

**STOCKTON-ON-TEES BOROUGH COUNCIL**

**CABINET RECOMMENDATIONS**

**PROFORMA**

Cabinet Meeting .....27th June 2019

1. Title of Item/Report

Council Plan Annual Report

2. Record of the Decision

Consideration was given to a report on the Council Plan - Annual Report 2018/19.

The Council Plan summarised the Council's strategic position over the next 3 years and described the Council's Policy Principles, Vision and Key Objectives. The Council Plan covers all of the Council's services.

The is committed to developing the Council and ensuring that is delivers high quality, customer focused services that meet the changing needs of the communities. Over the last year the Council had:

- Been shortlisted in no fewer than 6 award categories, and also for the prestigious 'Council of the Year' award at the Association of Public Service Excellence Awards, winning the 'Best Service Team of the Year: Parks, Grounds and Horticultural' Award
- Maintained its Customer Service Excellence accreditation for the seventh consecutive year, securing the highest possible "compliance +" rating in 12 categories
- Continued to implement improvements in direct response to the Ipsos MORI residents' survey undertaken across the Borough in 2015
- Been ranked as best in the country by the residents in an annual public satisfaction survey carried out by independent market research specialist Ipsos MORI collecting local resident's perspectives on, and satisfaction with, Highway and Transport Services in Local Authority areas
- Received another extremely positive report from Auditors, who said: "The Council is well aware of the financial challenges it is facing in the future" and "The Council remains well placed to face these challenges and officers continue to keep the overall position under close review"

- Continued to invest in its employees through the Shaping a Brighter Future programme, maintained the Silver Investor in People award and achieved the highest 'Continuing Excellence' level in the Better Health at Work Awards
- Continued to maintain a high survey response rate in the 2018 Employee Survey which showed that staff strongly believe that the Council is a good place to work
- Continued to challenge and change the way it works and deliver services with a 25% reduction in the size of workforce since the programme of cuts began in 2010/11

RESOLVED that the report be noted.

3. Reasons for the Decision

To allow Members to receive information about the Council Plan.

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 5 – Council Plan 2018/21 – Annual Report as he was a Director of Thirteen and a Board Member of Catalyst.

6. Details of any Dispensations

N/A

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

Midnight, 5 July 2019.

Proper Officer  
01 February 2019