

AGENDA ITEM:

**REPORT TO EXECUTIVE
SCRUTINY**

19th DECEMBER 2006

**REPORT OF THE
CORPORATE
MANAGEMENT TEAM**

**Performance Report – Q2 2006/7
Quarter Ended 30 September 2006**

Summary

This report outlines the Council's performance during the second quarter of 2006/7, providing detail of performance against targets and improvement trends. It includes progress against the Council Plan, Service Improvement Plans, Corporate Basket Measures, Financial Information, Gershon and the Local Public Service Agreement. It also details consultation activity undertaken in the second quarter and complaints and commendations received.

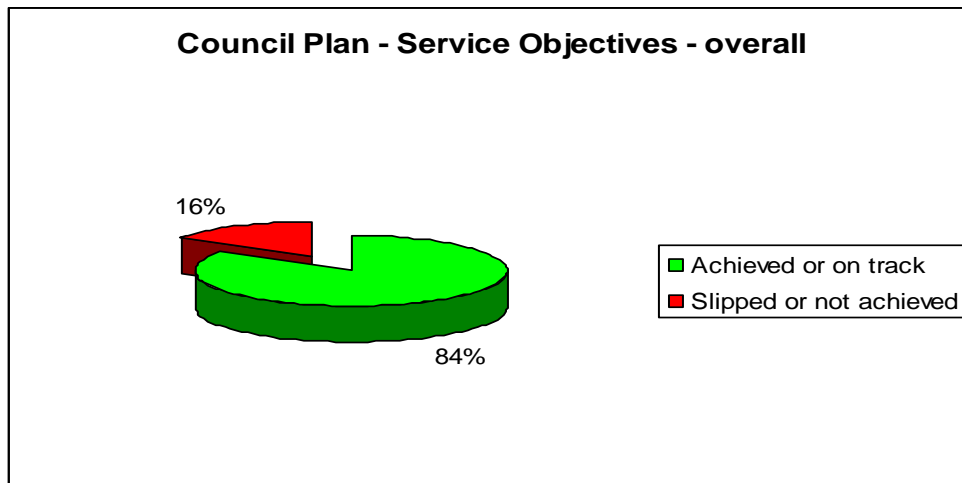
RECOMMENDATION

1. That the report is noted.

BACKGROUND

Council Plan 2006- 09. Progress to 30th September 2006

1. The Council Plan acts as the authority's business plan and includes the actions that the Council is undertaking to achieve its priorities. The plan is published each year and is available at www.stockton.gov.uk/yourcouncil/plans/councilplan
2. Overall, 84% of objectives are fully achieved or are on track (not yet due for completion), 16% of objectives have slipped. The chart below shows the proportion of actions that have been achieved or are on track to be achieved and those that have slipped. A full copy of the Council Plan monitoring is available at appendix 1.

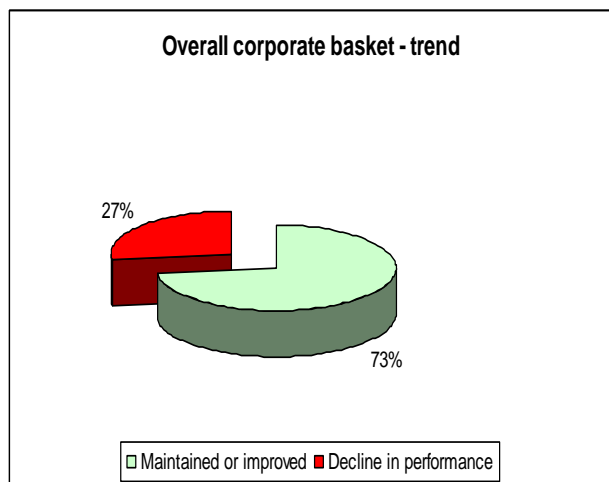
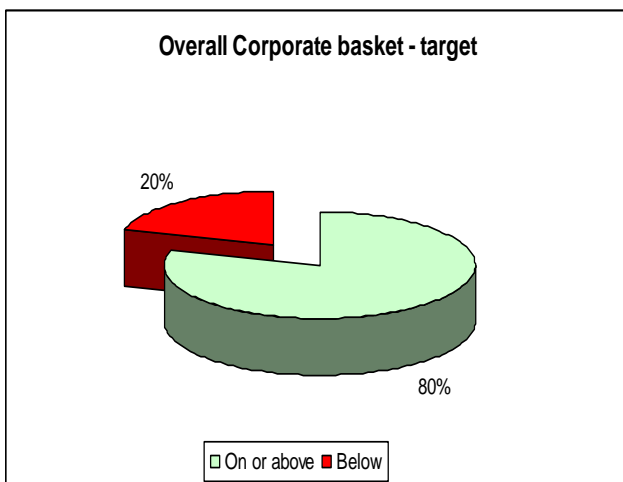


Service Improvement Plans Progress to 30th September 2006

3. Progress on Service Improvement Plans is progressing well across all Service Groups. A summary of progress by each service group is attached at appendix 2. Key achievements are detailed below under each of the Council Plan themes.

