

Progress Update – EIT Review of Built and Natural Environment

No.	Recommendation	Lead Responsibility	Finance Manager	Anticipated Completion Date/ Completion Date	Quarter 4 Evidence of progress Presented to Committee on 20/06/11 (Please state current position on recommendation or alternative action taken)	Savings/Costs to Date (please state whether actual or estimated) 20/06/11	Assessment of progress (Categories 1-4) 20/06/11
1	The introduction of a simplified model for applying for a Blue Badge similar to that operated by other local authorities.	Bill Trewick		Dec-11	Sunderland model being adapted for utilisation when Stockton contact centre becomes operational in Autumn 2011.	None to date	2 – On Track
2	An additional charge (initially £3) for the production of a digital photograph to be used on a Blue Badge be added to the administration charge levied.	Bill Trewick		Dec-11	To be implemented when new service delivery model is operational in Autumn 2011	None to date	2 – On Track
3	The seven School Crossing Patrol sites identified where a puffin or pelican crossing is available or where sites no longer meet the criteria are closed.	Simon Milner		Jul-11	All sites closed (January 2011)	Estimated £10k (W/E 08/05/11)	1 – Fully Achieved
4	Six further sites identified be surveyed to assess their position against criteria and are closed if appropriate.	Simon Milner		Jul-11	2 sites closed 08/04/11, remaining 4 sites to be closed end of July	Estimated £1k	2 –On Track

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5	A policy be developed to ensure S106 agreements can secure the establishment of a puffin or pelican crossing rather than introduce a School Crossing Patrol where necessary.	Peter Shovlin		Mar-11	Process in place for the tracking of section 106 agreements	None to date	1 – Fully Achieved
6	Annual surveys be conducted at all sites to determine if they meet national criteria.	Simon Milner		Annual programme	To commence in May	None to Date	2 – On Track
7	Annual surveys determine the number of unaccompanied children using School Crossing Patrol sites.	Simon Milner		Annual programme	Incorporated in the above surveys	None to Date	2 – On Track
8	A review of the trading account arrangements with the intention of bringing the service into a revenue funding position.	Andy Bryson		Apr-12	Due to constraints on capital funding discussion with Senior Management have taken place with a view to change the recharging mechanism with the intention of giving the service income certainty. Any new arrangements will take affect as from the 1 st April 2012.	None to Date	2 – On Track
9	A review of corporate and management overheads and requirement for operational surplus to reduce fee rates to	Mike Chicken		Apr-12	A review of the management and staffing of the Built and Natural Environment Team was completed on 9 th April 2011 and is being implemented. This will have the effect of reducing the overall costs of the Urban Design team.	None to Date	1 – Fully Achieved

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	make Urban Design even more competitive in its service delivery and compliance with Local Authority regulations for any services provided to Tees Valley Authorities.						
10	A management review of staff roles to be undertaken where there are clear synergies with those of the Countryside Team, with a view to achieving further efficiency savings.	Mike Chicken		Oct-11	Review undertaken and no synergies identified that would not be addressed within the CFYA review.	None to date	1 – Fully Achieved
11	The introduction of long stay car parking charges at Yarm Rail Halt.	Bill Trewick		Apr-11	Appeals committee deferred a decision for six months until October 2011 in order that officers could explore a long stay parking solution for Yarm.	None to date	3 – Slipped
12	The principle of charging for car parking in Yarm and that it is introduced as part of a wider review of car parking charges across the Borough.	Bill Trewick		Jul-11	A report that reviews car parking across the borough has been drafted and due for consideration by Cabinet member for Transport and Regeneration. The appeals committee decision also deferred implementation of car park charges in two off street car parks in Yarm.	None to date	2 – On Track

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13	Income generated by car parking charging in Yarm contribute towards the provision, maintenance and security of car parking facilities and other public transport measures.	Bill Trewick		Jan-12	No progress to date due to decision of appeals committee.	None to date	2 – On Track
14	Income generated by car parking charging in Yarm contribute towards the provision, maintenance and security of car parking facilities and other public transport measures.	Bill Trewick		Apr-12	No progress to date due to decision of appeals committee.	None to date	2 – On Track
Predicted savings of Review				£378k	Actual Savings of Review to Date (including all recommendations)		
Human Resources Implications				In relation to the review of School Crossing sites, of those sites that were closed some did not have a Patroller and a number of Patrollers were moved to adjacent sites. Two employees who could not be moved to other sites volunteered for redundancy and will leave the authority in early August 2011.			

