

CABINET ITEM COVERING SHEET PROFORMA

**AGENDA ITEM:**

**REPORT TO CABINET  
17 JULY 2014**

**REPORT OF CORPORATE  
MANAGEMENT TEAM**

**2013/14 PERFORMANCE OUTTURN REPORT**

Corporate Management and Finance: Lead Cabinet Member – Councillor Harrington

**SUMMARY**

This report provides details of the Council's performance in 2013/14, highlighting key achievements, areas for improvement and proposed actions. It also includes information relating to Freedom of Information requests and complaints and commendations. Whilst it aims to give a perspective on the overall performance of the Council, its primary focus is on the achievement of the basket of measures and associated targets agreed as part of the Council Plan 2013-16.

**RECOMMENDATIONS**

- I. That the strong levels of performance in line with previous years are noted, acknowledging this level of performance has been achieved within a context of reduced financial resource, increased demand on services and reductions in staffing capacity.
- II. That the explanations and actions being taken in relation to those areas where target performance has not been achieved are noted.
- III. That consideration is given to the possibility of including areas not reaching their targets in the development of the scrutiny programme for 2015/16, taking into account any areas covered within the 14/15 programme.

**MEMBERS' INTERESTS**

Members (including co-opted Members with voting rights) should consider whether they have a personal interest in the item as defined in the Council's code of conduct (**paragraph 8**) and, if so, declare the existence and nature of that interest in accordance with paragraph 9 of the code.

Where a Member regards him/herself as having a personal interest in the item, he/she must then consider whether that interest is one which a member of the public, with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to prejudice the Member's judgement of the public interest (**paragraphs 10 and 11 of the code of conduct**).

A Member with a prejudicial interest in any matter must withdraw from the room where the meeting considering the business is being held:

- In a case where the Member is attending a meeting (including a meeting of a select committee) but only for the purpose of making representations, answering questions or giving evidence, provided the public are also allowed to attend the meeting for the same

purpose whether under statutory right or otherwise, immediately after making representations, answering questions or giving evidence as the case may be.

- In any other case, whenever it becomes apparent that the business is being considered at the meeting.

And must not exercise executive functions in relation to the matter and not seek improperly to influence the decision about the matter (**paragraph 12 of the Code**).

**Further to the above, it should be noted that any Member attending a meeting of Cabinet, Select Committee etc.; whether or not they are a Member of the Cabinet or Select Committee concerned, must declare any personal interest which they have in the business being considered at the meeting (unless the interest arises solely from the Member's membership of, or position of control or management on any other body to which the Member was appointed or nominated by the Council, or on any other body exercising functions of a public nature, when the interest only needs to be declared if and when the Member speaks on the matter), and if their interest is prejudicial, they must also leave the meeting room, subject to and in accordance with the provisions referred to above.**

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**OVERALL PERFORMANCE**

1. Council Plan performance is reported by theme against a basket of performance indicators agreed as part of the Council Plan 2013-16. At year end, 66.7% of the indicators have achieved the targets set, with the remaining measures indicating slippage against targets. This is equivalent to the performance achieved in the previous year (67%). Areas of good performance under each theme, together with key achievements, are highlighted below; details of those areas that missed the targets are also provided along with proposed actions to improve performance and/or an explanation. A number of these areas are also the subject of regular reports to Cabinet, current scrutiny reviews or incorporated into big ticket reviews.
2. There are a wide range of achievements and activities delivered in support of the key council plan themes that are not captured within the agreed basket of key indicators. These are reported throughout the year in various reports to Cabinet, captured through press releases, Stockton News articles and various accolades awarded to the Council throughout the year. Further details are included in thematic summary reports attached at **Appendix One** for information.

## Economic Regeneration and Transport

4. The vision contained with the Council plan is of Stockton-on-Tees at the heart of a vibrant and economically successful Tees Valley providing real opportunity for residents. It sets out how we will work in partnership to respond to the changes in the economy, to strengthen our knowledge and skills base, to promote a more entrepreneurial culture and to strengthen key industrial clusters ensuring we are well placed to respond when the economic recovery returns. It also details the work to develop high quality, vibrant town centres, improvements to transport links and the activity to extend the range, quality and number of opportunities for people to experience and participate in both sporting and cultural activities.
5. Work to support local economic growth and development has shown some positive progress as indicated by the performance below.
6. **The percentage of void business units in Stockton town centre** in April 2014 was 18.59%, the lowest it has been for three years. This is a significant achievement when set in the context of the major reconstruction that has been taking place and exceeds the 20% target.
7. The trends and achievements in terms of the work undertaken to support people into employment are showing a positive direction of travel and achievement against established targets. **The percentage of working age Job Seeker's Allowance claimants** reduced slightly from 4.7% in December 2013 (5,885) to 4.6% (5,710) in March 2014. In the last three years, the highest percentage of Stockton working residents claiming Job Seeker's Allowance was 5.9% in February 2012, so recent results are positive. The year-end target of 5.2% has been exceeded by 0.6% points. Following the release of sanctions data from DWP, the impact of the sanctions regime at a local level will be included in future reports on Welfare Reform.
8. **The percentage of young persons (18-24) Job Seeker's Allowance claimant count** also reduced over the period between December 2013 and March 2014, from 9.2% (1,655) to 9% (1,610). 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. The year-end target of 11.15% has been exceeded by 2.15% points.
9. **The Percentage of unemployed people training through Tees Achieve that move into employment** has exceeded its targets to date. Interim 2013/14 academic year data at Q4 2013/14 showed 28.5% (63/221) of learners who completed employability courses with Tees Achieve have moved into employment and 27% (60/221) progressed into further learning, against a target of 20%. This is a similar performance to the 30% success rate reported in the 2012-13 academic year.
10. The Council continues to support the economic growth and development of businesses in the borough alongside TVU through providing assistance or funding. **The Number of business investments in the borough with assistance provided or funded by the Council or TVU** in the period 2013/14 is 196 business investments, which includes 129 start-up businesses, 69 capital investments and 94 businesses creating jobs/apprenticeships (some investments cover more than one category). This work has resulted in capital investments of over £66.5 million, 600 jobs being created or planned and 36 apprentices have been employed. This indicator was new for this year so baseline was being established and no target set, and no comparative data is available.
11. **518 young people were engaged in enterprise activities** between August 2013 and March 2014. This represents 86% of the academic year target of 600. Comparator data

with the previous year is not available as previously the indicator was the number of schools engaged rather than the number of young people.