Performance against the Corporate Basket of Indicators in Quarter 2 – July - September 2006/7

4. The Corporate Basket holds 78 of the Council’s key measures including Best Value Performance Indicators, Local Area Agreement measures and Local Public Service Agreement measures. Information at quarter 2 is available for 73 indicators. For the remaining 5 indicators information will be available at quarter 3 or later where results depend on survey work. In total, 80% of the measures in the Corporate Basket are predicted to achieve or exceed the year-end target set, 73% are showing an improvement in performance from Quarter 2 of last year. In comparison, the improvement trend at quarter 2 last year was 80%. This was based on a slightly different set of corporate basket measures. Where a direct comparison can be made (60 indicators) a 95% improvement trend is shown. The charts below show the Council’s performance against the targets set for quarter 2 of 2006/7 and the improvement trend comparison to quarter 2 of last year.



A full set of graphs showing corporate basket measures is attached at appendix 3.

Local Public Service Agreement (LPSA)

5. The 12 performance measures within the Council's 2nd Generation LPSA are all incorporated within the 78 corporate basket measures. There are 3 measures that are predicted not to achieve targets set. These are detailed within the report and have remedial measures already in place. The LPSA is due for conclusion in 2007. The majority of the measures conclude in March 2007 with the educational attainment measures due to conclude in the summer of 2007 and participation of adults in physical activity of more than 5 times per week concluding with a Viewpoint survey in October 2007. Further progress towards final targets will be reported at Quarter 3.

Medium Term Financial Plan and Capital Funding

General Fund

6. The projected position on the service element of the General Fund is given below where it can be seen that the Council will be carrying forward a Managed Surplus of £2.440m into 2007/08 compared to £1.873m Managed Surplus reported to Cabinet in September 2006.
7. The following table details the current MTFP position.

MTFP (MS / MC) – September 2006 Outturn

Service Reserves (MS)/MC	Approved Position at 31/03/2007 (MS) / MC's £'000's	Projected Outturn Position at 31/03/2007 (MS) / MC's £'000's	Projected Outturn Position at 31/03/2008 (MS) / MC's £'000's	Projected Outturn Position at 31/03/2009 (MS) / MC's £'000's	Projected Outturn Position at 31/03/2010 (MS) / MC's £'000's
CESC	(587)	(760)	0	0	0
D & NS	(1,149)	(1,490)	0	0	0
RESOURCES	(117)	(121)	(65)	0	0
TES	133	38	0	0	0
LAW & DEMOCRACY	0	0	0	0	0
POLICY & COMMUNICATIONS	(153)	(167)	(27)	0	0
TOTAL	(1,873)	(2,500)	(92)	0	0

Note: The above table takes account of the utilisation of Managed Surpluses within Development and Neighbourhood Services, Resources and Policy and Communications as part of the budget process.

8. Key movements since the last reported position are as follows:

Children, Education and Social Care

The Service Grouping is currently projecting a £760,000 Managed Surplus at the end of the year. The major variations identified since the June budgetary control exercise are:

- Elderly Agency Placements (underspend of £250,000) due to a reduction in the number of elderly placements;
- Surestart (overspend of £181,000). Cost of staffing reductions within the service given the decline in government support from 2007/08;
- Children’s Residential Homes (underspend of £125,000). Vacant posts are not being filled in residential children’ homes until the closure of Vulcan Way is complete and the role of the Disability Community Service is enhanced.

During 2007/08 the Managed Surplus (£760,000) will be utilised, subject to the appropriate approval, to fund the procurement and implementation of the Integrated Children’s System (£233,000), the Youth Offending Service (£243,000) and Neighbourhood Nurseries (£150,000). It is intended that the remaining balance will be utilised to fund other pressures arising across the service.

Development & Neighbourhood Services

The managed surplus for Development and Neighbourhood Services is £1,490,000. The major variations identified since the last report are as follows:

- Grounds Maintenance (underspend of £103,000) – additional income generated through Tristar Homes Limited from works mainly to Linear Park;
- Incinerator/Civic Amenities (underspend of £188,000) – actual waste disposal tonnages are lower than anticipated.

The Managed Surplus will be utilised over the medium term to fund pressures within the service.

General Fund Balances

9. The Council’s current policy is to hold 3% of General Fund expenditure as balances. The report to Cabinet in September detailed that the forecast level of working balances was £8.9million. The position has now improved to £9.9 million (3% requirement equates to £6.9m) and the major reason for the change is the improved position within our interest on balances arising on long and short-term investments. The overall position on balances can be summarised below:

	£m Final Position at 31 March 2007	% of General Fund
Corporate Working Capital	(9.932)	(4.3)
Net (MS)/MC	(2.500)	(1.1)
Net Working Balances	(12.432)	(5.4)

Housing Revenue Account

10. The projected position is in line with the financial report presented to Cabinet in September, which is a surplus of £1.1 million at the 31 March 2007.

Capital

11. The Capital budget for 2006/07 is outlined in the following table:

	Approved Budget £000's	Outturn £000's	Variance £000's
Children, Education and Social Care	13,309	8,593	(4,716)
Development & Neighbourhood Services	44,071	44,513	442
Resources	235	170	(65)
Total Programme	57,615	53,276	(4,412)

Details of slippage are contained within the Finance report to this meeting.

