

## CABINET ITEM COVERING SHEET PROFORMA

### **AGENDA ITEM: REPORT TO CABINET**

**16th July 2015**

### **REPORT OF CORPORATE MANAGEMENT TEAM**

## **PERFORMANCE OUTTURN REPORT – YEAR END 2014/15**

### **Leader and Corporate Management and Finance – Councillor Bob Cook**

#### **SUMMARY**

This report provides details of the Council's performance in 2014/15, highlighting key achievements, areas for improvement and proposed actions. It also includes information relating to Freedom of Information requests and complaints and commendations. Whilst it aims to give a perspective on the overall performance of the Council, its primary focus is on the achievement of the basket of measures and associated targets agreed as part of the Council Plan 2014-17.

#### **RECOMMENDATIONS**

- i. The levels of performance and proposed actions be noted.
- ii. Consideration is given in the development of the Council Plan 2016-19, to the performance and target issues raised through this report

#### **MEMBERS' INTERESTS**

1. Members (including co-opted Members) should consider whether they have a personal interest in any item, as defined in paragraphs 9 and 11 of the Council's code of conduct and, if so, declare the existence and nature of that interest in accordance with and/or taking account of paragraphs 12 - 17 of the code.
2. Where a Member regards him/herself as having a personal interest, as described in paragraph 16 of the code, in any business of the Council he/she must then, in accordance with paragraph 18 of the code, consider whether that interest is one which a member of the public, with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to prejudice the Member's judgement of the public interest and the business:-
  - affects the members financial position or the financial position of a person or body described in paragraph 17 of the code, or
  - relates to the determining of any approval, consent, licence, permission or registration in relation to the member or any person or body described in paragraph 17 of the code.
3. A Member with a personal interest, as described in paragraph 18 of the code, may attend the meeting but must not take part in the consideration and voting upon the relevant item of business. However, a member with such an interest may make representations, answer questions or give evidence relating to that business before the business is considered or voted on, provided the public are also allowed to attend the meeting for the same purpose whether under a statutory right or otherwise (paragraph 19 of the code)

4. Members may participate in any discussion and vote on a matter in which they have an interest, as described in paragraph 18 of the code, where that interest relates to functions of the Council detailed in paragraph 20 of the code.

### **Disclosable Pecuniary Interests**

5. It is a criminal offence for a member to participate in any discussion or vote on a matter in which he/she has a disclosable pecuniary interest (and where an appropriate dispensation has not been granted) paragraph 21 of the code. Members are required to comply with any procedural rule adopted by the Council which requires a member to leave the meeting room whilst the meeting is discussing a matter in which that member has a disclosable pecuniary interest (paragraph 22 of the code).

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MANAGEMENT TEAM**

**PERFORMANCE OUTTURN REPORT – YEAR END 2014/15**

**Leader and Corporate Management and Finance – Councillor Bob Cook**

**SUMMARY**

This report provides details of the Council's performance for 2014/15, highlighting key achievements, areas for improvement and proposed actions. It also includes information relating to Freedom of Information requests, consultations, and the staff suggestion scheme. Whilst it aims to give a perspective on the overall performance of the Council, its primary focus is on the achievement of the basket of measures and associated targets agreed as part of the Council Plan 2014-17.

**RECOMMENDATIONS**

- i. That the levels of performance and proposed actions be noted.
- ii. Consideration is given in the development of the Council Plan 2016-19, to the performance and target issues raised through this report

**OVERALL PERFORMANCE**

1. Council Plan performance is reported by theme against a basket of performance indicators agreed as part of the Council Plan 2014-17. At year end, 60.7% of the indicators have achieved the targets set. This figure relates to the indicators for which year-end data is available. There are 11 of the measures where data is not yet available (these are indicated in the thematic summaries). This compares to 66.7% last year. Once the full data set is available this overall performance figure could change. Performance within each theme is highlighted below. This includes areas of good performance, together with key achievements, and details of those areas where there has been slippage against targets along with proposed actions to improve performance and/or an explanation. A number of these areas are also the subject of regular reports to cabinet, current scrutiny reviews or incorporated into big ticket reviews.
2. It should be noted that the levels of performance have been achieved within a context of ambitious targets being set in order to help drive our aspirations for the borough and its people. During the period of this plan the authority has continued to see a significant reduction in both financial and staffing resources.
3. There are a wide range of achievements and progress against the key council plan themes that are not captured within the basket of key performance indicators but are reported throughout the year in various reports to Cabinet, captured through press releases, Stockton News articles and various accolades awarded to the Council throughout the year. Further detail of this activity is included in thematic summary reports attached at Appendix One.

## SUMMARY OF FULL YEAR PERFORMANCE

4. The Economic Regeneration and Transport theme shows positive performance in terms of achieving target set in relation to employment activity, for example supporting people into employment, creation of apprenticeship opportunities and support to new business start-ups, also regeneration activity, with increased confidence in Stockton High Street following the conclusion of the investment through increased occupancy rates.
5. The picture on environment and housing is mixed. Positively both carbon emissions by the local authority and business miles have reduced. Achievement of waste and recycling targets has slipped, primarily as a result of issues with the waste and recycling plant linked to essential maintenance and a reduction in the levels of recycling. Whilst the number of net additional homes increased from the previous year, the annual target was not achieved. The target was set as part of core strategy in 2010 and has also been impacted by market conditions and developer progression on key schemes. This has also affected performance on affordable homes delivered. There are however significant achievements on bringing empty properties back into use.
6. Overall crime levels have increased, up by 3.5%, which is a similar picture in other Tees Valley authorities; Stockton remains the safest place in Tees Valley. Despite the increase there are reductions in the levels of criminal damage, arson and theft, ASB, first time entrants to Youth Justice System and youth re-offending. Significant increases were recorded for violence against the person, sexual offences and domestic violence offences. Stockton Safer Partnership have reviewed this and attribute the increases to improved standards of recording and increased confidence in reporting, alongside the Cleveland Police, review of their approach to identifying and recording incidents of domestic violence.
7. Many of the measures associated with children and young people are reported regularly to Cabinet and Scrutiny throughout the year. Common Assessment Framework completions remain an issue, although there is an improving trend following the introduction of additional capacity in CAF team.
8. Health and Wellbeing measures show a positive performance on obesity levels in reception age children compared with national average but an increase on our performance of the previous year. Obesity in 10-11 year olds remains above the national average. Teenage conceptions are reducing – narrowing the gap with North East and England averages. Areas not hitting targets under this theme are smoking quitters due to the impact of e-cigarettes, and the measures of the successful outcomes from drug treatment. The Health and Wellbeing partnership are focusing on this as an area to review.
9. There is strong performance on nearly all the Adults measures.
10. A mixed performance in relation to measures in the arts, leisure and culture theme, SIF satisfaction has been impacted by the Town Centre works. Membership of a club for sport has narrowly missed its target (small survey), as has the numbers of school pupils visiting Preston Hall Museum.
11. There is overall positive performance for organisational and operational effectiveness. Measures monitored through the Viewpoint surveys have previously reported.
12. The levels of performance achieved have been delivered within a context of ambitious targets, and a continued reduction in staffing and financial resources.
13. Freedom of Information requests – levels remain stable in terms of numbers but shows an increasing in complexity. A review of FOI's is part of the scrutiny programme for 2015/16.

## ECONOMIC REGENERATION AND TRANSPORT

14. 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.
15. At year end 2014/15, we are able to report progress against the annual target for eight out of the nine indicators under this theme. For seven of these indicators targets have been achieved, some by a significant margin. Data is not available for one indicator due to delays in the roll out of the real time hardware required to calculate percentage of buses running on time.

