

CABINET ITEM COVERING SHEET PROFORMA

AGENDA ITEM:

REPORT TO CABINET

**9th JULY 2009
REPORT OF CORPORATE
MANAGEMENT TEAM**

COUNCIL DECISION

Corporate Management and Finance: Lead Cabinet Member – Councillor Laing

2008 / 9 YEAR END – PERFORMANCE AND FINANCE REPORT

1. Summary

This report outlines the Council's service and financial performance for the full year from April 2008 to 31ST March 2009 highlighting achievements, areas for improvement, consultation activity undertaken, complaints, commendations and comments and outturn against revenue and capital budgets.

2. Recommendations

1. That the overall report is noted.
2. Note current progress in implementing the new Performance Framework
3. The revised MTFP be noted
4. The level of working balances be noted.

3. 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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PERFORMANCE UPDATE

1. 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. A significant change was 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. This report details progress at the end of the first year of collection of the new indicator set.
2. Developing and testing systems to collect the 197 new national indicator set has been a significant undertaking and one which continues to be developed. The nature of the new national indicators is to reflect a greater emphasis on partnership working and as such there are many new measures introduced for 2008/9 that rely on data collection by partner organisations and central government departments.
3. As many of these measures are new for 2008/9, the first year of data collection is being used to determine a baseline from which future targets can be set. Members are familiar with receiving a report indicating progress against targets,

evidenced by 3 different performance symbols. A green star indicating target achieved, an amber circle showing performance is within an agreed tolerance and a red square showing that performance has missed the target. Appendix 1 of this report highlights all measures for which data in year one has been collected. Where a target has been set the red, amber, green, performance symbol is also shown. Where no target was set due to a baseline year, no performance symbol is shown.

4. As many of the measures rely on data from an external source, there are a number of measures that we can not yet report on for one or more of the following reasons:

- Collections systems are still being developed to bring data from numerous agencies together to provide an outturn figure.
- Time lag of data being available from a national source, such as employment statistics, population statistics.
- Definitions still being developed by the Audit Commission.
- A reliance on data being available over a period of time to allow comparability and evidence narrowing the gap.

These measures are collated in Appendix 2 to this report. The appendix highlights against each measure, the reasons why data is not available and where known, when the data will become available.

5. As the new performance framework continues to embed, robust performance management systems remain in place across the Council to monitor achievement against objectives and targets set. The Corporate Management Team retains its focus on service performance as well as monitoring progress in implementing this new performance framework.

6. This report provides members with a picture of the council's performance against the Local Area Agreement, the Council Plan, the National Indicator set as well as detail on the achievements made through the Equality Impact Assessments and the implementation of the Single Equality Scheme. The report also includes detail of resident feedback and consultation activity. A series of appendices have been prepared to the report to provide members with a full picture of performance.

Appendix 1	National Indicator Set - Data available at year end. (LAA indicators are identified)
Appendix 2	National Indicator Set – Data not available with explanation and expected date for availability (LAA indicators are identified)
Appendix 3	Council Plan progress
Appendix 4	Complaints and Commendations
Appendix 5	Equality Impact Assessments and Single Equality Scheme Progress

OVERALL PERFORMANCE

LOCAL AREA AGREEMENT

7. The current Local Area Agreement was agreed by Cabinet and signed off by the Secretary of State for Communities and Local Government in June 2008. 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.
8. In total there are 58 separate measures in the Local Area Agreement: 33 designated; 16 mandatory; and, nine local measures. For the 16 mandatory measures, targets are agreed to take account of stretching national aspirations. This has resulted in some targets not being achieved, despite good improvement being made. Although good progress has been made against these stretching targets, not all targets have been met. Although not mandatory, a number of the designated indicators have also had targets set to meet the challenging expectations of the Strategic Health Authority. Appendices 1 and 2 identify all Local Area Agreement measures and those partner organisations responsible for delivery of targets.
9. The Local Area Agreement is a 3 year agreement with annual targets set which provide on an annual basis an indication of progress towards the longer term year 3 targets. The Local Area Agreement this year was subject to an annual refresh. As part of the year one refresh consideration was given to the renegotiation and removal of a number of the measures within the current LAA, in particular those measures that are linked to the economy. As this negotiation took place between November 08 and February 09, the impact of the economy on some of the measures was not fully realised. Therefore a decision was made not to renegotiate on the targets at that stage but to hold firm to our aspirations. This decision was helped by the knowledge that renegotiation would take place at the end of year two, when further details of the economic impact will be known.
10. For reasons outlined in paragraphs 3 and 4 above data is available for 37 of the LAA measures. Information below details achievement against the 2008/9 targets. Progress at the end of the first year of the agreement is showing signs of being affected by the current economic climate. As such:
 - 59.4% (or 22 measures) have been achieved or are on track to be achieved.
 - 40.6%% (or 15 measures) have either slipped or missed their target.
11. Achievement reflects the current economic climate with for example some of the economy, crime and employment measures showing signs of slippage or failure to achieve the targets set. For other measures such as the housing indicators good progress has been made despite the economic situation however for these and other measures like smoking, obesity, homelessness, benefit take up, impact may take a little longer. Regular reports and frequent monitoring of the economic

impact are being shared with members on a monthly basis. Further detail of performance against LAA measures is included in the thematic sections of this report.

