

Service Improvement Plan (*abridged*) 2010/ 13

Development and Neighbourhood Services

Performance and Business Services

Service Improvement Plan (*abridged*) 2010/ 13 – Performance and Business Services

Stockton Borough – The Council		
Theme: Our people, Our Organisational effectiveness, Our Value for Money/ Efficiency		
Development Priority: P&BS1: Effective performance management		
Key actions	By when	Outcomes and Success Criteria
P&BS1.1. Develop procedures with key partners relating to the delivery and reporting of the New National Indicators set	31 st March 2011	<p><u>Outcome</u></p> <p>Performance management systems that support the provision of excellent services</p> <p><u>Success Criteria</u></p> <ul style="list-style-type: none"> • 70% of Council Plan targets achieved • 75% of Corporate Basket of Indicator targets achieved • No National Indicators qualified by Audit Commission • Quarterly reporting deadlines met
P&BS1.2. Undertake systems assessments of all key performance systems within D&NS to ensure high levels of data quality	30 th September 2010	
P&BS1.3. Further development of effective Information Management Systems	31 st March 2011	
P&BS1.4. Develop improved systems for regular reporting of key performance issues to Cabinet Members, partners and other stakeholders	30 th June 2010	
P&BS1.5. Contribute to the effective development of the corporate performance database Stats@Stockton and Local Intelligence Framework	31 st December 2010	
P&BS1.6. Ensure that lessons learned from complaints received are effectively shared across service areas	31 st March 2011	
P&BS1.7. Support the implementation of the Efficiency, Improvement and Transformation (EIT) Programme	31 st March 2011	
P&BS5.8. Exploit talents of team members within Performance and Business Services	31 st March 2011	

Service Improvement Plan (*abridged*) 2010/ 13 – Performance and Business Services

Stockton Borough – The People, The Place, The Council		
Theme: Supports all themes		
Development Priority: P&BS2: Provide a dignified, efficient and professional Registration and Bereavement Service		
Key actions	By when	Outcomes and Success Criteria
P&BS2.1. Undertake awareness raising campaign allowing customers to make informed decisions on funeral choices	30 th June 2010	<p><u>Outcome</u></p> <ul style="list-style-type: none"> • Accessible services, offering greater freedom of choice to meet the changing needs of our customers <p><u>Success Criteria</u></p> <ul style="list-style-type: none"> • Extended choice for customers with improvement in customer satisfaction levels • 99% compliance with General Register Office (GRO) Good Practice Guide and standards for service delivery
P&BS2.2. Develop, expand and improve use of 'Flare' Management System within both Registration Services and Bereavement Services	31 st March 2011	
P&BS2.3. Work with GRO/IPS on national developments and identify the implications for Stockton e.g. Welfare Reform Bill, Coroners and Justice Bill, Identity cards pilot.	31 st March 2011	
P&BS2.4. Investigate and make recommendations for 'Tell Us Once' project	30 th June 2010	
P&BS2.5. Submit application for new governance arrangements to General Register Office	31 st March 2011	

Service Improvement Plan (*abridged*) 2010/ 13 – Performance and Business Services

Stockton Borough – The People		
Theme: Health and Wellbeing; Culture & Leisure		
Development Priority: P&BS3: Provide a programme of events which allows access to all at nil or low cost		
Key actions	By when	Outcomes and Success Criteria
P&BS3.1. Contribute to the development of the Events Strategy 2011-16	30 th June 2010	<p><u>Outcome</u></p> <ul style="list-style-type: none"> • A vibrant Stockton which supports economic and community development <p><u>Success Criteria</u></p> <ul style="list-style-type: none"> • High satisfaction levels and turnout at individual events (baselines to be improved) • Events Strategy approved
P&BS3.2. Establish a Safety Advisory Group to ensure the health, safety and welfare of all parties involved in the delivery of the Events Strategy 2011-16	30 th June 2010	
P&BS3.3. Seek sponsorship funding to support the delivery of the Events Programme, including Christmas Events, Fireworks and Crucial Crew	31 st December 2010	
P&BS3.4. Review procurement methods for technical supplies to maximise expenditure levels.	31 st March 2011	

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Stockton Borough – The Council		
Theme: Our Organisational Effectiveness		
Development Priority: P&BS4: Provide an effective Geographical Information Service		
Key actions	By when	Outcomes and Success Criteria
P&BS4.1. Review National Location Strategy and develop action plan in response	31 st March 2011	<p><u>Outcome</u></p> <p>An effective Geographical Information Service which supports improvement priorities in relevant services</p> <p><u>Success Criteria</u></p> <ul style="list-style-type: none"> • Maintain and develop ISO accreditation • Increase exposure to Maps@Stockton intranet application in 2010/11 by 10% from 2009/10 levels • Location Strategy action plan produced • RMSA action plan produced
P&BS4.2. Review replacement mapping service agreement (RMSA) and implement procedures for managing agreement	31 st March 2011	
P&BS4.3. Acquire, translate and provide access to core data products available under mapping service agreement (Vector and Raster mapping products)	31 st March 2011	
P&BS4.4. Review all GIS procedures	30 th June 2010	
P&BS4.5. Upgrade ArcIMS	30 th June 2010	
P&BS4.6. Explore options for cross-authority working with other Tees Valley authorities to improve efficiency of services	31 st March 2011	

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Stockton Borough – The Council

Theme: Our Organisational Effectiveness

Development Priority: P&BS5: 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 – To follow

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