## Employment

16. The percentage of working age people (16-64) that are **claiming Job Seeker's Allowance** (ERT100) reduced from 4.6% in March 2014 (5,716) to 3.2% (3,928) in March 2015, with the year-end target of 4.1% being exceeded by 0.9% points. In the last three years, the highest percentage was 5.9% in February 2012, so recent results are positive. The percentage in the Tees Valley has remained higher than in Stockton, 5.3% (22,017) in March 2014 to 3.7% (15,312) in March 2015. The percentage of young people (18-24) that are claiming JSA (ERT101) also reduced, from 9% (1,610) in March 2014 to 5.5% (970) in March 2015. The year-end target of 8.2% has been exceeded by 2.7% points. In the last three years, the highest percentage of 18-24 year old Stockton residents claiming Job Seeker's Allowance was 13.5% in February 2012, so recent results are positive. We are unable to capture information on the number of people eligible for JSA that don't currently claim it, nor, does the DWP information provide details of those who are subject to a sanction at the time.
17. Final outturn for academic year 2013/14 shows 35% (143/414) of **unemployed people trained through Tees Achieve to access employment** (ERT102) had moved into employment; exceeding the academic year 2013/14 target of 20%. An additional 25% (104/414) progressed into further learning. Initial outturn for academic year 2014/15 at April 2015 shows 28% (22/79) learners contacted had moved into employment against academic year 2014/15 target of 30%, with an additional 18% (14/79) progressed into further learning.

## Business and Enterprise

18. There have been 723 **young people engaged in local authority supported enterprise activities** (ERT200) between August 2014 and March 2015. The positive work in this area has resulted in the 2014/15 academic year-end target of 630 being exceeded by 15%. Projects include the Starter for Ten enterprise challenge as part of the BBC Children in Need Project, Made in Stockton school market at Stockton Sparkles and Nannie Nora's showcasing in the Enterprise Arcade during Global Entrepreneurship Week in November. This project had extensive media coverage and the young people have been successful in selling products via a number of outlets. An anonymous donation from a Stockton resident has enabled the pupils to set up a business bank account and we are now in the process of looking into the possibility of developing a social enterprise for fundraising.

19. There have been 226 **business investments made with assistance provided by the local authority** (ERT201); this includes 33 start-up businesses, 51 capital investments, 182 businesses creating jobs/apprenticeships and 7 safeguarding existing jobs (some investment cover more than one category). This is leading to capital investments of at least £290 million, 418 jobs and 205 apprenticeships being created or planned and 68 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 - 96 Stockton businesses creating 152 new jobs, 72 apprenticeships and safeguarding 11 existing jobs. Taking this into account the 2014/15 target of 200 has been exceeded by 13%.
20. At the beginning of April 2015, 18% primary and secondary **business units were vacant in Stockton Town Centre** (ERT300); therefore the target of 18% has been achieved. This is an improvement on 19% in October 2014 and 18.6% recorded this time last year. This reflects further growth in commercial confidence in the town centre on the back of the recently completed public realm improvements. Effective evaluation of the economic impact of interventions is underway on the impact to date and techniques for putting future measures in place.

### **Transport and Highways**

21. The latest available data (up to March 2015) indicates an **average journey time per mile during the morning peak** (ERT400) of 2 minutes, 30 seconds during the morning peak. The congestion caused by closure of Newport Bridge is continuing to have a negative impact on this indicator and therefore the target of 2 minutes, 23 seconds journey time per mile during the morning peak has not been achieved.
22. A target for the percentage of **buses running on time in the borough** (ERT401) will be set from Quarter Two of 2015-16. There have been delays in the roll out of the real time hardware required to calculate this performance indicator. The delays have been caused by technical and resource issues; this has now been addressed and the hardware will be in place by the end of August with data relay for various bus services starting in September 2015. It is envisaged that sufficient data will be available in 2015/16 to establish a baseline against which future targets will be set. The production of meaningful and accurate data will further allow for the allocation of appropriate resources.
23. For 2014/15, less than 2% of both principal and non-principal roads were identified **where road maintenance may be required** (ERT402). The target of less than 6% has therefore been achieved.

### **ENVIRONMENT AND HOUSING**

24. 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.

25. At year end 2014/15, we are able to report progress against the annual target for 12 out of the 14 indicators under this theme. For seven of these indicators targets have been achieved and for five the targets have not been achieved. These are in the areas of waste and home provision, details are provided below. Data is not available for one indicator.

### Environment and Waste Management

26. The **CO2 emissions from the local authority's operations** (EH100) for 2013/14 has now been released and stands at 29,599 tonnes; this represents an 8.5% reduction on the outturn for 2012/13. The figures are calculated annually, with the figure for 2014/15 not available until the next report. However, the 2013/14 outturn indicates a positive direction of travel towards the 2014/15 target of less than 29,438 tonnes. Total **business miles travelled by SBC employees** (EH101) during the period April 2014 - March 2015 were 1.5 million, achieving the target of below 1,546 million miles. This was a large reduction compared with the 1,628,033 miles travelled last year.

27. The breakdown of household waste during the year has been as follows:

- 7.5% of **household waste has been diverted to landfill** (EH102) therefore the target of 5.0% has not been achieved. Performance has slipped as a result of unplanned essential maintenance at the energy from waste site which has resulted in more waste being diverted to landfill.
- 65% of **household waste was used to recover heat, power and other energy** (EH104) therefore the target of 65% has been achieved. The reduction in performance compared with earlier in the year is due to the closure of lines at the energy from waste plant for essential maintenance during quarter three, seeing waste diverted to landfill.
- 27% of **household waste was reused, recycled or composted** (EH103) therefore the target of 30.0% or above has not been achieved.

28. There were 5% of areas surveyed with **unacceptable levels of litter** (EH105) compared to the target of <4%. Recent surveys covered industrial land, retail and commercial, highways and high obstruction housing, these often see a higher level of litter than other types of land, and is not routinely cleansed as often as other land types. There were 1% of areas surveyed with **unacceptable levels of detritus** (EH106) compared to the target of <5%; this aspect shows good levels of performance.

29. At the end of the year, 60% of **local wildlife sites have a biodiversity plan implemented** (EH107); equating to 33 of the 56 sites. 14 out of the 18 (78%) council owned sites are in positive conservation management. This figure is provisional, and if validated in July 2015 has achieved the target of 60%.

### Housing and Planning

30. The target for **net additional homes provided** (EH200) was set in the Core Strategy Development Plan March 2010 to provide 530 dwellings per year from 2011 to 2016. There were 441 net additional homes provided in 2014/15, this includes new builds, demolitions and change of use/conversions, and is an improvement compared with last year (358). The new build dwellings (483) came from 28 sites, with the main housing sites being Ingleby Barwick,

Hardwick, Blakeston Lane and the former Corus Pipe Mill. There was a net increase of 52 households through change of use/conversions and 94 demolitions were recorded, mostly from Swainby Road, Victoria Estate, Parkfield and Beech Terrace in Port Clarence and also includes Blenheim House in Thornaby. Developers are responsible for the progression of new builds and market conditions are still impacting on completion rates of new houses. Thirteen did not deliver all expected units at two developments due to their build contractor going into administration and re-appointment of a contractor may take some time. This has also impacted on the provision of affordable homes. Housing developers are now back on site.

31. The target for the number of **additional affordable homes provided** (gross) (EH201) was also set in the Core Strategy Development Plan March 2010 - to provide 100 affordable homes per year to 2016. There were 88 provided in 2014/15, this is an increase compared with the previous year (60). 26 are new build dwellings for affordable rent, 26 are new build dwellings of intermediate tenure and 30 are empty homes back into use and 6 are from Mortgage Rescue. The new build completions come from Hardwick, Mandale Phases 2 and 3, Corus Pipe Mill, the former Visqueen site, Blenheim House and Ingleby Barwick.
32. During the year, 125 **long term empty homes have been brought back into use** (EH202), providing 127 units of accommodation. The target of 58 has been significantly over-achieved and this has been reflected in the new target for 2015/16 being set to achieve 100 or more.
33. Only two households were **accepted as statutory homeless** (EH203), out of 950 households which approached the local authority; this equates to 0.2% against a target of 2%. People are supported through a range of advice and other resolutions to the households approaching the service, with acceptance as being statutory homeless just one of those resolutions. A further report on a peer review of homelessness will be presented to a future Cabinet meeting.

### **Fuel Poverty**

34. The percentage of **households in fuel poverty** (EH300) is monitored annually by Defra and reported retrospectively. The latest available information relates to 2012 with an outturn of 15.3%, significantly below 16.8% in 2011. The programme of planned interventions has continued with 1,110 households in fuel poverty receiving home improvements (EH301) during the period April 14 to March 15; achieving the target of >1,000. Interventions have included external wall insulation, cavity wall insulation, loft insulation and boiler installations/repairs.