Gershon Efficiencies

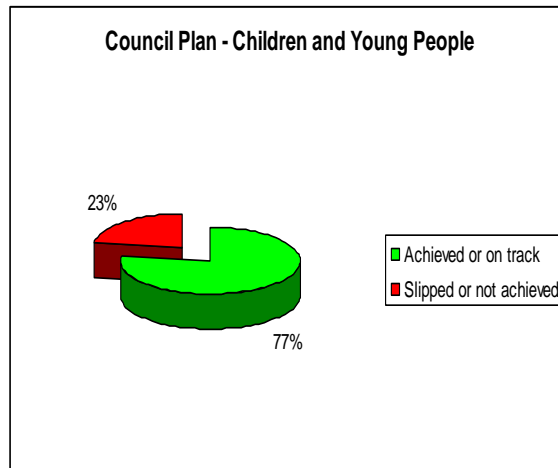
12. Current information indicates a projected deficit of £233,000 on anticipated efficiency savings for 2006/7. There are adjustments in 3 areas, 2 showing a slight increase in efficiency savings and procurement showing a potential shortfall. This is due to the removal of an expected rebate from Northumbrian Water and slow acceptance of suppliers to take purchase card payments, however this is expected to increase during the year. Two of the quality cross check indicators have shown a dip in performance this year. These are in the areas of children and non schools indicators. Alternative cross checks are being sought to replace these measures. A further update will be provided at Quarter 3.

Progress by Theme

13. The following paragraphs provide an update on performance by priority theme detailing progress in achievement of Council Plan, Service Improvement Plan and Corporate Basket objectives and measures.

Children and Young People

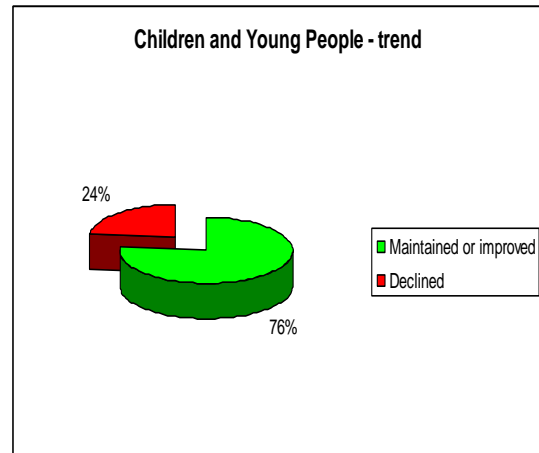
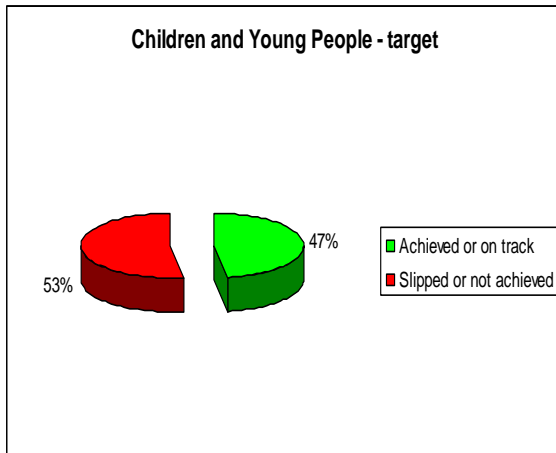
14. We have received confirmation of a positive outcome to the 2006 APA for children's services. The report details some excellent progress made and highlights the following key areas for attention: teenage conception rate, diversity and community cohesion, homelessness amongst young people, value added performance of schools pupils at key stage 3.



The pie chart shows the percentage of Council Plan objectives that are achieved or on track or that have slipped

