

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

No.	Recommendation	Lead Responsibility	Finance Manager	Anticipated Completion Date/ Completion Date	Quarter 1 Evidence of progress Presented to Committee on 13/09/11 (Please state current position on recommendation or alternative action taken)	Q1 Savings/Costs to Date (please state whether actual or estimated)	Q1 Assessment of progress (Categories 1-4)
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 new Stockton multi-service centre will be fully operational, thus enabling a more accurate assessment of the staffing resources required to run the service.	Debbie Hurwood	Paul Bale	December 2012	<p>Continuing to work on implementing new technologies (such as kiosks, self-service and SMS texting) which will improve efficiency.</p> <p>Commencing cross training for those staff that will be transferring to the new Stockton Customer Service Centre so that they are able to deal with a range of enquiries.</p> <p>Continuing to monitor performance and benchmark with other local authority customer service teams in the area.</p>	N/A	2 – on track
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	230 cases totalling £103,693.25 have been referred to Bristow & Sutor (the alternative bailiff) for collection and 34 have payment arrangements in place. Contracts have been agreed with 2 other alternative suppliers and cases will be referred to them for collection during Q2		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	<p>The text messaging scheme introduced to remind customers about their scheduled collection of bulky waste is working well. Automated text messages have replaced outbound telephone calls, saving approximately 2.5 hours staff time per week and improving response times to incoming calls.</p> <p>Since launching new on-line self-service forms in January 2011, 600 work requests have been logged through the service – details completed by the customer are directly entered into the back-office system without any manual intervention by staff. Self service is available for refuse collection; street cleaning, highway, horticultural services and agricultural services.</p>		2 – on track
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	Continuing to review the situation across the Tees Valley and any opportunities for partnering that might emerge. Unlikely that any decisions will be made regarding Taxation partnerships until more details about changes to the Council Tax Benefits Scheme are known. At this time it will be possible to assess the implications for Council Tax administration and associated ICT systems etc.		2 – on track

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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				An organisation restructure that was recommended as part of the review and has been fully implemented 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

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2	To review the health and well being service including the back care programme	Julia Spittle	Paul Bale	30.6.2011	This is now complete. 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 deleted	£67,635 salary savings. Additional savings relating to reduced physiotherapy charges will also be recouped.	1 – Fully Achieved

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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 July this year	£64,863 salary savings through the non filling of the OD Manager post.	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)	£274,813	
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			

Progress Update – Older People Strategy

Number	Recommendation	Responsibility	Anticipated Completion Date/ Completion Date	Q4 Evidence of Progress Presented on 14/06/11	Assessment of progress (Categories 1-4) 14/06/11	Q1 Evidence of Progress Presented on 13/09/11	Q1 Assessment of progress (Categories 1-4)
2	That the Council continue to develop its partnership approach to providing support for older people in the Borough through future service planning.	Liz Hanley	Annual update (Dec/ Jan)	20/07/10 Strategy reviewed February 2010. Reviewed document to be considered at over 50s assembly. No change to previous update	2- on track	No change to previous update.	2- On track.

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14	That the feedback from the Northern Housing Consortium consultation on the Age Friendly Community in the North be fed into the review stage of the Older People Strategy.	Abi Kelly	Mar-10	20/07/10 <i>To be reviewed as part of the communication plan.</i> No change to previous update	2- on track	No change to previous update.	2- On track.
16	That the Stockton on Tees Public Transport Forum be promoted and that representations be made at this forum with a view to persuading bus companies to take appropriate action to improve their services in order to address the decline in bus patronage.	Richard McGuckin (Chris Renahan)	Ongoing	Public Transport forum held on 22.1.11.	2- on track	Public Transport Forum meeting is arranged for 23.7.11.	Ongoing.
17	That the Council's web site and other communication outlets be utilised to promote opportunities for public participation in voluntary and public organisations; as well as the available initiatives in support of older people in employment and	Abi Kelly	Ongoing	My Community web pages have been established and can be found at www.stockton.gov.uk/mycommunity	2- on track	Completed.	1- Achieved.

