

## EXECUTIVE SCRUTINY ITEM COVERING SHEET PROFORMA

### **AGENDA ITEM:**

### **REPORT TO EXECUTIVE SCRUTINY**

**23<sup>RD</sup> DECEMBER 2008**

### **REPORT OF CORPORATE MANAGEMENT TEAM**

## **COUNCIL DECISION**

**Corporate Management and Finance: Lead Cabinet Member – Councillor Laing**

### **QUARTER 2 – PERFORMANCE AND BUDGET REPORT JULY - SEPTEMBER 2008**

1. Summary

This report outlines the Council's service and financial performance to 30 September 2008 highlighting achievements, areas for improvement, impact of global economy and pressures against revenue and capital budgets.

2. Recommendations

1. That the overall report is noted.
2. Note performance at quarter 2 and current progress in implementing the new Performance Framework
3. The revised MTFP be noted (paragraph 2 ).
4. The level of working balances be noted and retained at £9.1million (paragraphs 6 to 7).
5. That the revised capital programme be approved.

3. Reasons for the Recommendations/Decision

This report highlights the projected outturn position for 2008/09, approves revisions to the capital programme and provides members with information on the revised MTFP.

4. Members Interests

Members (including co-opted Members with voting rights) should consider whether they have a personal interest in the item as defined in the Council's code of conduct (**paragraph 8**) and, if so, declare the existence and nature of that interest in accordance with paragraph 9 of the code.

Where a Member regards him/herself as having a personal interest in the item, he/she must then consider whether that interest is one which a member of the

public, with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to prejudice the Member's judgement of the public interest (**paragraphs 10 and 11 of the code of conduct**).

A Member with a prejudicial interest in any matter must withdraw from the room where the meeting considering the business is being held -

- in a case where the Member is attending a meeting (including a meeting of a select committee) but only for the purpose of making representations, answering questions or giving evidence, provided the public are also allowed to attend the meeting for the same purpose whether under statutory right or otherwise, immediately after making representations, answering questions or giving evidence as the case may be;
- in any other case, whenever it becomes apparent that the business is being considered at the meeting;

And must not exercise executive functions in relation to the matter and not seek improperly to influence the decision about the matter (**paragraph 12 of the Code**).

**Further to the above, it should be noted that any Member attending a meeting of Cabinet, Select Committee etc; whether or not they are a Member of the Cabinet or Select Committee concerned, must declare any personal interest which they have in the business being considered at the meeting (unless the interest arises solely from the Member's membership of, or position of control or management on any other body to which the Member was appointed or nominated by the Council, or on any other body exercising functions of a public nature, when the interest only needs to be declared if and when the Member speaks on the matter), and if their interest is prejudicial, they must also leave the meeting room, subject to and in accordance with the provisions referred to above.**

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SCRUTINY**

**23<sup>RD</sup> DECEMBER 2008**

**REPORT OF CORPORATE  
MANAGEMENT TEAM**

**COUNCIL DECISION**

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Recommendations

1. That the overall report is noted.
2. Note performance at quarter 2 and current progress in implementing the new Performance Framework
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5. That the revised capital programme be approved.

**FINANCIAL POSITION**

Projected Outturn

1. The position for 2008/09 is structured around three "ring-fenced" financial areas:
  - a. General Fund
  - b. Housing Revenue Account
  - c. Capital

General Fund

2. The following table details the current MTFP position of each service compared to the projected position reported to Cabinet on 11 September 2008. Members will recall the previous report referred to the economic downturn and the impact it was starting to have on the Council. The report

referred to inflationary pressures around energy and fuel and also demand-led pressures particularly in Children, Education & Social Care. The MS/MC position showed a reduction in MS from that projected at the beginning of the year as services used MS to accommodate the increases. Since the June budgetary control report services have been proactively managing the financial position across the Council. As a consequence of this action savings and efficiencies have been made which have resulted in the MS/MC reverting back to the projections at the beginning of the year i.e. £2 million MS. Significant elements of this are however committed, details are provided in the table below and at paragraphs 3 and 4 to the report.

### MTFP (MS / MC) – 2008/09 PROJECTED OUTTURN

Reserves (MS)/MC	Approved Position at 31/06/2009 (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	Projected Outturn Position at 31/03/2011 (MS) / MC's £'000's	Projected Outturn Position at 31/03/2012 (MS) / MC's £'000's
CESC	0	(633)	(254)	0	0
D & NS	(690)	(1203)	(664)	(366)	0
RESOURCES	(127)	(50)	0	0	0
TES	0	0	0	0	0
LAW & DEMOCRACY	(40)	(51)	(41)	(55)	(69)
POLICY & COMMUNICATIONS	(125)	(133)	(166)	(119)	(54)
<b>TOTAL</b>	<b>(982)</b>	<b>(2070)</b>	<b>(1125)</b>	<b>(540)</b>	<b>(123)</b>

#### Children, Education and Social Care (CESC)

3. The overall position for CESC has improved by £633,000. Although the previously reported pressures in respect of Agency placements and care packages, £900,000, are expected to continue, there are a number of areas of savings which are offsetting this overspend in this financial year.
  - Integrated Service Areas – Posts have been vacant within Children's Services linked with the reorganisation of service provision through the development of Integrated Service areas (£350,000)
  - Advisory Services – staff turnover and vacant posts across these teams has generated savings (£108,000)

- The Children and Young People Strategy team has generated savings due to vacant posts and a rephrasing of the Integrated Children's System implementation (£104,000)

Development & Neighbourhood Services

4. The projected surplus for Development and Neighbourhood Services has improved since June by £500,000, the most significant reasons being:

- Street Lighting – Due to additional price increases with effect from October, the pressure in this area is now expected to be approximately £450,000, as opposed to the £230,000 previously reported. Resources are available within the medium term financial plan (£400,000), which will alleviate this pressure in this financial year, however it is anticipated that these costs will continue at least at this level in future years.
- Direct Services – The report in September projected an overspend of £168,000. It is now anticipated that this service will break even due to fuel price pressure being lower than anticipated following recent price reductions, along with additional income in trading areas, and a saving within the waste disposal budget.
- Planning – The income levels, particularly with regards to major planning applications are particularly uncertain, and the current estimate is for an under-recovery of £150,000. This is being partly offset by utilising Planning Delivery Grant and staffing savings making the pressure in this area £50,000.
- Security and Surveillance Service – Additional services provided have resulted in a net financial benefit (£84,000).

