

CABINET ITEM COVERING SHEET PROFORMA

**AGENDA ITEM:**

**REPORT TO CABINET  
17 MARCH 2011**

**REPORT OF CORPORATE  
MANAGEMENT TEAM**

**CABINET DECISION**

**Corporate Management and Finance: Lead Cabinet Member – Councillor Laing  
QUARTER 3 – PERFORMANCE REPORT 2010/11**

1. Summary

This report outlines progress against service performance for the third quarter of 2010/11. It highlights achievements, areas for improvement, consultation activity undertaken, summary of Freedom of Information requests, complaints, commendations and comments, RIPA update and provides details of suggestions from the staff suggestion scheme.

2. Recommendations

1. 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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**SUMMARY**

This report outlines progress against service performance for the third quarter of 2010/11. It highlights achievements, areas for improvement, consultation activity undertaken, summary of Freedom of Information requests, complaints, commendations and comments, RIPA update and provides details of suggestions from the staff suggestion scheme.

**RECOMMENDATIONS**

1. That the levels of performance and proposed actions be noted.

**PERFORMANCE UPDATE QUARTER 3**

**Changes to the National Performance Framework.**

1. All remaining National Indicators (NIs) from the original 198 set will cease on 31 March 2011. A new framework for data collections has been the subject of government consultation on a Single Data List for Local Government (SDL). Details of the collections required under the draft SDL have been published with local councils given the opportunity to comment on the proposals. The consultation period ended on 4 February 2011 and the Government is aiming to publish the final SDL to take effect from 1 April 2011. Once the final SDL is published it will be used to inform the development of a revised performance framework for Stockton Council and the Renaissance Partnership. This will be reported to members at a later date.
2. For quarter 3 details of performance against the current indicator set are provided in appendices to this report. Therefore the **Appendix 1** to this report contains:
  - **An overall summary of performance** – this includes a high level summary of progress against a streamlined basket of measures covering all 8 themes within the Sustainable Community Strategy. Outturn performance for 2010/11 against the Council Plan 2011-13 together with performance against the Local Area Agreement, which concludes in March 2011, will be reported to Members in the year end report.

- **A Thematic summary** – this includes a summary of performance for each of the 8 themes within the Sustainable Community Strategy. The summary document lists all indicators within the corporate basket that are relevant to the theme. Areas showing good progress and areas where further improvements are required will be detailed in this summary report. An indication of progress against targets will be identified by the usual symbols.
- **Indicator Report Cards.** – A detailed report card has been prepared for each indicator. This includes current and historical performance, target information, definition of indicators, national comparator information. Report cards will only be included in this report if performance is not predicting to achieve the target set. All other report cards will be available for Members to view at [www.stockton.gov.uk/yourcouncil/performance/qtrperfmonitor](http://www.stockton.gov.uk/yourcouncil/performance/qtrperfmonitor)

## OVERALL PERFORMANCE OF NATIONAL INDICATOR SET

3. At Quarter 3, of those national indicator measures in the Corporate Basket, where information is available for monitoring at Quarter 3, 64% (16 indicators) across all themes have achieved targets or are predicted to achieve targets. There are 36% of measures (9 indicators) where the target has been missed or will be missed. **Further detail is available at Appendix 1.**

## Freedom of Information Requests

4. A record of Freedom of Information (FOI) and Data Protection (DP) requests received is maintained across Council departments. **Appendix 2** identifies the detail. There was a decrease in the number of FOI requests completed in Qtr 3 from 131 to 127. Of the 131 requests, CESC had the most with 48, up from 45 in Quarter 2. Completion of Data Protection access requests increased in Quarter 3 from 23 to 24 again with the largest increase being within CESC. This will continue to be recorded and monitored.

## Staff Suggestion Scheme

5. The scheme is designed to encourage a culture in which staff feel they can 'make a difference' by making positive suggestions that will lead to improvements and contribute to the success of the Authority. During the quarter 49 suggestions were received (compared to 31 at quarter 2). Of these 1 was accepted, 20 were suggestions where a project is already in progress, 15 were still being investigated and 13 were rejected or not accepted. Further details about the scheme can be found at the 'Hot Topics' section on the front page of the Council's intranet site.

## Regulation of Investigatory Powers

6. It was reported to Cabinet on 20 May 2010 that new duties and responsibilities relating to the Regulation of Investigatory Powers (RIPA) legislation had 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. Cabinet, therefore, agreed that members should receive information on the use of RIPA in the quarterly Finance and Performance reports to Cabinet. Attached at **Appendix 3** is a summary of all investigations undertaken during quarter 3 of 2010/11.

## **Consultation Activity – Quarter 3 2010/11**

7. Detailed below is a selection of consultation activities undertaken across the authority during the third quarter of 2010/11. Understanding the needs of our customers and using results from consultation and engagement activity is important in informing future service planning. All results will be used to inform future service delivery, changes to policy and improvements to events.
  - Communities Fund – outcomes for users of the employment services.
  - Beat it project – Music Training to Young People in Portrack and Tilery.
  - Rat Race and Triathlon - Participants feedback.
  - Viewpoint Survey on allotments, community gardens/orchards and pigeon lofts. Council Tax non payment and making contact with the council.
  - Employee survey. A 60% response rate was received which provided valuable feedback for CMT, HR and Heads of Service. Action plans are being developed to address any areas of concern.

