

Key:



On target



Within tolerance



Off target

Theme summary – Organisational and Operational Effectiveness	
<i>Under this theme the following indicators are included in the Council Plan:</i>	Target
% of residents satisfied with the way the Council is running the borough	Data Not Yet Available
% of people who contacted the Council who found staff helpful	Data Not Yet Available
% satisfaction with contacting the Council	Data Not Yet Available
% who agree council treats people fairly.	Data Not Yet Available
% of people who contacted the Council where the enquiry was dealt with at the first point of contact	Data Not Yet Available
% of residents who agree that the Council provides Value for Money	Data Not Yet Available
Employee satisfaction with SBC as a place to work	Data Not Yet Available
% of Council tax collected	★
% of Business Rates collected	★
% of invoices paid by the authority within 30 working days of receiving	★
Days sickness absence per FTE	★

OVERALL PROGRESS

At quarter two 2012/13, we are able to report progress against the annual targets for 4 out of the eleven indicators shown above. All of these are predicting to achieve the annual target. The results and analysis of the IPSOS MORI Regional Residents' survey are yet to be published and will be available to report at Quarter Three and also subject to separate reporting to members.

Some key milestones have been achieved in quarter two contributing to the overall effectiveness and efficiency of the organisation these include effective marketing for the Stockton International Riverside Festival, development of the Winter Events Programme, partial completion of the works to Municipal Buildings reception area presenting a more business like image, further upgrade of the CRM system and the access to services strategy with two further services due to come on line shortly. Preparation is well underway for the Police and Crime Commissioner Elections in November. We have provided an early response/ analysis to the recent budget announcements, understanding the impact on the MTFP, delivered significant support to the Voluntary and Community Sector through training and involvement in support and analysis of funding bids. The apprenticeship scheme continues to grow with further apprenticeships

underway. An event in support of the Armed Forces Community Covenant implementation and development has been organised at a Tees Valley level which includes partner organisations. This will support our understanding of the needs of Ex and current Service personnel and provide an opportunity to review and utilise current intelligence gathered by all participating organisations. Procurement of a local Healthwatch service is well underway, as are proposals for the local authority requirement to provide a replacement for the social fund. Progress has been made in Information Governance, with a number of action plans under development aimed at improving Information Assurance.

PERFORMANCE

- Provided Marketing / PR for Stockton International Riverside Festival in August 2012.
- Developed winter events programme, including Stockton Firework Display and Stockton Sparkles
- September saw the re-tendering / re-designing of Stockton News, also including the distribution process
- Work has been undertaken to review the Council's rebranding. This is important in projecting the appropriate image, consistency and clarity for the public in understanding the services that the council provides.
- Preparation is well underway for the Police and Crime Commissioner election in November 2012.
- Successfully managed the communications/ response to emergency arrangements during the September floods.
- The Lagan CRM upgrade has been completed. We are going live with the Environmental Health Self Service Forms in December 2012, followed by Taxation Self Service Forms in March 2013.
- The works in the Municipal Building Reception Area has made significant progress with completion anticipated end of November 2012.
- The Council's approach to the Procurement Strategy was agreed in July at CMT. Contract Procedure Rules are currently being reviewed and will be presented to members for approval in March 2013.
- In April 19 new apprenticeship opportunities were advertised in Electrical Engineering, Technical Design (Civil Engineering), Heating and Ventilation Engineering, Catering, Administration and Horticulture. To date 9 of the original opportunities advertised have been filled. Since April a further 14 opportunities have been identified and recruited into Administration, Child Care and Adult Care, making a total of 23 Apprentices recruited from April to date.
- The second round of the Voluntary Sector Investment Fund took place in August 2012 and saw £84,218 in funding awarded to four VCS organisations. This helps to continue to grow the VCS contribution to service delivery in Stockton and evidences the work of the Community Engagement Team and other support services within Resources is having a positive impact on the sector.
- Monthly "Let's Help..." VCS workshops have been held on Safeguarding, Procurement and Establishing a Social Enterprise, with further workshops planned throughout the year.
- All seven Community First Panels are now operational and have drawn down their funding for this year to assist them with achieving their objectives. All have a web presence as required by the terms of the funding.
- The Armed Forces Covenant was presented to the Adult Service and Health Select Committee (in addition to Cabinet) for monitoring and reporting progress in September. Stockton is supporting the recently formed Tees Armed Forces Network. Planning is underway for an Armed Forces Stakeholder Event on 27th November 2012.

- Planning and preparation for the Employee Survey which is to be undertaken through the month of October. The survey is undertaken every two years to gain staff perceptions on 7 different aspects of working for the council. Results are expected before the end of the year.
- Work has been undertaken with IYSS and Democratic Services on the development of Youth Participation and Development. A Voice Consultation has taken place with Catalyst which is aimed at ensuring the seldom heard and hard to reach can have a Voice (July - September 2012).
- This work is ongoing to develop guidance on Community Impact Assessments. Guidance is being developed which will link to the councils decision making processes. A review of the council's paperwork for reports and delegated decisions is underway to ensure they comply and assist with the implementation of the revised guidance. It is anticipated that this will be in place before the end of the financial year.
- A detailed action plan is being developed for Information Risk Assessments; this is scheduled for completion by December 2012. The Information Management Framework Development Plan is also currently being prepared and this will be completed by December 2012.

CUSTOMER PERCEPTION / SATISFACTION

The Residents Survey has taken place this quarter which will provide an understanding of residents' perceptions on many aspects of the Council and its services. Results are expected in November 2012 and will feed into Service Planning for 2013/ 14.

Preparation has been underway for the Employee Survey 2012 which will be conducted during October and November 2012, this will provide an understanding of staff perceptions on many aspects of the way the authority manages the workforce.

RISK

The risk register is reviewed quarterly. Two risks have reduced their risk ratings; Sickness Absence and Equal Pay claims due to likelihood and impact being reduced and managed. Both areas will continue to be monitored closely. Other risks to monitor closely are those associated with the MTFP in light of the recent budget announcements. A new risk looking at the impact of Welfare Reform is being considered.

FINANCE

A briefing has taken place for Members on the emerging budget position.