

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

Development and Neighbourhood Services

Service Stockton

Sustainable Community Strategy Theme: Environment and Housing

Development Priority: SS1: To make the borough a cleaner, greener and more attractive environment

Key actions	By when	Outcomes and Success Criteria
SS1.1. Improve the management of resources to improve standards of grounds maintenance and cleanliness levels throughout the borough	31 st March 2010	<ul style="list-style-type: none">• Achieve individual targets on litter, detritus, graffiti and fly-posting (NI 195)
SS1.2. Prepare Green Infrastructure Strategy for Borough, providing a framework for the development and management of green space, countryside, trees and other environmental assets	30 th June 2009	<ul style="list-style-type: none">• Achieve 'Effective' grading for the year on year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with fly-tipping as per Flycapture database (NI196)

SS1.3. Contribute to the delivery of 2009/10 targets under the Tees Valley Green Infrastructure Implementation Plan	31 st March 2010	<ul style="list-style-type: none"> • Maintain 'Green Flag' standard in at least five parks and one cemetery
SS1.4. Deliver key elements of the Park Regeneration and Development Programme as set out in individual park project plans	31 st March 2010	<ul style="list-style-type: none"> • Improve/maintain satisfaction levels with the quality of Stockton's cleanliness, waste collection, disposal and green infrastructure, measured through internal surveys, Viewpoint and IPSOS MORI
SS1.5. Contribute to the delivery of the Tees Together Action Plan, including development of the River Tees Heritage Park	31 st March 2010	<ul style="list-style-type: none"> • Achieve targets on improving local biodiversity – proportion of local sites where positive conservation management has been or is being implemented (NI 197)
SS1.6. Contribute to the preparation and adoption of all Local Development Framework (LDF) documents, ensuring that these are informed by and support delivery of the Green Infrastructure Strategy	31 st March 2010	<ul style="list-style-type: none"> • All relevant service areas contribute towards biodiversity objectives in line with 'Biodiversity Duty' in 2006 Natural Environment and Rural Communities Act (NERC)
SS1.7. Develop action plan for 'Local Wildlife Sites' to increase percentage of sites in active management and implement actions for 2009/10	31 st March 2010	
SS1.8. Develop corporate action plan to integrate biodiversity objectives into Council services	31 st March 2010	

Sustainable Community Strategy Theme: Healthier Communities and Adults

Development Priority: SS2: Contribute to the health and well-being of the borough

Key actions	By when	Outcomes and Success Criteria
SS2.1. Develop and implement the 2009/10 Playbuilder Programme	31 st March 2010	<ul style="list-style-type: none"> • Minimum of eight Playbuilder schemes delivered by March 2010
SS2.2. Increase the use of Fairtrade produce in the provision of school meals	30 th September 2009	<ul style="list-style-type: none"> • Contribute to achievement of targets on NI 199 - children and young people's satisfaction with parks and play provision
SS2.3. Evaluate the options for introducing free range and organic produce in the provision of school meals	31 st December 2009	<ul style="list-style-type: none"> • Contribute to the achievement of targets in NI 52 (take-up of school lunches); NI 55 (obesity among primary school age children in reception year) and NI 56 (obesity among primary school age children in Year 6)
SS2.4. Implement the action plan from the Transforming School Meals and Healthy Eating Strategy	30 th June 2009	
SS2.5. Deliver programmes of led activities in parks and open spaces	31 st March 2010	<ul style="list-style-type: none"> • Increased levels of physical activity and greater awareness of the contribution that parks and open spaces make to health and well-being.

Sustainable Community Strategy Theme: Environment and Housing

Development Priority: SS3: Support and contribute to the delivery of the sustainability agenda

Key actions	By when	Outcomes and Success Criteria
<p>SS3.1. Implementation of the Environment Select Committee's recommendations on waste management (in line with timescales)</p>	<p>31st March 2011</p>	<ul style="list-style-type: none"> • Increased cardboard and plastics waste collection • Reduction in residual waste collected
<p>SS3.2. Explore the potential funding opportunities for the provision of a second civic amenity site in the borough</p>	<p>31st March 2010</p>	<ul style="list-style-type: none"> • Achieve the national target of 40% for recycling and composting of household waste by 2010/11 (NI 192)
<p>SS3.3. Implementation of the Joint Tees Valley Waste Management Strategy and Action Plan</p>	<p>31st March 2011</p>	<ul style="list-style-type: none"> • Achieve the national target of 53% for the recovery of municipal waste (including recycling, composting and energy from waste) by 2010/11 (NI 193)
<p>SS3.4. Develop a good practice model for maximising reused or recycled waste from the Council's waste stream</p>	<p>31st March 2010</p>	<ul style="list-style-type: none"> • 90% of all Council vehicles to be operating on bio-diesel by March 2010
<p>SS3.5. Reduce the amount of environmental pollution through seeking viable alternative and sustainable fuels for Council vehicles</p>	<p>31st March 2010</p>	<ul style="list-style-type: none"> • 90% of all Council vehicles to be operating on bio-diesel by March 2010

Sustainable Community Strategy Theme: Environment and Housing		
Development Priority: SS3: Support and contribute to the delivery of the sustainability agenda		
Key actions	By when	Outcomes and Success Criteria
SS3.6. 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	31 st March 2010	<ul style="list-style-type: none"> • 40% of Council waste recycled/re-used by 2010/11 • 50% of Council waste recycled/re-used by 2015/16 • Reduction in the amount of waste produced as a result of the Council's activities

Sustainable Community Strategy Theme: Economic Regeneration and Transport

Development Priority: SS4: Pursue business development opportunities in all services

Key actions	By when	Outcomes and Success Criteria
SS4.1. Implement the key actions within the Commercial Operations Business Plan	31 st March 2011	<ul style="list-style-type: none">• Increase amount of profit invested into the Medium Term Financial Plan from commercial operations by 10% from 2007/08 to 2009/10• Increased footfall in during pre-Christmas period, supporting economic activities in Stockton Town Centre.
SS4.2. Deliver a successful Stockton Christmas Festival market	31 st December 2010	

Theme: Organisational Development		
Development Priority SS5: Undertake all relevant actions within the Council's Equality Plans and other cross-cutting strategic plans		
Key actions	By when	Outcomes and Success Criteria
SS5.1. 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 the Council's target to reduce its
SS5.2. Promote recycling and the refuse collection assistance service to BME communities and disabled people	31 st March 2010	
SS5.3. Consult with BME and other communities on the feasibility of representing the boroughs diverse communities and faiths within the Councils Celebratory lighting displays	31 st March 2010	
SS5.4. Ensure all food provided caters for a range of dietary requirements including faith groups	31 st March 2010	

SS5.5. Undertake Efficiency and Improvement Reviews (EITP), ensuring that services are appropriate to meet future demands (Year 1 programme includes reviews of Regulation and Enforcement, Advice and Information Provision and Communication, Consultation and Engagement)	31 st March 2010	<ul style="list-style-type: none"> carbon emissions by 25% by 2013 Improved standards of data quality
SS5.6. Implement the findings of the Customer First Stage II Standard assessment report and work towards the achievement of the Customer Excellence Standard	30 th June 2009	
SS5.7. Undertake all relevant actions within the Carbon Management Programme and the Climate Change Action Plan	31 st March 2010	
SS5.8. Implement the relevant actions from the Council's Data Quality Strategy	31 st March 2010	
SS5.9. Reduce sickness absence	31 st March 2010	
SS5.10. Improve performance on payment of invoices and on-contract spend	31 st March 2010	
SS5.11. Ensure staff receive annual appraisal	31 st August 2009	