

**Service Improvement Plan (*abridged*) 2010/ 2013**

**Development and Neighbourhood Services**

**Direct Services**

## Service Improvement Plan (abridged) 2010/ 2013 – Direct Services

<b>Stockton Borough – The Place</b>		
<b>Theme: Environment and Housing</b>		
<b>Development Priority: DS1: Contribution to Place Making</b>		
<b>Key actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
<b>DS1.1.</b> Effectively manage staff and other resources to ensure high standards of grounds maintenance and cleanliness levels throughout the borough	31 <sup>st</sup> March 2011	<u>Outcome</u> To make the borough a cleaner, greener and more attractive environment <u>Success Criteria</u>
<b>DS1.2.</b> Coordinate, contribute and deliver Stockton-on-Tees Green Infrastructure Strategy Action Plan priorities for 2010/11.	31 <sup>st</sup> March 2011	<ul style="list-style-type: none"> <li>• Achieve individual targets on litter, detritus, graffiti and fly-posting (NI 195)</li> </ul>
<b>DS1.3.</b> Contribute to development and delivery of the Tees Valley Green Infrastructure Strategy Implementation Plan	31 <sup>st</sup> March 2011	<ul style="list-style-type: none"> <li>• Achieve 'Good' grading for the year on year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with fly-tipping as per Flycapture database (NI196)</li> </ul>
<b>DS1.4.</b> Deliver key elements of the Park Regeneration and Development Programme as set out in individual park project plans	31 <sup>st</sup> March 2011	<ul style="list-style-type: none"> <li>• Maintain 'Green Flag' standard in at least five parks and one cemetery</li> </ul>
<b>DS1.5.</b> Contribute to the delivery of priority actions under the River Users Group and Stockton River Corridors Project (including the Tees Heritage Park)	31 <sup>st</sup> March 2011	<ul style="list-style-type: none"> <li>• Improve/maintain satisfaction levels with the quality of Stockton's cleanliness, waste collection, disposal and green infrastructure, measured through internal surveys, Viewpoint and IPSOS MORI</li> </ul>
<b>DS1.6.</b> Develop a Tree and Woodland Strategy, and ensure effective on-going management of the Council's trees and woodlands	31 <sup>st</sup> March 2011	<ul style="list-style-type: none"> <li>• Achieve targets on improving local biodiversity – proportion of local sites where positive conservation management has been or is being implemented (NI 197)</li> </ul>
<b>DS1.7.</b> Develop an action plan for 'Local Wildlife Sites' to increase percentage of sites in positive management and implement actions for 2010/11	31 <sup>st</sup> March 2011	<ul style="list-style-type: none"> <li>• All relevant service areas contribute towards biodiversity objectives in line with 'Biodiversity Duty' in 2006 Natural Environment and Rural Communities Act (NERC)</li> </ul>
<b>DS1.8.</b> Develop a Corporate Action Plan to integrate biodiversity objectives into Council services, reflecting priorities in the Tees Valley Biodiversity Action Plan		

## Service Improvement Plan (*abridged*) 2010/ 2013 – Direct Services

<b>Stockton Borough – The People</b>		
<b>Theme: Health and Wellbeing; Adults' Services</b>		
<b>Development Priority: DS2: Contribute to the health and well-being of the Borough</b>		
<b>Key actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
<b>DS2.1.</b> Develop and implement 2010/11 Spaces for Play Programme, utilising DCSF Playbuilder funding	31 <sup>st</sup> March 2011	<u>Outcome</u> Increased levels of physical activity and greater awareness of the contribution that parks and open spaces make to health and well-being
<b>DS2.2.</b> Ensure that the mandatory level of quality of nutritional standards in school meals is achieved	Ongoing	<u>Success Criteria</u> <ul style="list-style-type: none"> <li>• Minimum of 8 Playbuilder-funded schemes delivered during 2010/11.</li> </ul>
<b>DS2.3.</b> Further develop the use of Fairtrade produce in the provision of school meals	30 <sup>th</sup> September 2010	<ul style="list-style-type: none"> <li>• Contribute to achievement of targets on proposed new NI 199 (children and young people's satisfaction with parks and play provision)</li> </ul>
<b>DS2.4.</b> Evaluate the options for introducing free range and organic produce in the provision of school meals	31 <sup>st</sup> December 2010	
<b>DS2.5.</b> Deliver programmes of led activities in parks and open spaces	31 <sup>st</sup> March 2011	<ul style="list-style-type: none"> <li>• Contribute to the achievement of targets in NI 52 (take-up of school lunches); NI 55 (obesity among primary school age children in reception year) and NI 56 (obesity among primary school age children in Year 6)</li> </ul>