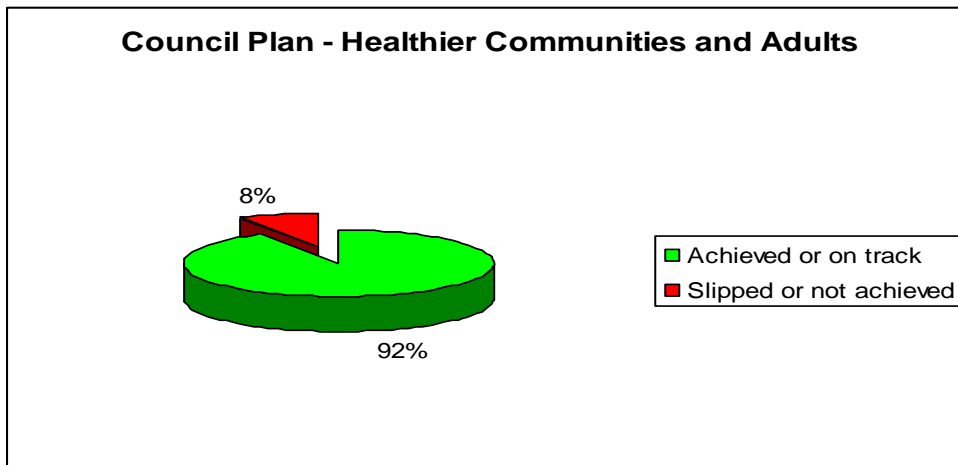
15. Progress towards Council Plan objectives for Children and Young People is progressing well. There are however 5 measures from this theme that show that targets have been missed. These all relate to the Educational attainment targets where national, aspirational targets have been set. However good progress in all measures relating to educational attainment have been made and performance has either improved or been maintained since last year.
16. There are 3 areas where performance has slipped these are detailed below:
- Reduction of under 18 conception rates. A Teenage Pregnancy co-ordinator is in post to address this issue through the implementation of the Teenage Pregnancy Strategy.
 - Review and reconfiguration of services for children with complex needs. Timescale for review is being revised.
 - Decrease the conviction rates of children looked after compared to the wider children's population.
17. Delivery of the Children and Young Peoples plan is progressing well. A summary of progress is attached at appendix 2. Some key achievements within the Children and Young People's plan are detailed below.
- Children's centre programme on track (Community Strategy / LAA measure)
 - Placement choice and stability for children looked after - foster care scheme developed. (CB indicator)
 - Pupil attainment – 2006 results sustained the progress of recent years (Council Plan / LAA/ SIP/ CB measure)
 - School OFSTED reports reflect good practice in terms of inclusion.
- Some key issues that are being addressed are detailed below:
- Development and Implementation of the Play Strategy
 - Development of the Homeless Strategy for Children
18. Within the Corporate Basket there are 20 indicators that measure the progress of achievement against the Children and Young People Theme. 8 of the 20 measures are predicted to achieve the targets set, 2 are within 2% of target and the remaining 10 are predicted to miss the target set. Areas of good performance include attainment of 5 or more GCSEs including English and Maths, care leavers attaining at least 1 GCSE and reviews of child protection cases. Of the 10 predicted to miss the targets set 8 of these are the educational attainment indicators, where performance is now known for 2005/6. See paragraph 15 for details.

19. The remaining 2 areas are on track to achieve the 2007 year end target but interim targets using the 2005/6 academic year outturn are slightly off track.
- Early learning goals in Communication, Language and Literacy and Personal, Social and Educational development are reported on the outturn from the 05/06 school year.
 - Secondary pupils participating in 2 hours high quality PE per week, although predicted to miss annual target, has shown a significant improvement in the last academic year. Such progress demonstrates that the target of 90% is therefore achievable for the final year of the LPSA.
20. Where a comparison can be made, 72% of measures contributing to the Children and Young People Theme within the corporate basket, are showing an improvement in performance from Quarter 2 in 05/06.



Healthier Communities and Adults

21. The Adult Social Care annual rating is to be published on 30th November 2006. Key areas to progress which were identified in the self assessment are helping more people with learning disabilities to live at home and be in work, support young people with learning disability into adulthood, reducing admissions to residential/ nursing care improving assessment of need for older people. These areas relate to Corporate Basket measures and outcomes in the Council Plan
22. There are no targets within the Council Plan that have been missed relating to this theme.



23. The two areas that show slippage are:

- Develop the use of 'telecare' (supporting independent living for vulnerable people through remote monitoring technologies) so that by the end of March 2007, telecare services are available in 30 homes within the Borough. Project systems are in place to undertake this but chosen clients not yet identified by operational staff.
- Develop a Leisure Facilities strategy for the Borough by June 2006 in partnership with Tees Active Ltd. This objective has slipped but should be completed by end of year. This is now an SBC responsibility within overall leisure strategy.

24. Service Improvement plans are progressing well. Some key achievements for Healthier Communities and Adults are:

- True cost of Care implemented.
- Provision of extra care housing placements on track.
- Care support system integrated into Care First.
- Learning Disability Employment Strategy in place.
- Good progress made on smoking cessation

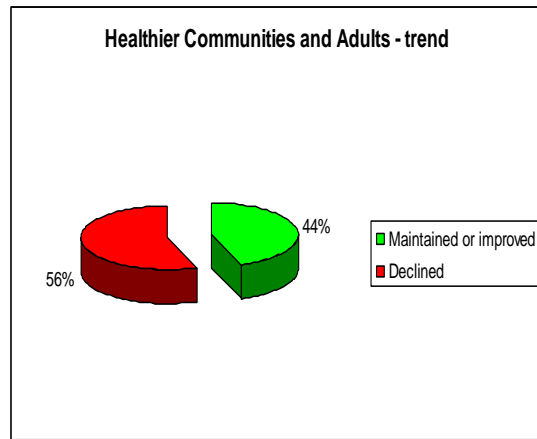
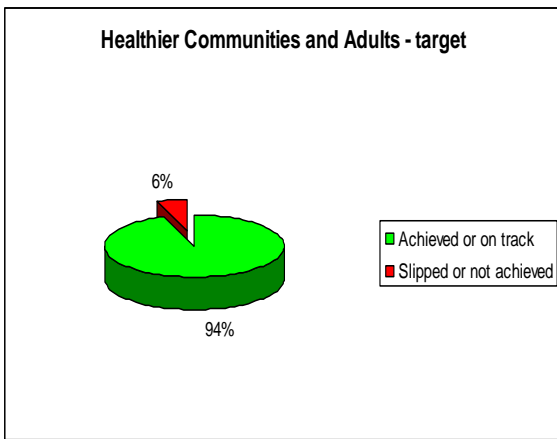
Some key issues that are being addressed are:

- Further development of Drug move - on services required.
- Develop more employment and training for opportunities for people with Learning disabilities.

