

# Trademark

## Thematic Summaries - Quarter 4 2013/14

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### Key for summaries:



On target



Within tolerance



Off target

## Economic Regeneration and Transport

### OVERALL THEME PROGRESS (AGAINST CORPORATE BASKET MEASURES)

At Quarter Four 2013/14, we are able to report progress against the annual target for all seven out of the eight Economic Regeneration and Transport indicators above. For five of these indicators we achieved the annual target. We are also able to report baseline performance for one indicator which was used for future target setting purposes.

<b>Thematic Summary</b>	
<i>Under this theme the following indicators are included in the corporate basket:</i>	<b>Target</b>
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	No 2013/14 Target
Number of young people engaged in enterprise activities	★
Percentage of unemployed people training through Tees Achieve that move into employment	★

#### What has been achieved?

- **The percentage of void business units in Stockton town centre** – 18.59% vacant primary and secondary business units were void at April 2014. This is the lowest it has been for three years. The target of 20% for 2013/14 has been exceeded.

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.

The demolition of Lindsay House which had a number of empty units contributed to the reduction of voids. Two of the previous occupiers relocated within the Town Centre.

62 businesses have opened, expanded or relocated to new premises in the town centre throughout 2013/13. Hewitts Solicitors relocated from Yarm Lane to Stockton town centre. Since October 2012, eight new businesses from the Enterprise Arcade have relocated into vacant units within the town centre and are still trading at the end of March 2014.

- **Job Seeker's Allowance Claimant Count** – The percentage of working age Job Seeker's Allowance claimants reduced 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.

Tees Achieve are helping to reduce the number of people claiming JSA. They deliver employability courses and work with Job Centre Plus and work programme providers to offer employability courses to support this to assist people back into work. The 'Directions' programme for adults – a three week general employability course, followed by progression onto training specific to an individual's needs that will help them overcome barriers to work (fork lift truck, first aid, food hygiene etc.). Tees Achieve also offer a 2.5 day course 'Job Search Essentials' for new claimants.

Interim 2013/14 academic year data at Q4 2013/14 showed 28.5% (63/221) of learners who completed employability courses with Tees Achieve moved into employment, with an additional 27% (60/221) having progressed into further learning.

- **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 9.2% (1,655) in December 2013 to 9% (1,610) in March 2014.

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.

Tees Achieve offer apprenticeships to 16 to 24 year olds, deliver courses on employability for 18+ year olds and work with Job Centre Plus and work programme providers to offer employability courses to assist people back into work. The 'Directions' programme for adults – a three week general employability course, followed by progression onto training specific to an individual's needs that will help them overcome barriers to work (fork lift truck, first aid, food hygiene etc.). Tees Achieve also offer a 2.5 day course 'Job Search Essentials' for new claimants.

Youth Direction monitor and track young people leaving statutory education up to the age of 19 (25 if person has a learning difficulty or disability). They provide targeted support to encourage participation in education, employment and training. They support various initiatives such as the YES Project to engage the most vulnerable young people. At the end of March 2014, 165 young people had started on the initiative exceeding the target of 100. 84 young people completed the programme and achieved accredited qualifications including a significant number of apprenticeships. 69 of these young people gained permanent employment and 3 moved onto another apprenticeship or returned to further education. 40 young people are still working towards completion of their training.

- **Number of business investments in the borough with assistance provided or funded by the council or TVU** – 196 business investments to date, 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 is a new measure for 2013/14, with this year's figures being used to establish the baseline.

- **Percentage of unemployed people training through Tees Achieve that move into employment** - Interim 2013/14 academic year data at Q4 2013/14 showed 28.5% (63/221) of learners who completed employability courses with Tees Achieve moved into employment and 27% (60/221) progressed into further learning.
- **Number of young people engaged in enterprise activities** - 518 young people were engaged in enterprise activities between August 2013 and March 2014. This represents 86% of the academic year target of 600.

39 pupils from three schools ran a market stall in Wellington Square as part of a schools' Easter market initiative. Bishopton Centre, Redhill Education and St Patricks RC Schools had a range of hand crafted cards, gifts, artwork and garden furniture for sale as part of their school enterprise projects.

- **Congestion** – Provisional figures 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 (which equates to an average travelling speed of 25mph).

#### 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 89.09% of major applications (75% target), 89.35% of minor applications (80% target) and 95.85% of other applications (88% target) determined within timescale.
- **Service to the Community** – Stockton's unsung heroes Business Award went to Mike Matthews of NIFCO. Mr Matthews has turned NIFCO into a highly successful, profitable, UK division of a Japanese owned global company which employs 450 local people. He is committed to helping young people both through his work in employing and training apprentices. He is also a strong advocate of Stockton as a place to do business.
- **Investment in town centres** – In Thornaby a McDonald's drive-through and new Asda petrol station have been developed on the previously derelict site. The £2.5 million scheme has created more than 70 full and part-time jobs.

InShops in Thornaby Town Centre has re-opened. In January the national chain went into liquidation but the Town Centre management company La Salle has taken on a temporary lease of the units in Thornaby so trading can continue.

Norton High Street is seeing a flurry of new developments. Call Me Pretty independent ladies boutique opened in January 2014. Blackwell's Butchers refurbished and JD Wetherspoon refurbished the Highland Lad and reopened as the Highland Laddie.

- **Work on the new combined £27 million library and customer service centre has started in Billingham** and is expected to open winter 2015. The state of the art facility will bring together the town's main public library (and Roseberry), customer services for Stockton Council and Tristar Homes, a cash office and Billingham Town Council's headquarters all under one roof.

The new centre will benefit from the latest self-service technology, supported by professional librarians and highly-skilled customer service staff.

- **Tees Valley Unlimited, the Local Enterprise Partnership** is working with public and private sector partners to secure funding for a new Tees Valley (TV) skills and apprenticeship programme.

The programme will allow TV employers to apply for a 12 month wage subsidy of 50% (up to £11,000) towards employment costs of a new trainee, apprentice or graduate. This will support local companies looking to recruit more staff enabling them to grow and take on new business, while helping train the local workforce and offering young people a more prosperous future.

- **Annual Population Survey working age employment rate** - The latest statistics for January to December 2013 show 71.2% of the working age population were employed. This is an increase of 0.2% on the figure of 71% reported last quarter for September 2012 to October 2013 and is 2.8% points higher than the rate of 68.4% for January to December 2012.
- **Working age population self-employed** - The latest statistics for January to December 2013 show 7.6% of the working age population were self-employed. This is the same as the figure of 7.6% reported last quarter for October 2012 to September 2013 and is 1.9% points higher than the rate of 5.7% for January to December 2012. This increase in self-employed is a key change in the local labour market.
- **Bus services in Hartburn** – Bus services will continue to serve residents in Hartburn, thanks to partnership working between Stockton Council and Arriva. Following discussions with the Council, Arriva has agreed to include Hartburn in a re-route of its Number 6 bus service between Stillington and Stockton Town Centre from April 1.
- **Port Clarence bus services** – Bus services will be maintained in Port Clarence. Following successful discussions with Stockton Council, Leven Valley Coaches Ltd has agreed to run an hourly service from Port Clarence to Billingham Town Centre, continuing to Wolviston.

Leven Valley Coaches Ltd has also agreed to run:

- An hourly service from the Albany Estate to Stockton Town Centre, then onto Teesdale and Teesside Park and a similar service from Hartburn.
- A service to Stillington, serving both Bishopton Avenue and Carlton. The new service will provide access to North Tees Hospital and Summerville Farm.

The new services started running from 31 March.

- **New long-stay car park plans for Yarm** – Stockton Council has announced plans to create up to 80 new long-stay car parking spaces near Yarm High Street. After successful negotiations with landowners, the Council has submitted planning applications for two new long-stay car parks, each with around 40 spaces. The proposed car parks are off Silver Street, behind Barclays Bank's Yarm High Street branch and behind the Blue Bell pub on the Egglecliffe side of Yarm Bridge. They will complement the short-

stay pay and display parking arrangements that are due to be introduced on Yarm High Street after Easter.

- **New car park in Stockton Town Centre** – A new car park is now open in Stockton Town Centre which is making it easier for people to visit its vast array of shops and businesses. As part of the town's regeneration 34 short stay bays have been created outside The Shambles so people can park on the High Street. The car park is closed all day Wednesday and Saturday when the space is used by the town's traditional market. Work is also under way to create more short stay parking on the former Lindsay House site.
- **Street lighting** – A plan to save £1.8million a year by replacing Stockton's ageing street lighting stock has been agreed by councillors. The move will see the Council invest £14million in a three-year programme to replace almost 28,000 lantern bulbs with modern, super efficient LED lighting. All street lighting columns over 25-years-old – around 8,500 in total – will also be replaced. The projected annual savings will come from the lower energy bills and reduced maintenance costs associated with the more efficient and reliable LED lighting. The street lighting replacement programme will be delivered in-house by Stockton Council and will get under way in the summer.

