

Thematic Summaries Quarter 4 2014/15

Key:

Green = On Target

Amber = Within Tolerance

Red = Off Target

ECONOMIC REGENERATION AND TRANSPORT

Under this theme the following indicators are included in the corporate basket: **Target**

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

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

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

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.

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

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.

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%.

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

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.

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.

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.

OVERALL THEME PROGRESS

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

Planning applications determined – all categories of planning applications achieved their individual targets, with 98.08% of major applications (75% target), 92.61% of minor applications (80% target) and 96.37% of other applications (88% target) determined within timescale.

Stockton Town Centre Regeneration

Stockton Town Centre's multi-million pound physical two and a half year regeneration programme completed on time and within budget. The High Street Improvement works were completed in March 2015 and were marked with a high profile official opening on Saturday 21 March 2015.

Planning permission was granted February 2015 for the vacant Swallow Hotel building to be restored and transformed into luxury student accommodation. It will bring a new, vibrant community onto the High Street which will benefit the many businesses based in the town centre. It will have more than 130 rooms as well as common areas like a cinema, in-house laundry, safe storage and multi-faith prayer rooms.

Specialist Markets

More than 7,000 people visited Stockton Town Centre's Sparkles Market in December 2014.

Businesses, shops and eateries throughout the town also benefited from the extra visitors with 51 per cent of shoppers surveyed at the market also planning to pop into a café and 60 per cent were going to visit an independent shop. The 2014 Stockton Sparkles Market was the first ever specialist market to take place on the High Street, which as part of the town's regeneration has been specifically designed for Stockton's vast range of specialist markets, and with 40 traders it was the biggest to date too.

In February 2015 Stockton's High Street market won the national award for hosting the 'Best Love Your Local Market Event' and its innovative 'Random Acts of Kindness' event held in May 2014. This recognition led to Stockton hosting a National Association of British Market Authorities conference in March 2015 where officials met to discuss the latest issues facing markets and also take in a tour of the High Street Market.

The 2015 specialist markets programme will be the town's busiest yet and will offer better, more high quality goods than ever before. The town's popular Chic Vintique and Farmers Market will return but there will be some new events too including a Food Festival, Book Fair and Retro Market.

Businesses

Five Stockton-on-Tees businesses won honours at the North East Business Awards in March 2015.

- Visualsoft, an e-commerce firm in Stockton received Company of the Year award. Newcomer of the Year went to Teesside Industrial Solutions of Stockton, which provides rope access services to the industrial services sector.
 - The Let's Grow Award was claimed by PJA Distribution Limited, Thornaby, which focuses on importing and retailing mobile phone accessories.
 - Integrity Search Limited, of Eaglescliffe was successful in the Digital Award category after its growing success in the digital marketing sector.
 - The Small Business Award went to Tomlinson Hall & Co of Billingham, an engineering company specialising in pump manufacture, repair and distribution.
- Teesside Industrial Solutions, PJA Distribution Limited and Tomlinson Hall & Co went on to win their

categories at the regional finals.

Customer Service Excellence

At the annual surveillance visit for the Corporate Customer Service Excellence accreditation in May 2015, we were awarded the higher level of Compliance Plus.

This was for the degree of support provided for new small businesses including access to premises and the ongoing professional business support. Compliance Plus is awarded for demonstrating innovation and delivering services which are over and above what the customer would normally expect. The assessor had a tour of Stockton Town Centre, visited the Enterprise Arcade and spoke to some of the small businesses.

Yarm Public Realm Improvements

Public Realm improvement works in Yarm have now been completed and have included the installation of new paving in the vicinity of the Town Hall, installation of Heritage Style street lights throughout the High Street, upgrading of crossing facilities and the introduction of lighting to enhance the Town Hall and War Memorial at night. The project has been awarded a 'highly commended' Institute of Civil Engineers (Robert Stephenson Award) in the small project category.

Billingham Town Centre and Customer Contact Centre

Improvement works in Billingham have continued throughout 2014-15. The new Library and Customer Contact Centre opened in January 2015. This £2.7 m facility acts as a 'one stop shop' and houses the main public library, customer services for Stockton Borough Council and Tristar Homes, a cash office and is the headquarters for Billingham Town Council.

The regeneration of John Whitehead Park in Billingham has now been completed. The 'Heart of the Park' project which was funded by Able UK has seen the installation of new street furniture, the creation of an events area, improvements to the play area and the provision of a seating area around the café.

Repainting of Newport Bridge

The repainting of Newport Bridge has been taking place during 2014-15 with work now being completed in summer 2015. Works to repair the 80 year old Grade 2 structure began in July 2014. To minimise disruption Stockton Council erected a large tunnel style scaffold which allowed the A1032 to fully re-open to traffic during the duration of the project.

Sustainable Transport Link Solutions

Various sustainable transport schemes have been completed during 2014-15 – these include Tees Valley Bus Network Improvements (TVBNI) on The Causeway, Billingham and access improvement works at Billingham Station. The replacement of Thornaby Rail Footbridge is now complete and Eaglescliffe Station Car Park and station building works were completed in May 2015.

Thornaby Station Footbridge

The project to replace the 125 year old Thornaby Station Footbridge has now been completed on programme and under budget. The new £1.1m bridge has improved access to the station and provides better transport links within Thornaby. The scheme has been awarded the Institute of Civil Engineers (Robert Stephenson Award) Project of the Year in the medium category.

Local Growth Fund

Following successful bid submission, funding has been secured for various strategic Tees Valley initiatives. All three transport schemes (Myton Way, Wynyard signals and Teesside Park) have received approval with a £6.2m LGF grant allocated over the next two financial years.

CUSTOMER PERCEPTION / SATISFACTION

Building Control - 2014/15 - (105 returned questionnaires)

81.9% of respondents considered they received value for money for their fee.

67.6% rated response times to building inspection as excellent.

On Site Surveyors rated excellent for: helpfulness 70.47%, expertise 69.5%, and courtesy 80%.

COMPLAINTS, COMMENTS, COMPLIMENTS AND COMMENDATIONS

A full analysis of the Complaints, Comments and Commendations received for this theme has not been undertaken at Q4 2014-15. The systems in place are currently being reviewed as part of a task and finish review has been delayed. The report is now due to go to CMT June 2015.

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. Phases of

Stockton Town Centre regeneration are now complete at a cost of £28.4m.

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. A number of improvement to Billingham Town Centre have now been completed including the new Multi Service Centre (£2.8m), Extra Care scheme car park (£400k) and an extension to the Forum Gym (£150k).

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. This has subsequently been reduced down to £6.3m but targets will still be achieved.

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. Subsequently savings of £1.7m have been generated against capital expenditure due to favourable tenders.

Funding approved through the Local Growth Fund for three schemes. Teesside Park Drive £900k, Myton Way / Ingelby Way £2.3m and A689 Wynyard £3m.

Car parking and public realm works in Yarm totally £1.3m have been completed, slightly overspending due to increased lease costs and unforeseen costs arising from poor ground works

Thornaby Rail footbridge scheme has been completed and due to value engineering savings of £220k has been achieved which will go towards its future maintenance.

RISK

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

Medium risks

- Completing the Regeneration and Environment Local Plan and Community Infrastructure Levy.
- Potential planning appeals.
- Make Stockton Town Centre vibrant and busy.
- Delivery of Bowesfield Masterplan.

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ENVIRONMENT AND HOUSING

Under this theme the following indicators are included in the corporate basket: **Target**

EH100: CO2 emissions from the local authority's operations	Data Not Available
EH101: Business miles travelled by the local authority's employees	Green
EH102: Percentage of household waste landfilled	Red
EH103: Percentage of household waste reused, recycled or composted	Red
EH104: Percentage of household waste used for energy production	Green
EH105: Percentage of areas with unacceptable levels of litter	Red
EH106: Percentage of areas with unacceptable levels of detritus	Green
EH107: Percentage of local wildlife sites with biodiversity plans implemented	Green
EH200: Number of additional homes provided (net)	Red
EH201: Number of additional affordable homes provided (gross)	Red
EH202: Number of long term empty homes brought back into use	Green
EH203: Percentage of households approaching the local authority and accepted as statutory homeless	Green
EH300: Percentage of households in fuel poverty	Green
EH301: Number of households in fuel poverty receiving home improvements	Green

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

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

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.

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.