COUNCIL PLAN

12. Performance against the achievement of the Council Plan objectives in 2008/9 is strong with 79% of objectives/ targets achieved or on track. In spite of the economic climate this is only 1% reduction on last year. The Council Plan contains actions that support the Sustainable Community Strategy as well as actions and success measures on organisational effectiveness. Details of progress and slippage are included in the thematic sections of the report. Full details of performance against the Council Plan can be found in Appendix 3.

NATIONAL INDICATOR SET

13. Of the National Indicator measures where information is available at year end, 58% (70 indicators) have achieved targets or are within the agreed tolerance set. The remaining measures have missed targets. Details of achievements and slippage are included in the thematic sections of the report.

ACHIEVEMENTS AND SLIPPAGE BY COUNCIL PLAN THEME

Economic Regeneration and Transport

14. 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. E.g. Employment figures. Continuous monitoring of the impact of the current economic climate is being undertaken across all areas of service provision. 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.

15. There is a time lag on nationally validated data for many of the measures within this theme in particular employment and business related data. However local knowledge and un - validated data and intelligence allows us to continue to track performance in these areas.

16. Good performance is detailed below:

- The redevelopment of Thornaby Town Centre has been very successful, with the official opening taking place in April 2009.
- Road conditions on principal and non-principal roads (NI 168 and NI 169) – both of these new national indicators have achieved their annual targets, with outturns of 2% and 3% respectively.
- Insurance claims for pavement trips and falls – the effectiveness of the Council's pavement maintenance works is paying dividends in terms of the amount of money paid out to residents suffering trips and falls due to pavements in poor condition. In 2003-04, over £218k was paid out for these insurance claims, which has reduced to £11k in 2006-07 and only

£882 in 2007-08 (although a small number of claims remain to be resolved for the latter periods.)

- Local bus and light rail passenger journeys originating in the local authority area (NI 177) – over 10.46 million passenger journeys originated in Stockton during 2008/09, over half a million more journeys than the targeted figure of 9.92 million.

17. Slippage has occurred in the following areas:

- Planning appeals - performance on the number of planning appeals allowed during 2008-09 was below target at 35.9% against a target of 30% (23 out of 64 appeals allowed of which 6 were allowed following determinations against officer recommendation.) The new protocol for dealing with appeals relating to planning applications determined contrary to planning officer recommendations has recently been approved by Cabinet and is likely to have a positive future impact on this indicator.
- Street lighting - the average time taken to repair a street lighting fault by the Distribution Network Operator was 34.7 days against a target of 30 days, with industrial action within the DNO nationally during the summer months adversely affecting repair response times.
- Children traveling to school by car – current performance of 24.4% against a target of 23%. The further rollout of school travel plans during 2009/10 will help in the achievement of this target.
- Unemployment rate - unemployment in the borough has increased significantly in recent months, from 3.8% in November 2008 to 5.2% in March 2009. Stockton's is managing to maintain a comparable rate of increase as results reported for the same period for the Tees Valley (increased from 4.5% to 5.9%) and the North East region as a whole (increased from 3.9% to 5.3%).

ENVIRONMENT AND HOUSING

18. Overall the council is performing well in this area. The economic climate has yet to show an impact on some measures that contribute to this theme with both net additional homes and number of affordable homes delivering both the targets set. Areas of good progress are detailed below:

- Housing and Council Tax Benefits - the average time taken to process Housing and Council Tax Benefit new claims and change events (NI 181) is 12.2 calendar days against an annual target of 16 days. This is an excellent result given the significant increase of 67.5% in the number of claims and changes of circumstances processed in 2008-09 compared to last year (from 47,000 to 79,000), with performance levels achieved through overtime working and the use of two agency workers for administrative tasks allowing more experienced staff to be freed-up to process claims.

- Net additional homes provided - Stockton has achieved its annual target for the provision of additional homes (NI 154), which forms part of the Tees Valley Multi-Area Agreement. 496 net homes have been provided against a target of 375 for the full year. Number of affordable homes delivered (gross) (NI 155) – 122 affordable homes delivered in Stockton during 2008-09, against an annual target of 68. These are very strong performances given the current problems in the national and local housing markets. However, the fact that work has been completed ahead of schedule in a number of sites has implications for future years therefore targets have been reduced accordingly.
- Planning applications determined - all categories of planning applications have achieved their individual new national indicator targets (NI 157) (LAA), with 97.33% of major applications (70% target), 89.90% of minor applications (75% target) and 88.90% of other applications (82% target) determined within timescale. This is set against a 15% drop in planning applications received.
- Care for your Area - performance has been strong on the key local environmental indicators with 1.04 missed bins per 100,000 bin collections against a target of 3.25 missed bins, the average time to remove fly-tipping incidents is 0.98 days against a 1 day target.
- NI 191 – residual household waste per household is 772 kgs 10% better than the annual target of less than 854 kgs.
- NI 193 – percentage of municipal waste landfilled was 8.18%, against an annual target of less than 13.5% landfilled.