5. The economic downturn both nationally and globally appears to be here to stay. It is expected that the financial position will therefore continue to be extremely challenging. Officers are currently analysing trends and challenging cost drivers with a view to informing the medium term financial plan and the budget / Council tax setting in February. Areas being considered include:

- |                  |   |                          |
|------------------|---|--------------------------|
| Demand pressures | - | Benefits                 |
|                  | - | Homelessness             |
|                  | - | Foster placements        |
|                  | - | Agency placements (CESC) |
|                  | - | Direct payments (CESC)   |
| Income pressures | - | Planning                 |
|                  | - | Car parking              |
| Cost pressures   | - | Energy                   |
|                  | - | Fuel                     |

6. There are a number of other initiatives and pressures that will also need to be considered including:
  - Cabinet recommendations agreed in principle as a result of the Scrutiny Work Programme.
  - Potential implications of the Housing Futures Programme.
7. In addition the Council's treasury management (loans and investments) position is being monitored on a daily basis. Members will be aware of the global issues in the sector brought about by the "credit crunch". Officers have taken a cautious approach and have recently, via urgency powers, revised the Treasury Management Strategy. (Council dates were such that delays would potentially have a serious impact upon the position). Details of the approach and the revision are attached at Appendix A. Currently interest rates are dropping and as the Council's medium term financial plan relies upon some investment income, this is being evaluated and again will be considered via the budget setting process.

#### General Fund Balances and Earmarked Reserves

8. The Council's current policy is to hold 3% of General Fund expenditure as balances (equates to £7.6 million at 1 April 2008). The current projected level of working balances at 1 April 2009 is reported as £9.1million.
9. This is equivalent to 3.6% of our 2008/09 Net Budget Requirement (equates to approximately £1.4 million over the 3%). Given the concerns surrounding the current financial climate we recommend that we do not utilise balances and this position will continue to be reviewed on a quarterly basis as part of the updates on the Medium Term Financial Plan.

#### Housing Revenue Account

10. The cabinet report in September indicated that there were emerging issues surrounding the number of capital receipts and Right To Buy (RTB) sales. At the present time the impact on the Housing Capital programme of the reduction in capital receipts is anticipated to be £1.8 million. Officers, working with Tristar Homes, have reviewed the Housing Capital programme and also the Housing revenue Account to identify the following:
  - Cost savings in respect of recent tenders (£209,000)
  - Additional rent income associated with reductions in Right to Buy sales (£250,000)
  - Reduction in bad debt provision £250,000)
11. Negotiations with Tristar have resulted in a reprogramming of non-priority capital schemes (£506,000), and of service improvement projects (£400,000), which will be undertaken when the financial situation improves.
12. This will ensure a balanced capital position and also retain the Balance on the Housing Revenue Account to a projected £1.1million. This area will be monitored closely throughout the year.

## CAPITAL

13. The Capital budget for 2008/09 is outlined in the following table:

	Approved Budget £000's	Outturn £000's	Variance £000's
Children, Education and Social Care Development & Neighbourhood Services	15,591	15,591	0
Resources (inc Law & Democracy)	53,123	52,621	(502)
	1,638	1,018	(620)
Total Programme	70,352	69,230	(1,122)

14. The movement from the approved is mainly due to reprofiling of approved schemes, the details of which are given below.

	£,000's
<u>Resources</u>	
The construction of the new computer room has been delayed and the majority of expenditure will be incurred in the next financial year.	(500)
There are further elements of the Access to Services programme which will now be undertaken next financial year.	(120)
<u>Development &amp; Neighbourhood Services</u>	
The developer for the town centre is currently working on the plans for the town centre, however this is more difficult in the current financial climate. The Billingham Forum Scheme is now approved and work will start in the next financial year. Given that the Public Realm Works need to compliment these schemes, it is now envisaged that this will commence in the next financial year.	(750)
Housing Regeneration Schemes – the schemes have been reprofiled to maximise the utilisation of the SHIP grant income.	620
Park Developments – The majority of the improvement works to Newham Grange, Wynyard, Romano and John Whitehead Parks will now be undertaken next year.	(490)

## PERFORMANCE POSITION AT 30<sup>TH</sup> SEPTEMBER 2008

15. In October 2006, the local government white paper, “strong and prosperous communities” highlighted some changes to the way that Government would assess and monitor the performance of councils and their partners. These changes were included in the Local Government and Public Involvement in Health Act 2007 and include:
  - a. The replacement of Comprehensive Performance Assessment with Comprehensive Area Assessment
  - b. The replacement of Best Value Performance Indicators (BVPI) with a smaller National Indicator Set (NIS) and the removal of the requirement to publish a Best Value Performance Plan each year
  - c. The introduction of new style Local Area Agreements to act as a performance contract between government and localities (led by the council)
  - d. Reductions in data collection, reporting and inspection.
  