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.

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

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.

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.

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.

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%. There is a range of advice and other resolutions to the households approaching the service, with acceptance as being statutory homeless just one of those resolutions.

Fuel Poverty

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.

OVERALL THEME PROGRESS

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

Stockton Town Centre / Nursery Gardens

The multi-million pound regeneration scheme which has seen Stockton Town Centre site transformed and 110 quality homes built is now complete. The project has seen the area transformed as 185 terraced properties as well as a Social Club (Trades and Labour Club) were demolished by Stockton Council to make way for the new properties.

Stockton Town Centre / West End Gardens

The final homes have been demolished and once complete the new development will feature a mix of two bedroom apartments and bungalows alongside two and three bedroom houses. They will be available to local people on a wide variety of options to best suit the customer's budget.

Swainby Road / Norton Park

Regeneration plans to transform Stockton's Swainby Road area are gathering pace as construction begins on site. Stockton Council has signed a development agreement with Keepmoat Homes who will build 174 new two and three-bedroom quality homes. Whilst the majority of new homes will be for sale, 30 dwellings will be provided for affordable rent and will be owned and managed by Tristar Homes, which is part of the Thirteen Group.

Stockton Rental Standard

Stockton Council has developed the Stockton Rental Standard as part of a range of measures to drive up standards of all private rental properties across the Borough.

Climate Local - Green Vision

The Climate Local declaration has now been signed and Stockton Borough Council is now a Climate Local Council. The Climate Change Strategy and Action Plan are now being developed and objectives and targets for carbon reduction and adaptations are being formalised.

LED Street Lighting Programme

The three year LED Street Lighting renewal programme commenced in July 2014 and is currently ongoing. Phase One of the seven phase programme has already seen the replacement of over 1000 columns and 2300 lanterns in Roseworth, Western Parishes, Norton South, Hartburn and Stockton Town Centre wards. The replacements have generated an average energy saving of 62%.

Sustainable Transport Solutions

Various schemes have been completed during 2014-15 – these include Tees Valley Bus Network Improvements (TVBNI) on The Causeway, Billingham and access improvement works at Billingham

Station. The replacement of Thornaby Rail Footbridge is now complete and Eaglescliffe Station Car Park and station building works were completed in May 2015.

Management of Flood Risk

Various schemes are currently ongoing or are completed – these include Phase One of flood alleviation works at Lustrum Beck, commencement of works in the Port Clarence area and completion of flood alleviation works in Hardwick. The ECI process is now complete to replace Londonderry Bridge and the planning phase for this project has now commenced.

Stockton Borough Council has continued to deliver Flood Risk Management for Darlington Borough Council.

John Whitehead Park - Heart of the Park

Work is almost complete on the £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.

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.

CUSTOMER PERCEPTION / SATISFACTION

COMPLAINTS, COMMENTS, COMPLIMENTS AND COMMENDATIONS

A full analysis of the Complaints, Comments and Commendations received for this theme has not been undertaken at Q4 2014-15. The systems in place are currently being reviewed as part of a task and finish review has been delayed. The report is now due to go to CMT June 2015.

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 £675k in 2014/15.

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.

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.

£14m replacement Street lighting lantern scheme is well underway and savings of £1.7m already made on the initial capital investment.

RISK

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

High

- Flood Risk - The flood wall on Bishopton Road is complete and the Lustrum project is progressing. The Port Clarence Flood Alleviation Scheme Phase 1 is under construction and due to be complete by the end of 2015. The issues at the A689 have been resolved and no further work is planned at present.

Medium

- Deliver a successful Regeneration Scheme at Victoria Estate
- Town Centre Housing Regeneration

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COMMUNITY SAFETY

Under this theme the following indicators are included in the corporate basket: **Target**

CS100: Overall crime rate per 1,000 population	Red
CS101: Number of criminal damage and arson incidents	Green
CS102: Number of theft offences	Target Not Set
CS103: Number of sexual offences	Target Not Set
CS104: Number of violence against the person offences	Red
CS105: Number of domestic violence offences	Red
CS106: Number of robbery offences	Red
CS107: Number of anti-social behaviour incidents	Green
CS200: Young people receiving a conviction in court and sentenced to custody	Red
CS201: First time entrants to the Youth Justice system	Green
CS202: Reduce the rate of proven re-offending by young offenders	Green

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

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

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.

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.

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.

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.

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.

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

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.

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).

The proven rate of re-offending by young offenders (CS202) for all know 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.

OVERALL THEME PROGRESS

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

Anti-social behaviour reduction - Due to strong partnership working and the development of a number of projects and initiatives the level of ASB in Stockton reduced by 6% in 2014/15. Stockton was the only borough to record a decrease. In terms of crime levels Stockton also maintained its position as the safest place to live in the Tees Valley. The development of initiatives such as joint ASB and Youth Engagement Patrols in hotspot areas across the borough and the continued support of voluntary and community sector youth diversionary activities has assisted in ensuring that ASB is tackled at the earliest opportunity. The continued expansion of prevention services such as mediation, counselling and family support has also assisted in the early identification of issues, providing immediate support to families and liaising with partners to provide a multi-disciplinary approach. The continued commitment to the provision of Uniformed ASB and Neighbourhood Enforcement officers working in partnership with the Police has made a significant contribution to the level of crime and ASB across the borough as well as the overall feelings of safety.

Operation Spark - Stockton Council in partnership with Cleveland Police, HMRC and Northern Power grid, organised the successful targeted operation on scrap metal thieves in February 2015.

CUSTOMER PERCEPTION / SATISFACTION

No information available.

COMPLAINTS, COMMENTS, COMPLIMENTS AND COMMENDATIONS

A full analysis of the Complaints, Comments and Commendations received for this theme has not been undertaken at Q4 2014-15. The systems in place are currently being reviewed as part of a task and finish review has been delayed. The report is now due to go to CMT June 2015.

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 Community Safety high or medium rated risks in the DNS Risk Register.

Thematic Summaries Quarter 4 2014/15

Key:

Green = On Target

Amber = Within Tolerance

Red = Off Target

CHILDREN AND YOUNG PEOPLE

Under this theme the following indicators are included in the corporate basket: **Target**

CYP100: Number of free early education and childcare places for all 2 year olds meeting the eligibility criteria	Green
CYP101: Proportion of children aged under 5 in each Children's Centre reach area registered with the centre	Red
CYP102: Early Years Foundation Stage - proportion of children with an overall good level of development	Green
CYP200a: Educational progress of Special Educational Needs pupils at KS2 – (achieving 2 levels of progress in Reading, Writing and Maths)	Green
CYP200b: Educational progress of Special Educational Needs pupils at KS4 – (achieving 3 levels of progress in English and Maths)	Green
CYP201a: FSM Ever 6 / non-FSM Ever 6 attainment gap at KS2	Green
CYP201b: FSM Ever 6 / non-FSM Ever 6 attainment gap at KS4	Red
CYP202a: Educational progress of Looked After Children (LAC) at KS2 (achieving 2 levels of progress in Reading, Writing and Maths)	Green
CYP202b: Educational progress of Looked After Children (LAC) at KS4 (achieving 3 levels of progress in English and Maths)	Red
CYP203a: Number of schools judged to be good or outstanding - primary	Green
CYP203b: Number of schools judged to be good or outstanding - secondary	Red
CYP204a: Percentage of pupils attending good or outstanding schools - primary	Green
CYP204b: Percentage of pupils attending good or outstanding schools - secondary	Red
CYP300: Proportion of assessments completed in 45 days	Green
CYP301: Proportion of referrals to Children's Social Care with an active CAF	Red
CYP302: Proportion of children becoming the subject of a child protection plan for a second or subsequent time, within 2 years	Amber
CYP303: Proportion of child protection plans lasting 2 years or more	Amber

CYP304: Long term placement stability for looked after children - proportion in current placement for 2 years or more	Amber
CYP305: Proportion of care Leavers in Education, Employment and Training (EET current 16 to 21 yr olds)	Red
CYP306 (a): Adoption Timescales (average time, in days, between a child entering care and moving in with its adoptive family, for children who have been adopted during the period)	Red
CYP306 (b): Adoption Timescales (average time, in days, between the Local Authority receiving Court Authority to place a child and the Local Authority deciding on a match to an adoptive family)	Red
CYP400: Proportion of young people aged 16-19 who are NEET	Red

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

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 KS4 measures; adoption timescales; and NEETs, full details are provided below.

