

## CABINET ITEM COVERING SHEET PROFORMA

### **AGENDA ITEM:**

**REPORT TO CABINET  
8<sup>th</sup> JULY 2010**

**REPORT OF CORPORATE  
MANAGEMENT TEAM**

### **COUNCIL DECISION**

#### **Corporate Management and Finance: Lead Cabinet Member – Councillor Laing QUARTER 4 AND YEAR END – FINANCE AND PERFORMANCE 2009/10**

##### 1. Summary

This report outlines the Council's quarter 4 medium term financial plan update and provides detail of service performance for the fourth quarter of 2009/10 and the year end outturn for all measures monitored in 2009/10. It highlights 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 and provides an update on progress with Efficiency Improvement and Transformation ( EIT)

##### 2. Recommendations

1. That the updated Medium Term Financial Plan (MTFP) and Capital Programme be approved.
2. In order to address the reductions in funding allocations within 2010/11:-
  - The 2009/10 Area Based Grants be reduced by £1.3m as outlined in paragraph 12.
  - The savings generated through the Value for Money programme in advance of that required in the MTFP of £0.5m be utilised.
  - Corporate working balances of £0.7m be utilised.
3. That the remaining level of working balances be retained at £9.2m.
4. The funding associated with Billingham Forum be re-profiled over 30 years to reflect the anticipated life of the scheme and to reflect additional costs incurred.
5. Consideration of risks associated with schemes where funding is under review and decisions surrounding Council activity in developing these schemes, be delegated to the Chief Executive and the Leader of the Council.
6. That levels of performance and subsequent actions are 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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**QUARTER 4 AND YEAR END – PERFORMANCE 2009/10**

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**QUARTER 4 MEDIUM TERM FINANCIAL PLAN UPDATE**

**RECOMMENDATIONS**

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## FINANCIAL POSITION

### Projected Outturn

1. The position for 2009/10 is structured around three “ring-fenced” financial areas:
  - General Fund
  - Housing Revenue Account
  - Capital
2. Paragraphs 3 to 8 summarise the Council's position, with regard to these funds.

### General Fund

3. The following table details the current MTFP position of each service. Recent reports have identified the difficult financial position facing the Council and officers are considering carefully expenditure in all areas.

### MTFP (MS / MC) – 2009/10 OUTTURN

Service Reserves (MS)/MC	Approved Position at 31/03/2010 (MS) / MC's £'000's	Actual Outturn Position at 31/03/2010 (MS) / MC's £'000's	Projected Outturn Position at 31/03/2011 (MS) / MC's £'000's	Projected Outturn Position at 31/03/2012 (MS) / MC's £'000's	Projected Outturn Position at 31/03/2013 (MS) / MC's £'000's
CESC	(1,598)	(2,712)	(519)	(222)	0
D & NS	(745)	(1,008)	(285)	0	0
RESOURCES	(75)	(69)	(50)	(25)	0
TEES ACHIEVE	0	0	0	0	0
LAW & DEMOCRACY	(79)	(161)	(109)	(3)	0
POLICY & COMMUNICATIONS	(655)	(500)	(236)	(179)	(123)
<b>TOTAL</b>	<b>(3,152)</b>	<b>(4,450)</b>	<b>(1,199)</b>	<b>(429)</b>	<b>(123)</b>

## **Children, Education and Social Care**

4. It had been anticipated that the managed surplus within CESC would be required to fund a range of budget pressures in order to balance the overall budget position for this area. The current managed surplus is similar to that at the end of 2008/9 financial year which has meant that the pressures have been contained due to a range of savings in areas of the service.

The main reasons for the changes in the final quarter of the year are as follows:-

- Previous projections were made on a cautious approach with regard to the responsibility for funding learning disability placements. A number of these cases have now been assessed and will result in funding being the responsibility of the PCT thus delivering a saving of £300,000.
- have negotiated management costs associated with partnering arrangements for TEWV and this has resulted in a further saving of £100,000.
- Savings of £120,000 have been made with Direct Payments through funds being returned to the Council from unspent allocation.
- Funding allocated for 2009/10 in respect of the Adult Case Management System and within Adult Services totalling £200,000 will now be incurred in 2010/11.
- There are a range of areas where there are staff vacancies which have contributed to the saving. Although some of these are due to managers reacting to the current economic climate, Members will be aware of the problems in recruiting Social Workers in Children's Services and this is an area which will be considered in 2010/11.

Members will also be aware from recent reports covering Children's Services, of an increase in Looked After Children. Although it is early in the new financial year, initial indications are that there are an additional 20 placements which could result in an overall budget pressure of £1.2m. Of the managed surplus, approximately £600,000 relates to reprofiling of committed expenditure (e.g. Adult Case Management System). Given that there were limited allowances for growth included in the 2010/11 budget, officers are currently assessing the potential pressures within the demand led budget areas such as Looked After Children, and it is anticipated that the managed surplus will be required to fund these areas over the medium term. These areas are all part of the EIT review process, which will be considering ways of providing services at a reduced cost.

## **Development & Neighbourhood Services**

5. The outturn position was a surplus of £488,000, which was an increase on the £226,000 surplus reported in December 2009.

The main reasons for the changes in the final quarter of the year are as follows:-

- There was additional income generated in a number of areas over and above what was originally forecast, including Security and Surveillance, Registrars, Bereavement Services, Planning Fees and Technical Services received a one off fee for an external scheme they designed and project managed.
- The expenditure profiles on a number of schemes have changed which has contributed £130,000.

## **General Fund Balances and One-off Funds**

6. Members will recall that the 2010/11 budget report identified General Fund Balances of £10.8m, which equated to £2.9m above the 3% level, as well as one-off funding of £4.5m and it was agreed that these resources be retained due to the uncertainty of future funding levels and the economic climate. At the end of the financial year available working balances were £11.5m, a net improvement of £0.7m. The reason for the change was an increase of £1.5m in balances mainly due to a VAT refund following a long running national case in respect of Leisure Services, offset by funding approvals for; Leven Bridge, up to £500,000; Highway Works £300,000.
7. Subsequent paragraphs outline the impact to the Council of funding reductions within the current financial year and recommend a course of action to deal with these reductions. If Members agree to this proposal, it will utilise £700,000 of balances which will mean that available balances revert to the £2.9m as per the budget report. Again, given the increasing uncertainty around future funding, it is recommended the remaining balances and one-off funding be retained and considered as part of the 2011/12 – 2014/15 MTFP, which will follow the Government's Comprehensive Spending Review in the autumn.