12. Provisional figures relating to **congestion** at December 2013 (latest Department for Transport information available) reports 2 minutes 24 seconds as being the average journey time to travel one mile on the borough's roads during the morning peak period against a target of 2 minutes 23 seconds (which equates to an average travelling speed of 25mph). This is a similar level of performance to the previous year.
13. There is only one area within this theme where the target has not been reached and that relates to **local bus passenger journeys originating in the authority area (millions)** – 2012/13 figure now available from Department for Transport indicates 9.2 million journeys. This is below the target of 9.5 million. Whilst this is a decline rate of (3.2%) that is higher than the national average (1.4%), it is 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.

## Environment and Housing

14. The ambition set out in the Council Plan was for a cleaner, greener Stockton-on-Tees which leads the UK in waste minimisation, has excellent parks and green spaces and the highest quality housing provision. It sets out how we will tackle climate change by preparing for potential changes in the services we deliver and how we deliver them in so doing reducing our own carbon footprint. It also details the activity associated with the ambition to have neighbourhoods in which our residents feel pride and have a real sense of belonging and ownership.
15. Good progress is being made in relation to a number of the performance measures established for this theme.
16. **158 empty homes have been brought back into use** between April 2013 and March 2014 following interventions from the Private Sector Housing Division. 99 of these properties were 'long-term'. This is a significant achievement against a year-end target of 40 and a significant improvement on the previous year of 52 being brought back in to use.
17. For the period April 2013 – March 2014, 3,328 households approached the authority, with 32 cases **accepted as statutory homeless**. This equates to 0.96% against a target of 3% and is less than the previous year. People approaching the service who do not meet the criteria for being statutory homeless are provided with a range of advice and other resolutions such as the Bond Guarantee scheme and help to find alternative accommodation.
18. Only 0.5% of **household waste has been sent to landfill**, against a target of 5%. This very low level of landfill is as a result of high percentages of waste being diverted to the energy from waste plant (71.5%) and **waste reused, recycled and composted** (28.00%). It represents a lower level going to landfill than the previous year (0.79%) as well as an increase in the % being diverted to the energy from waste plant, up from 68.08% in the previous year. The percentage of waste reused, recycled and composted has reduced on the previous year (30.34%) and is below target of >30%. This is primarily as a result of an increase in residual household waste, (707.14kgs compared to 683.43kgs during 2012/13) and the commitment to retain weekly household collections. Overall the picture is positive.
19. **Unacceptable levels of litter** at 3% are in line with the annual target of no more than 3%, although is a reduction on the previous year's performance of 1%. 3% of surveyed areas had **unacceptable levels of detritus** which is within the target of no more than 5%.

20. The number of **business miles travelled by SBC employees** was 1,628,033 which are well within the target of 1,838,434 miles for 2013/14. This shows a further improvement on the 2012/13 final outturn of 1,935,193 miles.
21. Improvements continue to be made in relation to **local biodiversity** with 61% (34 out of 56) local sites assessed as being in positive conservation management against a target of 56%. All SBC owned sites are in positive conservation management. This is an improvement of 8% on the previous year.
22. Whilst the paragraphs above provide a commentary in relation to areas of good performance there are a number that have missed their targets.
23. **358 net additional homes have been provided**, against a 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 has been impacted by the 162 recorded demolitions, of which 72 were for Parkfield, 48 at Mandale Phase 3 and 22 for Swainby Road with the remainder on smaller sites. Developers are responsible for the progression of new builds and market conditions are still impacting on completion rates of new houses.
24. There have been 60 **affordable housing completions** (gross) against year-end target of 100. 23 are RSL social rented, 19 affordable rented and 18 intermediate tenure. The 13/14 target was set including the Help to Buy Scheme. The latest guidance from DCLG is that affordable housing completions through the help to buy scheme should not be included in the reporting of this measure.
25. A significant amount of work is taking place to tackle the issue of **Fuel poverty** - The performance for 2011/12 was 16.8% and used as a basis to establish the 13/14 target. The data is sourced nationally and updated performance will not be known until later in the year.
26. The level of CO2 emissions is sourced from national data and the performance for 12/13 was used as the basis to establish the 13/14 target. 12/13 performance was 33,685,384 kgs. The 2013/14 figure will not be known until later this year.

## **Community Safety**

27. The vision is for a safe Stockton-on-Tees where all residents are able to live their lives in a Borough free from crime and fear of crime. The Council Plan states, we will work to tackle crime, fear of crime and anti-social behaviour in our communities so all residents feel safe no matter where they live in the borough.
28. Performance on this theme remains positive and overall the borough remains a safe place to live. The crime rate continues to be the lowest in the Tees Valley.
29. In terms of **Overall crime** – 11,007 crimes were recorded in the year April 2013 – March 2014, which equates to 57.21 crimes per 1,000 population against a target of 58.47 , a reduction of 1.8% compared to the previous year.
30. 2,238 incidents of **criminal damage** were recorded in the period April 2013 – March 2014 which is a reduction of 0.3% compared to the previous year. The annual target of less than 2245 was achieved.

