

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

**Development and Neighbourhood Services**

**Technical Services**

## Service Improvement Plan (*abridged*) - 2010/ 2013 - Technical Services

| <b>Stockton Borough – The Place</b>   |                             |   |
|---|-----------------------------|---|
| <b>Theme: Economic Regeneration and Transport</b>   |                             |   |
| <b>Development Priority TS1: Promote a sustainable transport network that supports regeneration and economic growth</b>   |                             |   |
| <b>Key Actions</b>  | <b>By When</b>              | <b>Outcomes and Success Criteria</b>  |
| Support the Highways Agency to deliver the A66/A19/A174 Area Action Plan to develop the Local Development Framework (LDF) Core Strategy in promoting development, regeneration initiatives and the Stockton Middlesbrough Initiative (SMI). | 31 <sup>st</sup> March 2011 | <p>Improve public transport for the borough and the sub-region:</p> <ul style="list-style-type: none"> <li>• Tees Valley Metro phase 1 works programme for implementation agreed by 30<sup>th</sup> September 2010.</li> <li>• TV Bus Major Scheme Year 1 schemes completed on site by December 2010. Year 2 &amp; 3 schemes developed and procured by 31<sup>st</sup> December 2010.</li> </ul> <p>Improve road networks to reduce congestion and facilitate economic growth and regeneration.</p> <ul style="list-style-type: none"> <li>• Implementation of ramp metering no A19/A66/A174</li> </ul> |
| Support the Joint Strategy Unit (JSU) and other Tees Valley Authorities to progress the Tees Valley Metro project to GRIP4 and early delivery of Phase 7.   | 31 <sup>st</sup> March 2011 |   |
| Support the development of Tees Valley Unlimited Transport Board action plan delivery.  | Ongoing                     |   |
| Development of third Local Transport Plan (LTP) with the JSU and other Tees Valley Authorities.   | 31 <sup>st</sup> March 2011 |   |
| Support the LDF Core Strategy and Development Plan Document (DPD) process.  | 31 <sup>st</sup> March 2011 |   |
| Delivery of major transport projects funded through Regional Funding Allocation.  | 31 <sup>st</sup> March 2011 |   |

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| <b>Stockton Borough – The Place</b>  |                                 |   |
|--|---------------------------------|---|
| <b>Theme: Economic Regeneration and Transport</b>  |                                 |   |
| <b>Development Priority TS2: Achieve a sense of place for the local community through quality of design</b>  |                                 |   |
| <b>Key Actions</b>   | <b>By When</b>                  | <b>Outcomes and Success Criteria</b>  |
| Ensure that a sense of place is achieved by effectively challenging the design of our public works and planning proposals that are submitted to the Authority by private developers. | 31 <sup>st</sup> March 2011     | Develop an improved sense of place: <ul style="list-style-type: none"> <li>• Building Schools for the Future (BSF) delivery programme supported.</li> <li>• Delivery of the 2010/11 LTP Capital Programme within budget.</li> <li>• All Council property development works completed to a high standard of visual impact.</li> </ul> Maintain an effective and safe highway network: <ul style="list-style-type: none"> <li>• NI 168 - Principal roads where maintenance should be considered.</li> <li>• NI 169 - Non-principal roads where maintenance should be considered.</li> <li>• Net public satisfaction with roads and footpaths maintained (measured through Place Survey and Viewpoint).</li> </ul> |
| Effective management of Marketing and Consultation for all construction projects to ensure positive reputation is maintained.  | Ongoing                         |   |
| Further develop Project and Programme Management skills through the use of Project Vision software and the three Divisional Service Improvement Groups.                              | 31 <sup>st</sup> July 2010      |   |
| Develop strategy and procurement protocol for term construction and maintenance contracts for property and highway services.   | 30 <sup>th</sup> September 2010 |   |
| Develop the use of Design Quality Indicators on internally designed projects.  | 30 <sup>th</sup> September 2010 |   |
| Support to and delivery of key projects in line with Sustainable Construction Policy.  | Ongoing                         |   |