### **What has not been achieved?**

### **CUSTOMER PERCEPTION/SATISFACTION**

#### **RISK**

There are no Economic Regeneration and Transport related high risks featured in the Corporate Risk Register:

#### **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 £33m for the period 2012-2018 approved on a number of Stockton Town Centre Schemes as detailed in the MTFP report presented to Cabinet / Council in February.
- Capital investment of £5.7m for the period 2012-2018 approved on a number of Billingham Town Centre Schemes as detailed in the MTFP report presented to Cabinet / Council in February.
- Capital investment of £17.4m for the period 2012-2018 approved on a number of Local Transport Schemes as detailed in the MTFP report presented to Cabinet / Council in February.
- £7m Regional Growth Fund approved for the Skills and Jobs Scheme being administered through TVU.
- Capital investment of £14m for the period 2014-2018 approved on the Street Lighting lantern replacement scheme as detailed in the MTFP report presented to Cabinet / Council in February. This is estimated to generate future annual savings of £1.8m.

## Arts, Leisure and Culture

<b>Thematic Summary</b>	
<i>Under this theme the following indicators are included in the corporate basket:</i>	<b>Target</b>
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.	★
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 Four 2013/14, we are able to report progress against the annual target for three out of the five Arts, Leisure and Culture indicators above. All three of these indicators have achieved the annual target. We are also able to report baseline performance for one indicator which has been used for future target setting purposes.

#### What has been achieved?

- **SIRF visitor satisfaction** – 87.3% of visitors surveyed thought SIRF 2013 was 'good' or 'very good'. Taking into account the confidence interval of +/- 3.5%, performance is in line with the annual target of 90%.
- **Percentage of adults that are members of a club so that they can participate in sport or recreational activity** - results from Active People Survey 7 (October 2012 to October 2013) show 25.2% (base: 238) of adults are members of a club. Taking into account the confidence interval of +/- 5.5%, this year-end performance is in line with the year-end target of 24.5%.

**Library visits** – 1,193,839 visits to libraries during 2013/14, performance exceeded the annual target of 1,150,000 by 4%. 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.

To help commemorate WW1 two public information and activity days have taken place at Stockton Central and Thornaby Central. Both were very well attended and received. They included stalls for community groups and local museums, activities and visit from the Time Bandits.

Other significant events include author visits, World Book day and night, local history sessions, Books and Banter, Star Wars and Dalekmania.

Reduced opening hours were introduced at Fairfield, Roseworth, Thornaby (Westbury Street), Egglecliffe and Billingham (Bedale Avenue) and Stockton Central and Thornaby Central libraries will no longer be open on Sundays.

The new opening times for the five community libraries affected are based on the busiest times and feedback from customers following extensive consultation which concluded in August 2013.

In addition Westbury Street and Roseworth libraries were closed for four and two respectively during Q4 2013/14 so they could be relocated to Riverbank and Redhill Children Centres.

- **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.

## What has not been achieved?

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

#### What has been achieved?

- **Preston Park Museum** continues to attract visitors with 160,645 being recorded during 2013/14. This performance exceeds the year-end target of 150,000 by 7%.

A new manager, Margie Stewart-Piercy has been appointed to build on this success with the support of the team and an ever expanding events programme.

- **Preston Park gets national recognition** - A national newspaper has recognised a Stockton park as being one of the top places to take children during school holidays. The Daily Telegraph has listed Preston Park in its top five museums for children in the country.

The park, which has recently seen £7million redevelopment was shortlisted in the 2013 Museum of the Year and offers a wide range of fun activities for the whole family.

In April a group of volunteers won a prestigious Silver Gilt award with their community ParkMade: A Celebration garden at Harrogate Spring Flower Show.

The volunteers created a 5m x 5m show garden with a diamond pattern of lettuce and traditional lavender, a silver tree sculpture designed and forged at Preston Park Museum and Grounds, willow animals and decorative edging, as well as a colourful display of home grown fruit and vegetables to represent the Park's traditional kitchen garden.

Preston Park Museum and Grounds have been shortlisted in the Customer Service category of this year's national Museums and Heritage Awards for Excellence. Results will be announced at an award ceremony 8 May in the Historic State Rooms in central London.

- **Stockton events** continue to grow and attract visitors. The new spring and summer 2014 Events Guide was circulated to residents in the March 2014 Stockton News and is available on the intranet.



- **Stockton Duathlon Festival** – the number of participants who took part in the 2014 Duathlon (876) increased by 49% compared with 586 in 2013. 37% of participants were from TS postcodes and the remaining 63% were from other areas. The event generated an increase in overnight stays, revenue and business opportunities. Local providers were used at the event i.e. Stottie Company and Mohujos. Skinnergate Cycles and Halfords also benefited from the event.
- **The annual BBC North East Sports Awards 2014** were held in Stockton Borough for the first time. The event recognises the achievements, success and contributions of the sportsmen, women, teams, coaches and volunteers in our region. The event organised by BBC North East, BBC Outreach, Sport England, Stockton Council and Tees Active Limited was held at the Billingham Forum February 2014.
- **Stockton libraries** are one of 10 library authorities in England to have been awarded funding towards the creation of a Digital War Memorial to commemorate World War One. As part of the research for the project the Reference Team are appealing for letters or war diaries with particular local significance to share with a wider audience.

To encourage people to remember the war and recruit volunteers for WW1 Commemoration Day an event was held in March at Thornaby library. The day included drama, readings, craft activities, exhibits, readings and impromptu re-enactments by the Time Bandits a professional team of historical costumed interpreters. Both days were very well attended and received.

- **1,245 Sunflowers** project was launched to honour the 1,245 soldiers listed in Stockton's Book of Remembrance who gave their lives to fight for their country during WW1. Families, individuals schools, businesses and community groups across the Borough will plant sunflower seeds in memory of those who fought and died in the war. They are encouraged to research the life of their particular veteran and the impact the war had on the local community. The project will end in a special reflective on 4 August, the 100-year anniversary of Britain entering the war
- **SIRF 2014 "Voyages of Discovery" Community Carnival is launched** to encourage youth, school, community, sports, performance groups and families to participate. The theme is inspired by great adventures, explorations and inventions include "Outer Space," "Great Explorers," "The Big bang!" (explores science and inventions), "Journey to the centre of the earth," the "High Seas," and "Travel the World."
- **Globe favourite star** nominations - STELLAR - Members of the public can nominate a famous star of their own, five of which will be allocated to the remaining spotlights as part of a spectacular new piece of artwork at The Globe Theatre in Stockton.

The artwork will see colourful LED light strips installed in the paving outside the historic theatre as well as 15 spotlights, each etched with a portrait of one of the Globe's past performers and Stockton Council is now calling on members of the public to be a part of this unique piece of art. Ten famous faces including The Beatles, Buddy Holly and The Rolling Stones have already been selected, leaving five final spotlights left to fill.

The installation has been designed by artist Simon Watkinson to honour the rich heritage of the theatre and is set to transform the area into Stockton's very own version of the Hollywood Walk of Fame. Consultation is taking place during spring 2014 and floorscape is scheduled to be installed later in 2014.

- **Arripare** by artist Gayle Chong Kwan is a 38 metre long photographic installation on the side of the Castlegate Centre depicts a mythical island featuring landmarks and architecture from across the borough identified as part of local engagement.

The artwork launches the REFOCUS Castlegate Mima Photography Prize which will commission a new artwork to be installed in 2015. The project is a partnership between Lathe Investments, (owners of Castlegate shopping centre) Stockton Council and Mima art gallery.

### **What has not been achieved?**

#### **CUSTOMER PERCEPTION/SATISFACTION**

- Viewpoint Survey 2013/14 and SIRF 2013 satisfaction results were reported at Q3 2013/14.











#### **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
- Additional income being generated within Preston Hall through increased attendance, hire of the venue and shop sales.
- Libraries review has been implemented and annual the savings requirements have been achieved.
- £2.7m approved capital funds for the new Billingham integrated customer service centre and library.

## Environment and Housing

<b>Thematic Summary</b>	
<i>Under this theme the following indicators are included in the corporate basket:</i>	<b>Target</b>
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 <sub>2</sub> emissions from Local Authority operations	N/A
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	
Proportion of households in fuel poverty	N/A

### **OVERALL THEME PROGRESS (AGAINST CORPORATE BASKET MEASURES)**

At quarter four 2013/14, we are able to report progress against the annual target for ten of the twelve indicators shown above.

