

Thematic Summaries - Quarter 2 2013/14

- **Economic Regeneration and Transport**
 - Big plans for an outstanding borough
- **Arts, Culture and Leisure**
 - Big plans for great experiences
- **Environment and Housing**
 - Big plans for our places and open spaces
- **Community Safety**
 - Big plans for keeping our community safe
- **Children and Young People**
 - Big plans for the young people of our borough
- **Adult Services**
 - Big plans for the care we provide
- **Health and Wellbeing**
 - Big plans for the health of our people
- **Stronger Communities**
 - Big plans for helping our communities prosper
- **Organisational and Operational Effectiveness**
 - Ambitious, effective and proud to serve

Key for summaries:



On target



Within tolerance



Off target

Economic Regeneration and Transport

Thematic Summary	
<i>Under this theme the following indicators are included in the corporate basket:</i>	Target
The percentage of void business units in Stockton town centre	★
All working age Job Seeker's Allowance claimants count	★
Young Person (18 – 24) Job Seeker's Allowance claimant count	★
Congestion - average journey time per mile during the morning peak	★
Local bus passenger journeys originating in the authority area	■
Number of business investments in the borough with assistance provided or funded by the council or TVU	Baseline to be established
Number of young people engaged in enterprise activities	★
Percentage of unemployed people training through Tees Achieve that move into employment	Data not yet available

OVERALL THEME PROGRESS (AGAINST CORPORATE BASKET MEASURES)

At Quarter Two 2013/14, we are able to report progress against the annual target for six out of the eight Economic Regeneration and Transport indicators above. For five of these indicators we are on target to achieve the annual target.

What has been achieved?

- **The percentage of void business units in Stockton town centre** - 19.78% vacant primary and secondary units were void at October 2013. This is a significant improvement on performance in April 2013 when 25.09% of units were empty and we are now on track to achieve the year-end target of 20%.

The regeneration of Stockton High Street continues, with areas now completing to the extent of unhindered access to retail frontages to the southern end of the High Street. This has generated retail interest in both town centre and arterial locations. In addition the success of the Enterprise Arcade and the support from Enterprise Made Simple has provided a nucleus from which business can flourish. Castlegate Centre reports near full occupancy with a number of businesses taking up retail opportunities in the recently refurbished Spencer Hall. Whilst Wellington Square has comparatively high levels of vacancies, the new owners are developing a strategy to move the centre forward and attract sustainable businesses.

- **Job Seeker's Allowance Claimant Count** – The percentage of working age Job Seeker's Allowance claimants reduced from 5.4% (6,707) in June 2013 to 5.0% (6,221) in September 2013.

In the last three years, the highest percentage of Stockton working age residents claiming Job Seeker's Allowance was 5.9% in February 2012, so recent results are positive. We are on schedule to achieve the year-end target of 5.2%.

- **Young Person (18 – 24) Job Seeker's allowance claimant count** - The percentage of young person (18-24) Job Seeker's Allowance claimant count reduced from 11.2% (2,000) in June 2013 to 10.5% (1,870) in September 2013.

In the last three years, the highest percentage of 18-24 year old Stockton residents claiming Job Seeker's Allowance was 13.5% in February 2012, so recent results are positive. We are on schedule to achieve the year-end target of 11.15%.

- **Congestion - average journey time per mile during the morning peak** – Figure at June 2013 (latest Department for Transport information available) reports 2 minutes 23 seconds as the average journey time to travel one mile on the borough's roads during the morning peak period (which equates to an average travelling speed of 25.3mph).
- **Number of business investments in the borough with assistance provided or funded by the council or TVU** – Current data indicates 136 business investments to date, which includes 100 start-up businesses, 37 capital investments and 62 businesses creating jobs/apprenticeships (some investments cover more than one category). This work has resulted in capital investments of just under £49 million, 476 jobs being created or planned and 25 apprentices have been employed

This is a new measure for 2013/14, with this year's figures being used to establish the baseline.

- **Number of young people engaged in enterprise activities** - 43 between August and September 2013 against the academic year target of 600. This period was relatively quiet in terms of outputs due to the summer holiday period covering August.

As part of the Stockton Specialist Markets, two school projects traded on the 20th September World Market, offering food products made and packaged by the young people. This project was linked to the Made in Stockton Initiative and will continue in December with Christmas Market activities.

The Tomato Club project was trialled with pupils from Year 9 at Thornaby Academy. This is an extension of the primary initiative, working in conjunction with local food company, Little Sprouts.

Most activity in this quarter was planning for Global Entrepreneurship Week in November. Activities are planned for 18th to 24th November to encourage enterprise and entrepreneurship in schools and the community and the year-end target is expected to be achieved.

- **Percentage of unemployed people training through Tees Achieve that move into employment** - This is a new Council Plan measure for the academic year 2013/14. Baseline data was collected for the academic year 2012/13 and showed that 37%

(702/1,888) of learners who completed employability courses with Tees Achieve moved into employment and 30% (573/1,888) had progressed into further learning. Interim 2013/14 academic year data will be available at Q4 2013/14.

What has not been achieved?

- **Local bus passenger journeys originating in the authority area (millions)** – 2012/13 figure now available from Department for Transport – 9.2 million journeys. This is below the target of 9.5 million. This rate of decline (3.2%) is higher than the national average (1.4%), but the lowest in the North East (where the average decline is 4%). It is anticipated that the transformation of Stockton Town Centre will increase bus usage as well as footfall.

PERFORMANCE (GENERAL THEMATIC PERFORMANCE INCLUDING NON-CORPORATE BASKET INDICATORS, COUNCIL PLAN ACTIONS, INSPECTIONS, ETC)

What has been achieved?

- **Planning applications determined** – all categories of planning applications achieved their individual targets, with 86.84% of major applications (75% target), 87.96% of minor applications (80% target) and 96.01% of other applications (88% target) determined within timescale.

Stockton Town Centre

- **Globe Theatre** - Heritage Lottery Fund (HLF) grant of just under £4m has been awarded to transform Stockton's Globe into a live music and comedy venue with capacity for around 2,500 people with a potential to create around 64 jobs. It is one of the first buildings to be awarded funding through HLF's new Heritage Enterprise scheme.
- **Stockton Enterprise Arcade** continues to be full, and currently has a waiting list in excess of 10 traders, as a result of promotion and the success of the Arcade. All traders benefit from not having to pay any rent or rates, and only a small service charge per week. Full retail business support is being provided to the businesses before, during and after their time in the Arcade by the Council through Enterprise Made Simple.
- A programme of **specialist markets in Stockton Town Centre** has been developed to attract visitors and shoppers into the town and to complement what the popular weekly market has to offer. To date specialist markets have taken place on 13 days in Stockton including Chic Vintique, Farmers', Makers and Crafters, Creative Expo, Community and World markets. A further 22 days are planned for later in 2013/14.
- **Demolition of Lindsay House is underway.** The removal of the building will mean that people visiting the High Street can access leisure activities and events on the Riverside much more easily. Next year, the vacant Lindsay House space will create an off-street short-stay car park which will also be used as a dedicated space for specialist markets/events at various times throughout the year.
- To **help young people access impartial and independent advice**, the National Careers Service and National Apprenticeship Service along with the Daily Mirror and Fish4Jobs partnered to deliver a **Jobs Bus roadshow** that toured England for 3 weeks in August and September. It came to Stockton on 5th September and offered workshops on Jobsearch, writing CV's and interview techniques.

- KP Snacks' Billingham factory on Cowpen Industrial Estate participated in the **Feeding Britain's Future** campaign, enabling 20 local young people to take part in workshop days and find out more about employees roles in the food industry. Sessions on CV and interview skills were provided and participants invited to return the following week to undertake Level 2 courses on Food Safety in Manufacturing and Health and Safety. It is intended the workshops will help young people develop their employability skills.
- **Creative Programme** - a press release issued jointly by Creative and Cultural Skills and the Council, resulted in around 20 enquiries for the scheme, which is creating 12 new apprentices and 9 new internships from 16-24 year olds across a range of theatrical, musical, creative and heritage organisations. Posts were advertised at the end of September, with the first 8 successful applicants due to start during October and November.
- **Congestion** – Stockton's average journey time to travel one mile on the borough's roads during the morning peak period of 2 minutes 23 seconds remains better than the national average. For comparison purposes, the figures for England as a whole, the neighbouring Tees Valley authorities, Newcastle and York are provided in the table below.

Journey times during the weekday morning peak on locally managed 'A' roads (minutes and seconds per mile)				
	Dec 11	Jun 12	Dec 12	Jun 13
England	2.22	2.22	2.23	2.25
Darlington	2.12	2.13	2.18	2.20
Hartlepool	1.44	1.44	1.46	1.49
Middlesbrough	2.07	2.06	2.07	2.08
Redcar and Cleveland	1.40	1.40	1.40	1.41
Stockton-on-Tees	2.18	2.17	2.20	2.23
Newcastle upon Tyne	3.05	3.04	3.06	3.11
York	2.48	2.49	2.55	3.01

- **Thornaby Road improvements** – £3.3 million of government funding towards a scheme to tackle traffic 'pinch points' has been secured. The funding will enable the Council to carry out works aimed at easing congestion on Thornaby Road. Work on the scheme, which will total £4.8 million, is expected to start in May 2014 and to complete by early 2015.
- **Allensway Road Improvement Scheme** – work is underway on a £1.2million project in Thornaby to provide improved access to the town centre. The Allensway Road Improvement Scheme will put in place a second road access to Thornaby town centre by extending and linking the existing road with Tedder Avenue at a new signal controlled junction. Alongside the additional highway access, the improvements will include new pedestrian crossings and a combined footpath and cycleway. The project is funded by BAE Systems, Stockton Council and the Tees Valley Bus Network Improvement scheme.
- **Eaglescliffe Station** – Stockton Council, in partnership with Tees Valley Unlimited and Northern Rail, has secured funding for the £1million scheme at Eaglescliffe Station from the Department for Transport, Network Rail and Grand Central. The plans are part of the Tees Valley Rail Network Improvements programme, which is delivering enhancements at all local

stations across the area. Work is due to start in November and the new facilities will include a modern glass station building with a waiting room, CCTV, new platform benches, handrails, and anti-slip paving and surfacing on the footbridge. The station car park will also be significantly extended.

CUSTOMER PERCEPTION/SATISFACTION

Development Services

- 50% (3/6) of respondents were very satisfied or fairly satisfied about the service they received throughout the planning application and consultation process.
- 75% (3/4) thought the SBC website was very or fairly useful for Planning purposes.

Building Control

- 67.4% (31/46) considered they received value for money for their fee.
- 67.4% (31/46) rated response times to building inspection as excellent.
- On Site Surveyors rated excellent for: helpfulness 65.2%, expertise 63%, courtesy 74%

Technical Services (Q1 figures, Q2 still undergoing analysis)

- 96% of respondents were very satisfied or fairly satisfied with the service they received from services within Built and Natural Environment.
- 99% of respondents were very satisfied or fairly satisfied with the service they received from services within Consultancy Practice.

RISK

There is one Economic Regeneration and Transport related high risk featured in the Corporate Risk Register:

- Planning Temporary Permitted Development Rights (risk rating of 16)

FINANCE

- Gross expenditure of £3m to be made in year on learning services carried out under Tees Achieve. Fully funded through fees and grant contributions.
- Capital investment of £32.5m for the period 2012-2018 approved on a number of Stockton Town Centre Schemes as detailed in the MTFP report presented to Cabinet in February.
- Capital investment of £5.4m for the period 2012-2018 approved on a number of Billingham Town Centre Schemes as detailed in the MTFP report presented to Cabinet in February.
- Capital investment of £16.1m for the period 2012-2018 approved on a number of Local Transport Schemes as detailed in the MTFP report presented to Cabinet in February.

Arts, Leisure and Culture

Thematic Summary	
<i>Under this theme the following indicators are included in the corporate basket:</i>	Target
Percentage of visitors who thought SIRF was 'good' or 'very good'	★
Being a member of a club particularly so that you can participate in sport or recreational activity in the last 4 weeks.	Data Not Yet Available
Proportion of adults achieving at least 150 minutes of physical activity per week	Data Not Yet Available
Number of visits to libraries across the borough	★
Economic Impact of SIRF	Baseline to be Established

OVERALL THEME PROGRESS (AGAINST CORPORATE BASKET MEASURES)

At Quarter Two 2013/14, we are able to report progress against the annual target for two out of the five Arts, Leisure and Culture indicators above. For both of these indicators we are on target to achieve the annual target. We are also able to report baseline performance for one indicator which will be used for future target setting purposes. Progress updates on the other indicators to be available in future quarters.

What has been achieved?

- **SIRF visitor satisfaction** – 87.3% of visitors surveyed thought SIRF 2013 was 'good' or 'very good', this compares to 88% last year. Taking into account the confidence interval of +/- 3.5%, performance is in line with the annual target of 90%.
- **Library visits** - 630,750 visits to libraries during Q2 2013/14 against target of 1,150,000. This represents 55% of the annual target and is an increase of 2% on the same period last year (615,689 visits). The number of visits includes visitors to the Customer Service Centres in Stockton Central and Thornaby Library.
- **Economic Impact of SIRF** - An estimated 65,000 visitors attended SIRF and research analysis shows they generated £364,000 additional visitor expenditure in the borough (excluding the level of spending that would have occurred anyway). As SIRF and the weekender event were split this year no comparable figures are available from the 2012 event.

