

CABINET ITEM COVERING SHEET PROFORMA

AGENDA ITEM:

**REPORT TO CABINET
18th FEBRUARY 2010**

**REPORT OF CORPORATE
MANAGEMENT TEAM**

CABINET DECISION

**Corporate Management and Finance: Lead Cabinet Member – Councillor Laing
QUARTER 3 – PERFORMANCE
OCTOBER - DECEMBER 2009**

1. Summary

This report outlines the Council's service performance for the third quarter of 2009/10, 1st October 2009 to 31st December 2009 highlighting achievements against objectives in the Council Plan, the Local Area Agreement, the National Indicator Set, consultation activity undertaken, summary of Freedom of Information requests, complaints, commendations and comments received.

2. Recommendations

1. That the overall report is noted.

3. Members Interests

Members (including co-opted Members with voting rights) should consider whether they have a personal interest in the item as defined in the Council's code of conduct (**paragraph 8**) and, if so, declare the existence and nature of that interest in accordance with paragraph 9 of the code.

Where a Member regards him/herself as having a personal interest in the item, he/she must then consider whether that interest is one which a member of the public, with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to prejudice the Member's judgement of the public interest (**paragraphs 10 and 11 of the code of conduct**).

A Member with a prejudicial interest in any matter must withdraw from the room where the meeting considering the business is being held -

- in a case where the Member is attending a meeting (including a meeting of a select committee) but only for the purpose of making representations, answering questions or giving evidence, provided the public are also allowed to attend the meeting for the same purpose whether under statutory right or otherwise, immediately after making representations, answering questions or giving evidence as the case may be;
- in any other case, whenever it becomes apparent that the business is being considered at the meeting.

And must not exercise executive functions in relation to the matter and not seek improperly to influence the decision about the matter (**paragraph 12 of the Code**).

Further to the above, it should be noted that any Member attending a meeting of Cabinet, Select Committee etc; whether or not they are a Member of the Cabinet or Select Committee concerned, must declare any personal interest which they have in the business being considered at the meeting (unless the interest arises solely from the Member's membership of, or position of control or management on any other body to which the Member was appointed or nominated by the Council, or on any other body exercising functions of a public nature, when the interest only needs to be declared if and when the Member speaks on the matter), and if their interest is prejudicial, they must also leave the meeting room, subject to and in accordance with the provisions referred to above.

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RECOMMENDATIONS

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PERFORMANCE UPDATE

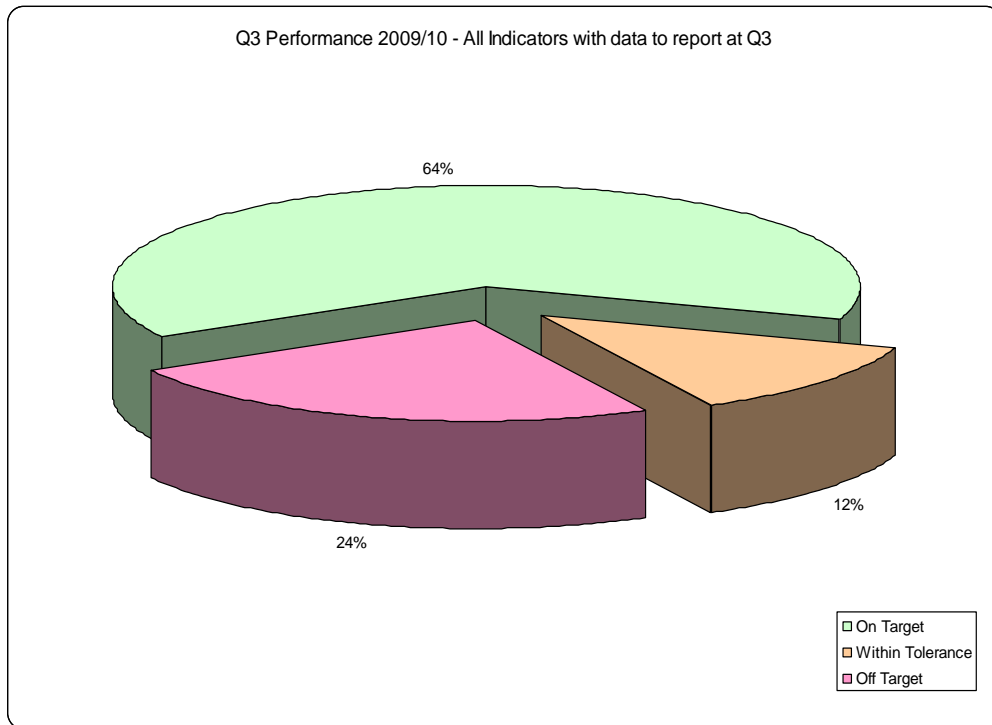
1. This report provides members with progress against the Council's performance against Council Plan objectives, the Local Area Agreement, the National Indicator set, details of resident feedback on consultation activity undertaken and a summary of Freedom of Information requests received. A series of appendices have been prepared to support the report and provide members with a full picture of performance. These are detailed below and are also available on E-genda and at:

www.stockton.gov.uk/yourcouncil/performance/qtrperfmonitor.