#### **What has been achieved?**

- **Number of empty homes brought back into use** – 158 empty homes 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'. Year-end target of 40 therefore already achieved.
- **Proportion of households approaching the authority and accepted as statutory homeless** – For the period April 2013 – March 2014, 3,328 households approached the authority, with a homeless duty accepted to just 32 cases = 0.96%. There can be a range of advice and other resolutions to the households approaching the service (such as the Bond Guarantee scheme and help to find alternative accommodation), with acceptance as being statutory homeless just one of those resolutions.
- **Business Miles travelled by SBC Employees** - 1,628,033 which is within 5% of last year's outturn (1,935,193) and has therefore achieved the annual target.

- **Percentage of household waste which has been landfilled** - 0.50% 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 (71.50%) and waste reused, recycled and composted (28.00%).
- **Percentage of areas with unacceptable levels of litter** - 3% of surveyed areas unacceptable for levels of litter. Annual target achieved.
- **Percentage of areas with unacceptable levels of detritus** - 3% of surveyed areas unacceptable for levels of detritus. Annual target achieved.
- **Improved local biodiversity** - 61% (34 out of 56) local sites have been assessed as being in positive conservation management. All SBC owned sites are in positive conservation management.

**What has not been achieved?**

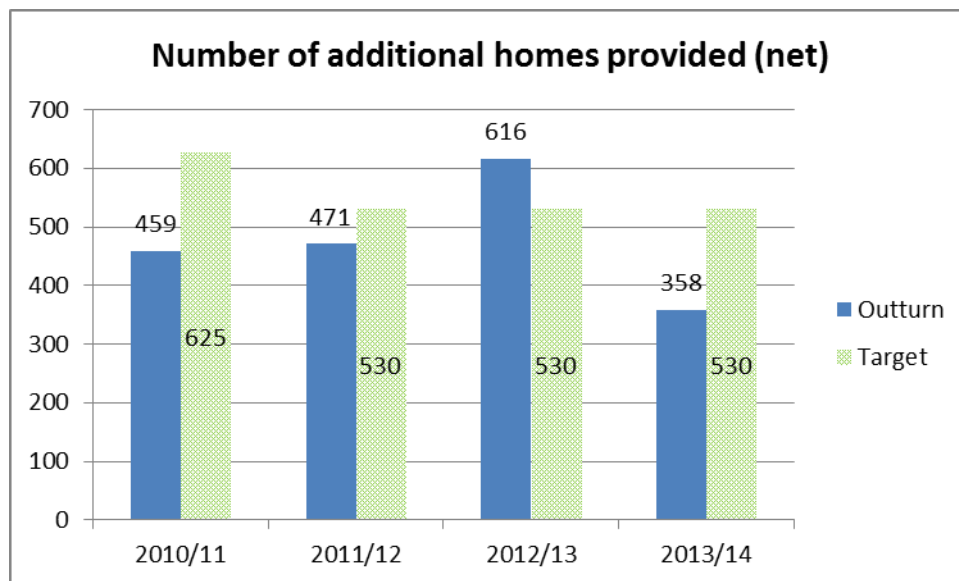
- **Net additional homes provided** – 358 net additional homes provided, against year-end of 530. This target was set in the Core Strategy Development Plan March 2010 to provide 530 dwellings per year from 2011 to 2016.

The net additional homes figure includes 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.

The new build completions for the year have come from 23 sites, with the five main housing sites for completions being Ingleby Barwick, Hardwick, Blakeston Lane, Former Corus Pipe Mill and Mandale Phase 3.

Over the last four years, 1,904 additional homes (net) have been provided as shown in the graph below.



- **Number of affordable homes delivered (gross)** – 60 gross affordable housing completions against year-end target of 100. 23 are RSL social rented, 19 affordable rented and 18 intermediate tenure.

The Social Rented completions have been provided on the Hardwick redevelopment and in Mandale Phase 3. The affordable rented have been provided on a small site at Wellington Street and on Parkfield Foundry and the intermediate tenure are mostly Firstbuy and are provided across eight sites.

Latest guidance advises that products under the Help to Buy scheme are not classed as affordable completions, this significantly reduces the number that can be classed as affordable completions.

Over the last four years, 588 affordable homes have been provided (gross) exceeding the cumulative target of 486 by 21%.

- **Percentage of household waste sent for reuse, recycling and composting** – 28.00% against a target of 30%. The reduction in performance when compared with Q2 is due to the seasonal reduction in green waste collected during the winter months and an increase in residual household waste (707.14kgs compared to 683.43kgs during 2012/13). This puts Stockton in the all England bottom quartile.

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

### **What has been achieved?**

- **Flood defences at Port Clarence and Lustrum Beck** - Stockton Council and the Environment Agency submitted the bids for Flood Defence Grant in Aid funding to enable flood defence and alleviation work to be undertaken. The Government has confirmed £9 million has now been allocated for a flood defence scheme at Port Clarence and Greatham. Meanwhile £1.2 million has also been allocated for a flood defence scheme at Lustrum Beck. £415,000 has already been secured from the North-East local levy to pay for a smaller scheme to reduce the risk of flooding at Lustrum Beck.
- **APSE Performance Networks Most Improved and Best Performer Awards December 2013** – SBCs Street Cleaning team are finalists in the Best Performer category, and Transport Operations and Vehicle Maintenance for Most Improved Performer.
- **John Whitehead Park** - Work is progressing 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.
- **Durham Road Cemetery extension** - The development works to extend Durham Road Cemetery are now complete, with only the agreed horticultural schemes to be fully implemented.
- **Street lighting** – A plan to save £1.8million a year by replacing Stockton's ageing street lighting stock has been agreed by councillors. The move will see the Council invest £14million in a three-year programme to replace almost 28,000 lantern bulbs with modern, super efficient LED lighting. All street lighting columns over 25-years-old – around 8,500 in total – will also be replaced. The projected annual savings will come from the lower energy bills and reduced maintenance costs associated with the more efficient and reliable LED lighting. The street lighting replacement programme will be delivered in-house by Stockton Council and will get under way in the summer.
- **Swainby Road regeneration** – progress is continuing with the demolition of the remaining properties on Norton Road. The last six houses at 218-230 Norton Road have been demolished. Most of the Swainby Road estate is now clear of nearly 190 houses and flats on Norton Road, Swainby Road, Danby Road and Ayton Place. Stockton Council is working in partnership with Keepmoat Homes and the Vela Group to develop 170 new homes in the area for sale and rent.
- **Mandale Park demolitions** – The final properties at Mandale Park in Thornaby have now been demolished so the remainder of the new homes planned for the area can be built. The £100 million scheme to regenerate the estate has seen 578 houses demolished and 770 new homes built since

2004. The demolition of the last 20 properties means that a further 90 homes can begin to be constructed with work due to be completed in 2016. The regeneration of the estate is being led by Stockton Council in partnership with Tristar Homes, Barratt Homes, Keepmoat and Isos Housing and has received financial support from the Homes and Communities Agency. Once complete more than 860 new homes will have been built, including 200 affordable homes for rent or shared ownership

- Council considered a debate following the receipt of a **petition** containing over 2,000 signatures objecting to the Council's planning approval for housing development in the South of the Borough. In response, the Council resolved to write to the Secretary of State for Local Government and the Parliamentary Secretary of State for Planning urging the Government to review its National Planning Policy Framework. This process is being supported by Democratic Services and Legal.
- **Same-Sex Marriage** – The Marriages (Same-Sex Couples) Act 2013 received Royal Assent in July 2013, and since the legislation came into effect on 29 March 2014, Stockton Register Office have married Stockton's first same-sex couple.

## **CUSTOMER PERCEPTION/SATISFACTION**

### **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 which was implemented during 2013-14.
- Expenditure on business mileage has dropped from £1.2m in 2011/12 to £715k in 2013/14.
- Council approved one off funding of £92,000 to tackle Empty Dwellings and bring homes back into use.
- £592,000 in capital funds secured for works within John Whitehead Park.
- £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.
- £14m scheme from replacement street lighting lanterns to be considered by Council in March.