Early Help

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.

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.

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.

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.

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

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.

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

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.

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.

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.

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.

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.

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.

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.

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.

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 31st 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.

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.

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

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

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.

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.

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.

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.

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.

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%.

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

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.

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%.

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.

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.

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.

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.

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)

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.

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.

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 into performance in relation to children in care and care leavers.

Shorter term placement stability (i.e. 3 or more placements during the year) – year end performance at 31 March was 9.7%, representing 37 looked after children with three or more moves from a cohort of 380. Although below the previous year's outturn of 7.9% (30 children from 381), performance was in line with our 9% target.

Other routes to permanency – of the 113 children who ceased to be in care during the year:

-53 (46.9%) returned home (52% in the previous year).

-17 (15.0%) were the subject of a Special Guardianship Order (16.6% in the previous year).

-13 (11.5%) were the subject of a Residence Order (12.6% in the previous year).

-30 (26.5%) children were Adopted (18.6% in the previous year, a significant increase).

CAFCASS – in 2014/15, the number of applications to the Children and Family Court Advisory and Support Service (Cafcass) was 14.6 per 10k child population (ages 0 to 17 based on 2012 ONS population projections). This is an increase on the previous year's performance of 12.5 per 10k child population and compares to an England average of 10.5 and statistical neighbour average of 13.1 per 10k child population. Despite the national trend of increasing applications for 2014/15 Stockton has seen a steeper reduction in the average number of days (calendar days) for processing care applications from 32 days in 2013/14 to 20 days for 2014/15. This compares to a national rate of reduction from 37 days for 2013/14 to 30 days for 2014/15.

Care Leavers – of the 112 (93.3%) care leavers aged 16 to 21 years during the period, all but 8 were in suitable accommodation. The highest proportion of these are 20 years and over. Although slightly below the previous year's outturn of 95.7%, performance is within the target range.

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 have provisional status.

Children's Homes – during the 2014/15 year, all (100%) of local authority run Children's homes with a full inspection judgement were judged to be good or outstanding.

Latest comparative data from Ofsted as at 30th September 2014 for local authority run Children's Homes at full inspections since 1st April 2014 shows that the proportion judged good or outstanding was:

67% for Stockton-on-Tees

60% for England

67% for the North East Region.

Childminders – during the Q4 period 8 childminders were inspected. 2 childminders had no children on the roll. For the 6 with children on the roll, 5 were rated as good and 1 requires improvement. For all those childminders inspected in the year up to 31st December 2014, 88% were judged as good or outstanding.

Latest available Ofsted benchmarking information for childminders at their most recent inspection as at 31st December 2014 shows the proportion judged as good / outstanding was:

82% for Stockton-on-Tees

81% for England

82% for the NE Region.

Childcare – There were 3 settings inspected during the Q4 period, all 3 were rated as good. For all Stockton-on-Tees providers on non-domestic premises who have an inspection judgement as at 31st December 2014, 92% were rated as good or outstanding.

Latest available Ofsted benchmarking information for inspection judgements for providers on non-domestic premises rated as good / outstanding as at 31st December 2014 was:

98% for Stockton-on-Tees
86% for England
90% for the NE Region.

Children's Centres – during the Q4 period, 2 Children's Centres were inspected, both of which were rated as good. For all those inspected in the year up to 31st December 2014, 50% were judged to be good / outstanding.

The latest available Ofsted benchmarking information (as at 31st December 2014), shows the proportion of Children's Centres rated as good / outstanding at their most recent inspection was:

60% for Stockton-on-Tees
66% for England
75% for the NE Region.

CUSTOMER PERCEPTION / SATISFACTION

The latest data available was reported at Q3. The performance sub-group of the Local Safeguarding Children's Board asked for additional questions to be added to the questionnaire. Following consultation and agreement on the new questions, the telephone questionnaire recommenced in Q1 and will be reported next year.

COMPLAINTS, COMMENTS, COMPLIMENTS AND COMMENDATIONS

Latest data available is at Q3. During the period there were:

- 17 new complaints at stage 1; 9 of which received a response during the quarter, 1 was non-qualifying and 2 were ongoing.
- 1 request for a complaint to progress to stage 2.
- 2 requests for a stage 3 panel.
- 1 stage 3 panel was convened in response to a request received in Q2. The issues arising related to the panel process, not the outcome of the complaint investigation.
- The number of new complaints in quarter three represents a return to previous levels seen in 2013/14 after a period of 3 consecutive high quarters.
- 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.

The majority of Stage 2 investigation reports were 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 Q3 period, there were 13 stage 2 investigations ongoing and there were two requests for a Complaint Review Panel received during the quarter.

Outcomes and learning from complaints are reviewed quarterly at the Children & Young People's Management Team. The Q3 report was considered at the February meeting of that group. The key issues arising are in relation to:

- accuracy of recording of contact with family and professionals;
- the need for refresher training on equality, diversity, faith, cultural and anti-oppressive practice.

FINANCE

Pressures relating to the high number of looked after children continue, impacting on budgets for foster care, adoption allowances, supported accommodation, and kinship care and these pressures are being addressed through the Big Ticket programme. Fostering Agency, Kinship & Friends Support, Adoption and Supported Accommodation were all overspent at 31/03/15 but these were partially offset by some savings on External Agency placements and Legal Fees. There were also some savings in operational staffing budgets, although some of these were offset by agency staff costs.

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

RISK

The current risks identified relating to children and young people services remain broadly appropriate, following the last update (August 2014) to the register when an additional risk was included relating to secondary school performance.

Thematic Summaries Quarter 4 2014/15

Key:

Green = On Target

Amber = Within Tolerance

Red = Off Target

HEALTH AND WELLBEING

Under this theme the following indicators are included in the corporate basket: **Target**

HW100: Obesity in 4-5 year olds (reception) % of children measured through the National Childhood Measurement programme.	Green
HW101: Obesity in 10 – 11 year olds (year six) % of children measured through the National Childhood Measurement programme.	Green
HW102: Under 18 conceptions (3 yr rolling average rate per 15 – 17 yr olds per 1,000 population)	Green
HW103: Chlamydia diagnosis (crude rate 15-24 year olds)	Data Not Available
HW201: % of smoking population accessing the stop smoking service commissioned by SBC Public Health	Red
HW202: Smoking Quitters (number of four week quitters for smoking cessation service commissioned by SBC	Red
HW204: Uptake of NHS health check programme by those eligible	Data Not Available
HW300: Rate of emergency hospital admissions for alcohol related harm per 100,000 population	Red
HW301: Number of opiate drug users that left drug treatment successfully (free of drug(s) of dependence) who do not then re-present to treatment again within 6 months as a proportion of the	Red
HW302: Number of non opiate drug users that left drug treatment successfully (free of drug(s) of dependence) who do not then re-present to treatment again within 6 months as a proportion of the	Red
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 Available

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

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

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.

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.

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

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%.

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.

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.

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

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.

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.

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

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.

OVERALL THEME PROGRESS

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

Work has been ongoing through Public Health input to the Health and Wellbeing Board in 2014/15 to improve health and wellbeing and reduce inequalities. This includes:

- Developing an agreed approach to addressing health inequalities through the Board
- Leading a series of development sessions at the Board and Partnerships around key health and wellbeing themes, to stimulate debate and multi-agency problem-solving e.g. alcohol, drugs misuse, mental health, sexual health
- Input to regular multi-agency performance monitoring reports to the Board

A session was held in March 2015 to enable partners on the Adults' Health and Wellbeing Partnership to outline how they contribute to the work of the Partnership in addressing the key cross-cutting themes in the JHWS and to address inequalities. Many of the partners presented and a follow-up session is planned for the remaining partners. The sessions will also inform the forward plan for Partnership meetings over this year.

A range of services have been reviewed and commissioned by SBC Public Health, in consultation with partners and the public, which commenced delivery in April 2015 including:

- School nursing
- Family weight management
- Stop smoking service

Further services are being reviewed in 2015/16. For example, a local model for sexual health services is being developed following the health needs assessment and as part of the review of the Tees-wide integrated sexual health service.

SBC Public Health has been working in partnership with other departments and organisations e.g. to deliver the SAFE project to provide support for young people attending A&E for alcohol misuse; and to raise awareness of support around Foetal Alcohol Syndrome Disorder (FASD).