Appendix 1	National Indicator Set - Data available at Qtr 3. (LAA indicators are identified)
Appendix 2	National Indicator Set – Measures where information is not available at Qtr 2 with an update on progress and explanation/ expected date for availability
Appendix 3	Freedom of Information Summary and Comments

OVERALL PERFORMANCE OF NATIONAL INDICATOR SET

2. Of the National Indicator measures where information is available at the end of quarter 3, 76% (81 indicators) across all themes are predicted to achieve targets or are within the agreed tolerance set, this compares to 69% at quarter 2. For the remaining measures (26) action is being taken to address areas of slippage. Details of achievements and areas of slippage are included in the thematic sections of the report.



LOCAL AREA AGREEMENT

3. The current Local Area Agreement (LAA) is now in year two of the three-year agreement with Central Government. Good progress continues to be made against some stretching targets. Some of the measures within the LAA are reported at quarter three. These are identified in Appendix 1. Progress against all of the measures within the Local Area Agreement will be monitored and reported at quarter 4. The annual review and refresh of the LAA, is underway with Government Office North East. Approval will be the subject of a separate report to Renaissance and Cabinet in March 2010.

COUNCIL PLAN

4. Service Groups are progressing well against the priorities and objectives set out within the Council Plan with current monitoring of the National Indicators and projects showing good progress. The year end report will provide a detailed update of all measures and objectives within the 2009 – 2012 Council Plan.

PROGRESS BY COUNCIL PLAN THEME

ECONOMIC REGENERATION AND TRANSPORT

5. Monitoring of the impact of the economic climate continues across all areas of service provision with continued regular reporting on progress and initiatives to cabinet. It is clear that the economic downturn continues to have a significant impact on several service areas. Services such as Housing Benefits are experiencing significant increases in the number of benefit claims and changes of circumstances received, whereas other services have seen significant reductions in workloads, such as the number of planning applications received in Planning Services. Targets on Employment and those related to the number of people receiving out of work benefits continue to be challenging.
6. Despite the economic climate the Council is performing fairly well in this area. Areas of good progress are detailed below:
 - **Planning applications determined (NI 157)(LAA)** - all categories of planning applications are achieving their individual targets, with 91.5% of major applications (73% target), 88.4% of minor applications (78% target) and 93.2% of other applications (85% target) determined within timescale. The number of planning applications received has reduced by 10.9%, 867 in the year to date, in comparison to 973 at this stage in 2008-09.
 - **Planning appeals allowed (local Measure)** – Of the 49 appeals decided during the year to date, only 13 were allowed/partially allowed, which is 26.5% of all appeals decided against a target of 30%.
 - **Street lighting** – the time taken to repair street lights is an average of 1.5 days (against a target of 2.5 days) for those repairs undertaken by the local authority's contractor. For those repairs where the responsibility lies with a Distribution Network Operator, the time taken to repair is 25.7 days (against a target of 30 days).
7. Areas of slippage against the targets are detailed below. Re -negotiation of the targets for the employment related measures are scheduled to be included in the refresh of Stockton's Local Area Agreement for 2010/11;
 - **Children killed or seriously injured in road traffic accidents (NI 48)** – 12 children have been killed or seriously injured (1 fatality) in road traffic accidents in the borough during the period January – November 2009, which is two more than the same period last year and four more than the level required to achieve the long term reduction target.
 - **Overall working age employment rate (NI 151) (LAA)(NI 153) People in receipt of income related benefits (LAA)** – the latest available working age employment figures are for June 2009 (ONS), showing an employment rate of 71.2% against an LAA target for 2009/10 of 73.6%. This is an unexpected increase from the 70.1% reported to March 2009 and does not tie-in with our local intelligence on increases in people in receipt of out-of-work benefits. The latest figures for the numbers of claimants in receipt of Jobseekers' Allowance (JSA) for December 2009, show Stockton as having 5.7% of working age people in receipt of JSA, against a national average of 4.1% and a North East average of 5.4 This demonstrates a clearly increasing trend of unemployment both regionally and nationally.

ENVIRONMENT AND HOUSING

8. Overall the Council is performing well in this area. Areas of good progress are detailed below:

- **Missed bin collections** – despite the recent unprecedented weather conditions, the Care for your Area team have managed to break their record for the low number of missed bin collections. There have been only 14 missed bin collections out of over 3.1 million bins collected to date, with 100% of those missed bin collections rectified within 24 hours. The service's performance in late December was particularly impressive, as bins were collected on the allocated collection day, despite the extra volumes of waste generated over the festive period and the inclement weather conditions.

Housing and Council Tax Benefits - the average time taken to process Housing and Council Tax Benefit new claims and change events (**NI 181**) is now 10.8 calendar days against an annual target of 11.8 days.

This improved performance has been against the background of significant increases in demand for the service with 20% more claims and changes of circumstances received in the year to date compared to the same period last year (increasing from 42,169 to 50,655). Some of the increase in demand for the service can be linked directly to the economic downturn, but there have also been recent legislative changes on how Pension Credit and Child Benefit income is included in benefit calculations, which has resulted in many extra claims requiring processing.

- **Percentage of rent collected** – the percentage of local authority housing rent collected is currently at 98.24% against an annual target of 97.5%, the highest collection rate reported for several years.
- **Average re-let times** – the average time to relet a local authority dwelling is 26 days for the year to date, slightly ahead of the 27 days annual target. Over the last two quarters, there has been no increase in relet times, which is a particularly strong performance given that the Tees Valley wide Choice Based Lettings scheme was introduced in July 2009.
- **Households living in temporary accommodation (NI 156)** – 32 households were living in temporary accommodation at the end of Q3, ahead of the year-end target of 41 households. This continues the downward trend each quarter from the 2008-09 year-end position, when 60 households were in temporary accommodation.