## Community Safety

<b>Thematic Summary</b>	
<i>Under this theme the following indicators are included in the corporate basket:</i>	<b>Target</b>
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)**

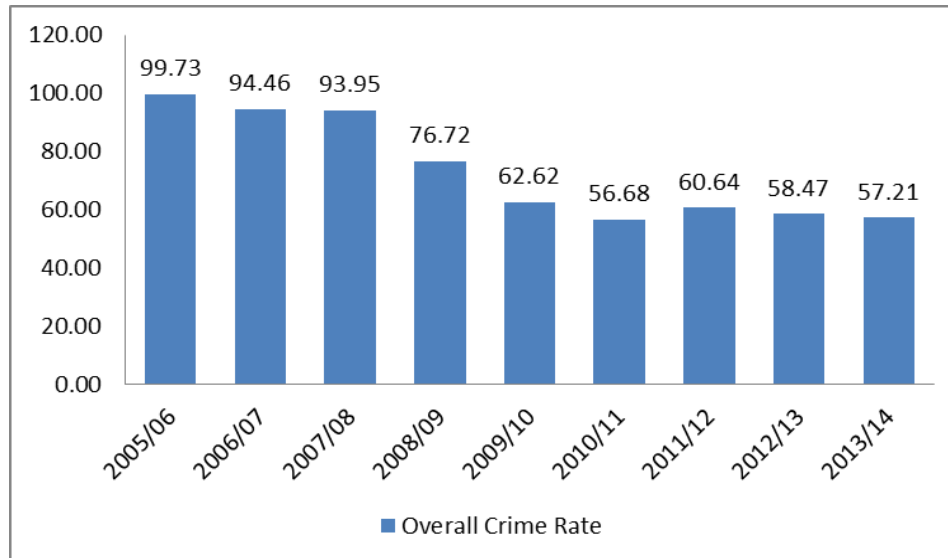
At quarter four 2013/14, we are able to report progress against the annual target for all eight of the indicators shown above.

#### **What has been achieved?**

**Overall crime** – 11,007 crimes recorded April 2013 – March 2014, which equates to 57.21 crimes per 1,000 population, a reduction of 1.8% compared to the previous year. Annual target achieved.

The reduction in overall crime of 1.8%, which follows the national trend of publically reported crime having reduced (by 0.9%). Similar trends can be seen for the individual crime categories. Increased focus on positive partnership interventions and better coordination with the police through Safer Stockton Partnership is allowing us to work more smartly with limited resources. Also, the use of intelligence from CCTV and Joint Action Group Meetings to identify hotspots to allow for targeted interventions has helped with the reduction of overall crime.

The rate of 57.21 per 1,000 population is second lowest crime rate in Stockton since 2005/06, as shown in the graph below.



- **Criminal damage** – 2,238 incidents of criminal damage recorded April 2013 – March 2014 which is a reduction of 0.3% compared to the previous year. Annual target achieved.
- **Violence with injury** – 1,018 crimes of violence with injury recorded April 2013 – March 2014, which is a reduction of 6.6% compared to the previous year. Annual target achieved.
- **Reduce the rate of proven re-offending by young offenders** - Q4 rate of 0.82 equates to 27 re-offenders from a cohort of 105 committing a further 86 offences. Performance has met and exceeded target expectations. Data is local data taken from the case management system due to time lags in Police National Computer data.
- **First time entrants to the Youth Justice system** - Latest data available is at February 2014. During the quarter there have been 23 First Time Entrants giving a cumulative total for the year of 89. This is a significant improvement on the same period for 2012/13 of 223 First Time Entrants and target of 228 for the year. 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.
- **Ensure the safe and effective use of custody** - Latest data available is at February 2014 of 5.3%. This equates to 10 custodial; sentences from a cohort of 189. Current performance is an improvement on the same period for 2012/13 of 8% and is within target range.

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

**What has been achieved?**

**Stockton Borough remains the safest place in the Tees Valley** - In 2013/14 there were 10,004 publically reported crimes compared with 10,098 in 2012/13 which is a 0.9 per cent reduction in crime. The figures show Stockton Borough still has the lowest publically reported crime rate at 51.9 crimes per 1,000 people.

- The **Police and Crime Panel** met in February and agreed the Commissioner's proposals around his precept for 2014/15. At the same meeting the Panel had received a report from a Task and Finish Scrutiny Group (supported by Democratic Services) relating to the Overall Budget Strategy of the Commissioner. The Group's report helped provide assurances that the Commissioner was looking at a range of initiatives to try and offset budget gaps already identified for future years. The Panel had



agreed that the work of the Task and Finish Group should continue to consider the continuing funding pressures and the achievements of current savings plans and initiatives.

- A Task and Finish Group continues to meet and consider the work of Police in Schools and hopes to develop recommendations that might lead to a consistent approach across the Force Area. The Group hopes to report to the Board in July. A third Task and Finish Group will meet to consider issues relating to the reforms in the Probation Service.

#### **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**

Service review of Stockton's Youth Offending Service has recently commenced.

## Children and Young People

<b>Thematic summary</b>	
<i>Under this theme the following indicators are included in the corporate basket:</i>	<b>Target</b>
% of young people in year's 12 – Y 14 who are NEET	
Educational Progress of Special Educational Need Pupils at KS2	Benchmark Data Not Yet Available
Educational Progress of Special Educational Need Pupils at KS4	Benchmark Data Not Yet Available
Pupil Premium / Non Pupil Premium attainment gap at KS2	Benchmark Data Not Yet Available
Pupil Premium / Non Pupil Premium attainment gap at KS4	Benchmark Data Not Yet Available
Educational progress of looked after children (LAC) at KS2.	Benchmark Data Not Yet Available
Educational progress of looked after children (LAC) at KS4.	Benchmark 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 year's years	
Proportion of child protection plans lasting two years or more	
Proportion of children in care continuously for at least 2.5 years who were living in the same placement for at least 2 years	
Timeliness of initial assessments	
Timeliness of core assessments	
Free early education / childcare places available for eligible 2 yr olds.	

### **OVERALL THEME PROGRESS (AGAINST CORPORATE BASKET MEASURES)**

At quarter four 2013/14, we are able to report progress against the annual target for 9 of the fifteen indicators shown above. For 6 of these indicators (67%) we were on target or within the agreed tolerance for the target.

### **What has been achieved?**

**Proportion of pupils attending good or better schools.** Data is based on the latest national data made available by Ofsted (provisional, as at March 2014) and relates to all primary and secondary schools including academies but excluding Nurseries, Pupil Referral Units and Special Schools.

- 89.2% of pupils were attending good or outstanding primary schools, compared to 79.5% for the England average and 87.7% regionally.
- 58.1% of secondary school pupils were attending good or outstanding schools – a decline in performance from Q3 and 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.

**Proportion of schools judged to be good or outstanding.** Data is based on the latest national data made available by Ofsted (provisional, as at March 2014) and relates to all primary and secondary schools including academies but excluding Nurseries, Pupil Referral Units and Special Schools.

- 91.2% of primary schools were judged as good or outstanding, compared to 80.2% for the England average and 87.9% regionally.
- 50.0% of secondary school were judged as good or outstanding, behind the England average of 70.5% and regional of 67.6%. The Education Improvement Service continues to monitor schools closely and target support according to risk.

**Proportion of children becoming the subject of a child protection plan for a second or subsequent time, within two years.** Year end (at 31 March) 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. During the Q4 period, there was just one extra child subject to a plan for a second or subsequent time. Performance was within target and an improvement on the 2012/13 period.

**Proportion of child protection plans lasting two years or more –** 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 and an improvement on the 2012/13 period.

**Timeliness of core assessments –** This is the final time of reporting on both 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 and a significant improvement on the 2012/13 period.

**Free early education / childcare places available for eligible 2 yr olds -** At the end of the Q4 period, there were 571 available free early education and childcare places available 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.

**What has not been achieved?**

**Percentage of young people in Y12 – Y14 (aged 16~19) who are NEET.**

**Percentage of young people in Y12 – Y14 (aged 16~19) who are 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.

- Based on the position at the end of Q4 (31 March), our NEET rate was 8.9%, with 84.9% of the cohort in learning and 1.0% not known.
- The Tees Valley average at Q4 was 8.0% NEET, 83.0% in learning and 3.8% not knowns.
- 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% .

**Long term placement stability for looked after children.** This indicator 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 (31 March) 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.

**Timeliness of initial assessments** - This is the final time of reporting on both initial and core assessments, due to the new single assessment process being implemented from the beginning of February. Year end performance of 50.1% equates to 1082 Initial Assessments completed within 10 days from a total of 2161 Initial Assessments. Despite some progress over the year, performance has been well below target expectations.

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

**Peer Reviews**

During the Q4 period there have been two significant reviews of services, commissioned by the Council's Children, Education and Social Care Service Grouping, to support our service development and improvement work in children's social care services, in conjunction with our partners on the Stockton-on-Tees Local Safeguarding Children Board:

- A **Critical Friend Review** was undertaken in January by a team from Northumberland Council. This review focused mainly on arrangements for the management of cases for children at risk of significant harm and subject to child protection procedures. The outcome of this review was shared with Cabinet at its meeting on (date).
- A **Safeguarding Peer Diagnostic** review was undertaken by a team of peers from the Local Government Association (LGA) in March, with a broader focus across arrangements for early help; responding to cases on the threshold of access to social care; management of longer term social care cases involving neglect and domestic abuse; and child protection decision making. The team gave initial feedback at the end of their review and the final report will be available in mid-May.