16. These changes had a number of implications for the way that Stockton-on-Tees Borough Council collects performance data, monitors its performance and drives performance improvement. The reduction in prescription from central government provides an opportunity to develop a more flexible performance framework that enables the Council to monitor and manage its performance in priority areas as well as retaining an overview of corporate performance. Work is ongoing to implement a framework that includes:
  - The Local Area Agreement – a statutory agreement, acting as a performance contract between government and the council together with partner organisations covered by the “duty to cooperate” in the Local Government and Public Involvement in Health Act. The LAA contains 33 “designated” measures (i.e. those for which targets have been agreed with government with ), 16 mandatory measures relating to educational attainment, and nine local measures which relate to the Tees Valley Multi Area Agreement and / or additional priorities
  - The national indicator set (all 198) which includes a number of new measures, never before collected. The Council and its partners are developing systems to collect this new data and testing them to ensure that they are robust. There have been some delays at a national level as government departments have struggled to develop clear and robust definitions for some measures resulting in some NIs not being introduced until 2009/10. The NIS also includes measures which are dependent on perception data collected through the Place Survey (adults) and Tell Us survey (children)
  - Measures that enable Tees Valley to monitor progress against the Tees Valley City region Business Case through the implementation of the Multi Area Agreement
  - Local measures, some of which are drawn from previous Best Value Performance Indicators, which allow us to monitor progress against priorities that are not sufficiently covered by the new National Indicators



- Qualitative data drawn from surveys such as our biennial residents survey and ViewPoint as well as the nationally conducted Place and Tell Us surveys and from other forms of resident feedback like complaints.

17. Developing and testing systems to collect the new nationally required data is a big task and one which will take most of 2008/09. This also means that during 2008/09 the reporting of performance to members will not be as complete as in previous years but it will improve during the year. Robust performance management systems remain in place across the council and the Corporate Management Team retains its focus on service performance as well as monitoring progress in implementing this new performance framework.

This report utilises available information to provide members with as clear a picture as possible of the council's performance against the Local Area Agreement, other performance measures, and Council Plan. It also includes detail of the Council's latest Residents Survey, other resident feedback and consultation activity. A series of appendices have been prepared to the report to provide members with a full picture of performance. These are available on the web site at [:www.stockton.gov.uk/yourcouncil/performance/qtrperfmonitor](http://www.stockton.gov.uk/yourcouncil/performance/qtrperfmonitor).

18. :

Appendix 1	Local Area Agreement performance to September 2008
Appendix 2	Non-LAA measures for which data is available
Appendix 3	Measures where data is not yet available but systems are under development to collect / obtain data
Appendix 4	Progress against the Council Plan to September 2008
Appendix 5	Complaints and Commendations

## PERFORMANCE AGAINST THE LOCAL AREA AGREEMENT

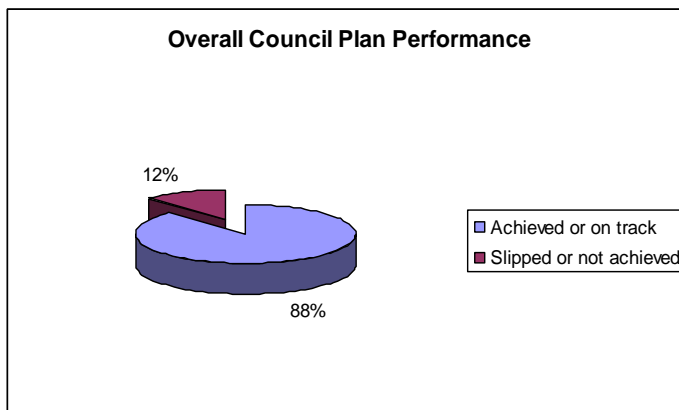
19. The current Local Area Agreement was agreed by Cabinet in June 2008 and signed off by the Secretary of State for Communities and Local Government later that month. It forms a performance contract between the Council, on behalf of the public sector in the borough and the government. It will be used as a starting point in the new Comprehensive Area Assessment and sits at the heart of the borough's performance framework. The agreement contains measures for which the council is solely responsible as well as measures for which the council and its partners (such as the PCT, Police, Learning and Skills Council etc) are jointly responsible.
20. In total there are 58 separate measures in the Local Area Agreement. 33 designated 16 mandatory and nine local measures. At this point, data is available for 40 of these measures. Of these:

- 77.5% (or 31 measures) have already been achieved or are on track to be achieved
- 22.5% (or 9 measures) have either slipped or missed their target

21. This represents strong performance in the first six months of the year. It should be noted however, that most aspects of the Local Area Agreement could be affected by the changing economic climate in the coming months. An analysis of the potential implications has been undertaken and this is feeding into improvement work around the LAA indicators. Further detail about the LAA measures is included in the thematic section of this report and in Appendix 1.

## PROGRESS AGAINST THE COUNCIL PLAN

22. Performance against the Council Plan in the first six months of 2008 is strong. The Council Plan contains 149 actions and 187 success criteria, where progress can be reported, that support the Sustainable Community Strategy as well as 28 actions and 49 success measures around organisational effectiveness. Overall 88% of success measures were achieved or on track to be achieved at the six month stage. Full details of performance against the Council Plan can be found in Appendix 4.



## RESIDENTS SURVEY 2008

23. Since 1998 the Council has commissioned an external research agency (IPSOS Mori) to carry out a biennial independent residents' survey to measure residents' views, satisfaction and perceptions. The 2008 survey provides the most positive results to date. The results of the survey include:

- 84% residents are satisfied with the area as a place to live
- Residents' priorities have remained consistent since 2004 – reducing level of crime / anti-social behaviour; more facilities for teenagers; more facilities for children under 13.
- Net satisfaction with the way the council runs the borough is 47% (compared to a unitary council average of IPSOS Mori's clients over the last three years of 39%)
- The majority of residents do not feel that they can influence decisions – this is a common result across the country

- e. 66% residents feel proud of their local area; 63% residents say that the local area is a place where people from different backgrounds get on well together; 58% residents say the local area is a place where residents respect ethnic differences between people
  - f. A net 11% of residents believe the council provides good value for money
  - g. 81% of residents who had contacted the council found the staff helpful, 80% efficient, 79% able to deal with enquiry, 80% knowledgeable. These are all significant increases from the previous survey.
  - h. Net satisfaction with the quality of council services is 59% (up 4 percentage points from 2006)
  - i. Top three service priorities across the borough are refuse collection, community safety and parks and open spaces
24. Further information on the results of the Residents' Survey is included in the thematic section of this report. The results of the survey are being considered as part of the service planning process for 2009 – 2012.