### Housing Revenue Account

8. The outturn position is in line with the budgeted surplus at £1.34 million at 31 March 2010.

### Capital

9. The Capital budget for 2009/10 is outlined in the following table:

	Approved Budget £000's	Revised Budget £000's	Outturn £000's	Variance £000's
Children, Education and Social Care	15,806	15,482	13,600	(1,882)
Development & Neighbourhood Services	41,502	38,491	32,236	(6,255)
Resources	2,696	1,866	1,020	(846)
Total Programme	60,004	55,839	46,856	(8,983)

The main reasons for the variances are outlined below:-

**Acquisition of Glyn Web (£4m)** – The acquisition of this site which is linked to a road realignment scheme included within the wider Tees Valley Bus Network Scheme, was delayed.

**Capital devolved and ringfenced to Schools** – This funding covers an 18 month period on Schools carry forward underspends in this area, until the next financial year (£1.6m).

**Billingham Forum refurbishment** – A separate note is attached at **Appendix 6** outlining the position with the Forum scheme. Although the scheme has made good progress the note explains that the complexities around the building have meant the costs have increased by £2m and some delay is expected. Due to the additional works however the building is expected to have a longer life, the £2m can therefore be accommodated

through re-profiling of Prudential Borrowing over 30 years in line with the revised life cycle.

**Repairs & maintenance schemes/Access to Services** – These schemes were delayed to allow investigation into options for a combined project covering the Library and Multi-Service Centre. This project will now commence in 2010/11 financial year.

There have also been a number of projects re-profiled, mainly by adverse weather, and they will be undertaken in 2010/11, e.g.

- Primary Capital Programme                      £368,000
- Preston Park    £130,000
- Housing Heating Schemes                      £224,000

### Response to Reductions in Grants to Local Government

10. The Council were informed by the Department of Communities and Local Government on 10 June 2010 that local government would make a contribution of £1.166bn to the overall savings of £6.2bn across Government, in 2010/11.

11. The impact of these reductions cuts on Stockton can be summarised as follows:-

	<u>£000's</u>	<u>% of Allocation</u>
<u>Revenue Funding</u>		
Area Based Grant	2,471	12.3
Specific Grants		
- DFT Kickstart	109	100
- CLG Housing & Planning Delivery Grant	50	No notification received
LAGBI	96	50
<u>Capital Funding</u>		
LTP – Integrated Transport	540	25
Road Safety	<u>70</u>	100
Total Reduction	<u>£3,337</u>	

The Council needs to consider how to address the reductions of funding within the current year.

### Area Based Grant (ABG)

12. The total ABG received by the Council is approximately £20m and includes a range of funding allocations such as Connexions, Working Neighbourhoods Fund, School Development and a range of Health and Community Safety related issues. These services are delivered both by the Council and through a range of partner organisations, including the Voluntary Sector. The spending proposals within this area have been assessed and there are a number of elements of the grant which have not yet been allocated by specific projects.

13. If no further funding allocations were made from this area, it would release savings in 2010/11 of £1.3m without affecting services already planned and commissioned. The main areas are outlined below:-

	<u>£000's</u>
School Development Grant	340
Connexions	100
Children's Services & Activities	170
Community Safety	85
Climate Change	22
Working Neighbourhood Fund	535

14. Members will be aware that the MTFP for 2011/12 onwards includes savings which will be delivered through the EIT programme. A number of reviews have been concluded and reported through Cabinet which will deliver savings in 2010/11, in advance of the MTFP requirement, which would generate an in year saving of approximately £500,000.



15. An overall saving to contribute to the reduction in funding of £1.8m can be identified. In order to avoid any cuts to front-line services in 2010/11, it is recommended that the £1.8m be approved to contribute to the £2.47m ABG reduction, with the remaining £0.7m being funded from the available balances outlined in paragraph 6.

### **Specific Grants**

16. The Kickstart grant was to be used to fund a bus service to run between Teesside Park and Stockton Town Centre. Originally we were anticipating 3 years funding, however, given the cut announced, this service will not be able to commence.

17. The Housing and Planning Delivery grant has been removed in its entirety. In the current financial year we had estimated receiving £50,000, however, the actual amount would not have been known until later in the year. This will leave a pressure of £50,000 within Development & Neighbourhood Services, which will be assessed as part of the MTFP review going forward.

18. Given the uncertainty of funding, the Council had not built in the LABGI resource, so there is no pressure caused by the reduction.

### **Capital Funding**

19. An assessment has been made of the Integrated Transport Block and spend in this area has been reduced by a combination of re-prioritising schemes and also re-profiling to following years.

### **Other Funding Announcements**

20. There are a range of other funding announcements which will affect the Council, where details of the impact on Stockton are not yet known, although we are aware of the national picture. Information is becoming available, sometimes on a daily basis, and officers will continue to assess the implications and update Members in subsequent reports. Examples of this are:-

- HMRF Funding
- Kickstart Funding
- ICT Schools Harnessing Grant
- Extended Schools Capital Grant
- School Workforce Modernisation & Training
- Contact Point

### **Conclusion and Future Funding**

21. The above actions will resolve the issues within the current year. Members will be aware that the current MTFP covers up to the period of 2012/13 and is based on a 3.3% cash reduction in Revenue Support Grant in each year of the plan. Indications are that the Comprehensive Spending Review, which the budget announced would be delivered in October, would cover the period up to the remainder of the Parliament i.e. 4 years. There are also indications of a 25% real terms reduction in funding across Government departments, although it is unclear how this will translate in local government. The Council's MTFP will be extended to cover the additional two years covered by the Spending Review, and if the indication of reductions is accurate, there will clearly be additional pressures in the subsequent two years of the MTFP. These will be assessed and Members will be briefed accordingly. The Council will continue with the managed approach for dealing with the financial pressures, with the focus being on the Value for Money programme to address the challenges ahead.

22. There are a number of projects the Council are involved in which could potentially be affected by funding announcements and areas where we have been informed that schemes at a national level, are under review. Officers are assessing the current position and considering risks associated with these schemes on an ongoing basis and may need to make decisions at short notice in relation to whether the Council progresses with development and preparation work. It is recommended therefore, that these decisions are delegated to the Chief Executive in consultation with the Leader of the Council.

**PERFORMANCE UPDATE**

23. 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](http://www.stockton.gov.uk/yourcouncil/performance/qtrperfmonitor).

Appendix 1	National Indicator Set - (LAA indicators are identified)
Appendix 2	Council Plan update
Appendix 3	Freedom of Information Summary and Comments
Appendix 4	RIPA
Appendix 5	EIT Review Update
Appendix 6	Billingham Forum - Financial Update.

**OVERALL PERFORMANCE OF NATIONAL INDICATOR SET**

24. Of the National Indicator measures where information is available at year end , 53% (73 indicators) across all themes have achieved targets or are within the agreed tolerance set, this compares to 58% at year end last year. Details of achievements and areas of slippage are included in the thematic sections of the report and full list of all measures, outturn and commentary is available at **Appendix I**.