Both these reviews have given very helpful feedback on practice and have identified areas where further improvements can be made. The findings helped to confirm our own analysis of strengths and areas for development and supported the direction of travel of our service developments over the past year. The recommendations from the reviews will inform an improvement plan, details of which will be brought to Cabinet in a separate report.

**Ofsted inspections of settings (based on latest available national data from Ofsted):**

- **Children's Homes:** – latest data from Ofsted relates to the period of October to December 2013, but there were no inspections of our children's homes during that period. Based on outcomes of the last inspection of each of our 6 homes, 4 (67%) were rated as good and 2 (33%) as adequate, compared to a national average of 14% outstanding, 57% good and 25% adequate and 5% inadequate.

- **Childminders:** (provisional data) – based on latest available national data from Ofsted for all childminders inspected between September 2012 and August 2013, the proportion rated as good or outstanding in Stockton-on-Tees was 70.4%, above the national average of 66.7%.
- **Childcare:** (provisional data) - based on latest available national data from Ofsted for those inspected in the year up to 31<sup>st</sup> October 2013, the proportion rated as good or outstanding was 70.0%, above the national average of 66.7%.
- **Children’s Centres:** (final data) – for the 6 inspections in the year up to 31<sup>st</sup> August 2013, the proportion rated good / outstanding (67% good / none outstanding) was below the national average of 68% and regional average of 73%.

**Looked After Children placement stability and permanence** - despite the continuing demands of higher levels of children in care, the following indicators represent positive performance.

- **Shorter term placement stability** (i.e. 3 or more placements during the year) has remained within target range. The year end performance at 31 March was 7.8% (30 children who had three or more placements, from a total of 383). This represents a good improvement on the Q3 position of 8.4% and the previous year’s outturn of 11%. Performance has met and exceeded the target of 9.0%.
- Effective use continues to be made of **other routes to permanency**. Of the 150 who ceased to be in care at Q4:
  - 78 (52.0%) returned home, in line with the previous year’s performance.
  - 25 (16.6%) were the subject of a Special Guardianship Order, in line with the previous year’s performance of 16.3%.
  - 19 (12.6%) were the subject of a residence order, significantly lower than the previous year’s performance of 21.7%.
  - 28 (18.6%) children have been adopted, representing a good improvement on the previous year’s performance of 12.4%.
- With regard to the timeliness of the **adoption** process, of the 28 children placed for adoption during the year at the end of March.
  - The average time (in days) between a child entering care and moving in with its adoptive family was 508 days. This is a significant improvement on the previous year’s performance of 668 days, and is better than the latest 3 year England average (2010/13) of 647 days and the national performance threshold of 608 days.
  - The average time (in days) between the Local Authority receiving authority from the Courts to place a child and deciding on a match to an adoptive family has also continued to show improvement. At the end of March, the average time was 229 days compared to 340 days for the previous year – narrowing the gap to the latest 3 year England (2010/13) average of 210 days and national performance threshold of 182 days.
  - It should be noted that average timescales measures do not always reflect the complexities of individual decisions or the quality of placement decisions made for the children involved. Nevertheless, performance overall represents a significant improvement on the previous year and a continuing improvement trend during 2013/14.

**Care Leavers** - of the 117 care leavers aged 16 to 21yrs during the period:

- all but 5 (a 16yr old, an 18yr old, a 19yr old and two 21yr olds) were in suitable accommodation;
- 47.9% were in EET, with a reducing pattern of engagement across all age groups, although the highest proportion of these, are 18 and over.

**Education Admission appeals** 12 in-year transfers Education Admission appeals were received for both primary and secondary schools during the final quarter of 2013/14 and planning for the main round primary and secondary appeals in May and June 2014 commenced. This process is supported by the team from Democratic Services.

## **RISK**












The Q4 position has not required any significant change to the current CESC Risk Register.

## **FINANCE**

The most significant budget pressures continue to arise from the high number of looked after children, impacting particularly on the cost of foster care and external residential placements, along with some pressures for Special Guardianship orders and Kinship care costs. There was a further reduction in legal fees during Q4, reflecting a reduction in case loads. Agency staffing costs have been a pressure but these eased during the Q4 period, following implementation of some new staffing structures from 1<sup>st</sup> November 2013). There have also been some savings in staff costs arising from vacancies in other service areas.

The budget has continued to be managed within the requirements of the agreed medium term financial plan.

## Adult Services

<b>Thematic summary</b>	
<i>Under this theme the following indicators are included in the corporate basket:</i>	<b>Target</b>
Overall satisfaction of people who use services with their care and support*	
Proportion of people who use services who say that those services have made them feel safe and secure*	
Proportion of service users who have control over their daily life*	
Rate of satisfaction of carers with social care services*	
All eligible service users to be in receipt of self-directed support	
Increase the proportion of Self Directed Support service users who convert their personal budget to a direct payment 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 fully or partly 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 four 2013/14, we are able to report progress against the annual target for all of the eleven indicators shown above. Those marked with an asterisk are derived from the last national annual Adult Social Care and Carers Surveys undertaken in 2013, and have been reported on in previous quarterly updates. Of the 11 indicators, 9 (82%) have met the target or are within the agreed tolerances 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'. The final validated data indicates 66.4% overall satisfaction, above the England average of 64.1% and comparator group average of 64.9%, 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'.

**Proportion 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'. Final validated data of 74.4% represents a very good improvement on 64% from the previous year, 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.

**Rate of 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 (final validated data) of 45.8% is above the England average of 42.7%, but below the comparator group average of 47.3%.

**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.

**Increase the proportion of Self Directed Support service users who convert their personal budget to a direct payment to manage their own support plan** – Performance at 31 March of 19.24% equates to 3119 clients in receipt of services, of whom 600 over the period chose to convert their personal budget to a direct payment to manage their own care. Performance is within target tolerance.

**Increase the proportion of people still at home 91 days after discharge from hospital into reablement provision** - Latest data available is at Q3 (this indicator is reported quarterly in arrears, to allow for the 91 day post-discharge period). Performance of 84.1% equates to 69 clients discharged from hospital into rehabilitation / intermediate care services of whom 58 remained independent and at home 91 days after discharge. For the 2013/14 year the final indicator will be taken from Q3 data as per guidance from the Health and Social Care Information Centre. The provisional outturn of 84.1% represents good performance, exceeding target and the previous years outturn.

**Safeguarding – proportion of repeat referrals** - Performance at Q4 of 7.9% shows a sustained reduction in the numbers of 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 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%.

**Safeguarding – proportion of referrals that are fully or partly substantiated** - Performance at Q4 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.

**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, performance of 74.5% was better than the England average of 71.5% and comparator group average of 73.7%.

### **What has not been achieved?**

**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, dropping below the comparator group average of 76.1%. Analysis of results did not indicate any specific underlying issues impacting on the survey results.



**Increase the proportion of carers who are in receipt of information, advice or support - Q4** performance equates to 600 carers provided with information, advice or support / services from a total number of clients of 7629 receiving community based services during the year. Although a slight improvement on the position at Q3 performance remained below target, although the data does not include those carers, unknown to the Council's social care services, who received services from commissioned providers.

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

**What has been achieved?**

**Peer Review**

During February, the LGA undertook an Adult Safeguarding Peer Challenge in Stockton-on-Tees. The results of the review were very positive, highlighting many aspects of good practice and providing a small number of recommendations for attention to build on improvements in place. An action plan is being developed to respond to the review findings. A separate report on this Peer Challenge will be taken to Cabinet and to the Adult Services and Health Select Committee.

**Reablement –** Reablement provision has been based on a hospital discharge model, providing short term services free of charge to clients for a period of 6 weeks to enable independence and reduce the likelihood of further emergency admissions or the need for long term care. For the year to date there have been:

- 593 clients provided with a package of support, of whom
- 454 (77%) achieved the goals they had set for themselves on entering reablement services.
- 380 (64%) had no ongoing care needs following completion of the provision of a reablement package.

**Mental Health Clients.** Positive outcomes continue to be sustained for this group of clients.

- The proportion of mental health clients in paid employment at Q4 is 11.3%. This represents a good improvement on the previous years outturn and is better than the England average of 8.8% and comparator group average of 7.1% (comparator data from 2012~13 is the latest currently available).
- Similarly, the proportion of mental health clients in independent living, at 89.9% is an improvement on 2012/13 performance and better than the England average of 58.5% and comparator group average of 61.4% (comparator data from 2012~13 is the latest currently available).

