

Progress Update – Meeting Venues

Number	Recommendation	Responsibility	Anticipated Completion Date/ Completion Date	Evidence of Progress 18/01/11	Assessment of Progress 18/01/11	Q4 Evidence of Progress Presented on 14/06/11	Assessment of Progress 14/06/11
5	That the use of telephone conference calling be promoted for smaller meetings in order to reduce the pressure on conference facilities, unnecessary travelling and car journeys and, subject to available resources, the use of video calling be considered as a further alternative.	Ian Miles, Head of ICT	July 2007 / October 2007 (further feedback on pilot scheme to be provided to future meeting)	<p>As part of the successful RIEP Video Conferencing bid lead by Redcar & Cleveland, the RIEP 21st Century Board decided to award only one additional unit to Xentrall (on the understanding that this additional unit is to be assigned to Darlington as the original unit has already been assigned to Stockton), as such Stockton will need to procure an appropriate unit for the Billingham Site to be able to video conference between Stockton & Billingham.</p> <p>Xentrall have received options and quotations for an appropriate unit for Billingham and are discussing these currently with the supplier to ensure seamless connectivity between this Billingham unit and the RIEP provision both at Stockton and Redcar.</p> <p>Site Surveys for the RIEP Video Conference units (TelePresence 1300) have been rescheduled for January. Following these surveys any remedial work required on the room or network will be completed before Cisco will release any TelePresence equipment for deployment.</p>	3 - Slipped	<p>Site Surveys for the RIEP TelePresence units were completed for Stockton in January 2011, and remedial work required is currently progressing.</p> <p>The overall RIEP TelePresence Project is running approximately 5/6 months behind schedule due to technical issues experienced at Redcar. The core equipment and two TelePresence units were installed at Redcar & Cleveland at the beginning of April, and their third unit is being installed shortly with configuration and fine tuning of the core setup to continue throughout April.</p> <p>As part of the RIEP TelePresence Project, Easynet have been requested to provide suitable connectivity across their Northern Grid for Learning network to interconnect the regional TelePresence units. We are awaiting a progress update from Easynet. Stockton's Video Conference connectivity to Billingham will utilise existing internal network links but reconfigured to provide secure traffic segregation.</p> <p>Following the installation of the</p>	3 - Slipped

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				<p>The overall RIEP Video Conference project is running approximately 2/3 months behind schedule due to some technical issues that needed to be addressed on the Redcar & Cleveland network before any of the core video equipment could be deployed. Once this core has been established (now expected to be end January 2011), then the RIEP Project will progress to address the remote council sites (Darlington and Stockton).</p>		<p>RIEP TelePresence solution, Xentrall will work with the supplier to integrate the Billingham requirement into the overall solution.</p>	

Progress Update – Voluntary & Community Sector

No	Recommendation	Responsibility	Anticipated Completion Date/ Completion Date	Evidence of Progress 18/01/11	Assessment of Progress (Categories 1- 4) 18/01/11	Q4 Evidence of Progress Presented on 14/06/11	Assessment of Progress (Categories 1 – 4) 14/06/11
4	That the Corporate Directors of DNS and CESC should take forward a response to the Audit Report on Youth and Community Centres, including reference to the status of Ragworth Neighbourhood Centre and that a report should be prepared for CMT and reported back through the scrutiny monitoring process within six months	Joint Working Group	01/01/2009 Review scheduled to complete Dec 09	EIT review on Assets underway and due to report through Cabinet by March 2011 Baseline report approved by Exec Scrutiny on 4 th January 2011	3 - Slipped	Asset Review Report presented to Cabinet March 2011. Consultation on Asset Transfer principles agreed April – June. Further report to Cabinet – June/ July 2011.	2 – On Track
6	That the Council should continue to review and resolve governance issues including: <ul style="list-style-type: none"> • to ensure that Members receive appropriate support to fulfil their roles on VCS bodies, including a review of 	Team Leader- Democratic & Member Services	Apr-09 Will be implemented in readiness of appointments in 2011/12	Cabinet approved the following actions to improve both the governance and information sharing arrangements in respect of outside bodies that elected members have been appointed to:- R1 That the information requested annually from Outside Bodies and held by	2 – On Track	Monitoring of the recommendations approved by Cabinet regarding the governance and information sharing in respect of outside bodies will be undertaken by the Executive Scrutiny Cttee.	1 – Fully Achieved