Work has been developed this year to address inequalities through:

- Focusing NHS Health Checks and Lung Checks together with the Tees Valley Public Health Shared Service (TVPHSS) to continue to universal provision but incentivising a focus on the areas of greatest deprivation (where CVD and COPD prevalence are highest). Uptake has increased in these groups
- Undertaking further analysis of stop smoking data at ward level to inform provision of the stop smoking service according to variation between wards
- Work with the school nursing service and the TVPHSS to develop school health profiles, to inform delivery of the new school nursing model according to need

The team is implementing the 'proportionate universalism' approach (Marmot 2010) through e.g. the oral health programme in schools. The programme is offering tooth brushing to all nursery and reception children in the Borough; and a fluoride varnish programme to the most deprived 20%.

SBC Public Health continues to develop partnership working with partners to improve health and wellbeing e.g. with the CCG to develop plans to increase cancer screening uptake; and the VCS and CESC to deliver the Fairer Start initiative for 0-3yr olds.

CUSTOMER PERCEPTION / SATISFACTION

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

- Review of weight management pathway
- Health needs assessment regarding mental health in children and young people
- Health needs assessment regarding sexual health
- Services for people with dementia to inform the Dementia Friendly Communities initiative
- Recommissioning of the drug treatment service in October 2016.

COMPLAINTS, COMMENTS, COMPLIMENTS AND COMMENDATIONS

Nothing to report this Quarter

FINANCE

No specific issues

RISK

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

Thematic Summaries Quarter 4 2014/15

Key:

Green = On Target

Amber = Within Tolerance

Red = Off Target

STRONGER COMMUNITIES

Under this theme the following indicators are included in the corporate basket: **Target**

SC100: % of residents who agree that Stockton-on-Tees is a place where people from different backgrounds get on well together	Green
SC101: % of residents who feel they can influence decisions affecting the local area	Green
SC102: % of residents over 18 who have given unpaid help to any group, club or organisation in the past 12 months	Red
SC200: The percentage of the adult population registered to vote at 1 December.	Red
SC201: Percentage of attainers (16 to 18-year-olds) registered to vote at 1 December	Red

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

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

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

As at 1 December 2014, 92% of the adult population had registered to vote (SC200); this turnout 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).

OVERALL THEME PROGRESS

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

Policy, Improvement and Engagement

During 2014/15, support has been provided to continue to promote and develop the Voluntary, Community and Social Enterprise (VCSE) sector to enable them to be in a position to bid for and successfully manage a wider range of contracts and service delivery going forward. This has included a range of support activity and strategy development including: Promoting and evaluating funding programmes in support of the sector development.

Working with them to implement the Councils Asset Transfer Strategy

Development of a Market Development Strategy to support the sector to plan ahead and identify any emerging knowledge or skills gaps

Delivered a Training support package to the sector.

Development of a draft volunteering strategy awaiting final approval.

Work on a review of the Practical Community Empowerment Support (PCES) is in early project planning stages

The Stockton Borough Compact 2014 – 2017 which defines the relationships between sectors in Stockton Borough, has been refreshed and agreed by the Stockton Local Strategic Partnership.

Support has been provided to Community Centres and their management boards including:

Support with the transfer of Hardwick Community Centre to Hardwick in Partnership

Facilitating and supporting repairs to centres across the Borough, providing advice and support on managing and running effective centres.

Quarterly Community Centre Forums are also run in partnership with SRCGA to provide a platform for information advice and support.

Ongoing support to the Tees Valley Armed Forces Forum, with many successes delivered over the last year including:

Raised awareness of the sector and their needs leading to improved access and service delivery,

Improved monitoring arrangements,

Support for grant funding applications,

Improved relationships with the Armed Forces organisations and community.

Continued support to the Forum by Stockton's elected members.

Healthwatch, Back on Track and Information, Advice and Guidance contracts have been continually monitored throughout the year with regular contact with providers through meetings, visits, audits etc., where appropriate. A review of the Healthwatch and NHS Complaints Advocacy contracts is underway.

The Advice and Guidance contract has been reviewed alongside the Back on Track arrangements. This has provided an opportunity to streamline our processes and improve the service user's pathway in accessing these services and funds. Arrangements going forward are to be managed by Development

and Neighbourhood Services.

Effective consultation has been delivered throughout 2014/15. Advice and guidance has been provided to service areas delivering consultation. The Viewpoint residents' panel have been used for both regular and rapid response surveys to gather views on numerous topics, such as events, fostering and adoption and to inform service provision and policy.

The Employee Survey 2014 was delivered successfully in October 2014, results have been very positive. Results and analysis have been reported to CMT, Members and management teams across the authority. Action plans to address both corporate issues and specific departmental areas for improvement have been developed alongside a series of follow up focus groups to help inform further understanding and improvement work. The results are used to inform many aspects of the Council's internal policies, communication strategies and staff training programmes and support the Shaping a Brighter Future work streams.

The Residents' Survey is on schedule to be delivered during the summer of 2015, with procurement now completed and the approved contractor appointed. The detailed content of the survey is now being developed alongside the appointed contractor to ensure all necessary arrangements are in place. The survey results are scheduled to report December 2015 / January 2016.

The requirements of equality legislation are continually being promoted. During the year, the Disability Advisory Group (DAG) have contributed to numerous focus groups, scrutiny reviews, events, and input into partner organisations, all of which influences service provision across our Borough. This included working with Cleveland Police to launch a public awareness campaign regarding the issue of cars parking illegally on pavements across the Tees Valley. Further work has been undertaken to consider equality impact assessments and community impact assessments which will conclude in the coming months with improvements to the decision making arrangements.

Legal Services

Implementation of the Care Act 2014 in April 2015 has required a significant commitment in preparing for the transition and compliance with the new statutory framework. Work continues to embed the changes and to prepare for the funding reforms for adult social care anticipated in April 2016.

Legal support has continued for the various regeneration projects in the Borough, with the addition of securing funding with HCA for the compulsory acquisition of the Kwik Fit site for development as part of the Northshore redevelopment. Property, planning and highways matters continue at high volume and the success of the Shambles and 62 Dovecot Street continue to result in the granting of numerous leases and occupation agreements. A number of significant private sector developments in the borough continue to require legal support for planning and highways issues.

Delivery of work involving more complex contract and procurement issues has also increased such as the proposed High Ropes course at the barrage and ensuring cost certainty in respect of the maintenance of the Newport bridge. This is coupled with the continuing support to major and significant projects such as the Innovation Centre, the Globe and ARCC (probation service) often cutting across a range of legal and commercial issues (including state aid). It is anticipated that these more complex matters will continue to grow as the Council strives to continue to deliver services in an increasingly challenging economic climate requiring new and innovative legal structures through which to deliver them.

Democratic Services & Member Development

The Police and Crime Panel agreed the Commissioner's Precept at its February meeting and provided its comments on his Police and Crime Plan 2015/18. Both of these decisions were informed by Task and Finish Reviews relating to the Commissioner's overall budget strategy and his priorities. The Panel also agreed a process for the appointment of a replacement Non Political Independent Member, following a resignation. The appointment Panel is due to meet in April.

The Health and Wellbeing Board has held an event to consider the implications of, and approach to the NHS Five Year Forward View. This will be a standard item on the Board's agenda from 15/16. The Board has also considered the Director of Public Health's Annual Report and received updates from the Clinical Commissioning Group on Community based urgent care and its plans relating to co-commissioning. The Board also fulfilled one of its statutory duties in approving a Pharmaceutical Needs Assessment for the Borough.

The end of the year saw the successful conclusion of the first two year term of office of the inaugural Stockton Youth Assembly (SYA) which for the first time saw the democratic election of a Youth MP and Deputy Youth MP to represent the needs of the young people of the Borough, as well as each Secondary School/Academy and special interest group having the opportunity to appoint their own representative on the Assembly. The nomination and election process introduced many of the young people for the first time to how democracy works and gave each an insight into the various services the Council is responsible for, and importantly sought the views of those young people on how they would wish services to be shaped in the future. Preparations for the next SYA have already commenced with an election held for the MYP and Deputy MYP. Over 6292 votes were cast and counted in the presence of the Mayor; which represented a 70% turnout. The Count confirmed the election of Jess Hugill as MYP and Kushan Bhardwaj as Deputy MYP for the next two years.