19. Slippage has occurred in the following areas:

- Number of households living in temporary accommodation (NI 156) – at 31st March 2009, there were 60 households living in temporary accommodation in Stockton, against a target of 41. There has been a marked increase in the demand for temporary accommodation from families due to mortgage repossessions and other housing affordability issues as well as those who are homeless due to domestic violence. To meet this sudden increase in demand, six Council-owned properties are now being used as “satellite” homes to temporarily house homeless families rather than using bed and breakfast accommodation. This initiative, along with the introduction of a rent deposit guarantee scheme, should have a positive impact on future performance against this indicator.
- Average length of stay of families in bed and breakfast accommodation – the target for the average length of time spent in bed and breakfast accommodation by families in priority need has not been achieved, with the average length of stay being four weeks against a target of two weeks.
- The % of household waste sent for recycling, reuse or composting -. The introduction of plastic and cardboard recycling between October 2008 and

October 2009 along with other initiatives should start to impact further on this measure.

SAFER COMMUNITIES

20. 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 June 2009.

21. Good progress is detailed below:

- Reduce criminal damage by 3% from a three-year average by March 2009 – there has been a 31% decrease in criminal damage in 2008-09 against the previous year, a reduction of over 1,600 such offences. There have been large falls in most categories of criminal damage, with a 45% fall in criminal damage to dwellings.
- NI 16 – serious acquisitive crime per 1,000 population – 10.18 per 1,000 population against an annual target of 11.65;
- NI 33 (LAA) – arson incidents per 10,000 population – 70.6 incidents per 10,000 population against an annual target of 87.9;
- NI 34 – domestic homicide rate – no incidents reported in Stockton during 2008

22. Slippage has occurred in the following areas:

- NI 15 Serious Violent Crimes per 1,000 population – 86 serious violent crimes have been recorded against 78 recorded in the previous year. This equates to 0.45 per 1,000 population.
- Rate of Alcohol related harm, hospital admissions per 100,000 is 1957 against a target of 1881. Work is underway to address alcohol misuse which is being supported by the recent changes to the DAT to include the alcohol team.

STRONGER COMMUNITIES

23. There is very limited information available on which to judge how the council is performing in this area. Many indicators within this theme are supported by the Place Survey, the results of which will form the baseline data for these measures going forward. Future targets will be set against these baselines.

24. There are two actions in the Council Plan relating to the development of Stronger Communities. These are supported by nine success measures 75% of which have been achieved.

25. Monitoring of both the Equality Impact Assessment actions and the Single Equality Scheme actions and targets, identify that 94% and 96% respectively are

achieving the targets set. This is good progress and helps to deliver objectives against the stronger communities theme.

CHILDREN AND YOUNG PEOPLE

26. Good progress has been made against this theme with the following achievements of note:

- Largely very positive performance across school and pupil related indicators in 2008. Key areas for development include:
 - Progress in Key Stage 3.
 - Outcomes for pupils of Pakistani heritage.
 - Narrowing the gap in attainment by raising performance in National Challenge schools.

27. The overall profile of performance across children's social care indicators has remained strong, although there has been some impact from the increasing rate of referrals and the high levels of children in need / looked after / with a child protection plan. For example:

- Timeliness in the conduct of initial and core assessments, although remaining at a high level, has reduced a little (although there are still some data reliability issues arising from implementation of a RAISE system upgrade);
 - initial assessments: 83.9% against a target of 88%;
 - core assessments: 88.1% against a target of 90%.
- Timeliness of adoptions (i.e. within 12 months of 'best interest' decision): 50% (6 of 12 in time) against a target of 88%. Current year performance was affected by two family group adoptions (2 and 3 children) which took longer than 12 months.
- There has been improvement in the proportion of looked after children being adopted – this was identified as an area for development in the 2008 APA, because performance had dipped in 07-08 to 6.9% (i.e. 12 adoptions from a cohort of 173) following many years of consistently high levels of performance (within the top banded performance rating in inspections). In 08-09, during a period when the overall number of looked after children has increased substantially, performance has improved to 9.1% (17 of 187) which is in line with the benchmark group average for the 07-08 period
- Whilst the overall NEETs position has become more challenging due to an increase in young people accessing provision out of the borough, performance in supporting vulnerable groups in to EET has been more positive in most cases over the past year:
 - Learning Difficulties / Disability – EET increased from 79.1% to 81.2%.
 - Young Offenders – EET increased from 88.5% to 93.2%.
 - Teenage parents – although there was a slight decrease in EET from 26% to 24%, this is in line with the Tees Valley and regional average, but below the national average of 29%. The local position reflects also

the very high proportion of teenage mothers who services are in contact with – at 91% ‘known’ teen parents, Stockton is well ahead of the national (62%) and regional (72%) average and is 4th highest nationally – however, one of the consequences of ‘finding’ more teenage mothers and reducing the numbers with a not known destination is that their initial status is often NEET.