31. 1,018 crimes of **violence with injury** were recorded April 2013 – March 2014, which is a reduction of 6.6% compared to the previous year. The annual target of less than 1,079 has been achieved.
32. **The rate of proven re-offending by young offenders** at 0.82 equates to 27 re-offenders from a cohort of 105 committing a further 86 offences. Annual performance has met and exceeded the target of 1.23. This is a further improvement on the previous year's performance of 1.1%.
33. The latest data available for **first time entrants to the youth justice system** is February 2014. During the quarter there have been 23 First Time Entrants giving a cumulative total to date for the year of 89. This is a significant improvement on the same period for period last year of 223 First Time Entrants and against the target of 228. Changes to sentencing guidelines have led to a reduction for all authorities. It remains to be seen whether this pattern will continue into the next year.
34. **Ensure the safe and effective use of custody** – Performance for 2013/14 was 6.8% against a target of 5%; this equates to 14 custodial sentences from a cohort of 207. Whilst this is slightly below target, it represents an improvement on the 2012/13 outturn of 8.2%. All cases are subject to a detailed review to ensure that the use of custody was the appropriate response.
35. **Fear of crime** – Satisfaction on how safe people feel walking outside during the day and after dark is in line with our targets of 91%% and 63% accordingly. This is measured via the IPSOS MORI residents' survey which was last conducted in 2012. Interim progress against these targets was measured using the Viewpoint panel with satisfaction levels of 90% and 59% respectively. This represents a slight fall based on the interim measure but is within the confidence intervals.

## Arts and Culture

36. The area of arts, leisure and culture is having a positive impact on a number of areas within the Council Plan not least in relation to improving health and well being, learning and recreation, facilitating access to information and advice as well as providing opportunities to engage in creative and cultural experiences, which in turn are contributing to the local economy.
37. The results from the national Active People Survey detail the **percentage of adults that are members of a club so that they can participate in sport or recreational activity**. The survey covering the period Oct. 2012 to Oct 2013 show 25.2% (base: 238) of adults are members of a club. This year-end performance is in line with the year-end target of 24.5% and is an improvement on the 20% performance of the previous year.
38. **Proportion of Adults achieving at least 150 minutes of physical activity per week**. Outturn against this measure comes from the Active People Survey; the results for 2013 - 14 will not be published until August 2014. Performance in 12/13 of 54% was used to set the target or 54.5% for 13/14. There are a number of initiatives supported and commissioned by Public Health to increase physical activity of residents, these are also supported by our events programme, much of which is activity related, e.g. the Cycling Festival, the River Rat Race. There are also a number of internal activity related initiatives underway to support staff( a number of whom live in the borough) to encourage physical activity and a healthier lifestyle
39. **Library visits** performance exceeded the annual target by 4%. There were 1,193,839 visits to libraries during 2013/14 exceeding the annual target of 1,150,000. This is a

significant achievement bearing in mind library opening hours reduced by 21% since January 2014, yet visits remain almost identical to last year. The number of visits includes visitors to the Customer Service Centres in Stockton Central and Thornaby Libraries. The vast number and range of events held at libraries during 2013/14 has contributed to the library visits target being achieved.

40. **SIRF visitor satisfaction** was at 87.3% indicating they rated SIRF 2013 as 'good' or 'very good'. Taking into account the confidence interval of +/- 3.5%, performance is in line with the annual target of 90% and in line with the performance the previous year.
41. In terms of the **Economic Impact of SIRF** - research analysis shows that SIRF 2013 generated £364,000 additional visitor expenditure in the borough (excluding the level of spending that would have occurred anyway). This year is being used as a baseline year for target setting purposes because of the major change to having the Stockton Weekender and SIRF on separate dates.

### Children and Young People

42. Our vision across the whole Borough is that no child is left behind. Key to achieving this vision are a focus on outcomes for all children through increasingly integrated universal, targeted and specialist services, a focus on the broader needs of families and carers through preventative approaches and a strong culture of engagement.
43. Many of the measures within the Council Plan pertaining to this theme relate to educational achievement and progress and these have already been reported to Cabinet through the school performance report on 4<sup>th</sup> September for the 2012-13 academic year. Performance for the 13-14 academic year will be reported in September/October this year.
44. The picture in relation to the **proportion of pupils attending good or better schools** is mixed, with performance in the primary phase better than that in secondary. Data is based on the latest national data made available by Ofsted (provisional, as at March 2014 and validated national data will be published by Ofsted in September 2014 and relates to all primary and secondary schools including academies but excluding Nurseries, Pupil Referral Units and Special Schools).
45. Provisional Ofsted Management Information at March 2014 shows that 89.2% of **pupils were attending good or outstanding primary schools**, compared to our target which is to exceed national and regional benchmarks which are 79.5% for the England average and 87.7% regionally and represents a significant achievement against targets. 58.1% of **secondary school pupils were attending good or outstanding schools** – which is behind the England average of 73.2% and regional of 72.1%. The Education Improvement Service continues to monitor schools closely and target support according to risk. As a local authority we have amended our local challenge framework to acknowledge the raising of the bar by Ofsted and actively use this to challenge and support schools where one or more 'triggers' are identified, despite the reductions in funding to local authorities. The role the authority plays in supporting and challenging our schools is regularly reflected positively in Ofsted inspections of individual schools.
46. Clearly there is a similar picture with the linked measure on the **proportion of schools judged to be good or outstanding**. Targets are to be equal or better than the National and Regional benchmarks. At March 2014, based on Ofsted Management Information, 91.2.% of Primary Schools were judged to be good or outstanding, compared to England average of 80.2% and North East average of 87.9%, significantly above target performance. For Secondary Schools, 50% were good or outstanding, compared to 70.5% for England and 67.6% for the North East. When compared with the performance reported



mid-year (June 2013) of 87% primary schools judged to be good or outstanding and 42% of secondary schools, the general direction of travel is showing an improvement. The Education Improvement Service continues to monitor schools closely and target support according to risk, as outlined in the previous paragraph.

