

Thematic Summaries - Quarter 2 2014-15/ six month update

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

Key for summaries:



On target



Within tolerance



Off target

Economic Regeneration and Transport

<i>The Council Plan performance indicators included in this theme:</i>		Progress
ERT100	Percentage of working age people (16-64) that are claiming Job Seeker's Allowance	★
ERT101	Percentage of young people (18-24) that are claiming Job Seeker's Allowance	★
ERT102	Percentage of unemployed people trained through Tees Achieve (to access employment) that move into employment	★
ERT200	Number of young people engaged in LA supported enterprise activities with schools and colleges	★
ERT201	Number of business investments in the borough with assistance provided by the local authority	★
ERT300	Percentage of Stockton town centre vacant units (primary or secondary ground level businesses)	★
ERT400	Average road journey time per mile during the morning peak	■
ERT401	Percentage of buses running on time in the borough	Data not yet available
ERT402	Percentage of roads in the borough where maintenance may be required	Data not yet available

The vision contained with the Council plan is of Stockton-on-Tees at the heart of a vibrant and economically successful Tees Valley providing real opportunity for residents. It sets out how we will work in partnership to respond to the changes in the economy, to strengthen our knowledge and skills base, to promote a more entrepreneurial culture and to strengthen key industrial clusters ensuring we are well placed to respond when the economic recovery returns. It also details the work to develop high quality, vibrant town centres, improvements to transport links and the activity to extend the range, quality and number of opportunities for people to experience and participate in both sporting and cultural activities.

THEME PROGRESS AGAINST COUNCIL PLAN MEASURES

We are able to report progress against the annual target for seven of the nine Council Plan indicators in this theme. Six of these indicators are on track to achieve the annual target. Details of this performance are provided below.

Employment

- **The percentage of working age (16-64) Job Seeker's Allowance claimants** is on track to achieve the 2014/15 target of 4.1%. The percentage at September 2014 is 3.7% (4,545) a large reduction from the same period last year of 5% (6,221) and continues the reduction from 4.0% (4,975) in June 2014.

- **The percentage of young people (18-24) Job Seeker's Allowance claimants** is on track to achieve the 2014/15 target of 8.2%. The percentage at September 2014 of 7.1% (1,245) is a large reduction from the same period last year of 10.5% (1,870) and continues the reduction from 7.4% (1,325) in June 2014.
- Tees Achieve is helping to reduce the number of claimants by training unemployed people to access employment. 1,221 learners attended employability training with Tees Achieve between August 2013 and July 2014. An additional 147 learners attended employability training between August and September 2014. At September 2014, 35% (112/322) of **learners contacted who completed employability courses with Tees Achieve had moved into employment** against academic year 2013/14 target of 20%, with an additional 25% (81/322) having progressed into further learning. The latest overall survey response figure is for academic year 2013/14 and in order to show sustainability there needs to be a time period of 6 months after training before learners are contacted. Final outturn for the 2013/14 cohort will be known February 2015. Reporting on 2014/15 academic year will not be available until February 2016.

Business and enterprise

- During 2013/14 academic year, **632 young people were engaged in enterprise activities** against a target of 600. Significant planning has taken place in September for autumn term activities which will contribute towards the 2014/15 academic year target of equal to or greater than 630 young people. Project planned include the Starter for Ten enterprise challenge was launched as part of the BBC Children in Need project. Ten schools have been given a £20 cash loan to turn their ideas into more income that will contribute towards the total pot for the national charity. Plans are underway to engage young people for the Made in Stockton schools market as part of Stockton Sparkles. Stalls have been allocated for the 27 and 28 November to encourage groups of young people to test trade products. Redhill Education business, Nannie Nora's, will be showcasing in the Enterprise Arcade on 19 November as part of the drive to encourage young peoples' enterprise. Following the success of their vintage tea party launch in July this year, the pupils and teachers will be selling their jams and preserves in the arcade. The next event is scheduled for 10 December at Redhill Education premises (based in the Redhill Children's Centre) and they plan to grow the tea party initiative to roll out to care homes in the borough.
- The Council continues to provide support to the economic growth and development of businesses in the borough. **To date we have assisted 104 business investments**, this includes 14 start-up businesses, 27 capital investments, 90 businesses creating jobs/apprenticeships and safeguarding 16 existing jobs (some investment cover more than one category). This is leading to capital investments of at least £270.9 million, 257 jobs being created or planned (breakdown of apprentices not yet available) and 16 existing jobs safeguarded. As we have assisted some businesses to apply and be successful from the Tees Valley Jobs and Skills Investment Scheme, we have included the following figures in the performance - 70 Stockton businesses creating 179 new jobs and safeguarding 16 existing jobs. Taking this into account we have achieved 52% of the 2014/15 target of 200 and are on track to meet our year-end target.

Major regeneration projects

- **The percentage of void business units in Stockton town centre** – 19% primary and secondary business units were void at beginning of October 2014 against an annual target of less than 18%. There are positive signs of confidence from both retailers and shoppers from

increased enquiries regarding potential high street units; retailer feedback and levels of footfall that are stimulating a desire for retail activity. The next six-monthly vacancy survey will be undertaken in April 2015, where it is anticipated that the 2014/15 target of less than 18% void business units will be achieved. There are now 140 independent shops / businesses which is likely to increase further now that the new enterprise arcade has opened in a prominent high street location, offering start-up opportunity for up to 16 businesses. The new facility along with the training and retail support package is likely to generate increased numbers of businesses looking for premises on the high street after an initial six-month term in the arcade. The roll-out of further Townscape Heritage Initiative projects is continuing to provide a fit for purpose premises attractive to retailers and businesses alike.

Transport and highways

- **The average road journey time per mile during the morning peak** - a target of 2 minutes 23 seconds journey time per mile during the morning peak has been set for 2014/15. The latest available data (up to June 2014) indicates an average journey time of 2 minutes 27 seconds during the morning peak. The Newport Bridge road closure and subsequent congestion is likely to have a negative impact on this indicator and therefore the target is unlikely to be achieved.
- **The percentage of buses running on time in the borough** - A final target for 2014/15 will now be set during Quarter Three. The full roll-out of 'real time' information is imminent with Stagecoach being the final service provider to go live with this system. Full adoption and reliance on 'real time' information will allow for more meaningful and accurate data to be provided from which targeting of services and resources together with timely interventions (where necessary) can be carried out. The overall outturn will be available at the end of Quarter Four.
- **The percentage of roads in the borough where maintenance may be required** - the target for 2014/15 has been set at less than or equal to 6%. The overall outturn will be available at the end of Quarter Four. However due to significant investment in roads across the borough it is anticipated that this target will be met or exceeded. Viewpoint 38 reports a 4% point increase in satisfaction with road maintenance in the Borough in 2014 (37% versus 33% in 2013).

OVERALL THEME PROGRESS

(INCLUDING NON-COUNCIL PLAN MEASURES, COUNCIL PLAN ACTIONS, INSPECTIONS, ETC)

- His Royal Highness the Duke of Kent visited the Borough 8 October and was given a tour of SITA UK's new waste-to-energy plant at Billingham. His visit was a fantastic opportunity to highlight the hard work and achievements of the excellent business investments taking shape across the borough. Of particular note was the public endorsement from the Managing Director of SITA of the exceptional support and performance of colleagues across the Council's planning, legal and technical services.
- **Planning applications determined** – all categories of planning applications achieved their individual targets, with 100% of major applications (75% target), 90.85% of minor applications (80% target) and 97.01% of other applications (88% target) determined within timescale.

- **LED Street Lighting Renewal** - The LED Street Lighting Renewal Project commenced in July 2014. Following extensive consultation with residents the first lantern conversion was completed on Rochester Road, Roseworth. This £14m scheme is now well underway, with the three year programme which incorporates all twenty six wards on schedule. The scheme will involve the replacement of all street lighting columns over twenty five years old, the replacement of all lanterns with modern LED lighting units and will reduce year on year energy and maintenance costs.

Town Centre Redevelopment

Stockton Town Centre Regeneration - works are on ongoing and on schedule for full completion by February 2015. The final phase of the scheme is now being rolled out with the 'Central Feature' currently being constructed. Marks and Spencer have already reported significant increased footfall.

- **Yarm Public Realm** – significant investment for Yarm Public Realm is now complete. These works have enhanced the setting of the Town Hall and the War Memorial and improved accessibility for all users of the Town Centre. Thirty-four new street lights have been provided that now give uniform lighting in keeping with the historic High Street. The roll out of pay and display parking has gone ahead and is so far showing an increase to the turnover of spaces and therefore is improving the shopping and visitor experience in Yarm.
- **Billingham Town Centre** – construction of Billingham Library and Customer Contact Centre is on schedule for completion by November 2014. The Centre is scheduled for opening in January 2015
- **Free After Three** – to ease the pressure for shoppers and encourage footfall into Stockton, SBC is offering free parking after 3pm in Stockton Town Centre from 1 October 2014 to 31 January 2015.
- **Norton Library** - The £300K refurbishment of Norton Library commenced in June 2014 and is on schedule for completion. The Library will be open to the public from early November 2014.
- **Major Highway Schemes** – work is continuing to improve, develop and enhance the road and transportation network with major work being carried out on the A19 utilising the £3.3 million contribution from the Government's Local Pinch Point Fund. Other major road schemes are also currently underway in order to alleviate congestion and further facilitate the appeal of the area to businesses and therefore encourage growth for the area and job creation. Management of the Transport and Infrastructure Group continues with funding and planning opportunities being pursued for major transport projects which will require national investment.
- **Newport Bridge Re-painting** - The re-painting and repair works to Newport Bridge are continuing. The re-painting of this eighty year old Grade 2 listed structure began following the completion of a deep clean of more than 50,000 square metres of metal. This process revealed further areas of corrosion and damage and therefore an extensive range of repairs have been put in place. To allow access for vehicles during repairs a large tunnel style scaffold has been constructed. The bridge is scheduled for full re-opening by the Spring of 2015.

- **Community Transport** - The service transports 3000 children and 400 adults respectively on a daily basis. Following review of working practices, improvements and financial savings have been made. Fleet renewal has seen fourteen new vehicles brought into service with a further six vehicles to follow. Work is currently ongoing to further develop and implement service improvements which will whilst reflecting the needs of the client allow for management of ongoing resource pressures.
- **Thornaby Footbridge** - Work to construct a replacement footbridge at Thornaby Railway Station commenced in July 2014. The footbridge will serve as a vital link between the Teasdale area and Thornaby and is due for completion by the end of October 2014,
- **District Heating** - Work is continuing on this major carbon reduction initiative which will allow for 'surplus' energy from industry to be supplied to other users. This will be 'zero' carbon emission energy and will be a unique selling point to potential new businesses who are looking to set up in the area.
- **Master Planning for Durham Tees Valley Airport** - The development and master planning for Durham Tees Valley Airport is continuing.
- **Local Transport Plan (2014/2015)** - Progress continues with regard to delivery of the Local Transport Plan for 2014/15. Key drivers within this area include road safety initiatives and the ongoing delivery of road safety education programmes which will include the roll out of the Junior Road Safety initiative. The number of killed or seriously injured continues to fall, with the latest figures indicating a 27.5% reduction. Management of the Area Transport Strategy process and further works to improve road and traffic congestion are ongoing.

CUSTOMER PERCEPTION/SATISFACTION

Development Services

28.6% (2/7) of respondents were very satisfied or fairly satisfied about the service they received throughout the planning application and consultation process. 42.9% (3/7) were very or fairly dissatisfied and 28.6% were neither satisfied nor dissatisfied.

75% (3/4) of respondents thought the SBC website was very or fairly useful for Planning purposes.

100% (3/3) of respondents who used the multi contact centre for Planning purposes thought it was very or fairly useful.

Building Control

78.43% (40/51) of respondents considered they received value for money for their fee.

64.71% (33/51) rated response times to building inspection as excellent.

On Site Surveyors rated excellent for: helpfulness **72.55%**, expertise **70.59%**, and courtesy **84.31%**.

Technical Services

The latest information indicates an average **97%** satisfaction rating has been recorded with regard to completed schemes delivered by Technical Services.

Viewpoint 38 Survey 2014 results

55% of residents think the economy in the local area is really struggling or not doing well. This is a reduction/ improvement of 13% on 2013 and indicates more residents feel positive about the state of the local economy.

27% of residents think their personal financial circumstances will get worse over the next 12 months. This is a 2% drop/improvement on 2013 and a 6% drop/improvement on 2012 and demonstrates fewer residents feel negative about their own financial circumstances.

95% of residents have been affected by the economic climate in the last 12 months, equal to a 24% increase on 2013 and a 40% increase on 2012. This shows almost all adults in the Borough have been affected by the economic climate.

More residents experienced challenging financial circumstances in 2013 than in 2014 (+24%).

Fewer residents experienced difficulties paying fuel and energy bills (-15%), experienced job insecurity or increased risk of losing job (-13%), were unable to afford to go on holiday (-12%), experienced difficulties affording to buy food (-12%) and were dependent on high interest money lenders (-3%).