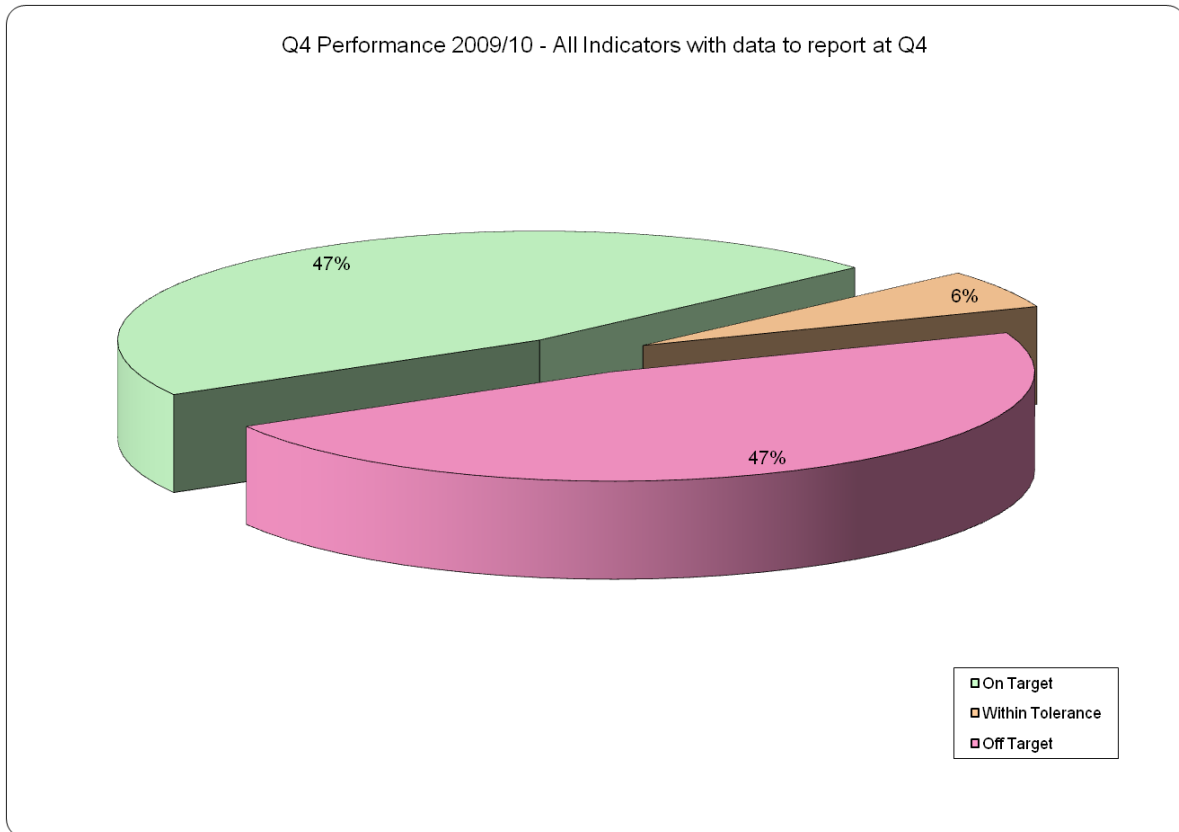
**LOCAL AREA AGREEMENT**

25. The current Local Area Agreement (LAA) is now at the end of year two of the three-year agreement with Central Government. Progress continues to be made against some very stretching targets. The key focus of our LAA is the worklessness agenda and as such the economic climate has impacted on outturn for year ending 2009/10 with 45% of targets being achieved or on track for achievement once all data for year ending March 2010 becomes available. **Appendix 1** shows progress against all LAA measures with year end outturn and commentary on performance and proposal going forward. Details of progress and slippage are included in the thematic sections of this report.

**COUNCIL PLAN**

26. Performance against the achievement of the Council Plan objectives in 2009/10 is good with 70% of objectives/ targets achieved or on track. This is a slight reduction on last year’s outturn of 79%. The Council Plan contains actions that support the Sustainable

Community Strategy as well as actions and success measures on organisational effectiveness. Details of progress and slippage are included in the thematic sections of the report. Full details of performance against the Council Plan can be found in **Appendix 2**.



## PROGRESS BY COUNCIL PLAN THEME

### ECONOMIC REGENERATION AND TRANSPORT

27. 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 from the year end out turn results 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.

28. Despite the economic climate the Council is performing fairly well in achieving our Economic Regeneration and Transport objectives. Areas of good progress are detailed below:

- **Planning applications determined** - all categories of planning applications achieved their individual targets (**NI 157 (LAA)**, with 91% of major applications (73% target), 89% of minor applications (78% target) and 94% of other applications (85% target) determined within timescale. The overall number of planning applications received reduced significantly in 2009-10, with 1,158 received in comparison to 1,428 in 2008-09, a reduction of 19%.

- **Planning appeals allowed** – the target of having less than 30% of planning appeals allowed has been achieved. Of the 61 appeals decided during the year, only 18 were allowed/partially allowed, which is 29.5% of all appeals decided.
- **Road maintenance** – both targets on the percentage of principal roads (**NI 168**) and non-principal roads (**NI 169**) where maintenance should be considered have been achieved in 2009-10, at 2% and 3% respectively. These results were derived from road the condition surveys undertaken in September 2009 in accordance with the PI definition, and do not reflect the position following the harsh winter, which has adversely affected road conditions in many parts of the borough. This is being addressed and improvements should be reflected in next years surveys.
- **Bus patronage** – the number of bus journeys originating in the borough (**NI 177**) has increased to 10.5 million in 2009-10, 43,000 more bus journeys than the previous year. The long term target set within the 2005-11 Local Transport Plan was to slow the decline in usage to 2% year-on-year – Stockton’s 2009-10 outturn is nearly 10% better than that trajectory, and actually shows only a small decline from the 2005 baseline levels. Latest analysis show over 50% of journeys being undertaken is through the concessionary fares scheme.
- **Skills gaps** – the percentage of local employers reporting skills gaps in their workforces (**NI 174**) has declined to 18% in the latest available survey undertaken by the Learning and Skills Council (LSC). This shows a significant reduction from the previous survey (22% in 2007) and for the first time places Stockton ahead of the All-England average of 19%.
- **Employee earnings** – median earnings of employees in the area (NI 166) showed a significant rise in 2009-10 of over £50 per week compared to the previous year. Median earnings are now at £478.10 per week, which is well above the Tees Valley and North East averages and just £17.10 per week behind the All-England average.

