

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

Development and Neighbourhood Services

Technical Services

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

Theme: Economic Regeneration and Transport		
Development Priority: TS1: Promote a sustainable transport network that supports regeneration and economic growth		
Key Actions	By when	Outcomes and Success Criteria
<p>TS1.1. Support the Joint Strategy Unit and Highways Agency to develop the A66/A19/A174 Area Action Plan to support the LDF Core Strategy in promoting development, regeneration initiatives and the Stockton Middlesbrough Initiative</p>	30 th September 2009	<p><u>Outcomes</u></p> <ul style="list-style-type: none"> • Sub Regional Area Action Plan approved. • Tees Valley Metro final business case completed by September 2009. • Metro placed on RFA2 list for consideration by November 2009. • Section 106 agreements support sustainable transport network. <p><u>Success Criteria</u></p> <ul style="list-style-type: none"> • NI 167 Congestion – average journey time per mile during the morning peak - journey time per mile to be maintained at 2008/09 levels
<p>TS1.2. Support Tees Valley Regeneration, the Joint Strategy Unit and other Tees Valley local authorities to progress the Tees Valley Metro Project to final business case viability</p>	30 th September 2009	
<p>TS1.3. Support the development of the Tees Valley Unlimited Transport Board action plan</p>	31 st March 2010	

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Theme: Economic Regeneration and Transport		
Development Priority: TS2: Achieve a sense of place for the local community through quality of design		
Key Actions	By when	Outcomes and Success Criteria
TS2.1. Ensure that the net satisfaction in highway and footpath maintenance remains at or above 2008 levels. “Find ’n’ Fix”, focus on footpath and highway schemes to improve customer satisfaction	30 th November 2010	<p><u>Outcomes</u></p> <ul style="list-style-type: none"> Care For Your Area Phase 3, Find N Fix action plan delivered Positive increase in the sense of place created by Urban Design challenges <p><u>Success Criteria</u></p> <ul style="list-style-type: none"> NI 168 Principal roads where maintenance should be considered NI 169 Non-principal classified roads where maintenance should be considered Net public satisfaction with roads and footpaths maintained, measured through Place Surveys and Viewpoint Construction element of projects within 10% of time and cost predictions
TS2.2. Effectively challenge a selection of public realm works by Urban Design	31 st March 2010	
TS2.3. Effective management of marketing and consultation for all construction projects to ensure positive reputation is maintained	31 st July 2009	
TS2.4. Improve project and programme management skills through roll out of Cora software and use of Service Improvement Groups	31 st July 2009	
TS2.5. Constructionline tender selection process to be changed to maximise efficiencies and meet the needs of the corporate procurement strategy	31 st May 2009	
TS2.6. Develop strategy and procurement protocol for term construction and maintenance contracts for property and highway services	30 th September 2009	

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Theme: Environment and Housing		
Development Priority: TS3: Respond to climate change through carbon reduction and resilience to extreme weather events		
Key Actions	By when	Outcomes and Success Criteria
TS3.1. Implement Year 2 of the Carbon Management Programme, in particular key projects: <ul style="list-style-type: none"> • Street lighting photocell replacement. • Street lighting dimming • Electric vehicle procurement 	31 st March 2010	<p><u>Outcomes</u></p> <ul style="list-style-type: none"> • Major property and maintenance designs are checked for carbon reduction opportunities • Renewable Energy Strategy in place • Flood Risk Management Resource identified and utilised <p><u>Success Criteria</u></p> <ul style="list-style-type: none"> • NI 185 CO₂ emissions reduction from local authority operations • NI 186 Per capita CO₂ emissions in the local authority area • NI 187 Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating • NI 188 Adapting to climate change • NI 194 Level of air quality – reduction in NO_x and primary PM₁₀ emissions through local authority's estate and operations • NI198 Mode of Children Travelling to School • On track for CO₂ emissions from Council operations reduced by 25% by 2013
TS3.2. Support the Accommodation Strategy and Workwise projects to ensure carbon reduction and sustainable travel options are fully considered	30 th November 2009	
TS3.3. Implement Climate Change Action Plan to programme	31 st March 2010	
TS3.4. Implement Council Travel Plan to programme	31 st March 2010	
TS3.5. Implement Actions from Street Lighting Scrutiny Review	31 st March 2010	
TS3.6. Implement Actions from the School Transport Scrutiny Review associated with home to school travel modal shift	31 st March 2010	
TS3.7. Develop Sustainable Construction Strategy and policies and ensure that a carbon reduction challenge is completed on all major property works	30 th September 2009	
TS3.8. Develop action strategy and refresh Council Policy to respond to recommendations for local authorities within the Pitt Report, Government response and draft Flood Risk and Water Management Bill	30 th November 2009	
TS3.9. Develop communications to raise awareness of resilience measures needed in high-risk community areas for flood risk and extreme heat.	31 st July 2009	