COMPLAINTS, COMMENTS, COMPLIMENTS AND COMMENDATIONS

Information to follow.

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 £34.9m 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 July.
- Capital investment of £5.3m 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 July.
- Capital investment of £18.2m for the period 2012-2018 approved on a number of Local Transport Schemes as detailed in the MTFP report presented to Cabinet / Council in July.
- £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.
- £1.2m of Public Realm works in Yarm committed over the period 2012-2018.
- Funding approved through the Local Growth Fund for three schemes. Teesside Park Drive £900k, Myton Way / Ingelby Way £2.3m and A689 Wynyard £3m.

RISK

There are no Economic Regeneration and Transport related high risks in the Corporate Risk Register. However, there are five medium rated Economic Regeneration and Transport risks.

Medium

- Regenerating the Public Realm of Stockton Town Centre.
- Local Development Documents and Community Infrastructure Levy preparation.
- Potential planning appeals.
- Make Stockton Town Centre vibrant and busy.
- Delivery of Bowesfield Masterplan.

Environment and Housing

<i>The Council Plan performance indicators included in this theme:</i>		Progress
EH100	CO2 emissions from the local authority's operations	★
EH101	Business miles travelled by the local authority's employees	★
EH102	Percentage of household waste landfilled	★
EH103	Percentage of household waste reused, recycled or composted	■
EH104	Percentage of household waste used for energy production	★
EH105	Percentage of areas with unacceptable levels of litter	★
EH106	Percentage of areas with unacceptable levels of detritus	★
EH107	Percentage of local wildlife sites with biodiversity plans implemented	★
EH200	Number of additional homes provided (net)	■
EH201	Number of additional affordable homes provided (gross)	■
EH202	Number of long term empty homes brought back into use	★
EH203	Percentage of households approaching the local authority and accepted as statutory homeless	★
EH300	Percentage of households in fuel poverty	★
EH301	Number of households in fuel poverty receiving home improvements	■

The ambition set out in the Council Plan was for a cleaner, greener Stockton-on-Tees which leads the UK in waste minimisation, has excellent parks and green spaces and the highest quality housing provision. It sets out how we will tackle climate change by preparing for potential changes in the services we deliver and how we deliver them in so doing reducing our own carbon footprint. It also details the activity associated with the ambition to have neighbourhoods in which our residents feel pride and have a real sense of belonging and ownership.

THEME PROGRESS AGAINST COUNCIL PLAN MEASURES

We are able to report progress against the annual target for all of the 14 Council Plan indicators in this theme. Ten indicators are on track to achieve the annual target. Details of this performance are provided below.

Environment and waste management

- **CO2 emissions from the local authority's operations** – Stockton-on-Tees Borough Council aims to significantly reduce CO2 emissions under its direct control and to lead by example towards a low carbon future. Local Authority CO2 emissions have been assessed on the amount of energy used in buildings, transport and street lighting with the outturn for 2013/14 recently released as 29,599 tonnes; this represents a 8.5% reduction on the previous year. Several on-going initiatives should further reduce our emissions, for example, the major investment in low energy LED Street Lighting, increased use of electric vehicles, the fitting of solar panels to several Council buildings and more effective monitoring of the use of energy.
- **Business miles travelled by the local authority's employees** - Total business miles travelled by SBC employees April - September 2014 was 752,139. The Q2 stand-alone figure of 375,420 is showing a slight reduction from Q1 outturn. The target for 2014/15 has been set at 1.546 million and we are on track to achieve this.
- There are three indicators that reflect the disposal of household waste with targets for all three totalling 100% of household waste required for disposal. Only 0.5% of **household waste has been sent to landfill**, against a target of <5%. This very low level of landfill is as a result of high percentage of **household waste being used for energy production** (69.5% against a target of >65%) and **waste reused, recycled and composted** (30.0% against a target of >30%). Although it is anticipated that the reused, recycled and composed target will be missed, the impact of this will also show in the other two indicators where the emphasis is on diverting residual waste from landfill. Overall figures represent a lower level going to landfill than the previous year as well as an increase in the percentage being diverted to the energy from waste plant in the previous year. Seasonal 'Up Your Street' leaflets have been distributed to residents reminding them of what can and can't be recycled, and providing information on how to compost. In addition, Viewpoint 38 reports a 3% point increase in use of local tips/recycling centres at least once in the last year (76% versus 73% in 2013).
- Street and environmental cleanliness, 5% of areas surveyed were unacceptable for **levels of litter**, taken from the first two of three surveys to be undertaken during 2014/15. The increase is partially due to the types of areas being surveyed - industrial land, retail and commercial, highways and high obstruction housing – which often sees higher levels of litter than other types of land. Despite significant reductions in budgets and staffing the levels of litter, detritus (comprises dust, mud, soil, grit, gravel, stones, rotted leaf and vegetable residues, and fragments of twigs, glass, plastic and other finely divided materials), fly posting (defined as any printed material and associated remains informally or illegally fixed to any structure) and graffiti remain relatively low.
- Percentage of local wildlife sites with biodiversity plans implemented – 2014/15 outturns will be available at year end. With ongoing conservation management works it is likely that the target of 60% will be achieved.

Housing and planning

- The 6 month figures indicate there have been 193 (up from 147 in Q1) **net additional homes provided** against year-end target of 530. This target was set in the Core Strategy Development Plan March 2010 to provide 530 dwellings per year from 2011 to 2016. The new build dwellings came from 16 sites, with the five main housing sites being Ingleby

Barwick, Hardwick, Blakeston Lane, Richardson Road and Northshore phases 2 and 3. Some 47 demolitions were recorded for this period. The majority came from regeneration scheme demolitions on Swainby Road and Victoria Estate. Based on current performance and relatively low numbers of new build completions it is unlikely that the year-end target of 530 net additional homes will be achieved.

- 25 gross **affordable homes** have been provided against year-end target of >100. This target was set in the Core Strategy Development Plan March 2010 to provide 100 affordable homes per year to 2016. 6 are new build affordable rented, 18 empty homes returned to use as affordable rented and 1 mortgage rescue. The new build properties were completed on Hardwick and Mandale Phases 2 and 3. It is unlikely that the year-end target of 100 will be achieved as we are currently projecting 57 affordable homes for 2014/15 based on the numbers we expect to be delivered by Registered House Providers.
- Between April and September 2014, 125 **long term empty homes** have been brought back into use. This is significantly above our year-end target of 58.
- As a result of the advice, support and guidance given to the 831 approaches to the Housing Options service from those at risk of becoming homeless, none were accepted as **statutory homeless** but were provided with alternative solutions to meet their housing need. There is a range of advice and other resolutions available to those approaching the service.

Fuel Poverty

- **Percentage of Households in Fuel Poverty** – this is monitored annually by Defra, with the latest available information relating to 2012 with an outturn of 15.3%, significantly below the previous year's 16.8%. The Government has not formally adopted the new indicator, so we will be reporting using both methods of calculation until formal adoption of the LIHC (Low Income/High Cost) Fuel Poverty Indicator.
- **Number of Households in Fuel Poverty receiving home improvements** - Following the removal of Government funding to Go Warm to deliver the target of 1000 homes, Stockton Council is providing finance for the scheme to continue. Planned interventions programmed for the remainder of 2014/15 are now expected to reach at least 866 households this year.

OVERALL THEME PROGRESS

(INCLUDING NON-COUNCIL PLAN MEASURES, COUNCIL PLAN ACTIONS, INSPECTIONS, ETC)

- **Flood Defence Schemes** - Various flood defence schemes are now underway or have secured funding for future improvements. The Lustrum Beck Project which commenced in October 2014 is a £3m scheme and will deliver a two phased programme of flood defence work and initiatives. Phase One which is now underway consists of six 'downstream' works which include the replacement of Londonderry Bridge, various wall replacements, embankment improvements and the installation of a sustainable drainage system.

Phase Two which will be designed during 2015/16 will see the focus move to 'upstream' works and environmental measures which will provide flood protection for 'one in one hundred years' events and allow properties to move from being at very significant risk of flooding to moderate risk of flooding and therefore allow residents to obtain home insurance.

- **District Heating** - Work is continuing on this major carbon reduction initiative which will allow for 'surplus' energy from industry to be supplied to other business users. This will be 'zero' carbon emission energy and will be a unique selling point to potential new businesses who are looking to set up in the area.
- **Green Vision** - Work has continued during Quarter Two and SBC will be formally signing up to 'Climate Local' in October 2014 when it obtains Member approval. This initiative aims to reduce carbon emissions and increase resilience to carbon change. Key initiatives will include reducing greenhouse gas and carbon emissions, improving energy efficiency, promoting a low carbon economy and transport system and increasing levels of recycling and re-use. Formal target setting and monitoring of all key actions will commence in April 2015.
- **LED Street Light Renewal** - The £14m, three year project to replace 28,000 street lights with modern LED lighting units commenced in July 2014. The programme includes the renewal of all columns over 25 years old. It is expected that the programme will generate savings of £1.8m. The new LED lights have a longer life span, use less energy and are fully recyclable and contain no toxic materials which make them far more environmentally friendly. A Communications Officer has been appointed to liaise directly with customers and ensure a smooth installation programme.
- **APSE Awards 2014** - Stockton Council has won a major award for a project which has seen hundreds of properties in Thornaby replaced with quality new homes. Mandale Park won the "Best Housing and Regeneration Initiative" at the Association of Public Service Excellence Awards (APSE). Over the past ten years, residents, partners and the Council have worked closely to replace 578 properties with mixed-tenure, energy efficient homes in a safe and secure environment. Once complete more than 860 new homes will have been built, including 200 affordable homes for rent or shared ownership.
- **Victoria Estate Demolition** - The demolition of the first homes on Stockton Town Centre's Victoria Estate commenced in August marking a major step forward in the area's regeneration. Stockton Council and Tristar homes have been working together with local people for some time to make sure that residents and their families can be accommodated in alternative accommodation elsewhere in the borough. To date 101 households have been relocated as part of a phased approach, giving the opportunity to start the demolition on the site.
- **Wynyard Woodland Country Park Packard's Meadow** - is blooming nearly two and a half years after work began to transform a disused piece of arable land. It is the largest managed area of this type of habitat in the Tees Valley. Stockton Council secured £31,500 from SITA Trust's 'Enriching Nature' programme to transform the area using a mix of meadow seed and hand-collected wildflower seeds from nearby sites, gathered by local volunteers.
- **Wynyard Woodland Park Restoration** - The second phase of a major project to protect and conserve Wynyard Woodland Park is under way. Stockton Council is working with the Forestry Commission to restore Tilery and Brierley Wood within the park. The first phase of work to expand and improve Tilery Car Park at the A689 entrance has now been completed, making it even easier for people to visit the park.
- **John Whitehead Park 'Sport in the Park'** - The Mayor of Stockton officially opened the 'Sport in the Park' facilities at the Billingham park in July. Work is now complete on the £320,000 project which has seen the refurbishment of existing facilities as well as the installation of a brand new BMX and skatepark and Multi Use Games Area (MUGA).

- **John Whitehead Park 'Heart of the Park'** - Work is set to get under way on a £200,000 project to complete the transformation of John Whitehead Park in Billingham. Stockton Council's 'Heart of the Park' project will put the finishing touches to the regeneration of this highly popular town park. The Council has worked in partnership with a range of stakeholders to develop the project.

CUSTOMER PERCEPTION/SATISFACTION

Technical Services

Three consultations took place during Quarter Two in relation to Flooding at Lustrum Beck, LED Street Lighting and the Warm Home Scheme – analysis is currently ongoing.

COMPLAINTS, COMMENTS, COMPLIMENTS AND COMMENDATIONS

Information to follow.

FINANCE

- Housing Regeneration schemes continue to progress in line with the Councils Housing Strategy. Schemes are fully costed but are dependent on Developers receipts.
- 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 replacement Street Lighting lantern scheme commenced on site in July 2014.
- Flood defence works costing £720,000 at Londonderry Bridge being undertaken by SBC. £400,000 secured the Flood Defence Grant.
- £160,000 funding secured through the Forestry Commission to return the Natural Habitat back to Wynyard Woodland Park.

RISK

There is one Environment and Housing related high risk in the Corporate Risk Register and four medium rated risks in the DNS Risk Register.

High

- Flood Risk

Medium

- Deliver a successful Regeneration Scheme at Victoria Estate
- Town Centre Housing Regeneration
- Swainby Road Regeneration
- Registration and Bereavement Services

Community Safety

<i>The Council Plan performance indicators included in this theme:</i>		Progress
CS100	Overall crime rate per 1,000 population	★
CS101	Number of criminal damage and arson incidents	★
CS102	Number of theft offences	Target to establish baseline
CS103	Number of sexual offences	Target to establish baseline
CS104	Number of violence against the person offences	■
CS105	Number of domestic violence offences	★
CS106	Number of robbery offences	★
CS107	Number of anti-social behaviour incidents	■
CS200	Young people receiving a conviction in court and sentenced to custody	■
CS201	First time entrants to the Youth Justice system	★
CS202	Reduce the rate of proven re-offending by young offenders	★

The vision is for a safe Stockton-on-Tees where all residents are able to live their lives in a Borough free from crime and fear of crime. The Council Plan states, we will work to tackle crime, fear of crime and anti-social behaviour in our communities so all residents feel safe no matter where they live in the borough.