29. Areas of slippage against the targets are detailed below:

- **People killed or seriously injured in road traffic accidents (NI 47)** – 78 people were killed or seriously injured in road traffic accidents in the borough during the period January – December 2009 (including two fatalities), which is nine more than the same period in 2008. Although the rolling three year average shows a reduction of 5.2%, this is behind the targeted reduction of 6.3%.
- **Children killed or seriously injured in road traffic accidents (NI 48)** – 13 children were killed or seriously injured in road traffic accidents in the borough during the period January – December 2009 (including one fatality), which is three more than the same period in 2008. Although the rolling three year average shows a reduction of 3.1%, this again is behind the targeted reduction of 16.7%.
- **Overall working age employment rate (NI 151) (LAA)** – the latest available working age employment figures are for September 2009, with the Office of National Statistics (ONS) figures showing an employment rate of 72.2% against an LAA target for 2009/10 of 73.6%. Although still behind target, this is another unexpected increase from the low of 70.1% reported to March 2009, and may prove to be a “rogue” figure as this increase 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), 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%. For the same period last year, Stockton had 4.0% in receipt of JSA, against a national average of 3.0% and a North East average of 4.2%. This demonstrates a clearly increasing trend of unemployment both regionally and nationally, although Stockton's increase of 1.7% points is steeper than that seen in the rest of the region and nationally.

- **Working age people claiming out of work benefits in the worst performing neighbourhoods (NI 153) (LAA)** - the latest available figures are for August 2009, showing 33.1% working age people in the worst performing neighbourhoods claiming out of work benefits, against a target for 2009/10 of 30.5%.

## ENVIRONMENT AND HOUSING

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

- **Missed bin collections** – the Care for your Area team have managed to break their record for the lowest number of missed bin collections, with only 0.47 missed bin collections per 100,000 bin collections throughout the year. This is only 17 missed bin collections out of the over 3,600,000 bins collected to date, with 100% of those missed bin collections rectified within 24 hours.
- **Housing and Council Tax Benefits** - the average time taken to process Housing and Council Tax Benefit new claims and change events (**NI 181**) has reduced to 9.8 calendar days against an annual target of 11.8 days. This is a significant improvement on the positions reported earlier in the year, and is 2.4 days quicker than the average time taken to process new claims and change events in the previous year. This improved performance has been against the background of significant increases in demand for the service with over 20% more claims and changes of circumstances received in 2009-10 compared to 2008-09.
- Provision of new and affordable housing – during 2009-10, performance on net additional homes provided (**NI 154**) and the number of affordable homes delivered (**NI 155**) were both well ahead of the annual targets set, despite the difficult situation in the housing market nationally. 538 net additional homes were provided (ahead of the 500 target agreed as Stockton's contribution to the Tees Valley Multi-Area Agreement (MAA)), of which 165 were affordable homes (three times the target of 61).
- **Percentage of rent collected** – the percentage of local authority housing rent collected in 2009-10 was 98.37% against an annual target of 97.5%, the highest collection rate reported since the establishment of the Council's Housing Management ALMO, Tristar Homes, in 2002.
- **Average relet times** – the average time to relet a local authority dwelling was 26 days, slightly better than the 27 days annual target. This is a strong performance given that the Tees Valley wide Choice Based Lettings scheme was introduced in July 2009.

- **Households living in temporary accommodation (NI 156)** – 33 households were living in temporary accommodation at the end of March 2010, ahead of the year-end target of 41 households. This continues the downward trend from the 2008-09 year-end position, when 60 households were in temporary accommodation.

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

**Percentage of municipal waste (NI 193) 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 fire has resulted in one of the three lines being completely out of action since, with limited availability of the other two lines. The result has been that waste which would normally be used to generate heat and power has had to be diverted to landfill. Given these issues, the year-end position is that over 13% of the borough's waste has been land filled against an annual target of 8%.

## SAFER COMMUNITIES

32. 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)** – the number of serious acquisitive crimes (burglary, robbery and vehicle theft) recorded in 2009-10 was 1,499 crimes, 23% less than the 1,937 crimes recorded last year.
- **Serious knife crimes (NI 28)** – the number of serious knife crimes has reduced by 28% to 56 crimes in 2009-10. (The definition of what constitutes a knife crime has changed during this year, with unbroken bottles or glasses no longer included.)
- **Assault with injury crime rate (NI 20)** – 1,172 assault with injury crimes (actual bodily harm and other injury) were recorded in 2009-10, a reduction of 67 crimes (5%) over the previous year.
- **Arson incidents (NI 33) (LAA)** – 136 deliberate primary fires and 1,027 deliberate secondary fires were reported in the year, which equates to 60.6/10,000 population, against an annual target of 84.8 arson incidents per 10,000 population.
- **Fire casualties (NI 49iii)** – the number of non-fatal fire casualties has reduced by 50% from 2008-09, with four non-fatal casualties reported throughout the borough during the year.
- **Young people receiving a conviction who are sentenced to custody (NI 43)** Despite a 'spike' in custodial sentences during Q2, performance over the last two quarters has brought performance back on track, reflecting the effective relationships with local sentences and the impact of policing policy. The year end position of 5% is in line with the target of 5% and should compare well against benchmark groups.
- **Young offenders' access to suitable accommodation (NI 46)** 100% performance has been maintained.

33. Despite good progress being made, the annual targets have been missed in the following areas:

- **Serious violent crime (NI 15) (LAA)** – a total of 85 serious violent crimes (including murder, attempted murder, grievous bodily harm and death by dangerous driving) were recorded during 2009-10, which is actually a decrease of one crime over last year. However, this level of crime does not meet the reduction target set through the LAA, with the outturn being 0.44 crimes per 1,000 population against an LAA target of 0.42/1,000.
- **Rate of proven re-offending by young offenders aged 10-17. (NI 19)** The baseline year of 2005 was not representative of normal performance (i.e. it was a year when the re-offending rate was exceptionally low). The year end figures will not be known until July but the current year end projection of 1.55 (this is the ratio of re-offences to the number young offenders in the cohort) is well above the 0.83 baseline. Ongoing analysis of interventions and close working with partners in Community Protection and the Police continue.
- **Rate of hospital admissions per 100k for alcohol related harm. (NI 39)** Performance at year-end is 2260 per 100K population against a year-end target of 2032. This equates to 4364 admissions against a target of 3924. Improvement actions are in place.

## **STRONGER COMMUNITIES**

34. 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:

- **Migrant Worker Support Project** – A tender and contract for a Migrant Worker has been let to provide advice and guidance to the Citizens Advice Bureau (CAB). The project is monitored and progress is reported back to the diversity team on a quarterly basis. The CAB has delivered outcomes which have significantly impacted upon reducing the pressures on front line services.
- **International Women's Day event** – This successful event was coordinated by Human Resources and supported by the Council's Diversity Team. The aim of the day was to encourage female employees into considering management positions.
- The "Be a Councillor" campaign launched in democracy week will continue until the 2011 local elections. Publicity materials have been distributed to main libraries and community centres.

## **CHILDREN AND YOUNG PEOPLE**

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

### **Being Healthy**

- **Obesity (NIs 55 and 56 LAA)** remains a challenging issue. As reported at Q3, the last available data from the annual Child Measurement Programme (undertaken across schools during the 08-09 school year) gave some encouragement with:

- 10.48% Reception children obese, better than the targeted 12.59% and a 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%.