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	guidance currently issued, and to consider how information regarding the activities of VCS organisations appointed to by this Council may be best brought to the attention of Members;			<p>Democratic Services be improved and expanded to include a description of the Body, meeting frequency, time and dates/days of meetings and whether substitutes are permitted, and are categorised in to types of body, e.g. statutory, partnership, joint, community to improve understanding of the nature of the organisations</p> <p>R2 That the further information indentified above be circulated to Political Groups prior to Annual Council to assist with the consideration of whether a nomination(s) is appropriate, and if so the number of nominations, and</p>			

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				<p>identify the appropriate nominee(s) (to be considered at recommendations 3)</p> <p>R3 That Group Secretaries be given the opportunity to meet prior Annual Council to discuss nominations to Outside Bodies</p> <p>R4 That appointments are made on a four year term basis, recognising however, that for various reasons decisions might be required during the 4 years to terminate the original term of office and/or agree a replacement appointment</p> <p>R5 That the appointment process is mapped and made available to all Members</p>			

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				<p>R6 That an area in the Members Library section on the intranet (and internet if the information can be made available to the public) be allocated for officers to upload relevant information received from Outside Bodies, including reports, minutes, and links to the organisations websites where applicable</p> <p>R7 That, in addition to officers, Members are requested to provide annual feedback from the bodies they are appointed to, monitoring the activity of these bodies and the value of the appointments</p> <p>R8 That Members be advised of the relevant officer(s) and Cabinet</p>			1

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				<p>Member to contact with issues or concerns for each body</p> <p>R9 That the Engagement & Partnership Team and Catalyst be asked to continue to facilitate the provision of advice and assistance to community groups regarding Trustee Liability insurance issues</p> <p>R10 That the names of the schools governing bodies which Members are appointed to is stated on each Members Egenda profile.</p> <p>The above recommendations will be implemented in readiness for appointments made in 2011/12.</p>		<p>Information is provided on Catalyst website and the mycommunity pages of the Council's website.</p>	

Progress Update – EIT Review of Communication, Consultation & Engagement

No.	Recommendation	Lead Responsibility	Finance Manager	Anticipated Completion Date/ Completion Date	Quarter 4 Evidence of progress Presented to Committee on 14/06/11 (Please state current position on recommendation or alternative action taken)	Savings/Costs to Date (please state whether actual or estimated) 14/06/11	Assessment of progress (Categories 1-4) 14/06/11
6	That a comprehensive Community Engagement Strategy be produced to provide a co-ordinated and strategic approach to community engagement and involvement. The Strategy will include a strategic framework on funding for and use of community buildings. The Strategy will be completed by 31 March 2010.	Head of Community Protection Head of Finance and Assets Head of Policy, Performance and Partnerships	Paul Bale	30/6/10	Engagement Strategy Completed and approved at Cabinet. Asset transfer strategy approach approved by cabinet and agreement to consult on draft asset transfer principles secured. Further report scheduled for Cabinet in July 11.	N/A To be determined as part of review	2
7	That a single Community Engagement team be created to deliver the Community Engagement Strategy. The team will be in place by 31 March 2010 to deliver the strategy	Heads of Policy, Performance and Partnerships, Community Protection and Housing Head of Policy,	Paul Bale	30/6/10	Recruitment to team completed end of March 2011. Effective date of implementation June 2011.	£100k	1

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	in recommendation 6 above.	Performance and Partnerships					
Predicted savings of Review				£300k (from Communications aspect) £100k from engagement	Actual Savings of Review to Date (including all recommendations)	£400k	
Human Resources Implications				19 employees were covered by this review with a full time equivalent (fte) number of posts of 17.12. The new structure had 10.42 fte jobs which resulted in 6.7 fte potential redundancies. In respect of the redundancy situation there are 6 voluntary redundancies and 2 compulsory redundancies, both of whom are now in their notice period and on the Redeployment register.			