### **COMMUNITY SAFETY**

35. 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.
36. At year end 2014/15, we are able to report progress against the annual target for all 11 indicators under this theme. Four of these indicators have achieved the target with the remainder missing the target. Two measures have established a baseline. In December 2014 Cleveland Police undertook a review of their procedures relating to recording domestic



violence; this has impacted on total crime, violent offences, as well as domestic violence. Robberies and one youth offending measure have also missed the target.

## Crime

37. There were 11,391 crimes recorded during 2014/15, which equates to 59.0 **crimes per 1,000 population** (CS100). This compares with 11,007 last year and represents an increase of 3.5%. The target of <57.21 per 1,000 population has therefore not been achieved. However, despite the increase, Stockton remains the safest place in the Tees Valley, with the lowest crime rate per 1,000 population.
38. There were 2,111 incidents of **criminal damage and arson** (CS101) recorded during 2014/15, compared with 2,238 last year. This represents a 5.7% reduction from the same period last year. Target to maintain previous year's performance has therefore been over-achieved.
39. There were 5,639 **theft offences** (CS102) recorded during 2014/15, compared with 5,759 last year. This represents a 2.1% reduction from last year. No target was set for 2014/15, as performance will be used as the baseline against which to measure the 2015/16 target of maintaining the reduction.
40. There were 2,214 crimes of **violence against the person** (CS104) recorded during 2014/15, compared to 1,740 last year. This represents an increase of 27.2% from last year and therefore the target to improve on last year's performance is therefore not achieved. This indicator has been impacted by an increase of sexual offences and domestic violence being recorded. There were 268 **sexual offences** (CS103) recorded during 2014/15, compared to 200 last year. This represents an increase of 34% from last year; which is in part attributed to improved standards of recording as a result of a recent audit, alongside increased confidence in reporting. No target set for 2014/15, as performance will be used to establish a baseline. There were 1,100 incidents of **domestic violence** (CS105) resulting in a recorded crime during 2014/15, compared with 891 last year. This represents an increase of 23.4%. Target of <891 therefore is not achieved. The review by Cleveland Police identifying additional incidents of domestic violence will also impact on future recording rates for these indicators.
41. There were 78 **robbery offences** recorded (CS106) during 2014/15, this represents an increase of 16.4% on last year. The target to improve on last year's performance has therefore not been achieved. The increase is mainly due to an increase in the number of personal robberies from 57 in 2013/14 to 67 in 2014/15. Robbery remains a priority for the Safer Stockton Partnership; action plans are in place to tackle this for example, Community Safety Officers continue to provide talks within schools which include advice on how to reduce the risk of being a victim of robberies and other crimes.
42. There were 12,471 incidents of **anti-social behaviour** (CS107) recorded during 2014/15, compared with 13,271 last year. This represents an overall reduction of 6% and has therefore achieved the annual target to improve on last year. Stockton was the only borough to record a decrease, which is due to strong partnership working and the development of a number of projects and initiatives, such as joint ASB and Youth Engagement Patrols in hotspot areas and the continued support of Voluntary and Community Sector youth diversionary activities ensuring that ASB is tackled at the earliest opportunity.

## Youth offending

43. During 2014/15, 6.9% of **young people receiving a conviction in court were sentenced to custody** (CS200); this equates to 13 custodial sentences from a total of 188 court disposals. This compares similarly to previous year's performance of 6.8% (14 custodial sentences from a total of 207 court disposals) and does not meet the target of 5%. When a young person is sentenced to custody it generally reflects the seriousness of the offence committed, persistent offending and / or a refusal to engage with community options. All custodial sentences are reviewed by a Youth Offending Team panel which includes a range of partner services. Analysis of the cohort has revealed a small group of inter-connected young people, who have received more than one custodial sentence within 12 months.
  
44. There were a total of 73 **First Time Entrants to the Youth Justice System** (CS201); this equates to a rate of 408 per 100k population (aged 10 to 17). This is an improvement on 2013/14 performance of 93 First Time Entrants (equating to a rate 510 per 100k pop). Performance has therefore met target expectations for a 5% reduction compared with the previous year (less than 88).
  
45. The **proven rate of re-offending by young offenders** (CS202) for all known outcomes is 0.79; this equates to 27 offenders from a cohort of 112 committing a further 89 offences. This latest data is final validated data for at 9 months. Final year-end data will not be available until July 2015. Current known performance remains well within the target rate of 1.07 and current trajectory suggests the target will be met.

## CHILDREN AND YOUNG PEOPLE

46. 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.
  
47. At year end 2014/15, we are able to report progress against the annual target for all 22 indicators in this theme. For 12 of these indicators we have achieved, or are within the agreed tolerance for, the target and 10 have been missed. The areas that have not achieved their targets are some of the Key Stage 4 measures, adoption timescales, CAF completions, and NEETs; full details are provided below.

## Early Help

48. By September 2014, we had achieved the nationally set target of making 1,153 **free early education and childcare places available for all 2 year olds** meeting the eligibility criteria (CYP100). Subsequently, the focus has been on improving the uptake of available places by eligible families. At the end of March 2015, uptake had improved with 715 places taken (62% of the 1153 places, compared to 57% in January 2015). 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 target 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 a development of Facebook and Twitter accounts. Additionally, actions are in hand to develop provision in Billingham, Hardwick, Norton,

Ragworth and Stockton Town Centre where there are currently insufficient places available to satisfy demand.

49. At the end of the financial year, the proportion of **under 5s in each Children's Centre reach area registered with the centre** (CYP101) indicates an overall reach rate of 78% (9,722 children registered from an estimated 12,513 children under 5 in the borough). Performance is below the target of 85%. Registration rates show that 6 centres have reached 80% of children and above which is in line with the Ofsted expectation for achieving a grade of Good or Outstanding when inspected. Of the 12 Centres, 3 achieved above the 85% target, 3 achieved a rate of 80% to 85%, and 6 Centres were below this rate.
50. Registration levels, and progress against reach targets, are monitored as part of quarterly performance meetings, where providers are challenged regarding progress and actions being taken to address improvement. Some work is to be undertaken to look at patterns of Children Centre registration, and movement of children across the Borough, given that there are a number of parents who choose to use Centres outside their local area. In addition as part of the Locality Forums' work on the key priority in the Family Poverty Framework of giving every child the best start in life, Eastern Locality Forum's action plan includes encouraging the take-up of children's services, including children's centres, and Northern Locality Forum have an action to publicise and promote the use of children centres. A progress update against these actions will be available later in the year.
51. Final validated national data for the 2013/14 school year, shows that the proportion of children achieving a **good level of development at Early Year's Foundation Stage** (CYP102) was 50%. Nationally the figure was 60%. This result shows a significant rate of improvement from 2012/13 of 22% (41% in 2012/13 increasing to 50% for 2013/14). This is better than the national rate of improvement of 15% (52% in 2012/13 increasing to 60% in 2013/14). Performance has therefore met and exceeded target expectations.
52. The improvement from 2013 reflects the positive impact of focused training for schools and settings. Also, the improving quality of early years settings and child-minders provision has impacted on children's school readiness, enabling faster progress (the proportion of our early years settings and child-minders rated as good or better in Ofsted inspections compares very well with national averages). We continue to work with all providers to ensure high quality early years provision. The introduction of the free entitlement for 2 year olds and other entitlements already in place will continue to involve the Education Improvement Team in assessing and monitoring practice and, where necessary, supporting improvement.

### **Education / Schools and Complex Needs**

53. Final validated national data for the 2013/14 school year shows the following results for the proportion of **Special Educational Needs (SEN) pupils at Key Stage 2 achieving the expected 2 levels of progress** (CYP200a) in:
  - Reading - 81% in Stockton-on-Tees, a 9% increase on the previous (2012/13) school year (72%). This compares to national performance of 79%, an increase of 4% on 2012/13 school year (75%). Therefore, our performance has met the target of improving at least in line with the national rate of progress.
  - Writing - 84% in Stockton-on-Tees, a 4% increase on the previous (2012/13) school year (80%). This compares to national performance of 82%, an increase of 3% on 2012/13

school year (79%). Therefore, our performance has met the target of improving at least in line with the national rate of progress.