However, this indicator measures a different cohort each year, so some annual fluctuation is highly likely – it remains to be seen whether the positive trend has been sustained during the past year.

- Fluctuating levels of **breastfeeding prevalence (NI 53) LAA** have been experienced during the past year. Although performance improved during the early part of the year, it dropped off over the remaining months resulting in a year end rate of 25.8% against a target of 30.5%. However, it is encouraging that 498 babies were fully breastfed exceeding the target of 349. Only 114 babies were partially breastfed / formula fed compared to a target of 352, depressing the strong performance for fully breastfed babies.

## Staying Safe

36. Separate bi-monthly reports have been submitted to Cabinet over the year in relation to social care workload pressures, with analysis of the pattern of referrals, assessments and impact on case management. Key points to note are:

- The number of referrals has risen sharply between January and March of this year, having been more stable during the autumn period. This has resulted in a substantial increase in the numbers of initial and core assessments, placing the service under extreme pressure.
- The overall number of children subject to a child protection plan has remained at a high level, reaching a peak of 282 in February. This is reflected in the numbers of section 47 investigations, numbers of child protection conferences and children becoming subject to a child protection plan, with March being a particularly busy month. The 'conversion rate' (i.e. the percentage of referrals that subsequently led to a child protection plan) in January to March was 5.8% compared with 4.9% in November and December. The overall conversion rate for the reporting year 2009/10 was 9.4%, which is lower than for 2008/9 (12%).
- The population of children in care was reasonably stable earlier in the 09-10 period, but has been rising steadily recently, with increased numbers of admissions evident throughout January to March. The overall number of children in care increased significantly to a peak of 289 in March 10. It is worth noting that the reason for the overwhelming majority of these admissions is 'abuse or neglect' which means that there is little option to these children entering the looked after system. Due to the increased numbers of children entering the looked after system, it has not been possible to place all the children in 'in house' provision leading to a significant rise in the use of external placements, with related budgetary implications. The 'conversion rate' (i.e. the percentage of referrals that subsequently led to a child becoming looked after) in Q4 was 4.2%, compared with 1.2% in November and December. The overall conversion rate for the reporting year 2009/10 was 4.5%, which is slightly lower than for 2008/9 (5.4%).
- Performance on the **timeliness of assessments (NIs 59 and 60)** has remained significantly below the targets set at the beginning of the year, reflecting both the increasing volume of activity, workload pressures, and the revised recording procedures that were put in place following in-depth review during the Q3 period.



Targets for these indicators have been revised for 2010-11 to reflect the current arrangements.

- **Performance for NI 64 (CP Plans over 2 years duration) and NI 65 (second or subsequent CP plans)** was slightly outside target at the year end. However, there were only two cases (0.8%) of a CP plan lasting more than two years (target of 0%); whilst 13.5% of CP plans were a second or subsequent plan for the child concerned (i.e. 44 of 325 plans) against a target of 10%. As reported at Q3, analysis of this trend was undertaken to ensure that decision making in relation to ceasing of CP plans has been appropriate; the analysis did not raise any concerns regarding the closure of CP plans – the large majority of second or subsequent plans were in fact for cases that were previously known to us some considerable time ago.
- **Placement stability.** Performance on **NI 63 (LAA)**, which measures longer term placement stability, dipped during Q4, resulting in year end performance of 64% (i.e. of 65 children looked after continuously for at least 2.5 years, 48 had been in a stable placement for at least 2 years), slightly below the 66% target. This position reflects the knock-on effect of the gradual increase in numbers of children in care over the past three years and the challenges associated with securing stable long-term placements for those with more complex needs. Addressing placement stability is a key priority, with actions agreed through the EIT review of Children's Placements that will help to address improvement.
- **(NI 62) which measures short-term stability of children looked after** (based on 3+ moves within a year) was maintained at a very good level over the year, despite the increasing volume of activity during Q4. The year-end position of 8.3% (i.e. 24 with 3+ moves, out of 289 children) was better than the 11.4% out-turn for the 08-09 period.
- **Emergency hospital admissions (NI 70)** caused by unintentional and deliberate injuries to children and young people. Work is continuing between the Council and Health, with colleagues across the Tees area, to analyse the data related to this new national indicator, alongside other sources of data, to be able to establish a more effective approach to injury prevention. Preliminary analysis of NI 70 data at the mid-point of the year suggests some similar patterns across the Tees area e.g:
  - 379 admissions in the Stockton-on-Tees area to the end of September (383 in Middlesbrough; 305 in Redcar & Cleveland; 204 in Hartlepool).
  - Males account for more admissions than females (57% / 43% split in Stockton-on-Tees).
  - Age profiles show highest numbers of admissions for under 3s and for 14 yrs+.
- Most common reasons for admissions (from a very wide range of 'diagnosis groups' that are used to categorise these cases on admission) include:
  - falls involving playground equipment; or due to slipping, tripping and stumbling;
  - intentional self-poisoning (which could be reasonably assumed to relate mainly to older children) and
  - exposure to unspecified factor (which may relate to younger children) – this is more frequent an issue in Stockton and Hartlepool than in the south of Tees.

- **Children missing from home or care (NI 71).** Very good progress has been made in this area, from a low self assessment baseline of 4 at the beginning of the year to our most recent self-evaluation return (end of March 2010) which indicates improvement to a score of 11 out of a possible 15. This compares to the national average of 8 last published in June 09. The improved score reflects improvements put in place for collection and analysis of data across partners; and the approval of a Tees-wide protocol to ensure that effective safeguarding responses are in place when a child goes missing from home or care.

### Enjoying & Achieving

- **NI 88: Schools providing access to extended services.** Progress has been made over the year 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 has been maintained over the year, with overall timeliness for the issue of statements at or very close to 100%, ahead of national and regional averages.
- **NI 87: Secondary school persistent absence rate.** For this indicator (i.e. secondary school pupils with 64 or more sessions of absence during the school year) there was a slight improvement from the previous year of 5.4% to 5.3%; however, the overall rate of improvement was greater in other areas with the result that our performance is now slightly below that of the national and regional averages (4.9% and 5.1% respectively)

### Making A Positive Contribution

- **First time entrants to the Youth Justice System (NI 111).** 2009-10 has seen a continuation of the improvement in performance that was brought about at the end of the previous year, with year end performance well ahead of target. This success reflects the close working arrangements between the Youth Offending Service and the Police.

