

**STOCKTON-ON-TEES BOROUGH COUNCIL**

**CABINET RECOMMENDATIONS**

**PROFORMA**

Cabinet Meeting .....12th July 2017

1. Title of Item/Report

The Council Plan Annual Report 2016-17

2. Record of the Decision

Consideration was given to a report on the Council Plan Annual Report.

The annual report provided an update on the non-financial performance of the Council during 2016/17.

Although the Council continued to face huge ongoing financial and economic challenges, it remained very ambitious for Stockton-on-Tees and 2016/17 had seen the Council continue to deliver for residents and businesses. The scale of the challenge was unprecedented and left the Council facing more incredibly difficult decisions.

The Council was committed to developing and ensuring it delivered high quality, customer focused services that met the changing needs of the communities. In 2016/17 the Council had continued to develop as an organisation and had:

- Been shortlisted in two prestigious national awards as one of only six finalists in the “Local Authority of the Year” category of the Municipal Journal awards and for the Association of Public Service Excellence (APSE) overall Council of the Year Award for the seventh year running.
- Continued the programme of service reviews as the Council adapted to huge ongoing funding reductions.
- Received another extremely positive report from Auditors, who said: “As we have seen in recent years, the Council is exploring different service models to preserve service delivery along with financial stability.”
- Received extremely positive results from the employee survey which should be celebrated, particularly when they were read in the context of significant change and work pressures for employees.
- Maintained the Silver Investor in People award and also achieved the Gold Better Health at Work award accreditation.
- Maintained the Customer Service Excellence accreditation for the sixth consecutive year, securing the highest possible “compliance +” rating in 9 categories

- Continued to implement improvements in direct response to the Ipsos MORI residents' survey undertaken across the Borough in 2015.
- Launched the new "My Views" consultation portal, which provided an improved online platform to support consultations on service changes and proposals.
- Supported the successful bid that saw Stockton High Street crowned winner of the Great British High Street Awards' Rising Star category.

The full Council Plan Annual Report was attached for Members information.

RESOLVED that the report be noted.

3. Reasons for the Decision

To allow Members to receive information about the non-financial performance of the Council.

4. Alternative Options Considered and Rejected

None

5. Declared (Cabinet Member) Conflicts of Interest

Councillor Steve Nelson declared a personal non prejudicial interest in respect of agenda item 8 - Council Plan Annual Report 201617 as he was a Director of Thirteen.

6. Details of any Dispensations

N/A

7. Date and Time by which Call In must be executed

Midnight, 21 July 2017

Proper Officer  
17 July 2017