Progress Update – Cemeteries 1 Future of Cemeteries

No	Recommendation	Responsibility	Anticipated Completion Date/ Completion Date	Evidence of Progress 24/01/11	Assessment of progress (Categories 1-4) 24/01/11	Evidence of Progress 20/06/11	Assessment of progress (Categories 1-4) 20/06/11
23	The development of a woodland cemetery at Thornaby be considered by the Capital Asset Strategy Group to identify appropriate funding streams and that the extension and creation of a woodland cemetery be undertaken in one single phase to minimise the risk of subsequent phases causing damage to previously completed works.	Jayne Robins / Sue Daniels / C&AS Working Group	Sept 2008 April 2009	Presentation received at meeting outlining plans. Scheme also includes Memorial Gardens and Memorial Wall as well as a new soil storage area for cemeteries staff. Works expected to take place during 2011 - 2012		Works on-going – Team working closely with Urban Design. Site meeting planned for 9/5/11 to discuss scope and location of works. Design scheme to include the agreed Commemorative Memorial Wall, memorial garden with dedicated trees, the development of a woodland burial area and extensions to the existing lawn graves sections.	2 – On track
24	The identification of further woodland burial sites be supported.	Paul Hutchinson/Garry Cummings / Sue Daniels	April 2009 / October 2009			The consideration of additional woodland burial sites continues to be supported in conjunction with the exploration of additional land for the purpose of burial.	2 – On Track

Progress Update – Cemeteries 2 Management of Cemeteries

No	Recommendation	Responsibility	Anticipated Completion Date/ Completion Date	Evidence of Progress 13/01/11	Assessment of progress (Categories 1-4) 13/01/11	Evidence of Progress 20/06/11	Assessment of progress (Categories 1-4) 20/06/11
6	That inscribed commemorative memorial wall plaques and featured remembrance areas be provided by Bereavement Services to allow bereaved families to commemorate the memory of a loved one.	Jayne Robins	By April 2010	Presentation given at meeting outlining plans for memorial walls within the Cemeteries with plaque options, above ground vaults and pathways lined with kerb vases		<p>Generic design of commemorative memorial wall agreed. Team working closely with Urban Design.</p> <p>Durham Road Scheme: Commemorative Memorial Wall to enable bereaved families to place dedicated memorial plaques in memory of their loved ones.</p> <p>Billingham Scheme: Urban Design Team are currently working on the design plan. Scheme will include the agreed memorial wall, together with a water feature to create a peaceful and tranquil area for quiet contemplation.</p> <p>Thornaby Scheme: (Please see Cemeteries 1)</p>	2 – On Track
7	That a programme for removal of kerb surrounds in traditional areas be developed starting first with the oldest graves and those which have damaged or dangerous kerb sets as identified by the inspection programme, following detailed consultation and consideration of all the issues including alternative uses for the old kerb sets.	Jayne Robins/Richard Bradley	Dec 2012	Covered in presentation at meeting		Kerbsets on 'traditional' graves form part of the memorial audit. Damaged and/or dangerous kerbs are being managed in-line with the memorial inspection programme.	2 – On Track

9	That the Council's regulations be enforced in respect of all unauthorised memorials following the extensive publicity programme and after giving grave owners a period of notice to remove unauthorised items from graves.	Jayne Robins/Richard Bradley	April 2009	Presentation given at meeting, stating that Cemeteries Inspector will work alongside families to achieve compliance in a sensitive manner, through site meetings etc.		Post August 2009 scheme in place Pre August 2009 – Team is currently working closely with the Communications Unit to formalise a comprehensive and sensitive Communication Strategy to be delivered during Summer/Autumn 2011	1 – Fully Achieved 2 – On Track
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Progress Update – Waste Management 2