25. Within the corporate basket there are 19 indicators that measure the progress of achievement against this theme. For 1 indicator information is not available this quarter. Information will not be available until October of 2007 when a Viewpoint survey will determine the percentage of adults undertaking at least 30 minutes of moderate activity at least 5 times per week. Current MORI results show this to be 30% which is in excess of the LPSA target. 17 measures are on or above target. Supported admissions to permanent residential care is predicted to miss the target set based on current levels of admissions and the expected pattern of admissions over the winter period. This measure will be closely monitored over the next quarter.

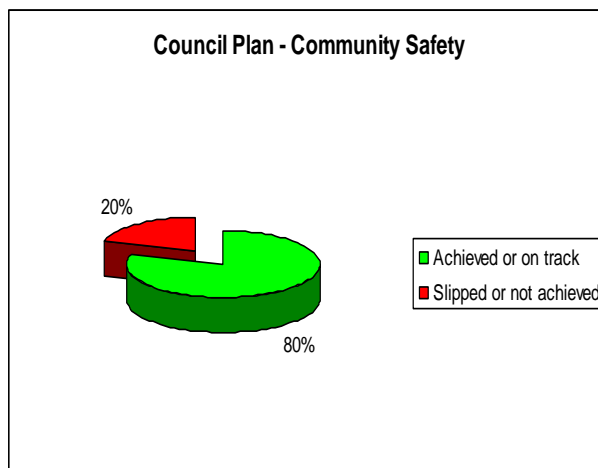
26. An improvement comparison can only be made on 10 of the 19 measures in this theme. This is for a number of different reasons. Some indicators have new definitions for this year and therefore are not comparable. For some, quarterly information (not cumulative information), was not collected last year at quarter 2. Monthly collection of these measures started towards the end of 2005/6. Work is underway to provide historical data for comparative purposes and will be available for these measures at quarter 3.

27. Where a comparison can be made, 44% of measures contributing to the Healthier Communities and Adults Theme are showing an improvement in performance against Quarter 2 in 05/06.



Community Safety

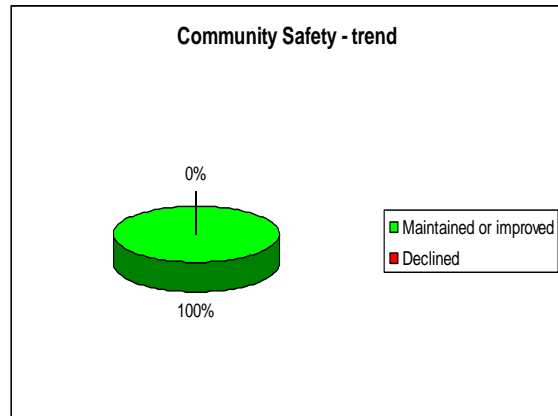
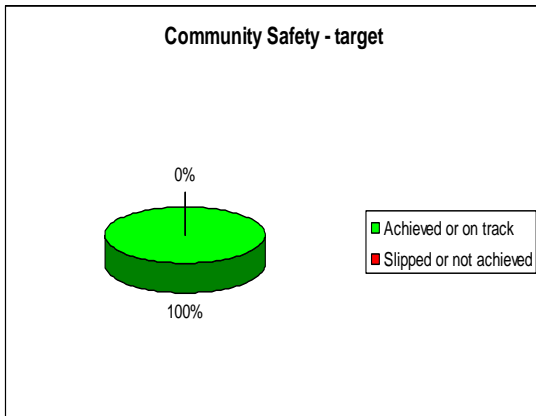
28. Overall progress is good in this thematic area however the street lighting target of 21 days average time to rectify a fault will not be achieved. The Distribution Network Operators are dealing with the outstanding issues and a gradual improvement has been recognised. This will continue to be monitored closely.
29. Progress with Council Plan Community Safety objectives are also progressing well. There are 2 areas relating to this theme where performance has slipped.



- The current target set for annual reported crimes was set within the context of different crime reporting methods. Crime within the Borough is at an all time low however due to the new recording requirements statistics show an increase in the crimes recorded. The main crime types, in which Stockton has seen an increase is in volume crimes such as criminal damage. Initiatives are under way to identify those individuals responsible for a large percentage of these crimes, and to take actions to prevent further offending.
- Test 5,000 consumer products in respect of quality, price, safety and description in 2006/7. To date a total of 1,869 items have been tested. It is anticipated this figure will increase during the third and fourth quarter due to seasonal work such as fireworks and Christmas.

30. Within the theme of Community Safety 80% of objectives within the service plan are on track or have already achieved targets set. There is one area of slippage - grant funding for a travellers' transit site.