PERFORMANCE (GENERAL THEMATIC PERFORMANCE INCLUDING NON-CORPORATE BASKET INDICATORS, COUNCIL PLAN ACTIONS, INSPECTIONS, ETC)

What has been achieved?

- The **life sized artwork at St John's Crossing** junction at the south end of Stockton Town Centre was officially unveiled 27 September. The large sculpture represents Locomotion No 1, the first train to travel along the Stockton-Darlington Railway. The steel model created by artist Steve Tomlinson, was launched on the 188th anniversary of the first passenger rail journey.
- A special project to capture the **history of Stockton Town Centre's buildings** is now complete. The recording was coordinated by Tees Archaeology with support from Stockton Council's Grants for Heritage Buildings programme and volunteers who studied over 400 buildings so an accurate representation of the town's history can be created. A £5 summary booklet will be available from Tees Archaeology, Stockton Central Library and the Rediscover Stockton Shop on Stockton High Street early in 2014.
- Plans for a coordinated community **commemoration of the outbreak of World War I** in 1914 for centenary in 2014 have commenced. The first event to raise awareness was at Preston Park during the Harvest Home event. As well as gathering the harvest in, visitors had the chance to take part in the sowing of the newly planted orchard area with symbolic red poppies to remember those who have given their lives in conflict. An event in **Stockton Central Library** at the end of October will let people know how they can get involved and learn about the impact of the War on local people and communities.
- **Stockton libraries** have announced participation in a new scheme which will use reading to help the six million people in England who suffer from conditions such as depression or anxiety. **Reading Well Books on Prescription** will enable GPs and other health professionals to recommend 30 self-help titles from Stockton's Libraries for people to borrow. Topics will include issues such as anxiety, depression, phobias, panic attacks, bulimia and sleep problems.
- Proposals for the **new Integrated Customers Service Centre and Library** to be located on the site of Billingham Council offices and Art Gallery were approved at Cabinet and gained planning approval in July 2013. Demolition and clearance of the former Council offices and Art Gallery is now complete with the tender process for construction of the new facility underway.
- **Heritage Open Days** took place in September to allow people behind the scenes to explore historic buildings and monuments – in particular those normally closed to the public on a day to day basis. As part of the celebrations The Globe Theatre Foundation invited people to take a free glimpse inside.
- A **new wheelchair-accessible floating pontoon** was officially opened by former paralympian Dame Tanni Grey-Thompson in September. The £70,000 scheme will make **Preston Park** and the nearby **Tees Heritage Park accessible** via the river for people with disabilities who use the Tees Wheelyboat Club. Smaller river craft including canoes and kayaks can also moor there. It will provide a new destination point for water taxis operating from Infinity Marine on Stockton's Riverside, which can stop at the pontoon so passengers can safely access the Museum and Grounds from the River Tees.

- Billingham Golf Club is celebrating the announcement of **£50,000 of National Lottery Funding from Sport England** which gives the green light for a new all-weather practice area and coaching facility. Stockton Council worked with Billingham Golf Club to support the application process and will support the development of the new facilities for use by the whole community.
- **Globe Theatre** - Heritage Lottery Fund (HLF) grant of just under £4m has been awarded to transform Stockton's Globe into a live music and comedy venue with capacity for around 2,500 people with a potential to create around 64 jobs. It is one of the first buildings to be awarded funding through HLF's new Heritage Enterprise scheme.
- **SIRF Community Carnival** - Over 1,200 participants took part in the SIRF 2013 Community Carnival; this included 65 groups of which 14 were new to the carnival. Last year's SIRF celebrated 25 years of SIRF and as such the budget was larger for that event so statistical comparisons are not as relevant. However an equivalent number of groups took part in the 2013 carnival to the 2012 event suggesting interest in participation continues particularly with so many new groups taking part for the first time this year.
- **Preston Park Museum** continues to attract visitors with 115,399 being recorded between April and September 2013. This represents 77% of the year-end target of 150,000.
- Over 10,000 people attended **Stockton Cycling Festival** with 3,500 at the Skyride event. The River Rat Race was also well attended with 1,122 participants.
- **Number of active participants at TAL sports centres** - 599,777 active participants have been recorded in pools and sports centres during Q2 2013/14. This represents 49% of the year-end target of 1,233,000.
- **Visits to Tees Active Limited (TAL) run pools and sports centres** - 851,457 visits have been recorded in pools and sports centres during Q2 2013/14. This represents 49% of the year-end target of 1,737,200.

CUSTOMER PERCEPTION/SATISFACTION

SIRF

- 85.4% of visitors think that supporting SIRF is a good use of Stockton Borough Council's resources.
- 87.3% of visitors were satisfied with the Festival.
- 90% of visitors think SIRF is good for promoting Stockton as a place to visit.
- 91.8% of visitors are likely to return to Stockton for SIRF 2014
- 74% of Viewpoint respondents described their visit to SIRF13 as positive e.g. "excellent", "entertaining", "awesome".

RISK

There are no Arts, Leisure and Culture related high risks featured in the Corporate Risk Register.










FINANCE

- Arts Council Grant of £200k used to fund SIRF and SIRF Carnival

Q2 2013/14 Thematic Summary – Arts, Leisure and Culture

- Additional income being generated within Preston Hall through increased attendance, hire of the venue and shop sales.
- £2.8m approved capital funds for the new Billingham integrated customer service centre and library.

Environment and Housing

Thematic Summary	
<i>Under this theme the following indicators are included in the corporate basket:</i>	Target
Net additional homes provided	
Number of affordable homes delivered (gross)	
Number of empty homes brought back into use	
Proportion of households approaching the authority and accepted as statutory homeless	
CO ₂ emissions from Local Authority operations	Data Not Yet Available
Business miles travelled by SBC employees	
Percentage of household waste which has been landfilled	
Percentage of household waste sent for reuse, recycling and composting	
Percentage of areas with unacceptable levels of litter	
Percentage of areas with unacceptable levels of detritus	
Improved local biodiversity - proportion of local sites where positive conservation management has been or is being implemented	Data Not Yet Available
Proportion of households in fuel poverty	Data Not Yet Available

OVERALL THEME PROGRESS (AGAINST CORPORATE BASKET MEASURES)

At Quarter Two 2013/14, we are able to report progress against the annual target for nine out of the twelve Environment and Housing indicators above. For eight of these indicators we are on target to achieve the annual target, with progress updates on the other indicators to be available in future quarters.

What has been achieved?

- **Number of affordable homes delivered (gross)** – 27 gross affordable housing completions against year-end target of 100. 16 are intermediate tenure and 11 are RSL Social Rented.

The Social Rented completions have been provided on the Hardwick redevelopment and in Mandale Phase 3. The intermediate tenure are mostly Homebuy and are provided across eight sites.

Earlier this year the Government changed their HomeBuy scheme to Help To Buy so there is a bit of a time delay in completions. It is anticipated that the year-end target of 100 affordable homes will be achieved.

- **Number of empty homes brought back into use** – 46 empty homes brought back into use between April and September 2013 as a result of direct help from the local authority.
- **Proportion of households approaching the authority and accepted as statutory homeless** – For the period April – September, there were 1739 cases taken and homeless duty was accepted to 22 = 1.27%. There can be a range of advice and other resolutions to the households approaching the service, with acceptance as being statutory homeless just one of those resolutions.
- **Business miles travelled by SBC employees** – Total business miles travelled by SBC employees in Qs 1 and 2 2013/14 was 741,264. Therefore on track to achieve year-end target of less than 1,600,000 miles.
- **Percentage of household waste which has been landfilled** - 0.45% against a target of 5%. The use of landfill is very low due to high percentages of waste being diverted to the energy from waste plant (64.58%) and waste reused, recycled and composted (33.80%).
- **Percentage of household waste sent for reuse, recycling and composting** - 3.80% against a target of 30%. The seasonal level of green waste collected has contributed positively to the overall level of waste reused, recycled and composted.
- **Percentage of areas with unacceptable levels of litter** - 2% of surveyed areas unacceptable for levels of litter against a target of 3%. Taken from two of three surveys to be undertaken during 2013/14.
- **Percentage of areas with unacceptable levels of detritus** - 3% of surveyed areas unacceptable for levels of detritus against a target of 5%. Taken from two of three surveys to be undertaken during 2013/14.

What has not been achieved?

- **Net additional homes provided** - 113 net additional homes provided, against year-end target of 530. This target was set in the Core Strategy Development Plan March 2010 to provide 530 dwellings per year from 2011 to 2016.

The net additional homes figure includes a large number of recorded demolitions (110), of which 72 were for Parkfield and 20 at Mandale Phase 3, which is offset against new builds. There is also a relatively lower than expected number of completions of new dwellings within Q2 resulting in the net additional homes completed figure being below target. Developers are responsible for the progression of new builds and market conditions are still impacting on completion rates of new houses. Current projections suggest around 371 net additional homes will be delivered by March 2014.

The completions until the end of Q2 have come from 19 sites, with the five main housing sites for completions being Ingleby Barwick, Hardwick, Blakeston Lane, Ashmore House (Richardson Road) and Mandale Phase 3.

PERFORMANCE (GENERAL THEMATIC PERFORMANCE INCLUDING NON-CORPORATE BASKET INDICATORS, COUNCIL PLAN ACTIONS, INSPECTIONS, ETC)

What has been achieved?

- **Missed Bins** - Only three missed bins reported April – September 2013, which equates to 0.13 missed bins per 100,000 collections.
- **RHS Britain in Bloom 2013** - Stockton was awarded Gold, and came top of the City category. This comes just weeks after Stockton won a Gold Award as Best City, for the tenth year running at the Northumbria in Bloom awards. At the award ceremony RHS Judges also presented the Borough with the RHS Britain in Bloom Pride of Place award for demonstrating a duty and commitment to on-going maintenance of cleanliness, hard landscaping and street furniture.
- **John Whitehead Park** - Work has now started on the skate and BMX Park in the Billingham Park, which was developed in consultation with user groups and professionals and is among a series of improvements under way at the Park.
- **APSE Annual Service Awards** - Parks, Grounds and Horticultural and Waste and Refuse Management were shortlisted for Best Service Team 2013.
- **Victoria Estate** – Work on Victoria Estate has commenced with the demolition of the Spotted Cow public house. This forms part of the planned demolishment and re-building of the housing estate. Working with Tristar Homes, it is intended that the demolition of housing will commence in 2014.
- **Swainby Road** – Regeneration continues to progress with the demolition of 24 out of the remaining 30 properties on Swainby Road by the Vela Group, working in partnership with the Council. The regeneration programme will clear the area of nearly 190 existing housing and flats which have become out dated and derelict and will be redeveloped, providing new homes for sale and rent. There are six remaining properties on Norton Road which are due for demolition later in the year.

- **Parkfield** – Planning permission has been granted for 117 new homes in the Parkfield area. Tees Valley Housing submitted the planning application for the affordable two, three and four bed homes on a site bounded by Dovecot Street, Hartington Road, St Bernard's Road and Worthing Street. They will include new houses, bungalows and apartments which will be available for a variety of low cost housing options including affordable rent and shared ownership. The development will also incorporate a small park. Building work is due to start early 2014 and will take around three years to complete. It is the second phase of the Parkfield regeneration programme which has already seen Dunelm Homes build a mix of two, three and four bedroom homes at Nursery Gardens.
- **Social Housing** – Research by Tees Valley Unlimited suggests the social housing sector contributes nearly half a billion pounds a year to the Tees Valley. The study was led by Tees Valley Unlimited, in partnership with regeneration and housing companies including Vela Group. It also found that associations sustained 1,700 direct jobs and supported 2,000 indirect jobs.
- **The Big Community Switch** – Residents, businesses and community groups are being encouraged to check if they are getting the best deal on their energy bills as part of the 'Big Community Switch' campaign. The Council are working in partnership with 'iChoosr' to help people reduce their energy costs by providing information on the best deals available to them.

RISK

There is one Environment and Housing related high risk featured in the Corporate Risk Register:

- Flood Risk (risk rating of 16)

FINANCE

- Housing Regeneration schemes continue to progress in line with the Council's Housing Strategy. Schemes are fully costed but are dependent on developers receipts.
- £1.867m grant awarded through the DCLG for Weekly Bin Collection Support Scheme. Implementation expected during 2013-14.
- Expenditure on business mileage has dropped from £1.2m in 2011/12 to £832k in 2012/13.
- Council approved one-off funding of £92,000 to tackle empty dwellings and bring homes back into use.
- £100,000 capital resources allocated within the 2013-14 Medium Term Financial Plan and Strategy report presented to Cabinet in February 2013 to deal with localised flood defence measures and purchase of specialist equipment.
- Capital funds of £278k secured to fund the skate and BMX facility in John Whitehead Park.