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| <b>Stockton Borough – The Place</b>  |                             |  |
|--|-----------------------------|--|
| <b>Theme: Environment and Housing</b>  |                             |  |
| <b>Development Priority TS3: Tackle Climate Change through Carbon Reduction and resilience to extreme weather events</b>   |                             |  |
| <b>Key Actions</b>   | <b>By When</b>              | <b>Outcomes and Success Criteria</b>   |
| Implement year 3 of the Carbon Management Programme, in particular key projects: <ul style="list-style-type: none"> <li>• Street lighting photocell replacement.</li> <li>• Street lighting dimming</li> <li>• Electric vehicle procurement</li> </ul> | 31 <sup>st</sup> March 2011 | <p>Carbon reduction targets on track:</p> <ul style="list-style-type: none"> <li>• NI 185 - CO<sub>2</sub> reduction from Local Authority operations.</li> <li>• NI 186 - Per capita CO<sub>2</sub> emissions in the LA area.</li> <li>• NI 187 - Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating.</li> <li>• NI 188 - Adapting to climate change (included in all 2010/11 service plans).</li> <li>• NI 194 - Level of air quality – reduction in NO<sub>x</sub> and primary PM<sub>10</sub> emissions through local authority's estate and operations.</li> <li>• NI198 - Children travelling to school – mode of transport usually used.</li> </ul> <p>Resilience to extreme flooding events:</p> <ul style="list-style-type: none"> <li>• Draft surface water management plan developed by December 2010.</li> <li>• Flood Risk Management Resources identified for new statutory responsibilities by September 2010.</li> </ul> <p>Major Planning Applications considered for Local Authority flood risk responsibilities.<br/>Climate Change adaptation mainstreamed into 2010/11 Service Planning.</p> |
| Support the Accommodation Strategy and Workwise projects to ensure carbon reduction and sustainable travel options are fully considered.   | 31 <sup>st</sup> March 2011 |  |
| Implement Climate Change Action Plan to programme.   | 31 <sup>st</sup> March 2011 |  |
| Implement Council Travel Plan to agreed programme.   | 31 <sup>st</sup> March 2011 |  |
| Implement Actions from the School Transport Scrutiny Review associated with home to school travel modal shift.   | Ongoing                     |  |
| Deliver all projects to Sustainable Construction Strategy and Policies and ensure that a carbon reduction challenge is completed.  | Ongoing                     |  |
| Surface water management plan completed and approved by the Environment Agency.  | 31 <sup>st</sup> March 2011 |  |
| Develop communications to raise awareness of resilience measures needed in high risk community areas for flood risk and extreme heat.  | 31 <sup>st</sup> July 2010  |  |

## Service Improvement Plan (*abridged*) - 2010/ 2013 - Technical Services

|   |                                 |   |
|---|---------------------------------|---|
| <b>Stockton Borough – The People</b>  |                                 |   |
| <b>Theme: Community Safety, Children and Young People</b>   |                                 |   |
| <b>Development Priority TS4: Improve the safety and security of Assets in the Public Realm and Highway environment</b>  |                                 |   |
| <b>Key Actions</b>  | <b>By When</b>                  | <b>Outcomes and Success Criteria</b>  |
| Delivery of the 2010/11 LTP Capital Programme, within a value for money framework.  | 31 <sup>st</sup> March 2011     | <p>A safe highway network:</p> <ul style="list-style-type: none"> <li>• NI 47 - Reduction in KSI's.</li> <li>• NI 48 - Reduction in Child KSI's.</li> <li>• Increase in Driver Improvement/speed awareness referrals in partnership with Police.</li> <li>• Increase pedestrian and cycle training to both children and adults by 10% above 2009/10.</li> </ul> |
| Lead in partnership with Cleveland Police the Cleveland Strategic Road Safety Partnership in: <ul style="list-style-type: none"> <li>• Camera Enforcement Unit.</li> <li>• Casualty Reduction Group.</li> <li>• National Driver Offender Retraining Scheme (NDORS) management.</li> <li>• Deliver RIDE and motorcycle training on behalf of Tees Valley Local Authorities.</li> </ul> | 31 <sup>st</sup> March 2011     |   |
| Support the procurement of Street Lighting Private Finance Initiative (PFI).  | 30 <sup>th</sup> September 2010 |   |
| Fully investigate joint Tees Valley working arrangements for street lighting maintenance operations and develop further options for consideration associated with highway maintenance operations.   | 30 <sup>th</sup> September 2010 |   |