47. Safeguarding of vulnerable children and young people is a key priority and continues to see an increased demand on children's social care. This is subject to separate regular reporting through Cabinet.
48. The **proportion of children becoming the subject of a child protection plan for a second or subsequent time, within two years**. Year-end performance of 4.4% equates to 15 children and young people who have been the subject of a of a child protection plan for a second or subsequent time, from a cohort of 339. Performance was within target of <8% and an improvement on the 2012/13 period. Performance for this indicator is monitored closely through a monthly performance clinic. Thematic audits of 'second / subsequent CP plans' have been undertaken when there has been some indication of drift in performance. Whilst performance has been good and within target over the year, individual cases are still followed up through clinic as required, to check the robustness of the decision making in these cases.
49. Equally the performance relating to the **proportion of child protection plans lasting two years or more** is positive. Year end performance of 1.0% equates to 4 children and young people who were the subject of a child protection plan lasting 2 years or more from a total of 413 children ceasing to be the subject of a plan at 31st March. Performance was within target of <2% and an improvement on the 2012/13 period. Performance for this indicator is monitored closely through a monthly performance clinic. Whilst performance has continued to be good over the year, well within target, individual cases are followed up via the clinic if required to ensure timely action is being taken to avoid drift in case management.
50. This is the final time of reporting on **the timeliness of core and initial assessments**, due to the new single assessment process being implemented from the beginning of February. The year-end performance on **core assessments** completed within 35 days was 70%, i.e. 1057 Core Assessments from a total of 1510. Performance was within target of 65% and a significant improvement on the 2012/13 period. Again this is set against a backdrop of increased and sustained demand for services.
51. This pattern of performance is not evident in relation to **initial assessments** where year-end performance of 50.1% equates to 1,082 Initial Assessments completed within 10 days from a total of 2,161 Initial Assessments. Despite some progress over the year, performance has been well below target expectations. Improvements in assessment timescales have been driven by more rigorous monitoring arrangements, particularly the introduction of a Weekly Active Assessments Tracker tool with effect from March 2013 which enabled Operational Social Care Managers to keep a closer scrutiny of cases open for assessment. This tool has achieved significant reductions in the average time assessments remain open. This improvement has impacted more quickly on core assessments; the improvement for initial assessments has not been quite as significant due to greater volumes involved. However, early data from monitoring of the new single assessments, introduced in February, indicate performance close to 100% completed within the target 45 days.
52. For children and young people who are in continuous care over a considerable period of time it is clearly beneficial for them to have some stability in their placement, so long as it continues to meet their needs. The indicator relating to **Long term placement stability for looked after children**, is concerned with the percentage of children aged under 16 at 31 March, who had been in care continuously for at least 2.5 years, and who were living in the same placement for at least 2 years, or are placed for adoption and their adoptive

placement together with their previous placement last for at least 2 years. Performance at the year-end of 51.8% equates to 58 children and young people from a cohort of 112 who had been in their current placement for 2 years or more. Although performance remains below target, regular review of this indicator at the Children's Social Care Performance Clinic continues to show that many of the placement moves before the two year period are in fact planned moves to appropriate forms of permanency, as opposed to unplanned moves that might risk stability of the child's support. It is also a similar level of performance to the previous year.

53. The availability of **free early education / childcare places for eligible 2 yr olds** is a national policy driver and supports other policy platforms such as employability and financial inclusion. At the end of the year, there were 571 available free early education and childcare places for eligible 2 year olds. 353 have been taken up and there are currently 183 children waiting to be placed. Performance has met the government target of making 571 places available from September 2013. The waiting list occurs mainly due to the time lag between approval of a funded place and the parent then taking up the place; hence there will always be a number waiting to take up a place. New criteria for access to places from September 2014 means that an additional 583 children will become eligible – work is in progress to secure sufficient places across the Borough; where it is not economically viable to increase the places available in certain areas, parents will be supported in accessing provision for their 2 year old in a setting as close to their home as possible.
54. Supporting young people into education, employment or training is key to their future economic success as well as their overall health and well-being. The measure of performance here reflects those young people, aged 16-19 who are not in education, employment or training (NEET). This indicator reflects those young people who are NEET, but does not take account of those young people whose status is 'not known'. However, the combined rate of NEETs and Not Known, along with the proportion of young people in learning, give a broader and more relevant indicator of the effectiveness of services in working with young people to identify their needs and support them in to some form of further education or training.
55. Year-end performance in relation to the **percentage of young people in Y12 – Y14 (aged 16~19) who are NEET** shows a rate of 8.9%, with 84.9% in learning and only 1% not known. Our target is to improve on the previous year so that performance is better than the Tees Valley average by at least the same rate. The Tees Valley average at year end was 8.0% NEET, 83.0% in learning and 3.8% not known. Stockton-on-Tees, therefore, has a better combined NEET / Not Known rate (9.9% compared to 11.8% for the Tees Valley overall); and a higher proportion 'in learning' (84.9% v 83%). Based on the November to January '3 month average' data used for the national benchmark measure, the NEET rate was 8.6%, higher than the Tees Valley average of 8.1% and England average of 5.4%. The "Not Known" position based on the Nov~Jan 3 month average snapshot shows a rate for Stockton of 1.7%, significantly better than the England average of 8.9% and Tees Valley average of 4.6% .

## Health and Well Being

56. Our vision is for a healthier borough where all residents are able to take control of their own physical and mental health and well-being, through living healthy and active lifestyles, supported by accessible and integrated health and care facilities. As can be seen from information presented in earlier paragraphs in this report activity within other themes supports some of the outcomes and performance for health and well-being.