- Maths - 77% in Stockton-on-Tees, a 5% increase on the previous (2012/13) school year (72%). This compares to national performance of 74%, an increase of 1% on 2012/13 school year (73%). Therefore, our performance has met the target of improving at least in line with the national rate of progress.

54. Final validated national data for the 2013/14 school year shows the following results for the proportion of **SEN pupils at Key Stage 4 achieving the expected 3 levels of progress** (CYP200b) in:

- English - 33% in Stockton-on-Tees, a 4% increase on the previous (2012/13) school year (29%). This compares to national performance of 49%, an increase of 3% on 2012/13 school year (46%). Therefore, our performance has met the target of improving at least in line with the national rate of progress
- Maths - 28% in Stockton-on-Tees, a 4% increase on the previous (2012/13) school year (24%). This compares to national performance of 37%, a decrease of 4% on 2012/13 school year (41%). Therefore, our performance has met the target of improving at least in line with the national rate of progress

55. Final validated national data for the 2013/14 school year shows the following results for the proportion of pupils who have had free school meals at some point in the previous 6 years **(FSM Ever 6) achieving the expected level of attainment (i.e. national curriculum Level 4 or above) in Combined Reading, Writing and Maths at Key Stage 2**. 68% of FSM Ever 6 pupils achieved L4+, with 87% of non-FSM Ever 6 pupils achieving L4+ - a gap of 19% (CYP201a). In the previous school year, the gap was 22% (63% and 85% respectively). Nationally the gap in the 2013/14 school year was 16% (67% and 83% respectively) and was 17% in the previous school year (64% and 81% respectively). Our target is based on reducing the gap at least in line with the national rate of reduction, so we have met the target.

56. Final validated national data for the 2013/14 school year shows the following results for the proportion of **FSM Ever 6 pupils achieving the expected level of attainment at Key Stage 4**. 30% of FSM Ever 6 pupils achieved 5 or more GCSEs or equivalent at grades A\*-C including English and Maths, with 65% of non-FSM Ever 6 pupils achieving 5 or more GCSEs or equivalent at grades A\*-C including English and Maths – a gap of 35% (CYP201b). In the previous school year, the gap was 32% (35% and 67% respectively). Nationally the gap in the 2013/14 school year was 26% (36% and 62% respectively) and was 25% in the previous school year (41% and 66% respectively). Our target is based on reducing the gap at least in line with the national rate of reduction, so we have not met the target.

57. A wide range of strategies are currently in place in order to accelerate the progress and attainment of our disadvantaged pupils. These include a Partnership Teaching pilot has been designed to strengthen the quality of teaching with specific reference to disadvantaged pupils, and, the best practice of schools, which evidence strong outcomes for disadvantaged pupils, is being disseminated to others.

58. Final validated national data for the 2013/14 school year shows the following results for the proportion of **Looked After Children (LAC) pupils at Key Stage 2 achieving the expected 2 levels of progress** (CYP202a) in:

- Reading – 100% in Stockton-on-Tees, a 36% increase on the previous (2012/13) school year (64%). This compares to national performance of 81%, an increase of 4% on 2012/13 school year (77%). Therefore, our performance has met the target of improving at least in line with the national rate of progress.
  - Writing – 92% in Stockton-on-Tees, a 21% increase on the previous (2012/13) school year (71%). This compares to national performance of 82%, an increase of 1% on 2012/13 school year (81%). Therefore, our performance has met the target of improving at least in line with the national rate of progress.
  - Maths – 92% in Stockton-on-Tees, a 13% increase on the previous (2012/13) school year (79%). This compares to national performance of 75%, an increase of 1% on 2012/13 school year (74%). Therefore, our performance has met the target of improving at least in line with the national rate of progress.
59. Final validated national data for the 2013/14 school year shows the following results for the proportion of **LAC pupils at Key Stage 4 achieving the expected 3 levels of progress** (CYP202b) in:
- English – 30.0% in Stockton-on-Tees, a 11.8% increase on the previous (2012/13) school year (18.2%). This compares to national performance of 34.5%, an increase of 1.8% on 2012/13 school year (32.7%). Therefore, our performance has met the target of improving at least in line with the national rate of progress.
  - Maths – 14.3% in Stockton-on-Tees, a 3.9% decrease on the previous (2012/13) school year (18.2%). This compares to national performance of 26.3%, a decrease of 3.0% on 2012/13 school year (29.3%). Therefore, our performance has not met the target of improving at least in line with the national rate of progress.
60. The Education Improvement Service and Virtual School continue to provide increased challenge and support to all schools to impact positively on the outcomes of all Looked after young children and young people in Stockton.
61. The percentage of **Primary schools judged as good or outstanding** (CYP203a) at the close of Quarter 4 was 96%. Of our 59 Primary schools, 7 have new status as Academy converter schools, which mean that they do not have a current Ofsted judgement until first inspected (usually in the 6th term after becoming an academy). Of the 52 remaining schools, 50 (96%) are currently rated as good or outstanding, and 2 as requiring improvement – this is 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 December 2014 indicating the percentage of all schools rated good / outstanding at that time was:
- 93% for Stockton-on-Tees
  - 90% for the NE region
  - 82% for England.
62. Based on the 50 of our 52 schools with a current inspection judgement, at the end of December there were 95.5% of **Primary school pupils attending good / outstanding schools** (CYP204a), meeting our target (which was based originally on the % of pupils in 56 out of 59 primary schools). Latest available published benchmarking data is indicating that the percentage of pupils attending Primary schools rated good / outstanding schools at that time was:
- 91% for Stockton-on-Tees

- 90% for the NE Region
  - 81% for England.
63. The percentage of **Secondary schools judged as good or outstanding** (CYP203b) at the close of Quarter 4 was 50%. Of our 12 Secondary schools, 4 have new status as Academy converter schools, which mean that they do not have a current Ofsted judgement until first inspected (usually in the 6th term after becoming an academy). Of the 8 remaining schools, 2 are currently rated outstanding, 2 good, 4 requiring improvement and 0 inadequate. Whilst this reflects improving performance compared to the previous year, it is outside the target which was set based on having 7 out of 12 schools rated as good or outstanding. Latest available published benchmarking data from Ofsted is based on the position at 31<sup>st</sup> December 2014 indicating the percentage of all schools rated good / outstanding at that time was:
- 44% for Stockton-on-Tees
  - 68% for the NE region
  - 71% for England.
64. Based on inspections on 8 out of 12 schools that have a current inspection judgement we have 58.5% of our **pupils attending Secondary schools that have been rated as good or outstanding** (CYP204b). This has not met the target (which was based originally on the % of pupils in 7 out of 12 schools). Latest available published benchmarking data is indicating that the percentage of pupils attending all Secondary schools rated as good / outstanding schools at that time was:
- 53% for Stockton-On-Tees
  - 73% for the NE Region
  - 75% for England.
65. Separate reports to Cabinet and CMT have provided updates on the local authority's revised approach to school improvement and actions to drive further improvement in the quality of schools.

### **Children's Social Care, including Adoption**

66. Provisional year to date performance shows that of the 2,775 assessments undertaken during the year, 2,759 (99.4%) **assessments were completed within 45 days** of their commencement (CYP300). Comparative figures are not available for 2013/14 as the single assessment process was not implemented until February 2014. However, performance has met and exceeded the target of 95% or more assessments completed within timescales
67. Over the 2014/15 period, a total of 877 **CAFs were initiated** (CYP301). Whilst this shows a good rate of improvement over the course of the year, it is below the 1163 target for the year. The increase reflects the impact of the expanded CAF Team which has been in place since September. However, this increase has not been across all agencies. There has been good progress from schools/academies but not in relation to North Tees and Hartlepool Foundation Trust or Children's Centres. A session on Early Help and CAF has been built in to the Member Policy Seminar Programme for 15/16.
68. Looking at the 2187 referrals which have proceeded to Single Assessment during April to March, only 171 (7.8%) of these had an active CAF in place at the point of contact – this remains well below expectations, given that all referrals to social care are expected to have evidence of CAF involvement (other than in cases where there is an immediate safeguarding

concern), although it should be noted that some of the referrals may have had CAF involvement in the period shortly prior to referral being made.

