

STOCKTON-ON-TEES BOROUGH COUNCIL

CABINET RECOMMENDATIONS

PROFORMA

Cabinet Meeting1st December 2011

1. Title of Item/Report

Performance Report

2. Record of the Decision

Consideration was given to a report that outlined progress against performance for the year to date April to September 2011/12. It highlighted achievements against Council Plan objectives, areas for improvement, summary of Freedom of Information requests, complaints, commendations and comments, RIPA update and provides details of suggestions received through the staff suggestion scheme.

Performance was good at this 6 month point, with current progress predicted of 93% achievement of the Council Plan objectives and 81% achievement of the performance targets being met. Trends showed that actual achievement at year end tended to be lower but this was good progress at this stage. The Council was still receiving a significant number of Freedom of Information and Data Protection enquires with a similar number over the last 3 months to the first 3 months of this financial year. The staff suggestions scheme had received 11 suggestions over the last 6 month period. The 3rd year of the EIT Review programme was well underway and on track for delivery. Complaints, Comments and Commendations would continue to be monitored.

The reported detailed performance in the following themed areas:-

Economic Regeneration and Transport
Environment and Housing
Health and Wellbeing
Adults
Children and Young People
Community Safety
Corporate Health
Culture and Leisure

The report also detailed the performance with regard to Freedom of Information requests and Staff Suggestion Scheme.

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 regular Finance and Performance reports to Cabinet. Attached to the report was a summary of all investigations undertaken during the first 6 months of this financial year.

Monitoring the implementation of the EIT Review programme continued. Year 3 reviews were well underway and on track for completion by the end of the financial year. The details of each review and the current progress were attached at to the report.

With regard to Complaint, Compliments & Commendations and Comments in total, the Council received 257 complaints for the three months ended 30 September 2011. This compared to 221 complaints received in the same three month period last year. 95.1% (194) 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 573 compliments, commendations and comments were received in the three month period to 30 September 2011, representing 408 compliments and commendations and 165 comments. This compared to a total of 716 in the same three month period last year.

Analysis and learning from complaints, compliments, comments, and commendations was discussed at Service Group Management Team Meetings, where trends in numbers and the nature of the complaint, comments or commendation was further investigated, leading to appropriate actions for improvement and sharing of learning. The report highlighted some of the main messages from the analysis.

RESOLVED that the levels of performance and proposed actions be

noted.

3. Reasons for the Decision

To monitor progress against performance for the year to date April to September 2011/12.

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 Monday 12 December 2011

Proper Officer
06 July 2011