## **PROGRESS BY COUNCIL PLAN THEME**

### Economic Regeneration and Transport

25. Indications are that the Council is continuing to deliver on economic regeneration and transport issues but that the national economic picture is beginning to impact negatively on performance in some areas. Work is underway to explore ways of minimising the impact on the borough and ensuring that we are well positioned when an economic upturn begins.

### Local Area Agreement and Performance Indicators

26. There are seven measures relating to economic regeneration and transport included in the LAA. Of these, five are designated and the other two included as local measures to ensure effective links between the LAA and the Tees Valley Multi Area Agreement. Data is available against just two of these measures at September 2008. These are:
- NI 153 - working age population claiming out of work benefits in the worst performing neighbourhoods. There is a significant time lag in data becoming available with the latest data being available for March 2007 to February 2008 with performance at 31% against a target of 31.5%. It should be noted however, that though this looks like the target has already been exceeded, the changes in the economic and employment climate since February 2008 make this target challenging in the longer term.
  - NI 198 - Children travelling to school by different modes of transport. Our progress will be measured against a reduction in the proportion travelling to school by car. The latest available data relates to a survey undertaken in January 2008 where performance was at 21% children travelling to school by car. Increases in the development of school travel plans, improvements to cycle ways etc should lead to a reduction in children travelling by car for the January 2009 survey.

27. Full details of performance against the LAA can be found in Appendix 1.

28. There are six more measures (including some national indicators) which have data available but are not included in the LAA. There has been good progress in reducing casualties from road traffic accidents / collisions; repairing street lighting faults; and rearing / making safe dangerous damage to roads and pavements within 24 hours. Full details of performance against the non - Local Area Agreement measures for which data is available can be found in Appendix 1.

#### Multi Area Agreement

29. The Tees Valley Joint Strategy Unit is preparing a performance report to Tees Valley Unlimited which includes progress against the Multi Area Agreement. However, at this stage in the year there is little data available for most of the measures included in the MAA which focuses on longer term improvements to place and economy. It is clear from the economic data available that there is an economic slowdown across Tees Valley, affecting housing and employment and the short term targets included in the MAA. However, the MAA is a longer term agreement covering the next ten years. It may therefore still be possible to achieve five and ten year targets, depending on the length and depth of the economic slowdown and any consequent recession.

#### Progress against the Council Plan

30. There are 17 actions in the Council Plan relating to Economic regeneration and transport supported by 21 success measures. Data is unavailable for one of these success measures. Four measures have slipped / missed their target relating to:
- Development of Durham Tees Valley Airport Business Park,
  - Development of a road network plan by September 2008 as part of Stockton Middlesbrough Initiative,
  - Development of the Local development Framework (where some timelines have been revised)
  - Increasing the supply of ready to develop housing sites. The later measure has been affected by the changes to the economy and it is unlikely that this measure will recover during 2008/09.
31. Full details of performance against the Council Plan can be found in Appendix 4.

#### Residents' Survey 2008

32. Several of the questions included in the independent Residents' Survey relate to economic regeneration and transport. These include:
- Satisfaction with the area as a place to live – 84% residents are either very or fairly satisfied with the area as a place to live. This is fairly consistent with results in the last survey (2006)
  - Perceived changes in the local area – As in 2006, a quarter of residents (25%) feel that their local area has got better over the past two years; while a similar proportion (28%) feel their local area has got worse.

- 26% residents think the local area will improve, consistent with the 2006 results
- The top five priorities for the borough in 2008 were community safety, creation of jobs, regeneration of run down areas, attracting new business to the area and town centres.
- Residents are less optimistic about the future of the economy than in previous years. (Note the survey was undertaken during the summer when the credit crunch was beginning to take hold across the country).
- Net satisfaction with public car parks has increased from 40% in 2006 to 48% in 2008
- 25% net satisfied with road maintenance and repairs compared with 4% in 2006
- 14% net satisfied with pavement maintenance compared to -1% in 2006
- 19% net satisfied with traffic flows compared to 4% in 2006
- 68% residents say they are satisfied with town centre markets

## ENVIRONMENT AND HOUSING

33. Overall the council is performing well in this area though it should be recognised that some of the measures relating to housing are being affected by the changing economic climate and that performance against some housing measures may decline in the second half of the year.

### Local Area Agreement and Performance Indicators

34. There are ten measures for Environment and Housing included in the Local Area Agreement. Of these, six are designated and four are local. Two of the local measures relate to the Tees Valley Multi Area Agreement (see paragraph 26), the others relate to residual waste and recycling per household.
35. Data is currently available for five of the measures with three being on track to be achieved:
- NI 157 - Planning applications determined in a timely manner. Targets for major, minor and other applications have already been exceeded.
  - NI 191 & NI 192 - Kilograms of residual household waste collected per household and percentage of waste sent for reuse / recycling / composting / anaerobic digestion are both on track to achieve their year end targets
  - NI 195 – levels of litter
36. One measure has slipped relating to additional homes provided. The full year target is to have 375 additional new homes but only 85 have been completed to end of September. This is largely due to the changing economic climate and it is unlikely that the year end target can be met. Full details of performance against the Local Area Agreement can be found in Appendix 1.