69. Securing full multi-agency engagement in CAF remains a key priority in the improvement plans of the Council and the Stockton Local Safeguarding Children's Board. A wide range of actions have been taken and are on-going to increase referrals, these include:
- A Tees Early Help Peer Review has been commissioned from the LGA to support understanding of the issues having an impact on referrals and to inform future developments.
  - Briefing sessions held to support the introduction of the revised CAF process and documentation, with targeting of some specific groups where engagement has been a concern, e.g. GP's, Health staff and voluntary sector services.
  - Targeted work has been undertaken with Children's Centres to improve understanding of the CAF process.
  - Joint work with a range of other agencies / projects to improve identification of families requiring CAF support.
70. Provisional year to date performance shows 35 children from a cohort of 358 who have been the **subject of a child protection plan for a second or subsequent time within 24 months** (CYP302), this equates to 9.8%. Whilst performance has declined from 4.4% in the previous year it was within the agreed tolerance for the measure. Performance for this indicator is affected by variations in sibling group size, hence the indicator target of 8% has a tolerance of up to 12% to allow for such variations. Over the 2014-15 period, the 35 children concerned were from 10 sibling groups. Performance was affected in particular due to some large sibling groups becoming the subject of a plan during June and November.
71. Performance continues to be monitored on a monthly basis at the Children's Social Care Performance Clinic where individual cases are reviewed to determine whether any further actions could have prevented a second or subsequent plan. In the majority of instances it was deemed necessary to place the children on a subsequent plan due to changes within family circumstances and not as the result of a breakdown of the original plans.
72. Year-end performance of 6.4% equates to 19 children from a cohort of 295 children ceasing to be the subject of a **child protection plan lasting 2 years or more** (CYP303). Performance was outside the target expectation of 2% or below and has declined from the 2013/14 outturn of 1% (when there were 4 plans over 2 years from a total of 413 ceased). 2014/15 benchmark data will not be available until October 2015. The latest published benchmark data is for 2013/14 – North East 2.5% and England 4.5%.
73. 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. Decision making in these cases is being subject to further scrutiny and challenge within CESC to avoid any further drift in this area of performance
74. This indicator relates to the long term placement stability for looked after children (CYP304). At the end of March, 59.9% of children who had been continuously in care for at least two and a half years had lived in the same placement for at least 2 years. This equates to 88 children from a cohort of 147. This is an improvement on the 2013/14 outturn of 52.7% (59

children from a cohort of 112) and is within tolerance for the target of 60% of children in care living in the same placement for at least 2 years.

75. Year-end performance of 59 (from a cohort of 120) 16 to 21 year old **Care Leavers who were engaged in education, employment or training (EET)** (CYP305), equates to 49.2%. This is an improvement on 2013/14 performance of 47.9% (56 care leavers from a cohort of 117), but remains below the target of 55.0%.
76. Actions to improve outcomes for Care Leavers are contained within the Looked After Children and Care Leavers Strategy 2014-17 and include:
- Establishment of monthly performance clinics for personal advisors to track progress of all care leavers in relation to tracking EET, suitable accommodation and teenage pregnancies.
  - Review of procedures within the regular EET Clinic, with improved sharing of data across partners to enable closer tracking of LAC and care leavers and ensure appropriate opportunities are available to them.
  - Working with colleagues in Economic Growth and Development Services, to facilitate apprenticeship opportunities across council departments and in schools.
  - Continuing with financial support to all young people in higher education including the provision of a home base during holiday times.
77. For the following **adoption timescale 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, the quality of placement decisions, and the impact of Court processes and decisions. Individual cases are tracked through the Children's Social Care Performance Clinic, and further scrutiny of issues in relation to the timeliness of placing the children, has indicated that delays were necessary and appropriate in most cases. Adoption is a key area of focus for the Children's Programme Board, looking at more innovative approaches to the recruitment of adoptive parents. The local authority recruitment strategy for adopters is having some success in increasing the number of adopters approved by the local authority.
78. The average time over the year between a child entering care and moving in with its adoptive family, for children who had been adopted during the period, (CYP306a) was 561 days. This is a decline on the previous year's outturn of 503 days. The target for this indicator was set based on a very aspirational national threshold figure of 547 days. Whilst our local performance has not met that target, it should be noted that it is better than the England average based on the three year rolling average which is used in national reporting - last published data for the 2012-13-14 period shows our average as 598 days compared to an England average of 628 days.
79. Year-end performance shows that the average time in days between the Local Authority receiving authority from the Courts to place a child and the local authority deciding on a match to an adoptive family (CYP306b) was 267 days. This is a decline on the 2013/14 outturn of 237 days and remains some way off the aspirational national threshold of 152 days. The last three year rolling average performance shows an England average of 217 days and our average as 269 days.



80. Improving performance in this aspect of the adoption process has been the subject of detailed analysis, and a number of actions are in place, for example:
- When matches for children cannot be found within existing provision, placements are sought without delay through the adoption register, regional consortium and national advertising. This mixed economy approach to adoption ensures that children are matched as early as possible, they experience minimal delay and permanence is secured at the earliest opportunity. Where there is delay this is scrutinized and tracked on a monthly basis via performance clinics, and supervision.
  - Capacity issues within the Child Placement team which impact on family finding work, have been addressed as part of the Children's Services Review.
  - As indicated in the previous section, the role of the Marketing Officer in the Child Placement team is providing a stronger approach to encouraging prospective adopters to apply to Stockton-on-Tees.
  - Work is being undertaken to streamline and update processes and documents to improve the time available for family finding to take place.

### **Not in Employment, Education or Training (NEETs)**

81. Latest national data available is an estimate of participation in education or training based on a 3 month average for November to January each year, and shows a NEET rate for young people aged 16-19 (CYP400) of 9.0%, locally compared to the Tees Valley average of 7.5%. The Not Known rate locally was 1.0% compared to a Tees Valley average of 2.8%. Our combined NEET / Not Known rate therefore was 10.0%, slightly better than the Tees Valley average of 10.3%. Whilst Stockton's performance has improved from the previous outturn (10.3%), we have missed our target because the Tees Valley previous outturn (12.7%) showed a greater rate of improvement overall than in Stockton-on-Tees. It should be noted however, that Stockton has the 2nd best performance for combined NEET / Not Known in the Tees Valley and 2nd best in the region. Our Not Known rate continues to be one of the lowest (best) nationally – 2nd lowest in latest national published data. This reflects a continuing strong focus on ensuring we track and work with nearly every young person no matter how complex or challenging their situation, even though these young children add to the overall NEET cohort.
82. Local analysis of our NEET figures across the age ranges 16, 17 and 18 year olds indicates some relatively poor outcomes for 16yr olds, suggesting that universal provision within some schools has not been as effective as required. However, there is an improving situation for 17 year olds as they re-engage with Youth Direction and receive targeted long term sustainable interventions. There continue to be some difficulties in offering support to 18yr olds and this is also seen at a regional and national level with high NEET rates for this age group. Youth Direction are actively working with schools and colleges on behalf of the 14-19 Board to address drop-out rates and progression routes to gain a better understanding of the challenges faced and help improve outcomes and reduce the NEET rate.

### **HEALTH AND WELLBEING**

83. 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.

84. At year end 2014/15, we are able to report progress against the target for eight out of the eleven indicators under this theme. Three of these indicators have achieved the target and five have missed the target. The under-performing areas are smoking quitters and drug treatment, details are provided below.

### Children and Young People's Health

85. The latest published data on **child obesity** is for 2013/14. The last two years of data show significant and sustained reduction in both age groups. There are now fewer 4-5 year olds (reception children) (HW100) reported as obese compared to the national average (down from 10.9% in 2011/12 to 9.3% in 2013/14), but this group has seen an increase from the 8.5% recorded on 2012/13. Obesity in 10 – 11 year olds (year six) (HW101) is at 21.0% (down from 22.1% in 2011/12) and has seen a 0.1% fall from the 2012/13 data but remain above the national average. A new weight management service was re-commissioned in April 2015 which has a more targeted approach; further updates will be provided as this service is established.
86. The most recently available (2013) **under-18 conception rate** (HW102) dropped significantly from 38.1 to 33.5 per 1,000 15-17yr olds. This gives us a three year rolling average of 36 per 1000. This rate remains 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.
87. 2014/15 data on the rate of **chlamydia diagnosis** for 15-24 years olds (HW103) has yet to be published but will be available in the next report. The chlamydia screening work continues to focus on increasing screening in high risk and vulnerable groups. This may have an impact on future positivity rates due to the targeted nature of this work in comparison to a more extensive but less focused screening approach which has been taken previously.