- The Youth Offending Service has performed well against the majority of national indicators. Key points to note are as follows.
- Re-offending rates – recidivism is a priority area within the national YJB performance framework, with a new monitoring system being introduced through regional government. A letter was sent on behalf of the YOS Board to the Regional YJB Lead registering concern that the new arrangements have required targets to be set for improvement from a baseline year of 2005, which happened to be a particularly good year (i.e. a very low re-offending rate for Stockton-on-Tees YOS of 0.83 – i.e. 154 re-offences from a cohort of 185 – compared to a rate for the N.E. region of 1.3): it will prove extremely difficult to achieve improvement beyond this baseline level. The most recently reported performance was 0.63 with a projected year end out-turn of 1.13.
- First time entrants - revised joint working arrangements with the Police has led to a steady improvement over the past year. Although the considerable improvement during Q2 and Q3 dropped off a little during Q4, the year end position (provisional – subject to confirmation when annual data is reported in October via the Police National Computer system) indicates that the target will have been met (and exceeded). Analysis of Q4 data has shown the following:
 - There were 92 FTE's in Qtr 4 08/09. This is a 62/30 male / female split and showed a monthly increase with January 20, February 30 and March 41.
 - The most prolific area was the South ISA at 29, followed by Central (27), North (19), and Billingham (17). It should be noted that South and Billingham ISA's have only one Preventions Practitioner whereas Central & North operate with two.
 - The peak age for males was 17 years, but there is a noticeable increase in offending in 14-17 year olds.
 - The peak age for females is much younger at 13 years although 11-12 years are not far behind.
 - The three top offences remain the same:
 - Theft and handling stolen goods accounting for 27 (13 male / 14 female) offences, 29% of the total, of these, 59% (16) were shoplifting.
 - Violence against the person was 24 (14 male / 10 female), 16% of the total offences. 5 (21%) of these were for possession of an offensive weapon.
 - Criminal damage offences made up 13 (12 male / 1 female), 14%, of the total offences for the quarter.
- Final warnings / reprimands and convictions for children in care - for the last reporting year (Sept 07 to Sept 08), there were 16 young people out of 102 who received a final warning / reprimand / conviction; so far in the new

reporting year, there are 5 in this position. This is not a National Indicator Measure but has been retained in our local performance framework as a priority area for improvement.

28. The following areas remain a key risk for the Children and Young People theme:

- Under-18 conceptions. The Teenage Pregnancy action plan has been reviewed and updated to take account of recommendations from the joint Audit Commission / National Support Team review which took place in December. Representatives of CESC and Public Health are attending a ministerial briefing in London in June. Provisional data just released nationally for Jan to March 2008 reflects improvement in performance, with 45 conceptions during the period - a rate of 46.0 per 1,000 15-17 yr old girls, bringing the rolling quarterly average down to 49.7 from 53.7 the previous quarter. However, performance remains above the 1998 baseline of 48.3 per 1,000.
- Breastfeeding prevalence. Whilst progress has been made in improving the systems for recording of the relevant data, the targets set for this indicator remain very ambitious. The PCT and Council are working in partnership to try and improve initiation and maintenance rates through more effective co-ordination of initiatives, including implementation of the UNICEF Baby Friendly Award and a Community Breast Feeding Peer Support Service.
- Obesity in Year 6 school pupils. Addressing childhood obesity remains a challenging area. A range of programmes and initiatives are in place as part of the obesity strategy. Besides the programmes run through Stockton Borough Council and schools a Young Persons Active Health Scheme, a progressive programme up 12 months long involving child and parent, has been commissioned.

HEALTH AND WELLBEING

29. 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 calendar year.

30. Adult social care performance indicators has continued to be a focus through performance clinics and revised performance monitoring and reporting systems linked to the new Integrated Service arrangements have been developed. There has been a focus on three key areas:

- Timeliness of social care assessments (NIS and LAA). As identified above, progress has been made, exceeding the 08-09 target, during a period which has seen a significant growth in the volume of referrals and assessments; however, comparison of in-year performance across the region indicates that further and more rapid improvement will be needed to reach levels of benchmark groups.
- Timeliness in the provision of care packages (NIS). Although improving over the previous two years, performance has been lower than comparator groups

and the year end outturn shows performance very much in line with the previous year (84%). Whilst this is disappointing, the in depth work during the year has identified more clearly some of the barriers to progress and has led to remedial actions that have begun to make an impact during the Q4 period.

- Carers' services (NIS and LAA). Improved practice and recording procedures have assisted progress in this area, with the target of 19% being achieved – this represents a very good rate of progress (a 35% improvement from the LAA 06-07 baseline figure; and an increase of 230 carers being supported over 07-08) but one which needs to be sustained to reach levels of benchmark groups.
- With regard to the NIS / LAA indicator for 'self-directed care' the first year target has been achieved with a significant increase in the number of people receiving Direct Payments, reflecting increased investment in the contract for direct payment support services. There have been DP increases particularly for older people (44% increase in over 85s) and learning disabilities (17%), although most user groups show increased numbers. There is a good spread of amounts spent on packages with most being £5000+, reflecting our policy of concentrating this approach in the more substantial packages of care. Progress against the LAA years 2 and 3 targets will be more challenging, as 'self-directed care' will be measured against a revised definition based on implementation of new Personalisation arrangements.