**Learning Disability Clients.**

- The proportion of learning disability clients living in their own home or with their family (latest data available is at Q3) of 78.8% reflects a continued good level of performance so far this year. This is an improvement on the 2012/13 outturn, although slightly below the England average of 73.5% and comparator group average of 79.8% (comparator data from 2012~13 is the latest currently available).
- The proportion of learning disability clients in employment (latest data available is at Q3) was 6.6%. This reflects a good level of improvement from the previous year's outturn of 3.3%. Although slightly below the England average of 7.0%, it is better than the comparator group average of 4.9% (comparator data from 2012~13 is the latest currently available).

**CUSTOMER PERCEPTION/SATISFACTION**

**Signposting survey of clients assessed but not eligible for services.** This survey is aimed at monitoring the effectiveness of signposting for people who received a social care assessment but were ineligible for services. The Q4 survey covered 82 clients. Key points from the results are as follows, based on the proportion of people who answered the relevant questions (not all respondents replied to each question).

- 81% of those responding said they had been given information on where to access help (74% Q3).
- Whilst only 40% (36% Q3) then accessed this help, 70% found it very helpful (69% Q3), the remaining 30% found it 'a little' helpful.
- 74% of those responding said they had been given information on where to access information (71% Q3).
- Only 22 (31%) of these people then accessed the information, 79% found it to be 'very helpful' and 15.4% found it to be a 'little helpful'.
- 92% (97% Q3) of those surveyed had not been back in contact with the Council following their assessment – this indicates the overall effectiveness of the initial assessment and signposting decision.
- 82% (90% Q3) of those responding said they would know who to contact if they needed help or information about social care services.

**Local Safeguarding Survey.** This local survey is for clients who have been the subject of a safeguarding referral. The latest survey covers the period April to December 2013. To date 105 clients have responded to the survey overall. Results for those who answered the questions indicate that:

- 94% of respondents felt that the process was clearly explained to them and that they understood what was happening, in line with the previous survey.
- 96% of respondents were able to give their views of what they would like to happen.
- 96% of respondents said that their views were listened to.
- 89% of respondents were invited to meetings where the safeguarding concerns were discussed, slightly higher than the 84% recorded in the previous survey.
- 95% of those who attended meetings felt that they had an opportunity to speak on their own behalf, higher than the 89% recorded in the previous survey.
- 95% of respondents felt that the outcome of the Safeguarding process on a whole was appropriate, whilst 94 felt that they were safer as a result of the Safeguarding process, an improvement from 84% previously.
- 91% were advised that they could have an advocate, higher than the 86% recorded in the last survey and 96% felt that they had appropriate support at meetings compared to 93% previously.
- 91% of clients surveyed responded that they felt safer as a result of the safeguarding process compared to 89% for the previous survey.





## **RISK**

The Q4 position has not required any significant change to the current CESC Risk Register.

## **FINANCE**

The pattern of activity and placements during the Q4 period has seen some continued easing of the previously reported pressures in relation to direct payments. There has been some continued budget pressure in relation to residential placements for mental health residential provision and commissioned home care. Overall, the budget has remained within target.

## 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	
Reduce the obesity rate for children in year 6 of primary school.	
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 four 2013/14, we are able to report progress against the annual target for 4 of the 7 indicators shown above. We are exceeding the target for successful outcomes for drug users; and are achieving a reduction in childhood obesity rates The Smoking Quitter targets are not on target in 2013/14.

A new basket of indicators has been 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. These will be phased in with the introduction of the new SBC performance monitoring database. Issues remain in accessing performance data from North East Commissioning Support colleagues. This has been raised at a regional and national level and is being pursued through Directors of Public Health and Public Health Intelligence colleagues.

### What has been achieved?

- **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 since the changes in NHS architecture through the Health and Social Care Act in April 2013. 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. It fell slightly to 11.8% in Q2 and again fell in Q3 to 11%. The projected performance for Q4 remains above the baseline but is expected to drop to 9.4%. A significant proportion of the drug treatment service has been re-commissioned from January 2014. We expect performance to fall slightly during the transition period (Q3 & 4 2013/14). The rate of opiate users exiting the service has increased against a fall in non-opiate completions. This is in line with our focus on opiate clients and in particular, those that have been in treatment for four years or more. The number of non-opiate clients in treatment is due to a reduction in referrals particularly via arrest referral. This is reducing throughput of less complex non-opiate cases. We are working with treatment providers to attempt to develop new sources of referral but fewer drug-related arrests and the new arrest referral process are likely to keep new non-opiate referrals below levels seen in recent years.

- **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). Weight management services commissioned by Public Health are currently being reviewed, including the support offered to children identified as being overweight / obese through the NCMP.
- **Reduce the proportion of children in relative poverty** - Data is reported on an annual basis. Stockton Borough Council have 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 has been completed (the report went to the April meeting of Cabinet), focusing on the impacts of poverty on children's' health and education. An action plan is currently being devised to ensure delivery on the recommendations.

#### **What has not been achieved?**

- **Smoking Quitters** - Stockton smoking prevalence in 12/13 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 just below the national trend of approx. 13% having fallen further behind in Q3 with 321 quitters in the quarter. 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.

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

##### **What has been achieved?**

Immunisation rates overall 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. The latest data show an improvement in rates of overweight and obesity in children and young people in the Borough. 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).

Work is underway to implement *A Fairer Start* in Stockton Town Centre ward, focussing on improving nutrition, cognitive development and speech and language in 0-3yr olds as part of the SBC strategic priority to 'give every child the best start in life'. The work is built on a community development approach, is led by Catalyst and is supported by Public Health, CESC and the CCG, plus other partners. The work will improve other key outcomes for children and young people, such as increased breastfeeding rates and reduced rates of hospital admission due to injury.

Together with partners, work is also underway to produce a health needs assessment for children and young people's mental health and wellbeing; and to produce a corresponding Strategy and local action plan. This will help coordinate efforts to improve access to services and reduce stigma, ultimately contributing to reducing levels of hospital admission due to self-harm and to mental health problems.

The Children and Young People's Health and Wellbeing Commissioning Group has proposed a draft list of priorities based on currently available Public Health and service / performance data, to help target resources and inform decision-making. The same process is underway for adults.

The **Health & Wellbeing Board** has agreed final plans associated with the Better Care Fund (formerly the Integration Transformation Fund). Public Health input to the Better Care Fund plans is on - going. The Board has also started the process for the development and approval of a Pharmaceutical Needs Assessment, which must be published by the end of March 2015.

The Board held a development day in February and an action plan is being developed to take forward some of the issues raised by members.

The two commissioning groups continue to meet and a number of areas of joint working/commissioning have already been identified including the identification of a 'health inequalities' workstream.

### **What has not been achieved?**

Newly released data for Smoking status at time of delivery is now for Stockton residents only (we previously only reported on data combined with Hartlepool). Current performance shows we are not on track to meet the target. A significant new initiative (*Babyclear*) is currently being implemented by partners, focussing on: stark messages to women regarding the harm smoking causes to the unborn child; additional support for these women and for staff; and further awareness-raising and training for staff, particularly in midwifery. The initiative has begun to show promising results in other areas of the region and nationally.

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. Immunisations rates In Looked After Children are 89% compared to 96% in Tees Valley and 100% in Hartlepool – work is underway with NHS England and CESC colleagues to address this. Excess winter mortality increased across the North East by 29% between 2011/12 and 2012/13 (Source: PHE. LA data in not yet available).

### **CUSTOMER PERCEPTION/SATISFACTION**

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

- Review of weight management pathway
- Health needs assessment regarding mental health in children and young people
- Health needs assessment regarding sexual health
- Services for people with dementia to inform the Dementia Friendly Communities initiative

### **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.	★
% 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 year-end 2013/14, progress can be reported against the annual target for all indicators shown above. All indicators have achieved the year-end target.

The percentage of the adult population registered to vote is 95.96% against a target of 95%; this was achieved despite the annual canvas taking place during the winter months.

The remaining three of the measures listed above were collected in 2012 through the Residents' Survey conducted by MORI; interim monitoring of these indicators, to determine a "temperature check" of direction of travel was undertaken using our Viewpoint panel. Results were very positive for the measures within this theme. We continue to rollout our plans to help achieve improved satisfaction rates for the next interim survey later in the year.

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

#### What has been achieved?

##### Corporate

The review of **Members Allowances** report was considered by the Members Advisory Panel and Cabinet. It will be considered by Council in April.

The Council's second trademark logo was renewed.

A new copyright licence was obtained from the Copyright Licensing Agency.