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	enterprise.						
18	That opportunities be taken to identify and promote community resourced based training providing basic IT skills/training (i.e. how to use the internet, e-mail etc.) as opposed to more formal qualification based courses already provided.	Lisa Kiely	Mar-11	20/07/10 <i>To be reviewed as part of the Strategy Communication plan.</i> No change to previous update.	2 - On Track	Completed. The most popular course has been 'Try IT'. Amongst the other courses available are: <ul style="list-style-type: none"> • Accessing the internet, email and text. • Protecting young children online. • Internet shopping. 	1-Achieved
19	That opportunities for the Council to participate in joint working on older people issues be further explored with Catalyst, Help the Aged, Age Concern and the U3A and other similar organisations.	Liz Hanley	Ongoing	Prevention and re-ablement work streams are in progress.	2- on track	No change to previous update.	2- On track.
20	That Stockton News and the Golden Guide document continue to be utilised to provide information, in easy to read language, promoting the	Liz Hanley	Mar-10	5,000 copies of the new edition of the Golden Guide are currently being printed. Stocks will be reviewed and a re-print considered in line with an annual review and update.	2- on track.	Completed.	1- Achieved.

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	activities and achievements of older people, and including details of Older Peoples services delivered, being prepared or planned for introduction at a future time, and that the Council seek to explore with Older People the level of interest/ need around 'drop in' meeting facilities for older people and to develop plans based on this feedback with partners						
21	That a dedicated Older Persons' information section be created on the Council's website, containing all relevant information highlighted in this review regarding Older Peoples services, activities and benefits and this area include links to the websites of other organisations working to support the needs of older	Abi Kelly	2010	The web-based Adult Service Directory has been delayed from the planned April launch due to the provider, Opportunity Links, going into Administration. They have now been bought out by Open Objects. SBC has agreed to purchase the Open Objects solution and in the next 6-8 weeks are planning to transfer the data into the new directory for a launch in the summer of 2011.	2- on track	No change to previous update.	2- On track.

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	people in the Borough.						
25	That the availability of grant funding for outdoor exercise/ recreational equipment for older people be considered within future service planning; with reference to the possible options identified such as use either in dedicated apparatus sites (with possible location next to children's play areas) or integrated within 'healthy walks/leisure trails'.	Graham Clingan/Keith Mathews/ Neil Russell	Ongoing	Consultation with older people is currently in progress, including the Over 50s Assembly.	2- on track.	No change to previous update.	2- On track.
29	That the Council make appropriate representation, including through the Tees Valley Bus Users Forum, to ensure that bus companies make adequate provision to cater for visitors/patients in respect of the	Richard McGuckin (Chris Renahan)	Ongoing	<i>20/07/10 Consultation and communication work relating to the Momentum project is ongoing. Transport companies are involved in this process.</i> No change to previous update	2 - On Track	This action is on hold until plans for the future provision of hospital services is clear.	4- Not achieved.

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	location of the new hospital at Wynyard as well as existing hospitals already experiencing the effects of a reduction in bus services.						

Progress Update – Meeting Venues

Number	Recommendation	Responsibility	Anticipated Completion Date/ Completion Date	Q4 Evidence of Progress Presented on 14/06/11	Assessment of Progress 14/06/11	Q1 Evidence of Progress Presented on 13/09/11	Q1 Assessment of Progress
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>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>	3 - Slipped	<p>The core equipment of the RIEP TelePresence Project and three TelePresence units for Redcar & Cleveland have been installed and this initial phase went live on 12th July 2011.</p> <p>Easynet/NGfL and Virgin Media resources are now working to link the Stockton and Darlington TelePresence sites into this core provision, we expect this work to take a further eight to ten weeks of engineering time, during this period we are finalising room remediation works at both councils.</p> <p>Xentrall are working closely with Virgin Media to extend the original RIEP TelePresence</p>	3 - Slipped

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				<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 RIEP TelePresence solution, Xentrall will work with the supplier to integrate the Billingham requirement into the overall solution.</p>		<p>Solution to our Billingham Kingsway House Office, a TelePresence 500 unit is being procured for this site, the unit is to be located within a meeting room to be created during the refurbishment of the 2nd Floor at Kingsway House. We are working with Virgin Media to ensure this project extension coincides with that for the main RIEP TelePresence provision for Stockton.</p>	

Progress Update – Voluntary and Community Sector

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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	<p>Asset Review Report presented to Cabinet March 2011.</p> <p>Consultation on Asset Transfer principles agreed April – June.</p> <p>Further report to Cabinet – June/ July 2011.</p>	2 – On Track	Asset review progress report presented to Cabinet in July. Further report scheduled for November.	2 – On Track