

Service Improvement Plan *(abridged)*

Children, Education and Social Care

Culture

2008/09 – 2010/11

Service Improvement Plan (*abridged*) – Culture 2008/09 – 2010/11

Theme: Arts, Leisure and Culture		
Development Priority: Continue revitalisation of the Museums Service and develop community-based outreach activity		
Key actions	By when	Outcomes and Success Criteria
Open refurbished Winter Garden at Preston Hall.	April 2008.	<ul style="list-style-type: none"> ▪ Success at Heritage Lottery Stage 1 for the Preston Hall redevelopment bid. ▪ Submitted BIG lottery Stage 1 bid for Preston Park redevelopment.
Coordination of all work on Preston Park redevelopment plan for Park Stage 1 bid.	March 08 (Stage 1 Park).	
Progress Stage 2 bid for Hall in anticipation of Stage 1 success.	Sept 08 (Stage 2 Hall).	
Further develop the 'Museums on the Move' initiative to deliver a community programme.	April 2009.	
Implement Collections Rationalisation Strategy.	April 2011.	

Service Improvement Plan (*abridged*) – Culture 2008/09 – 2010/11

Theme: Arts, Leisure and Culture		
Development Priority: Strengthen the arts infrastructure and support cultural business growth, in particular through the Stockton Cultural Quarter development		
Key actions	By when	Outcomes and Success Criteria
Complete the test phase for the Centre for International Street Arts, testing demand for a permanent local facility.	September 2009.	<ul style="list-style-type: none"> • A thriving Cultural Quarter, sustaining a vibrant mix of commercial and non-commercial activity, which contributes to town centre regeneration and wider economic growth. • ARC, SPARK and Tees Music Alliance facilities well-used and financially secure, contributing to raising aspirations. • Advice, support and training provided for 50 arts businesses. • Engagement in the arts (NI 11 – target to be determined).
Cultural Business Support and Growth: provide advice, support and training for arts businesses.	March 2009.	
Provide active strategic and financial support for ARC through Board attendance and grant payments.	Review annually.	
Produce new 3 yr business plan for SPARK young children's arts centre, broadening use of the facility.	March 2009.	

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Theme: Arts, Leisure and Culture		
Development Priority: Raise the profile of SIRF and maintain the growth of Carnival participation		
Key actions	By when	Outcomes and Success Criteria
Continue to develop SIRF as a leading international festival.	Annual programme.	<ul style="list-style-type: none"> ▪ Sustain SIRF visitor satisfaction above 90% each year. ▪ Increase SIRF carnival participation: 1,100 in 2008; 1,200 in 2009. ▪ Attract national media coverage for the event, or for individual commissions/performances.
Complete the Beijing Chaoyang Flying Dragon Circus co-commission and European tour.	February 2009.	

Service Improvement Plan (*abridged*) – Culture 2008/09 – 2010/11

Theme: Arts, Leisure and Culture		
Development Priority: Implement Library Review recommendations for future development of the Library Service and sustain progress on Public Library Service Standards		
Key actions	By when	Outcomes and Success Criteria
Implement recommendations from Strategic Review of Library Service in relation to: <ul style="list-style-type: none"> • Buildings • Marketing and Branding • Staffing structure • Opening Hours • ICT. 	April 2008 onwards.	<ul style="list-style-type: none"> ▪ Sustain 9 out of 10 of the Public Library Service Standards in 2008/09. • More people use libraries in more diverse ways. • Libraries become an integral part of the 'Access to Services' provision.

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Theme: Arts, Leisure and Culture		
Development Priority: Develop the Sport & Leisure Strategy and strengthen the commissioning of leisure service provision		
Key actions	By when	Outcomes and Success Criteria
Consult on the draft Leisure Strategy and develop the action plan.	Sept 2008.	<ul style="list-style-type: none"> • A widely endorsed and authoritative Leisure Strategy for the district, connecting public, private and voluntary sector provision. • New, extended or refurbished leisure facilities in Billingham, Thornaby and Stockton, supporting the revitalisation of our Town Centres. • Increased participation in physical activity, amongst children and adults, contributing to achieving targets for improving public health.
Support and monitor Tees Active toward the achievement of agreed targets for attendance and participation.	Annual programme.	
Support leisure facility improvement initiatives for Billingham, Thornaby and Stockton.	In accordance with relevant project plans for each facility.	
Contribute to the planning for Building Schools for the Future in relation to sports facility provision.	In line with BSF timetable.	
Advise and support training and coaching to improve standards of participation in sports.	Annual programme.	

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Theme: Corporate Health – Organisational Development – All Themes

Development Priority: Organisational Development

Outcomes and success criteria

All services are subjected to a number of Organisational Development objectives. These demonstrate how the service contributes to the achievement of the organisation's 'corporate health'.

SICKNESS ABSENCE

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 ex-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

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

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 ex-BVPI8 and all services contribute to the corporate target of at least 85% of invoices paid within 30 days, by Q4.

APPRAISALS

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.

GERSHON EFFICIENCY SAVINGS

The Council is subject to an annual 3% cashable 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.

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VALUE FOR MONEY REVIEWS

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.

PARTNERSHIP HEALTHCHECKS

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.

DATA QUALITY

The Council is assessed against its corporate management arrangements for Data Quality. Good quality data is essential in supporting effective decision making at all levels across the organisation. All services are working towards improving data quality further by responding to the recommendations made following the Data Quality Audit 2007 and implementing the actions highlighted within the Data Quality Strategy.

CUSTOMER FIRST

Customer First Stage II launched in June 2007 aims to encourage services to strive for excellence in customer service. The programme requires every service to adopt the latest service standards and compare how it measures up against five key components. All services should aim reach the Stage II standard by March 2009.

DIVERSITY

Equality Impact Assessment

- Ensure all appropriate reports submitted to Cabinet have been subject to Equality Impact Assessment.
- Carry out Equality Impact Assessments of existing services. 50% in 2008/09 and 50% in 2009/10, including Impact Assessments of contracted services where appropriate.
- Include actions developed as a result of Equality Impact Assessment in SIP or BUP as appropriate.

Training

- Ensure all employees attend corporate diversity training in line with Council Plan targets.

Single Equality Scheme

- Achieve all relevant targets within the race, gender and disability equality action plans

Procurement

- Utilise new procurement procedures to ensure equality is embedded in procurement activities.