

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

Policy, Performance and Communications

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Theme: Stronger Communities		
Development Priority: PPC 1 - Managing the Council's reputation through the development of a corporate campaigns programme		
Key actions	By when	Outcomes and Success Criteria
Identify campaign areas to develop programme for 2009/10	April 2009	<ul style="list-style-type: none"> Improved resident satisfaction/ perceptions
Develop programme	March 2010	
Monitor and evaluate success	June 2010	
Identify campaign areas for 2010/11 programme	April 2010	

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Theme: Supports all Sustainable Community Strategy themes and the Organisational and Operational Effectiveness themes of the Council Plan		
Development Priority: PPC 2 - Develop and Co-ordinate the Efficiency, Improvement and Transformation (EIT) Programme		
Key actions	By when	Outcomes and Success Criteria
Agree Review Methodology	End March 2009	<ul style="list-style-type: none"> • Improvement in resident satisfaction • High performance in organisational assessment element of Comprehensive Area Assessment • Balanced Budget • Improved Service Performance • Delivery of review programme
Agree Review Programme	End March 2009	
Delivery of reviews	Ongoing	
Monthly monitoring of progress	Ongoing	
Review of programme and methodology	At least annually	

Year 1 programme of EIT reviews:

Commissioning and Provision of Community Transport
 Regulation and Enforcement
 Fair access to care – Adults
 Children's placements
 Adult day and residential care
 Highways lighting and network management

Property and facilities management
 Advice and information provision
 Youth Service Provision
 Domestic Violence
 Communication, consultation and engagement

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Theme: Supports Sustainable Community Strategy themes; Organisational and Operational Effectiveness – People Development and Learning		
Development Priority: PPC 3 - Develop and deliver a new approach to communication, consultation and engagement		
Key actions	By when	Outcomes and Success Criteria
Develop the new Communications Consultation and Engagement Strategy:	May 2009	<ul style="list-style-type: none"> • New Communication, Consultation and Engagement Strategy produced and implemented • Stockton to be regarded nationally as best practice in this area
<ul style="list-style-type: none"> • Deliver Cohesion and Diversity Communications Plan 	December 2009	
<ul style="list-style-type: none"> • Develop and launch new Communication, Consultation and Engagement Programme to support the delivery of the new strategy: <ul style="list-style-type: none"> • Key projects identified, developed and programmed • Officers to be trained identified • Resource implications identified • Programme approved by CMT • Programme launched at EMT and STS • First round of programme delivery and review complete 	May 2009 June 2009 July 2009 August 2009 Autumn 2009 March 2010	
<ul style="list-style-type: none"> • Increase public awareness of the services provided by the Council through raising the profile of the authority 	March 2010	
<ul style="list-style-type: none"> • Continue to develop existing media outlets and exploit new and different media such as blogs and podcasting 	March 2010	

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Theme: Stronger Communities; Organisational and Operational Effectiveness – People Development and Learning		
Development Priority: PPC 4 - Help develop a stronger, more cohesive society		
Key actions	By when	Outcomes and Success Criteria
Achieve “excellent” status in the Local Government Equality Framework	March 2010	<ul style="list-style-type: none"> • Successful development and implementation of Single Equality Scheme 4th Edition and Community Cohesion Strategy
<ul style="list-style-type: none"> • Support HR/ OD to further increase the diversity of the Council’s workforce. Specifically: <ul style="list-style-type: none"> • Staff networks in place for BME and disabled employees • Develop a volunteer scheme • Hold sessions with relevant community groups to promote the Council as an employer 	<ul style="list-style-type: none"> December 2009 March 2010 June 2009 and ongoing 	<ul style="list-style-type: none"> • Increased diversity/ representativeness of Council workforce • Achievement of “Excellent” standard in Local Government Equality Framework
<ul style="list-style-type: none"> • Improve Diversity Training offer for both officers and Members: <ul style="list-style-type: none"> • Diversity fully integrated into all training programmes • Appropriate Member training developed and delivered • Generic diversity training programme embedded • Bespoke sessions delivered on request • Training programme developed for hard to reach employees 	<ul style="list-style-type: none"> March 2012 March 2010 June 2009 Ongoing December 2009 	<ul style="list-style-type: none"> • Progress demonstrated against relevant National Indicators (NI 1, NI 2, NI 13, NI 23, NI 25, NI 35)

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<ul style="list-style-type: none"> • Strengthen the Diversity and Cohesion Planning and monitoring process: <ul style="list-style-type: none"> • Produce annual updates of the SES • Ensure transfer of all relevant actions from EIA action plans into SES • Strengthen monitoring arrangements • Strengthen community involvement • Confirm performance management arrangements for Community Cohesion Strategy 	<p>March 2010 and ongoing March 2010 and ongoing Ongoing Ongoing November 2009</p>	
<p>Promote Stockton Best Practice nationally and locally:</p> <ul style="list-style-type: none"> • Stockton example to appear on the I&DeA and ICoCo websites • Three opportunities accepted to speak at national conferences 	<p>December 2009 March 2012</p>	
<p>Support schools to meet their duty to promote community cohesion:</p> <ul style="list-style-type: none"> • Community cohesion embedded in annual refreshes of the CYPP • Facilitate training and awareness raising with teachers/ ancillary staff • Develop a best practice toolkit for the Borough 	<p>March 2010 and ongoing December 2009 March 2010</p>	
<p>Maximise the opportunities presented by the 2012 Olympics:</p> <ul style="list-style-type: none"> • Key projects planned • Activities delivered 	<p>July 2009 March 2012</p>	
<p>Facilitate the successful delivery of the PVE action plan</p>	<p>March 2010</p>	
<p>Develop action plan to address Community Cohesion funding and PVE funding</p>	<p>March 2010</p>	