31. The following remain a risk:

- Smoking cessation (i.e. the rate of those who have attended a smoking cessation service and remain quitters after four weeks) remains the key LAA risk in this thematic area, despite continued good performance. The most recent reported data is for the period up to the third quarter and suggests that 80% to 90% of the targeted number of new smoking quitters will be achieved - given the high rate of improvement already realised in previous years, this represents strong achievement against a very ambitious target. Consultation has been undertaken by CLG on a different method of measuring performance for this indicator (i.e. to measure smoking prevalence, using data gathered through the Integrated Household Surveys in 2009 and 2010) with implications for the current LAA baseline and targets.

32. There are a number of other health related indicators in this theme which are longer term measures with some time lag in reported data, or are based on new measures / surveys, making it difficult at this stage to identify performance trends.

OLDER ADULTS

33. 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. Performance against a number of measures, both within the NIS together with local indicators, shows an overall positive impact from initiatives to support people's independence and maintain quality of life:

- NI 136 - the total number of people helped to live at home has increased to 5,400 in line with target. Since 2007/08, the number of people supported to maintain independent living has increased by an average of 5% across all the 5 main clients groups.
- NIs 141 and 142 (LAA) – show good progress through the Supporting People programme to assist a range of vulnerable groups in maintaining supported living. Although year end data has yet to be confirmed, the current position indicates targets are likely to be achieved.
- The number of people now supported through grant funded services to support independence and choice, and enable support at an early stage, has increased by over 60% since 2007/08, reflecting the commissioning of a wider range of services to meet identified needs.
- There was a reduction in the proportion of older people (aged 65+) admitted to residential care, for the third year in succession. This performance indicator has been retained locally, from the previous national social care performance framework. Whilst the level of residential admissions has remained higher than the majority of nearest neighbours, our position may reflect some local contextual factors, e.g. a higher proportion of very elderly, frail people in the area; the extent of local supply of and capacity in residential provision.
- A focus on supporting people to move out of / remain out of long-term residential care has resulted in 29 people being moved out of residential care in 2008/09.
- Performance against NI 125 (Achieving independence through intermediate care), although needing to be interpreted with some care as it is a new indicator, suggests that rehabilitation / intermediate care provision is being effective in enabling people to remain independent following discharge from acute care.
- The expansion of Telecare, with the target of 300 active clients being met during 08-09 (in addition to the increase in Care Call community alarm installations). So far there have been 480 urgent calls, 111 falls call outs, 39 sensor activations (wandering clients) of which 99.5% have been located within 30 minutes. The average response time is on average 12 minutes and 99% of referrals have received installations within 7 days.

- Establishment of the Stockton Home Improvement Agency (HIA), providing 'low level' support with a preventative focus. Services include a handy person service (201 minor repair jobs completed in the quarter Jan to March '09); home safety assessments to prevent falls; telephone and information and advice service; and a Repairs and Improvement Service primarily targeting older owner-occupiers. Monitoring of response times shows an average of 1.7 days for enquiry to first contact (the target is 2 days); and an average of 3 days for first contact to completion of work / home visit (target of 14 days).
- Improvement in the timeliness of provision of equipment / minor adaptations (close to target of 86%), as a result of business process efficiencies implemented following a thorough review of procedures. Further progress remains a priority, to meet benchmark group performance, and is linked to developing work around the retail model.
- Effective promotion of the Disabled Facilities Grant. The number of residents who have had adaptations to their homes has increased from 433 clients in 2007/08 to 761 in 2008/09, enabling them to maintain their independence.

ARTS, LEISURE AND CULTURE

34. Indications are that the Council is on track to deliver its objectives under this theme. There are limited indicators for this theme many of which are new for 2008/9. The four national indicator measures in this theme (including the LAA measure for engagement in the arts) are based on new definitions and methods of collection from the national Active People Survey, so no comparative data is yet available to enable benchmarking of performance. Further analysis of these indicators will be undertaken alongside the new Place Survey findings and the most recent MORI survey results, to evaluate fully the implications, to set baseline estimates of performance and to agree future targets.
35. Performance information monitored locally indicates positive progress for access to and use of a range of facilities:
- The significant landmark was achieved of 1 million library users, with the number of issues rising by 4% on the previous year.
 - Although the proportion of active borrowers reduced to 8.9% of the resident population compared to 20.7% in 2007/08, this rises to 26.5% when you count the number of active borrowers over the last two years (50,394). The closure of Thornaby Central for 19 weeks between November and March was a key factor in the decline in active borrowers. Success in increasing children and young people's use of libraries – the total number of activities/visits in 2008/09 was 2,561, an increase of 41%. The number of children who were involved in these activities/visits was 36,143, an increase of 28%.
 - Numbers of visits to, and active participation in, sports and leisure facilities have been sustained in line with improvements of recent years. There has been a 1.5% (24,211) increase in the number of visits to sports and leisure centres. The numbers accessing Stockton's swimming pools have seen an

increase, with Splash recording the highest increase of 10,414 swims (4% increase).

- There has also been a sustained increase in the number of visits to museums and galleries in the borough. The number of pupils visiting museums and galleries in organised school groups has increased by 16% over target. Significantly, Preston Hall has achieved its landmark of more than 100,000 visits in a year. Additionally, Museums on the Move continues to make strong progress with a 54% increase in presentations to groups / organisations.