Community Safety

Thematic Summary	
<i>Under this theme the following indicators are included in the corporate basket:</i>	Target
How safe do you feel walking outside in this area alone after dark?	★
How safe do you feel walking outside in this area alone in the daytime?	★
Overall crime rate per 1,000 population	○
Reduce criminal damage	★
Violence against a person – violence with injury	★
Reduce the rate of proven re-offending by young offenders	★
First time entrants to the Youth Justice system	★
Ensure the safe and effective use of custody – custody to be less than or equal to 5% of sentences imposed during 2012/13	★

OVERALL THEME PROGRESS (AGAINST CORPORATE BASKET MEASURES)

At Quarter Two 2013/14, we are able to report progress against the annual target for eight out of eight Community Safety indicators above. For all eight of these indicators we are on target, or are within tolerance, to achieve the annual target with progress updates on the other indicators to be available in future quarters.

What has been achieved?

- **Overall crime** - 5,856 crimes recorded April - September 2013, which equates to 30.53 crimes per 1,000 population. Although this is an increase of 7.4% on the same period last year, with performance within 2% of the half year target.
- **Criminal damage** - 1,084 incidents of criminal damage recorded April - September 2013. Although this is an increase of 9.7% on the same period last year, we remain on track to achieve the annual target.
- **Violence with injury** - 523 crimes of violence with injury recorded April - September 2013, which is a reduction of 8.9% on the same period last year. On track to achieve the annual target.
- **Reduce the rate of proven re-offending by young offenders** – Quarter 2 rate of 0.39 equates to 19 re-offenders from a cohort of 106 committing 41 re-offences. This is significantly better than the quarter 2 2012/13 rate of 0.60 (31 re-offenders from a cohort of 117 committing a further 70 re-offences).

- **First Time Entrants to the Youth Justice system** - Performance at quarter 2 shows there were 35 first time entrants to the Youth Justice system. This compares to quarter 2 2012/13 of 104 first time entrants and shows significant improvement in reducing offending behaviour.
- **Ensure the safe and effective use of custody** – Quarter 2 performance of 4.6% equates to 4 custodial sentences from a total number of court disposals of 87. This compares to quarter 2 2012/13 of 9.8% (12 custodial sentences from 122 court disposals). Current performance is on target.

PERFORMANCE (GENERAL THEMATIC PERFORMANCE INCLUDING NON-CORPORATE BASKET INDICATORS, COUNCIL PLAN ACTIONS, INSPECTIONS, ETC)

What has been achieved?

- **Crime and Disorder Audit 2013** – The Safer Stockton Partnership triennial audit has taken place, which encourages residents to have their say on crime and anti-social in their area. Results will be analysed and published during Q3 2013/14.
- **Local Government Challenge 2013** – Community Safety Manager, Steven Hume, got to the finals of the LG Challenge this summer. The contestants were assessed on a range of skills from communication and leadership to business acumen and problem solving and needed to showcase their skills as team players and individuals. The Council congratulated Steven on his achievement of getting to the final three.
- **Trading Standards and Licensing** - A scheme is being launched to help taxi drivers avoid becoming prey for loan sharks. Funded by the proceeds of crime confiscated from convicted money lenders, the scheme is organised by the England Illegal Money Lending Team in partnership with Stockton's Trading Standards and Licensing, Five Lamps Charity and Tees Credit Union. The scheme is part of on-going work to provide and promote credit union services in Stockton and follows research which showed that self-employed people are increasingly falling prey to illegal money lenders.

CUSTOMER PERCEPTION/SATISFACTION

- **How safe do you feel walking outside in this area alone after dark?** 59% compared with the 63% baseline, with performance within the 5.25% confidence interval.
- **How safe do you feel walking outside in this area alone in the daytime?** 90% compared with the 91% baseline, with performance within the 5.22% confidence interval.










RISK

There are no Community Safety related high risks featured in the Corporate Risk Register.

FINANCE

No relevant finance issues relating to the Community Safety Q2 Thematic Summary.

Children and Young People

Theme summary	
<i>Under this theme the following indicators are included in the corporate basket:</i>	Target
% of young people in years 12 – Y 14 who are NEET	
Reduce the Early Years attainment gap	Measure is no longer collected by DFE
The Special Educational Needs SEN /non-SEN gap – achieving Key Stage 2 English and Maths threshold	Benchmarking Data Not Yet Available
The Special Educational Needs SEN /non-SEN gap – achieving 5 A*- C GCSE inc. English and Maths	Benchmarking Data Not Yet Available
Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stage 2	Benchmarking Data Not Yet Available
Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at GCSE	Benchmarking Data Not Yet Available
Educational progress of looked after children (LAC) at KS2.	Benchmarking Data Not Yet Available
Educational progress of looked after children (LAC) at KS4.	Benchmarking Data Not Yet Available
% of pupils attending good or better schools	
% of schools judged to be good or outstanding	
Proportion of children becoming the subject of a child protection plan for a second or subsequent time, within two years	
Proportion of child protection plans lasting two years or more	
Long term placement stability for looked after children – proportion of current placement for 2 years	
Timeliness of initial assessments	
Timeliness of core assessments	
Free early education / childcare places available for eligible 2 yr olds.	
Proportion of CYP with Overall Good Level of Development - Expected or More in Each Prime Area of Assessment including Literacy and Mathematics	Benchmarking Data Not Yet Available
Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths	Benchmarking Data Not Yet Available

OVERALL THEME PROGRESS (AGAINST CORPORATE BASKET MEASURES)

At quarter two 2013/14, we are able to report progress against the annual target for 9 out of the 16 indicators shown above. For 7 of these indicators we are on target, or are within tolerance, to achieve the annual target. Progress against targets for the education and attainment measures will be reported on in the Q3 report, when comparative national data should be available.

What has been achieved?

1. **% of young people in years 12 – Y 14 who are NEET** - Performance at Q2 shows a NEET rate for Stockton of 9.8% with 75.6% of the cohort in learning and 10.7% not known. This performance continues to be better than the Tees Valley average of 11.2% NEET with 68.4% in learning and 17.25% not known. Higher not known figures are typical for the Q2 period where destinations of many school leavers, who may continue into further education and / or training, are not confirmed until later in the autumn period. In September, the DfE published the latest national comparative data regarding participation of 16 / 17 year olds in education and training, as at June 2013. Key points from analysis of that data are as follows:

- The overall proportion of young people participating in EET is better than Eng and NE averages. This breaks down into:
 - Proportion in full time Education & Training: better than NE average; below Eng average.
 - Proportion in Apprenticeships; better than NE and Eng averages.
 - Proportion in WBL; below NE; better than Eng.
 - Current Activity Not Known; continues to be significantly lower (better) than NE and Eng.
 - The proportion LDD participating in EET; significantly better than Eng and NE.
- Data showing change over time (June 12 / Dec 12 / March 13 / June 13) indicates:
 - Overall proportion participating in EET has increased more than Eng and NE.
 - Current Activity Not Known; has improved – not as much as Eng and NE but that is because of our very low (i.e very good) starting point.

2. **Percentage of pupils attending good or better schools.** Latest published comparative data available is as at 30th June, indicating 83% of primary school pupils attending good or better schools, higher than the national average of 78% and close to the regional average of 85%. However, 56% of secondary school pupils attending good or better schools is below both the national average of 75% and regional average of 70%. The Education Improvement Service are continuing to monitor schools closely and target support according to assessed risk; local information (subsequent to the published Ofsted data at end of March) indicates some positive progress in secondary schools requiring improvement.

3. **Percentage of schools judged to be good or outstanding.** Based on latest published comparative data at 30th June 2013 (including Academies), 87% of primary schools were judged good or outstanding at their last inspection, compared to an England average of 78% and regional average of 85%. For secondary schools, 42%

were good or outstanding, compared to national and regional averages of 72% and 66% respectively. The Education Improvement Service are continuing to monitor schools closely and target support according to assessed risk; local information (subsequent to the published Ofsted data at end of March) indicates some positive progress in secondary schools requiring improvement.

4. **Proportion of children becoming the subject of a child protection plan for a second or subsequent time, within two years** - During the Q2 period there were no further children who had been the subject of a second or subsequent child protection plan within two years. Performance of 1.1% equates to just 2 children from a cohort of 174 children who have been the subject of a subsequent or second plan, well within the target of less than 8% children being the subject of a second or subsequent plan within 24 months.
5. **Proportion of child protection plans lasting two years or more** – Performance of 2.1% equates to 4 children / young people who were the subject of a plan lasting 2 years or more, from a total of 188 children ceasing to be the subject of a child protection plan during the Q2 period. This compares to 12/13 Q2 performance of 2.9% (5 children from a cohort of 170). Performance is only just over target of 2% or less, and is within the agreed tolerance.
6. **Timeliness of core assessments** - Q2 performance of 63.7% equates to 558 core assessments completed within 35 days, from a total of 876 completed core assessments. Although slightly below target of 65%, this represents a good improvement on the previous year's outturn of 54.2%, and is within the agreed tolerance for the target. Overall high levels of activity continue to impact on assessment timescales and actions. Weekly detailed case level reports on active assessments are provided to support close monitoring of performance, and further scrutiny takes place at the monthly Children's Social Care Performance Clinic. The assessment process is being reviewed currently in line with the Single Assessment Process set out in the new 'Working Together To Safeguard Children' national guidance.
7. **Free early education / childcare places available for eligible 2 yr olds** - There has been a significant increase in the numbers of available places following the release of funding from DFE to stimulate the childcare market. Stockton currently has 590 free 2 year old places available. So far, 289 places have been taken up; a further 106 children are waiting to be placed, subject to funding being allocated as a result of the provider satisfying the approval process. Performance has exceeded the target of 571 places available from September 2013.

What has not been achieved?

8. **Long term placement stability for looked after children** – Performance at Q2 of 55.1% equates to 54 children and young people from a cohort of 98 who had been in their current placement for 2 years or more. This is below the target of 60%. Cases where children have moved placement within the two years are monitored closely through the Children's Social Care Performance Clinic - analysis continues to show that many of the placement moves are in fact planned moves to appropriate forms of permanency, as opposed to unplanned moves that might risk stability of the child's support.
9. **Timeliness of initial assessments** - Q2 performance of 44.0% equates to 567 initial assessments completed within 10 days, from a total of 1288 completed initial

assessments. This is below target of 65%, and slightly down from the previous year. An increase in referrals to social care during July appears to be reflected in a particular dip in timeliness during the latter part of the quarter. Overall high levels of activity continue to impact on assessment timescales and actions. The assessment process is being reviewed currently in line with the Single Assessment Process set out in the new 'Working Together To Safeguard Children' national guidance.

Weekly detailed case level reports on active assessments are provided to support increased monitoring, with further scrutiny taking place at the monthly Children's Social Care Performance Clinics. This has had considerable impact in reducing the average length of time (in days) assessments are open. As shown in the chart at Appendix 1, since implementation of these revised monitoring arrangements in March, to the beginning of October:

- the average length of time an Initial Assessment has been open has reduced from 43 days to 15 days; and
- for Core Assessments, the average time open has reduced from 61 days to 29 days.

PERFORMANCE (GENERAL THEMATIC PERFORMANCE INCLUDING NON-CORPORATE BASKET INDICATORS, COUNCIL PLAN ACTIONS, INSPECTIONS, ETC)

10. **School Performance 2012/13** – A separate report was provided to Cabinet on 4th September (attached at Appendix 2).

11. **Ofsted Inspections of Schools and other Settings** – A summary of most recent data published by Ofsted on the results of inspections (provisional data as at 30th June 2013) is included at Appendix 3. Key points to note:

- All but one of our Children's Homes are now rated as 'good' overall (the exception being Ayton Place which, as a newly opened provision, can only be rated as adequate until it has its first full inspection).
- The proportion of childminders rated good or outstanding in recent inspections has been in line with regional and national averages.
- Four of the five childcare providers inspected (80%) were rated 'good' which compares favourably with regional and national averages.
- There have been no further Children's Centre inspections in our area.
- The proportion of good / outstanding primary schools continues to be high compared to benchmark groups, whilst secondary schools are below comparator groups.

12. **Ofsted Good Practice Website**- as a result of being judged as 'outstanding' by Ofsted in its inspection of our Initial Teacher Education (ITE) provision, Stockton-on-Tees has been selected to work with Ofsted to develop a good practice case study for publication on the Ofsted website.

13. **Looked After Children short term placement stability**- whilst the number of children coming in to care continues to be at a high level, shorter term placement stability (i.e. 3 or more placements during the year) remains within the target range. The rolling year performance at the end of September was 7.1% (27 children having 3 or more placements, from a total of 379). This is an improvement on 2012/13 quarter 2 performance of 10.0% (35 children having 3 or more placements, from a total of 349) and within the target of 9.0%.

14. Permanency of children after their care has ceased – effective use continues to be made of other routes to permanency. During Q2, 82 children ceased to be in care. Of these:

- 40 (48.8%) returned home, in line with previous years Q2 outturn of 45.8%.
- 17 (20.7%) were the subject of a Special Guardianship Order compared to 19.4% for Q2 in previous year.
- 14 (17.1%) Residence Orders have been granted, although below the previous years Q2 outturn of 22.2%.
- 11 (13.4%) children were adopted, slightly above the previous years outturn of 12.5%.

15. Timeliness of the Adoption Process – Of the 11 children and young people placed for adoption during quarter 2:

- The average time (in days) between the child entering care and moving in with their adoptive family was 587 days. This is an increase on quarter 1 performance of 467 days. However, performance is significantly improved on the average of 707 days for 2012/13 and is significantly better than the national threshold of 639 days.
- The average time (in days) between the Local Authority receiving Court Authority to place a child and deciding on a match to an adoptive family at quarter 2 is 256 days, better than the 363 average days for 2012/13, but above the national threshold of 213 days.