## Service Improvement Plan (*abridged*) 2010/ 2013 – Direct Services

<b>Stockton Borough – The Place</b>		
<b>Theme: Environment and Housing</b>		
<b>Development Priority: DS3: Support and contribute to the delivery of the sustainability agenda</b>		
<b>Key actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
<b>DS3.1.</b> Undertake all relevant actions from the Carbon Management Programme and Climate Change Action Plan	31 <sup>st</sup> March 2011	<u>Outcome</u> To make the borough a cleaner, greener and more attractive environment
<b>DS3.2.</b> Explore the potential funding opportunities for the provision of a second civic amenity site in the borough	31 <sup>st</sup> March 2011	<u>Success Criteria</u> <ul style="list-style-type: none"> <li>• Achieve the national target of 45% for recycling and composting of household waste by 2015 (NI 192)</li> <li>• Achieve the national target of 67% for the recovery of municipal waste (including recycling, composting and energy from waste) by 2015 (NI 193)</li> <li>• 100% of all Council vehicles to be operating on bio-diesel by March 2011.</li> <li>• Reduction in the amount of waste produced as a result of the Council's activities by X%</li> </ul>
<b>DS3.3.</b> Implementation of the Joint Tees Valley Waste Management Strategy and Action Plan and Develop an improved Waste Management Strategy and Action Plan for Stockton	31 <sup>st</sup> March 2011	
<b>DS3.4.</b> Develop a good practice model for maximising reused or recycled waste from the Council's waste stream	31 <sup>st</sup> March 2011	
<b>DS3.5.</b> Reduce the amount of environmental pollution through seeking viable alternative and sustainable fuels for Council vehicles	31 <sup>st</sup> March 2011	
<b>DS3.6.</b> Further develop policies and planning guidance in conjunction with the Planning Service to promote waste reduction and recycling via improved waste storage facilities and design guides	Ongoing	

## Service Improvement Plan (*abridged*) 2010/ 2013 – Direct Services

<b>Stockton Borough – The Place</b>		
<b>Theme: Economic Regeneration and Transport</b>		
<b>Development Priority: DS4: Pursue business development opportunities in all services</b>		
<b>Key actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
<b>DS4.1.</b> Implement the key actions within the Commercial Operations Business Plan and outcome from Year 1 EIT review	31 <sup>st</sup> March 2011	<u>Outcome</u> Financial Viability and Value for Money
<b>DS4.2.</b> Develop and deliver a successful Stockton Christmas Festival market	31 <sup>st</sup> December 2011	<u>Success Criteria</u> <ul style="list-style-type: none"> <li>• Maintain amount of profit invested into the Medium Term Financial Plan from commercial operations by x%</li> </ul>
<b>DS4.3.</b> Contribute to and implement key actions / outcomes from Year 1 EIT reviews affecting Direct Services e.g. Highways and Facilities Management.		<ul style="list-style-type: none"> <li>• Increased footfall in during pre-Christmas period, supporting economic activities in Stockton Town Centre</li> </ul>

## Service Improvement Plan (*abridged*) 2010/ 2013 – Direct Services

**Stockton Borough – The Council**

**Theme: Our People, Our Organisational Effectiveness, Our Value for Money/ Efficiency**

**Development Priority: DS5: Foster a culture of excellence in service delivery and contribute to the Council's organisational development**

**Outcomes and success criteria**

All services are subject to a number of organisational development objectives, which demonstrate how the service contributes to the corporate health of the organisation.

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