### Adult Health

88. 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. Jan 2012 to Dec 2013 data on smoking prevalence has been released in December 2014. Data shows that prevalence has fallen from 21.6% in 2012 to 19.8%. This is below the North East average of 22.3% but above the national average of 18.4%.
89. The most recent available data is at Q3. Data on percentage of **smoking population accessing the stop smoking service** (HW201) show a likely outturn of 8.7%, against a target of 10%. The impact of electronic cigarettes outlined in the smoking quitters target has reduced both the number accessing the service and the number that go on to quit smoking.
90. Q3 data on the number of **smoking quitters** (HW202) has been published showing we are 26% behind target. During Q3 there were 234 quitters, resulting in a total of 746 year to date against a target of 1350 for the end of year, so this is unlikely to be achieved. Regionally, performance is down by approximately 40%. However, the number of pregnant women quitting has remained steady compared to 2013/14. Benchmarking shows that the North Tees service remains second in the North East only to South Tyneside for the proportion of smokers setting a quit date. 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. There is intensive promotion of the local stop smoking service including a leaflet drop in all wards and advertising in a local newspaper.

91. The latest data available for the **uptake of the NHS health check programme** by those eligible (HW204) is for 2013/14. From a total of 10,129 people that were eligible, 5,234 had health assessments; this equates to 52% and exceeds the target of 50%. 2014/15 performance will be available in the next performance report.

## Drugs and Alcohol

92. The annual rate of **hospital episodes with alcohol-related conditions** (HW300) has been released as a predicted figure based on the first six months of 2014/15. The rate was 2,748 per 100,000 population. This is an increase on the last reported figure of 2,502 but a similar increase has been replicated locally and nationally. The predicted rate for 2014/15 in Stockton is higher than the North East average, but should be treated with caution as it is only an estimate based on Q1 and Q2. The rate of broad hospital episodes with alcohol related conditions remain lower in Stockton than the other Tees authorities, despite this increase. This data has only become available to Public Health again recently since the move to the local authority in 2013 and work is on-going to establish more timely and regular reporting during 2015/16. We will be revising our strategy in line with these emerging trends.
93. Performance for the percentage of **opiate drug users that left drug treatment successfully (free of drug(s) dependence) who do not then re-present to treatment again within 6 months** as a proportion of the total number in treatment (HW301) has improved from 4.7% in Q3 to 5.1% at year end; however the target of 6% has not been met. The outturn represents exits in Q2 2014/15 that have not returned to treatment in the second two quarters of 2014/15. Stockton performance remains low in comparison with comparator Authorities (top quartile performance is between 8.37% and 16.78%). However, analysis has shown that we have a very high level of penetration into the estimated number of opiate users with high retention rates in treatment with exceptionally high numbers of clients that have been in continuous treatment for well in excess of six years. This creates a very challenging environment in which to move clients towards more ambitious aims of recovery and exit from treatment. Current exit rates are improving against a national trend of significant decline and re-presentation rates are at a historic low for opiate clients due to robust exit plans and on-going post treatment monitoring and support.
94. Performance for the percentage of **non-opiate drug users that left drug treatment successfully (free of drug(s) dependence) who do not then re-present to treatment again within 6 months** as a proportion of the total number in treatment (HW302) has improved from 29.6% in Q3 to 29.9% at year end, however the year end target of 42% has not been achieved. The numbers of non-opiate clients continues to fluctuate as a result of disruption caused by changes to the arrest referral contract that saw referrals into treatment drop between March and August 2014. Q4 completion data (exits up to 31/3/2015 but not counting re-presentations) have recovered to 40.8% as numbers in treatment increase through more stable arrest referral numbers.

## Poverty

95. Annual, retrospective data for the proportion of **children in relative poverty** (living in households where income is less than 60% of median household income before housing

costs) (HW400) is made available by Department for Work and Pensions and is not available at time of production of the report and therefore will be reported next quarter.

## **STRONGER COMMUNITIES**

96. 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.
97. At year end 2014/15, we are able to report progress against the target for all five of the indicators in this theme. For two of these indicators we have achieved the target and for three it has been missed. The two electoral registration indicators have under-performed and one satisfaction measure, details are provided below.

### **Satisfaction measures**

98. These indicators were collected via a Viewpoint survey as a temperature check between the Residents surveys. The targets were set based upon the last Residents Survey which took place in 2012. Next year's performance will be captured in the Residents Survey taking place in mid-2015. The survey found that:
- 62% of residents agree that Stockton is a place where **people from different backgrounds get on well together** (SC100); 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** (SC101); 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 (SC102); this is a decrease of 8 percentage points compared with the previous year. The target of 37% has not been achieved. Downturn in 2014/15 compared with 2013/14 is not in line with national trends, but performance outturn in 2013/14 may have been linked to media coverage of volunteering in the Olympics 2012. This was noted to have an effect nationally. A volunteering strategy for the borough is being developed through a partnership between Catalyst, Tees Valley Community Foundation, Stockton Residents and Community Groups Association (SRCGA) and the Council.

### **Electoral registration**

99. As at 1 December 2014, 92% of the adult population had **registered to vote** (SC200); this outturn is slightly lower than in previous years and has missed the target of 95%. Only 27% of attainers (16-18 year-olds) had registered to vote (SC201) and therefore the target of 43% has not been achieved. In order to boost registration levels, in the absence of a full household canvass during summer 2014 due to transition to Individual Electorate Registration, a Household Notification Letter was sent to all households in February 2015. The response to the letter was positive and has also resulted in an increase of over 2,000 postal voters. Work has continued to register those electors who have not yet registered individually through house to house enquires and 3,198 pending electors were issued with a requirement to register notice. In addition, on-going work identifying and developing new internal and external partners has taken place 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).

## ADULTS

100. 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 adults at risk and ensure that those receiving care are treated with dignity and respect.
101. At year end 2014/15, we are able to report progress against the target for seven out of the 11 indicators in this theme. Six out of these seven indicators have achieved the annual target.

### Overall Satisfaction Measures

102. Information on the **overall satisfaction of carers with social care services** (AS100) was obtained as part of the biennial Carers survey that took place in 2014 covering the period October to December. As reported last quarter, provisional results indicate that 49.6% of respondents were either extremely, or very, satisfied with the support and services that they and the person they have cared for received from social services in the last 12 months. This figure shows an improvement on the 2012/13 outturn of 45.8%. Final validated data, with benchmark comparisons for the 2014 survey, will not be published until September 2015 at the earliest. Due to the target being set to improve to match the average of the comparator group, whether the target has been achieved will be known when the benchmark comparisons are published.
103. The annual national Adult Social Care Survey was undertaken during February to May 2015; the provisional results were:
- 67.0% of respondents answered positively to the questions "I am extremely satisfied" or "I am very **satisfied**" **with their care and support** (AS101). Although this is a reduction on the previous year's outturn of 71.0%, we await the publication of final validated data in order to benchmark our performance and analyse the overall trend nationally and regionally. Due to the target being set to maintain the satisfaction rate above the comparator group average, whether the target has been achieved will be known when the benchmark data is published. In the last annual survey (2013/14) the England average was 64.8%, and comparator group average was 65.5%.
  - 75% 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" (AS102). Although this is a reduction on the previous year's outturn of 80.2%, we await the publication of final validated data in order to benchmark our performance and analyse the overall trend nationally and regionally. Due to the target being set to improve to match the average of the comparator group, whether the target has been achieved will be known when the benchmark data is published. In the last annual survey (2013/14) the England average was 76.8% and comparator group average 77.6%.
  - 91.0% of respondents answered positively to the question "Do **care and support services help you in feeling safe?**" (AS103). This shows a significant improvement on the previous year's outturn of 77.9%, although we await the publication of final validated data in order to benchmark our performance and analyse the overall trend nationally and regionally. Due to the target being set to maintain the satisfaction rate above the comparator group average, whether the target has been achieved will be known when

the benchmark data is published. In the last annual survey (2013/14) the England average was 79.1%, and comparator group average was 77.5%.