37. An additional eight measures are available with data at this point. Of these, seven are on track to achieve the targets set with good progress in reducing the number of households living in temporary accommodation, meeting the decent homes standard, processing of benefit claims, waste going to landfill, rent collection, and missed bins. Full details of performance against the non - Local Area Agreement measures for which data is available can be found in Appendix 2.

#### Progress against the Council Plan

38. Within the Council Plan there are 19 actions relating to Environment and Housing supported by 22 success measures. All actions and success measures are considered to be on track at September 2008. Full details of performance against the Council Plan can be found in Appendix 4.

#### Residents' Survey 2008

39. Several of the questions included in the independent Residents' Survey relate to environment and housing. These include:
- a. Net 87% satisfaction with refuse collection
  - b. Net 83% satisfaction with street lighting
  - c. Net 78% satisfaction with doorstep recycling. This is a significant drop in satisfaction from net 86% in 2006. A similar drop is seen in satisfaction with recycling facilities (down from net 80% to net 72%). These drops in satisfaction are likely to be driven by changes in expectations. Cabinet has already agreed to improve recycling across the borough and this improvement programme should have a positive impact on future satisfaction ratings.
  - d. Net 70% satisfaction with street cleaning (up from 64% in 2006)

### **SAFER COMMUNITIES**

40. The Council and its partners are performing well in this area with real reductions in crime. However, there is an increasing focus nationally on perceptions of crime and feeling safe and a full picture in comparison with other places will not be available until the Place Survey results are published in 2009.

#### Local Area Agreement and Performance Indicators

41. There are four designated measures for Safer Communities in the LAA. These relate to serious violent crime, perceptions of anti-social behaviour, arson incidents and drug users in effective treatment. The measure around anti-social behaviour cannot be reported against at this point as it depends on the national Place Survey. The other three measures are all considered to be "on track". Full details of performance against the Local Area Agreement can be found in Appendix 1.
42. There are 11 other measures not included in the LAA for which data is being collected. Ten of these are on track to achieve their target. The measure not likely to achieve its target relates to levels of knife crime. Full details of

performance against the non - Local Area Agreement measures for which data is available can be found in Appendix 1.

#### Progress against the Council Plan

43. There are nine Council Plan actions relating to Safer Communities, supported by 14 success measures. Information is available for 9 of these measures, all of which are on track. These include:
- Reductions in criminal damage and violent crime
  - Reductions in deliberate fires
  - Increases in the number of drug users in effective treatment
  - Reductions in people (including children) being killed or seriously injured on the borough's roads
44. Full details of performance against the Council Plan can be found in Appendix 4.

#### Residents' Survey 2008

45. Several of the questions included in the independent Residents' Survey relate to safer communities. These include:
- Community safety is regarded by 40% of residents to be one of the most important priorities for the borough in the next five years and is cited as a key quality of life issue.
  - 92% residents feel safe walking outside alone in the area during the daytime
  - Only 46% of residents feel very or fairly safe walking outside in the area after dark. (compared to 54% in 2006)
  - The proportion of residents who think the level of crime has got better has remained consistent with 2006 (14 / 15%) but there has been a rise in the proportion who feel it has got worse up to 37% from 31%). Intelligence from IPSOS Mori suggests that this is consistent with the national picture.
  - In 2006 47% residents felt that vandalism, graffiti and deliberate damage were a problem locally. This is now down to 27%.
  - 39% see teenagers hanging around on the streets as a big problem; 30% see people using or dealing drugs as a big problem and 27% see people being drunk or rowdy in public places as a big problem.

### **STRONGER COMMUNITIES**

46. There is very limited information available at this point on which to judge how the council is performing in this area. From the Council Plan and IPSOS Mori results it is clear that progress is being made but a fuller picture will be available at the end of the year.

#### Local Area Agreement and Performance Indicators

47. There are two designated measures in the LAA for Stronger Communities covering the percentage of people who believe people from different backgrounds get on well together and overall satisfaction with the local area. Unfortunately, both are dependent on the nationally carried out "Place Survey". Though we have some data from the IPSOS Mori residents' survey for these questions it is not yet clear what impact the different survey methodologies would have on the results – the Place Survey is postal while the IPSOS Mori is face to face. In addition, the targets agreed in the LAA are to be within the average range for the national results for these questions so until that data is available it is difficult to measure our performance. The Place Survey is being carried out in autumn 2008 and we expect the results to be available before the end of the performance / financial year. Full details of performance against the Local Area Agreement can be found in Appendix 1.
48. There is one additional measure where limited data is available at this point. This relates to migrants' English language skills and knowledge. However, this is being measured for the first time and it is therefore hard to tell whether performance is good or not at this point. Full details of performance against the non - Local Area Agreement measures for which data is available can be found in Appendix 1.

#### Progress against the Council Plan

49. There are two actions in the Council Plan relating to the development of Stronger Communities. These are supported by nine success measures, seven of which can be measured at this point. All seven are on track or have been completed. Full details of performance against the Council Plan can be found in Appendix 4.

#### Residents' Survey 2008

50. Several of the questions included in the independent Residents' Survey relate to stronger communities. These include:
- As elsewhere in Britain residents do not feel they can personally influence decisions (59% disagree while 22% agree)
  - 36% of residents feel they have enough information about decisions that are being made while 48% feel they do not.
  - 23% of residents would like to have more of a say in what the council does and the services it provides.
  - 66% of residents feel proud of their local area (17% do not)
  - 63% residents say that the local area is a place where people from different backgrounds get on well together (15% do not)
  - 58% residents feel that the local area is one where people respect ethnic differences (14% do not).

### **CHILDREN AND YOUNG PEOPLE**

51. The Council continues to perform well in this area. At this point in the year, the children and young people theme is supported by more data than any other due to the inclusion of educational attainment measures.