Progress Update – EIT Review of School Catering

No.	Recommendation	Lead Responsibility	Finance Manager	Anticipated Completion Date/ Completion Date	Quarter 4 Evidence of progress Presented to Committee on 14/06/11 (Please state current position on recommendation or alternative action taken)	Savings/Costs to Date (please state whether actual or estimated) 14/06/11	Assessment of progress (Categories 1-4) 14/06/11
1.	That the price of a school meal be increased to £1.95 from September 2011.	A Brown	A Bryson	September 2011	Agreed in February at Cabinet, implement Sept 1 st 2011	£0	2 – On track

Appendix 1

2.	That the staffing guidescale and kitchen allowances hours be reduced as set out in Appendix 3 of the report.	A Brown	A Bryson	May 2011	Consultation completed and all proposals approved by trade unions. All new contracts now in place to commence new guidescale hours implemented week commencing 25.4.11	£0	2 – On track
3.	That a revised management structure as set out in Appendix 4 of the report be implemented.	A Brown	A Bryson	May 2011	One member of the management team currently in notice and leaves the service end May 2011. The other management post affected which is a reduction in weeks from full time to term time will also be implemented 1.5.2011	£0	2 – On track
4.	That as part of negotiations for SLA's for School Catering to start in 2012/13 officers discuss with schools options such as service development and increasing uptake to reduce the resource allocations subsidy.	A Brown	A Bryson	March 2012	Negotiations with schools will commence in September ready for new Service Level Agreements to commence 2012/2013	£0	2 – On Track
Predicted savings of Review				£241k	Actual Savings of Review to Date (including all recommendations)	£0	
Human Resources Implications				One Compulsory redundancy of a post in the Catering Management structure. The new primary kitchen guide scales has been implemented with no redundancies however there has been a need to vary contracted hours of work for Kitchen staff (increases and decreases in hours).			

Progress Update – EIT Task and Finish Review of Customer Services & Taxation

No.	Recommendation	Lead Responsibility	Finance Manager	Anticipated Completion Date/ Completion Date	Quarter 4 Evidence of progress Presented to Committee on 14/06/11 (Please state current position on recommendation or alternative action taken)	Savings/Costs to Date (please state whether actual or estimated) 14/06/11	Assessment of progress (Categories 1-4) 14/06/11
1	That Customer Services and Taxation be re-structured, the new structures to be in place by 1 st June 2011 with estimated savings of £133,000 per annum.	Debbie Hurwood	Paul Bale	31 st May 2011	Formal consultation on proposals took place 04.01.11 – 07.02.11. Proposals currently being implemented and will be in place by 01.06.11.	Est £66,500 in 2011/2012 followed by ongoing £133,000 per annum	1 – Achieved fully
2	That the consultation exercise around the above restructure also include proposals for standardising the disparate contractual arrangements for Customer Service Officers.	Debbie Hurwood	Paul Bale	31 st May 2011	The above consultation exercise also included proposals for standardising disparate contractual arrangements for Customer Service Officers. The changes have now been adopted.	-	1 – Achieved fully
3	That a further review of Customer Services and Cashiers be undertaken in 2012/2013 by which time new technologies will be embedded and the	Debbie Hurwood	Paul Bale	December 2012	Benchmarking exercises ongoing. Text messaging technology introduced to streamline processes and reduce number of outbound telephone calls.	-	2 – On track

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	new Stockton multi-service centre will be fully operational, thus enabling a more accurate assessment of the staffing resources required to run the service.						
4	That the revisions to the discretionary rate relief policy described at paragraphs 7 and 8 of this report be adopted with effect from 2011/2012 with a projected saving of £24,700 per annum.	Esme Hall	Paul Bale	31 st March 2011	Updated internet with details of the revised scheme. Letters to those organisations affected by the changes w/c 21.02.11. New applications are being assessed against the new criteria wef 01.04.11. Annual bills issued showing new entitlements to relief.	Est £25,000 per annum	1 – Achieved fully
5	The introduction of a trial scheme to “re-cycle” cases that have been returned by the Council’s main bailiff to an alternative bailiff.	Esme Hall	Paul Bale	March 2012	Contract agreed and implemented with Bristow & Sutor, training taken place and first “re-cycled” cases to be issued in May 2011. Negotiations underway with two other bailiff companies.		2 – On track