ORGANISATIONAL AND OPERATIONAL EFFECTIVENESS.

36. There are few measures within the National Indicator set that contribute to this theme. Good progress has been made to deliver the objectives identified under this theme in the following areas:

37. Progress continues to be made in implementing the Access to Services Strategy. Work has commenced analysing potential services to be included in Phase 2 including Blue Badges, concessionary fares, car parking, environmental health and adult education. The second sampling period for NI14 (Avoidable Contact) has been undertaken and this will be collated with results from the first sample and analysed.

38. Thornaby Face to Face multi-service centre opened in March, providing residents with improved access to a wide range of Council services including: Care For Your Area, Taxation, Housing Benefits, Pupil and Student Support and Private Sector Housing.

39. The outline business case for the Workwise project has now been agreed by both CMT and Cabinet. New flexible working practices have been rolled out to all Council departments, where it is possible to do so.

40. Work continues to progress on a number of plans and projects within Human Resources. The Workforce Development Plan 2008-11, which is the strategic plan for developing the knowledge, skills and behaviours of the workforce, continues to be rolled out following approval by CMT. It incorporates the Management Development Framework,

41. Outturn figures show that Sickness Absence levels are at the lowest levels recorded in Stockton, with 10.14 days lost per Full Time Employee (FTE). Stockton is now below the Tees Valley average, which for 2007/8 was 10.3 days.

42. All elements of the Member Learning Database have now been finalised and tested, and to date, 24 Member Personal Support Plan (PSP) interviews have been recorded on the new system.

43. Four Member Seminar sessions delivered within the last quarter and co-ordinated by Policy Performance and Communications and Democratic Services. These sessions have covered a wide range of topics, including BSF, CAA, Regeneration and Town Centre developments, Momentum etc, with sessions held at various

times of the day, with some repeat sessions held; and the content of all presentations posted on the Council's Intranet.

44. Improvements have been made to the presentation of agenda information provided via Egenda, with software pagination introduced and automatic electronic storage of back up agendas, thereby dispensing for the need to retain hard copy agenda storage in the Council's Records office.
45. The Stockton Area Partnership review has been completed and agreed through Stockton Renaissance and Cabinet. The improvement plan will now be implemented throughout 2009. Some key changes include - External Funding opportunities are now included as a standard agenda item and funding information circulated to all area partnership board members , Introduction of a quarterly newsletter for area partnerships, Renaissance and thematic partnerships , Children and young people engagement pilot currently being developed with the Central Area Partnership Board
46. Employee survey results received and analysed with areas that were common across many service areas being picked up through a series of focus groups to identify some qualitative information to help form improvement plans and feed into the IIP assessment. Final results will be presented to CMT followed by a members seminar in the summer and further communications to staff on outcomes. Work with individual service groups is also underway to address some service specific issues.
47. First Place Survey results published for Stockton in March 2009. As this is the first year no trend data is available. National results will be released at the end of June. Analysis of the national results is underway and will be reported to members at a future cabinet.

Slippage has occurred in the following areas:

- Performance of payment of invoices has fallen to 65.25% for the full year against a target of 75.25%. This was due to sickness absence and work organisation issues. Corrective action was taken in December and January and as a result, February and March improved to 87.8% and 78.9% respectively; April results were higher still at 89.72%.
- The programme for rolling out information security certification (ISO 27001) to key services was not developed by the target date (July 2008). It will now be extended to the remaining Xentrall services by December 2009; it has been deferred for all other services due to a change in approach.
- New plans are in place for reviewing Business Continuity Planning (BCP) compliance and delivery of the records management strategy. The assessment of BCP and BS52999 certification took place in May 2009 and records management training has now been delivered to discuss the roll-out (May 2009).

COUNCIL CONSULTATION

48. 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 consultation events have been undertaken over the past year with progress reported to members quarterly. Detailed below is a summary of consultation undertaken in the last quarter of 2008/9:

Thornaby Central Library

- Young people living in Thornaby were invited to comment on the designs, furniture and colours for the new Thornaby Central Library. The Librarian for Thornaby Central Library has acknowledged the comments received and will implement as many of the ideas as possible.

Childcare

- Parents were consulted via questionnaires on their childcare requirements. Parents who have children with special needs or disabilities were consulted also. Feedback was given in a newsletter and in future meetings. This exercise forms part of a wider review into childcare which is ongoing - outcomes will follow.

Housing and Neighbourhood Partnership

- The Housing and Neighbourhood Partnership was consulted at a Renaissance event which included all area and thematic partnerships. The group was asked for feedback on the proposed priorities for the partnership's work programme. The results of the consultation have been used to develop and prioritise the agenda items for the next year for the partnership.

Tell us what you think?

- Customer Services have been monitoring what website users think of the Council's website. Website users are asked via an online survey what they think of the website. This consultation is ongoing and will inform changes to the website to make it more accessible.