### Adult Safeguarding

104. During the year, a total 37 clients had responded to the survey of which 34 clients (91.9%) agreed that the **outcome of the safeguarding process was appropriate** (AS200). This is an improvement on the previously reported position and has met and exceeded target expectations of 80% or above.
105. Provisional figures for the year show that 56.1% of **adult safeguarding referrals being substantiated / partly substantiated** (AS201); from the total of 305 completed safeguarding referrals there were 171 which had this outcome. Our target is to maintain performance above 50% and above the comparator group average. Whilst exceeding the 50% mark, we await publication of final validated benchmarking data to see if we remain above the comparator group average. Although this provisional figure shows a drop from 64.4% in the previous year, it should be noted that this is an indicator where there will always be some measure of fluctuation in results depending on the nature of individual referrals. Furthermore, too high a figure would be a concern as it might reflect a lack of rigour and challenge in the investigation of referrals. There is a LGA Peer Review taking place.

### Personalisation

106. Provisional figures as at 31st March 2015 show that 31.8% of service users were **self-managing their support plan via a direct payment** (AS301); this was 545 service users from a total of 1,716 eligible. The target of 22% has been exceeded. It should be noted that this indicator was revised at the start of Q3 in line with new national reporting requirements and now reflects a more realistic measure of activity. The previous measure was based on a wider cohort of clients, many of whom would never be eligible anyway for the offer of a personal budget. The new criteria exclude clients receiving one off services as well as equipment only. An LGA Peer Review is planned shortly in this area.

### Prevention

107. Provisional figures for the year show that 89.9% of clients who had been **discharged from hospital into rehabilitation / reablement provision remained at home 91 days after discharge** (AS302); of the 69 clients reviewed to date, 62 remained at home. This is an improvement on the 2013/14 performance (85.3%) and has exceeded target expectations (86.4%).
108. Provisional figures for the year show that there were a total of 336 **permanent admissions to residential / nursing care** for clients aged 65 and over (AS303). This equates to a rate of 1038.9 per 100,000 population aged 65 and over (using ONS 2013 mid-year population estimates). The performance has not met the target for the year of a rate of 768, it is also an increase on the 2013/14 outturn (907.8). National comparator data will be published in October 2015. The latest comparator information that is available is a regional benchmarking exercise undertaken at Q2, this showed that we were higher than the north east average and the second highest in the region.
109. There continues to be rigorous scrutiny and challenge of all proposed residential admissions, via the Mental Health and Learning Disability and Older People's Resource

Panels, 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 the care home admission rates.

110. Provisional figures for the year show that there were no **delayed transfers of care from hospital attributable to social care** (AS304). This is an improvement on last year's (2013/14) performance of 0.4% and has exceeded target expectations ( $\leq 4.0\%$ ). It should be noted that this figure has been revised from the previous quarter as it was established during discussions with the Tees, Esk & Wear Valley Foundation Trust that a case, reported as a delayed transfer during the year, was not in fact attributable to social care as the delay was due to patient choice.

### **Carers**

111. Provisional figures for the year show that 696 carers had been assessed by the Council and 100% were in **receipt of information, advice or support** (AS300), meeting the 100% target.

### **ARTS, LEISURE AND CULTURE**

112. 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.
113. At year end 2014/15, we are able to report progress against the annual target for all six indicators in this theme. For two of these indicators we have achieved the annual target, one is on track to achieve the 2014/15 based on the latest results, and three indicators missed their target; details are provided below.

### **Events**

114. Reported at Q2 2014/15 - 82.8% of visitors who responded thought **SIRF 2014** was "good" or "very good" (ALC100). Taking into account the confidence interval of  $\pm 3.9\%$  (base: 367), the target of 90% was missed. The difficulty of delivering SIRF14 during major development works in Stockton town centre may have had an adverse impact on visitor satisfaction levels. As the regeneration works are now complete, it is expected that satisfaction at SIRF15 will return to previous excellent levels as the festival continues to attract leading performers from across the world to Stockton each year. Analysis shows that SIRF 2014 generated £366,000 additional visitor expenditure in the borough (excluding the level of spending that would have occurred anyway) (ALC101). The target of £364,000 additional economic spend in Stockton during SIRF 2014 has been exceeded.

## Sport and Leisure

115. Results from Active People Survey 8 (October 2013 to October 2014) show 19.8% (base: 274) of adults are **members of a club primarily for sport or recreational activity** (ALC200). This is better than the other Tees Valley local authorities and the North East average of 18.8% but less than the England average of 21.6%. Taking into account the confidence interval of +/- 4.72%, performance missed the 2014/15 target of 26% by 1.48% points. Participation in sport is increasing with running and cycling programmes.
116. The latest results are from the Active People Surveys January 2013 to January 2014. Results have been revised to show 58.4% (CI of +/- 4.29%, base: 506) of adults are **achieving at least 150 minutes of physical activity per week** (ALC201). This is better than the other Tees Valley local authorities, the North East average of 52.7% and England average of 56%. This 2013/14 performance has exceeded the target of 54.5%. Sport England revised the figures in March 2015 to correct an error with population used to weight the results. 2014/15 performance is expected to be published in Q2 2015/16.

## Libraries and Heritage

117. There have been 1,137,164 **visits to libraries** across the borough (ALC300) during 2014/15; performance exceeded the 2014/15 target of 975,000 by 17%. This is a significant achievement following the implementation of the differentiated service model. E-books (12,286) and e-audiobooks (2,657) issued during 2014/15 accounted for 2% of all library issues (707,947).
118. There have been 172,714 **visits to Preston Hall Museum** (ALC301) between during 2014/15. This represents 84.3% of the 2014/15 target of 205,000 and is an increase of 7.5% on last year. In addition there were 5,391 pupils visiting Preston Hall, this represents 83% of the 2014/15 target of 6,500. Limited resources meant there was a reduced amount of time spent on marketing. An organisational review has helped to add capacity, provide new focus on commerce and marketing to help the attraction grow. The service has successfully secured an external funding bid from the Arts Council's Resilience fund to help further develop the offer and capacity to attract sponsorship and philanthropy.

## ORGANISATIONAL AND OPERATIONAL EFFECTIVENESS

119. 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.
120. At year end 2014/15, we are able to report progress against the target for all 11 of the indicators under this theme. For six of these indicators the target has been achieved, with the remaining targets being missed in relation to two satisfaction measures, collection rates and employee sickness absence; details are provided below.



## Satisfaction Measures

121. These indicators were collected via a Viewpoint survey as a temperature check between the Residents surveys. The targets were set based upon the last Residents Survey which took place in 2012. Next year's performance will be captured in the Residents Survey taking place in mid-2015. The survey found that:
- 60% of residents are **satisfied with the way the Council is running the borough** (OOE100); this is the same as the previous year. The target of 64% has been missed, this target was set based on the 2012 survey which was collected using a different method.
  - 53% of residents agree that the **Council provides good value for money** (OOE101); 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** (OOE102); 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** (OOE103); 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** (OOE104); 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** (OOE105); this is a decrease of 5 percentage points on the previous year. The outturn is the same as it was in 2012/13 but the target of 75% has not been achieved.
  - 72% of residents found **staff helpful** (OOE106); this is a decrease of 2 percentage points on the previous year. The 2013/14 outturn was higher than the 2012/13 Residents' survey outturn (68%) which the target of 70% was based upon.