No	Recommendation	Responsibility	Anticipated Completion Date/ Completion Date	Evidence of Progress - 13/12/10 (presented January 2011)	Assessment of progress (Categories 1-4) 13/12/10	Q4 Evidence of Progress – Presented on 20/06/11	Assessment of progress (Categories 1-4) 20/06/11
12	That there is a review of the impact of the extended recycling scheme six months from its introduction to inform a Cabinet decision on any further changes to collection frequencies or other changes that may be necessary.	J McCann	Spring 2008	Final analysis report to be presented to Cabinet in January 2011	2 – On Track	Will now be incorporated into Year 3 EIT Review.	1 - Achieved
14	That the Tees Valley Directors of Environment undertake a review into the developing options for dealing with food waste including a review into the operational and financial impacts of using appropriate new technologies. (The Select Committee wishes to offer support to this in any way it can and requests regular feedback on developments.)	J McCann	2009 - 2012	This recommendation remains as outstanding and will do for the foreseeable future due to lack of disposal facilities and financial constraints. It will continue to appear in the SIP for Direct services to pick and move forward as and when suitable circumstances prevail. This recommendation is also reflected in the Tees Valley Waste Management Strategy	2 – On Track	This recommendation remains as outstanding and will do for the foreseeable future due to lack of disposal facilities and financial constraints. It will continue to appear in the SIP for Direct services to pick and move forward as and when suitable circumstances prevail. This recommendation is also reflected in the Tees Valley Waste Management Strategy	2 – On Track

Progress Update – Customer First

No.	Recommendation	Responsibility	Anticipated Completion Date/ Completion Date	Evidence of Progress 13/12/10 (presented January 2011)	Assessment of progress (Categories 1-4) 13/12/10	Evidence of Progress 20/06/11	Assessment of progress (Categories 1-4) 20/06/11
5	<p>To assist customers presented with a voicemail message when contacting Council officers by telephone the existing service standards and guidance for the use of voicemail be enhanced and promoted, in particular:</p> <p>§ All voicemail messages include the officer's name, team or service details and extension number.</p> <p>§ The alternative voicemail message facility is used if the officer being contacted is out of the office on business for the day or away on holiday.</p> <p>§ Voicemail messages give an indication when the caller can expect to receive a response, or otherwise provide the caller with an alternative telephone contact officer and number.</p> <p>§ Targets for responding to voicemail messages are established.</p> <p>Furthermore, taking into account the above recommendation, the use of voicemail be included in future mystery shopping exercises.</p>	<p>K Hornsey</p> <p>D Hurwood</p> <p>J Robinson</p> <p>S Stoker</p>	<p>April 09 and six-monthly thereafter / ongoing</p>	<p>The technology upgrade referred to in the previous progress update report did not proceed due to technical problems identified during the testing phase.</p> <p>The upgrade has been rescheduled for December 2010 and it is anticipated that the 12 hunt groups will be in place with improved voicemail arrangements by the end of February 2011.</p>	<p>3 - Slipped</p>	<p>The technology upgrade was installed and there are now improved voicemail arrangements on hunt groups as well as individual phones.</p> <p>Whilst the upgrade delivered the improved functionality, it also resulted in the need for further remedial work to replace an American accent on standard voicemail messages with an English one. This additional work is now complete and instructions have been issued reminding staff to re-record voicemail messages in line with the approved protocol.</p> <p>Use of voicemail is now being monitored via mystery shopping.</p>	<p>1 – Achieved fully</p>