16. Care Leavers

- Of the 67 eligible care leavers aged 16-21 during the period, all but two (both 21 year old) were in suitable accommodation. Performance has improved slightly from the quarter 1 position of 94.1%
- Of these 67 care leavers, 36, (53.7%) were in education, employment or training compared to 58.8% the previous quarter.

CUSTOMER PERCEPTION/SATISFACTION

17. Children's Social Care Exit Surveys – Each month an Exit Survey has been sent to the parents or carers of all children whose case has been closed and who had been in receipt of an assessed service (either an Initial or a Core Assessment). The latest data available is based on only 15 questionnaires returned from a total of 256 distributed during the April to June period.

- 12 respondents understood why they were receiving a service.
- 6 felt that the service provided met their needs.. However 6 also felt that the service provided did not meet their needs.
- 6 felt that they had, had some say in deciding the help and support received, whilst 5 felt they had no say.
- 7 felt that race, culture, religion or disability was considered.
- 7 found it either every easy or easy to contact their Social Worker. However 6 felt that it was difficult.
- 8 said they were kept up to date by their social worker at least most of the time.
- 10 felt that they had been treated with dignity and respect by Children and Young People's Services staff.

- 9 felt that their privacy and confidentiality was respected.
- Overall, 5 felt that they received an excellent service and, 3 a very poor service.

RISK

18. The Q2 position has not required any significant change to the current CESC Risk Register.

FINANCE

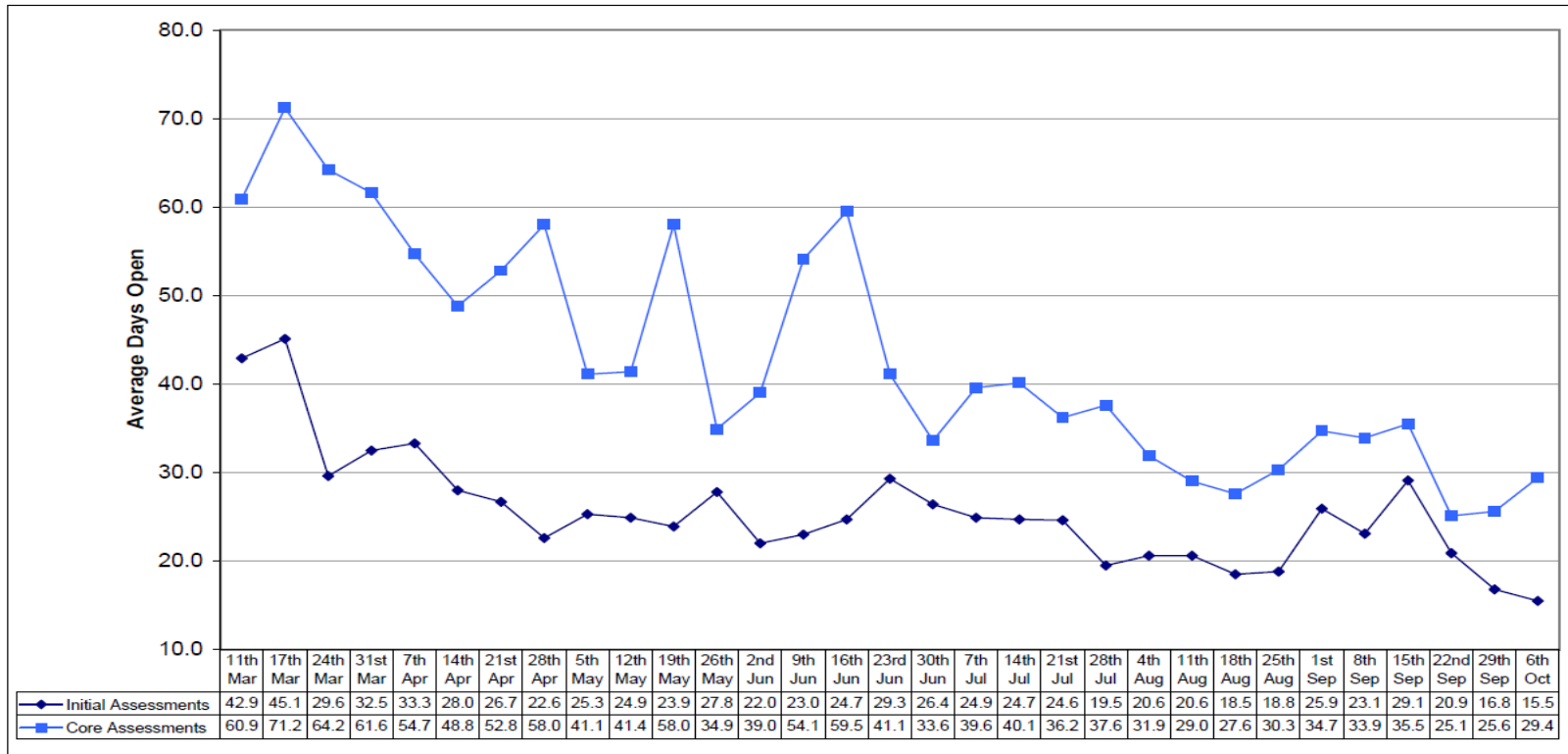
19. The high number of looked after children continues to be reflected in budget pressures from the cost of external residential and foster care placements. Costs for Special Guardianship orders, and Kinship care arrangements, have also been increasing. Agency staffing costs have been a pressure, pending confirmation of some new staffing structures (being implemented from 1st November 2013).

20. The impact of the Education Services Grant, and associated top slicing for the number of pupils attending Academies in the Borough, continues to be an area of concern.

Weekly Active Assessment Tracker

Progress Review

The graph below shows the average days that initial and core assessments have been open, per week, since the introduction of the weekly active assessment tracker in March 2013.



SCHOOL PERFORMANCE 2012 - 2013

SUMMARY

This report presents an analysis of school performance in the academic year 2012 - 2013.

DETAIL

PRIMARY PHASE - Early Years and Foundation Stage

Children are assessed from entry to school through to the end of Reception Class against the Early Years Foundation Stage Profile (EYFSP). A new Early Years' Curriculum became statutory in September 2012; subsequently a new EYFSP was used for the first time in summer 2013 in order to assess children's outcomes against this curriculum. The expectations within the new curriculum and profile are far higher than in previous years, subsequently, there is no comparison with 2012 results in this phase.

For the EYFSP in 2013 children were assessed against a series of 17 Early Learning goals, 9 of which are called 'Prime' areas (considered to be the areas which support all learning) and 8 'Specific' areas, (which are said to support children's successful participation in society) with three possible outcomes; emerging, expected and exceeding. Children are required to achieve at least 'expected' by the end of Foundation Stage. Children who achieve at least expected in all the Prime areas and Literacy and Mathematics from the Specific area are said to have a 'Good Level of Development'. This measure is key for comparisons across schools, areas and nationally.

Headline outcome: 41% of children in Stockton achieved a Good Level of Development.

Good Level of Development	
'Expected' in all the Prime areas and Literacy and Mathematics from Specific area.	
%	2013
Stockton	41%
National	

(The national average on the pilot (2012) was 32%; however, this is likely to increase in 2013. It is hoped that Stockton will be at least in line with National outcomes.)

A key area of work in 2012-2013 was to train staff to deliver the new Early Years Foundation Stage (EYFS) and assess against the EYFSP. A major element of this has been to produce a Stockton tracking system ("New STEPs") which will allow teachers and practitioners to track children's development against the new curriculum from birth to Early Learning Goal; identify gaps in development and thus support teaching which addresses children's needs and therefore accelerates progress.

An initial paper version of the tracker was delivered to schools and settings at the end of the school year 2011-12 and electronic versions were developed and distributed to all schools during the year. The latest electronic version (with the capability of carrying out analysis and generating reports) was rolled out to schools in the second half of the Spring Term. Training has been delivered to practitioners and teachers from the 300 plus Early Years' organisations and schools across the borough which deliver the EYFS. All Stockton schools and academies in the borough used the tracker to submit EYFSP data at the end of the summer term.

In 2012-2013 for the first time, the EIS team have quality assured the provision in all Children's Centres in Stockton; the process was established with the agreement of partners who reported that the work has supported their self review and indicated their areas for development as well as allowing them time to contemplate recent successes.

Key areas for development 2013- 2014:

The new EYFS, with its corresponding higher expectations, has presented many challenges for schools and settings over the last year. It is clear from data that writing and number are the two areas which need most development and these will be the key focus over the next year. A range of central training is planned and colleagues are clear that all generic and bespoke support will have some reference to Writing and / or Number.

Work will continue to ensure high quality early provision by working with all providers (including all private and voluntary providers and all schools). The introduction of the free entitlement for 2 year olds and entitlements already in place will continue to involve the EIS team in assessing and monitoring practice and, where necessary, supporting improvement to ensure sufficient quality provision.

PRIMARY PHASE - Key Stage 1

At the end of Year 1 children are tested on their ability to use phonic skills to read a list containing words and non-words. A key focus for Early Years' Foundation Stage in Stockton 2012-13 was early reading. This area was highlighted through the outcomes of the 2012 Y1 phonics screening check. Staff have worked with schools to develop practitioner's knowledge of phonics and thus improve teaching and learning. The result of this work is that the outcome for the phonics screening check 2013 are higher than in 2012 and many schools now have phonic development as their key focus.

KS1 Headline outcomes

Phonic Screening		
Pass Year 1	2012	2013
Stockton	54.7%	67.1%
National	58%	National data to follow

At the end of Key Stage 1, when children are age 7, they are assessed by their teachers in reading, writing, maths and science. Attainment in reading writing and Maths can be recorded at Level W (working towards L1), L1, L2c, L2b, L2a and L3 with a national expectation of reaching L2b by the end of the Key Stage. Attainment in Speaking and Listening is recorded at Level W, 1, 2 and 3 only, with a national expectation of Level 2 by the end of the Key Stage. Level 3 is the highest level of attainment at the end of Key Stage 1. The Core subject indicator (the number of pupils who achieve the level in all of reading, Writing and Maths) is also measured.

There has been a further increase in the Core Subject Indicator (CSI - the number of pupils who achieve the level in all of reading, Writing and Maths) at L2B+, building on the substantial increase in 2012. Reading and Writing at both 2b+ and at level 3+ and Maths at Level 3+ have all improved. Level 2b+ in CSI, reading and in writing and Level 3+ in CSI, Reading, Writing and Maths are the highest results for six years.

The increases in Phonics and reading are particularly pleasing and reflect the impact of EIS's higher profile on Reading in the past year.

L2b+ (%)		2009	2010	2011	2012	2013
CSI	L2B+	57	56	56	60	61
Reading	L2B+	72	73	72	74	77
Writing	L2B+	61	60	59	63	65
Maths	L2B+	75	75	73	76	75
S/L	L2+	86	88	85	89	89
Science	L2+	89	91	89	89	89

L3 (%)		2009	2010	2011	2012	2013
CSI		9	9	8	9	10
Reading		23	24	21	23	25
Writing		13	14	12	13	14
Maths		20	21	17	18	22
S/L		20	20	20	22	22
Science		21	22	20	22	21

PRIMARY PHASE - Key Stage 2

At the end of key stage 2, when the majority of the cohort will be 11 years old, children sit national tests (Standardised Assessment Tests - SATs) in Reading and Maths. For the first time in 2013, Writing was assessed through two separate assessments; one a test in Spelling, Punctuation and Grammar (SPAG) and the other a teacher assessment (TA) of extended writing. The outcomes of the SPAG test will be reported as a separate entity in 2013.

In 2013, the key indicator of attainment is Combined Reading, Writing and Maths (CRWM) using the results of the Reading and Maths test and the TA of writing. To meet this measure children must achieve the level in each of the three areas. The end of Key Stage 2 assessments are recorded at levels 2, 3, 4, 5 and 6. The national expectation for attainment is for children to achieve Level 4+ or higher.

The outcomes of assessments at the end of Key Stage 2 are also used to measure progress across Key Stage 2. Pupils are expected to make a minimum of 2 levels of progress across Key Stage 2.

Schools which fail to meet any of the Floor Standards (currently - 60% of pupils attaining Level 4+ in Combined Reading, Writing and Maths [CRWM] and 90% of children achieving 2 levels progress in Maths across KS2. Progress measures in Reading and Writing are new measures and therefore schools do not yet know what these thresholds will be. However, for comparison, the floor standard for English in 2012 was 92% of children achieving 2 levels progress across KS2;) can be deemed to be of concern at a National level.

The Department for Education has given stated that the floor standard for Combined Reading, writing and Maths at Level 4+ will increase to 65% in the future and that there may be a retrospective increase in expected levels of progress for 2011-12.

KS2 Headline outcomes

National figures are not currently available for comparison. Where comparisons are available, all measures at levels 4 and 5 except Reading are above the 2012 outcome for Stockton (in Reading there is a 1% decrease in attainment and a 2% decrease in progress). The 3% improvement in each of Writing and Maths at Level 4 and the 5% increase in Maths at Level 5 are particularly pleasing.