57. Since the changes nationally and regionally associated with the NHS transition there have been some issues in being able to readily access up to date, accurate data to support monitoring of performance on this theme. Work continues through the Directors of Public Health to address this.
58. Smoking and the use of tobacco are the main cause of preventable death and there are 2 measures used to monitor and report on progress. 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. Based on 12/13 data the prevalence of smoking in Stockton borough is below both the England and NE averages.
59. **Smoking Quitters** - 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 for the number of smoking Quitters are not being met. The reduction in quitters from the smoking cessation service is just below the national trend of approx. 13% having fallen further behind in Q3 with 321 quitters in the quarter. In Q4 the performance improved with 431 quitters taking the end of year total to 1522 against a target of 1900. This is believed to be a result of the impact of electronic cigarettes and other alternatives to the use of the smoking cessation service. Work continues nationally to understand the impact of these alternatives. There is intensive promotion of the local stop smoking service including a leaflet drop in all wards and advertising in a local newspaper. Additional funding is being made available for bids that will encourage greater take up of the smoking cessation service.
60. In relation to the activity to **reduce the rate of emergency hospital admissions for alcohol related harm** 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 since the changes in NHS architecture through the Health and Social Care Act in April 2013. Re-establishing access to this data on a more timely basis is a high priority for Public Health. The Latest nationally produced data is for 2012/13 and shows a positive direction of travel. This shows a 4% reduction in admissions from the peak seen in 2010/11. In 2010/11 the rate was 2620 per 100,000. This was 33% higher than the England average but 2% below North East average. In 2011/12 there was a small reduction against continuing increases at regional and England level. 2012/13 data shows we are now 23% above the England average and 7% below the North East.
61. 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. It fell slightly to 11.8% in Q2 and again fell in Q3 to 11%. Q3 data represents completions up to 30 Sept 2013 and not re-presenting before the 31 Mar 2014. The projected performance for Q4 remains above the baseline but is expected to drop to 9.4% (based on monthly reporting up to Dec 2013). There is a time lag of 6 months beyond the end of the year before final outturn data against the target will be available. Our target was to improve on previous year's performance however national requirements of the measuring arrangements have changed partly way through the year so data is not directly comparable with last year's outturn.
62. **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 (NCMP) 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. 2012/13 data shows a significant reduction in both age groups. There are now fewer reception children reported as obese compared to the national average (down from 10.9% in 2011/12 to 8.5%), but the year 6 age group remain 2% above the national average at 21.1% (down from 22.1% in 2011/12). However in both cases this represents achievement against the stated target in the Council Plan which was an improvement on the previous year. Weight management services are currently being reviewed, including the support offered to children identified as being overweight / obese through the NCMP.

63. **Reducing the number of children in poverty** – The latest information from 2011 shows that 22.5% of Stockton children under the age of 16 live in poverty. This compares with 24.5% in the whole North East and 20.6% for all England. We are working on a range of welfare reform indicators that will allow for targeted activity against this indicator which given the infrequent refresh does not allow for effective monitoring on its own.

## Adults

64. Our vision is that older people in Stockton-on-Tees grow older with dignity and maintain a high quality and independent lifestyle. This includes ensuring older adults are at the heart of community leadership and development exercising real choice and control.
65. 66.4% of respondents to the Annual Social Care Survey (2012/13) show **satisfaction of people who use services with their care and support** and that they were either extremely or very satisfied with the care and support services they received. This level of performance met the established targets and is above the England average of 64.1% and comparator group average of 64.9%. 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.
66. The majority of people (74.4%) using adult social care services who responded to the annual social care survey **say that those services have made them feel safe and secure**. This represents a very good improvement on 64% from the previous year, is slightly better than the comparator group average of 73.9%, but below the England average of 78.1%. As a response to the survey result last year, we introduced a local Safeguarding survey to assist our understanding of service users' views about the outcomes of safeguarding referrals and this has been well received by service users.
67. **The Rate of satisfaction of carers with social care services** - is measured via the biennial Carers Survey (undertaken for the first time in 2012~13). 45.8% indicated they were either extremely or very satisfied with the support or services they and the person they have cared for received from social services in the last 12 months. This level of performance is above the England average of 42.7%, but below the comparator group average of 47.3%.
68. **All eligible service users to be in receipt of self-directed support** - At 31 March, for all new clients during the year who required services eligible for the offer of a personal budget following an assessment via a PNQ (Personal Needs Questionnaire), 100% of these clients were assessed through the self-directed support process, informed of their indicative personal budget, and offered the choice over how they wished to have their personal budget managed. This level of performance has been retained from the previous year.
69. However, **the proportion of Self Directed Support service users who convert their personal budget to a direct payment** to manage their own support plan is 19.24%. This equates to 600 out of 3119 clients choosing to convert their personal budget to a direct

payment to manage their own care. This performance is within the target tolerance and a very slight improvement on the previous year.