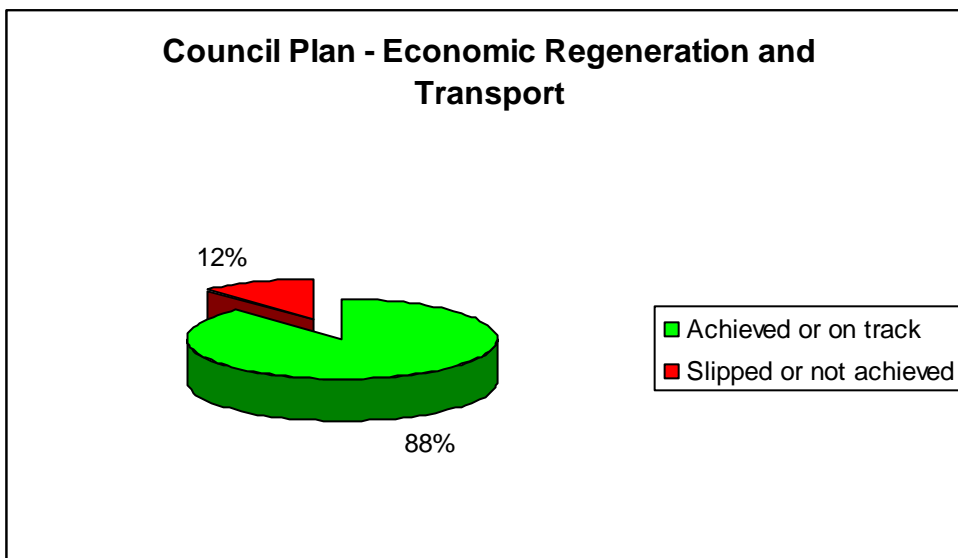
31. Within the Corporate Basket there are 7 indicators that measure the progress of achievement against this theme. There are 4 measures that can not be reported on in this quarter. Racial incidents per 100,000 populations, racial incidents resulting in further action. New collection procedures mean that for this quarter information is not available. A data quality exercise is currently being undertaken on buildings with access for disabled people, therefore information is not currently available. Stockton's burglary rate compared to the CDRP average is based on movement in performance compared to family group authorities. This information is not available for Qtr2. Information on all of these measures will be available at quarter 3. The remaining 3 measures are all predicted to achieve targets set and where a comparison can be made 100% of measures show an improvement trend from the same period last year.



Economic Regeneration and Transport

32. Good progress is being made within Economic Regeneration and Transport. A key milestone will be the announcement of the success of the LEGI bid which will be known in December.

The achievement of Council Plan objectives is progress well.



There are 3 areas within this theme where slippage has occurred. These are

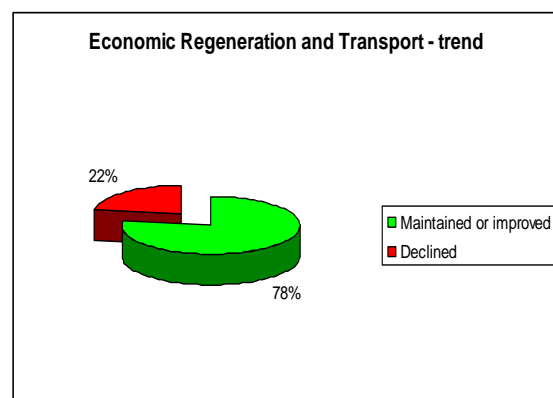
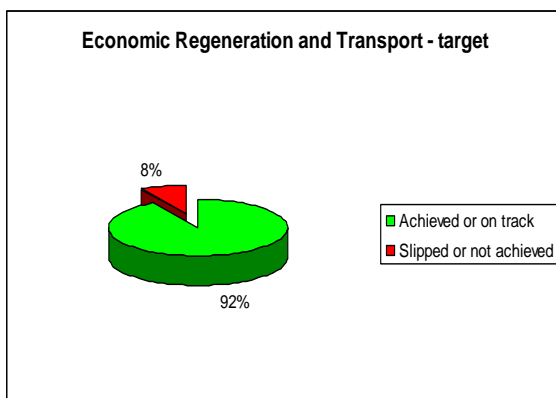
- Development of Thornaby Town Centre completed by March 2008 and floor space occupied by March 2009. Demolition expected to commence Jan 2007. Development to commence spring 2007 with 14-15 month build programme. Due for completion autumn 2008 plus another year for floor space to be occupied.
- Review car parking provision in Stockton town centre by September 2006. A consultant's report is imminent and will inform a report to Cabinet in January 07.
- Major housing regenerations at Hardwick and Mandale: including new properties to rent and extra care housing.

33. Good progress is being made on the delivery of Service Improvement Plans in this area with 84% of indicators achieved. There are three main areas of slippage. These are:

- Number of funding agreements audited;
- Sports and Leisure Strategy; and
- LSP structure review.

34. Within the Corporate Basket there are 13 indicators that measure the progress of achievement against this theme. For 1 of the indicators information is not available as it is based on an annual survey. Of the remaining 12 indicators, 11 are on or above target, with only one predicted to miss the target set. Details of this have already been highlighted in this report.