% L4+	2009	2010	2011	2012	2013
CEM	75	80	79	80	No longer available
English	81	84	83	85	No longer available
CRWM	N/A	N/A	N/A	N/A	78
Reading	87	87	86	86	85
Writing	70	75	76	82	85
Maths	82	87	85	84	87
SPAG	N/A	N/A	N/A	N/A	76
% L5+	2009	2010	2011	2012	2013
CEM	23	28	24	27	No longer available
English	30	34	30	37	No longer available
CRWM	N/A	N/A	N/A	N/A	21
Reading	47	52	45	46	45
Writing	20	20	19	28	29
Maths	40	38	40	42	47
SPAG	N/A	N/A	N/A	N/A	51

Compared to 2012, attainment at L5+ has improved in all areas except Reading, with a 5% increase in Maths.

As results show, work around supporting schools in the introduction of the SPAG test have been particularly successful with over half of children in Stockton achieving above the expected level in the 2013 test.

2 Levels 2 Levels Progress (%)	2009	2010	2011	2012	2013
English	80	83	85	90	No longer available

Reading	87	88	88	90	88
Writing	70	76	81	91	92
Maths	84	87	87	88	91

Key areas for development 2013- 2014:

From September 2013, all schools are subject to a new School Improvement Framework which has been agreed for Stockton. This sets out how the Local Authority will provide challenge, which will lead to support, when specific criteria are triggered so that rapid school improvement will be achieved. All primary schools will be assessed against this Challenge Framework and those who have fallen below the standards set will receive a formal visit and intervention to secure improvement.

A raft of training is being secured to enable support for the teaching of reading and bespoke school support to tackle dips in attainment and progress.

A key focus in Primary schools in 2013-14 is the new National Curriculum which will become statutory for all children from Year 1 upwards from September 2014. The new curriculum is challenging and preparations will need to address training to extend staff subject knowledge as well as support for familiarisation and alignment of current teaching to the new requirements. The EIS team will offer central, brokered and also focused training and support to schools in the borough.

SECONDARY PHASE - Key Stage 3

Stockton has 12 secondary schools four of which are now Academies . At Key Stage 3, statutory national tests (SATs) ceased in 2008, however schools continue to report teacher assessment results in each of the core subjects, English, maths and science. The national expectation at the end of this key stage is for children to achieve Level 5.

Headline outcome: results at Key Stage 3 show a continuing upward trend particularly at level 6 .

At KS3, teacher assessment results show 89% of children in Stockton achieved Level 5+ in English, 89% in maths and 85% in science. This represents an increase of 2% on the previous year for English, an increase of 4% for maths and an increase of 1% for science. These outcomes exceed or are in line with previous years figures and maintain an improving trend.

At L6+, there is a similar improving trend with increases of 11% in English, 4% in maths and 1% in science. This years improvements in higher level English and maths, represent the best ever attainment in these subjects at KS3.

KS3 Attainment Summary – Maintained Schools

% L5+	2009	2010	2011	2012	2013
English	77	79	86	87	89
Maths	81	81	85	85	89
Science	80	80	85	84	85

% L6+	2009	2010	2011	2012	2013
English	42	42	51	54	65
Maths	57	57	62	66	70
Science	48	48	57	57	58

SECONDARY PHASE - Key Stage 4

Young people take GCSE and other equivalent examinations at the end of Key Stage 4. These national examinations are graded on an A* - G or comparable scale. Young people who achieve 5+ A* - C are deemed to have reached the Level 2 threshold. Those who achieve 5+ A* - G have reached the Level 1 threshold. The principle national measure of success is for young people to achieve 5+ A* - C including both English and maths. (L2 EM) Expected attainment is now determined using a *value added* model based on FFT type A estimates. The national Floor Standard for attainment in the secondary phase is 40% 5 + A* - C including English and maths.

Headline outcome: the percentage of students achieving the key indicator of 5 or more GCSE passes at Grade C or higher including English and maths is currently 3% higher than last year and equals the best ever obtained by Stockton in 2011.

GCSE	2010 Stockton	2011 Stockton	2012 Stockton	2013 Stockton	2013 National
5+A*-C inc. English & maths	53	57	54	57	<i>To be</i>
5+A*-C (L2)	75	80	83	80	<i>added</i>
5+A*-G (L1)	94	95	95	94	<i>when</i>
5+A*-G inc. English & maths	92	94	93	92	<i>available</i>
Average Capped Point Score	414	444	476	453	

Performance at the inclusive Level 1 indicator, 5+ A*-G, at 95%, is broadly in line with previous years. The overall average point score which measures the breadth of overall attainment across subjects remains high and at 453 although slightly lower than last years outcome of 476 pts represents strong performance across a wide range of subject entries.

The improvement in results at the Level 2 (EM) threshold represents a pleasing achievement for Stockton schools with 8 out of 12 schools improving this outcome. In particular, provisional results show Northshore Academy has increased by 31% from last year to achieve 53%. All Saints have increased their result a further 3% to 87% and Our Lady and St Bede are reporting a provisional figure of 60% which represents a 16% increase on the previous year, Other schools showing substantially improved outcomes include, St Michael's, Thornaby Academy and Ian Ramsey. However, Grangefield and Bishopsgarth remain below the current 40% floor standards for this measure.

The percentage of students making the expected 3 levels of progress in maths and English are 57% and 58% respectively. Whereas in English this is 4% lower than in 2012, for maths this represents an increase of 3% which equals with Stockton's' highest ever outcome for this measure achieved in 2011.

Key areas for development:

Targeted interventions in schools will be delivered, as necessary, following detailed analysis of the data. There will be specific focus on improving achievement in the core subjects of English and maths and there will be focus upon the progress of pupils to ensure that schools meet achievement outcomes in line with FFTA estimates.

In secondary schools where progress in core subjects falls below expected national expectations measures and below floor standards, the local Authority will take action within the agreed

Challenge Framework. This will investigate the implementation of a range of measures depending on circumstances including:

- Allocation of Additional School Improvement Adviser time
- Investigation of Academy Sponsorship
- Implementation of a Collaborative Review
- Implementation of an Intervention Plan
- Support from National and Local Leaders
- The need for a Warning Notice will be considered.

POST 16 EDUCATION

Stockton has two schools and two colleges with A Level provision. The **4 Stockton providers** are Conyers Academy, Eggescliffe School, Stockton Riverside College (SRC) and Stockton Sixth Form College (SSFC).

A level achievement is judged on two measures: the percentage of students who attain pass grades A* - B and the percentage of students who attain pass grades A* - E.

Overall achievement is measured using average point scores (APS) where the following tariff is applied:

A*	300	A	270	B	240	C	210	D	180	E	150
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- APS per entry is the average points achieved by the school or college per subject entry
- APS per student is the average points gained by each student when their individual A Level grades are combined

		%A*- B Grades	%A*- E Grades	APS (Entry)	APS (Student)
Conyers	2010	46	98	204.9	883.4
	2011	54	99	204.9	897.2
	2012	44	98	204.5	841.6
	2013	48.7	98.6	217.9	825.0
Eggescliffe	2010	66	100	231.9	842.7
	2011	53	100	223.6	773.5
	2012	60	99	228.7	840.7
	2013	58.1	99.5	230.3	708.8
SRC	2010	49	99	212.7	656.6
	2011	45	99	212.9	709.0
	2012	44	99	205.7	611.8
	2013	41	99	187.8	648.8
SSFC	2010	42	99	205.5	760.1
	2011	38	98	200.9	748.1
	2012	38	99	204.7	767.6
	2013	39	98.7	203.5	655.5
National	2010	52.2	97.6	211.1	726.6
	2011	52.3	97.9	216.2	746.0
	2012	52.4	98.0	212.8	733.3
	2013	52.8	98.1	N/A	N/A

- All 4 providers have exceeded the national average pass rate of 98.1%.
- On the higher grade measure (A*-B) Eggescliffe exceeded the national figure by almost 6%.

- Conyers and Stockton Sixth Form College both improved the % of students achieving A*-B grades from 2012 but were below 2013 national figure of 52.8%.
- On average point score per examination entry Conyers and Eggescliffe have improved on 2012, where they were above the national average (no national comparisons at this stage).

ATTENDANCE AND EXCLUSION

Exclusion

Primary:

Stockton continues to have no permanent exclusions from primary schools and academies.

Provisional figures for fixed period exclusions for 2012-2013 are 73 across all primary schools. This compares to 61 in 2011/12 to 73 but remains below the 2010/11 figure of 81.

Secondary:

There were a total of 12 permanent exclusions from secondary schools and academies, the same overall figure as in 2011/12. There continue to be no repeat permanent exclusions or permanent exclusions of looked after pupils or of those with a Statement of Special Education Needs. Provisional figures for fixed period exclusions show a significant fall from 1202 in 2011-2012 to 852 in 2012-2013.

Fixed period exclusions in special schools and the PRU also fell, from 130 to 88.

Exclusion figures overall remain well below national averages whilst behaviour in the vast majority of our schools is rated by OfSTED as good or better.

Attendance

Provisional figures for the first five terms of 2012/13 show a small decrease in primary school attendance from 95.45% in 2011/12 to 95.26%.

In secondary schools attendance improved from 93.18% in 2011/12 to 93.77%.

The Inclusion team in EIS continue to monitor, support and challenge practice in schools to drive up outcomes.

LA Children's homes: Overall Effectiveness at full inspection

1st April 2013 to 30th June 2013 (Provisional data)

Area	Total number inspected	Outstanding		Good		Adequate		Inadequate	
England	99	8	8%	58	59%	27	27%	6	6%
North East	10	0	0%	6	60%	3	30%	1	10%
Stockton-on-Tees	1	0	0%	0	0%	1	100%	0	0%

LA Registered Childminders: Overall Effectiveness at full inspection

1st April 2013 to 30th June 2013 (provisional data)

Area	Total number inspected	Outstanding		Good		Satisfactory		Inadequate	
England	1603	78	5%	1018	64%	403	25%	104	6%
North East	92	10	11%	56	61%	22	24%	4	4%
Stockton-on-Tees	7	1	14%	4	57%	2	29%	0	0%

LA Registered Childcare on non-domestic premises: Overall Effectiveness at full inspection

1st April 2013 to 30th June 2013 (provisional data)

Area	Total number inspected	Outstanding		Good		Satisfactory		Inadequate	
England	1964	260	13%	1089	55%	465	24%	150	8%
North East	66	9	14%	42	64%	12	18%	3	5%
Stockton-on-Tees	5	0	0%	4	80%	1	20%	0	0%

LA Children's Centre :Overall Effectiveness at full inspection between 1st April 2013 to 30th June 2013

Provisional data

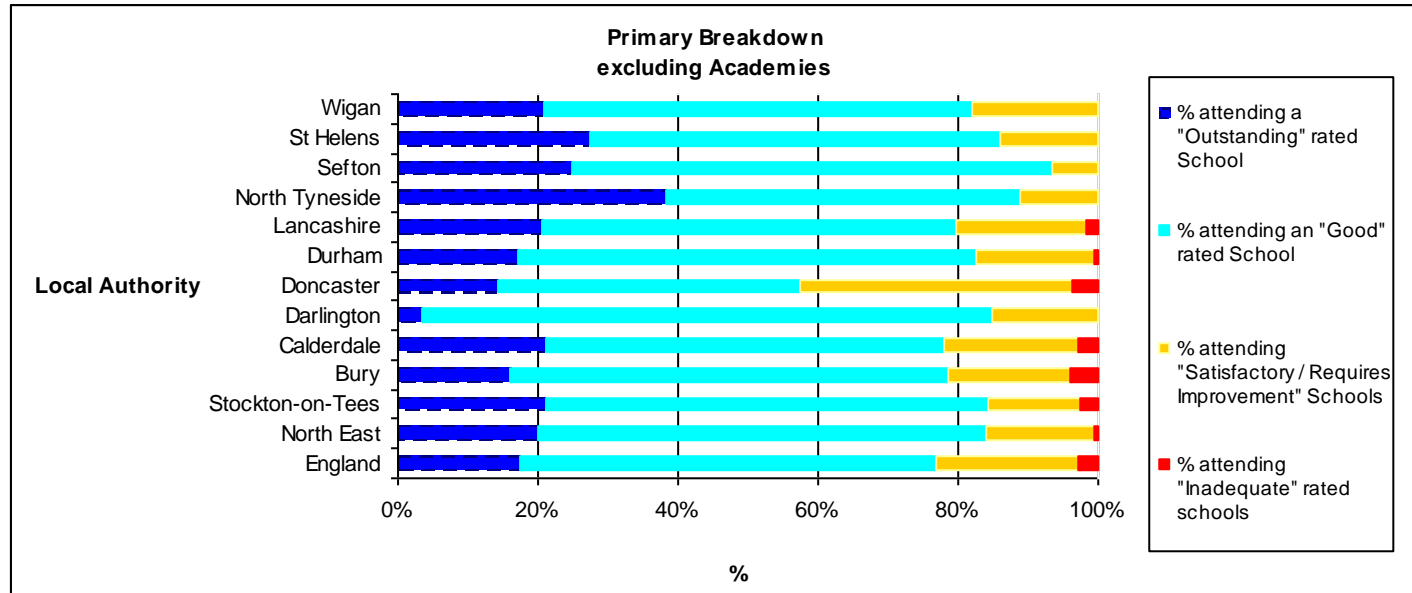
Area	Total number inspected	Outstanding		Good		Requires Improvement		Inadequate	
England	39	3	8%	16	41%	16	41%	4	10%
North East	1	0	0%	0	0%	1	100%	0	0%
Stockton-on-Tees	0	0	0%	0	0%	0	0%	0	0%

