2012 – Performance and Business Services

| Theme: Organisational Development - Resource Management | | |
|--|---------------------------------|---|
| Development Priority: P&BS1: Develop performance management systems that support the provision of excellent services | | |
| Key actions | By when | Outcomes and Success Criteria |
| P&BS1.1. Develop effective procedures with key partners relating to the delivery and reporting of the New National Indicators set | 30 th September 2009 | <ul style="list-style-type: none"> • 80% of Council Plan targets achieved • 80% of Corporate Basket of Indicator targets achieved • No New National Indicators qualified by Audit Commission • Local Area Agreement and Multi Area Agreement effectively delivered • Effective reporting systems for Members, partners and services in place |
| P&BS1.2. Assist in the development of effective systems under the New Performance Framework | 31 st March 2010 | |
| P&BS1.3. Contribute to the development of reporting systems on the Tees Valley Multi Area Agreement | 31 st March 2010 | |
| P&BS1.4. Undertake Efficiency and Improvement Reviews (EITP), ensuring that services are appropriate to meet future demands | 31 st March 2012 | |
| P&BS1.5. Systems assessments developed for all key performance indicator systems | 30 th September 2009 | |

Service Improvement Plan (*abridged*) – 2009/ 2012 – Performance and Business Services

| Theme: Environment and Housing | | |
|--|-----------------------------|---|
| Development Priority: P&BS2: Provide a dignified, efficient and professional Registration and Bereavement Service | | |
| Key actions | By when | Outcomes and Success Criteria |
| P&BS2.1. Undertake awareness raising campaigns, incorporating road shows to promote 'funeral wishes' in accordance with Communication Strategy | September 2009 and ongoing | <p>Outcomes</p> <ul style="list-style-type: none"> • Enable customers to make informed decisions on funeral choices and alternative coffins • Extended choice for customers and improvement in customer service and satisfaction levels • Improved safety within the borough's cemeteries <p>Success Measures</p> <ul style="list-style-type: none"> • Members' briefings April 2009 • Regular news articles in "Stockton News" • Media briefing sessions • Comprehensive review of Cemetery Rules and Regulations • Ten year strategic development plan for borough's cemeteries developed by August 2009 • Improve compliance with 'Good Practice' Guide – 75% achieve fully complaint grade • Out of hours arrangements agreed |
| P&BS2.2. Deliver programme of improvements in line with the Environment Select Committee's (Phase I and Phase II) Scrutiny recommendations on Cemeteries | April 2012 | |
| P&BS2.3. Opening and promotion of Bereavement Suite and Coffin Display Room at Nightingale House | 30 th April 2009 | |
| P&BS2.4. Further explore use of 3G mobile technologies for flexible working arrangements and delivery of registration events at the homes of our vulnerable customers | 31 st March 2010 | |
| P&BS2.5. Prepare for Registration Service inspection by HM Inspection Service | July 2009 and Annual | |
| P&BS2.6. Engage with BME community to promote services | October 2009 | |

Service Improvement Plan (*abridged*) – 2009/ 2012 – Performance and Business Services

| Theme: Environment and Housing | | |
|--|-----------------------------|--|
| Development Priority: P&BS3: Contribute to the delivery of the sustainability agenda | | |
| Key actions | By when | Outcomes and Success Criteria |
| P&BS3.1. Deliver the three-year Environmental Communications Plan, relating to the reduction of waste and carbon emissions | 31 st March 2011 | <p><u>Outcomes</u></p> <ul style="list-style-type: none"> • Increase participation in recycling • Achieve break-even financial position <p><u>Success Measures</u></p> <ul style="list-style-type: none"> • Increase local membership of Freda the Frog's Fantastic Fan Club by 5% in 2009/10 • Increasing recycling and composting activity to achieve the national combined target of 40% by 2010 (NI 192) • Increase recycling participation rates in BME and Hard to Engage Groups by 5% from baseline figures (2008/09) • Achievement of Council's target to reduce its carbon emissions by 25% by 2013 |
| P&BS3.2. Seek alternative grant funding for recycling promotions, canvassing and campaigns | 31 st March 2010 | |
| P&BS3.3. Engage BME/Hard to Reach communities through delivery of communications strategy | 31 st March 2010 | |
| P&BS3.4. Review financial and operational feasibility of the Environment Centre and develop an improvement plan or exit strategy as appropriate | December 2009 | |