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Theme: Safer Communities, Children and Young People		
Development Priority: TS4: Improve the safety and security of assets in the public realm and highway environment		
Key Actions	By when	Outcomes and Success Criteria
TS4.1. Delivery of the 2009/10 LTP Capital Programme, within a value for money framework	31 st March 2010	<p><u>Outcomes</u></p> <ul style="list-style-type: none"> • 98% of LTP schemes delivered • LTP Programme within 2% of budget • Reduction in road casualties <p><u>Success Criteria</u></p> <ul style="list-style-type: none"> • NI 47 People killed or seriously injured in road traffic accidents • NI 48 Children killed or seriously injured in road traffic accidents • NI 198 Children travelling to school – mode of travel usually used
<p>TS4.2. Support the new Cleveland Strategic Road Safety Partnership in:</p> <ul style="list-style-type: none"> • New Camera Enforcement Unit • Casualty Reduction Group • NDORS scheme management • Deliver RIDE and motorcycle training on behalf of Tees Valley local authorities 	31 st March 2010	
TS4.3. Implement the recommendations of the Highway and Footpath Maintenance Scrutiny Review panel	31 st March 2010	

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Theme: Health and Wellbeing		
Development Priority: TS5: Improve accessibility for work, leisure, retail and health for our communities and influence strategy development in these key areas		
Key Actions	By when	Outcomes and Success Criteria
TS5.1. Deliver the Tees Valley Bus Major Scheme Year 1 Stockton schemes	31 st March 2010	<p><u>Outcomes</u></p> <ul style="list-style-type: none"> • Major scheme Year 1 schemes constructed • Reduced rate of decline in bus patronage • Disabled facilities at pedestrian crossings improved <p><u>Success Criteria</u></p> <ul style="list-style-type: none"> • NI 167 Congestion – average journey time per mile during the morning peak • NI 175 Access to services and facilities by public transport, walking and cycling • NI 176 Working age people with access to employment by public transport (and other specified modes) • NI 177 Local bus passenger journeys originating in the authority area • NI 178 Bus services running on time
TS5.2. Delivery strategy and funding plan for major cycling schemes in line with Connect 2 objectives	31 st March 2010	
TS5.3. Increase the accessibility of new concessionary bus passes through increasing the points of issue to libraries and town centre contact points	31 st July 2009	
TS5.4. Improve disabled facilities at Pedestrian crossings	31 st March 2010	

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Theme: Organisational Development – People Development and Learning, Performance and Resource Management		
Development Priority: TS6: Undertake all relevant actions within the Council's Equality Plans and other cross-cutting strategic plans		
Key Actions	By when	Outcomes and Success Criteria
TS6.1. Service planning process drills down to staff appraisals and progress is regularly monthly	31 st March 2010	<p>Outcomes</p> <ul style="list-style-type: none"> • Outcomes relating to the improved accessibility of services to all people and improved community cohesion. • Service planning informed by staff away mornings. • Reduced sickness absence <p>Success Criteria</p> <ul style="list-style-type: none"> • NI 14 – Reducing avoidable contact – minimising the proportion of customer contact that is of low or no value to the customer • 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
TS6.2. Ensure all staff have undergone relevant training on race, faith belief and diversity	31 st March 2010	
TS6.3 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	
TS6.5 Implement the relevant actions from the Council's Data Quality Strategy	31 st March 2010	
TS6.6. Reduce sickness absence	31 st March 2010	
TS6.7. Ensure staff receive annual appraisal	31 st May 2009	
TS6.8. Develop ICT systems and strategy for data management and software harmonisation: <ul style="list-style-type: none"> • Cora Systems running on all projects • Arenium rolled out across Urban Design and Architecture • Asset management protocol for data servers 	30 th June 2009	
TS6.9. Undertake Efficiency and Improvement Reviews (EITP), ensuring that services are appropriate to meet future demands (The Year 1 programme includes reviews of Highways Lighting and Network Management, Property and Facilities Management, Regulation and Enforcement, Advice and Information provision and Communication, Consultation and Engagement)	31 st March 2010	

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TS6.10. Improve performance on payment of invoices and on-contract spend	31 st March 2010	
TS6.11. Undertake all relevant actions within the Carbon Management Programme and the Climate Change Action Plan	31 st March 2010	
TS6.12. Review current construction benchmarking and develop a more robust benchmarking strategy	31 st October 2009	
TS6.13. Support Access to Services integration for street lighting, blue badge, concessionary fares and general car parking services	30 th June 2009	

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