THEME PROGRESS AGAINST COUNCIL PLAN MEASURES

We are able to report progress against the annual target for nine of the 11 Council Plan indicators in this theme. Six indicators are on track to achieve the annual target. Details of this performance are provided below.

Crime

- Performance on this theme remains positive and overall the borough remains a safe place to live. Stockton remains the safest place in the Tees Valley. According to Viewpoint 38, 61% (+2% on 2013) of residents feel safe in their local area after dark and, as in 2013, nine out of every ten residents feel safe in the local area during the day. **Overall Crime** - During April - September 2014 there were 4,703 crimes recorded, which equates to 24.5 crimes per 1,000 population, a 12.1% reduction compared to the same period last year.

- **Criminal damage and arson incidents** have reduced from 1,085 during April – September 2013 to 1,025 during the same period in 2014, a 5.5% reduction, against an annual target of 2,238. **Theft offences** have reduced from 3,218 during April – September 2013 to 2,575 this year, a reduction of 20.0%. Current year's baseline will establish the target for next year. **Robbery offences** have reduced from 46 during April - September 2013 to 30 for the same period this year, a reduction of 39%, against a target of 67.
- **Violence against the person** has increased from 892 (April to September 2013) to 944 (April to September 2014) an increase of 5.8%, against an annual target of 1,740. The reduction of violence with and without injury is a priority for Safer Stockton Partnership. Numbers of **sexual offences** have also increased, with 134 recorded April – September 2014, compared to 114 last year, representing an increase of 17.5%. Current year's baseline will establish the target for next year. The increase is being monitored however intelligence suggests that current increase in reporting relates to victims coming forward to report historic offences, with the majority of offenders known to the person. **Domestic violence** has reduced from 402 during April – September 2013 to 258 this year, a reduction of 35.8%. This is very positive against a published annual target of 1,036.
- **Anti-social behaviour** has reduced from 7,216 (April to September 2013) to 7,089 (April to September 2014); however despite the reduction it is unlikely that the annual target of 13,271 will be achieved. Tackling Anti-social behaviour is the top priority for Safer Stockton Partnership. Increased awareness-raising around ASB has, as predicted, increased reporting incidents, although it is anticipated that increases for Stockton will be at a lower rate than other areas.

Youth offending

- **Young people receiving a conviction in court and sentenced to custody** - Latest data available is at Aug 2014. Performance of 7.6% equates to 6 custodial sentences from a total of 79 court disposals. This compares to performance of 4.7% for the same period 2013/14 and remains below target of 5% or less of young offenders receiving a conviction in court who are sentenced to custody. Whilst there is no specific legal redress for the local authority the Youth Offending Team actively monitor instances where a custodial sentence has been applied and raise concerns through the court forum where they are identified.
- **First time entrants to the Youth Justice system** - Latest data available is at Aug 2014. During the period there were 32 First Time Entrants to the Youth Justice System. This equates to a rate of 179 per 100k. This is better than for the same period 2013/14 (35 FTE's, a rate of 196 per 100k). Current performance is in line with target expectations of a 5% reduction on the previous year's number of First Time Entrants.
- **Reduce the rate of proven re-offending by young offenders** - Q2 performance of 0.60 equates to 24 re-offenders from a cohort of 112 committing a further 67 offences. This slightly higher than for the same period 2013/14 of 0.54 although remaining in line with target expectations of a rate of 1.07.

OVERALL THEME PROGRESS

(INCLUDING NON-COUNCIL PLAN MEASURES, COUNCIL PLAN ACTIONS, INSPECTIONS, ETC)

CUSTOMER PERCEPTION/SATISFACTION

No customer perception/satisfaction survey work has been undertaken during quarter two.

COMPLAINTS, COMMENTS, COMPLIMENTS AND COMMENDATIONS

Information to follow.

FINANCE







- Service review of Stockton's Youth Offending Service completed with the targeted savings of £230,000 achieved.
- Contracts under the Troubled Families programme extended due to the continued success of the scheme.

RISK

There are no medium or high risks in the Community Safety Theme.

Children and Young People

<i>The Council Plan performance indicators included in this theme:</i>		Progress
CYP100	Free early education / childcare places available for all 2 yr. olds meeting the eligibility criteria	★
CYP101	Proportion of children aged 5 and under in each Children's Centre reach area registered with the centre.	■
CYP102	Early Years Foundation Stage - proportion of children with overall Good Level of Development	★
CYP200a	Educational Progress of Special Educational Need Pupils - at KS2	National Benchmarking not yet available.
CYP200b	Educational Progress of Special Educational Need Pupils - at KS4	National Benchmarking not yet available.
CYP201a	FSM Ever 6 / Non FSM Ever 6 attainment gap - at KS2	National Benchmarking not yet available.
CYP201b	FSM Ever 6 / Non FSM Ever 6 attainment gap - at KS4	National Benchmarking not yet available.
CYP202a	Educational progress of looked after children (LAC) - at KS2.	National Benchmarking not yet available.
CYP202b	Educational progress of looked after children (LAC) - at KS4.	National Benchmarking not yet available.
CYP203a	Number of schools judged to be good or outstanding - primary	★
CYP203b	Number of schools judged to be good or outstanding - secondary	■
CYP204a	Percentage of pupils attending good or outstanding schools - primary	★
CYP204b	Percentage of pupils attending good or outstanding schools - secondary	■
CYP300	Proportion of assessments completed in 45 days	★
CYP301	Proportion of referrals to Children's Social Care with an Active CAF 2	■
CYP302	Proportion of children becoming the subject of a child protection plan for a second or subsequent time, within two years	○

CYP303	Proportion of child protection plans lasting two years or more	
CYP304	Long term placement stability for looked after children – proportion of current placement for 2 years	
CYP305	Care leavers in EET (current 16 to 21yr olds)	
CYP306a	Adoption timescales - A1	
CYP306b	Adoption timescales - A2	
CYP400	Percentage of young people aged 16-19 who are NEET	

Every single child in the Borough is important to us. We will keep striving to provide the best in education, to support those who are vulnerable to poor outcomes, and to protect those children who need our care. We are determined to give them all as many opportunities as we can to improve their life chances and enable them to grow into valued and respected members of the community.

THEME PROGRESS AGAINST COUNCIL PLAN MEASURES

We are able to report progress against the annual target for 16 of the 22 Council Plan indicators in this theme. Eight indicators are on track to achieve the annual target. Details of this performance are provided below.

Early help

Free early education / childcare places available for all 2 yr. olds meeting the eligibility criteria. We achieved the nationally set target of creating 1153 available places by September 2014. There has been continued improvement in the uptake of available places from eligible families. At the end of September, 521 children had been placed with a provider. There are an additional 144 children who meet the eligibility criteria and are awaiting their placement with a provider. There are always some children who have been approved but have yet to start at a setting; this is generally due to the time lapse between parents receiving confirmation of eligibility and them choosing and registering at a setting of their choice.

Free places are targeted towards those children that will benefit the most, with the primary focus being on economic disadvantage. Places are available in a range of settings, including private and voluntary childcare settings; childminders; nursery classes within schools. Based on the September 2013 criteria, a child can access a place if they are looked after by the local authority or eligible for free school meals. From September 2014, eligibility criteria extended to include:

- families are in receipt of Working Tax Credits and earning no more than £16,190 a year;
- children have a current statement of special educational needs (SEN) or an education, health and care plan;
- they get Disability Living Allowance; and/or
- they have left care through special guardianship or an adoption or residence order.

There are a number of actions being taken to improve take-up; these include work to increase participation of primary schools; sharing of information from the DWP to help targeting of families; work with social care and health teams to identify and encourage eligible families; and a range of marketing activities including local media advertisements, and development of Facebook and Twitter accounts.

The extended free entitlement criteria have stimulated an increased demand for high quality early years places for 2 year olds in communities where there previously has been a limited requirement for provision. Work has taken place to identify those areas of the Borough where a lack of suitable provision may potentially impact on a family's ability to access a place close to where they live. As a result, actions are in hand to develop provision in Billingham, Hardwick, Norton, Ragworth and Stockton Town Centre.

Proportion of children aged 5 and under in each Children's Centre reach area registered with the centre. Latest data available is at 22/09/2014. This shows that, of the estimated 12,269 children under 5 in the borough, 9388 (76.5%) are registered with a Children's Centre - below the year end target of 85% of children. Of the 12 centres, 3 achieved above target, 3 achieved a rate of 80.0% or above which equates to a 'good' Ofsted judgement, but is below our local target. The remaining 6 Centres were below this level of performance.

Reach levels are monitored regularly through a Children's Centre Operational Group where improvement actions are agreed any issues reported up to the Children's Centre Strategic Partnership. Reach levels are also reviewed through the 'Annual Conversation' and performance management process, where each provider, including the Council, is challenged on their reach figures and their plans for improvement. Actions are agreed with providers and then monitored through the Operational Group and other performance meetings.

Actions to date have included the following.

- Tell us Once information is entered on to e-Start (the Children's Centre information system) by the Families Information Service (FIS), so that Centres can then make contact with any families not currently registered.
- Support from Health teams by providing registration forms; and arrangements being developed for sharing of information with Centres at key points.
- FIS sharing DWP lists of eligible 2 year olds and entering them on to the e-Start system. Centres then contact any family who are either not registered or who have not taken up a 2 year old places.
- Improving relationships with local primary schools through Area Hub meetings – to ensure children who attend the school nursery and who are not known to the Centre become registered. This is a priority workstream for Centres currently.

Some work is to be undertaken to look at patterns of Children Centre registration, and movement of children across the Borough, given there are a number of parents who choose to use Centres outside their local area.

Encouraging the use of Children's Centres is also featured in the action plans for two of the Locality Forums, linked to the priority in the Family Poverty Framework for 'Giving every child the best start in life'. A progress update against these actions will be available later in the year.

- **Early Years Foundation Stage - proportion of children with overall 'good' level of development.** Provisional result of 50.1% shows a rate of improvement from 2012/13 performance of 22% (41% in 2012/13 increasing to 50.1% for 2013/14). This is better than the national rate of improvement of 15.4% (52% in 2012/13 increasing to 60.0% for 2013/14). Performance has met and exceeded target expectations.

Education / schools and complex needs.

A separate report was submitted to Cabinet in September regarding School Performance 2013-14 which gave an analysis of attainment for pupils in Stockton-on-Tees schools. The 'narrowing the gap' indicators in the corporate basket cannot yet be reported on, pending publication of national comparative data.

Primary Schools (including Academies) – proportion judged to be good or outstanding.

- There were 3 schools inspected during the Q1 period, all rated as 'good', with no further inspections during the Q2 period. Of our 59 primary schools, 8 have new status as Academy converter schools, which means that they do not have a current Ofsted judgement until first inspected (usually in the 5th term after becoming an academy). Of the 51 remaining schools, 50 are currently rated good or outstanding, and 1 as requiring improvement – this is well within our local target for 2014-15 of having no more than 3 schools judged less than good.
- Latest available published benchmarking data from Ofsted is based on the position at 31st March 2014 indicating the % good / outstanding at that time was:
 - 91% for Stockton-on-Tees
 - 88% for the NE Region
 - 80% for England.

Primary Schools (including Academies) – proportion of pupils attending good or outstanding schools.

- Based on the 50 of our 51 schools with a current inspection judgement (as referred to above), at the end of September 2014 there were 97.1% of primary school pupils in good or outstanding schools, above our target.
- Latest available published benchmarking data from Ofsted is based on the position at 31st March 2014, indicating that the percentage of pupils attending good / outstanding schools at that time was:
 - 89% for Stockton-on-Tees
 - 88% for the NE Region
 - 79% for England

Secondary Schools (including Academies) proportion judged to be good or outstanding.

There was one secondary school inspection during the Q1 period, resulting in a judgement of 'inadequate'. There were no inspections during the Q2 period. Of our 12 Secondary schools, 4 have new status as Academy converter schools, which means that they do not have a current Ofsted judgement until first inspected (usually in the 5th term after becoming an academy). Of the 8 remaining schools, 1 is currently rated outstanding, 1 good, 5 requiring improvement and 1 inadequate – outside our local target for 2014-15 of having no more than 5 schools judged less than good.

- Latest available published benchmarking data from Ofsted is based on the position at 31st March 2014, indicating the % good / outstanding at that time was:

- 58% for Stockton-on-Tees
- 73% for the NE Region
- 73% for England.

Secondary Schools (including Academies) – proportion of pupils attending good or outstanding schools

- Based on the 8 of our 12 schools with a current inspection judgement (as referred to above), at the end of September 2014 there were 29.4% of secondary school pupils in good or outstanding schools, below our target.
- Latest available benchmarking data from Ofsted is based on the position at 31st March, indicating the percentage of pupils attending good / outstanding schools at that time was:
 - 58% for Stockton-on-Tees
 - 73% for the NE Region
 - 73% for England

The report to Cabinet in September on School Performance 2013-14 gave an update on the local authority's revised approach to school improvement and actions to drive further improvement in the quality of schools.