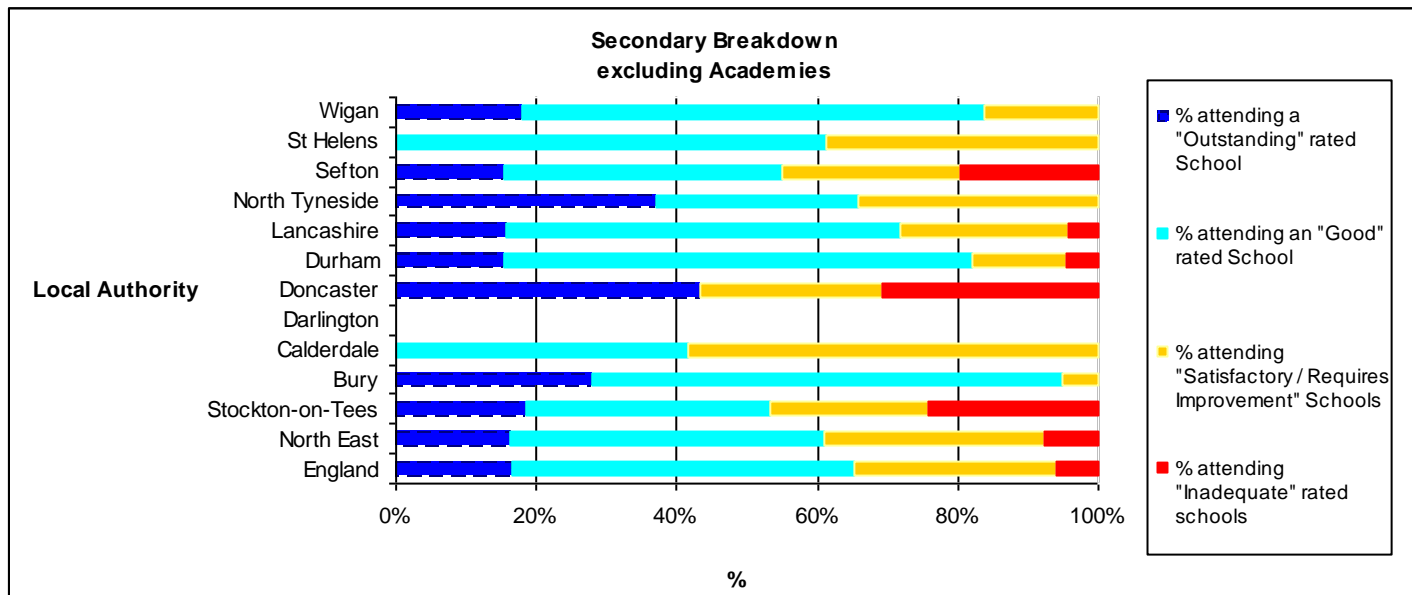
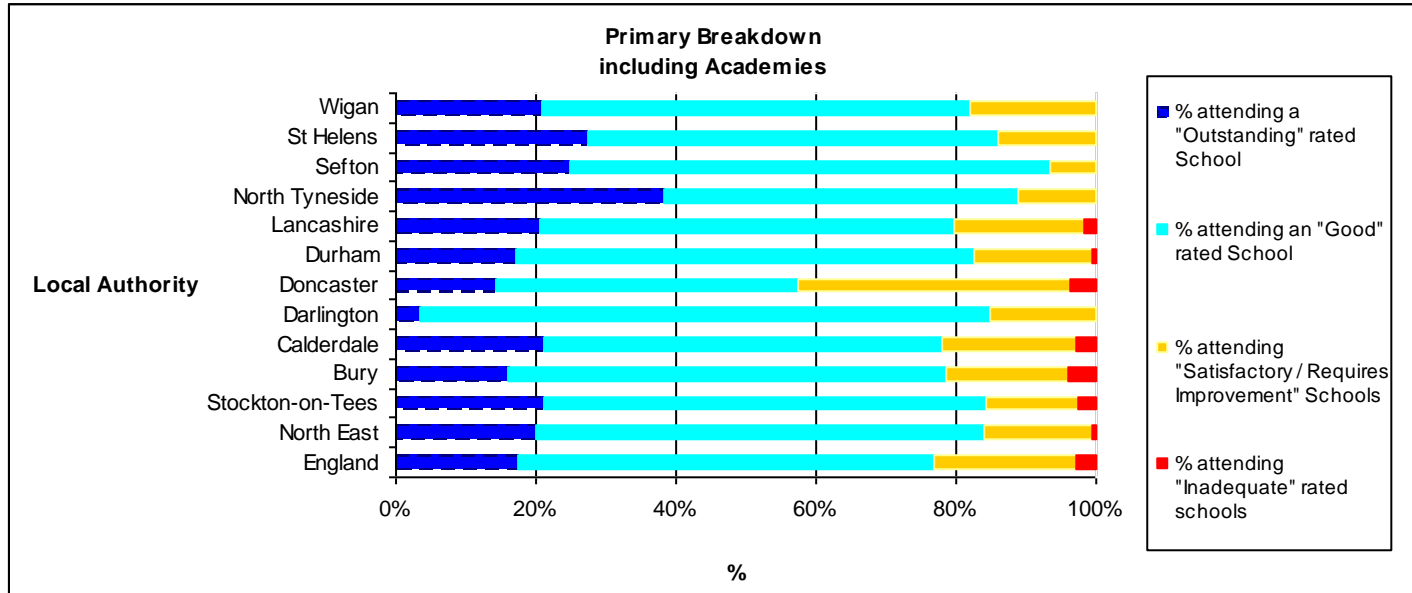
LA Maintained Schools :Most recent Overall Effectiveness at full inspection as at 30th June 2013

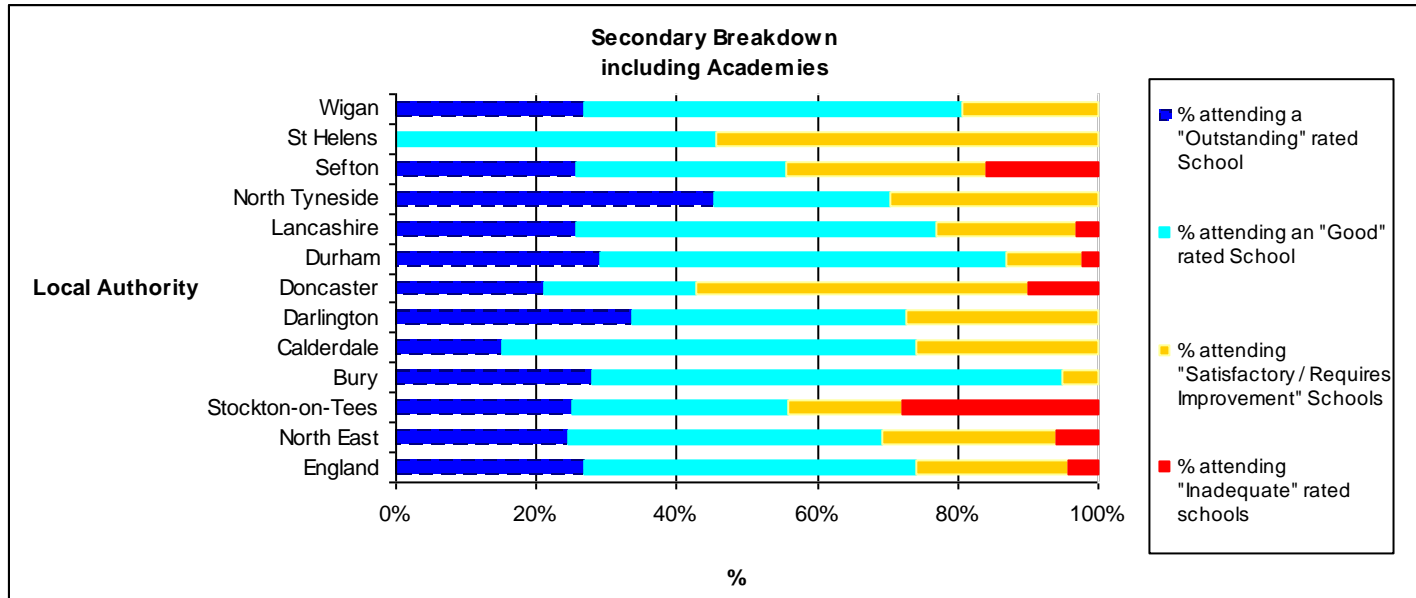
(Provisional)

Area	Total number inspected	Outstanding		Good		Requires Improvement		Inadequate	
ENGLAND	21,346	4,309	20%	12,343	58%	4,117	19%	577	3%
NORTH EAST	1,153	242	21%	712	62%	183	16%	16	1%
Stockton-on-Tees	74	14	19%	43	58%	12	16%	5	7%

Primary / Secondary Split Including Statistical Neighbours







Adult Services

Theme summary –	
<i>Under this theme the following indicators are included in the corporate basket:</i>	Target
Overall satisfaction of people who use services with their care and support	★
% of people who use services who say that those services have made them feel safe and secure	○
% of service users who have control over their daily life	■
% satisfaction of carers with social care services	★
all eligible service users to be in receipt of self-directed support	★
Increase the proportion of SDS service users who convert their PB to direct payments to manage their own support plan	★
Increase the proportion of people still at home 91 days after discharge from hospital into reablement provision	■
Increase the proportion of carers who are in receipt of information, advice or support	■
Safeguarding – proportion of repeat referrals	★
Safeguarding – proportion of referrals that are: a) fully substantiated b) partly substantiated c) not substantiated	★
The proportion of people who use services and carers who find it easy to find information about services.	★

OVERALL THEME PROGRESS (AGAINST CORPORATE BASKET MEASURES)

At quarter two 2013/14, progress is reported against the annual target for all 11 indicators shown above, although it should be noted that 5 of these indicators (marked with an asterix) are based on an annual survey so have not changed since being reported in the Q1 summary. For 8 of the 11 indicators we are on target, or are within the agreed tolerance for the target.

What has been achieved?

- Overall satisfaction of people who use services with their care and support** - The indicator is taken from the 2012~13 Annual Social Care Survey for clients who responded that they were either extremely or very satisfied in response to the question 'How satisfied or dissatisfied are you with the care and support services you receive'. Latest outturn of 66.6% is a positive outcome, above the England average of 63.7% and comparator group average of 65.1%, meeting target expectations. Whilst this year's result is slightly lower than the previous year (69.6%), there was a similar downward trend in the averages for Councils in the NE Region, and in our group of 'statistical neighbours'. The survey data has been published with provisional status, pending final release of fully validated results later in the year.
- Percentage of people who use services who say that those services have made them feel safe and secure** - The indicator is taken from the 2012~13 Annual Social Care Survey for clients who responded 'yes' to the question 'Do care and support services help you in

feeling safe'. 74.3% represents a very good improvement on 64.0% from the previous year, and matches the average for our group of statistical neighbours, although is slightly below the England average of 78.0%. The survey data has been published with provisional status, pending final release of fully validated results later in the year.

3. **Percentage satisfaction of carers with social care services** - The indicator is taken from the biennial Carers Survey (undertaken for the first time in 2012~13), showing the proportion of those surveyed who responded that they are either extremely satisfied or very satisfied in response to the question 'Overall, how satisfied or dissatisfied are you with the support or services you and the person you have cared for received from social services in the last 12 months'? Stockton's result of 45.8% is above the England average of 43.0%, and broadly in line with the comparator group average of 47.0%.
4. **All eligible service users to be in receipt of self-directed support** - At Q2 2529 clients were in receipt of services eligible for the offer of a personal budget, following an assessment via a PNQ (Personal Needs Questionnaire). All (100%) of these clients were assessed through the self directed support process and informed of their indicative allocation and given the choice over how they wished to have their personal budget managed.
5. **Increase the proportion of SDS service users who convert their PB to direct payments to manage their own support plan** - Q2 performance of 19.6% equates to 2529 clients of whom 495 elected to convert their personal budget to a direct payment to manage their own care. Current performance is within tolerance for the target of 22%.
6. **Safeguarding – proportion of repeat referrals** - Performance at Q2 indicates a rate of 13.5%, equating to 24 clients with a repeat referral from 178 referrals in the period. Whilst this is a slight increase from the Q1 period and the 2012/13 annual figure, it remains better than the averages for comparator groups (based on 2012/13 data) – see separate item later in this report.
7. **Safeguarding – proportion of referrals that are: fully substantiated, partly substantiated and not substantiated** – Performance at Q2 shows some decrease in the proportions of substantiated referrals (37.6%), partly substantiated referrals (2.8%) and referrals that are not substantiated / inconclusive (29.8%). However, performance still compares favourably against benchmark groups, based on 2012~13 data - see separate item later in this report.
8. **The proportion of people who use services and carers who find it easy to find information about services** - 2012/13 is latest data available. Performance of 74.5% is better than the England average of 71.5% and comparator group average of 73.7%. The next survey is due 2015. The final validated data has yet to be published by the Health and Social Care Information Centre.