##### Democratic Services & Member Development

- **The Stockton Youth Assembly (SYA)** has examined in more detail issues within their Work Programme raised during the Annual Debate including identifying from a young person's perspective what they wished to see contained within the Council's Sports & Leisure Programme. A dedicated Task & Finish Group from the SYA was established to lead on this consultation. The Council's Community Safety Team also attended a meeting of the SYA to present the results of the Borough's Crime & Disorder Survey. They were particularly keen to take on board young people's views regards a fear of

robbery, which had featured as a concern within the survey. The SYA were able to contribute to a proposed questionnaire the Community Safety Team intended taking in to schools on this topic and made suggestions as to how best this information should be presented.

- The MYP & Deputy also reported to the Assembly on the outcome of consultation regarding the British Youth Council's (BYC) Make Your Mark Campaign, identifying the top five issues from the UK Youth Parliaments manifesto to be debated in the House of Commons. The SYA decided to campaign locally on better work experience and apprenticeships, and were able to contribute to and shape the recommendations of the Children & Young People's Select Committee Scrutiny Review of Education and Employment that was subsequently reported and agreed by Cabinet.
- SYA members continue to work towards achieving national accreditation via the British Youth Council's Youth Voice Certificate and have undertaken British Youth Council development activities, with several attending regional BYC meetings and six members of the SYA attending a national residential training event. An interim report on SYA activity and its future Work Programme is scheduled to be reported to Cabinet in June 2014.
- A review of **Member Development** activity undertaken since the Council received Charter Plus accreditation was undertaken which included further development of both the Health & Wellbeing Board and the Police & Crime Panel, continued Leadership and Scrutiny Training and new initiatives introduced such as social media training, the introduction of an SBC Member Mentoring Scheme following input from experienced peers from the LGA; and completion of the first pilot project aimed at assisting members in their approach to championing public health and wellbeing within their own communities. These initiatives would be included within a refresh of the Member Learning & Development Strategy in November 2014 and would include a proposed approach to Member Induction post elections 2015.

## **Civic & Community Engagement**

- The final quarter of the Mayor's term of office included hosting of the **Mayor's Ball**, with over 250 guests in attendance supporting the Mayor's fund raising on behalf of her charity and Benevolent Fund. This fantastically well supported event helped to boost the funds generated for the year to almost £28,000, with the Great North Air Ambulance Association and Armed Forces Freedom Regiments benefiting, as well as a dozen small number of voluntary and community groups and individuals who were given financial assistance to help them continue with their activities.
- Now in its third year, the **Mayor's Civic Award Scheme** attracted a record number of nominations with the Panel overwhelmed to hear of the many outstanding individuals and organisations active within our community. The Mayor had worked closely with local businesses during her Mayoral Year and welcomed several new enterprises to the Borough. In recognition of the contribution businesses make to the Borough, the Civic Awards Panel introduced a new category of Business Award for this year and were delighted to recognise the contribution of Mike Matthews who had turned NIFCO based in Stockton from a loss making position to being highly successful and profit making employing around 450 local people.
- Each of the winners of the Mayor's Civic Awards would be invited to receive their award at the Council's Annual Meeting in April in the presence of civic guests, elected members and their families. In recognition of the contribution made by all nominees, the Mayor hosted a celebration event for each and a guest in the Town Hall and presented them with a certificate and civic gift as a token of appreciation. A feature on the winners of the Mayor's Civic Awards would be included within forthcoming editions of Stockton News.
- **Citizenship Ceremonies** were also held during the period welcoming new UK citizens. A total of 45 citizens, representing some 14 different countries, were welcomed within the period.



- Following enrolment to take part in the Council of Europe's "2013 **European Local Democracy Week**" (ELDW) in October, the Council was delighted to receive confirmation of the Council of Europe's '12 Star City' status for outstanding commitment to promoting local democracy. Since ELDW started in 2007, Stockton Borough Council is still the only UK local authority to receive '12 Star City' status.
- As a theme of the ELDW, the new "Make A Difference - Be A Councillor" campaign was launched to promote the role of councillors and encourage people to consider standing for election in the May 2015 Local Elections. Nearly 30 expressions of interest were received with a total of 17 prospective candidates attending an information event in the Town Hall where they were given an insight into both the issues faced by the Council currently, and the role elected members have in influencing the Borough's future. An overview of the full range of support available to members was also given. A further event would be hosted both during Local Democracy Week 2014 and in early 2015.
- Confirmation of events being held within the Borough as part of **The Great War Centenary** commemorations were reported to Cabinet in February 2014. These included proposals to recognise a recipient of the Victoria Cross with a Commemorative Paving stone laid in his honour within Stockton Town Centre, a revised Armed Forces campaign recognising GWC, exhibitions held within the Borough, and the culmination of the Sunflower Project in August 2014.

## Electoral

- Preparations for **Individual Electoral Registration (IER)** are nearing completion. Regular meetings with key officers continue to keep the project plan under review. Officers have been attending regional meetings and training events to prepare for this change in registration practice. Activity during this quarter has focussed on the cascade of training and the development of new business processes to meet the requirements of the new legislation. Stockton has been informed that the date for the Confirmation Live Run of Register entries against DWP records will take place on 11 July 2014. Following the confirmation exercise, residents will need to be notified if they have matched against DWP records or invited to submit an IER application if their details have not matched. The Council was successful in its bid to the Cabinet Officer for the costs of the IT hardware and software upgrades earlier in the year and a further funding allocation of £53,532 has been announced for the next phase of IER.

A draft Engagement Strategy was prepared and submitted to the Electoral Commission earlier in the year and the Council was commended on its Strategy. The Strategy included draft profiles of each Ward in the Borough which were shared with Members. Since publication of the revised register in February, the Engagement Strategy has been updated and an action plan is being finalised to plan engagement and awareness activity to complement the national campaign which will run in July and August.

- **Annual Canvass** – Owing to the introduction of IER, the Government delayed the timing of this year's annual canvass so that the Register is as up to date and accurate prior to the IER Confirmation Live Run in July 2014. Canvass Forms were delivered to all properties during the first week in October. The revised Register was published on 17 February. Despite the challenges of conducted the canvass over the winter months, a response rate of 95% was achieved. Postal vote application forms were include with the canvass forms this year and this has also led in a significant increase in postal voters in the Borough.
- **Electoral Registration** – work continues to maximise registration of under-registered groups as part of on-going engagement work. Letters were included with the canvass form to all households where Integrated Youth Support Service records showed that attainners were resident to order to encourage the person completing the form to add them to the canvass form. This initiative has been successful in boosting the number of attainners of the register.
- **European Elections** – Planning and preparation has been underway during this quarter against a comprehensive and detailed project plan taking into account changes to legislation and guidance from

the Electoral Commission. Close liaison with Sunderland as regional lead and external suppliers has been essential to ensure timescales and statutory requirements are met.

## Scrutiny

- **Scrutiny Work Programme** – Select Committee are now completing the remaining reviews from the current years' work programme. Members and officers were asked for suggestions for scrutiny review topics for the 2014/15 programme. The Scrutiny Liaison Form met on 12 March 2014 to provide views on the prioritisation of topics and the Executive Scrutiny Committee met on 25 March 2014 to agree the programme. Work has now commenced on developing the scope and project plans for the new reviews.
- **Performance Framework for Adults and Children's Services** – Work continues on improving the range of information considered by ASH and CYP Committees regarding the quality of care. CQC were invited to attend the ASH Committee's meeting in April.
- **Health Scrutiny** – The Committee continued to work on the review of access to GP, urgent and emergency care (the review was concluded in April). ASH Committee heard from a wide range of partners in this period including the local acute Foundation Trusts, North East Ambulance Service, Cleveland Police, and Out of Hours GPs. The Committee also investigated the issue of delayed discharges as they affected A and E, following comments on Panorama and found that the majority of delays at NTH Trust were due to NHS or patient/family choice reasons.

ASH was represented on the Oversight Group that is overseeing the recent changes to critical and emergency medicine, and a full range of performance monitoring information was considered at last meeting of the Group and then reported to Committee. The Committee also considered the draft Quality Account and associated performance information from North Tees and Hartlepool NHS Foundation Trust, and submitted a statement for inclusion in their published version. IN March the Committee also received an update from Healthwatch on their latest activity.

Support continues to be provided to the Tees Valley Health Committee. This quarter the Committee has considered an update from NHS England and TEVV Trust, and considered TEVV's Quality Account to which a statement of assurance will be submitted.

- **Police and Crime Panel** – As noted above the Scrutiny Team has been supporting a number of Task and Finish Groups set up by the Panel, and these examined the budget process, work in schools and probation.
- **Scrutiny Development Funding** – The Scrutiny Team from Stockton have been instrumental in securing regional funding to develop a proposal develop a package of Member training on questioning and challenge skills which all Councils across the North East can use within their own Council's Scrutiny Committees as individual communities of practice to ensure that we are responding to the recommendations of the Francis Report.