Children Social Care

- **Proportion of assessments completed in 45 days.** Performance of 99.0% equates to 1221 single assessments completed within 45 days and is in line with the previous quarter's performance. Current performance remains above the target of 95%. All assessments that have gone beyond timescale are reviewed at the Children's Social Care Performance Clinic.
- **Proportion of referrals to Children's Social Care with an Active CAF 2.** There were a total of 146 CAF 2s (full CAFs) recorded during the Q2 period; this is well below the local CAF target of an increase of 30% or more CAF's from the previous quarter to 221 full CAFs. Looking at the 1082 referrals to Children's Social Care which proceeded to assessment during the period, just 111 (10.3%) had a CAF 2 in place. Performance continues to remain below expectations given the new process in place for challenging all referrals where there is no CAF in place, unless there is an immediate safeguarding concern. In response to concerns regarding CAF performance over the past year, and following a review of arrangements with partners through the Local Safeguarding Children Board, there has been a recent expansion of the CAF team with the appointment of four new locality based CAF Support Officers who came in to post during the Q2 period. Quarterly targets have been set for the rest of 2014~15 to reflect an expected increase in CAF activity as a result of these revised arrangements.
- **Proportion of children becoming the subject of a child protection plan for a second or subsequent time, within two years.** Performance of 8.9% equates to 16 children from a cohort of 179 who have been the subject of a child protection plan for second or subsequent time within 24 months. Performance improved from the previous quarter with 3 children during the Q2 period, and performance at the end of the period being within the agreed tolerance for the measure. All 3 cases have been reviewed and the decision to agree a child protection plan was considered appropriate in each case, with information indicating that the children were at risk of significant harm.

- **Proportion of child protection plans lasting two years or more.** During the Q2 period there have been no further children whose child protection plan was ceased and who had been the subject of a plan for 2 years or more. Performance of 7% (12 plans over 2 years or more from 171 ceased plans) remains some way outside of the target of 2% or below. All plans are regularly monitored and where plans approach 15 months their progression is tracked on a case by case basis with a view to removing plans where appropriate and safe to do so.
- **Long term placement stability for looked after children – proportion of current placement for 2 years.** At the end of the Q2 period there were 123 children who had been in care continuously for at least 2.5 years. 75 of these (61.0%) had been in their current placement for at least 2 years. Performance has met target expectations of 60% or more of children in their current placement for 2 years or more.
- **Care leavers in EET (current 16 to 21yr olds).** Performance at Q2 of 54.2% equates to 32 care leavers from a cohort 59 who were in education, employment and training. Performance is within the agreed tolerance for this indicator.. Performance varies during the year, dependent on changes in the cohort and the particular needs of the young people, many of whom have high levels of need that can present significant challenges to progression into further education, employment or training. Improving outcomes for care leavers is a high priority for the Council as corporate parent. A NEET performance clinic tracks young people closely to try and engage them in support; development of employability skills is identified as a key need to help these young people become more aware of, and ready for, the expectations of work and training.
- **Adoption timescales - A1:** There has been a significant increase in the numbers of children adopted at the end of the Q2 period (from 6 at Q1 to 19 at Q2). Of the 19 children adopted, the average time (in days) between entering care and moving in with their adoptive family was 548 days. Although this is a decline on the position at the end of the Q1 period, it is in line with the latest national performance threshold of 547 days.
- **Adoption timescales - A2.** Q2 has seen a decline in performance, remaining below the latest national threshold of 152 days. Of the 19 children adopted, the average time (in days) between the Local Authority receiving court authority to place the child and the Local Authority deciding on a match to an adoptive family was 249 days, outside the latest national performance threshold of 152 days..

For these two adoption indicators, it should be noted that the small number of children involved means that performance can fluctuate depending on individual cases and the average timescales do not always reflect the complexities of individual decisions or the quality of placement decisions. Individual cases are tracked through the Children's Social Care Performance Clinic. Additionally, adoption is a key area of focus for the Children's Programme Board where work is ongoing to look at more innovative approaches to the recruitment of adoptive parents.

NEETS

Percentage of young people aged 16-19 who are NEET / Not Known.

- At this stage of the reporting period, only September data is used. July and August data are disregarded by Government. For September all 1 and 2 year courses automatically are recorded as Not Known until young people's destinations are confirmed.
- For September our NEET rate is showing at 7.9% (430) and the Tees Valley average is 7%. The Not Known for Stockton is showing as 19% (1289) and the Tees Valley average is 28%. The

combined NEET and Not Known for Stockton, therefore, is 26.9% and the Tees Valley average is 35%.

- Our target for this indicator is to 'Improve on the previous year so that performance is better than the Tees Valley Average by at least the same rate'. In line with the national arrangements for reporting and benchmarking performance, the final 2014-15 outturn will be based on the three month average figures over the November / December / January period.
- As part of the drive to improve our NEET rate, there continues to be close partnership working between the Council's Youth Direction service and Stockton Riverside College. A recent initiative is aimed at encouraging NEET Y12s (16-17 year olds) to take up learning at the college. This involves a Level 2, full time accredited programme offering vocational activities across a range of sectors to meet individual needs. Young people will gain a qualification e.g. CSCS, Health and Safety, First Aid, Food Safety, and English and Maths where applicable, to meet the needs of each individual. Personal and social development provision, including confidence building and self-marketing activities, will also form part of the programme and all young people will be offered progression to a full time college course, an apprenticeship opportunity or an appropriate work placement. Participants will be paid an incentive (funded by Youth Direction) of up to £10 per week with an £80 bonus if they complete. Learners will be able to access all benefits of college attendance including free travel, meals allowance, free equipment and materials etc. The programme will be based at SRC on the High Street in Stockton Town Centre, which will provide a drop-in facility for young people. Learners will be supported with their transition into college based vocational activities.
- The Youth Direction service is also compiling and sharing intelligence about our NEET cohort with local partners in order to influence provision and impact upon numbers of NEETs.

OVERALL THEME PROGRESS

(INCLUDING NON-COUNCIL PLAN MEASURES, COUNCIL PLAN ACTIONS, INSPECTIONS, ETC)

Looked after Children placement stability and permanence – the following indicators are not within the corporate basket, but help to give some further insight to performance in relation to children in care and care leavers.

- **Shorter term placement stability (i.e. 3 or more placements during the year)** – during the Q2 period there were a further 6 children who had 3 or more placements from a total of 384 (There were 2 children in Q1). Rolling year performance has increased slightly to 9.1%, just outside of the target of 9.0% or less.
- **Other routes to permanency** Of the 62 children who ceased to be in care during the quarter 2 period:
 - 25 (40.3%) returned home, slightly below the previous years rate of 48.8%.
 - 14 (22.6%) were the subject of a Special Guardianship Order, similar to the previous year's rate of 20.7%.
 - 5 (8.1%) were the subject of a Residence Order, below the previous year's quarter 2 performance of 17.1%.
 - 18 (29.0%) were adopted, higher than the previous year's 13.4%.

Care leavers. – of the 59 care leavers aged 16 to 21 yrs during the period, 57 (96.6%) were placed in suitable accommodation. The 2 care leavers not placed in suitable accommodation were as the result of receiving a custodial sentence.

Ofsted inspections of settings: comparative data used in the following summaries are based on the latest available published data from Ofsted, some of which may still have provisional status.

Children's Homes – during the Q2 period there were no further inspections of our Children's Homes. Latest data from Ofsted for inspection outcomes during the 1st April to 30th June period shows that the proportion of local authority-run children's homes judged good / outstanding was:

- 67% for Stockton-on-Tees (based on latest inspections during 2013/14)
- 54% for England
- 75% for the NE region

Childminders – during the Q2 period, 5 childminders were inspected, all rated as "good". For all those inspected in the year up to 30th September the proportion of Stockton's childminders achieving good / outstanding was 100%, above the national and regional averages.

For all childminders based on their most recent inspection at 30th June the proportion rated good / outstanding was:

- 77% for Stockton-on-Tees
- 77% for England
- 76% for the NE region

Childcare – during the Q2 period , 1 provider on non-domestic properties was inspected, and rated as good.. For all those inspected in the year up to 30th September ,the proportion of Stockton's childcare providers achieving good / outstanding was 100% above both national and regional averages.

For all Childcare providers based on their most recent inspection at 30th June the proportion rated as good / outstanding was :

- 94% for Stockton-on-Tees
- 82% for England
- 87% for the NE region

Children's Centres – during the Q2 period, one Children's Centre inspection was undertaken and judged as good. For all those inspected in the year up to 30th September, 50% were judged to be good /outstanding

The latest available Ofsted benchmarking information (at the 30th June), shows the proportion of Children's Centres rated good / outstanding at their most recent inspection was:

- 56% for Stockton-on-Tees
- 67% for England
- 76% for the NE region.

CUSTOMER PERCEPTION/SATISFACTION

- During 2013, a new postal 'exit survey' was initiated for parents or carers of all children whose case has been closed and who had been in receipt of assessed services. However, the return rate was very low, averaging just 5%. Accordingly, it was decided to replace the postal survey from January 2014 with a telephone survey, using the same questions from the postal survey.

- The first set of results from the telephone survey, covering the Jan to March 2014 period, were reported during the Q1 period. A total of 31 telephone calls were made and 12 surveys were completed (38%), with results summarised below ('Nil' or 'Do not know' responses are excluded):
 - 10 of 12 respondents understood why they were receiving a service.
 - 8 of 11 felt that the service provided met needs.
 - 9 of 12 said that they had some say in deciding what service should be provided.
 - 7 of 7 felt that race, culture, religion or disability was considered.
 - 6 of 11 felt it was easy / very easy to contact their Social Worker; but 4 found it difficult and 1 impossible).
 - 8 of 11 felt they were kept up to date by their Social Worker; 3 not.
 - 3 of 6 said they were contacted every week by their social worker; 2 every fortnight; and 1 every month.
 - 11 of 11 said that staff treated them with respect.
 - 7 of 9 said their privacy and confidentiality were respected; 2 said this was the case most of the time.
 - 1 of the 12 had made a formal complaint about the Children & Young People's Service.
 - 7 of 11 felt that overall the service provided had been excellent / good; 2 said it was fair; and 2 said poor / very poor.
- The results have been reviewed at the Children & Young People's Management Team and key messages fed back to staff via Managers' team meetings.

COMPLAINTS, COMMENTS, COMPLIMENTS AND COMMENDATIONS

COMPLAINTS

- During the Q1 period, there were:
 - 27 new complaints at stage 1 - 18 of which received a response during the quarter, 3 were withdrawn and 6 were ongoing.
 - 8 requests for complaints to progress to stage 2
 - 1 request for a stage 3 panel
- During the Q2 period, there were:
 - 27 new complaints at stage 1; 15 of which received a response during the quarter and 12 were ongoing.
 - 5 requests for complaints to progress to stage 2
 - 1 stage 3 panel was convened in response to the request received in Q1
- The number of new complaints reflects a continued increasing trend compared to the whole of the 2013~14 period when there was a total of 58 at stage 1; 22 at Stage 2; and 4 at Stage 3.
- The issues raised in the new complaints are in line with previous quarters, with the most frequent concerns being related to quality of service or the provision / communication of information.
- There were a number (5) of Stage 2 investigation reports completed by Independent Investigating Officers during the period – these reflect the tendency towards more complex

complaints, each covering a range of issues, often requiring lengthy investigations. At the end of the Q2 period, there were 16 stage 2 investigations ongoing.





- The majority of complaints reviewed at Stage 2 during the Q1 period were not upheld. However, for Stage 2 complaints completed during Q2, the majority were either upheld or upheld in part. Where they were upheld, and this outcome was agreed by the Adjudicating Officer, complainants have been advised of steps being taken to remedy the issues involved.
- Outcomes and learning from complaints are reviewed quarterly at the Children & Young People's Management Team. The Q2 report will be considered at the November meeting of that group. The key issues arising are in relation to:
 - accuracy of recording by Social Workers,
 - timeliness of sharing reports with families in advance of meetings,
 - consultation leaflets for families to be reviewed to include explicit information on contingency plans should parents fail to follow the agreed plan, and
 - where there is a delay in convening an Initial Child Protection Conference within timescales a robust interim plan should be in place to ensure that children are safeguarded.

FINANCE

RISK

The CESC Risk Register was reviewed during August. The current risks identified relating to Children and Young People services remain broadly appropriate with an additional risk being included relating to Secondary School Performance.

