

STOCKTON-ON-TEES BOROUGH COUNCIL

CABINET RECOMMENDATIONS

PROFORMA

Cabinet Meeting14th July 2011

1. Title of Item/Report

Year End 2010/11 Performance Report

2. Record of the Decision

Member considered a report that outlined progress against service performance for the year end 2010/11. It highlighted achievements, areas for improvement, LAA outturn, consultation activity undertaken, provided a summary of Freedom of Information requests, complaints, commendations and comments and updates relating to RIPA and EIT, as well as details of suggestions from the staff suggestion scheme.

Members noted that despite many changes to the national performance framework over the last 12 months performance had remained strong. There had been a 75% achievement of Council Plan objectives, progress against targets in the corporate basket showed that 56% of measures had achieved targets, an improvement on last year's 53% achievement. The LAA achieved 42% of the stretching targets agreed. The number of Freedom of Information and Data Protection enquires had seen a steady increase over the last 12 months. The staff suggestions scheme which was introduced this year for the first time had been well received with many suggestions coming forward and being approved. The EIT Review programme had accelerated this year (year 2) with many reviews now completed, savings identified and achieved. The Council continued to monitor the Complaints, Comments and Commendations with 736 complaints received this year compared to 782 last year and an increase in compliments, commendations and comments.

Cabinet noted some of the areas where performance had went well, across all themes, during 2010/11:

- All targets associated with determining planning applications had been achieved
- Business start ups assisted by the Council had significantly exceeded its target
- In over 4 million collections only 9 bins were missed.
- Visits to local authority funded museums and galleries had exceeded its target

- The overall quality of settings inspected by Ofsted was very positive with the proportion judged good or outstanding comparing well against benchmark groups
- The end of year position for NEETs (Not in Education, Employment or Training) was extremely positive. The year end performance of 8.8% was well ahead of the target of 11% and reflected the successful work of Connexions and the wider 14 – 19 Partnership in supporting young people through transitions and into positive outcomes.
- Stop smoking – number of ‘quitters’ had exceeded targets
- Timeliness of provision of care packages had seen positive progress with 85% at the year end exceeding the 82% target
- Sickness absence – 5.21 days had been achieved per full time equivalent whereas the target had been 8.57
- Work on the Stockton multi service centre was expected to be completed on target, by the end of September.

It was explained that in response to requests from Members there would be a streamlining and rationalisation of reporting arrangements and volume of paperwork. Performance would be reported through Cabinet half yearly with performance issues being picked up on a quarterly basis through departmental briefings with relevant portfolio holders.

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

3. Reasons for the Decision

To provide Cabinet with details of performance for 2010/11.

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

Not later than Midnight on Friday 22 July 2011

Proper Officer
18 July 2011