

COUNCIL PLAN FRAMEWORK

Our Vision: Stockton-on-Tees is a clean, green and vibrant place. People are safe, healthy and happy. Services are delivered by an ambitious Council that is open, fair and delivers good value for money.

OUR PLACE				OUR COMMUNITIES				OUR ORGANISATION
What outcomes do we want to achieve?	Stockton-on-Tees at the heart of a vibrant and economically successful Tees Valley	A cleaner, greener Stockton on Tees with high quality housing provision	A safe Stockton	A healthier borough	No Child left behind	Independence and dignity for older people	Stronger, more cohesive communities	A council that is fair, effective, efficient and delivers value for money and exceptional customer service
How are we going to do it?	<ul style="list-style-type: none"> • Promote a sustainable transport network. • Regenerate the borough. • Promote prosperity and support economic recovery. • Improve and celebrate our heritage. • Improve accessibility for work, leisure, retail and health. • Refresh our libraries. • Develop innovative events programmes. 	<ul style="list-style-type: none"> • Provide clean streets, attractive parks and green spaces. • Increase housing and support options for vulnerable households. • Prevent homelessness. • Increase supply of affordable homes. • Tackle climate change. 	<ul style="list-style-type: none"> • Reduce crime and the fear of crime • Reduce levels of youth offending, including anti-social behaviour • Ensure our residents are safe 	<ul style="list-style-type: none"> • Ensure effective transition for the council to the new national and local health arrangements. • Reduce the negative impact of substance misuse • Reduce the impact of poverty on family life 	<ul style="list-style-type: none"> • Support for families with a child or young person with a disability • Ensure effective multi-agency safeguarding for most vulnerable children and young people • Narrow the attainment gap • Ensure all young people are in receipt of education, employment or training • Improve outcomes for children and young people in care • Improve targeted early intervention services • Reduce levels of obesity in children and young people • Improve children's emotional health and wellbeing 	<ul style="list-style-type: none"> • Ensure effective multi-agency safeguarding arrangements for all service users • Enable all service users to receive personalised care management and support • Effective prevention and early intervention 	<ul style="list-style-type: none"> • A strong and vibrant third sector • Effective community engagement • Effective internal and external consultation • Effective local democracy 	<ul style="list-style-type: none"> • Strong corporate and ethical governance • Effective marketing and communications • Develop a customer-focused organisational culture • A robust performance and financial management framework • Deliver Value for Money

What will help us deliver our desired outcomes?

Understanding the needs of our communities

- Develop the JSNA in conjunction with partners
- Carry out a Residents' Survey
- Continue to consult with residents through our Resident Panel - Viewpoint.
- Carry out the Crime and Disorder Audit.

Effective strategic planning and policy framework

- Sustainable Community Strategy 2012 - 21
- Council Plan 2012 – 2015
- Service Delivery plans
- Children & Young People's Plan
- Health and Wellbeing Strategy
- Local Development Plan
- Housing Strategy
- Regeneration Strategy
- Culture Stockton on Tees Strategy.
- Local Transport Plan
- Waste strategy
- Community Safety Plan

Please refer to the Stockton on Tees Council Constitution for the full suite of Plans and Strategies.

Robust, proportionate and effective performance and financial management and reporting

- Promote and embed the refreshed Performance Management Framework for the Council.
- Develop and implement a system to monitor and report on outcomes.

Dynamic and effective leadership

- Effectively manage all partnerships including the local Strategic Partnership.
- Provide an effective Community Role
- Continue the rollout of the Management Development Programme
- Continue to deliver Setting the Standard sessions for all 1st, 2nd, and 3rd Tier Managers.

A flexible workforce

- Continue to promote a 'can do' approach.
- Further embed a culture of continuous improvement.
- Maintain our Customer Service Excellence standard.
- Continuously review and develop our workforce policies to support the continuation of flexible working E.g job shadowing, coaching.

Effective ICT infrastructure and support

- Deliver the ICT infrastructure programme

Focusing on a 'One Council' approach

- Deliver the Tell Us Once initiative
- Development of our Customer Contact Centres
- Continue the rollout of the Customer Relationship Management and channel change programme.

To finance our vision we need to:

Transform and innovate our services

- Conduct effective Efficiency Improvement and Transformation Reviews (EIT) ensuring delivery of the outcomes from the EIT Review programme.
- Explore new models of service delivery.
- Redesign services
- Promote innovation and new ideas.

Optimise and Prioritise funding

- Reflect changes and opportunities from the Local government finance legislation in the MTFP.
- Continue to manage and review the MTFP effectively.
- Analyse and use the intelligence available to us to inform Service and Budget Planning appropriately.

Deliver efficiencies

- Deliver the EIT Review programme.
- Service redesign to drive out efficiencies.
- Collaborate where appropriate.
- Maximise the opportunities for Partnering.
- Implement Staff Suggestions around efficiencies.

How will we know how well we are doing?

Through our performance management framework (link through to actions/targets)

- Continue our programme of performance clinics at a corporate and service level, monitoring levels of Performance, Finance and Risk.
- Continue to report to members through Cabinet and Executive Scrutiny arrangements
- Continue to monitor our progress through benchmarking opportunities.

Feedback – you will tell us

- Survey our residents and monitor their feedback and satisfaction levels.
- Understand the views of our workforce through the Employee Survey.

Through independent assessment and inspection

- Be open to Peer Reviews and external assessment processes
- Respond to Regulatory Inspection regimes.

Scrutiny Reviews

- Deliver the Scrutiny work programme which includes reviews of the following services: Marketing of Stockton on Tees visitor offer, Learning Disabilities and Mental Health Services, Home Care Service , Quality of Childcare, Child Placements and Foster Care, Energy supply, Impact of Welfare Reforms, Fuel Poverty ,Tobacco Control, Performance of Housing Providers, Long Term Empty abandoned properties, Employability Support & Quality of Training, Gated Properties.