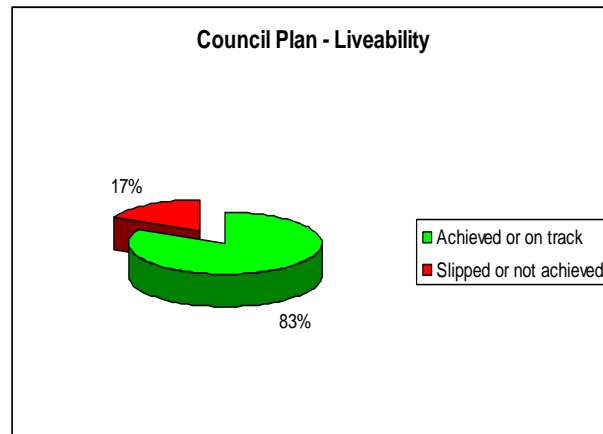
35. Where a comparison can be made, 7 of the 9 measures contributing to the Economic Regeneration and Transport Theme are showing an improvement in performance against Quarter 2 in 05/06. The 2 showing a decline are the street lighting indicator and the reduction of killed and seriously injured on the roads. Performance in 05/06 was good in this area. Quarter 2 this year shows a slight increase in those killed or seriously injured compared to the same quarter last year.



Liveability

36. The Liveability theme includes measures on waste, street cleansing, energy efficiency and housing most of which are showing positive performance and improvement trends. The local recycling measure has seen significant improvements in the last year with current performance just over 18% against a target of 20%. A new recycling initiative is being piloted over the next few months which will contribute to improving performance further. It is unlikely that the LPSA stretch recycling target of 22% will be achieved.

37. Within this theme there is good progress towards the Council Plan objectives.



38. There are 2 areas within this theme where slippage has occurred. These are detailed below:

- Develop a five-year improvement plan to restore/develop the Borough's parks, cemeteries and open spaces by November 2006. Strategic plan slipped due to departure of appropriate officer. Revised project timetable being developed. Draft strategy to be in place by 31st March 2007
- Recycling and composting targets as detailed above.

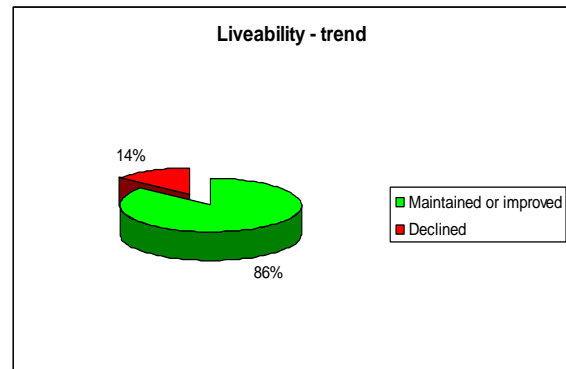
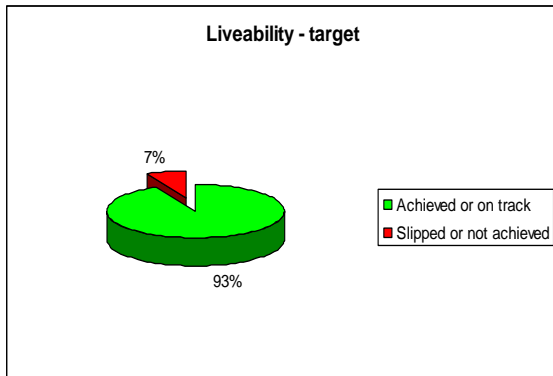
39. Activity on both Planning Validation and Benefit take up in Neighbourhood renewal areas has been delayed, however this is due to delays in the publication of national guidance. Revised target dates will now be agreed for these objectives.

40. Good progress on the delivery of Service Improvement Plan objectives has been made with 86% of objectives achieved or on track. The following details areas of slippage:

- 5-year strategy for parks and countryside
- Improvement to play provision in urban parks.
- number of private sector properties to be made decent through the direct take-up of financial packages of support to vulnerable households;
- amount of money levered in through match funding;
- Number of properties brought back into use as a result of the Empty Properties Challenge Fund.

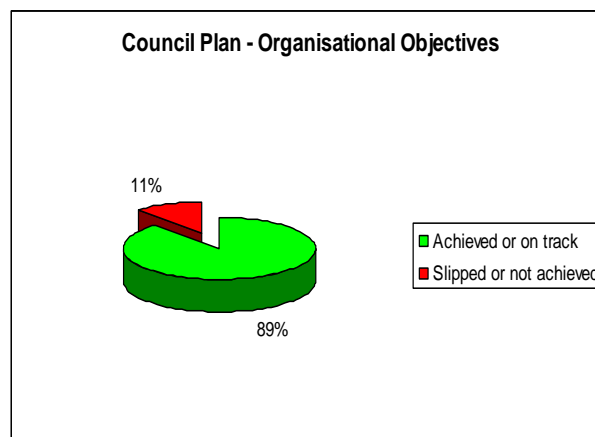
41. There are 14 corporate basket indicators that measure the progress of achievement against this theme. Information is available for all measures. Good progress is being made in 13 measures. This includes service areas of environmental cleanliness, housing and energy efficiency.