## Local Area Agreement and Performance Indicators

52. Stockton's Local Area Agreement includes 16 mandatory children and young people measures, 9 designated and a further three local measures (giving a total of 28 measures). Data is available against 24 measures at this point, though in the case of the measures relating to educational attainment, some of the data is still provisional. Overall performance is good with 68% of targets achieved or on track to be achieved and 32% slipped or missed the target.
53. The Local Area Agreement measures which have already achieved their 2008/09 target all relate to educational attainment:
- NI 72 - Achievement of at least 78 points across early years foundation stage with at least 6 in each of the scales in Personal Social and Emotional Development and Communication, Language and Literacy.
  - NI92 - Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest.
  - NI 99 - Looked After Children reaching level 4 in English at Key stage 2
  - NI 100 - Looked After children reaching level 4 in Maths at Key Stage 2
54. Two Local Area Agreement measures which slipped or missed target are of particular concern. These are NI 112 about under 18 conceptions and NI 53 about breastfeeding.
- NI118 Under-18 conceptions. The measure is defined as the change in the rate of under-18 conceptions per 1,000 girls aged 15-17 years resident in the area for the current calendar year, as compared with the 1998 baseline rate, shown as a percentage of the 1998 rate. The target for this measure has long been recognised as challenging and has been a consistent area of focus. Recent activity has included analysis of a range of data sources that are linked to under-age conception in order to help targeting of support and services.
  - NI53 Breastfeeding prevalence. This measure is defined as prevalence of breastfeeding at 6-8 weeks from birth. Data is collected by the PCT which reports 14.3% at end of September against a target of 28%. Work is ongoing with the PCT to improve data collection and reporting but current estimates indicate that the target will be very stretching.
55. Full details of performance against the Local Area Agreement can be found in Appendix 1.
56. Data is available for a range of other measures relating to Children and Young People including 26 National Indicators which were not included in the Local Area Agreement. This includes two measures which are being affected by increased numbers of referrals for children's social care assessments. As a result, though performance against NI 59 (Percentage of initial assessments for children's social care carried out within 7 working days of referral), and NI

60 (Percentage of core assessments for children's social care that were carried out within 35 working days of their commencement) is currently on track, targets may be difficult to achieve by year end. Full details of the non-LAA measures for Children and Young People where data is currently available can be found in Appendix 2.

### Progress against the Council Plan

57. There are 33 actions relating to children and young people in the Council Plan with 48 associated success measures. Of these success measures, eight have slipped or missed their target and 40 have been achieved or are on track to be achieved by their target date. Full details of performance against the Council Plan can be found at Appendix 4.
58. Of particular note are:
- Completion of work to implement Children's Integrated Service Areas
  - Good progress made on school and pupil related targets (provisional data still for KS3 and KS4 results). Performance in Foundation and Primary school stages has remained overall above national levels; and at KS4 good improvement in Level 2 threshold measures is expected to narrow further the gap to national averages (although the challenging target for 5+ A\*-C GCSEs / equivalent including English and Maths was not quite met). KS4 performance included a very strong improvement, beyond target, for pupils of Pakistani origin. There has been good improvement in KS3 results, a priority area as reflected in last year's Annual Performance Assessment and Joint Area Review reports. There have been considerable difficulties experienced with the marking of KS3 SATs this year, and DCSF has recently announced that KS3 SATs are to cease from 2009.
  - Areas where performance has slipped include those previously highlighted under the Local Area Agreement – teenage conceptions, prevalence of breastfeeding – as well as obesity of year six pupils and reoffending rates. In both these cases improvement action is planned or underway.

### Residents' Survey 2008

59. Several of the questions included in the independent Residents' Survey relate to children and young people. These include:
- When asked their priorities for improving the borough, residents consistently highlighted facilities for children and teenagers. This is also a priority for young people themselves in other surveys and consultation activities.

## HEALTH AND WELLBEING

60. The Council is on track to deliver improvement in this area but there is limited data available at this point in the year. This is because many of the performance indicators relate to long term improvements in health or are dependent on data which will not become available until later in the year.

### Local Area Agreement and Performance Indicators

61. There are four measures in Stockton's Local Area Agreement relating to health and wellbeing, all of which are designated measures. Of these, three are considered to be "on track" to be achieved (including the target about improving the number of direct payments for social care clients) and one has slipped. This is NI 123 about the rate of self-reported 4-week smoking quitters per 100,000 population aged 16 or over. The target for this measure is very challenging particularly given the significant improvement in this area in previous years. Full details of progress against the Local Area Agreement can be found in Appendix 1.
62. There are two Health and Wellbeing National Indicators not included in the Local Area Agreement for which data is available. These are about acceptable waiting times for delivery of care packages following assessment (NI133) and NI126 which relates to early access for women to maternity services. Performance is on track against these measures. Delivery of care packages following assessment has been an area of improvement focus for the last few years, but increases in demand for care services may impact on performance later in the year. Full details can be found in appendix 2.

### Progress against the Council Plan

63. There are 40 actions relating to health and wellbeing included in the Council Plan, with 46 success measures (data available for 45). Of these success measures, only three have slipped or not been achieved. The three that have slipped related to arrangements for the community equipment service (delivery of equipment and adaptations within 7 days is at 67% against a target of 90%), development of the Adults Vision to reflect the personalisation agenda, and development of the health and wellbeing strategy. Several of the actions that have been completed are worthy of note:
- Target to improve level of assisted technology (telecare) in use has been met leading to efficiency gains, reduced demand on acute services, and high levels of customer satisfaction
  - Good progress relating to making a positive contribution through the agreement of a carers strategy, development of the over 50s assembly, establishment of the LINK and publication of the golden guide.
64. Full details of performance against the Council Plan can be found in Appendix 4.