What has not been achieved?

9. **Percentage of service users who have control over their daily life** - The indicator is taken from the 2012~13 Annual Social Care Survey, showing the proportion of clients surveyed who felt that they had 'as much control as they want' or 'adequate control' over their daily life. The result of 72.1% is lower than the previous year, dropping below comparator group averages of 76.0%. The survey data has been published with provisional status, pending final release of fully validated results later in the year.
10. **Increase the proportion of people still at home 91 days after discharge from hospital into reablement provision** - Latest data available is at Q1 (indicator is reported quarterly in arrears). Performance of 67.1% equates to 85 clients discharged from hospital into rehabilitation / intermediate care services of whom 57 remained independent and at home

91 days post discharge. Current trajectory is below targeted range and has been impacted by numbers of clients who were unable to be contacted at the time of their review. In order to improve response rates, processes for contacting and following up clients have been revised.

11. **Increase the proportion of carers who are in receipt of information, advice or support** – Quarter 2 performance of 6.7% equates to a total of 410 carers assessments completed, providing carers with information, advice and support from a total number of clients in receipt of community based services during the period of 6,101. Although below target, this figure does not yet include carers' assessments and support from commissioned providers; this additional activity will be reported as part of the Q4 / year end report. However, the current trajectory suggests the target will be missed. Implementation of the recommendations of the Carers EIT Review, including delivery of the new joint Carers Strategy, will help to address improvements in this area.

PERFORMANCE (GENERAL THEMATIC PERFORMANCE INCLUDING NON-CORPORATE BASKET INDICATORS, COUNCIL PLAN ACTIONS, INSPECTIONS, ETC)

12. **Reablement** - Reablement provision continues to be based on a hospital discharge model, with a view to providing short term services free of charge for 6 weeks to enable independence and reduce the likelihood of further emergency admissions or the need for long term care. During the Q2 period there has been:

- an increase in the numbers of people provided with a package of support (84 clients, compared to 75 clients in Q1)
- a slight decrease in the percentage of people who have no ongoing care needs following completion of a reablement package, from 76% at Q1 to 75.0% during Q2.

13. **Quality Standards Framework (QSF) – Care Home Providers.** The QSF provides an annual grading of Care Homes against a range of care standards. The standards include the extent to which residents have choice and control, are treated with dignity and respect to allow for independence, nutritional standards for meals, safeguarding and the provision of medication

14. Of the 34 providers assessed for this year, no provider achieved a Gold+ standard (the highest rating), 6% achieved Gold Standard, 26% were assessed as achieving a Silver Standard, and 68% achieved Bronze. Outcomes and improvement plans will be monitored within existing contract monitoring arrangements with a view to improving standards of care and inform future commissioning intentions.

15. The framework is in development and on-going work is taking place with providers to refine the standards and process, and take account of initial member comments to review the grading names and thresholds. Within this development there is a future intention to publish results and link to provider fees. This year's results must therefore be treated as provisional within the scheme development and not for detailed publication.

Towards Excellence in Adult Social Care (TEASC) – National Benchmarking Data

16. TEASC (Towards Excellence in Adult Social Care – the national Board responsible for sector led improvement arrangements in the sector) - in collaboration with the LGA, have published a report on progress nationally in delivering adult social care priorities, including analysis of a range of activity and performance data over the three years 2010~11/ 2011~12 / 2012~13. Key themes that emerge from this analysis for Stockton-on-Tees are as follows:

- We provided relatively more community based services than comparator groups, in particular items of equipment and adaptations.

- There has been a reduction in the rate of admissions to residential / nursing care over the last two years in line with the regional picture, although there has been an increase in the rate of new admissions for the 18-64 age group in contrast to the national picture.
- We assessed a relatively higher proportion of new clients than benchmark groups, contributing to the higher proportion of community based services provided.
- The proportion of clients in receipt of a service who were reviewed was lower than benchmark groups
- There was an increase in community based services from 2011/12 for all clients 18+ and in particular for Day Care, in contrast to comparator groups where most saw a reduction.
- The use of Direct Payments to fund care for the 18-64 age group increased in line with comparators, but reduced for the 65+ age group.
- Level of Home Care provision was slightly lower than for other Councils although there was an increasing trend in the provision of lower level packages of support (less than 5 hours) compared to a decrease nationally.

17. **Safeguarding** – provisional AVA (Abuse of Vulnerable Adults) data for 2012~13 has recently been released, providing comparisons with benchmark groups. This data will be considered by the Stockton-on-Tees Vulnerable Adults Committee at its next meeting to identify any key points and areas for improvement. Key points to note at this stage are:

- An increasing rate of alerts and referrals.
- A low rate of repeat referrals, reflecting positive performance compared to benchmark groups.
- A relatively higher rate of completed referrals, indicating effective and timely management of referrals.
- A higher rate of cases being fully or partly substantiated and a lower rate of cases where the outcome is not determined or inconclusive.

18. **Benchmarking data on value for money** – provisional national data has been made available on Use of Resources and Expenditure for 2012~13, comparing what we spend on Adult Social Care with other local authorities. Key points to note are:

- The proportion of the Council's total expenditure that was spent on Adult Social Care (23.1%) was slightly lower than both the England average (26.9%) and the average for our group of comparator councils (23.6%).
- Of our total spend on Adult Social Care, we spent a slightly greater proportion on older people (aged 65+) and on residential care, than the average.
- The proportion of what we spend on Assessment and Care Management (i.e the social work and other support staff), at 8.1% continued to be lower than others (11.5% England average; and 11.7% average for our group of comparator councils).
- The unit costs of our services also continue to be lower than the national average.

19. Overall, these comparisons show that the Council has continued to deliver value for money in its Adult Social Care provision.

CUSTOMER PERCEPTION/SATISFACTION

20. Local 'Quality of Assessment' survey – The latest information is from exit surveys of clients who have received an assessment / service between September 2012 and March 2013. Headline results indicate that;

- 89% of clients felt that the service was responsive to their needs and is in line with the previous survey.
- 98% of clients felt that they were treated with courtesy and dignity and respect compared to 96%

- 95% of clients indicated that social workers clearly explained the process and its potential outcomes compared to 100% for the previous survey.
- 99% of clients felt that they were able to feed their own views into the process in line with the previous survey
- 87% of respondents were satisfied with their outcome compared to 98% for the previous survey.

21. **Local Safeguarding Survey** – the latest survey of adults who have been involved in a Safeguarding investigation and their experience of the process covers the period April 2013 to August 2013. Results show that:

- 95% of respondents felt that the process was clearly explained and that they understood what was happening.
- 95% of respondents were able to give their own views of what they would like to happen.
- 95% of respondents said that their views were listened to.
- 84% of respondents were invited to meetings where the safeguarding concerns were discussed.
- 89% of those who attended meetings felt that they had an opportunity to speak on their behalf.
- 86% were advised that they could have an advocate to attend meetings with them if they wished. 93% they had sufficient support at meetings.
- 92% felt that the outcome of the whole Safeguarding was appropriate.
- 84% felt that they were safer at the end of the process.



RISK

22. The Q2 position has not required any significant change to the current CESC Risk Register.

FINANCE

23. The pattern of activity and placements during the Q2 period is reflected in some continuing pressures in relation to direct payments (across most client groups), and some increase in supported tenancy costs; with some reduction in pressures from residential / nursing placements.

Health and Wellbeing

Theme summary	
<i>Under this theme the following indicators are included in the corporate basket:</i>	Target
Smoking Quitters	
Smoking prevalence - Adults (over 18s)	N/A
Reduce the rate of emergency hospital admissions for alcohol related harm	N/A
Improve the proportion of successful treatment outcomes for drug users	
Reduce the obesity rate for Reception aged children	N/A
Reduce the obesity rate for children in year 6 of primary school.	N/A
Reduce the proportion of children in relative poverty (living in households where income is less than 60% of median household income before housing costs)	N/A

OVERALL THEME PROGRESS (AGAINST CORPORATE BASKET MEASURES)

At quarter two 2013/14, we are able to report progress against the annual target for 2 of the 7 indicators shown above. We are exceeding the target for successful outcomes for drug users. The Smoking Quitter targets are not on target in 2013/14.

A new basket of indicators is being devised to reflect the new commissioning arrangements for health and wellbeing; and the headline indicators that will be used to measure progress against the Joint Health and Wellbeing Strategy. Issues remain in accessing performance data from North East Commissioning Support colleagues. This has been raised at a regional level and is being pursued through Directors of Public Health and Public Health Intelligence colleagues.

What has been achieved?

- Smoking Quitters** - Stockton smoking prevalence in 2012/13 is below England and NE average. The number of quitters per 100,000 smoking population was the third highest in the North East. However, some of the most deprived wards within Stockton have rates which are nearly double the Stockton average. 2013/14 targets are not being met. The reduction in quitters from the smoking cessation service is in line with national trends of approx. 13%. This is believed to be a result of the impact of electronic cigarettes and other alternatives to the use of the smoking cessation service.
- Smoking prevalence** - Adults (over 18s) –Stockton Public Health commissions smoking cessation services which are regarded as an example of best practice nationally. Work continues with partners through the Tobacco Control Alliance. 2013/14 data on smoking prevalence have yet to be released.
- Reduce the rate of emergency hospital admissions for alcohol related harm** – This target is owned by the CCG. Stockton Public Health funds an alcohol specialist nurse post based in NTHFT – evaluation has shown the post to have a positive impact on referring

patients for appropriate support and reducing readmissions. 2013/14 admission data is not currently available. Re-establishing access to this data is a high priority for Public Health.

- **Improve the proportion of successful treatment outcomes for drug users -** Performance against the baseline for drug treatment outcomes is positive. The new public health outcomes indicator - Proportion of all in drug treatment, who successfully completed treatment and did not re-present within 6 months shows that successful completions have improved from the baseline of 8.9% of the caseload to 12.2% in Q1 2013/14.
- **Reduce the obesity rate for Reception aged children and reduce the obesity rate for children in year 6 of primary school –** Data is reported on an annual basis. Stockton Public Health commissions the National Child Measurement Programme locally, and the Morelife weight management service to support children and families. Obesity rates are not significantly different to the England average at reception, but are significantly higher than the England average at year 6. 2013/14 data is not yet available.
- **Reduce the proportion of children in relative poverty -** Data is reported on an annual basis. Stockton Borough Council has produced 'A Brighter Borough for All' – this family poverty framework will focus on partnership and community activity to reduce the impacts of child poverty. A Scrutiny review on child poverty is also currently underway, focusing on the impacts of poverty on children's health and education.

What has not been achieved?

- **Smoking Quitters -** Even though Stockton performs well in the average smoking prevalence rate, some of the most deprived wards within Stockton have rates which are nearly double the Stockton average e.g. Stockton Town Centre ward. The Smoking Quitter targets are not on target in 2013/14. However there is a national reduction in this measure of approx. 13%. It is believed to be a result of the impact of electronic cigarettes and other alternatives to the use of the smoking cessation service i.e. the target measures performance of the stop smoking service but some individuals access support through their GP and this activity is not captured as part of the performance figures above.

PERFORMANCE (GENERAL THEMATIC PERFORMANCE INCLUDING NON-CORPORATE BASKET INDICATORS, COUNCIL PLAN ACTIONS, INSPECTIONS, ETC)

What has been achieved?

Immunisation rates in Stockton Borough continue to perform well. Other indicators show performance that is not significantly different to the England average: child poverty (21.8%, matching the England average) – though this hides significant inequality across wards; child development at age 5yrs (60.1% in Stockton, 58.5% in England); and low birth weight births (7.5% in Stockton, 7.4% in England). Partnership work is ongoing to increase diagnosis, awareness and provision for people with dementia, through the Dementia Collaborative and dementia-friendly communities initiative.

What has not been achieved?

Significant inequality exists in Stockton Borough e.g. a 15year difference in life expectancy between some wards; 45% child poverty in some wards compared to 21.8% average. Premature mortality from all cancers is significantly different to the England average (114.3 per 100,000 <75s in Stockton). Premature mortality from circulatory disease, coronary heart disease and stroke are also significantly worse in Stockton compared to England. Rates of smoking in pregnancy remain higher in Stockton than the England average.

CUSTOMER PERCEPTION/SATISFACTION

Current local work is capturing the views of services users and the community, including:

- Review of school nursing services against the Healthy Child Programme
- Review of obesity pathway
- Health needs assessment regarding mental health in children and young people
- Health needs assessment regarding sexual health

RISK

Work is ongoing to embed the new health commissioning landscape and the implications of this for Public Health and Health and Wellbeing generally. Work is underway to ensure any risks associated with Stockton Public Health commissioned services are reflected on corporate risk registers.

FINANCE

No specific issues.

Stronger Communities

Theme summary	
<i>Under this theme the following indicators are included in the corporate basket:</i>	Target
The percentage of the adult population registered to vote at 1 December.	To be reported at Q3
% of residents who feel they can influence decisions affecting the local area	★
% of residents who have given unpaid help to any group, club or organisation in the past 12 months	★
% of residents who agree that Stockton-on-Tees is a place where people from different backgrounds get on well together	★

OVERALL THEME PROGRESS (AGAINST CORPORATE BASKET MEASURES)

At quarter two 2013/14, we are able to report progress against the annual target for three out of the four indicators shown above. All three of the indicators are on track to achieve the year-end target.