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| Theme: Healthier Communities and Adults | | |
|---|-------------------------------|--|
| Development Priority: P&BS4: Provide a programme of events which allows access to all at nil or low cost | | |
| Key actions | By when | Outcomes and Success Criteria |
| P&BS4.1. Develop and implement a three-year Events Strategy | 31 st May 2009 | <u>Outcomes</u> <ul style="list-style-type: none"> • Improved attendance and satisfaction levels at events <u>Success Criteria</u> <ul style="list-style-type: none"> • Further 10% reduction of technical costs in 2009/10 • Managed commitment reduced by £10,000 • Attendance increased by 5% from baseline |
| P&BS4.2. Continue to review procurement methods for technical supplies to maximise expenditure levels | 31 st March 2010 | |
| P&BS4.3. Introduce a wider cross-cultural catering provision at Community Events | 31 st January 2010 | |

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| Theme: Organisational Development | | |
|--|--------------------------------|--|
| Development Priority: P&BS5: Improve services through the provision of an effective Geographical Information Service | | |
| Key actions | By when | Outcomes and Success Criteria |
| P&BS5.1. Review National Location Strategy, and produce action plan in response | 31 st December 2009 | <ul style="list-style-type: none"> • Maintain and develop ISO accreditation • Increase exposure to Maps@Stockton intranet application • Location Strategy briefing note and action plan produced • RMSA briefing note and action plan produced |
| P&BS5.2. Review replacement mapping service agreement (RMSA) and implement procedures for managing agreement | 31 st March 2009 | |
| P&BS5.3. Acquire, translate and provide access to core data products available under Mapping Service Agreement (Vector and Raster mapping products) | 31 st March 2009 | |
| P&BS5.4. Contribute to the effective development of the corporate performance database Stats@Stockton | 31 st March 2010 | |
| P&BS5.5. Undertake health check of Parkman Traffic Regulation System | 31 st January 2010 | |

Service Improvement Plan (*abridged*) – 2009/ 2012 – Performance and Business Services

| 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 |
| P&BS6.1. Ensure all staff have undergone relevant training on race, faith, belief and diversity | 31 st March 2010 | <p><u>Outcomes</u></p> <ul style="list-style-type: none"> Outcomes relating to the improved accessibility of services to all people and improved community cohesion <p><u>Success Criteria</u></p> <ul style="list-style-type: none"> 0.5 day reduction in sickness absence from 2008/09 outturn 90% of invoices paid within 30 days 98% on-contract spend on relevant contracts 90% of staff receive annual appraisal Achievement of Council's target to reduce its carbon emissions by 25% by 2013 Improved standards of data quality |
| P&BS6.2. Provide events information in appropriate formats and promote the use of the Internet for events listings | 30 th June 2009 | |
| P&BS6.3. Implement the findings of the Customer First Stage II Standard assessment report and work towards the achievement of the Customer Excellence Standard | 31 st March 2010 | |
| P&BS6.4. Undertake all relevant actions within the Carbon Management Programme and the Climate Change Action Plan | 31 st March 2010 | |
| P&BS6.5. Implement the relevant actions from the Council's Data Quality Strategy | 31 st March 2010 | |
| P&BS6.6. Reduce sickness absence | 31 st March 2010 | |
| P&BS6.7. Improve performance on payment of invoices and on-contract spend | 31 st March 2010 | |
| P&BS6.8. Ensure staff receive annual appraisal | 31 st August 2009 | |