### Achieving Economic Wellbeing

- **NEETs (NI 117 – LAA indicator).** Strategic responsibility for the NEET Reduction Strategy now sits within the 14-19 Partnership to provide ownership and accountability across all the key partners who impact on the development of provision in this area. The economic climate had an inevitable impact on the nationally reported performance for 16-18 NEETs during 2009 and we continue to be penalised by the national indicator being based on ‘place of learning’ rather than ‘residency’. However, there are indications that initiatives in place are now showing some positive impact, in the face of the current challenging economic situation. Monitoring data from the Connexions shows a reduction in our 16-18 NEET rate as at March 2010, compared to March 2009:
  - improving from 10.3% to 9.3% based on residency; and
  - from 11.6% to 10.7% based on place of learning.

## HEALTH AND WELLBEING

37. 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. These are detailed below:

- **Under 18 conception rate (NI 112).** The most recently reported national data (for the quarter up to March 2009) shows pleasing improvement with a drop, for the second quarter in succession, to a rate of 40.7 (i.e. 39 conceptions per 1,000 15-17 yr olds), the lowest quarterly rate for over two years. Using the 'rolling average' over the previous four quarters, the rate has reduced to 52.0 from 53.3 the previous quarter.
- **Timeliness of assessments (NI 132).** Changes to assessment processes developed during the 2008/09 period have made a positive impact on the overall speed of assessments during the full 09-10 period. 82.5% of assessments were completed within 28 days in 09-10 against a target of 65% this reflects an excellent rate of progress, particularly when activity levels increased - the volume of referrals was up again by 3% over 08-09 and the volume of completed assessments increased by 9% over the same period.
- **The number of emergency bed days per head of weighted population (NI134).** Discharges remain low (0.1 per head against a target of 0.567) and have improved over 08-09, reflecting positive impact from some of the service reconfiguration undertaken by the Council to improve support.
- Good progress has been continued over the year in relation to **stopping smoking** (4 week quitters per 100,000) (**LAA – NI 123**), with performance exceeding the target - 1,748 4-week quitters against a year-end target of 1,703, equating to a quit rate of 1131.5 against a target quit rate of 1091.7

38. Areas where further work is still required are detailed below:

- **Social care clients receiving self-directed support (Direct Payments and Individual Budgets) (NI 130) LAA.** Delivery of the Personalisation project has been a major service improvement over the last year. **Implementation of the** Self-directed support for all new users was a significant achievement although challenges arising from testing and developing the Resource Allocations Scheme model, resulted in delaying the full roll out which was then not fully effective until May / June 2010. This resulted in the 15% year end target being missed. Over 400 Personal Needs Questionnaires (PNQs – the first step of the SDS process) were issued and completed to the end of March 2010. This shows good progress towards the 30% Target for 2010/11. Overall, performance in NI 130 improved by just under 10% during 2009/10, with an additional 96 Direct Payments recipients.
- **Chlamydia prevalence (NI 113).** Performance in the rate of chlamydia screening has been disappointing over the year, with the latest reported position showing an expected year end rate of 15% against a targeted 25%. Most recent data shows 2,718 screens undertaken against a year end target of 6575.
- **Number of drug users recorded as being in effective treatment (NI 40 LAA).** Most recent available data for December 2009 shows 1215 in treatment against a target of 1291 for that time.
- **Timeliness of provision of care packages (NI 133).** Provisional year end out-turn of 82% is below the ambitious target of 90% and slightly below the previous year (84%). However, this represents still a level of performance in line with the relatively higher levels of the past two years.

- **Carers receiving needs assessment or review and a specific carer's service, or advice and information (LAA – NI 135).** We continue to deliver a significant proportion of equipment to clients in Stockton, reflecting the universal eligibility for this service in line with our commitment to prevention. Overall, NI135 has only improved marginally in 09-10 (provisional position shows 19.7% from 19.6% the year before); However, this has to be seen in the context of another significant annual increase in the number of people accessing equipment only services who do not normally get offered carers assessment. Of those clients receiving a community care assessment (excluding those assessed for equipment only), the average number of carers receiving information and advice and carer specific support is over 25%.

## OLDER ADULTS

39. 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 position at Q4 indicates that the rate of 103.5 per 1,000 population aged 65+ (this represents 2938 older people) was slightly below last year's rate of 104.8, and missed the target rate of 105.6 (i.e. 3,000 older people).
- For '**permanent admissions to residential and nursing care**' the position at Q4 shows a further increase, to 115.8 per 10,000 population aged 65+. This represents an increase from 08-09 (271 admissions up to 329) missing the target of 255. The introduction since December 2009 of a panel system to gate keep proposals for residential care seems to be having some impact – the 65 admissions during Q4 (since the panel started) was lower than any previous quarters. Equally however the panel has reported an increasing number of cases where residential provision was considered for the safety and wellbeing of the client. Funding allocated for 2009/10 in respect of the Adult Case Management System and within Adult Services totalling £200,000 will now be incurred in 2010/11.
- **NI 125 (Independence for older people through rehabilitation / intermediate care):** in 2009/10 65% of people who went through our intermediate care services were able to return to independent living with no support required from either the council or PCT.
- To ensure we maintain a focus on the quality of social care interventions, we have been asking service users for feedback following assessment. In 2009/10, 97% of service users surveyed rated their experiences as good or better based on positive service delivery i.e. useful and well explained information helpfulness and courtesy of staff, satisfaction with outcome and 79% felt they could now live independently.

## ARTS, LEISURE AND CULTURE

40. 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%

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

- There has been an increased number of visits to libraries within the Borough in 2009/10. Estimates from Q3 2009/10 suggest that Stockton is on track to achieve 1,076,144 visits to libraries throughout 2009/10, an increase of 16.7% (154,292 visits) compared to the previous year (921,852).
- In 2009/10, Preston Hall recorded 101,143 visits; this equates to 527 per 1,000 population. 10,447 pupils either visited Preston Hall or participated in outreach workshops run by staff at the museum, exceeding the target of 9,800.
- As expected, the closure of Billingham Forum for refurbishment in June 2009 has had a substantial impact on the number of visitors to leisure facilities this year. In 2008/09, 645,901 people visited Billingham Forum, accounting for 41.1% of the total performance outturn. Had the Forum not been closed this year, and visitor numbers remained static to last year, the performance outturn for this indicator in 09-10 would have been 1,640,992; an improvement of 4.4% compared to the previous year.

## **ORGANISATIONAL AND OPERATIONAL EFFECTIVENESS**

42. 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:

- All Council services have now been accredited with the Customer Service Excellence standard with full compliance in all areas. A final, one-day assessment will take place on 8 June 2010 to secure corporate accreditation.