## **OLDER ADULTS**

65. Indications are that performance for the Older Adults theme is on track however, there is little performance data to report at this stage. Monitoring of the Council Plan for this theme, based around the Older People Strategy, indicates that the majority of activity is on track, helping to embed the strategy across Council and partner services.

### Local Area Agreement and Performance Indicators

66. There are two “older adults” measures included in the Local Area Agreement, both of which are designated. However, only one of these can be measured at this point - the number of people who are receiving a Supporting People Service, who have established or are maintaining independent living, as a percentage of the total number of service users who have been in receipt of Supporting People services during the period. Performance against this measure is good and it is highly likely that the year end target will be achieved. The second measure related to the mortality rate from all circulatory diseases. This is a long term measure which is unlikely to register improvement in the short term. Full details of performance against LAA targets can be found in Appendix 1.
67. There are no non-LAA national indicators with available data for the health and well-being theme. Data on the other health and well-being national indicators will become available later in the year.

### Progress against the Council Plan

68. There are 16 actions in the council plan around older adults supported by 21 success measures. Progress can be reported against 18 of the success measures. Two have slipped or not been achieved, leaving 16 measures on track or completed. The two measures which have slipped or not been achieved are improving the take up of home fire and general safety checks where the improvement target of 5% has not been achieved in the first six months of the year; and progress with the Local Housing Assessment where the jointly commissioned Tees Valley assessment will not now be delivered until the end of the year. Full details of progress against the Council plan can be found at appendix 4.

## **ARTS, LEISURE AND CULTURE**

69. Indications are that the Council is on track in this area but there is little performance data to draw on at this point of the year.

### Local Area Agreement and Performance Indicators

70. There is one Arts, Leisure and Culture measure included in the Local Area Agreement as a designated measure. This relates to engagement in the arts. However, there is no data available for this measure nationally or locally. Performance data is being collected through the national Active People survey and will be made available to us in April 2009. Full details of performance against the Local Area Agreement can be found in Appendix 1.
71. There are three other arts, leisure and culture measures in the National Indicator Set which are also dependent on the Active People survey data and one measure which relates to children's satisfaction with parks and play areas which will not be introduced until 2009/10. Full details of performance against the non - Local Area Agreement measures for which data is available can be found in Appendix 1.

### Progress against the Council Plan

72. There are 13 actions in the Council Plan relating to arts, leisure and culture supported by 17 success measures. Of these, 14 are considered to be on track or achieved. The three that have slipped or missed their target relate to increased participation in the SIRF Carnival, improvement against the Public Library Service Standards and the development of the borough's Leisure Strategy. Achievements to date include:
- High levels of visitor satisfaction with SIRF 2008 at 96%
  - Increased museum visits including those through the 'Museums on the Move' programme which has had 15,000 visitors to date, ahead of projections.
73. Full details of performance against the Council Plan can be found in Appendix 4.

### Residents' Survey 2008

74. Several of the questions included in the independent Residents' Survey relate to arts, leisure and culture. These include:
- 88% net satisfied with libraries
  - 57% net satisfied with parks and open spaces (up from 53% in 2006)
  - 55% net satisfied with swimming pools up from 45% in 2006
  - 51% net satisfied with leisure centres up from 35% in 2006
  - 50% net satisfied with museums and galleries down from 57% in 2006
  - 88% net satisfied with events up from 63% in 2006. It should be noted however that the question was changed between surveys and therefore the data may not be fully comparable.

## **ORGANISATIONAL AND OPERATIONAL EFFECTIVENESS.**

### Local Area Agreement and Performance Indicators

75. There are no Local Area Agreement targets relating to organisational and operational effectiveness.
76. A total of 6 performance indicators are available to measure performance of this theme against. All six measures are on track to achieve their target including:
- i. Sickness absence
  - ii. Spend inside contracts
  - iii. Payment of invoices
  - iv. Efficiency gains
77. Details of performance against these measures can be found at Appendix 2.

### Progress against Council Plan

78. There are 28 actions in the Council Plan relating to organisational and operational effectiveness, supported by 49 success measures. Of these 42 are on track or have been completed and only 7 have slipped. This is largely because of national delays relating to the implementation of the Local Government and Public Involvement in Health Act.

### Residents' Survey 2008

79. Several of the questions included in the independent Residents' Survey relate to organisational and operational effectiveness:
- Overall satisfaction with the way the council is running the borough is at its highest recorded level at 64%. This is a net satisfaction rating of 47% which when compared to other unitary councils where IPSOS Mori has carried out similar surveys over the last three years; the average net satisfaction rate is 39%.
  - 59% net say that the quality of council services is good overall; and 25% net say they have improved in the last two years
  - 42% residents say that the council is in touch with the people of the borough
  - 11% net of residents say that the council gives residents good value for money
  - 78% residents who had contacted the council found it easy to get hold of the right person (up from 72% in 2006 and 67% in 1998)
  - There has been a significant increase in people reporting that staff were efficient and knowledgeable (both 80% in 2008 up from 74% and 71% respectively in 2006)
  - 59% residents feel well informed by the council with 88% saying they had seen a copy of Stockton News and 84% saying they found it very or fairly useful
  - Net satisfaction with council tax administration has remained static at 38% in both 2006 and 2008.