Health and Wellbeing

<i>The Council Plan performance indicators included in this theme:</i>		Progress
HW100	Obesity in 4-5 year olds (reception) % of children measured through the National Childhood Measurement programme.	Data not yet available
HW101	Obesity in 10 – 11 year olds (year six) % of children measured through the National Childhood Measurement programme.	Data not yet available
HW102	Under 18 conceptions (3 yr. rolling average rate per 15 – 17 yr. olds per 1,000 population)	Data not yet available
HW400	Reduce the proportion of children in relative poverty (living in households where income is less than 60% of median household income before housing costs)	Data not yet available
HW103	Chlamydia diagnosis (crude rate 15-24 year olds)	
HW201	Percentage of smoking population accessing the stop smoking service commissioned by SBC Public Health	
HW202	Smoking Quitters (number of four week quitters for smoking cessation service commissioned by SBC Public Health)	
HW204	Uptake of NHS health check programme by those eligible	Data not yet available
HW300	Rate of emergency hospital admissions for alcohol related harm per 100,000 population	Data not yet available
HW301	Successful completion of drug treatment- opiate users	
HW302	Successful completion of drug treatment- non opiate users	

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

THEME PROGRESS AGAINST COUNCIL PLAN MEASURES

We are able to report progress against the annual target for four of the 11 Council Plan indicators in this theme. One indicator is on track to achieve the annual target. Details of this performance are provided below.

Children and Young people’s health and wellbeing

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 compared to the previous year. 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 have recently been reviewed. . A new Family Weight Management Service has been commissioned which will build on the support offered to children identified as being overweight / obese through the NCMP, working closely with the school nursing service. 2013/14 NCMP results are now expected in December 2014 with 2014/15 reported December 2015.

Under 18 conceptions - The most recently available (2013) under-18 conception rate for Stockton was 38.5 per 1,000 15-17yr olds (June 2013 provisional data), which equates to an actual number of 32 conceptions in that quarter. This rate is higher than the North East average rate (32.1) and the England average (25.2) but a reduction on the local 2012 rate of 40. Rates for the Borough have fluctuated since 1998; and the highest rates are in areas of greater deprivation. Work is commencing the review the current sexual health provision against the contract and a local action plan is being developed which will particularly focus on outreach provision and services available for young people.

Chlamydia diagnosis – The most recently available local data (2013) shows the Chlamydia diagnosis rate (3,310 per 100,000 15-24yr olds) is the second highest in the region and above the national target of 2,400 per 100,000. The diagnosis rate reflects both coverage of screening, and the extent to which the most at-risk population are being screened. Therefore a higher than average diagnosis rate can be viewed as a positive indication that individuals with Chlamydia are being identified and treated. National guidance indicates that diagnosis rates should initially increase (the target was introduced in 2012) as targeting of screening improves, then decrease with time as sexual health messages and services work to reduce Chlamydia prevalence. Local Chlamydia screening work focusses on increased targeting of high-risk groups and on increasing access to testing through. A Stockton Borough sexual health action plan is being compiled following the recent health needs assessment, to cover the whole population but with particular focus on young people.

Adult health and wellbeing

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. 2012 data shows that prevalence (21.6%) is just below the North East average of 22.1% and the national average of 19.5%.

Smoking Quitters - Stockton smoking prevalence in 2012/13 was 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 figures were below target, which reflects the national picture of a reduction in quitters through stop smoking services. This national and local downturn 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. . In Q1 2014/15 performance stands at 272 quitters against a target of 462. 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. Work will continue with partners e.g. the CCG to maximise the influence they may have on this target.

Drugs / Alcohol

5.2% of opiate clients in Q1 2014/15 successfully completed treatment against a baseline of 4.6%. Exits from treatment suggest that it is possible to achieve the target for 2014/15 provided the number of re-presentations remain low up to the 31 March.

Non-opiate completions were 28.3% in Q1 2014/15 against a baseline of 31.4% and a target of 42%. The significant reduction in referrals from custody following the re-commissioning of the service in April has reduced the throughput of cocaine clients. Referrals into treatment have begun to increase since August 2014 and we anticipate that performance will improve as throughput increases. However, given the subsequent six month period to measure any re-presentation, clients entering the service since August are will not show as an increase in performance until Q1 2015/16.

NHS Health Check

The proportion of eligible patients in the Borough receiving the NHS Health Check in Q1 2014/15 was 56%, which is on-target. Uptake of assessment is higher in the wards of greater deprivation (66%). This illustrates the success of Public Health working with primary care to implement contractual arrangements that particularly encourage assessment of the most vulnerable. Historically uptake has been lower in groups with the most cardiovascular disease, stroke and diabetes i.e. areas of greater deprivation and the work will support the Health and Wellbeing Board's work to reduce inequalities across the Borough.

Alcohol emergency admissions

We are continuing to work with the NHS to re-establish regular reporting of alcohol related admissions. And we are hopeful that this will be resolved within 2014/15. Performance at the end of 2012/13 showed that Stockton had slowed growth in admissions against a national trend of continued growth.

Poverty

Reduce the proportion of children in relative poverty - Data is reported on an annual basis. Stockton Borough Council has produced 'A Brighter Borough for All' – this family poverty framework will focus on partnership and community activity to reduce the impacts of child poverty. A Scrutiny review on child poverty has been completed, focusing on the impacts of poverty on children's' health and education and an action plan is in place to ensure delivery on the recommendations. SBC is scoping a Strategy to mitigate the effects of poverty and is currently mapping the support and services in place.

OVERALL THEME PROGRESS

Recent data, together with the Due North report (*Report of the Inquiry on Health Equity for the North*, September 2014), have further highlighted the need to focus on and reduce inequalities. Stockton Borough is now the Local Authority area with the greatest inequality in life expectancy, nationally. A strategic approach for addressing inequalities through delivery on the Joint Health and Wellbeing Strategy is being considered at Health and Wellbeing Board, with the aim that the new plan will be ready for implementation at the beginning of 2015/16.

The new structures supporting the Health and Wellbeing Board will also facilitate greater partnership working at strategic level to develop plans and commission services according to need, thus supporting delivery on the Joint Health and Wellbeing Strategy (new structures are the Adults' Health and Wellbeing Partnership and Children and Young People's Partnership; and the Adults' Health and Wellbeing Joint Commissioning Group and Children and Young People's Health and Wellbeing Joint Commissioning Group). In turn, internal SBC work programmes support these delivery plans.

Work is ongoing to build further on the performance highlighted above and SBC Public Health is also leading on and implementing a range of further work including a plan of service reviews; implementing and monitoring new service contracts e.g. domestic abuse and the impending new school nursing service contract; working with partners on commissioning plans e.g. the transfer of commissioning responsibility for health visiting to SBC Public Health in October 2015; and work across SBC departments and partners on the Better Health at Work Award.

CUSTOMER PERCEPTION/SATISFACTION

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

- Review of stop smoking service
- Health needs assessment regarding mental health in children and young people
- Services for people with dementia to inform the Dementia Friendly Communities initiative
- Work with Healthwatch to continue to highlight areas of importance / concern around health and wellbeing, and to link the Healthwatch work programme with the programme of service reviews and developments across partners

COMPLAINTS, COMMENTS, COMPLIMENTS AND COMMENDATIONS

FINANCE

No specific issues.

RISK

Work is underway to ensure any risks associated with Stockton Public Health commissioned services are reflected on corporate risk registers. A draft risk register is currently under consideration by the management team and will be presented at the next risk management group for consideration.

Stronger Communities

<i>The Council Plan performance indicators included in this theme:</i>		Progress
SC100	Percentage of residents who agree that Stockton-on-Tees is a place where people from different backgrounds get on well together	★
SC101	Percentage of residents who feel they can influence decisions affecting the local area	★
SC102	Percentage of residents who have given unpaid help to any group, club or organisation in the past 12 months	■
SC200	Percentage of the adult population registered to vote at 1 December.	Data available in Quarter 3
SC201	Percentage of attainers (16 to 18-year-olds) registered to vote at 1 December	Data available in Quarter 3

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

THEME PROGRESS AGAINST COUNCIL PLAN MEASURES

We are able to report progress against the annual target for three of the five Council Plan indicators in this theme. Two of the three indicators in this theme are on track to achieve the annual target. Details of this performance are provided below.

- In September 2014, Viewpoint 38 survey was used to gage progress against the resident satisfaction measures within this theme. These act as a temperature check against the IPSOS Mori Residents' Survey which took place in 2012 and is planned to be repeated in 2015. The results were released at the start of November and therefore any learnings or remedial actions are still to be discussed.
 - 62% of residents agree that Stockton is a place where people from different backgrounds get on well together; this is the same percentage as the previous year. The target of 60% has been exceeded.
 - 41% of residents agree that they can influence decisions affecting their local area; this is an increase of 4 percentage points compared with the previous year. The target of 32% has been exceeded.
 - 36% of residents have given unpaid help to any group, club or organisation in the past 12 months; this is a decrease of 8 percentage points compared with the previous year. The target of 37% has not been achieved.
- The electoral canvass is currently underway and results for the two electoral registration measures will be known at Quarter 3.

OVERALL THEME PROGRESS

(INCLUDING NON-COUNCIL PLAN MEASURES, COUNCIL PLAN ACTIONS, INSPECTIONS, ETC)

- Support for the VCSE sector continues. The council are working closely with Catalyst to ensure the effective delivery of the workshop programme which supports and develops the sector. Workshop included e.g. health and safety, safeguarding, capacity building. The needs of the sector, now more established, are changing and the fund to support development is being reshaped into a Market Development and Innovation Fund, which will be made available from April 2015. The criteria and the process for accessing the fund are currently being developed.
- Onsite are making a positive impact on the community buildings that are now part of their asset base. Work is continuing on the potential asset transfer of a further two community buildings with business cases for Ragworth Neighbourhood Centre and Norton Grange, waited.
- Following consultation and engagement with the sector and partners through the Stockton Local Strategic Partnership, Catalyst has developed a draft volunteering strategy which is now seeking approval through the Local Authorities governance and committee arrangements. Final implementation has slipped slightly but the strategy should be approved and in place by the end of the financial year.
- Work is on-going to support the Tees Valley Armed Forces Forum which is chaired by Cllr Beall. Further support is being provided to organisations submitting bids for Ministry of Defence funding, to ensure the funds are maximised and quality/ timely bids are submitted, maximising opportunities for success and delivering improved outcomes. Many events have taken place in conjunction with the Tees Valley Armed Forces Forum to commemorate the start of World War One – for example the 1234 Sunflower project
- Additional diversity support has been provided through specialist training programmes. Advice / guidance sessions have been delivered to social care staff following recommendations from Ofsted, customer service teams around hate crime reporting, work with the communications team in support of the web development. Support has also been provided to a local black community organisation around black history month.

Legal

- Property, planning and highway matters, including assisting with further transitions of schools to academies, the redevelopment at North Shore, community asset transfers, continuing support related to the regeneration projects at Parkfield, Victoria and Swainby Road, including the making of a Compulsory Purchase Order (CPO) for Swainby Road and the successful confirmation of the CPO for Parkfield Phase 2 by the Secretary of State, legal agreements for major planning applications such as the residential development of 1100 houses at Wynyard and the proposed hospital at Wynyard and the master planning of another major proposed allocation site and continued legal support for the regeneration of Stockton High Street. There has also been a significant number of local land charges searches to deal with.
- Children and adults social care, including continuing to embed the revised PLO programme for public law children proceedings and contributing to preparations for implementation of the Care Act 2014 and to actions required to be taken by the local authority as a result of a

Supreme Court case concerning deprivation of liberty (Cheshire West) both locally and regionally.

- Support to Big Ticket items particularly adult services has continued to be required, notably with ongoing reviews and the management of associated disputes relating to both care home fees and home care fees.
- Support to major projects such as the Innovation Centre and the Globe has continued to be required, with contract close being reached during the quarter on the new innovation centre. Tees Valley Unlimited continue to require support in respect of their major financial assistance projects, the quarter has seen a review by DCLG / BIS of the Catalyst scheme for business growth bonds which has required legal advice and support.
- Work in respect of the commercial aspects of academy conversions have also continued to be progressed throughout the quarter with one conversion being finalised. The requirement for state aid advice has once again continued to grow during the quarter. There has been a retendering and/or renewal of a substantial number of public health contracts with a consequential increase in the amount of legal support required.
- The criminal litigation team continues to offer support to client departments in prosecuting high profile cases in the Magistrates and Crown Courts. Work has commenced on the digitisation of the Court process which is being led by the Ministry of Justice and the Clerk to the Justices for the Magistrates Courts. Support continues in relation to Licensing matters in relation to action being taken against licensed Hackney Carriage and Private Hire vehicles and drivers as well as review of premises licences under the Licensing Act 2003 which concerns premises licensed for the supply of alcohol. Support continues to be provided in relation to Employment litigation and finalising outstanding issues relating to Job Evaluation and Equal Pay matters.

Democratic Services & Member Development

The **Police and Crime Panel** has received and agreed a scrutiny report into changes to the Probation Service. The Panel has also agreed a scrutiny programme for the year. The Panel created a sub-committee to deal with complaints about the Commissioner. This has had its first meeting during the summer

The **Health and Wellbeing Board** has approved revised Better Care Fund Plans, following changes to National requirements/guidance. The Board has also received the draft Pharmaceutical Needs Assessment, which will go out to consultation in October 2014. New governance arrangements surrounding the Board have been agreed and started operating on 1 September 2014.