9. Areas of slippage against the targets in this theme are detailed below:

- **Percentage of municipal waste (NI 190) and household waste landfilled and Percentage of household waste used to generate heat and power** – There are several national and local performance indicators relating to the amount of waste used to generate heat and power and sent to landfill, all of which have been adversely affected by the fire at the Energy from Waste (EFW) Plant in August 2009. The result has been that waste which would normally be used to generate heat and power has had to be diverted to landfill. Given further annual maintenance timetabled for later this year at the EFW Plant, the year-end projection is that over 12% of the borough's waste will be landfilled against an annual target of 8%.

SAFER COMMUNITIES

10. The Council and its partners continue to perform well in this area. Most indicators are on track to achieve the year end targets. Areas of good progress are detailed below:

- **Serious acquisitive crimes (NI 16)** (burglary, robbery and vehicle theft) recorded for the year to date was 1,126 crimes, 23% less than the 1,470 crimes for the same period last year, a reduction of 344 crimes.
- **Assault with injury crime rate (NI 20)** – (actual bodily harm and other injury) a reduction of 49 crimes (5%) over the same period last year.
- **Arson incidents (NI 33) (LAA)** – 107 deliberate primary fires and 842 deliberate secondary fires have been reported for the year to date, with performance on track to achieve the annual target of 84.8 arson incidents per 10,000 population.
- **Young people receiving a conviction who are sentenced to custody. (NI 43)** Following a 'spike' in performance during Q2, the Q3 position has brought performance back on track, reflecting the effective relationships with local sentences and the impact of policing policy. Our track record in this area is good, and projected year end performance should compare well against benchmark groups.
- **Young offenders' access to suitable accommodation.** (NI 46) Q3 saw 100% achievement.
- **Number of drug users recorded as being in effective treatment (NI 40) (LAA).** Latest validated figure available is for August 2009, with 1254 recorded users, below the 1269 expected at that point but still projected to be on track for the year end target. Performance in this area has been strong in recent years, and was classed as 'Achieved' in the recent PCT Annual Health Check ratings.
- **NI 182 Satisfaction of businesses with local authority regulation services-**satisfaction currently stands at 72% against a target of 70%

11. Despite good progress being made the annual targets may be difficult to achieve in the following areas:

- **Rate of proven re-offending by young offenders aged 10-17 (NI 19)** The baseline year of 2005 was not representative of normal performance and places us at an immediate disadvantage (even though 08/09 outturn performance was better than that the YOS 'family group' average). Current year end projection of 1.49 (this is the ratio of re-offences to the number young offenders in the cohort) is well above the 0.83 baseline. The Alcohol Strategy has now been launched. Ongoing analysis of interventions and close working with partners in Community Protection and the Police continue.
- **NI 39: Rate of hospital admissions per 100k for alcohol related harm.** Performance April to November is confirmed at 1470 per 100K population against a target of 1354 for the period. This equates to 2839 admissions against a target of 2633. A comprehensive Alcohol Needs Assessment has been completed to underpin the recently launched Alcohol Strategy. Targeted work is taking place with four GP practices to review their alcohol related admissions and to assess whether earlier/different interventions would make an impact. The Health & Well Being Partnership has funded a dedicated alcohol nursing post to work within the University Hospital of North Tees, to improve the patient care pathway.

STRONGER COMMUNITIES

12. There is limited performance indicator information available against this theme, however there have been some activities undertaken within the last quarter that contribute to building stronger communities. Some key projects include:

- The draft Single Equality Scheme (SES) four is under consultation until February 2010.
- The Be a Councillor campaign launched in democracy week is continuing until the 2011 local elections. Publicity materials have been distributed to main libraries and community centres.
- Diversity Training for Council staff resumed in November 2009 which supports officers working with Communities.
- BME Youth Community Project. Work continues on the BME Youth Project with our partners at the Cornerhouse and Stockton Residents and Community Groups Association developing appropriate democratic message for this community.

CHILDREN AND YOUNG PEOPLE

13. The information below provides an update of progress against the key objectives for children.

Being Healthy

- **Children and young people's participation in high quality PE and sport (NI 57)**
- Results are now available from the DCSF Sport and PE Survey based on a census of all schools in the 08-09 academic year. The survey was undertaken between May to July 2009. National and regional averages are not available for the indicator; however, Stockton-on-Tees 53% compares favourably in the sub-region with Darlington at 48%, Hartlepool at 53%, Middlesbrough at 48% and Redcar & Cleveland at 68%.
- **Obesity (NIs 55 and 56)** remains a complex and challenging issue, however this year's data from the schools measurement programme gives some encouragement with:
 - 10.48% Reception children obese, better than the targeted 12.59% and good reduction on the 07-08 rate of 16.19%
 - 20.29% Y6 children obese, a little behind the target of 19.29% but a slight improvement on the 07-08 rate of 20.46%.

It should be borne in mind, however, that this indicator measures a different cohort each year, so some annual fluctuation is highly likely.

- **Breastfeeding prevalence (NI 53)** – This is a LAA measure for which last years target was not achieved. This year has seen an improved level of performance in Q1 but has dropped in Q2 (reported in this Q3 period) to 25% against an expected 30%. This indicator measures prevalence at 6-8 weeks. Initiation rates are also monitored – these dropped by 6% during the Q1 / Q2 period which may have had some 'knock-on' effect on the 6 to 8 week prevalence at the end of Q2.
- **Prevalence of Chlamydia (NI 113)** – PCTs nationally are struggling to achieve the 25% target for Chlamydia screening in 2009/10. Our current performance is 5.33% against this target. The PCT has started the roll-out of increased opportunistic screening via a Local Enhanced Service (LES) agreement with GPs across Tees.

