

**STOCKTON-ON-TEES BOROUGH COUNCIL**

**CABINET RECOMMENDATIONS**

**PROFORMA**

Cabinet Meeting .....17th March 2011

1. Title of Item/Report

Q3 Improvement Report - Performance

2. Record of the Decision

Consideration was given to a report that outlined progress against service performance for the third quarter of 2010/11. It highlighted achievements, areas for improvement, consultation activity undertaken, summary of Freedom of Information requests, complaints, commendations and comments, RIPA update and provided details of suggestions from the staff suggestion scheme.

All remaining National Indicators (NIs) from the original 198 set would cease on 31 March 2011. A new framework for data collections had been the subject of government consultation on a Single Data List for Local Government (SDL). Details of the collections required under the draft SDL had been published with local councils given the opportunity to comment on the proposals. The consultation period ended on 4 February 2011 and the Government was aiming to publish the final SDL to take effect from 1 April 2011. Once the final SDL was published it would be used to inform the development of a revised performance framework for Stockton Council and the Renaissance Partnership. This would be reported to Members at a later date.

Quarter 3 details of performance against the current indicator set were provided in appendices to the report:-

- \* An overall summary of performance
- \* A Thematic summary
- \* Indicator Report Cards

At Quarter 3, of those national indicator measures in the Corporate Basket, where information was available for monitoring at Quarter 3, 64% (16 indicators) across all themes had achieved targets or were predicted to achieve targets. There were 36% of measures (9 indicators) where the target had been missed or would be missed. The report contained further detail on:-

- \* Freedom of Information Requests
- \* Staff Suggestion Scheme
- \* Regulation of Investigatory Powers
- \* Consultation Activity – Quarter 3 2010/11

Progress reports for all Year 1 EIT reviews had been completed for Quarter 3 to track progress on delivering the £2 million potential savings identified through the year 1 EIT reviews. Deadlines to bring forward the reporting of five of the year 2 reviews to December Cabinet had been met. In addition, officer led task and finish groups had been formed to expedite the delivery of some of the year 3 EIT reviews identified as potentially resulting in substantial efficiencies for the Council. These reviews had been concentrated around back office/ service reconfiguration issues. Seven of these officer led reviews had reported to Cabinet. Progress was detailed as an attachment to the report. The accelerated pace of the programme was continuing with preparatory work on year 3 reviews already in progress.

In total, the Council received 178 complaints for the three months ended 31 December 2010. This compares to 179 complaints received in the same three month period last year. Of the 178 complaints, 12 were at stages 2 and 3 and of the Stage 1 complaints, 92.8% (154) overall were responded to within timescales. The corporate timescale for responding to Stage 1 complaints was 10 working days. However, the timescales within Health and Social Care differ from the corporate timescale. For Children's Services the response timescale was 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.

A total of 497 compliments and commendations were received in the three month period to 31 December 2010, representing 445 compliments and 52 commendations. This compared to a total of 423 compliments and commendations in the same three month period last year.

A total of 129 comments from customers were received in the three month period to 31 December 2010. This compared to 148 comments received in the same three month period last year. The report highlighted some of the main messages from the analysis.

RESOLVED that the levels of performance and subsequent actions be noted.

### 3. Reasons for the Decision

To update Members on Council service's performance Quarter 3

4. Alternative Options Considered and Rejected

None

5. Declared (Cabinet Member) Conflicts of Interest

None

6. Details of any Dispensations

Not applicable

7. Date and Time by which Call In must be executed

Midnight on 25 March 2011

Proper Officer  
21 March 2011