Cabinet/Council paved the way with effect from the next Municipal Year for the public to be able to view on line key meetings of the Council, Cabinet and Planning Committee so that they can see for themselves what their elected representatives are saying and how they are voting on issues on their behalf. The public also now have the right to seek permission from the Council for them to personally record/broadcast business transacted during public meetings, thereby giving more members of the public access into how local government conducted its business, making it more open and transparent. The contract for the Council's preferred supplier for its Council meeting software (E-Genda) is also due for renewal shortly and preliminary negotiations have taken place regarding cost of future contract within the context of the Council's existing budget constraints. The existing supplier (AKS) has also been engaged to introduce improvements to enhance the appearance of the existing system and offer an improved google search facility to help retrieve required information.

Implementation of the recently agreed Member Learning & Development Strategy has continued with work progressing on the support information that is vital to assist members once elected.

Civic & Community Engagement

One of the largest of the year's civic events took place during quarter four with the hosting of the Mayor's Ball. This well supported event helped to boost the funds generated for the year to in the region of £23,000, with the Eastern Ravens Trust and Marie Curie Cancer Care set to benefit at the end of the Municipal Year; as well as the Armed Forces charities, and a small number of voluntary and community groups and individuals who have applied for financial assistance to help them continue with their activities. Other civic events have also taken place such as the national celebration of the Commonwealth with a flag raising ceremony at the Town Hall attended by the Deputy Lieutenant of Durham.

Working in partnership with Registrars to welcome new British Citizens to our community and get them registered to vote, a number of Citizenship Ceremonies have been held with 20 Delegates and 25 Guests attending, representing 15 countries (Azerbaijan, Canada, China, India, Iran, Jamaica, Jordan, Kenya, Morocco, Nigeria, Pakistan, Poland, Romania, Sudan, and Zimbabwe).

A review of the Mayor's Civic Awards scheme was carried out to ensure the scheme remained fit for purpose and reflected the current priorities of the Council. The review presented several recommendations which included adding two new categories of award and agreeing three levels of recognition to simplify the award process. New categories of award for the promotion and participation of Health & Wellbeing and a category recognising the contribution of businesses that have in some way enhanced the reputation of the Borough have also been added to make the scheme even more

encompassing. Officers promoted the scheme to encourage worthwhile nominations from across the borough.

Electoral

This year has seen the successful transition to Individual Electoral Registration (IER). Despite the various “teething problems” and difficulties encountered by the team, key project milestones have been met

Work continues to maximise registration of under-registered groups as part of on-going engagement work with particular emphasis on registration ahead of the May elections. Delivery of various activities / publicity / and distribution of information has taken place to raise awareness about the changes to voter registration and promote registration using the SBC website and social media; press releases; articles in KYIT and Stockton News; e-mail distribution lists; posters and leaflets in libraries, contact centres and other community buildings; a workshop for sixth form students at Teesside high School called, ‘Young people should be seen and heard – you decide!’; and a stall on Stockton Market. Activities have included messages to target under-registered groups (e.g. students through ‘National Voter Registration Day’ on 5th February; attended a ‘BME Voice’ event organised by Catalyst; Targeting Care Homes to ensure all their residents are registered to vote). An emphasis was made on using the online registration facility and the telephone helpline. An IER advert promoting registration in doctors’ surgeries in under registered wards has been rolled out and Borough wide promotion of voter registration through SBC car parking tickets has been implemented.

As a result of the transitional canvass in 2014, a full canvass of all properties in the Borough did not take place. In order to ensure that our Register is as complete and accurate as possible for the May 2015 Elections, a Household Notification Letter was sent to every property setting out who is registered to vote and inviting changes in order to ensure that the register is as complete and accurate as possible ahead of the May elections. Delivery of the letters was timed to coincide with National Voter Registration Day on 5 February 2015. The response to the Household Notification Letter has been very positive and the inclusion of postal vote application forms with the letter has also led to over 2000 new postal vote applications being received.

Planning and preparations for the May 2015 elections were in full swing at the end of the year. This has included the appointment of hundreds of staff for the various roles, development and delivery of staff training, booking of polling stations, meetings with print suppliers and Royal Mail, proofing of the various official documentation, commencing the nomination process and finalising arrangements for the verification and count, including innovative plans to use technology to relay results at the count venue. Further meetings have been held with candidates and agents as well as with media and police and security services.

Scrutiny

Select Committees have completed a busy and challenging work programme for 2014/15. Nine reviews were successfully completed for consideration at the March Cabinet Meeting. These included a high profile Task and Finish Review of Child Sexual Exploitation which was completed within three months taking evidence from a wide range of partner agencies and services over seven meetings. In total, twelve in-depth reviews were completed during the year covering a diverse range of topics. This was alongside ongoing monitoring of completed reviews and corporate performance across key areas including children, health, and adult services, and engaging with emerging NHS issues.

Quality Monitoring Framework for Adults and Children’s Services – Work continues on improving the work of the Adult Services and Health (ASH) and Children and Young People (CYP) Committees regarding monitoring of the performance and the quality and safety of these important and high profile services.

CUSTOMER PERCEPTION / SATISFACTION

The Viewpoint resident panel has been used to seek the views of customers throughout the year on numerous topics. Facebook and twitter accounts are regularly monitored to pick up the views of residents and customers and feed these back into services.

COMPLAINTS, COMMENTS, COMPLIMENTS AND COMMENDATIONS

During 2014/15, there were four complaints recorded in relation to this theme, this is a reduction compared with last year. There were 38 compliments recorded, which is a similar number to those received last year. The majority of the compliments were for the excellent service provided by legal and democratic services. These have been fed back to staff.

FINANCE

There are no financial issues of significance relating to this thematic area. Details of the MTFP are set out in the year end budget report.

RISK

There are no risks on the corporate risk register which fall under this theme. The predominant area of risk currently concerns individual electoral registration and the management of the combined Parliamentary and Local Government elections.

Thematic Summaries Quarter 4 2014/15

Key:

Green = On Target

Amber = Within Tolerance

Red = Off Target

ADULTS

Under this theme the following indicators are included in the corporate basket: **Target**

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	Data Not Available
AS102: Proportion of service users who have control over their daily life	Data Not Available
AS103: Proportion of service users who say that those services have made them feel safe and secure	Data Not Available
AS200: Local safeguarding measure - proportion of clients agreeing with the outcome of their referral	Green
AS201: Safeguarding - proportion of referrals that are fully or partly substantiated	Green
AS300: The proportion of carers who have been assessed by the Council who are in receipt of information, advice or support	Green
AS301: The proportion of Self Directed Support service users who convert their personal budget to a direct payment to manage their own care	Green
AS302: Proportion of people still at home 91 days after discharge from hospital into reablement provision	Green
AS303: Rate of permanent admissions of older people (aged 65 and over) to residential and nursing care homes per 100,000 population	Red
AS304: Rate of delayed transfers of care from hospital attributable to social care per 100,000 population (aged 18 and over)	Green

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.

THEME PROGRESS AGAINST COUNCIL PLAN MEASURES

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. The one indicator that under-performed was admissions to residential and nursing care homes, details are provided below.

Overall Satisfaction Measures

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.

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

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.

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.

Personalisation

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.

Prevention

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%).

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.

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.

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 (<=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

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.

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 and remaining independent at 91 days, we also 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 936 clients provided with a package of support at the end of 2014/15, 655 (70.0%) 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 is for the position at the 31st March 2015 and indicates that:

-11.5% of clients were in paid employment – this continues to reflect a good level of performance. This is an increase of 0.6% on the previous quarter and better than the most recent 2013/14 published benchmark data available of 7.0% for the England average and comparator group average of 5.2%.

-86.7% of clients were in independent living, a decrease of 2.9% on the previous quarter, but above the most recent 2013/14 published benchmark averages of 60.8% (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 for 2014/15 indicates that:

-80.6% of clients were living in their own home or with their family, an increase on Q3 performance of 79.3% and remaining above the latest England average (final 2013/14 data) of 74.9%, but slightly below the comparator group average 81.8%.

-7.4% of clients were in employment, which is 1.5% below performance for Q3 of 8.9% but still above both the latest England average of 6.8% and comparator group average of 5.0% (final 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.