COMPLAINTS AND COMMENDATIONS

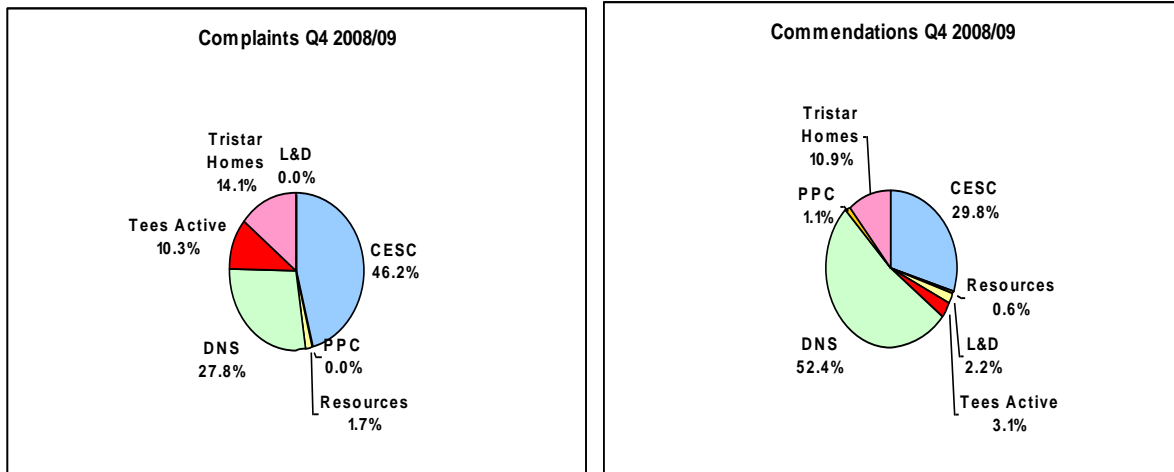
Complaints

49. In total, the Council received 234 complaints for the three months ended 31 March 2009. This compares to 220 complaints received in the same three month period last year. Of the 234 complaints, 5 are at Stage 3 and of the Stage 1 and 2 complaints, 88% (201) overall were responded to within timescales. For the year ended 31 March 2009, 852 complaints were received, slightly fewer than in 2007/08 during which 863 complaints were received.

Commendations

50. A total of 359 commendations were received in the three month period to 31 March 2009. This compares to 348 commendations in the same three month period last year. For the year ended 31 March 2009, 1,526 commendations were received, which compares to 1,607 commendations in 2007/08.

51. The pie charts below show a breakdown of complaints and commendations by service group.



52. A review of current procedures for recording and reporting complaints and commendations has been carried out in conjunction with Customer Services. The review looked at how to modify and improve how the Council collates, manages, uses and reports on complaints and commendations. Following the work undertaken by officers across the Council, new procedures and recording templates have been introduced from April 2009 which will provide a more robust approach to the collection, monitoring and reporting of complaints and commendations, including collection of information about the age, gender, disability, ethnicity and faith of those who make complaints.

53. For complaints and commendations, Appendix 4 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.

This report highlights some of the main messages from the analysis.

- The main trend from the three month period identifies that 88% 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 46% of total complaints and DANS and Tristar each receiving approximately 28% and 14% respectively of total complaints.
- Of the total commendations 84% were received for 2 service areas CESC and DANS, with 54% of these were compliments for DANS.

- Of the overall 12% 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 6%, 25% and 22% respectively. Most of those within CESC are in Health and Social Care.
- Within CESC, Tees Achieve (formerly Community Education) and the Tees Valley Music Service have generated the most complaints and the majority of compliments are within Children's and Adults' Services.
- Within DANS, Community Protection and Technical Services received the most complaints, and the majority of commendations are within the Community Protection and Direct Services (refuse collection, highways, street cleansing and recycling) areas.
- For Tristar, the main areas of complaints were access to services, communication / administration and staff approach. Commendations are to members of staff and teams.

FINANCIAL POSITION

Final Accounts

54. The Statement of Accounts for 2008/09 was approved by Audit Committee on 29 June 2009, in line with the approved timescales detailed in the Accounts and Audit Regulations 2003 (Amended 2006). A full copy of the Statement of Accounts and a Summary Statement are available in the Members library and on the Council's website for information. Our external auditors, the Audit Commission, are required to sign off the accounts by 30 September and a special meeting of the Audit Committee has been arranged towards the end of September to review the Audit Commission's findings.

Final Outturn

55. The results for 2008/09 are structured around three "ring-fenced" financial areas:

- General Fund
- Housing Revenue Account
- Capital

56. Paragraphs 57 to 69 summarise the Council's position, with regard to these funds.

General Fund

57. The following table details the current MTFP position of each service:

MTFP (MS / MC) – 2008/09 OUTTURN

Service Reserves (MS)/MC	Approved Position at 31/03/2009	Actual Outturn Position at 31/03/2009	Actual Outturn Position at 31/03/2010	Actual Outturn Position at 31/03/2011	Actual Outturn Position at 31/03/2012
	(MS) / MC's £'000's	(MS) / MC's £'000's	(MS) / MC's £'000's	(MS) / MC's £'000's	(MS) / MC's £'000's
CESC	(1,181)	(2,365)	(861)	(576)	(290)
D & NS	(1,708)	(1,849)	(504)	(338)	(5)
RESOURCES	(116)	(246)	0	0	0
TES	0	(16)	0	0	0
LAW & DEMOCRACY	(93)	(155)	(120)	(80)	(46)
POLICY & COMMUNICATIONS	(403)	(496)	(270)	(231)	(184)
TOTAL	(3,501)	(5,127)	(1,755)	(1,225)	(525)