70. A range of actions have been taken to ensure that clients are clear about the choices available to them with personal budgets so that take up of direct payments is maximised; this has included surveying views of clients and running an event for clients who had been assessed for services and had not taken the option of a direct payment. A Champions group has been established to promote direct payments; training programmes for staff are included within the in-house training directory; and Personalisation and Finance teams have visited all the operational Social Work teams to provide advice and support in this area. Current work to develop the Directory of Services will support take up of direct payments by improving clients' and carers' access to information about services available. The Council also continues to commission a service that supports clients in managing direct payments and their role as an employer.
71. 84.1% of people were **still at home 91 days after discharge from hospital into reablement provision**. The latest data available is at Q3 as this indicator is reported quarterly in arrears, to allow for the 91 day post-discharge period). This equates to 69 clients discharged from hospital into rehabilitation / intermediate care services of whom 58 remained independent and at home 91 days after discharge. The provisional outturn of 84.1% represents good performance, exceeding the 80% target and the previous year's outturn of 79.1%.
72. Performance at year end of 7.9% shows a sustained reduction in the numbers of **safeguarding repeat referrals** throughout the reporting year. Performance equates to 25 repeat referrals from a total of 315 referrals completed over the year. This is an improvement on the previous year's performance, better than the target of 12.8% and significantly better than benchmark data (based on 2012~13, the latest comparative data currently available), with an England average of 17.7%, North East average of 16.1%, and comparator group average of 14.7%.
73. In relation to the **proportion of safeguarding referrals that are fully or partly substantiated** performance at year end has shown an improvement in the proportion of completed safeguarding investigation where there is an outcome of substantiated / partly substantiated from 61.7% at Q3 to 64.4% at Q4. This is an improvement on the 2012/13 outturn of 57.9%. This rate is better than the latest England average 41.3%. The proportion of completed investigations where the outcome was not substantiated / not determined or inconclusive at 39.4% is significantly lower (better) than the England average of 56.92% and suggests a good level of rigour in the process of managing and investigating safeguarding alerts and referrals, targets achieved. .
74. Performance in relation to **the proportion of people who use services and carers who find it easy to find information about services** – based on final data from the 2012/13 annual surveys – is good. At 74.5% it is better than the England average of 71.5% and comparator group average of 73.7%.
75. **Proportion of service users who have control over their daily life** - The indicator is taken from the final validated results of 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. Performance of 72.2% is lower than the previous year (79.5%), dropping below the comparator group average of 76.1%. Analysis of results did not indicate any specific underlying issues impacting on the survey results.
76. **Increase the proportion of carers who are in receipt of information, advice or support** - Provisional full year performance equates to 686 carers provided with information, advice or support / services from a total number of clients of 7278 receiving

community based services during the year. Although a slight improvement on the position at Q3 performance of 9.4% remains below the annual target of 30%, although the data does not include those carers, unknown to the Council's social care services, who received services from commissioned providers. The council entered into a new contract for support for adult carers from April 2014.

## Stronger Communities

77. Our vision is for a stronger and more cohesive society where there is a common sense of belonging for all communities and one where the diversity of people's backgrounds is appreciated and positively valued, where there is strong community involvement in public life and where there is a strong and vibrant community and voluntary sector.

The percentage of the **adult population registered to vote** is 95.96% against a target of 95% and a sustained level of performance from the previous year.

78. All three survey indicators are on track to achieve the year-end target. The three measures were initially collected in 2012 through the Residents' Survey. Interim monitoring of these indicators through the Viewpoint survey identifies that:

- The percentage of residents who feel they can influence decisions affecting the local area improved from 30% in 2012 to 37%, compared to a target of 32%.
- The percentage of residents who have given unpaid help to any group, club or organisation in the past 12 months improved from 36% in 2012 to 44%, compared to a target of 37%.
- The percentage of residents who agree that Stockton-on-Tees is a place where people from different backgrounds get on well together improved from 59% in 2012 to 62%, compared to a target of 60%.

## Organisational Effectiveness

79. In addition to focusing on delivering front line services and enhancing local people's quality of life we are committed to developing the Council and ensuring we deliver high quality, customer focussed services that meet the changing needs of our communities. The Council needs to ensure that we have the right organisational capacity, governance arrangements and develop as an organisation.

80. The **percentage of invoices paid on time** was 96.7% which exceeded the target of 95% for this year, however this is slightly lower than in 2012/13 (97.1%). This is a good level of performance and supports business performance, especially where suppliers/businesses are local.

81. **Council Tax collection performance** achieved its target of 97% but was lower than collection rates in 2012/13 (98.2%), which was our highest collection rate ever. The 13/14 performance was due to approximately 7,600 working age people on low incomes that previously did not pay Council Tax paying for the first time this year and a further 8,300 who are paying a greater % of their council tax than they did in 2012/13. Various support packages have been put in place to support these individuals affected by the changes, for example, the Council Tax support scheme, Advice and Information package, changes to debt collection procedures. Outstanding debt continues to be pursued into the next financial year.

82. The **collection of business rates** narrowly missed the target (98.86% against a target of 99.1%) and was lower than in 2012/13 (99%). The two main reasons for this are a number of new properties were added to the Valuation List by the Valuation Officer during March. These resulted in back dated bills as the properties had been occupied earlier in the year, but it was too late to collect the amounts due before the end of the financial year. And, a number of empty rate avoidance cases where balances remain unpaid pending court action during 2014/2015.
83. The **number of days lost due to sickness absence** fell this year (8.15 per FTE), compared to 2012/13 (8.31 per FTE), although the 2013/14 target (7.25 days per FTE) was missed. The sickness absence action plan continues to be reported to CMT on a quarterly basis, with various measures in place aimed at reducing absence, including: a monthly analysis of open ended sickness information to ensure that any absences are closed where the employee has returned to work, HR advisors working regularly with managers across service areas (specifically those identified as high priority) and increased sickness absence management (HR are actively involved in 68 cases).
84. The percentage of residents satisfied with the way the Council is running the borough has reduced slightly in the interim Viewpoint Survey from 64% to 60%, compared to a target of 64%. The percentage of residents satisfied with contacting the Council has also slightly reduced, down to 61% from 62% in 2012, compared to a target of 65%. The percentage of people who contacted the Council where the enquiry was dealt with at the first point of contact has gone down to 65% from 72% in 2012, compared to a target of 75%. The percentage of residents satisfied with how well the Council keeps residents informed about the services and benefits it provides has gone down to 60% from 64% in 2012, compared to a target of 64%. These results show a slight dip from the wider resident's survey undertaken in 2012 although data shows that we have had significant increases in the numbers of residents contacting the council over the last 12 months, many in respect of the changes driven by the introduction of localisation of Council Tax and Welfare Reform Legislation. Resource has been provided to support the increase in contacts.