Below gives a summary of the revised 2014 assessed scores to care home provider showing participation and grade:

2 Care Homes - Outstanding
14 Care Homes - Good
8 Care Homes - Required Improvement
0 Care Homes - Inadequate

As a voluntary process, 24 out of the 36 homes participated and results show that of the homes that participated 66.7% are either good or outstanding. This shows an improvement on the 2013 performance (32.4%), with 9 (37.5%) improving their grade from last year. Action plans are currently being developed with the focus on those that most require improvement, and these are being regularly monitored.

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 2014/15 show that of the 331 clients surveyed 315 (95.2%) responded as satisfied or very satisfied, an improvement on 93.5% in 2013/14 and achieving our target of a 90%+ satisfaction rate.

COMPLAINTS, COMMENTS, COMPLIMENTS AND COMMENDATIONS

The latest data available is at Q3. During the period, there were 12 new complaints received, 9 of which were responded to within the quarter and 3 are on-going.

The Q3 report was considered at the March meeting of the Adult Care Management Team. Key issues identified included errors in records / documentation and clarity of communication with clients. The Q4 report will be considered at the June meeting of the Adult Care Management Team and key issues identified will be reported in the next quarterly update of this Adults thematic report.

Following an initial complaint, records were not corrected which resulted in a second complaint being registered. This could have been avoided.

2 complaints were referred to the Local Government Ombudsman (LGO) during the period, both were in the initial stages of LGO involvement.

FINANCE

The budget continues to be managed within overall target. The pattern of activity and placements is reflected in some pressures in relation to residential placements and direct payments but these are offset by an underspend across a number of other service areas.

RISK

The CESC Risk Register was updated following a review in August 2014, to include additional risks to take account of policy changes regarding the Better Care Fund, Deprivation of Liberty Standards Supreme Court Judgement and implementation of the Care Act. The risk score for the Better Care Fund has been reconsidered and increased to 15, however it remains medium risk. No further changes are considered to be required at this stage.

Thematic Summaries Quarter 4 2014/15

Key:

Green = On Target

Amber = Within Tolerance

Red = Off Target

ARTS, LEISURE AND CULTURE

Under this theme the following indicators are included in the corporate basket: **Target**

ALC100: Percentage of visitors who thought SIRF was 'good' or 'very good'	Red
ALC101: Additional spend in Stockton during SIRF	Green
ALC200: Percentage of adults with a recent club membership primarily for sport or recreational activity	Red
ALC201: Percentage of adults achieving at least 150 minutes of physical activity per week	Green
ALC300: Number of visits to libraries across the borough	Green
ALC301: Number of visits to Preston Hall Museum	Red

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

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

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 +/- 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

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.

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

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 bearing in mind library opening hours reduced by 21% since last year. E-books (12,286) and e-audiobooks (2,657) issued during 2014/15 accounted for 2% of all library issues (707,947).

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. Five new roles from the Museum Review are being incorporated into the service 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.

OVERALL THEME PROGRESS

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

Library improvements

Billingham's new library and customer service centre opened January 2015. The £2.7m facility acts as a 'one stop shop' and houses the main public library, customer services for Stockton Borough Council and Tristar Homes, a cash office and is the headquarters for Billingham Town Council.

Norton Library has been refurbished and upgraded to a modern library and officially reopened 7 January 2015. At the same time the Mayor also unveiled a Stockton Heritage plaque commemorating Dr M'Gonigle, 1920s Medical Officer of Health, for his contributions to public health.

A budget has been allocated for Yarm library refurbishment in 2015/16.

Since January 2015 Stockton libraries support a scheme that prescribes books for people living with dementia. The Reading Well Books on Prescription for dementia scheme supports those with the condition and their carers to have a better understanding of the challenges they may face. Since February 2015, 25 titles are available to provide quality information, advice and support following a dementia diagnosis. They offer guidance on early memory loss along with practical help for carers with suggested activities to help people remain active and independent for as long as possible. The books are located at Billingham, Thornaby Central and Stockton Central libraries and requests for the books can be made at any branch across the Borough.

Stockton Town Centre Regeneration

Stockton Town Centre's multi-million pound physical two and a half year regeneration programme completed on time and within budget. The official re-launch celebrations Saturday 21 March 2015 included a giant, street theatre, family fun activities, live music and an enormous eagle swooping across the town to reveal the stunning new water feature in its garden like setting. The event was a huge success with large crowds watching the display, entertainment and taking part in the activities.

The new granite plinth outside Marks and Spencer has a poem inscribed on it which was written by internationally published local poet, Mark Robinson. The poem hints at the town's industrial past and at

the form of the Stockton Flyer automaton, which in future the plinth will house. As well as becoming home to the Flyer, the plinth also serves as a stage for small performances and will occasionally be used for temporary sculptures in a similar way to the fourth plinth in London's Trafalgar Square. It is currently being used to celebrate that Stockton will host the 2016 British Cycling National Road Championships in June next year following a successful bidding process. In recent years, the British national titles have been won by cycling stars such as Sir Bradley Wiggins, Mark Cavendish and Laura Trott. The council hopes to change lifestyles and inspire people to cycle through the combination of elite spectacle and recreational riding.

Specialist Markets

More than 7,000 people visited Stockton Town Centre's Sparkles Market in December 2014. Businesses, shops and eateries throughout the town also benefited from the extra visitors with 51 per cent of shoppers surveyed at the market also planning to pop into a café and 60 per cent were going to visit an independent shop. The 2014 Stockton Sparkles Market was the first ever specialist market to take place on the High Street, which as part of the town's regeneration has been specifically designed for Stockton's vast range of specialist markets, and with 40 traders it was the biggest to date too.

In February 2015 Stockton's High Street market won the national award for hosting the 'Best Love Your Local Market Event' and its innovative 'Random Acts of Kindness' event held in May 2014. This recognition led to Stockton hosting a National Association of British Market Authorities conference in March where officials met to discuss the latest issues facing markets and also take in a tour of the High Street Market.

The 2015 specialist markets programme will be the town's busiest yet and will offer more high quality goods than ever before. The town's popular Chic Vintique and Farmers Market will return with some new events too including a Food Festival, Book Fair and Retro Market.

Sport and Leisure

Funky Feet, an innovative activity class designed by Leisure and Sports Development for children was shortlisted for the Sports Technology Design Challenge Award, sponsored by Sport England in March 2015. Classes are held in schools and venues across the Borough and offer a varied programme of fun exercise activities for children aged two to four. The children taking part in Funky Feet benefit from positive developments in their physicality, hand-eye co-ordination and even their mental wellbeing. The heightened social development of the children involved has been commented on by parents, teachers, carers and course leaders. Nearly 9,000 children have attended a Funky Feet session in recent years. Healthy fruit is offered to all children at the sessions and many parents have reported that their children will now eat fruit.

Stockton's young athletes were recognised for their talent and dedication at the annual Teesside Schools Sports Council's (TSSC) awards for Stockton, Hartlepool, Middlesbrough and Redcar and Cleveland in February 2015. Three out of the four categories were won by Stockton's athletes, these were for disability sports personality of the year, team of the year, and female sports personality of the year. Stockton Council works with Northfield School and Sports College and TSSC and its partners to ensure pupils from across the four boroughs can compete at district, county, regional or even national sporting events and competitions.

Over 850 participants took part in the Duathlon in April 2015. A number of new participants new to multisport were attracted to the event this year. The event once again secured major event status and acted as an age group qualifier for the 2015 International Triathlon Union World Championships Sprint and European Triathlon Union 2016 European Championships Standard.

The number of visits to Tees Active Limited run pools and sports centres has increased by 1.8% compared with the same period last year. 1,766,553 visits have been recorded in pools and sports centres during 2014/15 which exceeded the year-end target of 1,750,000 by 0.9%.

Preston Park

Preston Park Museum is celebrating the arrival of a new artefact belonging to friction match inventor, John Walker. A set of apothecary scales has been bought using money from the Spence Fund of the Spence Bequest. The scales will be displayed with the Museum's John Walker collection later in the year.

Improved parking facilities opened at the end of March 2015. High quality, sympathetic, resurfacing work has created 252 parking spaces on the southern field behind Butterfly World. Drainage improvements at the northern overflow car park are expected to be completed in May.