42. Where a comparison can be made, 86 % of measures contributing to the Liveability Theme are showing an improvement in performance against Quarter 2 in 05/06.



Corporate Health

43. Achievement of Council Plan objectives is progressing well.



44. There are areas within this theme where slippage has occurred. These are detailed below:

- Complete job evaluation and develop new pay and grading structure within government targets. CESC Operational areas now to be completed in line with Corporate deadline.(Dec06)
- Information Governance issues
- Customer relationship management: Complete Phase 1 implementation (Care for Your Area, Taxation and Benefits) by March 2007. Taxation scripts developed. However, implementation now likely to be summer 2007. Delays due to software interfaces still to resolve. Revised target date Jan-07. Responses from marketplace currently under consideration.
- Produce an option appraisal to renew the firewall infrastructure and improve the resilience of the firewall.

45. Progress on Service Improvement Plans contributing to this theme are progressing well.

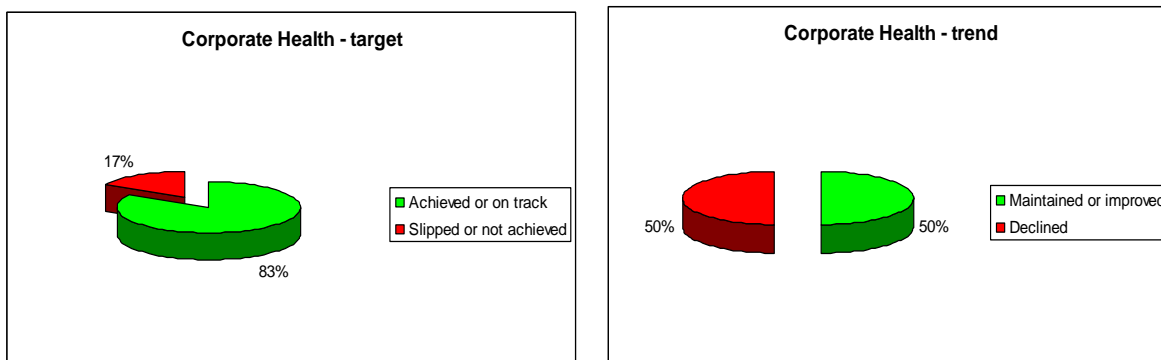
Key areas of progress are detailed below:

- Installation of Air Conditioning unit in computer room.
- High satisfaction ratings from Finance customers
- IIP Accreditation
- Continued development of the business case for the Stockton /Darlington Partnership.
- Progress on the Equality and Diversity Agenda
- A-Z of services for 2006/7 produced.
- Participation in the reputation campaign.

- 100% success rate on supporting new benefit claims. (Benefits CPA Score)

46. Within the corporate basket there are 7 indicators that measure the progress of achievement against this theme, 5 are predicted to achieve targets set. Performance on the percentage of invoices paid within 30 days currently stands at 82.65% against a target of 90%. This is a decline in performance of 3% compared to the same quarter last year. Sickness absence is showing a slight improvement on quarter 1 of this year but performance is showing a cumulative figure of 4.89 days at quarter 2 against an annual target of 11.25 days per FTE.

47. Where a comparison can be made, 50% of measures contributing to the Corporate Health Theme are showing an improvement in performance against Quarter 2 in 05/06.



Consultation and Feedback from Residents and Service Users

48. A number of key consultation exercises have been undertaken during quarter 2 of this year including the Mori residents survey, the statutory BVPI surveys, car parking, emergency planning, supporting people, children's trust board, the ethical governance audit, open space audit and access to services. The results from these consultation exercises have been used to inform revised and improved service delivery and feed into the development of new strategies. A full list of consultation and findings undertaken in quarter 2 is attached at appendix 4.

Complaints and Commendations

49. In total the Council received 203 complaints in quarter 2, making 393 for the first half of 2006/7. The two greatest areas of complaints were 17% regarding Children and Adult's Social Care Services and 26% regarding Tristar including crime and anti-social behaviour and repairs administration. This compares to a total of 270 complaints in Quarter 2 of last year (495 for the first half of 2005/6). A total of 419 commendations were received with 11% for community protection including consumer advice and 25% regarding direct services, including street cleaning, customer and horticultural services making 925 for the first half of 2006/7. This compares to 519 in the same period last year (884 for the first half of 2005/6). A full breakdown of complaints and commendations by service area including conclusions and subsequent actions taken is shown at *appendix 5*.

FINANCIAL IMPLICATIONS

There are no financial implications specifically arising from this report. A separate, more detailed financial report is being presented to Cabinet members at this meeting.

LEGAL

N/A

RISK ASSESSMENT

This 2006/7 Qtr 2 performance report is categorised as low risk. Existing management systems and daily routine activities are sufficient to control and reduce risk on performance.

COMMUNITY STRATEGY IMPLICATIONS

The performance data within this report is set out under each of the five priority improvement themes details In the Community Strategy and the Council Plan, demonstrating how progress is being made towards the achievement of each theme.

Safer Communities
Healthier Communities and Adults
Economic Regeneration and Transport
Children and Young People
Liveability

CONSULTATION INCLUDING WARD/COUNCILLORS

N/A

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