

Service Improvement Plan *(abridged)*

**Policy, Performance, Communications and Neighbourhood
Renewal**

2007/08 - 2009/10

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Theme: Organisational development – Service Delivery.		
Development Priority: PPC&NR 1 improve communication and engagement with local people		
Key actions	By when	Outcomes and Success Criteria
Increase 'Stockton News' from four to five editions in 2007/08 and six editions per year from 2008/09	5 th Edition Autumn 2007	<p>Increased public and residents' awareness about the Council, its activities and impact on the local community:</p> <ul style="list-style-type: none"> • How well informed do you think the council keeps you about the services and benefits it provides? Target – improve very / fairly well informed by 3% • Have you seen Stockton News? – Target – increase to at least 90% • How useful do you find Stockton News? Target – increase to at least 85% very / fairly useful <p>Achieve level 3 of the LGA/ I&DeA 'Reputation' campaign criteria by March 2008.</p>
Develop a new Communications Strategy for the Council:	April 2008	
<p>Implement the requirements of the LGA/ I&DeA 'Reputation' campaign (with CFYA):</p> <ul style="list-style-type: none"> • Internal Communications Plan in place • Conduct signage audit • Branding/ Council image/ use of communications methodologies (e.g. webcam, text, podcasts) 	March 2008	
Provide advice and support to key projects and activities across the Council e.g. Stockton-Middlesbrough Initiative, Town Centre regeneration, Building Schools for the Future, Stockton International Riverside Festival	Within project timescales	Development and delivery of consultation and communication plans for key activities and projects

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<p>Theme: Organisational and operational effectiveness – service delivery Supports all themes of the Community Strategy.</p>		
<p>Development Priority: PPC&NR 2 - Strengthen Community Leadership and the role of Stockton Renaissance (LSP)</p>		
Key actions	By when	Outcomes and Success Criteria
Develop new Community Strategy	October 2007	Community Strategy published
Implement recommendations from peer review of Stockton Renaissance including: <ul style="list-style-type: none"> • Production and implementation of Partnership Improvement Plan that also reflects the Local Government White Paper • Provide training and induction packs for Stockton Renaissance Members 	June 2008	“Green rating” for Local Strategic Partnership and Local Area Agreement Partnership Improvement Plan agreed and delivered Training and Induction carried out for all members of Stockton Renaissance
Develop revised Local Area Agreement <ul style="list-style-type: none"> • Renaissance event to discuss LAA priorities • Agreement with partners of NR targets and borough targets for the LAA • Submit LAA to Government Office North East (GONE) 	April 2008	Local Area Agreement agreed by Stockton Renaissance Changes to LSP role and remit and the duty to co-operate implemented within government timescales still to be determined
Implement changes to LSP role and remit and the duty to co-operate	Government timescales yet to be determined	Community Cohesion Strategy agreed by Stockton Renaissance by September 2007
Develop community cohesion strategy.	September 2007	

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Theme: Organisational and operational effectiveness – service delivery		
Development Priority: PPC&NR 3 – Maintain Council's "4 star" CPA rating		
Key actions	By when	Outcomes and Success Criteria
<p>Ensure Council continues to be recognised as one of the best in the Country through CPA "the harder test"</p> <ul style="list-style-type: none"> • Maintain or improve on all service block scores • Achievement of top rating for Corporate Assessment <ul style="list-style-type: none"> ○ Deliver improvement programme ○ Development of self assessment and collation of supporting evidence ○ Briefings for staff, members and partners ○ Support the onsite assessment ○ Respond to feedback from Inspectors and agree final report and judgement • Maintain direction of travel rating • Achieve promising or excellent prospects in all service inspections 	March 2008	<p>Audit Commission deadlines for Corporate Assessment and Direction of Travel met</p> <p>Service block scores maintained or improved on CPA 2006</p> <p>Service inspections achieve promising or excellent prospects</p> <p>Top rating achieved for corporate assessment</p>