Heritage

Stockton's Heritage website was launched June 2014. It captures the early development of the Borough from pre-Roman times, through to Anglo-Saxon settlement and into modern day. Visitors can also discover the history behind the Borough's buildings and landmarks and read stories about sporting achievements, prominent local figures and notable contributions to the arts and sciences. 6,400 users visited over 27,000 webpages between June 2014 and March 2015.

CUSTOMER PERCEPTION / SATISFACTION

SIRF results

Very positive survey results were received, including:

82.8% (+/- 3.9%) of visitors who responded thought SIRF 2014 was "good" or "very good".

81.9% of respondents are more likely to visit Stockton again after attending SIRF 2014.

70.6% thought 'SIRF is good for promoting Stockton as a place to live' and 'SIRF 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

A full analysis of the Complaints, Comments and Commendations received for this theme has not been undertaken at Q4 2014-15. The systems in place are currently being reviewed as part of a task and finish review has been delayed. The report is now due to go to CMT June 2015.

FINANCE

Arts Council Grant of £200k used to fund SIRF and SIRF Carnival during 2014/15.

Libraries review has been implemented and annual the savings requirements have been achieved.

The new Billingham integrated customer service centre and library opened in January at a cost of £2.8m.

Investment of £800k for improved car parking provision at Preston Park approved by Cabinet in October with the work being completed in March.

Package of funding totalling £210k approved at Cabinet in October for improvements to Yarm Library.

£10m 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.

Thematic Summaries Quarter 4 2014/15

Key:

Green = On Target

Amber = Within Tolerance

Red = Off Target

ORGANISATIONAL AND OPERATIONAL EFFECTIVENESS

Under this theme the following indicators are included in the corporate basket: **Target**

OOE100: % of residents satisfied with the way the Council runs things	Red
OOE101: % of people who agreed that the Council provides good value for money	Green
OOE102: % of people who trust the Council	Green
OOE103: % satisfaction with how well the Council keeps residents informed about the services and benefits it provides	Green
OOE104: % satisfaction with contacting the Council	Green
OOE105: % of people who contacted the Council who found it easy to find the right person to deal with	Red
OOE106: % of people who contacted the Council who found staff helpful	Green
OOE200: % of Council tax collected	Red
OOE201: % of national non-domestic rates collected in-year	Red
OOE300: Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms	Green
OOE400: The number of working days/shifts lost to the Authority due to sickness absence.	Red

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

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

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

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.

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.

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.

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.

OVERALL THEME PROGRESS

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

Communications

Good progress has been made on the delivery of the elements of the 12 key communication campaigns for 2014/15. Various media platforms have been used to deliver the campaigns including Stockton News, the new look website, the updated intranet, opportunities through advertising, leaflets, press enquiries, social media platforms and external coverage across the area. Success is measured in a number of different ways including increased visitor numbers to events, comments on Facebook and Twitter feeds, hits on our website, levels of media interest, coverage in local press, turnout at the elections, positive response to surveys undertaken, and a general increased resident awareness of our residents.

During the last year, positive coverage has been secured for a number of Council projects in the local, regional, national and trade media while handling intense media interest in issues such as high profile Serious Case Reviews, road traffic accidents on Stockton High Street, proposed school admissions arrangements and the filming of Benefits Street in Stockton.

The Council's intranet has been completely refreshed, providing an improved communication platform for staff, incl. information, organisational structures and improved search facilities. These improvements make this site an excellent resource for staff.

The Phase 2 redesign of the council internet has been successfully delivered alongside a move to a new content management system (CMS), allowing for a more fundamental overhaul of the site. Construction of the new site has been completed, the data migrated over to the new system and the website was successfully re-launched on 31st March 2015. The site now meets access standard for tablet and smartphone applications, making the website much more accessible to residents. A better search facility and streamlined information make this more user friendly and supports residents and partners to self-serve. The platform is now in place to allow further development to the site including the My Stockton customer portal facility.

The Social Media Policy has been reviewed with a new process established. The policy delivers improvements which help staff manage our social media more effectively, support residents to have their say and manage any associated risks more effectively. Improvements include the introduction of an application form for any new service specific social media accounts, to ensure these are only set up when there is a suitable business case.

Other key areas of work undertaken by the communication team included:

promotion of the launch event to celebrate the completion of Stockton Town Centre; securing local, regional, national and international coverage
completion of the three editions of Stockton News, which were all well-received
promotion of the Positively Stockton-on-Tees campaign including the Borough-wide event "The Loudest Whisper"; which secured regional television coverage

Customer Services and Taxation

Successfully achieved the corporate Customer Service Excellence (CSE) accreditation for another year, following an assessment on the 14th May 2014. Standards have been maintained throughout the year and the 2015 CSE Assessment visit will take place on 28th May 2015. The required evidence has been collated and agenda for the day has been agreed and issued.

The Customer Portal, 'My Stockton', is a single sign-on personalised customer account that residents

can access through the website. My Stockton went live on 31st March 2015 alongside the Council's new website. Phase 2 requirements are currently being considered, including taking into consideration comments/suggestions from the 223 customers who have already registered on the site.

Billingham Customer Service Centre opened as planned on 5th January 2015. The Centre dealt with approximately 4,000 customers between opening and 31st March. Customer feedback to date has been very positive.

Other work has been undertaken to improve customer contacts, this work includes: Integrating Lagan (the customer relationship management system used within Customer Services) and Flare (the integrated management system used by services in DNS). Residents can log requests for services at the Contact Centre, the call is automatically passed through to FLARE where the relevant service area will then deal with the request. Developing and implementing the processes for responding to 'Back on Track' calls and visits. Setting up a Care Act 'hot line' and responding to enquiries.

Taxation and Finance teams are continuing to review and refine monitoring arrangements for Council Tax and Business rates income through series of regular meetings. The implementation of the Analyse Local software will assist with future forecasting for business rates.

Stockton Collections, - our in-house enforcement service to recover unpaid Council Tax, Business Rates and parking/bus lane offence fines, started operating in September 2014, replacing the external bailiff services. This service is running successfully.

Other key areas of work included the continued promotion of the Council Tax Discretionary Discount Scheme alongside work on a small targeted project maximising discounts and reliefs. This work has helped some of the more vulnerable residents of the borough by maximising statutory discounts and reliefs and reducing council tax liability.

Governance, Finance and Assets

Regular reporting to members on our budget position has continued throughout the year running alongside individual and portfolio holder's briefings. Additional briefings were held with Members during the budget setting and Council Plan development. The final medium term financial plan and budget report for 2015/16 was presented to Cabinet in February 2015; who agreed the Council Tax proposals, a balanced budget for 2015/16 and the indicative MTFP for the next three years.

Work continues into 2015/16 on our programme of reviews and efficiency savings; some reviews have experienced some slippage and therefore the revised date for expected completion is December 2015.

Through regular reporting to Cabinet, Members have continued to be updated on the progress of the Asset Review and Disposal Plan, including an update in February 2015. The report summarised progress in implementing recommendations of the Asset Review, such as the implementation of the Libraries Strategy and the subsequent disposal of Roseworth, Westbury Street, Roseberry and Bedale libraries. The report provided an update on progress around asset transfer arrangements, including the agreement for the asset transfer of New Life Family Centre to New Life Church and Eldon Street to Five Lamps Organisation, and, provided the revised timetable for the proposed asset transfer of Ragworth Neighbourhood Centre and Norton Grange. Other progress includes the agreement in principle to negotiating the disposal of an element of the land of the Education Centre site to the Baptist Church with the remainder being advertised on the open market. The Asset Review and Plan will continue to be rolled out over the coming months.

The Capital Investment Plan has been updated. The School Investment Plan will be completed alongside the ongoing Scrutiny Review of School Places; this is now expected to be December 2015. In year reports to Members have approved some funding from school capital resource to deliver school improvements and expansions where required.

Human Resources

Continued support has been given to the on-going programme of organisational and structural change being delivered to ensure that the organisation can continue to deliver the best possible services as the Council manages its financial challenges. The Medium Term Financial Plan service review programme identified 67 reviews with staffing implications. Only eight reviews are outstanding that require reporting back to Cabinet and a further 6 that do not require report back to Cabinet. In the financial year 2014/15, 29 reviews were completed. This includes reviews that were undertaken due to service operational and financial reasons, falling outside the MTFP service review programme. The impact on employees has continued to be minimised through the service review process with as many expressions of interest in voluntary redundancy being accommodated where possible and redeployment opportunities maximised where the employee wishes to be redeployed.

