

Service Improvement Plan (*abridged*) 2010/ 2013

Policy, Performance and Partnerships

Service Improvement Plan (*abridged*) 2010/ 2013 – Policy, Performance & Partnerships

Stockton Borough – The Place, The People, The Council		
Theme: Supports all themes		
Development Priority: PPP 1 - Promote a positive image and pride in the area and the organisation		
Key actions	By when	Outcomes and Success Criteria
1. Develop a pride in Stockton campaign to be coordinated across Renaissance.	31 st December 2010	<u>Outcome:</u> <ul style="list-style-type: none"> Improved perceptions of the area from both residents and visitors Continued low levels of community tension <u>Success criteria:</u> <ul style="list-style-type: none"> Improved performance against key NIs
2. Train and develop community champions to promote community cohesion and pride in the area.	31 st December 2011	
3. Deliver the Community Cohesion Strategy	In line with strategy targets	
4. Develop a new campaign of community awards for Stockton – e.g. 'Pride of Stockton'.	30 th April 2011	
5. Further promote intergenerational work with initiatives and programmes to include schools, youth groups, the Over 50s Assembly, BME networks etc.	31 st August 2010 and ongoing	
6. Promote St. George's day to support diversity across the area.	30 th April 2010	
7. Develop an employee awards programme to promote success stories and develop pride in the area.	30 th April 2012	

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Stockton Borough – The People, The Council		
Theme: Stronger Communities, Our Organisational Efficiency		
Development Priority: PPP 2 - Develop a consistent understanding of equality, diversity and community cohesion across Stockton Renaissance		
Key actions	By when	Outcomes and Success Criteria
1. Audit existing guidance and policies, including links to relevant guidance e.g. Compact, SES etc.	31 st August 2010	<u>Outcome:</u> <ul style="list-style-type: none"> Development of a single framework covering equality diversity and community cohesion across Renaissance. <u>Success criteria:</u> <ul style="list-style-type: none"> Corporate framework successfully rolled out across the partnership. Continued evidence of progress against the Local Government Equality Framework Improved performance against relevant NIs
2. Consult with partners and the community to develop new approach, understanding and associated strategies.	31 st December 2010	
3. New approach approved by Stockton Renaissance, Council and Partners	31 st March 2011	
4. Showcase and launch of new approach	30 th April 2011	
5. Monitor impact of new approach using both direct and proxy measures	Quarterly from Q1 2011/2012	

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Stockton Borough – The Council		
Theme: Council Plan – Our Organisational Efficiency		
Development Priority: PPP 3 - Establish a shared intelligence framework across the Council and its partner		
Key actions	By when	Outcomes and Success Criteria
Local Intelligence Framework Development <ul style="list-style-type: none"> • Develop detailed Project Plan • Investigate STATS @ STOCKTON contractual arrangements • Implement project plan phases. 	April 2010 May 2010 March 2011	<u>Outcome:</u> <ul style="list-style-type: none"> • An improved level of intelligence, which is accessible to the Council and its partners and informs service delivery and resource planning. <u>Success criteria:</u> <ul style="list-style-type: none"> • All internal Service Groups are contributing to the LIF with data and other intelligence. • Key Partners organisations are using and contributing to the LIF. • The LIF provides evidence to support understanding of our communities. • The LIF is informing the preparation of key plans, strategies, bids and other documents.
Develop and embed a Performance Management Culture across the Council. <ul style="list-style-type: none"> • Review Performance Reporting and develop reporting/ monitoring framework. • Review thematic, spatial & demographics of data collection • Review data collection methodology. • Review tolerances/ target setting approaches, balanced score card approaches. 	March 2011	
Development of Key Council Strategies <ul style="list-style-type: none"> • Development of Sustainable Community Strategy 2011 – 2014. • Development of Local Area Agreement • Review of Council Plan 2011 – 2014 	March 2011	

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Stockton Borough – The Place, the People, The Council		
Theme: Supports all themes		
Development Priority: PPP 4 - Develop an improved consultation and engagement framework		
Key actions	By when	Outcomes and Success Criteria
1. Implement the outcome of the EIT review of Communication, Consultation and Engagement, in particular developing a strategy/strategies to cover:		<u>Outcome:</u> <ul style="list-style-type: none"> Improved consultation and engagement. <u>Success criteria:</u> <ul style="list-style-type: none"> Increase in the number of people feeling they can influence decision making in an area (NI 4). A positive increase on a Borough baseline of 17.2% (national 16.2%) for NI 7, A Thriving Third Sector, currently measured through the National Survey of the Third Sector.
a) a policy on consultation and engagement	31 st March 2010	
b) a funding strategy for the third sector.	31 st March 2010	
c) a policy on community asset transfers.	31 st March 2010	
d) Implement actions arising from the above strategies.	Autumn 2010	
2. Facilitate any team/ staff changes following the outcome of the review.	30 th April 2010	

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Stockton Borough – The Place, the People, the Council		
Theme: Supports all themes		
Development Priority: PPP 5 - Manage the Comprehensive Area Assessment (CAA) process across partnerships and within the Council and develop positive CAA outcomes		
Key actions	By when	Outcomes and Success Criteria
1. Develop an improved CAA process for the Council and its partners:		<u>Outcome:</u>
a) Facilitate and support early engagement with the CAA lead in dialogue around the areas that are identified for further discussion in the next CAA. To be actioned through early scheduling of meetings to facilitate dialogue through out the year to prevent backloading of discussion near to publication dates.	31 st May 2010	<ul style="list-style-type: none"> Positive overall outcome from the Comprehensive Area Assessment.
b) Facilitate improved engagement in the CAA process for all partners by influencing the national review of the CAA process and contribution to the regional and Tees Valley reference groups.	30 th June 2010	<u>Success criteria:</u> <ul style="list-style-type: none"> Positive ratings in the CAA organisational and area assessments. Positive ratings in related inspections that contribute to the CAA result.
c) Strengthen flexible arrangements to utilise performance staffing resources across the Council to increase capacity at key CAA activity periods.	30 th September 2010	
2. Develop links with other actions around Council image branding and communications campaigns that can influence public perception indicators that feed into the CAA process.	30 th June 2010	
3. Re-launch the Stockton Renaissance web site.	Summer 2010	
4. Implement the Improvement plan from the Review of the Stockton Renaissance Partnership Board.	Summer 2010	