At the end of December, 22 of 26 practices in Stockton-on-Tees had signed up to the LES with 7 already reporting screening data.

- **Services for Disabled Children (NI 54)** - Results from the national survey of parental experience of services for disabled children, have been published for the first time. The survey scores (on a scale of 0 to 100 – higher score denotes greater satisfaction) the levels of satisfaction across three sectors (Health / Education / Care) in each of five standards (Information; Transparency; Assessment; Participation; Feedback). Results need further analysis. Action will be included in the Business Plan for the Complex & Additional Needs Service to undertake surveys of parents locally, in order to identify key areas of concern with services and ways in which these can be addressed. Key points to note from analysis of the survey data are:
 - The national overall score (calculated from the 15 sub-indicators) was 61; the North East overall average was 62; Stockton-on-Tees score was 60.
 - Our score of 60, although only slightly below the national average, is the lowest in the North East (range 60 – 67) and in our statistical neighbour group (range also 60 – 67).
 - Within our scores, respondents have generally rated health services more highly than education and care services.

Staying Safe

14. Separate bi-monthly reports continue to be submitted to Cabinet in relation to social care workload pressures, with analysis of the pattern of assessments and impact on case management. Key points to note currently are:

- The number of referrals being received has fluctuated – having flattened off during Q2 to the low 170s per month; they dropped a little further in Oct / Nov before increasing to over 200 in December.
- The number of children in care has remained at a high level (averaging over 240 during Q3); whilst the number with a child protection plan has continued to increase (to a further record high of 281 at the end of December). This latter trend reflects the relatively higher 'conversion rates' for referrals leading to CP plans (just over 3% earlier in the year, now over 4%).
- **Timeliness of assessments (NI's 59 and 60)** has, as expected, remained significantly below the targets set at the beginning of the year – performance reflects the revised recording procedures that have been put in place following in-depth review during the Q3 period.
- **Child Protection Plans (NI's 64 and 65)** - There has been some analysis of cases which were the subject of a second or subsequent CP plan during the period since April 2009. This work was undertaken in the light of continued 0% performance in relation to CP plans lasting over 2 years, alongside an increasing proportion of second or subsequent CP Plans (14.3% at the end of December 2009 - the highest proportion for some years) this pattern of performance can require investigation to ensure that decision making in relation to ceasing of CP plans has been appropriate. Analysis of relevant cases has not raised any concerns regarding the closure of CP Plans, the largely majority of second or subsequent plans were in fact for cases that were previously known to us some considerable time ago).

- **Placement stability (NI 62 and 63) - NI 62**, which measures the short term stability, continues to reflect good performance, above target at 6.1% against a target of 10% although monitoring suggests that it may be difficult to sustain this level over the remaining quarter, taking account of the particular needs of some children in care who have already experienced moves. **NI 63** which measures long term stability reflects high performance at 74.6% exceeding the target of 66%.
- **Emergency hospital admissions caused by unintentional and deliberate injuries to children and young people 0 – 17 years (NI 170)** - Work has been undertaken between the Council and PCT to enable some further analysis of data for this new national indicator. Preliminary analysis indicates:
 - 609 admissions during 08-09;
 - 407 admissions during April to October 2009;
 - age profiles show highest numbers of admissions for under 3s and for 14 yrs+
 - the two most common reasons for admissions (from a very wide range of 'diagnosis groups' that are used to categorise these cases on admission) are:
 - intentional self-poisoning e.g. Drug overdoses, (which could be reasonably assumed to relate mainly to older children), and
 - exposure to unspecified factor e.g. a fall or break (which may relate to younger children)..

15. The Stockton-on-Tees Local Safeguarding Children Board has requested further analysis of this indicator and will be evaluating findings in more depth and monitoring future progress.

Enjoying & Achieving

16. Details of school and pupil performance for the 08-09 academic year were provided in the Q2 report. Issue of note arising from those indicators that are reported on during Q3 include:

- **NI 88: School providing access to extended services.** Progress is being made in the development of extended services – the programme remains on track to achieve the target of 100% by September 2010. 71 schools are meeting the full core offer, with the remaining 5 making good progress.
- **NI 103: Statements of Special Educational Needs.** Excellent performance continues to be maintained, with both parts of this measure set to achieve targets of 100% and 98% respectively, ahead of the national and regional averages..

Making A Positive Contribution

- **NI 111: First time entrants to the Youth Justice system:** improvement is being sustained with current performance of 1,099 per 100,000 population against a target of 2330 per 100,000 population..

Achieving Economic Wellbeing

- **NEETs: NI's 117, –Not in Employment Education or Training, NI 148 Care Leavers in Employment Education or Training, NI 45 Young Offenders Engagement in suitable Education Training or Employment.** **NI 117** 09-10 out-turn is based on a 3 month average for Nov to Jan inclusive and will be reported in Q4. Current data suggests a rate of just over 11%, compared to 10.5% for the 08-09 periods. The current position reflects the effect of the economic climate (along

with the net export of learners to Middlesbrough College). Outcomes for some of our most vulnerable young people remain positive (LDD / Young Offenders / Care Leavers).

HEALTH AND WELLBEING

17. Whilst there continue to be significant challenges to securing the long-term changes that will address underlying health inequalities within our communities, there are positive improvements and progress in some of those indicators that will underpin longer term health outcomes.