## Financial and Human Resources

122. At year end, 96.40% of **Council Tax was collected** in-year (OOE200); this is 0.5%pts below the target and last year's collection rate of 96.90% and did not improve in Q4 as expected. Analysis has shown that the factors that adversely affected 2013/2014 collection performance (the introduction of the Council Tax Support scheme and new empty property charges) have continued in 2014/2015. In addition, the on-going collection of 2013/2014 arrears from some Council Tax payers that faced new or increased charges following the introduction of Council Tax Support has meant that their 2014/2015 charges remained unpaid whilst they paid off arrears. Collection rates are traditionally lower for empty property charges as it is more difficult to collect payments from absent owners and this has affected overall performance. However, the overall sums of Council Tax collected each year continue to rise – in 2012/13 (before the changes) the amount collected was £74.5m and in 2014/15 £81.4m was collected. Neighbouring authorities have indicated they have also attained a lower collection rate; benchmarking figures will be available at the end of July 2015.
123. At year end, 98.36% of **national non-domestic rates were collected** in-year (OOE201); this is 0.7%pts below the target (99.10%) and also below last year's outturn (98.86%). Detailed analysis of all outstanding debt at year end has shown that 20% of the balances are linked to on-going business rates avoidance issues with a further 33% of

uncollected empty property rates where the only enforcement option available is winding the company up. This process is both time consuming and costly and can result in the debt being written-off. New regulations allowing businesses to pay rates over 12 monthly instalments has resulted in arrears recovery in April 2015 increasing by 150% when compared with last year due to non-payment of March 2015 instalments. It is recognised nationally, that avoidance is becoming an issue for Councils and new anti-avoidance measures and regulations are being considered. The Council has been proactive in pursuing avoidance cases and has successfully defended a number of cases at court where liability has been disputed.

124. At year end, 95.5% of **invoices for commercial goods and services were paid by the Authority within 30 days of receipt or within the agreed payment terms (OOE300)**, this has exceeded the target of 95.0%. This is a reduction compared with 2013/14 where 96.7% of invoices were paid on time. Performance has improved slightly during quarter four; the invoices paid on time for the stand-alone quarter was 96.0% compared with 95.8% in quarter three. Work continues around best practice in managing orders, substitutes and disputes in a bid to improve performance.
125. The number of **working days/shifts lost to the Authority due to sickness absence (OOE400)** was 7.8 per FTE; this is marginally below the target of 7.6, however it is an improvement on last year's performance of 8.1. Further improved sickness absence management information is now provided to Managers where sickness absence is a concern.

## INFORMATION REQUESTS

126. A record of Freedom of Information (FOI), Environmental Information Regulations (EIR) and Data Subject Access (DSAR) requests is maintained across Council departments. A dedicated email account exists for receipt of all FOI requests into the authority and a central log of requests is maintained to enable intelligence to be gathered and to reduce risks to the authority. Appendix Three provides further details of the numbers of information requests the Council has dealt with, by service area.
127. There have been 1,122 requests responded to under the Freedom of Information Act 2000 in 2014/15; this is a similar amount to the number dealt with last year (1,103). Within each quarter of 2014/15 the numbers have been slightly reducing (311 in Q1, 284 in Q2, 268 in Q3 and 240 in Q4). The statutory timescale to respond to these requests is within 20 working days, 83% of responses were made within timescale; the response rates were highest in quarter one (91%) and some services have struggled to continually meet this high response rate throughout the rest of the year. The main topics for which information was requested included council tax and business rates, housing, the Council's workforce, spark of genius joint venture, licensing, highways, planning, public health, transport, ICT, care for your area, and looked after children. A scrutiny review of Freedom of Information has been included as part of the 2015/16 Executive Scrutiny programme.
128. There have been 81 requests responded to under the Environmental Information Regulations 2004; this is an increase of 17% compared with 2013/14 (69). Fewer requests have been recorded in quarter four compared with previous quarters. The statutory timescale to respond is within 20 working days, 91% of responses were made within timescale. The largest numbers of requests were asking for information regarding land quality.

129. During 2014/15, the Council have dealt with 132 Data Subject Access requests (DSARs) made under the Data Protection Act 1998. This is a large reduction to the number dealt with in 2013/14 (353). However, it has been noted that there has been an increase in requests where the data subject is asking for their information which is held by different service areas, rather than being clients of CESC like in previous years. The statutory timescale to respond is within 40 calendar days, due to the complexity of some of the requests and some cutting across multiple service areas the response rate is quite low at 69%. A review of this area is taking place to rectify this.

### **REGULATION OF INVESTIGATORY POWERS (RIPA)**

130. The Council's use of RIPA is not being reported here due to a separate year end report being presented to Cabinet.

### **STAFF SUGGESTION SCHEME**

131. The aim of the scheme is to encourage a culture in which staff feel they can 'make a difference' by making suggestions that will lead to improvements and contribute to the culture and success of the authority. This is supported by 1:1 staff support, regular team meetings, staff involvement in service reviews, the 'Ask Neil' facility, Shaping a Brighter Future programme, and the Setting the Standard programme for managers.
132. In 2014/15, there were 39 suggestions submitted through the staff suggestion scheme; this is a decrease compared with the number received in 2013/14 (56). The majority (64%) of these suggestions have been considered by the Resources service area; common themes of the suggestions are for improvements to HR policies, staff facilities and benefits, and ideas for improved internal communications. After investigation, it was found that for some the ideas were already being developed and some others are being considered as part of on-going projects, such as the Shaping a Brighter Future programme. Four of the suggestions have been accepted and are being implemented; these are a personal card to welcome new employees to the Council, a remembrance prayer at Mayor's Sunday for those ex-employees and Elected Members who have passed away, encouraging the use of the 'Innovation Challenge' model to be used for other projects, and, Vodafone's corporate discount scheme for Council employees has been adopted. The scheme and other means of contributing to service improvements, including the "Ask Neil" facility, continue to be promoted through KYIT and on the new intranet.

### **CONSULTATION**

133. In 2014/15, 32 consultation projects were planned, started, and/or completed. The table below illustrates the position of the Consultation Database at the end of Quarter 4, 2014/15.

Stockton on Tees Borough Council Consultation Projects by Council Plan Theme (2014/15) Quarter 4, 2014/15		
Council Plan Theme	No. Consultation Projects (2014/15)	Proportion of all SBC Consultation Projects (2014/15)
Adults Services	1	3%
Arts, Leisure and Culture	4	13%
Children and Young People	3	9%
Economic Regeneration and Transport	2	6%
Environment and Housing	5	16%
Health and Wellbeing	2	6%
Safer Communities	0	0%
Strong Communities	9	28%
Various Themes	1	3%
Your Council	5	16%
<b>TOTAL</b>	<b>32</b>	<b>100%</b>

134. The Consultation Database records that throughout 2014/15, 'Strong Communities' was the most often consulted Council Plan theme and 'Environment and Housing', 'Your Council' and 'Arts, Leisure and Culture' were also consulted on frequently. These themes together accounted for almost 72% of all consultation in the year.
135. During 2014/15, some of the consultations which took place included seeking views on proposals for the new Billingham Customer Service Centre & Library, Phase 2 of the Council Website Development, the programme of Specialist Markets, and the Tees Valley Combined Authority. Consultations were used to inform the new Sport and Active Leisure Strategy in 2015/16, and, Local Plan (Regeneration and Environment Local Development Document (LDD) Publication). Other consultations supported reviews such as the Smoking Cessation Services Review, and two were linked to Scrutiny Reviews (Home Care and School Place Planning).
136. Six consultations are currently planned to start during 2015/16. Particularly key projects include the Residents Survey 2015, the Ingleby Barwick Leisure Facility, Stockton Crematorium; and, the Community Infrastructure Levy – Publication Charging Schedule.

## COMPLAINTS, COMMENTS, COMPLIMENTS AND COMMENDATIONS

137. Analysis and learning from complaints, comments, compliments and commendations are discussed at Service Group Management Team Meetings, where trends in numbers and the nature of the complaint, comments or commendation is further investigated, leading to appropriate actions for improvement and sharing of learning. A review of the Corporate Complaints, Comments, Compliments and Commendations Policy is underway to ensure it remains fit for purpose and meets current day needs. All service areas are included in the review and it is due to conclude in the summer.

## **FINANCIAL AND LEGAL IMPLICATIONS**

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

## **RISK ASSESSMENT**

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

## **COUNCIL PLAN THEMES**

140. The report supports the monitoring of performance against all the thematic strands within the Council Plan.

## **CONSULTATION**

141. Not applicable.

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