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6	That work continue to exploit the potential of new technology to improve customer service in particular, further work be undertaken to develop a business case with regard to the introduction of SMS texting for inward and outbound interactions between Customer Services and residents.	Kath Hornsey	Paul Bale	Sept 2011	Text messaging scheme introduced to remind customers about their scheduled collection of bulky waste. Self service on-line forms went live to enable customers to register a request for service and monitor its progress. Further forms under development.	-	2 – On track
7	That the monthly Community Access Points currently held at Tesco stores in Ingleby Barwick and Durham Road cease, and (subject to agreement with store managers) be replaced with occasional promotions for specific events.	Kath Hornsey	Not Applicable	Feb 2011	Publicised end of scheme. Last sessions were end of Jan for Tesco, Durham Road and start of Feb for Ingleby Barwick. Had discussions with store managers and agreed how the scheme will work in the future.		1 – Achieved fully

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8	Develop and roll out a channel access strategy which will outline the broad principles for the ways in which the Council will deliver its services through a range of accessible contact channels that provide value for money and will include a channel migration strategy designed to encourage customers to use cheaper channels, where appropriate.	Kath Hornsey Kath Hornsey	Not Applicable	Develop-ment of the strategy April 2011. Implement-ation complete by March 2012.	Access Channel Strategy and implementation plan approved by CMT March 2011. Tasks from action plan incorporated into 2011/2012 work programmes.	-	1 – Achieved fully 2 – On target
9	That opportunities for partnering with other Councils continue to be explored and evaluated as the impact of changes to the Benefits Service on any possible future partnering arrangement become clearer.	Debbie Hurwood	Paul Bale	Ongoing	Tees Valley Chief Executives are reviewing and considering partnering options / opportunities across a range of service areas including Taxation and Benefits. No decision on future partnering arrangements has been made as yet.		2 – On target

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Predicted savings of Review				£157k per annum	Actual Savings of Review to Date (including all recommendations)	£91,500 in 2011/2012, then on target for £157,000 per annum thereafter.	
Human Resources Implications				The organisation review referred to at (1) above resulted in a reduction of 4.5 FTE posts (1.5 voluntary redundancy, 0.5 voluntary reduction in hours, 2.5 deletion of vacant posts)			

Progress Update – EIT Task and Finish Review of Human Resources

No.	Recommendation	Lead Responsibility	Finance Manager	Anticipated Completion Date/ Completion Date	Quarter 4 Evidence of progress Presented to Committee on 14/06/11 (Please state current position on recommendation or alternative action taken)	Savings/Costs to Date (please state whether actual or estimated) 14/06/11	Assessment of progress (Categories 1-4) 14/06/11
1	To the deletion of all vacant posts and vacant hours within the Human Resources service on previously full time posts from the establishment.	Julia Spittle	Paul Bale	Complete	All vacant posts and vacant hours have been deleted.	£107,937	1 – Fully Achieved
2	To review the health and well being service including the back care programme	Julia Spittle	Paul Bale	30.6.2011	This is on track. Information on the revised service has been issued to managers and alternative arrangements for accessing workplace assessments put in place. An e-learning DVD on managing absence is currently being developed. 2 posts have been	£67,635. Additional savings relating to reduced physiotherapy charges will	2 – On Track

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					deleted.	also be recouped.	
3	To continue to explore opportunities for raising additional income including a revised Service Level Agreement with Schools in relation to the provision of the Health and Safety service	Julia Spittle	Paul Bale	31.3.2011	New SLA's have now been signed reflecting increased Health and Safety charges for schools and an SLA is currently being drawn up for additional work for Darlington Borough Council. A 2 year SLA has also been signed with Northshore Academy and a secondary school in Redcar. Additional work is also being undertaken at Riverside College and I anticipate that an SLA will also be signed here.	£34,378	1 – Fully Achieved
4	To investigate the possibility of partnership working with Darlington Council	Julia Spittle / Lesley Blundell	Paul Bale	31.3.2012	A review has been scheduled to commence in June or July this year	None to date. The review will include an estimate of potential savings	2 – On Track
Predicted savings of Review (These savings include a pre-existing budget gap of £112k which has been accounted for in the MTFP)				£322k	Actual Savings of Review to Date (including all recommendations)	£209,950 plus the potential for additional savings arising from Paragraph 4 above.	

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Human Resources Implications				Prior to the review there were 43.58 full time equivalent staff in HR and these have been reduced by 4.4 posts. A further senior post is being held vacant pending the review of partnership working with Darlington. These reductions have been achieved through the deletion of vacant posts, natural wastage and 1 compulsory redundancy.			