Adult Social Care

18. Developments, especially Personalisation, will have a key bearing on our performance at the year end and on the outcome of the planned CQC inspection later in 2010. The 'going live' of the new SDS (self-directed support) care pathway, supported by the RAS (Resource Allocation Scheme) model and self-assessment via the PNQ (Personal Needs Questionnaire) has two key implications:

- It demonstrates positive progress in delivering against key criteria within the national assessment framework for the 'Choice and Control' outcome. It is now possible to demonstrate that all new service requests will follow a self-directed process, in line with the expectations of the national performance indicator.
- The decision to build in additional validation processes within the care pathway, in order to manage risk, creates some delay in the process of assessment and confirmation of the personal budget for the care package. At this early stage of implementation there has not been sufficient volume of referrals to assess accurately how the new care pathway is impacting on the key indicators for timeliness of assessments and provisioning of care packages; however, this is being closely monitored over the coming weeks/months.

19. The current position on the key indicators linked to the care pathway and personalisation are as follows:

- **Social care clients receiving self-directed support (Direct Payments and Individual Budgets) (NI 130) (LAA).** Performance of 5.9% at the end of Q3 represents those 395 'old' cases where a direct payment had been agreed through the previous care management process – it does not yet include any of the new cases now going through the Self Directed Support (SDS) process that will add to the total. However, to achieve the 15% year end target is becoming increasingly challenging. The volume of new referrals through the SDS process over the remaining quarter will fall well short of the number required – however, it is hoped to offset this by using the review process for existing clients to switch them into the SDS process.
- **Timeliness of assessments (NI 132 LAA).** Performance has improved to just over 80% against a target of 65%. This is good progress although it remains to be seen whether this progress will have closed the gap to the average of our benchmark groups.

- **Timeliness of provision of care packages (NI 133).** This indicator remains a significant concern. Current performance of 75.2% against a target of 90.1% is below the level of last year. Adult Care Management Team has approved a number of actions to address performance: the indicator is now tracked on a weekly basis; further analysis is being undertaken of contracts for the supply of equipment to ensure that targets for turnaround times are within the 28 day scope of the indicator; data checking and cleaning will be undertaken to ensure all relevant activity has been correctly recorded in the CareFirst system.
- In relation to **Carers receiving needs assessment or review and a specific carer's service, or advice and information (LAA – NI 135)**, whilst the Q3 position of 13% still shows some lag against the required trajectory for the year end target of 24%, work remains to be completed which will pull a greater number of carers within the recorded performance (particularly in relation to carers of service users with mental health needs; and carers receiving support through grant funded provision).
- **Stopping smoking (4 week quitters per 100,000) (LAA – NI 123)** - Good progress continues with performance April - November confirmed at 1065 4-week quitters against a target for the period of 906. This equates to a current quit rate of 689.378 against a target quit rate for November of 580.769.

OLDER ADULTS

20. Overall there are few national performance measures specific to this theme; however, some local adult social care indicators are in place to help monitor our approach to supporting older people (aged 65+) to remain independent within their own homes, in terms of the balance of provision between homecare and residential provision. Progress is as follows:

- For '**older people helped to live at home**' the Q3 position shows some improvement from Quarter 2, to a rate of 101.4 per 1,000 population aged 65+ (i.e. 2,880 older people helped to live at home) – this is below the target rate of 105.6 (i.e. 3,000 older people).
- For '**permanent admissions to residential and nursing care**' the Q3 position shows a further increase, to 93.0 per 10,000 popn aged 65+. This represents 264 admissions in the first 3 quarters (69 during Q1, 88 in Q2, 107 in Q3) – the rate is now already beyond the year end target rate of 90 per 10,000 (i.e. 255 admissions over the full 12 month period). It is worth noting that a panel system to gate-keep proposals for residential care has recently been introduced to provide tighter monitoring and control – very early indications (based on the first few weeks of operation) are that this has reduced the rate of admissions.
- NI 142 – (LAA) - **% of vulnerable people who are supported to maintain independent living.** This measure shows good performance 98.44%, exceeding our target of 97.60%.
- **Residential care provision.** The Q2 report commented on high levels of residential placements. During Q3 there has been some further analysis of this data which has been discussed with senior DH officers at regional and national level, and we have agreed in principle to undertake a project with CSED (Care Services Efficiency Delivery programme) and the Regional DH lead for Social Care & Partnerships, to review our practice specifically in relation to Learning Disabilities provision. We have also recently held a local Prevention Workshop, facilitated by DH, which has helped to identify key strategic initiatives that need to be prioritised in future service

planning to help improve quality through innovation, efficiency and a shift to prevention. This should impact on numbers entering a residential placement.