## **INFORMATION REQUESTS**

85. A record of Freedom of Information (FOI), Environmental Information Regulations (EIR) and Data Subject Access (DSAR) requests is maintained across Council departments. A dedicated email account exists for receipt of all FOI requests into the authority and a central log of requests is maintained to enable intelligence to be gathered and to reduce risks to the authority.
86. During 2013/14 there have been 1,122 responses to FOI requests, this is an increase of 42% on the previous year. These requests are often complex with multiple questions and can lead to additional correspondence with requesters who submit subsequent questions. During 2013/14 there have been 69 requests dealt with under EIR, which is slightly more than the previous year (63).
87. During 2013/14 there have been 353 responses to DSARs, this is consistent with the number responded to in the previous year (351).
88. During 2013/14, 88% of the FOI requests were responded to within timescale; this is lower than the response rate in the previous year (93%). The reduction this year can be attributed to the large increase in the numbers received and the complexity of a significant number of the requests. Given that capacity has remained the same and workload has increased, this response rate is still a positive achievement.

89. Of the FOI requests responded to in 2013/14: 25% were from businesses, 16% from media, 5% from political organisations and 55% from other sources (including students, residents and people who don't state their background). Compared with the previous year, there has been an increase in the proportion of requesters who do not state their background and decreases in the proportions from businesses and political organisations.
90. During the year some of the topics, for which multiple requests were received include compensation claims, business rates, use of bailiffs, council tax arrears and council tax support schemes, welfare reform, fostering, potholes, public health funerals, Spark of Genius joint venture and spend on events.
91. **Appendix Two** provides further details of the numbers of information requests the Council has dealt with.

## REGULATION OF INVESTIGATORY POWERS (RIPA)

92. The RIPA legislation requires Councillors to consider reports on the use of RIPA to ensure that it is being used consistently within the Authority's policy. This has been subject to a separate report to Cabinet in June 2014.

## STAFF SUGGESTION SCHEME

93. The aim of the scheme is to encourage a culture in which staff feel they can 'make a difference' by making suggestions that will lead to improvements and contribute to the culture and success of the authority. This is supported by 1:1 staff support, regular team meetings, staff involvement in EIT Reviews, the Setting the Standard programme for managers and the Staff Suggestion Scheme which is now in its fourth year.
94. In 2013/14, there were 56 suggestions received through the scheme. The outcome of these suggestions was as follows: eight were accepted, eight related to a project that was already in progress, 35 were rejected following investigation, three required further investigation and two are still open.
95. The scheme and other means of contributing to service improvements, including the "Ask Neil" facility, continue to be promoted through KYIT.

## CONSULTATION

96. In 2013/14, 40 consultation projects were planned, started, and/or completed. The table below illustrates the position in relation to the range of consultation activity.

<b>Stockton on Tees Borough Council</b>		
<b>Consultation Projects by Council Plan Theme (End Quarter 4 - 2013/14)</b>		
<b>Council Plan Theme</b>	<b>No. Consultation Projects (2013/14)</b>	<b>Proportion of all SBC Consultation Projects (2013/14)</b>
<b>Adults Services</b>	6	15.0%
<b>Arts, Leisure and Culture</b>	1	2.5%
<b>Children and Young People</b>	0	0.0%
<b>Economic Regeneration and Transport</b>	1	2.5%
<b>Environment and Housing</b>	12	30.0%
<b>Health and Wellbeing</b>	1	2.5%
<b>Safer Communities</b>	1	2.5%
<b>Strong Communities</b>	11	27.5%
<b>Your Council</b>	4	10.0%
<b>Various Themes</b>	3	7.5%
<b>TOTAL</b>	<b>40</b>	<b>100.0%</b>



97. The Consultation Database records that throughout 2013/14, 'Environment and Housing' was the most often consulted Council Plan theme and 'Strong Communities' was also consulted on frequently. These themes together accounted for almost 60% of all consultation in the year.

98. Key consultations currently planned to start during 2014/15 include:
- Community Infrastructure Levy – “Preliminary Draft Charging Schedule” and “Publication Charging Schedule”
  - Local Plan (Regeneration and Environment Local Development Document (LDD) Publication)
  - The Viewpoint Refresh 2014
  - Scrutiny Reviews of “A Safer Place for Children”, “Home Care” and “School Place Planning”