- The review of car and cycle allowances and car user status has been completed following extensive consultation. The resulting changes to terms and conditions of service have been sent to all staff and subsequently rolled out across the Authority.
- The Council's new People Strategy has been agreed and the new Workforce Development Plan is currently going through the approval process.
- The REIP 'Leading Resilient Organisational Culture' workshops are now in progress. The Management Development Programme continues to be rolled out as planned with the creation of waiting lists for some courses. Evaluation of year one of both programmes has begun; initial feedback has been excellent.
- A major upgrade to the Council's financial system, Agresso, was completed and it went live on 1 April 2010 as planned. Training took place during March and April.
- The level of on-contract spend for corporate contracts this year has been the highest ever recorded, with performance of 99.57% for 2009/10. This is well above the target of 97.50%.
- Performance of payment of invoices has improved significantly from 65.25% in 2008/9 to 93.13% paid within 30 days in 2009/10.
- Sickness absence has again reduced significantly; performance for 2009/10 was 9.07 days per FTE, compared to 10.14 days in 2008/9 and the 2009/10 target of 9.64 days.
- Preparations for the hosting of the Council's Annual Meeting in the Jamal Building were successful.
- The election accounts for the Parliamentary European election have been finalised and processed, all election accounts were prepared according to the Ministry of Justice guidance and a claim for monies due sent to the Elections Claim Unit.
- Preparation for the 2011 Census is progressing.

43. Slippage has occurred in the following areas:

- The update and revision of the Capital Strategy and Asset Management Plan was not completed by March 2010 as originally targeted. Individual plans for all main category assets have been completed. These have then been refined to include summary financial data for each property. This will now be completed as part of the EIT review of assets.
- Completion of the 360 degree appraisal process, originally targeted for September 2009, was completed in April 2010.
- The migration of systems to the ICT Data Centre was not completed in line with the original target of December 2009. This part of the project is wholly reliant on server virtualisation proposals. There has been a delay in this project due to scope changes and approval routes and it is now expected to be complete by December 2010.

## **Freedom of Information Requests.**

44. A record of Freedom of Information (FOI) and Data Protection (DP) requests received is maintained across Council departments. **Appendix 3** identifies numbers and method/source of receipt of requests. With the exception of Quarter 4, where there was a slight dip in the number of FOI requests received, numbers of both FOI and DP requests has increased each quarter. This will continue to be recorded and monitored.

## **Regulation of Investigatory Powers**

45. As reported to Cabinet on 20 May 2010, new duties and responsibilities relating to the Regulation of Investigatory Powers (RIPA) legislation have been introduced. In particular, the new provisions included the requirement that Councillors in a local authority should review the authority's use of RIPA and set the policy at least once a year; and that Councillors should consider reports on the use of RIPA on at least a quarterly basis, to ensure that it was being used consistently with the authority's policy and that the policy remained fit for purpose. Attached at **Appendix 4** is a summary of all investigations undertaken during 2009/10.

## **Consultation Performance Report – Quarter 4 2009/10**

46. Detailed below is a selection of consultation activities undertaken across the authority during the final quarter of 2009/10 demonstrating willingness for continuous improvement and the valuable contribution the residents of Stockton make to the improvement of services.

## **Free Nursery Entitlement**

- A consultation was undertaken with parents following recent changes to the free entitlement of nursery hours to assess the demand for flexibility of the 15 hours of free entitlement.
- The results indicated that the majority (91%) of parents/ carers prefer to use a school nursery for their free entitlement over a 5 day week. 34% of parents would prefer to access their free entitlement between the hours 9am to 3pm; 37% would prefer half days and 25% between the hours 8am to 6pm.
- Overall, 42% of working parents preferred to access their free Nursery Education flexibly. This may increase once all parents become aware of the changes to the free entitlement. The schools will use this information to plan the future delivery of nursery provision.

## **Advertising Board Policy Pilot Scheme**

- To inform the review of the policy on use of advertising boards a comprehensive consultation was undertaken with residents, Parish Councils, Disability Advisory group and other interested parties.
- The results of the consultation indicated that generally those consulted were in favour of businesses using advertising boards however they also recognised that these could also be a nuisance in terms of access to the pavements. The Advertising Board Policy has now been amended in line with some of the recommendations made.

## **Benefit Satisfaction Survey 2009/10**

- A recent survey to understand the customer experience when accessing the Housing Benefit Service found that the majority (83.4%) of respondents found it easy to find information on housing and council tax benefit.
- Most found information from leaflets with the second most popular option being from the benefits office. On average 46.4% of customers felt more information on Housing Benefit and Council Tax Benefit should be made available through a wide selection of venues such as libraries, internet, doctor's surgeries and job centres. All venues suggested were considered for current and future provision of information.

## **Scrutiny Work Programme 2010/11**

- A consultation was undertaken to inform the scrutiny programme for 2010/11. This piece of consultation was important to ensure that the work programme reflected the priorities for the Borough.
- The work programme was agreed at Executive Scrutiny Committee. All suggested topics were included on the work programme.

## **EIT REVIEW UPDATE**

47. Year 1 of the EIT programme has been completed with two reviews continuing into year 2 of the programme. As well as identifying service improvements, savings of over £2 million have been estimated through the first year reviews which have concluded to date. Action plans have been developed setting out how the review recommendations will be implemented and careful monitoring of their implementation will be undertaken by Select Committees during the coming year to confirm actual savings achieved. A position statement of each review is attached **at Appendix 5**. Review meetings were also held with lead and independent officers to share experiences and learning points from Year 1 and supplementary guidance has been issued for Year 2 leads. Work is underway on Year 2 EIT reviews.

## **COMPLAINTS, COMPLIMENTS & COMMENDATIONS AND COMMENTS**

### **Complaints Quarter 4 and Year End.**

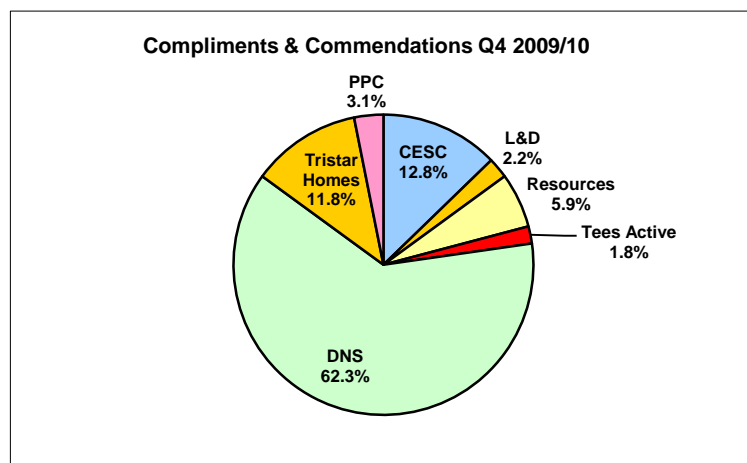
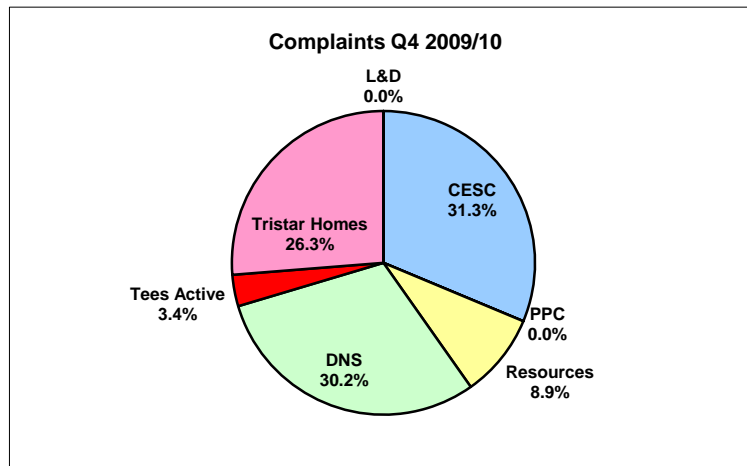
48. In total, the Council received 179 complaints for the three months ended 31 March 2010. This compares to 234 complaints received in the same three month period last year. Of the 179 complaints, 13 are at Stages 2 and 3 and of the Stage 1 complaints, 90.1% (145) overall were responded to within timescales. For the year ended 31 March 2010, 782 complaints were received, fewer than in 2008/09 during which 852 complaints were received. The corporate timescale for responding to Stage 1 complaints is 10 working days. However, the timescales 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 Quarter 4 and Year End