## Service Improvement Plan (*abridged*) - 2010/ 2013 - Technical Services

| <b>Stockton Borough – The People, The Place</b>   |                                |   |
|---|--------------------------------|---|
| <b>Theme: Health and Wellbeing, Economic Regeneration and Transport</b>   |                                |   |
| <b>Development Priority TS5: Improve accessibility for work, leisure, retail and health for our communities and influence strategy development in these key areas</b>       |                                |   |
| <b>Key Actions</b>  | <b>By When</b>                 | <b>Outcomes and Success Criteria</b>  |
| Deliver the Tees Valley Bus Major Scheme: <ul style="list-style-type: none"> <li>• Year 1 Stockton schemes.</li> <li>• Approval of Year 2 funding and programme.</li> </ul> | 31 <sup>st</sup> December 2010 | Enhanced bus network with higher satisfaction among bus users: <ul style="list-style-type: none"> <li>• NI 175 - Access to services and facilities by public transport, walking and cycling.</li> <li>• NI 176 - Working age people with access to employment by public transport (and other specified modes).</li> <li>• NI 177 - Local bus passenger journeys originating in the authority area - reduced rate of decline in bus patronage.</li> <li>• NI 178 - Bus services running on time.</li> </ul> Responsibilities of the Traffic Management Act discharged: <ul style="list-style-type: none"> <li>• NI 167- Congestion: average journey time per mile during the morning peak.</li> <li>• Annual Network Management report published.</li> </ul> |
| Increase the accessibility of new concessionary bus passes through increasing the points of issue to libraries and town centre contact points.                              | 31 <sup>st</sup> March 2011    |   |
| Support the development of integrated service facilities across the Borough.  | Ongoing                        |   |

## Service Improvement Plan (*abridged*) - 2010/ 2013 - Technical Services

| <b>Stockton Borough – The Council</b>   |                                 |  |
|---|---------------------------------|--|
| <b>Theme: Our People, Our Organisational Efficiency, Our Value for Money/ Efficiency</b>  |                                 |  |
| <b>Development Priority TS6: Enhancing people’s performance and skills within Technical Services</b>  |                                 |  |
| <b>Key Actions</b>  | <b>By When</b>                  | <b>Outcomes and Success Criteria</b>   |
| Service planning process drills down to staff appraisals. Service Improvement Plan (SIP) and Business Unit Plan (BUP) progress monitored monthly.   | Ongoing                         | <p>Informed Elected Members, local residents and key stakeholders:</p> <ul style="list-style-type: none"> <li>• NI 14 avoidable contact monitored for compliance.</li> <li>• Monthly Members Information Bulletin on all construction projects issued.</li> <li>• Improved customer satisfaction</li> </ul> <p>Well trained staff with high morale:</p> <ul style="list-style-type: none"> <li>• Reduced sickness absence, target of 9 days per FTE achieved.</li> <li>• 95% staff appraisals completed by 31<sup>st</sup> May 2010</li> <li>• Technical Design Apprentices working towards ONC and HNC qualifications.</li> <li>• Training co-ordinated across the division with monitoring programmes in place.</li> <li>• Staff away mornings and quarterly newsletters.</li> </ul> |
| Two half day staff away mornings held for every member of staff in Technical Services.  | Ongoing                         |  |
| Monitor and proactively manage sickness absence.  | Ongoing                         |  |
| 95% appraisals completed.   | 31 <sup>st</sup> May 2010       |  |
| Continue to develop ICT systems and strategy for data management and software harmonisation: <ul style="list-style-type: none"> <li>• All project resources managed by Project Vision.</li> <li>• Arenium rolled out across Urban Design and Architecture.</li> <li>• Asset management protocol for data servers.</li> <li>• Replacement or upgrade of EXOR system for street works management procured.</li> </ul> | 30 <sup>th</sup> September 2010 |  |
| Compliance with NI 14, avoidable contact.   | 31 <sup>st</sup> March 2011     |  |
| Review current construction benchmarking and develop a more robust benchmarking strategy.   | 31 <sup>st</sup> March 2011     |  |
| Support Access to Services integration for Street Lighting, blue badge, concessionary fares and general car parking services.   | 30 <sup>th</sup> June 2010      |  |
| To develop and implement a training programme for Technical Services.   | 30 <sup>th</sup> September 2010 |  |
| Service Improvement Groups (SIG) empowered to deliver on agreed actions and report progress back to Management Executive on a three monthly basis.  | Ongoing                         |  |

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| <b>Stockton Borough – The Council</b>   |                                 |  |
|---|---------------------------------|--|
| <b>Theme: Our People, Our Organisational Efficiency, Our Value for Money/ Efficiency</b>  |                                 |  |
| <b>Development Priority TS7: Undertake all relevant actions within the Council’s Equality and Diversity Plans and other cross-cutting strategic plans</b> |                                 |  |
| <b>Key Actions</b>  | <b>By When</b>                  | <b>Outcomes and Success Criteria</b>   |
| Customer Care pilot continues across all Technical Services to ensure Members and key clients are kept informed.  | Ongoing                         | Outcomes relating to the improved accessibility of services to all people and improved community cohesion.<br>Network Rail funding agreed to improve access to Rail Stations for BME and Disabled. |
| Roll out e-tendering across the Division and price/quality assessment integrated into all projects eligible for open tendering.                           | 30 <sup>th</sup> September 2010 |  |