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Contribute to the Review of the Voluntary Sector Core Funding Arrangements	March 2010	Partnerships and Engagement Team
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Theme: Links to all Sustainable Community Strategy themes and the Organisational and Operational Effectiveness themes of the Council Plan		
Development Priority: PPC 5 - Co-ordinate the Borough's response to Comprehensive Area Assessment		
Key actions	By when	Outcomes and Success Criteria
Review framework and ensure Council and partnership can evidence approach	April 2009 initially then ongoing	<ul style="list-style-type: none"> • Positive area assessment (no red flags) • High score for organisational assessment
Review inspectorate evidence base	January, March and June each year	
Develop and maintain relationship with CAA lead	Ongoing	
Respond to draft area assessment reports	September – November each year	
Ensure Council meets organisational assessment key lines of enquiry	Ongoing	
Respond to draft organisational assessment reports	September – November each year	
Ensure officers, Members and partners understand the CAA framework and their role within it	Ongoing	

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Theme: Links to all Sustainable Community Strategy themes		
Development Priority: PPC 6 – Respond to ongoing policy initiatives		
Key actions	By when	Outcomes and Success Criteria
Contribute to the development of national and regional policy frameworks with a Stockton perspective including developing city-region, improvement and inspection regimes. Lead on implementation for Stockton.	Ongoing	<ul style="list-style-type: none"> ▪ Appropriate responses to national and regional developments
Implement new policy and improvement initiatives as required by Cabinet and Corporate Management Team	Ongoing	

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Theme: Organisational and Operational Effectiveness - Performance and Resource Management		
Development Priority: PPC 7 - Strengthen the Council's performance management framework		
Key actions	By when	Outcomes and Success Criteria
Complete project planning	April 2009	<ul style="list-style-type: none"> To have effective Partnership wide performance management arrangements to support the delivery of the Sustainable Community Strategy, the Local Area Agreement and other strategic plans across the authority and its partners To collect, analyse, monitor and report on data from the National Indicator set as minimum by April 2010
Develop specification	June 2009	
Procurement of hardware and support	July – September 2009	
Implementation of Phase 1	March 2010	
Ongoing development	Post March 2010	

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Theme: The Local Area Agreement cuts across all Sustainable Community Strategy themes		
Development Priority: PPC 8 - Development, monitoring and delivery of the Local Area Agreement 2008-11		
Key actions	By when	Outcomes and Success Criteria
Agree with GONE, targets and revisions to targets within the Local Area Agreement through an annual refresh process, including consultation with partners and the community as part of the process	Annually between November - February	<ul style="list-style-type: none"> • Approved annual, update of the Local Area Agreement by Central Government • Positive six-monthly/ annual progress report from Central Government/ GONE on the Local Area Agreement • Achievement of targets set within the Local Area Agreement to delivery of improved quality of life for residents
Regular monitoring and reports of performance against targets and reporting of performance to Stockton Renaissance and Local Public Services Board and elected Members	Six-monthly – October 2009/ 2010/ 2011 Annually - May/ June 2009/ 2010/ 2011	
Development of more detailed action plans/ risk assessments to ensure more effective monitoring and delivery of targets set	June 2009	
Participation in Regional Improvement partnership work to share good practice on Local Area Agreement development and achievement of targets	Ongoing	
Continue to contribute to Regional and National policy development on Local Area Agreement/ Multi Area Agreement framework	Ongoing	

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Theme: Links to all of the Sustainable Community Strategy themes		
Development Priority: PPC 9 - Review of Stockton Renaissance Partnership to strengthen partnership arrangements and support the Comprehensive Area Assessment		
Key actions	By when	Outcomes and Success Criteria
Stockton Renaissance and Cabinet agree the methodology for the review	April 2009	<ul style="list-style-type: none"> Improved focus and alignment of plans across all sectors to achieve cross cutting Stockton Renaissance priorities Strong Comprehensive Area Assessment Achievement of the cross cutting LAA/ Sustainable Community Strategy targets prioritised by Stockton Renaissance for 2009/10 An increase in business sector engagement in Stockton Renaissance An increase in children and young people engagement in Stockton Renaissance
Stockton Renaissance select the cross cutting priorities from the LAA/ Sustainable Community Strategy to focus on in 2009/10	April 2009	
Research best practice then pilot a themed meeting focussing on a cross cutting priority and produce a shared delivery plan	May 2009	
Evaluate the pilot focussing on increased engagement and planning outcomes	June- July 2009	
Recommend new governance and agenda management arrangements for the LSP to Renaissance and Cabinet	July 2009	