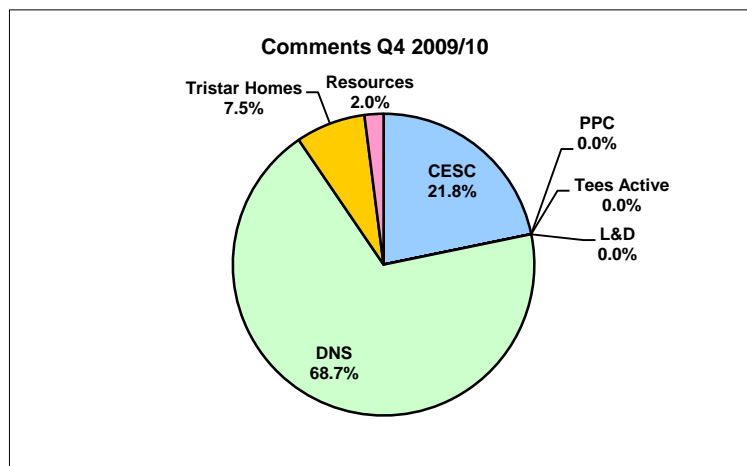
49. A total of 541 compliments and commendations were received in the three month period to 31 March 2010, representing 426 compliments and 115 commendations. This compares to 359 commendations in the same three month period last year. For the year ended 31 March 2010, 1,906 compliments and commendations were received, which compares to 1,526 commendations in 2008/09.

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



## Comments – quarter 4 and Year End.

51. A total of 147 comments from customers were received in the three month period to 31 March 2010. As this is the first year of reporting, there are no comparable figures for the same quarter in the previous year. For the year ended 31 March 2010, 488 comments were received.



52. This report highlights some of the main messages from the analysis.

- The main trend from the three month period identifies that 87% 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 31% of total complaints, with DNS and Tristar receiving approximately 30% and 26% respectively of total complaints.
- Of the total compliments and commendations 75% were received for 2 service areas CESC and DNS, with 62% of these were compliments and commendations for DNS.
- Of the overall 10% 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 36% and 4% 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	Q4 2009/10 Number of complaints	Q3 2009/10 Number of complaints
<b>CESC</b>		
• Service quality	33	24
• Staffing issue	14	15
<b>DNS</b>		
• Service quality	19	32
• Staffing issue	15	15
• Disagree with decision	9	11
• Policy/ procedure	7	9
• Delay in service	5	9
<b>Tristar</b>		
• Service quality	19	16
• Staffing issue	8	7
• Delay in service	6	12

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

<b>Compliments and commendations</b>		
<b>Service Group/ main area of compliment and commendation</b>	<b>Q4 2009/10 Number of compliments and commendations</b>	<b>Q3 2009/10 Number of compliments and commendations</b>
<b>CESC</b>		
• Quality of service	28	35
• Specific help/ service offered	27	24
• High standard of care	8	9
<b>DNS</b>		
• Quality of service	255	175
• Specific help/ service offered	67	44
• Staff performance	12	19

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

<b>Comments</b>		
<b>Service Group/ main area of comment</b>	<b>Q4 2009/10 Number of comments</b>	<b>Q3 2009/10 Number of comments</b>
<b>CESC</b>		
• Quality of service	23	46
• Facilities	2	11
<b>DNS</b>		
• Policy/ procedure	52	41
• Service quality	19	13

- Within CESC, Children's Services generated the most complaints and the majority of compliments, commendations and comments are within Sure Start, Adults' Services and Library and Information Services.
- Within DNS, Housing, Direct Services (refuse collection, highways, street cleansing and recycling areas) and Community Protection 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**

53. 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 3 and 4.

<b>Diversity strand</b>	<b>Q4 2009/10 number</b>	<b>Q3 2009/10 number</b>
Age	42	38
Gender	51	43
Disability	32	28
Race	35	33
Faith and belief	34	27
Sexual orientation	14	13

## **Age**

54. Most complaints during the fourth quarter of 2009/10 came from the age range 25 – 64 (a total of thirty three), the majority of these went to Social Care.

## **Gender**

55. Of those that gave details, 34 (Q3 31) were female and 17 (Q3 12) male. The majority of male complaints were to Resources and the majority of female complaints (12) were made against Social Care.

## **Disability**

56. 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**

57. Of those who provided details of their race, the majority (a total of 33) stated that they were white. Of these complaints in particular, 45% were made to CESC Health and Social Care and 18% both to Resources and Tristar.

## **Faith and belief**

58. The majority (24) of complainants were Christian and the majority of complaints made by those residents (a total of thirteen) were made to Social Care.

## **Sexual orientation**

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

## **FINANCIAL AND LEGAL IMPLICATIONS**

60. To update the MTFP and outline the outturn position as at 31 March 2010 on General Fund, Capital and the HRA and comply with the requirements of the Accounts and Audit Regulations 2003.

## **RISK ASSESSMENT**

61. This review of the MTFP and projected outturn report is categorised as low to medium risk. Existing management systems and daily routine activities are sufficient to control and reduce risk.

## **62. SUSTAINABLE COMMUNITY STRATEGY IMPLICATIONS**

The report supports the Sustainable Community Strategy.

## **EQUALITY IMPACT ASSESSMENT**

63. The report was not subject to an Equality Impact Assessment. The report does not seek approval for a new policy and an assessment was taken on the MTFP report submitted as part of the 2009/10 budget cycle.

**CONSULTATION, INCLUDING WARD COUNCILLORS**

64. Not applicable.

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