ARTS, LEISURE AND CULTURE

21. Indications are that the Council is on track to deliver its objectives under this theme. There are limited indicators for this theme many of which are new from 2008/09. The four national indicator measures in this theme (including the LAA measure for engagement in the arts) are based on new definitions and methods of collection from the national Active People Survey. Latest reporting of national survey data from the Active People Survey 3 indicates some positive levels of engagement in sport and recreation, relative to the overall regional position:

- **NI 8:** the proportion of **adults who participated in sport and active recreation** of moderate intensity for at least 30 minutes a day for 3 or more days is 25.1%, a relatively higher rate within the North East area.
- **NI 9:** the proportion of the **public who have used the library service** in the last 12 months is 44.5% compared to a North East average of 44.1%.
- **NI 10:** the proportion of adults who have attended a museum and gallery at least once in the last 12 months is 51% against a National Average of 50.3%.
- **NI 11 (LAA):** the proportion of adults who have engaged in the arts at least 3 times in the last 12 months is 35.5%, below the North East average of 38.9%

22. Key points to note from monitoring of performance against local measures are:

- Numbers of visits to sports and leisure facilities has continued to see a reduction in numbers with a decrease of 41% over the same period for 08/09 – this reflects the continued impact of the closure of the Forum. Whilst there has been a reduction in the number of swims overall, this quarter has seen a sustained increase in the numbers accessing Splash, Thornaby Pool and Abbey Hill School.
- Although there has been an overall reduction in the numbers of junior visits to Tees Active facilities, concessionary fee structures have helped to mitigate the impact of the current economic climate. Splash, Thornaby Pavilion and Thornaby Pool have seen increases over the previous quarter.
- Museums on the move (a free service that helps local communities celebrate their history and promotes Stockton's history and heritage throughout the Borough) has now reached over 60,000 people in the last three years. During October to December 2,164 children visited Preston Hall Museum, to enjoy learning about history and heritage both in the museum and the classroom.
- Art & Soul projects targeted at residents with a mental health issues continue to develop, with 48 participants engaged in 8 programmes.

ORGANISATIONAL AND OPERATIONAL EFFECTIVENESS

23. There are limited measures within the National Indicator set that contribute to this theme. Good progress has been made to deliver the objectives identified under this theme. Key point to note are:

- Comprehensive Area Assessment (CAA) In December 2009, Stockton became one of only three authorities in the country to achieve a maximum score of '4' for Use of Resources (Use of Resources is part of the overall organisational assessment, for which Stockton were rated three). The Local Strategic Partnership was also assessed as part of the CAA. No red flag areas were identified.
- Outturn figures show that Sickness Absence levels continue to improve, with 6.68 days lost per Full Time Employee (FTE) for April to December 2009. It is currently projected that this will reach 9.49 days per FTE for the full year, which is within the target of 9.64 days. The Tees Valley average for 2007/8 was 10.3 days.
- Preparation for General Election has commenced and consultation has taken place with key stakeholders. Specifically IT and the preparation of new postal vote procedures and new software to improve the postal vote verification process.
- The Register of Electors annual canvass 2009 achieved a 95% overall response rate. Three major changes were made to improve the service to the electors and create efficiencies.
- The Electoral Commission Standards for Electoral Registration return for this year showed a marked increase on last years' baseline performance. There are 10 standards and we attained the standard for 3 and attained above standard for 7.
- The Contact Centre in Municipal Buildings was extremely busy during Christmas and New Year due to the adverse weather conditions. Staff handled the situation exceptionally and received some really positive feedback. Two new services were also brought in to the Contact Centre in December – Tees Achieve Training Course Bookings and Planning and Building Control calls.
- At the National Land and Property Gazeteer Exemplar awards in November 2009, Stockton's Local Land and Property Gazeteer was awarded 'Best in North East Region'.
- Job Evaluation reviews have now been completed except for those on maternity leave and absent due to sickness. The appeals stage will commence at the end of January 2010 and be complete by the end of June 2010
- The flu vaccination programme was rolled out across the authority and has now been completed. In total, 337 employees received flu vaccinations.
- The new Substance Misuse Policy was approved by Cabinet in December and has now been launched.

24. Slippage has occurred in the following area:

- The 360-degree appraisal process for senior management is well underway but will now not be completed until March 2010, rather than September 2009 as was originally targeted.

Freedom of Information Requests.

25. A record of Freedom of Information requests received is maintained across Council departments. Appendix 3 identifies numbers and method/source of receipt of FOI requests and provides some comparator information showing an increase in numbers received over time. A report providing further detail on Freedom of Information requests will be presented to Cabinet at a meeting in March 2010.

Consultation Performance Report – Quarter 3 2009/10

26. Detailed below is a selection of consultation activities undertaken across the authority during quarter 3 demonstrating willingness for continuous improvement and the valuable contribution the residents of Stockton make to the improvement of services

Children's Centre Consultation

27. The consultation was undertaken to assess the views of parents on the services provided by Children's Centres. The consultation was undertaken in libraries; clinics and mother and toddler groups. Questionnaires were also left with local childcare providers to hand out to parents. Results indicated that the majority of respondents are aware of Sure Start via their health visitor/midwife. The activities highlighted as of most interest to respondents were 'stay and play' sessions (for both young babies and toddlers), parenting support/ courses and ante-natal classes. The results were analysed and will be used to inform the development of services in the new Children's Centre based within Layfield Primary School.

Rural Housing Needs Study

28. The study was used to identify specific areas which were in need of affordable housing, as identified in the Strategic Housing Market Assessment. Feedback identified concerns relating to where housing would be built, the accessibility of services such as hospitals and the need for affordable housing. 770 questionnaires were returned. The study forms part of the evidence base which will inform the planning policies in the Local Development Framework (LDF). It will be used to inform the type of housing will be allowed to be built in rural villages.

Voluntary Sector Support Fund Review

29. The consultation was undertaken to canvass the views of the Voluntary & Community Sector on how the VSSF should be spent. This has been the subject of a report to Cabinet in November 2009.

Billingham Forum

30. The Community engagement and consultation for the Billingham Forum Refurbishment continues. Verbal and written updates along with photographs of the progress made are available on the website and on display in the information Hub at Billingham. Some one to one meetings with some of our minority groups were held in November 2009 to discuss tailoring the design of the Forum to meet their needs. Feedback from these meetings will be used to inform amendments to plans.