Progress Update – Review of Carbon Management

No	Recommendation	Responsibility	Anticipated Completion Date/ Completion Date	Evidence of progress 13/12/10 (Presented January 2011)	Assessment of progress (Categories 1-4) 13/12/10	Evidence of progress 20/06/11	Assessment of progress (Categories 1-4) 20/06/11
2	The Committee recommends that a Carbon budget pilot scheme is introduced to explore the practicalities and potential benefits of introducing such a scheme on a Council wide basis and an evaluation report be produced after one full year's carbon budgeting, bringing forward recommendations on the feasibility of scheme across all Council's services.	Mike Chicken	Trial during 2010/11 to complement CRC Energy Efficiency Scheme baseline year data.	AMR reporting resolved with trial planned November. New gas supply contract negotiated through NEEPO will deliver gas AMRs but timescale still to be confirmed	2-On Track	AMR reports anticipated May 2011 to be used to determine feasibility of developing this approach	2-on-track
5	the Committee recommend that a report be compiled so that all schools were identified showing their level of commitment to the carbon reduction strategy.	Stephen Calvert	CRC active from April 2011 Carbon Management review ongoing	CRC Energy Efficiency Scheme changes announced in CSR need to be taken into account as details become available.	2-On Track	Work with schools initiated following updated information on schools from Governemnt	2-on-track
7	The Committee recommend that an audit of all Stockton Schools is carried out to identify where mechanical ventilation	Ian Hodgson	From April 2010	Awaiting post BSF review	3-Slipped	Awaiting post BSF review	3-slipped

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	and air conditioning is used and a plan to replace with natural ventilation be developed.						
9	The Committee recommend that an action plan be drawn up for the refurbishment of SBC buildings to improve the DEC rating as soon as possible.	Ian Hodgson	31-Mar-11	Ongoing Voltage Regulation at municipal Buildings installed 20 November. At least two high electricity demand schools to be identified to receive VR.	2-On Track	Further VR applications under consideration. Monitoring completed and dialogue with suppliers on going.	2-on-track
10	the Committee recommend the investigation of using SBC community centres as community education facilities to show energy saving and micro generating technologies.	Stephen Calvert	31-Mar-11	Procurement process to be initiated across Tees Valley local authorities.	2-On Track	Information meeting held 1 February 2011. Next steps being planned and resources being identified.	2- on-track
13	The Committee recommend exploring the possibility of introducing wireless connectivity and e-readers for councillors and officers attending meetings to reduce the amount of printing required for meetings.	Ian Miles	Ongoing through 2010		2 – On Track	Ongoing through 2011	2-on-track
15	The Committee recommend that a concerted effort be made to encourage greater use of phone &	Ian Miles	2010	October 2010: Video conferencing being progressed as part of the successful RIEP bid with Redcar & Cleveland	2 – On Track	In process	2 on-track

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	video/web conferencing to cut down on business travel.			Council. Assessment of suitable facility underway (Conf 2 in Municipal Buildings likely). Second presence being considered for Billingham site which may form part of the RIEP.			
16	The Committee recommend that the Workwise scheme, allowing appropriate staff to work from home, be increased as much as possible to reduce the number of car journeys and the carbon output in council buildings.	Garry Cummings	From 2011	Ongoing	2 – On Track	Ongoing	2-on-track
17	The Committee recommends that the Workwise programme address any unfairness that might arise when exporting the carbon footprint and associated costs to council employees.	Garry Cummings	From 2011	Ongoing	2 – On Track	Ongoing	2-on-track
18	The Committee recommend that a strategy for ICT across the council leads to greater efficiencies and more effective management of the carbon emissions including the use of shared printers and	Ian Miles	September 2010 Ongoing	October 2010: Server virtualisation underway. Printer consolidation project at procurement phase.	2 – On Track	Ongoing	2-on-track

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	purchasing equipment at the minimum required specification.						
19	The Committee recommend the introduction of an energy saving strategy across all Stockton's schools to ensure energy saving approaches are taken for all non-networked items of technology (i.e. whiteboards, non-networked computers, projectors etc).	Steve Calvert	Apr-11	October 2010: Real time energy monitoring now functional in 14 schools with supporting activities planned to take place during the Autumn term.	2 – On Track	Technical problems have delayed full implementation of energy monitoring. Planned to be resolved June 2011	3-slipped
20	The Committee recommend that the specification to procure bidders to form a Local Education Partnership to deliver the Building Schools for the Future programme is drafted to ensure that the most carbon efficient ICT systems are provided and maintained under a managed service agreement.	Ian Ithurralde	Apr-11	October 2010: BSF Cancelled. No further action at present.	3 - Slipped	No further action at present	3-slipped