## **EIT Review Update**

8. Progress reports for all Year 1 reviews have been completed for Quarter 3 to track progress on delivering the £2 million potential savings identified through the year 1 EIT reviews.
9. Deadlines to bring forward the reporting of five of the year 2 reviews to December Cabinet have been met. In addition, officer led task and finish groups have 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 have been concentrated around back office/ service reconfiguration issues. Seven of these officer led reviews have now reported to Cabinet. Progress is detailed at **Appendix 4**.
10. The accelerated pace of the programme is continuing with preparatory work on year 3 reviews already in progress.

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

### **Complaints**

11. 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 are 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 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**

12. 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

compares to a total of 423 compliments and commendations in the same three month period last year.

## Comments

13. A total of 129 comments from customers were received in the three month period to 31 December 2010. This compares to 148 comments received in the same three month period last year.

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

- The main trend from the three month period identifies that 80% of complaints are in relation to the 3 service areas Children, Education and Social Care (CESC), Development and Neighbourhood Services (DNS) and Tristar, with DNS receiving approximately 33% of total complaints, and CESC, and Tristar receiving approximately 18% and 29% respectively of total complaints.
- Of the total compliments and commendations 89% were received for 3 service areas CESC, DNS and Tristar with 65% of these were compliments and commendations for DNS.
- Of the overall 7% of complaints which were not responded to on time the main areas are DNS and Tees Active with an approximate failure to respond rate of approximately 5% respectively.
- The main areas of complaint by category for the above service areas are shown in the table below:

<b>Complaints</b>		
<b>Service Group/ main area of complaint</b>	<b>Q3 2010/11 Number of complaints</b>	<b>Q2 2010/11 Number of complaints</b>
<b>CESC</b>		
• Service quality	25	22
• Staffing issue	12	11
• Limited information	17	7
<b>DNS</b>		
• Service quality	19	35
• Staffing issue	19	21
• Disagree with decision	11	25
<b>Tristar</b>		
• Service quality	30	12
• Staffing issue	4	13
• Delay in service	6	10

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

<b>Compliments and commendations</b>		
<b>Service Group/ main area of compliment and commendation</b>	<b>Q3 2010/11 Number of compliments and commendations</b>	<b>Q2 2010/11 Number of compliments and commendations</b>
<b>CESC</b>		
• Quality of service	37	22
• Specific help/ service offered	21	33

• Staff attitude	22	14
<b>DNS</b>		
• Quality of service	257	205
• Specific help/ service offered	33	95
• Staff performance	20	32
<b>Tristar</b>		
• Quality of service	16	13
• Specific help/ service offered	6	5
• Staff performance	24	24

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

<b>Comments</b>		
<b>Service Group/ main area of comment</b>	<b>Q3 2010/11 Number of comments</b>	<b>Q2 2010/11 Number of comments</b>
<b>DNS</b>		
• Policy/ procedure	24	30
• Service quality	35	53
• Facilities	6	19

### **Complaints by the six diversity strands - respondents who gave details**

15. 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 of 2010/11. Information provision in all areas has increased from the previous quarter and will be analysed at year end to see if any patterns/ trends are emerging.

<b>Diversity strand</b>	<b>Q3 2010/11 number</b>	<b>Q2 2010/11 number</b>
Age	52	45
Gender	90	77
Disability	29	21
Race	45	40
Faith and belief	26	20
Sexual orientation	18	13

#### **Age**

16. Most complaints during the third quarter of 2010/11 came from the age ranges 25 – 54 (a total of thirty six), the majority of these went to Tristar.

#### **Gender**

17. Of those that gave details, 50 were female and 40 male. The majority of both male and female complaints (50) were made against Tristar.

#### **Disability**

18. Of the 29 who provided details, 16 declared they had a disability; of these ten complaints were made to Tristar, four to Social Care and two to DNS.

## **Race**

19. Of those who provided details of their race, the majority (a total of 42) stated that they were white. Of these complaints in particular, 55% were made to Tristar, 28% CESC Health and Social Care and 17% to DNS.

## **Faith and belief**

20. The majority (9) of complainants were Christian and the majority of complaints made by those residents (a total of four) were made to DNS.

## **Sexual orientation**

21. All were declaring themselves heterosexual/ straight. The majority of these complainants (6) went to DNS and Social Care.

## **FINANCIAL AND LEGAL IMPLICATIONS**

There are no financial implications to the performance elements of this report. EIT review savings are linked and managed through the MTFP.

## **RISK ASSESSMENT**

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.

## **SUSTAINABLE COMMUNITY STRATEGY IMPLICATIONS**

The report supports the Sustainable Community Strategy.

## **EQUALITY IMPACT ASSESSMENT**

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**

Not applicable.

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