Billingham Town Centre

31. In early November 2009 a 3 day consultation on the Billingham Town Centre proposals was undertaken. Outcomes from the consultation identify that residents want to see the Town Centre re-generated. Comments received will inform the Master Plan which will be ready for submission by the end of March 2010.

Whatever it Takes – Community Safety

32. A multi agency approach has been taken to target the Mandale and Victoria area in an effort to increase feelings of safety and provide reassurance. A working group was established which involved fire service volunteers, PCSOs and the ASB team to conduct a door to door survey to identify what the major concerns were for residents. In total 304

surveys were completed and the top concerns were identified as dog fouling, removal of rubbish/ fly tipping/ graffiti and the need for increased police presence. The survey was repeated 11 months later, using a random sample and capturing 206 responses. During the project overall crime fell by 17% in the area, compared to 9% across the borough in the same period. Results from the survey showed that 12% felt that they had seen a more visible uniformed presence,

Development of Customer Service Centres

33. Informal meetings were organised for residents and service users of Council Tax, Housing Benefits and Care for You Area services over the last 18 months. Results from the consultation found that 89% felt Council staff were friendly, 78% felt they had always been treated fairly by the Council, 100% felt it was easy to contact the Council, and all agreed 10 days for a response to a letter or complaint was reasonable. A series of recommendations were made following the meeting and an action plan developed with is already being implemented. A follow up consultation is planned to monitor improvement and drive continuous improvements.

COMPLAINTS, COMPLIMENTS & COMMENDATIONS AND COMMENTS

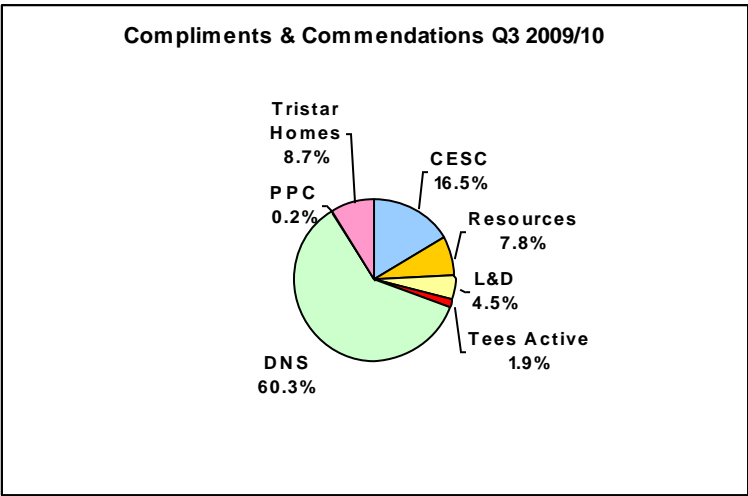
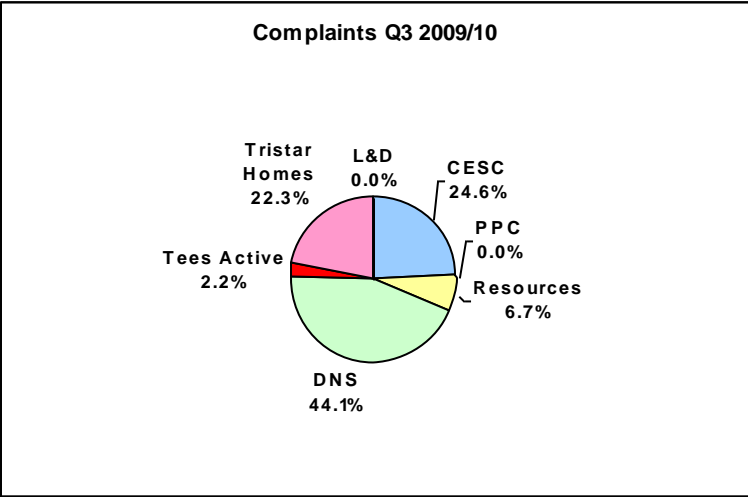
Complaints

34. In total, the Council received 179 complaints for the three months ended 31 December 2009. This compares to 196 complaints received in the same three month period last year. Of the 179 complaints, 12 are at Stages 2 and 3 and of the Stage 1 complaints, 85% (142) overall were responded to within timescales. The corporate timescale for responding to Stage 1 complaints is 10 working days. However, the timescales for responding to complaints within Health and Social Care differ from the corporate timescale. For Children's Services the response timescale is 10 working days plus a further 10 working days given the complexity of some of the complaints. For Adults' Services, new regulations introduced on 1 April 2009 place a requirement on Council's to agree a timescale for a response with each individual complainant.

Compliments and Commendations

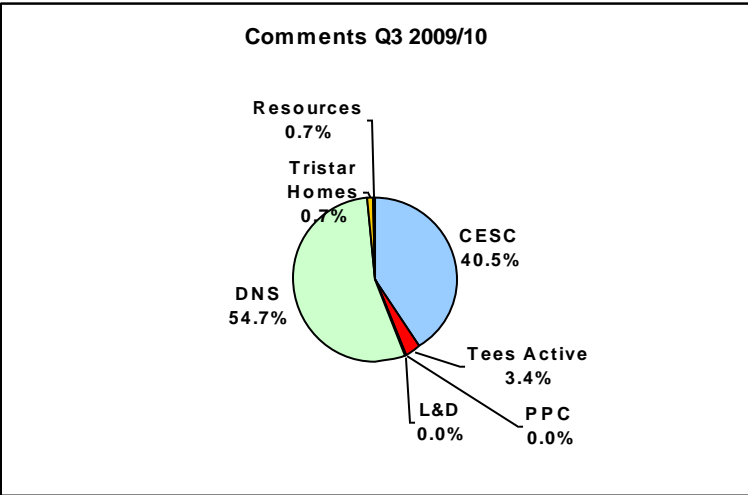
35. A total of 423 compliments and commendations were received in the three month period to 31 December 2009, representing 303 compliments and 120 commendations. This compares to 359 commendations in the same three month period last year.