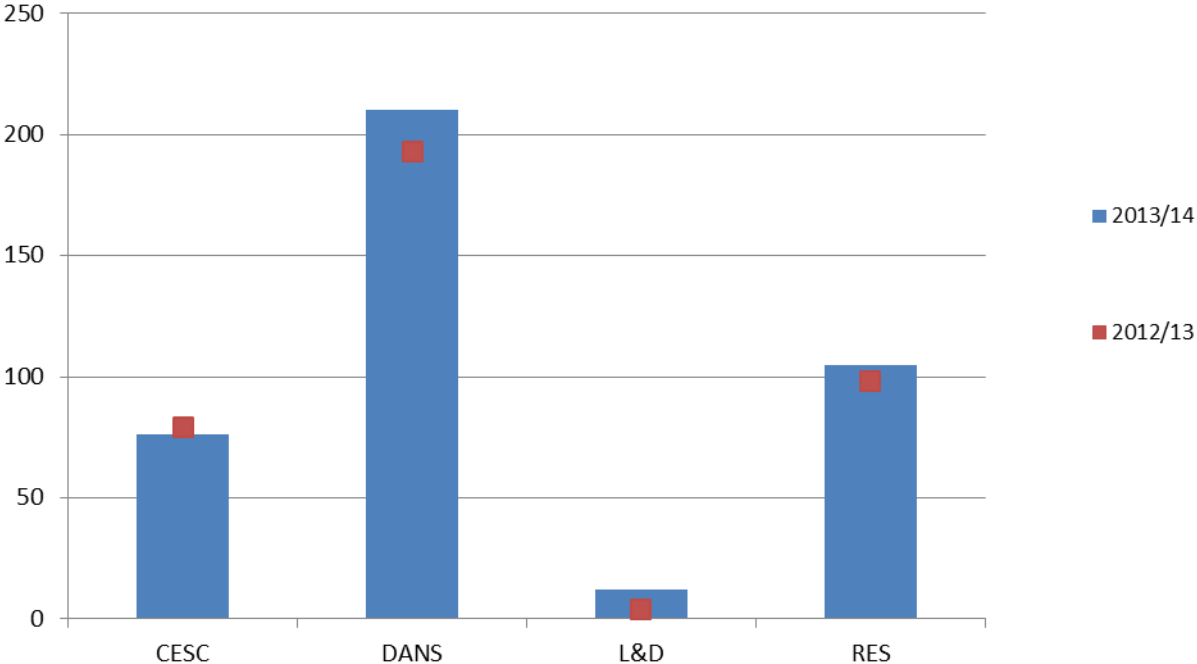
**COMPLAINTS, COMMENTS, COMPLIMENTS AND COMMENDATIONS**

99. Analysis and learning from complaints, comments, compliments and commendations is discussed at Service Group Management Team Meetings, where trends in numbers and the nature of the complaint, comments or commendation is further investigated, leading to appropriate actions for improvement and sharing of learning.

**Complaints**

100. During 2013/14, the Council responded to 403 complaints. This is an increase compared with the previous year (380). The majority of the complaints were stage 1 complaints (91%), there were 30 stage 2 complaints (review stage) and 3 stage 3 complaints (appeal stage). Only 130 (32%) of the complaints were upheld or partially upheld. During the year the majority (89%) of complaints were responded to within timescales.

**The number of COMPLAINTS responded to by each service group in 2013/14, with the number of complaints received the previous year.**

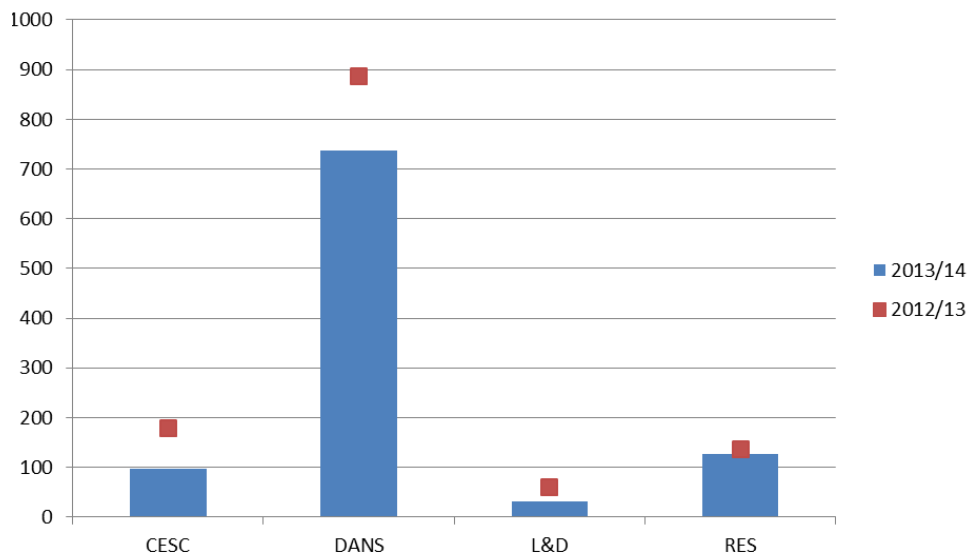


101. The number of complaints responded to by DANS also includes those service areas which now sit under Public Health (Environmental Health and Trading Standards). For 2014/15 these will be reported separately.

### Comments, Compliments and Commendations

102. During 2013/14 the Council received 275 comments, a decrease compared with the previous year (328). During the year the Council received 994 compliments and commendations, again a decrease on the previous year (1,322).

The number of COMPLIMENTS and COMMENDATIONS received by each service group in 2013/14, with the number received the previous year.



### Key themes during the year

103. During 2013/14, the majority (52%) of all complaints were in relation to services provided by Development and Neighbourhood Services. Of the complaints only 31% were upheld or partially upheld. Some common themes of complaints have been refuse/recycling, Town Centre regeneration and Christmas time events. 19% of all complaints were in relation to services provided by Children, Education and Social Care. Of the complaints 58% were upheld. Some common themes of complaints included communication difficulties, poor information sharing and dissatisfaction with the outcomes of assessments and care plans. As a result, internal procedures have been reviewed to avoid repetition of poor service and the importance of professional conduct and good communication continues to be reinforced through staff supervisions and team meetings. Of the complaints for services within Resources only 20% were upheld or partially upheld, and there were not any areas of major concern.

104. The majority (74%) of compliments and commendations were in relation to services provided by Development and Neighbourhood Services. The following teams all received large numbers: Trading Standards and Licensing, Care for Your Area, Events, Registration & Bereavement Services, Technical Services and Tees Achieve. A large number of the Children, Education and Social Care compliments and commendations were in relation to the Welfare Rights team, the Children Centres, various social work teams, youth offending

service. The majority of compliments for services in Resources were for the exceptional service the staff provided across teams. Within Legal and Democratic Services compliments and commendations were received regarding the general excellent service provided by officers, including the quality of support, advice and guidance provided.

105. The processes for dealing with and recording CCCCs across the Council are being reviewed during 2014/15. This will make the processes more efficient and consistent and action more learning points.

#### **FINANCIAL AND LEGAL IMPLICATIONS**

106. There are no financial implications arising from this report.

#### **RISK ASSESSMENT**

107. This performance report is categorised as low to medium risk. Existing management systems and daily routine activities are sufficient to control and reduce risk.

#### **SUSTAINABLE COMMUNITY STRATEGY IMPLICATIONS**

108. N/A

#### **EQUALITY IMPACT ASSESSMENT**

109. The report was not subject to an Equality Impact Assessment as it does not make any recommendations for changes in policy or service delivery.

#### **CONSULTATION, INCLUDING WARD COUNCILLORS**

110. Not applicable.

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