The percentage of the adult population registered to vote is collected once a year following the annual canvas of electors. This will be reported at quarter three. The remaining three of the measures listed above were collected in 2012 through the Residents' Survey; as the next one is not scheduled to be carried out until 2014, interim monitoring of these indicators through the Viewpoint survey was undertaken during quarter two 2013/14. The initial, statistically weighted results are now available. According to the results, satisfaction has increased and achieved the target in all areas.

A report discussing the high-level outcomes will be presented to CMT on 18 November 2013. The results have also been shared with lead officers across the Council to identify any areas of concern and also inform some of the major project work that is currently underway (for example the impact of Welfare Reform). Further analysis is being undertaken in some areas in order to highlight where satisfaction is low and how this can be addressed. It should be noted that there are some differences between the methodologies of the Residents' Survey and the interim Viewpoint Survey, for example the Residents' Survey had a much larger sample size and was random whereas the Viewpoint Survey was smaller and non-random. The timing of the surveys was also different; the Residents' Survey was carried out in summer and the Viewpoint Survey was carried out in autumn.

PERFORMANCE (GENERAL THEMATIC PERFORMANCE INCLUDING NON-CORPORATE BASKET INDICATORS, COUNCIL PLAN ACTIONS, INSPECTIONS, ETC)

What has been achieved?

- The 'Brighter Borough For All' document has been agreed as the key strategic document for the Local Strategic Partnership. The proposed new structure and new way of working for the Partnership has also been agreed, with Area Partnership Boards now known as Locality Forums.
- The Compact review is underway. Letters have gone out to public sector partners asking them to engage with the Council and Catalyst in refreshing the Compact.
- The programme of workshops for the Voluntary and Community Sector continues, with a 'Managing your finances' workshop delivered and development of a 'Company Secretary - roles and responsibilities' workshop.

- Representatives on the newly established Stockton Youth Assembly (SYA) have been confirmed with several Secondary schools, Stockton Riverside College, Youth Clubs and hard to reach groups confirming their participation. Initial induction sessions have taken place, providing an overview of the purpose of the SYA and its links with the Council's decision making structure.
- The first Borough Annual Debate took place during the quarter and it was attended by SYA Members, Cabinet members, Chairs of Scrutiny Committees, CMT, the Police & Crime Commissioner, VCS representatives and other Council officers. The topics discussed included key policy areas that most affect young people and areas that they said they wanted to talk about. These were: Health & Wellbeing, Police & Crime, Getting Ready for Work, Arts and Leisure and Communities and Environment.
- Members' Policy Seminars were held each month with topics such as Individual Electoral Registration, the Council's website, NHS Reform and Tees Valley Unlimited debated.
- The Mayor marked the occasion of National Tweetathon Day by becoming the first Stockton Mayor to engage with constituents via Twitter @stocktonsmayor.
- As a result of Citizenship Ceremonies held during quarter two with 53 new UK citizens, representing some 19 different countries, welcomed by the Mayor in the Town Hall.
- Preparations for Individual Electoral Registration (IER) are continuing. Regular meetings with key officers are scheduled to keep the project plan under review. Officers continue to attend regional meetings and training events to prepare for this project. Stockton's Confirmation Dry Run of Register entries against DWP records took place on 8 July. The Registers achieved a match rate of 83.2% against DWP records.
- Postal vote renewal forms were sent out in August to 934 absent voters whose applications are more than five years old. Of those applications, 660 have been successfully renewed; whereas 274 electors have chosen not to renew their postal vote.
- A joint committee has been formed to address the Consultation on Changes to Critical Care and Emergency Medicine. Stockton's element of the response was endorsed by Council. Following this the ASH Committee will be involved in the monitoring of the change, and as part of this are represented on the joint oversight group, monitoring progress in the short term.

What has not been achieved?

- There continue to be various website publication requirements which have not yet been met, due to the introduction of the new website and the development of the arrangements for updating content e.g. the accessibility to Member related information and constitution changes. Work is required to upload members' interest information. This covers both Stockton and Town/Parish Council members and will also ensure that links are available from the website to the websites of those Town/Parish Councils that have established them. Given the scale of the work involved and the resources available to undertake it, it is anticipated that it may take approximately one month to complete.

CUSTOMER PERCEPTION/SATISFACTION

Following the Residents' Survey and Employee Survey work that was undertaken last year, other consultations have taken place involving many services across the Council. These have been supported by the consultation function within the Policy Improvement and Engagement team, alongside other officers from service areas. Results from the consultation exercises are used to inform service review outcomes, policy changes and plans and strategies. Further information is available in the covering report.

RISK











Individual electoral registration continues to be an emerging risk to the Council. The potential impact is being assessed and appropriate controls will be put in place to minimise the risk. A data transfer/matching dry run has been undertaken in conjunction with the Department of Work

and Pension (DWP); the outcome of this exercise will also assist in understanding the potential impact.

FINANCE

With reference to the risk identified above, there are some potential financial considerations related to individual registration, for example the timing and extent of the canvassing required. It is hoped that these issues will become clearer during Q3. From a general budgetary control perspective, there are currently no issues of immediate concern; however external funding is limited.

Organisational and Operational Effectiveness

Theme summary	
<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	
% of people who contacted the Council who found staff helpful	
% satisfaction with contacting the Council	
% who trust the Council	
% of people who contacted the Council where the enquiry was dealt with at the first point of contact	
% of residents who agree that the Council provides Value for Money	
% of Council tax collected	
% of Business Rates collected	
% satisfaction with how well the Council keeps residents informed about the services and benefits it provides	
% of invoices paid by the authority within 30 working days of receiving	
Days sickness absence per FTE	To be reported at Q4

OVERALL THEME PROGRESS (AGAINST CORPORATE BASKET MEASURES)

At quarter two 2013/14, we are able to report progress against the annual target for nine out of the 11 indicators shown above. Four of the nine indicators are on track to achieve the year-end target, one is within tolerance and four are off target.

Council Tax collection performance is currently at 56.26%, against a target of 56.89% for the quarter. It is slightly behind target due to the impact of the introduction of Council Tax Support and new Council Tax charges for empty properties. Approximately 7,600 working age people on low incomes that previously did not pay Council Tax are paying for the first time this year and a further 8,300 are paying more than they did last year. This has impacted on collection levels and the performance has slipped slightly during the first half of the year. A number of measures have been put in place to address this. It is too early to accurately predict the final collection figure for the year as recovery action is still at an early stage, however, if the trend continues, it is estimated that in-year collection performance will be around 96%, against a target of 97%.

The collection of business rates is an improvement on the same period last year (61.06% compared to 58.97%) and has exceeded the target for the quarter (60.43%); percentage of invoices paid on time has also exceeded the target (96.7% against a target of 95%) and outturn

is consistent with the same period last year (96.8%). Therefore both indicators are on track to achieve the year end target.

Seven of the measures listed above were collected in 2012 through the Residents' Survey; as the next one is not scheduled to be carried out until 2014, interim monitoring of these indicators through the Viewpoint survey was undertaken during quarter two 2013/14. The initial, statistically weighted results are now available. According to the results, satisfaction with 'people who found staff helpful' and 'the Council provides Value for Money' has increased and achieved the target, with the remaining five indicators either within tolerance or off target.

A report discussing the high-level outcomes will be presented to CMT on 18 November 2013. The results have also been shared with lead officers across the Council to identify any areas of concern and also inform some of the major project work that is currently underway (for example the impact of Welfare Reform). Further analysis is being undertaken in some areas in order to highlight where satisfaction is low and how this can be addressed. It should be noted that there are some differences between the methodologies of the Residents' Survey and the interim Viewpoint Survey, for example the Residents' Survey had a much larger sample size and was random whereas the Viewpoint Survey was smaller and non-random. The timing of the surveys was also different; the Residents' Survey was carried out in summer and the Viewpoint Survey was carried out in autumn.

PERFORMANCE (GENERAL THEMATIC PERFORMANCE INCLUDING NON-CORPORATE BASKET INDICATORS, COUNCIL PLAN ACTIONS, INSPECTIONS, ETC)

What has been achieved?

- The Council's Social Media Strategy has been published and a proposal for out of hours social media monitoring has been developed.
- A new group of internet authors, who will update and maintain the website, has been established and advice/training rolled out across the Council.
- The Communications team have provided support to a number of the Council's flagship campaigns and events: Childhood Obesity Campaign, Stockton Weekender, Stockton Rat Race, Summer Show, Stockton Cycling Festival, and Stockton International Riverside Festival.
- The Communications team has secured positive coverage for a number of Council projects in the local, regional, national and trade media while handling intense media interest in highly-sensitive issues such as the Ingleby Barwick Free School decision, the Save Stockton South action group and various planning applications that have generated significant public opposition.
- The tendering process for the new Billingham Customer Services Centre contract has commenced. The successful tender will be announced at the end of November 2013 and it is expected that work will start onsite in January 2014.
- Customer Services are working with sections that receive high call volumes, looking at the feasibility of bringing further calls into the customer contact centre.
- New processes for monitoring, collecting and recovering council tax for tax payers who have had to pay council tax for the first time have been implemented. This includes piloting the use of text messages to alert customers when payments are overdue. In addition, a temporary visiting officer has been employed to engage with 'hard to reach' customers who are in arrears with their payments.
- Good progress is being made in delivering the Schools Capital Strategy and schemes to deliver additional pupil places at 5 primary schools are in the construction phase.

- Further changes to the Local Government Finance legislation were announced in the Spending Review 2013. The impact of these has been assessed and will be incorporated in MTFP reports to Council in November 2013 and in early 2014.
- The restructure of the finance function has been implemented with effect from 1st October 2013, with agreed savings achieved.
- The Asset Implementation Board has been established and an update to the Asset Review will be presented to Cabinet in November 2013.
- A programme of training and development continues to be delivered to meet identified needs across the organisation. In addition, bespoke training in 'managing distressed customers' was delivered to 54 Customer Services Officers in response to increased service pressures.
- There are currently 15 young people who are following an apprenticeship framework. Of these two have secured temporary contracts with SBC and are still continuing with their apprenticeship qualifications and one has progressed to a higher level apprenticeship within SBC.
- Workforce Information Profile reports for 2012/13 have been completed and shared with members of CMT. The profiles provide a large amount of detailed analysis, including diversity strands and sickness absence, amongst others.
- Key HR policies have been updated to ensure they are fit for purpose, including the Absence Management Policy, the Leave Policy and the Recruitment Policy.
- Good progress has been made on the in-house development of a new performance management system. Further development will continue once the measures are agreed for the Council Plan 2014/15.
- Proposed changes to the way that sickness absence is managed and monitored will be presented to and agreed by HRSG and CMT in December 2013. The changes include:
 - Service specific details of sickness absence to be sent each quarter to Heads of Service.
 - Workforce profile reports to be produced bi-annually, including detailed analysis of sickness absence, to be sent to members of CMT.
 - Calculation of overall sickness absence to be changed so that all Council staff are included in the figure (previously staff on temporary, casual contracts, etc. were not included). This calculation will be performed and reported on an annual basis, rather than quarterly as has been the case previously; therefore the Council's 2013/14 performance will be reported to CMT and Cabinet at year-end.
- The Freedom of Information (FOI) recording system procurement is complete, an action plan for implementation has been developed and working groups established to look at key issues. The response rate for Resources FOIs responded to on time (i.e. within the 20 day deadline) for quarter 2 was 97%; this is a significant improvement on previous quarters despite the increasing number of requests received and their complex natures.
- The review process in Xentrall has been completed and new structures are in place, with effect from autumn 2013.
- The corporate Information System Strategy (ISS) has been completed and an ICT workplan has been developed.
- The roll-out of Multi-Function Printing devices has been completed, as has the re-architecture of server backup technologies.

What has not been achieved?

- The transfer of street lighting calls into the contact centre has been delayed further. ICT are currently working on integration between Lagan; a specification has been documented and is with two suppliers.
- There have been significant changes made to council tax and business rates this year. As a result of these changes, there has been a substantial increase in the workload within both Taxation and Cashiers. Cashiering transactions have increased by 33%, taxation account

amendments have increased by 18%, correspondence by 30% and recovery action by up to 150% in some areas. The number of more complex enquiries including appeals has spiralled too, resulting in delays in our processing and longer waiting times within cashiers. Temporary additional resource has been used to reduce processing delays; it is envisaged that all work will be within target the end of October with the exception of annual discount and exemption reviews which have had to be postponed to manage the day to day workload.

CUSTOMER PERCEPTION/SATISFACTION

Following the Residents' Survey and Employee Survey work that was undertaken last year, other consultations have taken place involving many services across the Council. These have been supported by the consultation function within the Policy Improvement and Engagement team, alongside other officers from service areas. Results from the consultation exercises are used to inform Service review outcomes, policy changes and plans and strategies.

RISK

Risk continues to be managed on a departmental basis and monitored through governance arrangements. There are three Resources risks that appear on the corporate risk register; these cover Welfare Reform, Sickness Absence and how the Council handles Sensitive Personal Information (i.e. correct disclosure methods, preventing loss of data, etc.).

FINANCE

No issues.