As a celebration and recognition of the first year of the **Stockton Youth Assembly**, its members and other young people actively involved with youth clubs/community centres etc. were invited to a V.I.P. hospitality event hosted by the Corporate Director of Children, Education & Social Care in the Town Hall and supported jointly by both Democratic Services & Youth Direction staff. A report summarising the first year of activity and achievements of the Stockton Youth Assembly (SYA) was shared with the Assembly.

A report reviewing **Member Development** activity undertaken since the Council received Charter Plus accreditation was considered by the Members Advisory Panel along with a report on the

implications of legislation permitting the public to film, record or make a sound recording of the proceedings of public meetings. Further investigation would take place regarding the feasibility of a limited broadcasting by the Council of specific meetings, namely Council, Cabinet and Planning Committee, and the results would be reported to a future meeting of MAP in December.

A draft report on the content of the proposed Member Induction Programme for 2015 has been prepared and is scheduled to be considered by CMT at the end of September/early October 2014.

The annual **mandatory training programme for both Planning & Licensing Committee** has taken place with external trainers (Trevor Roberts Associates) brought in to deliver planning training based on the latest planning policy guidelines and areas for development identified by the Planning Service. The Licensing training was developed as a pilot for this year in consultation with colleagues in Public Health, Licensing and Legal and would be evaluated for delivery in 2015.

Civic & Community Engagement

The annual calendar of the **Mayor's Charity fund raising events** has continued with a repeat of events introduced for the first time successfully last year in the form of the Mayor's Curry & Quiz Night and an Afternoon Tea Event at Preston Park Museum. Both events were supported and well attended by other civics and demonstrated both a local business and a prominent heritage attraction supporting the Mayor's chosen charities.

There has been delivery of various activities / publicity to raise awareness about the changes to voter registration through the introduction of **Individual Electoral Registration (IER)**. As part of the promotion of our IER campaign, work has been ongoing to identify and develop new internal and external partners to help maximise voter registration by targeting specific groups of people that are statistically the least likely to register or vote (e.g. young people, students, BME, social housing tenants).

Planning and preparation of activities and events as part of our **2014 European Local Democracy Week (ELDW)** has been undertaken as part of our continuing commitment to achieving the Council of Europe's '12-Star City' status for promoting local democracy and active citizenship in our community. This includes the following:

- 2014/15 Mayor's Civic Awards – encourage and promote new nominations;
- 'Be a Councillor' Campaign – hosting an information event for those interested in finding out more about standing as a candidate in the 2015 local elections;
- School Council Assemblies & Elections – promoting importance of voting, being on the register, the role of school councillors, & active citizenship within their school community;
- Individual Electoral Registration (IER) – outreach activities to promote voter registration across the Borough to maximise registration and accuracy of the voter register;
- Durham University – work in partnership to get the students living in their Halls of Residence registered to vote;
- October Citizenship Ceremony – promoting registration, voting and active citizenship to new British citizens;
- 'Getting Heard' – citizenship workshops to increase knowledge, confidence and motivation of groups that are statistically the least likely to register to vote, vote or get involved in local decision making.
- Meet the Mayor and Town Hall tours – raising awareness about the role of the Mayor, the past and present uses of the Town Hall and some of the borough's famous citizens.

- Stockton Youth Assembly – work in partnership to promote the national ‘Takeover Day’ initiative led by the Children’s Commissioner for England. It offers children and young people the chance to work with adults and get involved in decision-making.
- ‘Young people should be seen and heard’ – support IYSS staff working with Jess Belch (MYP) to encourage young people to make themselves heard by participating in the UK Youth Parliament’s ‘Make your Mark’ campaign; and encouraging them to join the ‘Young League of Voters’ (Europe) to make their voices heard in politics and future elections;
- ‘No hate speech – encourage schools, colleges and youth organisations to participate in this Council of Europe initiative against, including those that most effect young people, such as cyber-bullying and cyber-hate.

Electoral

Individual Electoral Registration (IER) This quarter has seen the transition to IER in full swing with work commencing on the transitional canvass. The transition canvass in 2014 is critical to ensuring our register is complete and accurate and that all our existing electors transfer to the IER register on 1 December 2014.

There have been a number of “teething problems” and work continues to resolve issues as they arise. For example, software suppliers have struggled to keep pace with the requirements of the new system and Electoral Services staff find themselves in the position of using a system which is still being developed to meet the requirements of IER in a live rather than a test environment. Print suppliers have also struggled to cope with the print volumes and the technical aspects of changes to IT systems. Problems have resulted in incorrect mailings in other Council areas. Robust proofing and careful project planning is in place to minimise the risk of errors and delays. The new system of registration is also proving to be resource intensive with all correspondence generating additional work. Print and postage have increased and this is being monitored through budgetary control. Confusion and complaints have also resulted from some of the Electoral Commission prescribed letters and forms. The appointment of an apprentice in Electoral Services for a twelve month period has been essential in assisting with the additional enquiries, mailings and processing registration involved with the transition.

The canvass will be more challenging this year as we implement a new and more complex system that canvassers will be unfamiliar with. Canvassers will be required to collect multiple forms from households and individual and extra care will need to be taken in collecting personal and sensitive information on the doorstep. The canvasser will also need to speak to individual electors in respect of invitations to register rather than the head of the household and this may involve multiple visits to the same property.

Stockton’s Confirmation Live Run of register entries against DWP records took place on 11 July 2014 and we were pleased to have achieved an improved match rate compared to the dry run which took place last year demonstrating the value of additional work undertaken to improve the accuracy of our register. The match rate means that 92% of electors have automatically transferred to the new IER Register with only 8% of electors needing to provide personal identifiers to complete their registration.

Polling District Review - The review of polling districts and polling places as required by the Electoral Registration and Administration Act 2013 continued during this quarter. A notice of the review was circulated and was available on the Council’s website together with the comments of the Returning Officer for Stockton on Tees on the current arrangements and proposals for change. Comments were invited from electors and other interested parties and the consultation ended on 12 September 2014. Final proposals for change will be presented to Cabinet and

Council for approval prior to publication of the revised Register on 1 December 2014. The final proposals result in a reduction of nine polling districts/stations (including two mobile stations) and three changes to polling places.

Scrutiny

- **Scrutiny Work Programme** – Select Committees continue work on new review topics for 2014/15. Scoping and project planning of reviews has taken place and Select Committees are receiving evidence. The reviews of Tree Preservation Orders, A Safer Place for Children, and Street Café Furniture and A-Boards were reported to Cabinet in September. The review of *The Future of Durham Tees Valley Airport* concluded and a final report was agreed which will be presented to Cabinet in October.
- **Performance Framework for Adults and Children’s Services** – Work continues on improving the range of information considered by ASH and CYP Committees regarding performance and the quality and safety of services. Members continue to identify where further performance information and user feedback is required to provide assurance as to the quality of care provided. CQC updates at Committee will now take place at least on an annual basis, and CQC input will also be sought for relevant reviews e.g. Home Care.
- **Health Scrutiny** – Adult Services and Health (ASH) Committee concluded its review of access to GP, urgent and emergency care. The report was circulated to relevant NHS organisations and has received a positive initial response. The chair reported the Committee to the CCG Delivery Group and the CCG Locality Group. The Committee met on 23 September with key representatives to discuss how the recommendations will be taken forward.

The ASH Committee is now taking forward its review of Home Care. To enhance this review (and improve general Member awareness of Human Rights Act as recommended by the Equalities and Human Rights Commission) a training session was delivered in September in partnership with Legal and Adult Services on Human Rights, and taking a Human Rights approach to reviewing home care. Feedback was very good.

Other key work includes:

- Responding to the review of Stockton Health Centre (Tithebarn) APMS Contract - a consultation response will be submitted to Council in October for approval in line with procedures for responding to substantial variations
 - Ongoing performance monitoring, and the evaluation report for Healthwatch Stockton-on-Tees. The overview meeting for adult care and public health is due in October.
 - Support for the Tees Valley Health Committee has been transferred to Hartlepool and the work programme has been developed including Stockton’s referral of the topic of ‘Any Qualified Provider’. The Committee has looked at the transfer of in-patient haematology services from North Tees to James Cook and will be taking a lead role in monitoring the north east ambulance service.
- **Police and Crime Panel** – As noted above the Scrutiny Team have 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.

The Panel met in July and agreed new topics for Task and Finish Groups which will be supported during 2014/5. They are:

- Victims’ Services

- Shared Services
 - Overall budget strategy
 - Commissioner priorities
- **Scrutiny Development Funding** – The Scrutiny Team continue to work with officers across the region to develop a package of Member training on questioning and challenge skills. Although, there have been delays in receiving training material from the Centre for Public Scrutiny

CUSTOMER PERCEPTION/SATISFACTION

- The main Residents' Survey will be delivered in Summer 2015. Key development work will commence in the spring 2015.
- Viewpoint has continued to be used to consult with residents. Viewpoint 37 (fostering and adoption) was delivered and the Child Placement team are using the findings to support the development of their Marketing Strategy. Viewpoint 38 (focussing on the local area, the Council (Resident's Survey temperature check), economic climate and health and wellbeing has been delivered and the findings will be presented to CMT at the end of October. There have also been two rapid response questionnaires (on SIF and Stockton Cycling) where the results will feed into the event planning for 2015. The look of the Viewpoint Newsletter has been refreshed; feedback suggests this has been well received and valued. The annual Viewpoint Panel refresh for 2014 has been planned and project delivery will begin in October to ensure that Viewpoint remains fit for purpose as the Council's key resident consultation mechanism.

COMPLAINTS, COMMENTS, COMPLIMENTS AND COMMENDATIONS

In the first six months of the year, there have been three complaints responded to which fall within this theme, these were all dealt with under stage one. This is a reduction on the number of complaints responded to in the same period last year (10). Only three comments have been recorded so far this year. There have been 24 compliments and commendations received in respect of this theme, which is slightly higher than the number received in the same period last year (21).

FINANCE

There are no budgetary control concerns, and the position regarding funding for individual electoral registration is being managed and monitored closely, with the potential for more applications for additional finance from Government.

RISK

The steps being taken to minimise the potential impact of individual electoral registration are proving to be effective. Continued, careful management of the ongoing process is however critical, ahead of the combined parliamentary and local elections in May 2015.

Adults

<i>The Council Plan performance indicators included in this theme:</i>		Progress
AS100	Overall satisfaction of carers with social care services	Data not available
AS101	Overall satisfaction of people who use services with their care and support	★
AS102	Proportion of service users who feel they have control over their daily life	★
AS103	Proportion of people who use services who say that those services have made them feel safe and secure	★
AS200	Local safeguarding measure – proportion agreeing with outcome of referral	★
AS201	Safeguarding – proportion of referrals that are fully or partly substantiated	■
AS300	The proportion of carers who have been assessed by the Council who are in receipt of information, advice or support.	★
AS301	The proportion of Self Directed Support service users who convert their Personal Budget to direct payments to manage their own support plan	★
AS302	Proportion of people still at home 91 days after discharge from hospital into re-ablement provision	○
AS303	Rate of permanent admissions of older people (aged 65 and over) to residential and nursing care homes, per 100,000 population.	■
AS304	Rate of delayed transfers of care from hospital, per 100,000 population (aged 18 and over).	★

Our vision is to enhance the quality of life for people with care and support needs. We will support people's independence, provide personalised care and enable choice and control. We will safeguard those who are vulnerable and ensure that those receiving care are treated with dignity and respect.

THEME PROGRESS AGAINST COUNCIL PLAN MEASURES

We are able to report progress against the annual target for 10 of the 11 Council Plan indicators in this theme. Seven indicators are on track to achieve the annual target. Details of this performance are provided below.

Overall satisfaction measures

- Overall satisfaction of carers with social care services** - The Carers Survey only takes place every two years. The last survey was undertaken in late 2012. Details of the 2014 survey have been announced by the Health & Social Care Information Centre. Between June to September, councils should extract from their records a list of all carers who have been assessed or reviewed in the 12 months prior to the date at which the extract is taken. Between October and November councils should distribute the questionnaires to a random sample of carers who are eligible for the survey. Mid/late April 2015 councils should return

their data to the Health and Social Care Information Centre. The date of the first release of results will be published later in 2015.

- **Overall satisfaction of people who use services with their care and support** - Provisional results show that 71.0% of respondents answered positively to the questions “I am extremely satisfied” or “I am very satisfied” with their care and support – this is an improvement on the previous year’s outturn (of 66.4%) and above the England average of 64.9% and comparator group average of 65.5%.
- **Proportion of service users who feel they have control over their daily life** - Provisional results show that 80.2% of respondents answered positively to the question, “I have as much control over my daily life as I want or “I have adequate control over my daily life” – this is an improvement on the previous year’s outturn (of 72.2%) and above the England average of 76.7% and comparator group average of 77.6%.
- **Proportion of people who use services who say that those services have made them feel safe and secure** - Provisional results show that 77.9% of respondents answered positively to the question “Do care and support services help you in feeling safe?” – this is an improvement on the previous year’s outturn (of 74.4%); whilst below the England average of 79.2%, it is in line with the comparator group average of 77.4%.

