

Service Improvement Plan (*abridged*) – D&NS, Regeneration and Economic Development 2006/07- 2008/09

Theme: Community Cohesion	
Objective: RED 01: Promote a cohesive society through investment in deprived communities	
Action & Milestones	Success Measures & Targets
Neighbourhood Renewal Fund Programme Delivery <ul style="list-style-type: none"> Appraise and develop interventions to meet NRF Floor Targets by April 2006 Secured funding allocated to interventions by March 2007 Align the Neighbourhood Renewal Plan with the Community Strategy by March 2007 	<ul style="list-style-type: none"> 6 Packages in place for the delivery of interventions Annual spend targets achieved – 95% Programme packages agreed by lead officers March 2007
Increased role for Renaissance in planning and delivering Council services <ul style="list-style-type: none"> LSP Review by September 2006 Increase representation on area boards 	<ul style="list-style-type: none"> Annual review achieves Amber-green or above 2 BME representatives elected
Sports and Leisure Strategy <ul style="list-style-type: none"> Completion of a Sports and Leisure Strategy for the Borough by June 2006 	<ul style="list-style-type: none"> Increase satisfaction ratings from 59% in 2002/03 to 72% by 2007/08 Increase annual attendance at leisure facilities by 2% per year
Voluntary Sector/Core Funding <ul style="list-style-type: none"> Evaluation of the effectiveness of core funding Encourage greater involvement of voluntary and community sector in service delivery 	<ul style="list-style-type: none"> Bi-annual audit of funding agreements 60% of VCS organisations with Governance agreements

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Theme: Economic Regeneration and Transport	
Objective: RED 02: An Environment with an effective image	
Action & Milestones	Success Measures & Targets
<p>Support the Stockton Middlesbrough Initiative</p> <ul style="list-style-type: none"> • Develop marketing strategy by March 2007 • Complete phases II and III of Green Dragon Cultural Quarter by March 2008 • Complete master planning for Southern Gateway by March 2007 • Effective management structures in place by March 2007 	<p>Effective marketing of Green Blue Heart</p> <ul style="list-style-type: none"> • Phase II complete March 2007 • Phase III complete March 2008 • Developer on site by March 2008
<p>Revitalise the boroughs town centres Facilitate the commencement on-site of key regeneration schemes:</p> <ul style="list-style-type: none"> • Thornaby development complete by March 2008 • Billingham Regeneration scheme agreed by March 2008 	<ul style="list-style-type: none"> • 100% Floorspace occupied by March 2009 • Preferred developer on site by March 2009
<p>Major Regeneration Schemes Contribute to development of briefs and planning for key major regeneration sites throughout the year</p>	<ul style="list-style-type: none"> • Haverton Hill Development briefs agreed by March 2007 • Boathouse Lane development brief by March 2007 • Sun Street sale by March 2007 • Norton Road brief agreed by March 2007 • St Mark's Basin development brief prepared by March 2007 • Bowesfield Development brief prepared by March 2007 • Salthome INR start on site by March 2007
<p>Housing Schemes Successful delivery of two large-scale housing regeneration schemes</p> <p>Hardwick</p> <ul style="list-style-type: none"> • Successfully relocate homeowners within the schemes • developers on site by March 2008 • New homes available for rent by Sept 2006 <p>Mandale</p> <ul style="list-style-type: none"> • Linear Park phase 1 complete by March 2007 	<ul style="list-style-type: none"> • 40 properties completed in Hardwick by March 2007 • Hardwick extra care scheme completed by March 2008 • Hardwick Primary School relocated by March 2008 • 60 properties completed in Mandale by March 2007

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Theme: Economic Regeneration and Transport	
Objective: RED 03: An Economy that is attractive to investment and promotes Business Growth	
Action & Milestones	Success Measures & Targets
<p>Supporting Businesses</p> <ul style="list-style-type: none"> • Encourage residents to go into business – Apr 06 to March 07 • Support business growth and survival - ongoing • Increase the number of businesses in the Borough - ongoing • 	<p>Removing barriers to employment and enterprise</p> <ul style="list-style-type: none"> • 80 residents supported in 2006/07 • 30 new businesses supported in 2006/07 • 15 growth/inward investment businesses supported in 2006/07
<p>Tackle Worklessness</p> <ul style="list-style-type: none"> • Targeted training and recruitment through New Approach to Public Procurement - ongoing • Increase number of people receiving benefit moving into employment – year on year • Increase employment opportunities for residents from regeneration areas year on year 	<ul style="list-style-type: none"> • From 214 in 2004/05 to 588 by March 2009 • From 7 in 2004/05 to 100 by March 2008
<p>Tourism Proactive marketing and promotion to increase visitors to the Borough throughout the year</p> <ul style="list-style-type: none"> • Increase visitor length of stay to 3 nights or more • Increase usage of Tourist Information Centre 	<ul style="list-style-type: none"> • 23% staying 3 nights or more by March 2007 • 44,000 by March 2008
<p>Stockton Town Centre Management</p> <ul style="list-style-type: none"> • Establish effective partnership with town centre companies and businesses by Sept 2007 • Appropriate and relevant PI's to be developed by Sept 2007 	<ul style="list-style-type: none"> • 4 new joint funded / supported events in 2006/07 • Baseline and targets established for 6 KPI's by Sept 2007

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Theme: Organisational Development – Service Delivery	
Objective: RED 04: Improve the operational efficiency of the RED service	
Action & Milestones	Success Measures & Targets
<p>Geographical Service Delivery Link Regeneration and Economic Development to the agenda for geographical service delivery</p> <ul style="list-style-type: none"> Review staffing structure by March 2007 	Review completed
<p>Joint Working</p> <ul style="list-style-type: none"> Establish partnerships through SMI for business support and Tourism by March 2007 Improve partnerships with funding organisations – year on year 	<ul style="list-style-type: none"> Increased partnership working with Middlesbrough BC by March 2008 2 additional bids submitted in 2006/07
<p>Efficient and effective use of resources</p> <ul style="list-style-type: none"> Performance clinics held quarterly Review budgets on monthly basis Contribute to Job Evaluation process Effective sickness absence management Percentage of non-order payments 	<ul style="list-style-type: none"> At least 70% of KPI's on target Risk management plans updated quarterly 95% complete Reduce sickness absence to below corporate target Reduce to below corporate target
<p>People Development and Learning</p> <ul style="list-style-type: none"> Programme of staff appraisals developed Develop training plans by March 2007 	<ul style="list-style-type: none"> 95% staff appraisals complete