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Theme: Organisational and Operational Effectiveness Supports all Community Strategy themes		
Development Priority: PPC&NR 4 - Implement the Single Equality Scheme and improve performance against Local Government Equality Standard		
Key actions	By when	Outcomes and Success Criteria
Publish Second Edition of Single Equality Scheme incorporating Disability, Race, Gender and generic Equality action plans	April 2007	Single Equality Scheme (2 nd Edition) published by statutory deadline of 30 th April 2007
Implement PPC&NR actions within Disability Action Plan and support other services to deliver their actions	March 2010	90% actions in Disability, Race, gender and generic equality action plans delivered within specified deadlines
Implement PPC&NR actions within Race Action Plan and support other services to deliver their actions	March 2010	90% of year one of backward looking service impact assessment programme completed by May 2008
Implement PPC&NR actions within Gender Action Plan and support other services to deliver their actions	March 2010	90% of policies developed equality impact assessed each year
Implement PPC&NR actions within generic equality action plan and support other services to deliver their actions	March 2010	Diversity training delivered to all 1 st , 2 nd and 3 rd tier officers and 10% other staff by April 2008
Implement revised Impact Assessment Process across council	April 2007	All new members to receive diversity training as part of induction by December 2007
Develop and implement diversity training programme for Officers and Members	April 2008	Ongoing diversity training programme for Members in place by April 2008
Achieve Level 3 of the Local Government Equality Standard	2009	Level 3 of Local Government Equality Standard achieved by 2009

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Theme: Economic Regeneration and Transport Liveability		
Development Priority: PPC&NR 5 - Develop Neighbourhood Renewal Strategy 2008/2013		
Key actions	By when	Outcomes and Success Criteria
Develop Neighbourhood Renewal Strategy 2008/13: <ul style="list-style-type: none"> • Consider implications of national Comprehensive Spending Review • Explore possibility of integrating into Community Strategy • Link to approach to Area Boards • Gather data • Draft strategy and develop action plan 	December 2007	Neighbourhood Renewal Strategy Agreed by December 2007 “Green rating” for the LSP.

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Theme: Organisational and operational effectiveness – People Development & Learning, Resource Management and Operational Efficiency		
Development Priority: PPC&NR 6 - Organisational Development – Corporate Health		
Key actions	By when	Outcomes and Success Criteria
Sickness Absence Continue the implementation of the new sickness absence process. Monitor performance via quarterly reports and identify areas for improvement.	2007/ 08	Sickness absence remains high across the Council compared to other local authorities and therefore it is imperative that sickness is targeted for reduction. Sickness absence is measured via BVPI12 and all services need to contribute to the corporate target of a reduction of at least 0.5 days lost per FTE due to sickness
On Contract Spend Monitor performance via quarterly reports and identify areas for improvement. Work with Corporate Procurement Unit to improve performance.	2007/ 08	All services contribute to making savings via better procurement. Value for money contracts have been arranged for areas of corporate spend such as mobile phones and stationery. In order to maximise savings, services have been set a target of 97% for 'on contract' spend for these contracts
Payment of Invoices Monitor performance via quarterly reports and identify areas for improvement. Work with Corporate Procurement and Payments to improve performance.	2007/ 08	The Council is measured for the time taken to pay invoices. Prompt payment is important to our supply base and helps improve their cash flow, which in turn keeps them profitable and helps economic development of the locality. Payment of invoices is measured by BVPI8 and all services contribute to the corporate target of at least 85% of invoices paid within 30 days.
Appraisals Implement new appraisal scheme. Monitor performance.	2007/ 08	Highly trained and motivated employees are necessary for the delivery of modern, effective and efficient services. Consequently the employee appraisal scheme has been revised and improved to ensure staff have the relevant skills and development opportunities. All services have been set a target of undertaking appraisals for at least 90% of employees

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<p>Gershon Efficiency Savings Identify targets (both financial and quality cross checks) for the forward-looking Annual Efficiency Statement. Monitor performance.</p>	<p>Apr 2007 2007/ 08</p>	<p>The Council is subject to an annual 2.5% efficiency target and many services contribute in one way or another. Services will set their targets via the forward looking Annual Efficiency Statement (April) which includes both the financial targets and any associated quality cross checks.</p>
<p>Value for Money Reviews Undertake value for money reviews (where programmed). Report outcomes and where necessary a cost reduction plan</p>	<p>As per agreed timetable</p>	<p>Council services are subject to the requirement to demonstrate value for money in order to show the public that money is spent effectively. The process also feeds into the Use of Resources service block in CPA . Services subject to reviews are those with apparent high costs compared to other local authorities and the initial focus of reviews is to determine why this is the case.</p>
<p>Partnership Healthchecks Undertake partnership healthcheck (where programmed). Report outcomes and action plans.</p>	<p>As per agreed timetable</p>	<p>New government policies and legislation frequently involve partnership working. The major policy initiatives for local government all depend for their success on effective joint working. There is a growing policy focus on area governance and service delivery at regional, sub-regional and the neighborhood level; this may involve local authorities and a variety of partners at each level. Consequently, well developed and effective partnerships are becoming an essential feature for Stockton Borough Council's success.</p>