Safeguarding

- **Local safeguarding measure – proportion agreeing with outcome of referral.** Latest data available is for the Q1 period. Of the 12 clients responding to the survey 10 clients (83%) felt that the outcome of the safeguarding process was appropriate. Performance remains above target of 80% or more
- **Safeguarding – proportion of referrals that are fully or partly substantiated.** At the end of the period there were 118 safeguarding referrals completed of which 47 had an outcome of either substantiated / partly substantiated, equating to 40%, against a target for the year of maintaining performance above 50% and the comparator group average. Performance has declined from the Q1 period and work is currently in hand to review cases during the Q2 period to establish whether there are any underlying reasons for this change in referral outcomes.

Personalisation

- **Proportion of Self Directed Support service users who convert their Personal Budget to direct payments to manage their own support plan.** At the end of the Q2 period, there were 553 service users who were self managing their support plan via a direct payment, from a total of 2485 eligible service users – i.e 22.3%. This is an improvement from the position at the end of Q1 (20.9%) and in line with the 22% target.

Prevention

Proportion of people still at home 91 days after discharge from hospital into re-ablement provision. Of the 126 clients reviewed to date, who had been discharged from hospital into rehabilitation / re-ablement provision, 108 of these (85.7%) remained living independently at home 91 days after discharge. This is slightly outside the 86.4% target, although still within the agreed tolerance for the indicator.

- **Rate of permanent admissions of older people (aged 65 and over) to residential and nursing care homes, per 100,000 population.** At the end of the period, there were a total of 154 permanent admissions to residential / nursing care homes. This equates to a rate of 476.1 per 100k population (using 2013 ONS mid-year population estimates of 32,343 residents aged 65 and over). The current trajectory suggests that the target of 768 per 100k pop will be missed. There continues to be rigorous scrutiny and challenge of all proposed residential admissions, via the Adults Panel, to ensure all appropriate options for community based support packages have been explored and considered. In the longer term, the Better Care Fund (BCF) programme aims to establish new multi-disciplinary ways of working to enable more innovative approaches to community based support – for example crisis intervention, early intervention and preventative work which will support people's independence at home and reduce residential admission rates.
- **Rate of delayed transfers of care from hospital, per 100,000 population (aged 18 and over).** During the Q2 period there were no further delayed transfers from hospital attributable to social care. There was one case of delay recorded during Q1, although review of this case indicates that the delay was actually attributable to the Foundation Trust – arrangements are in place to see if this can be rectified in the reported statistics. The target of 4.0 per 100k population translates into a maximum of 6 patients delayed over the year. Performance to date is well within the target range.

Carers

- **The proportion of carers who have been assessed by the Council who are in receipt of information, advice or support.** At the end of the Q2 period 229 carers had been assessed by the Council, all (100%) of whom received information, advice or support.

OVERALL THEME PROGRESS

(INCLUDING NON-COUNCIL PLAN MEASURES, COUNCIL PLAN ACTIONS, INSPECTIONS, ETC)

Reablement

In addition to the national indicator measuring the proportion of clients discharged from hospital remaining independent at 91 days, we use a local performance indicator based on the proportion of clients who have no ongoing care needs following the completion of their reablement package. Of the 445 clients provided with a package of support at the end of Q2, 70% had no ongoing care needs following completion of their reablement package – an improvement on the 2013/14 outturn of 64%.

Mental Health Clients

The following indicators are part of the national performance framework for monitoring outcomes for adults in contact with secondary mental health services.

Latest data available for Q2 indicates:

- 10.8% of clients were in paid employment – this continues to reflect a good level of performance, better than most recent (provisional) benchmarking data available of 7.1% for the England average and comparator group average of 5.2%..
- 90.2% of clients were in independent living, in line with previous quarters, and above last available (provisional 2013~14) averages of 60.9% (England) and 58.6% (comparator group)

Learning Disability Clients

The following indicators are part of the national performance framework for monitoring outcomes for adults with a learning disability. The latest data available is at Q1:

- 79.9% of clients living in their own home or with their family reflects an improvement from Q4 performance of 76.7%. Although above the latest England average (provisional 2013/14 data) of 74.8%, it is slightly below the comparator group average 81.8%.
- 8.9% of clients were in employment, also an improvement on Q4 performance of 7.9% and is above both the latest England average of 6.8% and comparator group average of 5.0% (provisional 2013/14 data).

Care Home Quality Standards Framework (QSF) 2014:

The QSF has been developed in conjunction with providers to drive up standards through a more rigorous, transparent and consistent approach to the scrutiny of commissioned providers. It provides a tool for monitoring performance against an agreed set of standards, with Providers scored against these. Feedback from providers who participated in 2014 was very positive and no appeals were logged following the release of the assessed scores to care home providers.

As a voluntary process, 26 out of the 36 homes participated in 2014 and results showed an overall improvement from 2013, with 10 (42%) improving their grade from last year. There were:

- 2 outstanding homes
- 15 good homes
- 9 homes which require improvement
- 0 homes judged as inadequate.

All care homes will be supported to develop a bespoke action plan following the publication of the scores in October / November and this will be monitored through into 2015 as required.

CUSTOMER PERCEPTION/SATISFACTION

Quality Assessment Survey

The survey asks clients who have had a social care assessment, the extent to which they were satisfied with the outcome of the assessment. Results for Q2 are as follows, for the proportion of clients responding who were satisfied / very satisfied:

	Q1 2014/15	Q2 2014/15
No. respondents	80	73
No. satisfied or more	76	70
% satisfied or more	95%	96%

These results show a high level of satisfaction, achieving our target of a 90%+ satisfaction rate.

COMPLAINTS, COMMENTS, COMPLIMENTS AND COMMENDATIONS

COMPLAINTS

- During the Q1 period, there were:
 - 14 new complaints received,
 - 7 were responded to within the quarter,
 - 1 was withdrawn, and
 - 6 were ongoing.







- During the Q2 period, there were:
 - 13 new complaints received,
 - 5 received in the previous quarter were responded to within Q2,
 - all of the new complaints were ongoing.
- Complaints have covered a range of issues, with no common themes. Outcomes and learning from complaints are reviewed quarterly at the Adult Care Management Team.
- The Q2 report will be considered at the November meeting of the Adult Care Management Team and key issues identified will be reported in the next quarterly update of this CYP thematic report.

FINANCE

RISK

A review of the CESC Risk Register was undertaken during August. As a result of this, some additional risks were highlighted to accommodate for recent policy changes regarding the Better Care Fund, Deprivation of Liberty Standards / Supreme Court Judgements and the Care Act.

Arts, Leisure and Culture

<i>The Council Plan performance indicators included in this theme:</i>		Progress
ALC100	Percentage of visitors who thought SIRF was 'good' or 'very good'	
ALC101	Additional spend in Stockton during SIRF	
ALC200	Percentage of adults with a recent club membership primarily for sport or recreational activity	
ALC201	Percentage of adults achieving at least 150 minutes of physical activity per week	
ALC300	Number of visits to libraries across the borough	
ALC301	Number of visits to Preston Hall Museum	

Arts, leisure and culture activity is having a positive impact on a number of areas within the Council Plan not least in relation to improving health and wellbeing, learning and recreation, facilitating access to information and advice as well as providing opportunities to engage in creative and cultural experiences, which in turn are contributing to the local economy.

THEME PROGRESS AGAINST COUNCIL PLAN MEASURES

We are able to report progress against the annual target for all six Council Plan indicators in this theme. All six indicators are on track to achieve the annual target. Details of this performance are provided below.

Events

- **Percentage of visitors who thought SIRF was 'good' or 'very good'** - **82.8%** of visitors who responded thought SIRF 2014 was "good" or "very good". Taking into account the confidence interval of +/- 3.9% the target of 90% was missed. The difficulty of delivering SIRF14 during major development works in Stockton town centre may have had an impact on visitor satisfaction levels.
- **Additional spend in Stockton during SIRF** - analysis shows that SIRF 2014 generated **£366,000** additional visitor expenditure in the borough (excluding the level of spending that would have occurred anyway). The target of £364,000 additional spend in Stockton during SIRF 2014 has been exceeded.

SIRF 2014 presented more than 100 performances to estimated audiences of 50,000 people and maintained its reputation as one of the UK leading street performance festivals. Around 1,250 people participated in SIRF Community Carnival which included 53 community groups.

Despite the difficulty of delivering SIRF14 due development works in Stockton town centre, the festival was still very successful. Around fifteen thousand people enjoyed the colourful finale parade and performance inspired by the Mexican "Day of the Dead."

Sport and Leisure

- **Percentage of adults that are members of a club so that they can participate in sport or recreational activity** – Latest results from Active People Survey 7/8 (April 2013 to April 2014) show 20.6% (base: 250) of adults are members of a club. Taking into account the confidence interval of +/- 5.5%, performance is in line with the year-end target of 26%.

Stockton's performance is higher than other Tees Valley local authorities, the North East (17.9% +/- 1.4%) and similar to England at 21.2% (+/- 0.3%). Year-end results for October 2013 to October 2014 are due to be published December 2014.

- **Percentage of adults achieving at least 150 minutes of physical activity per week** – Results from Active People Surveys January 2013 to January 2014 show 58.9% +/- 4.29% (base: 506) of adults are achieving at least 150 minutes of physical activity per week. This is better than the other Tees Valley local authorities, the North East average of 52.8% (+/- 1.24%) and the England average of 55.6% (0.24%). This 2013/14 performance has exceeded the target of 54.5%. 2014/15 performance is expected to be published summer 2015.

Libraries and Heritage

- **Number of visits to libraries across the borough** - libraries continue to attract people to them with their wide range of events and activities. Between April and September 2014 an estimated **541,350 visits** took place. This represents 56% of the annual target of 975,000. Although figures have been estimated in six libraries whilst new systems were being implemented. Q1 visits have been recalculated to 262,586 to rectify previous error.

Library opening hours have reduced by 21% since last year. Norton Library has been closed throughout the first half of 2014/15 and Roseworth Library was closed for the first couple of weeks of 2014/15.

E-books (6,331) and e-audiobooks (1,318) issued between April and September 2014 accounted for 2% of all library issues (380,445).

- **Visits to Preston Hall Museum continue to grow with** 127,614 recorded between April and September 2014. This represents 62% of the annual target of 205,000 and is an increase of 11% on the same period last year (115,399).

In addition there were 2,714 pupils visiting Preston Hall, an increase of 54% compared with the same period last year (937). This result represents 42% of the year-end target of 6,500.

OVERALL THEME PROGRESS

(INCLUDING NON-COUNCIL PLAN MEASURES, COUNCIL PLAN ACTIONS, INSPECTIONS, ETC)

- His Royal Highness the Duke of Kent visited the Borough on 8 October to officially open the Victorian kitchen garden at Preston Park Museum and Grounds. The visit was a fantastic opportunity to highlight the hard work and achievements of the staff and volunteers at the Park. He also named one of two boats recently purchased by Tees Rowing Club with funding from Stockton Council and sports lottery money. The boat will be named 'Duke of Kent 150' in recognition of the club celebrating its 150th anniversary year.

- **Proposals for additional funding** for Yarm Library, investment in Preston Park Museum and Grounds to improve parking and access and development of plans for a multi-million pound swimming pool, library and customer service centre in Ingleby Barwick were approved by Cabinet at the beginning of October. The improvements and proposed investments are designed to support growth in the south of the Borough.
- **Lifestyle sports initiatives have widen participation in sports** such as women's running and cycling groups and the cycle-cross off road cycling series. The programmes to date have seen 155 women and girls access the running programmes with groups still running in Billingham, Ingleby Barwick and Hartburn. Some of the ladies have joined a club, done parkruns and trail races.

Over 45 women completed the cycling programme in Billingham, Ingleby Barwick and Hartburn with 9 ladies buying a bike from the scheme. Over 30 ladies are still cycling with family, friends and with the two coaches from the programme. 13 ladies did the Stockton Sportive this year with more now riding the local skyrides, hub rides and breeze rides.

- **Visits to Tees Active Limited (TAL) run pools and sports centres** – 892,615 visits have been recorded in pools and sports centres between April and September 2014. This represents 51% of the year-end target of 1,750,000.
- **World War 1 centenary commemorations** included the '1,245 Sunflowers' project and 'Homecoming' an outdoor theatrical spectacular in Preston Park.

To help commemorate and honour the 1,245 Stockton soldiers who fought and died in the war Stockton Town Centre's Parish Gardens were awash with a stunning display of sunflowers. The vigil started Monday 4 August 2014 precisely at 11pm with the Parish Church bells ringing to mark the 100 anniversary of the war. The tribute culminated with a moving candlelit, community led display of music, singing and readings as the town said a final goodbye to the fallen soldiers.

The Homecoming production told moving stories of residents' contribution to the war, both on the home front and foreign battlefields overseas. Stockton Council is working in partnership with the Tees Valley local authorities to produce five large scale outdoor theatrical performances of the production, each one telling a story from the five towns. The stories were researched by archivists and local libraries, including interviews with residents across Stockton Borough and the wider Tees Valley. The dramatic performance has been created by award-winning visual theatre company, Periplum, in collaboration with the Tees Valley Commemorative Partnership and local communities across the region

CUSTOMER PERCEPTION/SATISFACTION

- **82.8%** (+/- 3.9%) of visitors who responded thought SIF 2014 was "good" or "very good".
- **81.9%** of respondents are more likely to visit Stockton again after attending SIF 2014.
- **70.6%** thought 'SIF is good for promoting Stockton as a place to live' and 'SIF is a good use of Council resources.