A programme of leadership and management development has been provided to ensure that we have highly skilled managers and leaders with corporate and strategic focus to take the organisation forward. In 2014/15 a total of three Aspiring Manager and two Stepping into management programmes were delivered to 54 new and aspiring managers. As well as, other management training courses delivered to 130 managers included Managing Performance Appraisals (x4); Coaching Skills for Managers; Building New Teams; Managing Diversity (x7); Recruitment and Selection (x2) and Transformational Leadership. The Management Development and People Management Skills contracts have been extended for 1 year to 31st May 2016.

A workforce development programme has been provided to further enhance the skills, flexibility and capacity of our workforce. In 2014/15 a total of 584 delegates attended training in: Appropriate Communication (x2); Assertiveness Skills (x2); Contract Management; Coping with Change & Pressure; Credibility & Confidence; Diversity for Employees (x38); Managing Challenging Customers (x7); Motivational Interviewing Skills; Job Search workshop and Project Management Skills(x2). The Personal Effectiveness and Business Development Processes contracts have been extended for 1 year to 31st May 2016.

Continued work has been undertaken to further enhance the diversity of our workforce through recruitment and retention of under- represented groups. The Council monitors the equality strands through the workforce profile reports and it is noted that the reduction in the overall full time equivalents within the Council has not disproportionately affected the workforce declaring a disability, BME, LGBT. One of the work streams in our Shaping a Brighter Future programme is reviewing our recruitment and selection process taking into consideration the workforce's diversity. In 2014/15, diversity training was delivered to 388 employees and Managing Diversity training was delivered to 54 managers. The Equal Opportunities Policy is currently being reviewed and the annual 'Disability Symbol Re-Accreditation' has been completed with the Council retaining the 'Two ticks' symbol for 2015. The four Equality Staff Forums are working towards their agreed objectives, including the planned Equality Roadshow for 2015.

The following mechanisms have been put in place / continued in order to support employees through change by communicating clearly, creating an environment where employees have the confidence to voice their ideas for change and providing good support mechanisms for those affected by change: The revised intranet site has created a much improved platform through which we can better communicate with employees. An improved search facility ensures policies are easy to find, and topic related areas of the new intranet, for example Shaping a Brighter Future, better support staff through change. Regular updates on progress with the financial challenge and service review programme are provided weekly in KYiT to ensure employees are fully informed. Employee questions and suggestions for improvements are fully considered through the 'Ask Neil' facility and the Bright Ideas staff suggestion scheme. These are prominent features on the Council's intranet.

The Shaping a Brighter Future programme and Employee Survey, amongst other mechanisms allow staff to get involved and have their say.

The Employee Support and Development Programme provides support for employees affected by change. During 2014/15, there have been numerous 1to1 and group sessions for the employees that required support through reviews including completing job application forms and interview techniques.

Employees also have access to the Council's counselling and occupational health services as well as signposting to other organisations to help support employees through change.

The Council's Occupational Health Nurse has now commenced employment and is progressing with setting up the new service. The Occupational Health Physician has also been appointed and has commenced clinical work.

The contracts for Counselling and Physiotherapy have been further extended for a period of 12 months (1st April 2015 to 31st March 2016); the future of both provisions will be decided as part of the Shaping a Brighter Future programme (employee benefits package).

Policy, Improvement and Engagement

The revision of the Performance Management Framework has been postponed until June 2015 and is scheduled to go to Members for approval in August 2015.

Work has continued on the development of the Use of Information Toolkit which was a recommendation following a Scrutiny Review. This will also be used to support the Member Development Programme post the 2015 elections and provide an assurance that information held by the authority and its partners is used in the development of policy and in support of recommendations made to Cabinet.

Live testing of the bespoke Performance Management Database at Q3 led to some further improvement work in advance of year end where a further live testing is taking place. An evaluation of the system and process will take place following year end to inform procedures to be used in 2015/16 and future phases of this project.

Xentrall

As part of the adoption and implementation of appropriate Information Management and Assurance Standards, an email information classification pilot has been completed successfully and a process for developing a corporate roll-out plan has been agreed. Information security policies have been revised and are being discussed before approval.

Reporting of information security incidents has improved which is indicative of a high level of awareness of the importance of information governance. To ensure further awareness of Information Governance and the legal / regulatory framework in which the Council operates is raised to all employees, partners and other stakeholders, the employee and Member guides to information security and the 4Learning CBT awareness courses are being updated and then published; this was planned for Q4 but has slipped into Q1 2015/16.

Work has continued to ensure a robust, secure, flexible and affordable ICT Strategic Architecture is in place and maintained, this includes the telephony system upgrade, implementation of a new corporate spam/anti-virus system for all users, Wi-Fi installation in the whole of Municipal Buildings, other sites are to follow in 2015/16.

To gain efficiencies from the use of ICT, the Council's workforce needs to be competent in the use of ICT, a customer survey was undertaken in Q4 which included a self-assessment of ICT competency. Results will be presented to the ICT Strategy Group and then follow up work will continue in 2015/16. In addition, an End User Computing team has been set up as a pilot to assist ICT users in their work environments. A showcase session was held in March which was well received. Plans are in place to "floor walk" an office to see how the team can assist in day-to-day ICT issues.

CUSTOMER PERCEPTION / SATISFACTION

Customer Services satisfaction surveys

The Customer Service telephone satisfaction survey results 2014-15 found that:

84% were satisfied with the time taken to answer the call.

100% satisfied with the politeness of the person answering the call.

100% satisfied with the friendliness of the person answering the call.

100% satisfied with the helpfulness of the person answering the call.

100% satisfied with the knowledge of the person answering the call.

99% satisfied with the quality of the service received.

The Stockton Customer Services exit survey results 2014/15 found that:

98% saw a Customer Services Officer within 10 minutes.

100% were satisfied with the Customer Services Officer being able to deal with your query. 100% were satisfied with how knowledgeable the Customer Services Officer was.

99% were satisfied with how polite and friendly the Customer Services Officer was.

99% were satisfied with how helpful the Customer Services Officer was.

100% were satisfied with the overall contact experience.

Thornaby Customers Services exit survey results 2014/15 found that:

100% saw a Customer Services Officer within 10 minutes.

100% were satisfied with the Customer Services Officer being able to deal with your query. 100% were satisfied with how knowledgeable the Customer Services Officer was.

100% were satisfied with how polite and friendly the Customer Services Officer was.

100% were satisfied with how helpful the Customer Services Officer was.

100% were satisfied with the overall contact experience.

Xentrall's customer satisfaction survey

A full customer survey was undertaken by Xentrall during Q4. The results from the customers from Stockton Borough Council were:

3.6 out of 5 satisfied with design and print

4.2 /5 satisfied with Finance

4.5 /5 satisfied with HR

4.1 /5 satisfied with IT

4.2 /5 overall satisfaction with Xentrall

COMPLAINTS, COMMENTS, COMPLIMENTS AND COMMENDATIONS

During 2014/15, there were 67 complaints received in relation to this theme. This is a reduction compared with the numbers dealt with last year. A higher number of complaints were received during quarter 2 and quarter 4. The number of upheld complaints throughout the year was very low (14). Due to the nature of the work, the majority of the complaints were received in Customer Services and Taxation. All complaints were thoroughly investigated, remedial actions taken where appropriate, and learnings used to improve the service provided, such as revising procedures.

There were only four comments recorded this year in relation to this theme. This is lower than last year but it is suggested that this is a result of them not being seen as a formal comment and recording them as such. A revised policy and procedure to manage complaints, commendations, comments and compliments is being created; which will support officers by providing clarity on what the council will record in respect of CCCCs.

In 2014/15, there were 162 compliments and commendations recorded in relation to this theme. A similar number were received in each of the quarters. A larger number were recorded this year compared with last. The main areas of compliments were staff professionalism and excellent customer service provided, especially noted was how helpful staff were.

FINANCE

There are no financial issues of significance relating to this thematic area. Details of the MTFP are set out in the year end budget report.

RISK

There are five risks on the corporate risk register which fall under this theme. These risks continue to be managed and regularly monitored to mitigate where possible the likelihood / impact. The risks are:

Workforce resilience across the Council

Sensitive personal information

Data quality

Medium Term Financial Plan

Records management