Officers have been in discussion with colleagues from around the region and the Centre for Public Scrutiny on the content and development of the programme. Whilst elements of the training would focus on issues raised by Francis in relation to the quality and safety of the health services, it is proposed that the training should be designed so that elements of it could be applied to other scrutiny work to enhance questioning and challenge skills in other Scrutiny Committees. The training will be particularly valuable in the context of work associated with vulnerable children and adults. By developing a programme which Councils can use in-house, will have the added advantage of fostering team working within communities of practice and a greater number of Councillors will be able to take advantage of the training.

- Following the government announcement of withdrawal of funding for local welfare assistance post 2014/15, a further five month contract has been put in place to deliver the Back on Track (the

Borough's local welfare assistance scheme. Options for funding arrangements post March 2015 are developed including discussions with officers managing other funding pots to see how best both funding and service delivery needs can be met.

- The Voluntary and Community Sector Investment fund 2014/15 Round one opened in March for Expressions of Interest. This continues a successful programme of investments and training to develop the sector further.
- Following the LSP restructure which has taken place during this financial year, a successful election process from Area Partnership to Locality Forum was delivered, with new members in place from April 2014. Stakeholder events have been held to discuss and agree priorities for each locality which will deliver on the priorities set out in the Stockton local strategic Partnership Document ; A Brighter Borough for All – Tackling Family Poverty.
- A Community Transport event was held with stakeholders to help inform solutions/routes in advance of the up and coming Community Transport contract.
- A 'Welfare Reform' stakeholder event was also held to consider the range of services available through the authority and / or with partners to support and assist the community to manage the impact from changes imposed as a result of the Welfare Reform Act. The event considered current and future needs, finding sources and provided a range of ideas that will be used to inform policy, service delivery and community support going forward.

### **What has not been achieved?**

#### **Corporate**

The work on updating the Constitution has not been completed. It is anticipated that the revised version will be published in April 2014.

The RIPA Policy and Procedures Document has been reviewed and updated, but has not yet been published. This will be done in April 2014.

### **CUSTOMER PERCEPTION/SATISFACTION**

In addition to the Residents' Survey monitoring through Viewpoint, which was reported at quarter two, this quarter 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**

Work in planning for individual electoral registration and the European Elections is continuing, in order to manage the associated risks.

Monitoring of workloads and the impact of the service reviews for Democratic Services and Legal Services is ongoing, in order to identify any issues which might need to be addressed.

The Cheshire West Supreme Court case decision relating to deprivation of liberty requiring judicial authorisation, has significantly extended the circumstances where such authorisation might be required. This is likely to have material implications for Adult Services' workload and resources and for Legal Services in terms of providing advice and support in such cases. Similarly, additional workload and resource

pressures are likely to arise for CESC and for Legal Services as a result of the Children and Families Act and the Care Bill.












## **FINANCE**

The budgetary control position continues to remain on track.

Additional grant funding has been received for individual electoral registration, but care will need to be taken to ensure that overspending does not occur, given that the resource model indicates that what is available will not be sufficient to meet all of our anticipated costs.

Similarly, in view of the experience in relation to the settling of the accounts for the Police and Crime Commissioner election, particular attention is being paid to the expenditure profile for the European Elections.

## 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	
% satisfaction with how easy it was to find the right person to deal with	
% 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	

### OVERALL THEME PROGRESS (AGAINST CORPORATE BASKET MEASURES)

At year-end 2013/14, progress can be reported against the annual target for all of the 11 indicators shown above. Five of the indicators achieved the year-end target, one is within tolerance and five missed the target.

Council Tax collection performance achieved its target of 97%, although this was lower than collection rates in 2012/13 (98.2%). This 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. This was due to the changes imposed through the localisation of Council Tax which came into force from April 1<sup>st</sup> 2013 alongside a number of changes to benefits as a result of the Welfare Reform Act. The volume of people affected by these changes has impacted on collection levels; 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.

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.

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).

The percentage of invoices paid on time has exceeded the target for this year (96.7% against a target of 95%), however this is slightly lower than in 2012/13 (97.1%).

The remaining seven measures listed above are satisfaction measures and were initially collected in 2012 through our Residents' Survey conducted by MORI; the next fully comparable resident's survey is scheduled to be carried out in 2015. Interim monitoring of these indicators, to determine a "temperature check" of direction of travel was undertaken using our Viewpoint panel. Results were mixed in terms of an upward trajectory but all results were within an acceptable tolerance of the targets set. We continue to rollout our plans to help achieve improved satisfaction rates for the next interim survey later in the year.

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

### **What has been achieved?**

- The Digital Content Group has now been fully established with new processes in place for websites, forms and social media accounts; web authors across the council are fully supported. There have been further developments with the Events website as well as a tender for the new Tees Valley Music Service website.
- The Media Team has secured positive coverage for a number of Council projects in the local, regional, national and trade media, alongside dealing with a number of other sensitive media stories.
- Media lead and/or support has also been provided for many high profile projects e.g the 1,245 Sunflowers project, demolition of final properties at Swainby Road and Mandale Park, announcement of £10 million Government funding for flood defences and promotion of the Cycling Festival and Duathlon.
- Customer Services are now taking service requests from Twitter and Facebook and posting information out using these social media channels. It has also successfully delivered end to end process for concessionary fares and residents parking permits. Over 22,000 calls were answered in the contact centre in March 2014, 60% of which were for Taxation and Benefits.
- The annual billing exercise took place in quarter four, with the Administration and Benefits teams working together successfully to combine council tax bills and notification letters for over 20,000 customers, also ensuring that 84,000 council tax bills were issued in a timely manner. In addition, this year after a very successful promotion exercise, nearly 2,500 customers received an e-bill, making savings on postage and printing costs, more than doubling the number of customers choosing this option compared with last year.
- Supported the delivery of approximately £30million in efficiency savings.
- Reviewed our asset portfolio and generated savings of £1.4million per year by 2016/17.

- An independent Community Asset Trust has been established with the support of staff from finance, assets, land and property, legal services and community engagement. Four youth and community buildings have been successfully transferred, saving £200,000 per year.
- Retail relief was awarded to over 500 businesses before issuing annual business rates bills - a real achievement given the timescales involved.
- Human Resources continue to support formal staff consultations (17 services to date) following proposals approved by Council in June 2013.
- The four equality staff forums have agreed action plans for 2014/15 and continue to meet quarterly with the Chairs and Vice Chairs, with support from Human Resources.
- There are currently 11 young people who are following an apprenticeship framework, one of whom has secured a temporary contract with the Council and is continuing with the apprenticeship qualification. A further Business administration post has been advertised and 11 young people have secured employment with the Council upon completion of their apprenticeship.
- The Council's new performance management database has been developed and is being piloted as part of year-end monitoring for 2013/4. It will be operational from 2014/15, initially for reporting on the Council Plan to CMT and Cabinet. Phase two of the project will then look to bring other reporting arrangements on line, for example: Welfare Reform and Health and Wellbeing reports.
- Service reviews of Xentrall Management Team, ICT, Transactional Finance and Transactional HR in 2013 have increased the projected savings to £13.6m. The £13.6m projected savings are now almost double the original £7.4m.
- The additional savings arising from the service reviews undertaken in 2013 reflects an average of about £1m in additional annual savings to be delivered in the final four years of the original ten year period. The additional savings are mainly as a result of reductions in staff numbers which are approximately 40% less than when Xentrall started in 2008.
- The printer consolidation project was completed successfully with shared networked MFDs (Multi-Function Printing Devices) being rolled out across both Councils and standalone individual printers being scrapped. This has resulted both in delivering savings and improved printing services for many users e.g. colour, A3, scanning.
- Xentrall have supported both Stockton and Darlington in achieving certification to the Government's PSN (Public Services Network) framework and form part of the wider national public sector network.

### **What has not been achieved?**

- A Business Case for the Agresso upgrade was not developed by March 2014, as originally planned. This is because discussions with both Darlington and Stockton Council did not identify any business drivers to upgrade from the current fit for purpose and stable Agresso platform. A subsequent discussion with the software provider, UNIT4, has also identified no business reason to upgrade in the immediate future; therefore the Agresso upgrade has been pushed back to 2016.

### **CUSTOMER PERCEPTION/SATISFACTION**

In addition to the Residents' Survey monitoring through Viewpoint, which was reported at quarter two, this quarter 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**

Risk continues to be managed on a departmental basis and monitored through governance arrangements. New risks around the Tees Valley Unlimited Governance agenda and the 'Shaping a Brighter Future' programme have been developed this quarter and will be monitored via the Resources Risk Register.

## **FINANCE**

The Financial outturn report presents the year end budget position for the organisation. Budget proposals for savings have been put forward for consideration and the implication on this theme will be better understood post May 2014.