The pie charts below show a breakdown of complaints and compliments and commendations by service group.



Comments

36. A total of 148 comments from customers were received in the three month period to 31 December 2009. As this is the first year of reporting, there are no comparable figures for the same quarter in the previous year.



37. This report highlights some of the main messages from the analysis:

- The main trend from the three month period identifies that 91% of complaints are in relation to the 3 service areas Children, Education and Social Care (CESC), Development and Neighbourhood Services (DNS) and Tristar (Housing), with CESC receiving approximately 25% of total complaints, DNS and Tristar receiving approximately 44% and 22% respectively of total complaints.
- Of the total compliments and commendations 77% were received for 2 service areas CESC and DNS, with 60% of these were compliments and commendations for DNS.
- Of the overall 15% of complaints which were not responded to on time the main areas are CESC and Tristar with an approximate failure to respond rate of approximately 17% and 14% respectively. Most of these within CESC are in Health and Social Care.

The main areas of complaint by category for the above service areas are shown in the table below:

Complaints		
Service Group/ main area of complaint	Q3 2009/10 Number of complaints	Q2 2009/10 Number of complaints
CESC		
• Service quality	24	26
• Staffing issue	15	12
DNS		
• Service quality	32	30
• Staffing issue	15	19
• Disagree with decision	11	16
• Policy/ procedure	9	14
• Delay in service	9	9
Tristar		
• Service quality	16	23
• Staffing issue	7	8
• Delay in service	12	7

The main areas of compliments and commendations by category for CESC and DNS are shown in the table below:

Compliments and commendations		
Service Group/ main area of compliment and commendation	Q3 2009/10 Number of compliments and commendations	Q2 2009/10 Number of compliments and commendations
CESC		
• Quality of service	35	46
• Specific help/ service offered	24	38
• High standard of care	9	14
DNS		
• Quality of service	175	180
• Specific help/ service offered	44	30
• Staff performance	19	65

The main areas of comments for CESC and DNS are shown in the table below:

Comments		
Service Group/ main area of comment	Q3 2009/10 Number of comments	Q2 2009/10 Number of comments
CESC		
• Quality of service	46	54
• Facilities	11	0
DNS		
• Policy/ procedure*	41	8
• Service quality*	13	1

*In quarter 3, Direct Services received a considerable number of comments regarding the timescales for green waste collections. Next year, these timescales will be reviewed and possibly extended.

- Within CESC, Children's Services generated the most complaints and the majority of compliments, commendations and comments are within Adults' Services and Library and Information Services.
- Within DNS, Housing and Direct Services (refuse collection, highways, street cleansing and recycling areas) received the most complaints. The majority of compliments and commendations were received by Community Protection and Direct Services, who also received the most comments.
- For Tristar, the responsive repairs service received the majority of complaints, compliments and commendations and comments.

Complaints by the six diversity strands - respondents who gave details

The table below shows the numbers of residents who provided details of their age, gender, disability, race, faith and belief and sexual orientation in Quarters 2 and 3. To enable us to develop some trends against the diversity strands we are striving to increase the number of people who declare diversity information when making a complaint, commendation or comment.

Diversity strand	Q3 2009/10 number	Q2 2009/10 number
Age	38	46
Gender	43	55
Disability	28	23
Race	33	42
Faith and belief	27	31
Sexual orientation	13	19

Age

38. Most complaints during the third quarter of 2009/10 came from age range 25 - 64 (a total of twenty four) and went to Tristar.

Gender

39. Of those that gave details, 31 (Q2 29) were female and 12 (Q2 26) male. The majority of male complaints were to Tristar and the majority of female complainants (11), were made against Social Care.

Disability

40. Of the 11 who declared they had a disability:

- The majority of complaints made came to CESC Health and Social Care. This amounted to a total of 5 complaints.

Race

41. Of those who provided details of their race:

- The majority (a total of 32) stated that they were White. Of these complaints in particular, 28% were made to Tristar and 40% to CESC Health and Social Care.

Faith and belief

42. The majority (15) of complainants were Christian and the majority of complaints made by those residents (a total of nine) were made to Social Care.

Sexual orientation

43. All were declaring themselves heterosexual/ straight. The majority of these complaints were in relation to Tristar.

FINANCIAL AND LEGAL IMPLICATIONS

44. Not applicable.

RISK ASSESSMENT

45. The review of performance outturn report is categorised as low to medium risk. Existing management systems and daily routine activities are sufficient to control and reduce risk.

SUSTAINABLE COMMUNITY STRATEGY IMPLICATIONS

46. The report supports all strands within the Sustainable Community Strategy.

EQUALITY IMPACT ASSESSMENT

47. The report was not subject to an Equality Impact Assessment. The report does not seek approval for a new policy.

CONSULTATION, INCLUDING WARD COUNCILLORS

48. Not applicable.

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