Viewpoint 38 Survey 2014 results

Residents are more satisfied with theatres/concert halls/arts venues (+4% on 2013).

Fewer residents are now satisfied with museums/galleries (-16% on 2013),

More residents have used the following public services at least once in the last year: theatres/concert halls/arts venues (+4%), parks and green spaces (+3%) and local libraries (+3%).

Fewer residents say they have used museums/galleries (-6%) and sports and leisure facilities (-5%) at least once in the last year:

COMPLAINTS, COMMENTS, COMPLIMENTS AND COMMENDATIONS

Leisure and Culture have received a high volume of compliments this quarter- a total of 33, with Arts and Business Support receiving praise for the SIRC and SIRC hospitalities. The Event Production team received 7 for their hard work over the summer period, and Libraries received 9 for their quality of service.

Events Production Team received a third of complaints in relation to Noise/Parking at Preston Park, Arts Development received complaints regarding Noise/Traffic at SIRC.

11 Comments have been received and are across the board for this quarter.

FINANCE

- Arts Council Grant of £200k used to fund SIRC and SIRC Carnival.
- 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.
- Investment of £800k for improved car parking provision at Preston Park approved by Cabinet in October.
- Package of funding totalling £210k approved at Cabinet in October for improvements to Yarm Library.
- £3m approved in principle by Cabinet for Leisure provision in the South of the Borough.

RISK

There are no Arts, Leisure and Culture related high or medium risks.

Organisational and Operational Effectiveness

<i>The Council Plan performance indicators included in this theme:</i>		Progress
OOE200	Percentage of Council tax collected in year	★
OOE201	Percentage of Business Rates collected in year	★
OOE300	Percentage of invoices paid by the authority within 30 working days of receiving	★
OOE400	Days sickness absence per FTE	★
OOE100	Percentage of residents satisfied with the way the Council is running the borough	■
OOE101	Percentage of residents who agree that the Council provides Value for Money	★
OOE102	Percentage who trust the Council	★
OOE103	Percentage of residents who feel informed by the Council about the services and benefits it provides	★
OOE104	Percentage satisfaction with contacting the Council	★
OOE105	Percentage satisfaction with how easy it was to find the right person to deal with	■
OOE106	Percentage of residents who contacted the Council who found staff helpful	★

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

THEME PROGRESS AGAINST COUNCIL PLAN MEASURES

We are able to report progress against the annual target for all of the 11 Council Plan indicators in this theme. 82% (nine) of the indicators in this theme are on track to achieve the annual target. Details of this performance are provided below.

- Council tax collection rate is 55.97% and is on track to meet the year-end target of 96.90%. A single person discount review is underway with over 200 single person discounts withdrawn to date.
- Business Rates collection rate is 57.88% and is on track to meet the year-end target of 99.10%. This year businesses are able to pay their rates over 12 monthly instalments rather

than 10, therefore the collection profile is slightly revised to reflect the increase in income that we now expect in February and March.

- So far this year, 94.7% of invoices have been paid within 30 working days of receipt. Overall performance in quarter 2 has dipped meaning that cumulative performance for the first two quarters is slightly below the 95% target. The dip in performance is in line with previous years due to being affected by the holiday period therefore the year-end target is still on track to be achieved.
- Sickness Absence per FTE at Quarter 2 is 3.4 days which is on target to achieve the year - end target of 7.6 days per FTE.
- In September 2014, Viewpoint 38 survey was used to gage progress against the resident satisfaction measures within this theme. These act as a temperature check against the IPSOS Mori Residents' Survey which took place in 2012 and is planned to be repeated in 2015. The results were released at the start of November and therefore any learnings or remedial actions are still to be discussed. Just two of the seven survey indicators missed the target set.
 - 60% of residents are satisfied with the way the Council is running the borough; this is the same as the previous year. The target of 64% has not been met.
 - 53% of residents agree that the Council provides value for money; this is an increase of 2 percentage points on the previous year. The target of 46% has been exceeded.
 - 62% of residents trust the Council; this is an increase of 1 percentage point on the previous year. The target of 62.4% has been met. 8% of residents said they trusted the Council a great deal compared with 3% in 2013/14.
 - 64% of residents feel informed by the Council about the services and benefits it provides, this is an increase of 8 percentage points on the previous year. The target of 64% has been met.
 - 76% of residents are satisfied with contacting the Council, this is an increase of 7 percentage points on the previous year. The target of 65% has been exceeded.
 - 72% of residents are satisfied with how easy it was to find the right person to deal with; this is a decrease of 5 percentage points on the previous year. The outturn is the same as it was in 2012/13. The target of 75% has not been achieved.
 - 72% of residents found staff helpful, this is a decrease of 2 percentage points on the previous year. The 2013/14 outturn was higher than the previous year's outturn (68%) which the target of 70% was based upon and so this has still been achieved.

OVERALL THEME PROGRESS

(INCLUDING NON-COUNCIL PLAN MEASURES, COUNCIL PLAN ACTIONS, INSPECTIONS, ETC)

Progress against outcomes and actions within Resources Business Plans is detailed below:

Communications and Human Resources

- Work is on track to deliver a new intranet on 3 November 2014. This will support internal communications and provide a much improved platform.
- The current Occupational Health contract expires in March 15. Various options have been considered, the outcome of which is a nurse led occupational health service. The recruitment

process has now commenced to directly employ a full time nurse who will be based on site with separate provision for the OH physician.

- HR have liaised with Xentrall, Mouchel and other Tees Valley Local Authorities in respect of implementation of the Local Government Pension Scheme and Teachers Pension Scheme 2014.

Customer Services and Taxation

- Development of Corporate Customer Portal is underway. The Customer Portal, 'My Stockton', is a single sign-on personalised customer account that residents will be able to access through the website. A detailed Project Plan is in place. External Designers have prepared the draft Customer Portal page for the website.
- Following the roll-out of the New Street Lighting Scheme, since July 2014 the Street Lighting calls are coming into the Contact Centre.
- Finalised fixtures, fittings and soft furnishings for the Billingham Customer Services. Building and design work is continuing. Staffing requirements and training currently being developed. On track for the 5th January 2015 opening date.
- Stockton Collections in-house enforcement service has taken over the enforcement of unpaid Council Tax, Business Rates and parking/bus lane offence fines from the external bailiff services in September 2014. The new service is designed to deliver a customer oriented enforcement service that, as well as collecting money, will promote and identify customers' entitlement to discounts and reliefs and will give us more control over our enforcement activities .
- Preparations for the Customer Service Excellence Award on 17th October 2014 are complete. The nominations have been shortlisted to nine, with the winners of the three categories being announced at the ceremony.
- Having developed and promoted a business rates flood relief scheme in line with Government Guidance nine applications have been assessed to date and awarded relief totalling £311,000; which will be reimbursed by the Government.

Finance, Procurement, Risk and Assets

The annual Statement of Accounts has been completed, signed off by Auditors with no material errors and a positive Value for Money Statement.

- Onsite are making a positive impact on the community buildings that are now part of their asset base. Work is continuing on the potential asset transfer of a further two community buildings with business cases for Ragworth Neighbourhood Centre and Norton Grange, awaited. At the end of August, the management of Hardwick Community Centre was successfully transferred to Hardwick in Partnership following negotiations.
- A Community Building Forum has been established where representatives from community buildings meet to share best practice and look at service provision. The first meeting took place in July 2014.
- Financial Management support to Tees Valley Unlimited / Better Care Fund has been established.

Policy Improvement and Engagement

- Support for the VCSE sector continues. The council are working closely with Catalyst to ensure the effective delivery of the workshop programme which supports and develops the sector. Workshop included e.g. health and safety, safeguarding, capacity building.

- The needs of the sector, now more established, are changing and the fund to support development is being reshaped into a Market Development and Innovation Fund, which will be made available from April 2015. The criteria and the process for accessing the fund are currently being developed.
- Following consultation and engagement with the sector and partners through the Stockton Local Strategic Partnership, Catalyst has developed a draft volunteering strategy which is now seeking approval through the Local Authorities governance and committee arrangements. Final implementation has slipped slightly but the strategy should be approved and in place by the end of the financial year.
- A proposal for the way forward for Stockton's localised Social Fund scheme was taken to Cabinet in October. A revised approach which brings together a number of funding pots, knowledge and existing in house systems, should support the fund to be sustainable until March 2019. The Council will continue to work with Food Banks providers, Tees Credit Union and other partner agencies to deliver the best outcome for clients of the fund.
- The Employee Survey 2014 is live during October 2014. Results will be available in January 2015 to inform policy, training programmes and service plans for 2015/16.
- The action plans for the Locality Forums have been developed with task and finish groups set up to deliver the priorities. Bough wide task and finish groups are tackling cross cutting issues such as breastfeeding rates and promotion of the Tees Credit Union. Outcomes include seven Locality Forum representatives trained by Tees Credit Union to become collection point volunteers. The foodbank task and finish group has enabled a steering group of Foodbank providers in the Central Locality Forum to come together to share ideas and potentially resources.
- The first themed event of the Stockton Strategic Partnership took place in July 2014, which covered Maximising Family Income. Information gathered during this event has informed the financial inclusion strategy.
- The Big Local interim board has been established and locally trusted organisation (Catalyst) appointed. On-going support has been provided to Roseworth Big Local
- Round two of the Investment Fund 2014/15 has taken place in support of VCSE organisations. Five applicants have been successful through this round.
- Shortlisted for APSE awards – Best Public/Voluntary Partnership Working Initiative for Invest for Success and Best Community and Neighbourhood Initiative for The Spirit of Stockton.
- A number of successful Community Fund bids have been submitted, including £1,000 for a booklet to commemorate World War One.
- Over 50's task and finish group have established an 8 week programme to support IT needs.
- Work on governance and processes for managing FOIs has seen improvements to CDC Respond recording system, standardised templates and documented processes ensuring further consistency and minimisation of risk.
- A task and finish group has been established to review the internal complaints policy.
- Further work has taken place on the development of the Performance Management database which will streamline performance reporting from April 2015.

ICT

- ICT infrastructure project is proceeding well with the desktop optimisation strategy successfully completed, WAN and telephony procurement underway, archiving and server patching mainstreamed. The LAN specification work commenced in preparation for procurement later in the year. Sharepoint pilots were reviewed by the ICT Strategy Group and a decision to proceed with adoption agreed.
- A range of improvements across all service areas have been made including: Bespoke Agress solutions for fleet management and speedycraft

HRonline absence reporting implementation completed
Developments to HRonline have been made to automate some manual processes
Improvements made to recruitment process and to website
Preparing for changes of Teachers Pension Administration 2015

CUSTOMER PERCEPTION/SATISFACTION

- The main Residents' Survey will be delivered in summer 2015. Key development work will commence in the spring 2015.
- Viewpoint has continued to be used to consult with residents. Viewpoint 37 (fostering and adoption) was delivered and the Child Placement team are using the findings to support the development of their Marketing Strategy. Viewpoint 38 (focussing on the local area, the Council (Resident's Survey temperature check), economic climate and health and wellbeing has been delivered and the findings will be presented to CMT at the end of October. There have also been two rapid response questionnaires (on SIRD and Stockton Cycling) where the results will feed into the event planning for 2015.
- Reports following consultation have been provided to support the Healthy Weight Services Review, the Healthy Workplace award, and presented to the Environment Scrutiny Committee to support their review of Parks and Greenspaces.
- The look of the Viewpoint Newsletter has been refreshed; feedback suggests this has been well received and valued.
- The annual Viewpoint Panel refresh for 2014 has been planned and project delivery will begin in October to ensure that Viewpoint remains fit for purpose as the Council's key resident consultation mechanism.

COMPLAINTS, COMMENTS, COMPLIMENTS AND COMMENDATIONS

In the first six months of the year, there have been 35 complaints responded to; this compares with 50 responded to in the same period last year. A higher number have been dealt with in quarter 2 (21) than in quarter 1 (14). Only one of these were dealt with at Stage 2 (review stage). Only seven of the complaints were upheld. Due to the nature of the front line services, most complaints were received through the Council Tax Service.

In the first six months of the year, only four comments were recorded. There were 76 compliments / commendations recorded.

FINANCE

Service reviews undertaken so far within Resources have delivered the savings targets. There are no in year budget pressures identified this quarter within resources budgets.

The overall MTFP review programme is on target to deliver £8.2m of the £9.4m savings by 2016/17. The slippage is due to a number of reviews being delayed for capacity reasons which was reported to Cabinet on 4th September 2014.

RISK

There are 4 risks identified on the Corporate Risk register which are managed by Resources. These risks continue to be managed and regularly monitored to mitigate where possible the likelihood/ impact. Areas include in the register are:

- Information Governance
- Records Management
- Sensitive and Personal Information
- Welfare Reform