## COUNCIL CONSULTATION APRIL – SEPTEMBER 2008

80. The Corporate Consultation Plan is updated by service groups quarterly and monitored by the Consultation Working group. It provides a continuous update of consultation activity undertaken, records outcomes from the consultations and details what improvements will be made to inform future service delivery. A number of consultations have been undertaken in the first 6 months of the year. Key consultations of note are:
- i. Children and Families Strategy team consulted with the private, voluntary and independent childcare sectors to share information with them and inform Phase 3 of the Sure Start Children's Centres. Phase 3 Centres will provide improved access to services for families living in less disadvantaged and more affluent areas.
  - ii. Young people were consulted to inform the bid for 'myplace' funding which is a bid for money to develop world class youth facilities. Young people were involved at all stages of the process. The bid has been submitted and feedback will be given early 2009.
  - iii. The Library service held an event in partnership with Customer First to preview the future of the library service. The event was held at Thornaby library and attracted a wide range of people, including Viewpoint members. Results from the consultation will feed into the Library Review and the future development of Thornaby library.
  - iv. Following consultation with Viewpoint members, service users, elected members and use of the Web site for further consultation, the Housing Options Service has developed a Homelessness Strategy based on the findings.
  - v. Consultation activity continues to feed into the Scrutiny Reviews for Tees Active and Registered Social Landlords. Further information will be available at quarter three.
  - vi. A "Tell us what you think" event was held at the ARC to consult with members of the LGBT (Lesbian, Gay, Bisexual and Transgender) community. This was the first event aimed at this community and received positive feedback from participants; approximately 50 people attended the event. The feedback is being used in the development of a Sexual Orientation action plan.
  - vii. During the summer the taxation section undertook an initial consultation by completing a questionnaire following telephone contact and doing some face to face survey work with their service users at events, to ascertain their preferred methods of communication. Results demonstrate that the preferred method of communication is by telephone, however further work will be carried out with service users on this issue.

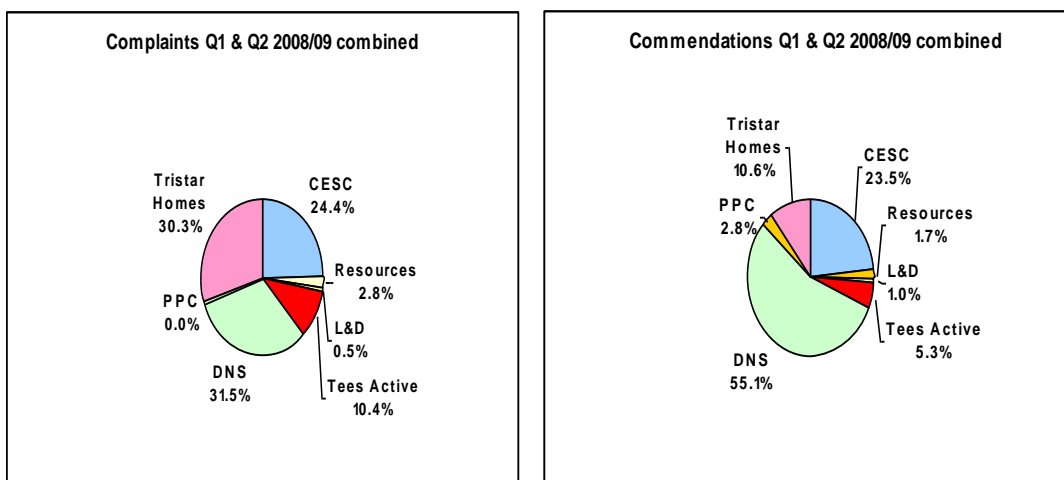
## COMMENTS, COMPLAINTS AND COMMENDATIONS APRIL – SEPTEMBER 2008

### Complaints

81. In total, the Council received 422 complaints for the six months ended 30 September 2008 (Quarters 1 and 2). This compares to 401 complaints received in the same six month period last year. Of the 420 complaints, 11 are at Stage 3 or 4 and of the Stage 1 and 2 complaints, 80% (329) overall were responded to within timescales.

### Commendations

82. A total of 786 commendations were received in the six month period to 30 September. This compares to 825 commendations in the same six month period last year.
83. The pie charts below show a breakdown of complaints and commendations by service group.



84. For complaints and commendations, Appendix 5 provides a detailed analysis of the numbers received in each service area and the response times they were dealt with. The Appendix also shows the main service areas that these relate to and the type of complaints and commendation.
85. The key messages from analysing complaints and commendations data are:
- The main trend from the six month period identifies that almost 87% of complaints are in relation to the 3 service areas Children, Education and Social Care (CESC), Development and Neighbourhood Services (DANS) and Tristar (Housing), with CESC receiving approximately 25% of total complaints and DANS and Tristar each receiving 30% of total complaints.
  - Of the total commendations almost 90% were received for 2 service areas CESC and DANS, with almost 56% of these were compliments for DANS.
  - Of the overall 20% of complaints of complaints which were not responded to on time the main areas are DANS, CESC and Tristar with



an approximate failure to respond rate of 13%, 30% and 17% respectively. Most of those within CESC are in Health and Social Care.

- Within CESC, Children and Young People's Services have generated the most complaints and the majority of compliments are within Adults' Services.
- Within DANS, Direct Services and Community Protection received the most complaints, and commendations are within the Direct Services area (refuse collection, highways, street cleansing and recycling).
- For Tristar, the main areas of complaints were estate issues and procedures. Commendations are to members of staff and teams.

## **FINANCIAL AND LEGAL IMPLICATIONS**

To update the MTFP and outline the outturn position as at 31 March 2009 on General Fund, Capital and the HRA and complies with the requirements of the Accounts and Audit Regulations 2003.

## **RISK ASSESSMENT**

This review of the MTFP and projected outturn report is categorised as low to medium risk. Existing management systems and daily routine activities are sufficient to control and reduce risk.

## **SUSTAINABLE COMMUNITY STRATEGY IMPLICATIONS**

The report supports the Sustainable Community Strategy.

## **EQUALITY IMPACT ASSESSMENT**

The report was not subject to an Equality Impact Assessment. The report does not seek approval for a new policy and an assessment was taken on the MTFP report submitted as part of the 2008/09 budget cycle.

## **CONSULTATION INCLUDING WARD/COUNCILLORS**

Not applicable.

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Background papers:            MTFP Files and Reports