The level of MS has increased at the end of the financial year, much of which was due to expenditure being reprofiled and additional income being received, details are outlined below. The flexible approach to budget management assists services in maintaining their medium term financial position, and this is increasingly important given pressures facing services. [Members](#) will recall the budget report identified potential increases in demand for personal services in the region of £3m over the medium term and the Council is also experiencing increased demand for services due to the economic climate such as increased Housing Benefit and Council Tax enquiries, a 25% increase.

Children, Education and Social Care

58. The Managed Surplus for the service has improved since December to £2,365,000. The major changes are detailed as follows:

- Joint Commissioning (underspend of £205,000) due to additional income from PCT. Earmarked managed surplus that will be utilised to fund service expenditure in 2009/10.
- Advisory service (underspend of £118,000), expenditure slipped into 2009/10 where this will fund additional advisory support.
- BSF (deferred spend of £116,000), costs of the scheme have been re-profiled and will be utilised in 2009/10.
- Service Development (underspend of £296,000), due to additional grant income in Mental Health and in Learning Disability projects, and lower demand for Telecare.
- ICT (deferred spend of £164,000), due to changes in IT systems, managed surplus to be used in 2009/10.

59. Over the Medium Term Financial Plan the Managed Surplus (£2,365,000) will be utilised, subject to the appropriate approval, to fund the procurement and implementation of the Integrated Children's System (£82,000), Early Years provision (£450,000), court fees for children's cases (£450,000), re-profile Building Schools for the Future (£116,000), Academies/School Improvements (£200,000), Joint Commissioning (£135,000) and the Middlesbrough Transporter contract within Community Transport (£120,000). There are a number of smaller pressures and it is intended that the remaining balance will be utilised to fund pressures arising within the service.

Development & Neighbourhood Services

60. The managed surplus for Development and Neighbourhood Services has improved slightly to £1,849,000. The major variations identified since the last report are:

- Street lighting (underspend of £129,000), the increase in energy costs being lower than previously anticipated.
- Environmental Improvements (£100,000) where schemes have been deferred from 2009/10.

61. The Managed Surplus (£1,849,000) will be utilised, subject to the appropriate approval, to fund various schemes and pressures within the service group, the most significant being the following:

- Planning - Local Development Framework (£486,000)
- Support for the Environment Centre (£92,000)
- Contribution to Events (£300,000)

62. The managed surplus also includes balances on headroom bids approved as part of the budget cycle in previous years that will be utilised in future years.

Policy and Communications

63. The Managed Surplus for Policy and Communications is £496,000, a movement of £93,000 from the previous report. The improved position is due to reduced costs of the Performance Management Framework and savings on supplies and services.

() Denotes savings or underspends

General Fund Balances and Earmarked Reserves

64. Following the setting the of the 2009/10 budget the available balances were £8.2m. At the end of the financial year this has improved by £1.5m and the reasons are outlined below.

	£m
Last Reported Position	8.60
Less: used in budget setting 2009/10	-0.40
	<hr/> 8.20
Add: Improvement at Outturn:	
Additional receipt of Local Authority Business Growth Incentive Scheme Grant (LABGIS)	0.50
Improved position within interest received on balances	0.60
Improved position on benefit overpayments and bad debt provision	0.50
	<hr/> 1.60
	<hr/> 1.60
General Fund Balance	9.80

The working capital position has now improved to £9.8 million which exceeds the 3% level by £1.6million at 1st April 2009.

65. At present, the overall position on balances can be summarised below:

	£m	% of General
	Expected Position	% of General
	at 31 March 2009	Fund
Corporate Working Capital (General Fund Balance)	(9.8)	(3.9)
Net (MS)/MC	(5.1)	(2.0)
Net Working Balances	(14.9)	(5.9)

66. The position for the medium term is uncertain in its scope but what is certain is that it will be difficult and challenging. Since the MTFP for 2009/10 was agreed in February the Budget Speech has exposed the scale of public sector borrowing and announced reductions in overall public sector expenditure. There are no details on the actual impact for Local Government services. There is however general agreement that from 2011/12 it will be facing negative grant settlements, the only question being how large these cuts will be. Stockton needs to start planning now for a course of action to ensure it is able to respond positively to these challenges. The Efficiency, Improvement and Transformation Programme that has already been initiated will undoubtedly contribute to the solution, but the deficits now envisaged will be much larger than when this was originated and thoughts need to turn to alternative actions that will supplement this. Given these concerns we recommend that, at this time, we don't utilise balances and we will continue to review this position on a quarterly basis as part of the updates on the Medium Term Financial Plan.

Earmarked Reserves

67. The Council has created 2 new earmarked reserves at the year end to fund specific pressures arising within our service areas. The reserves have been created for Plastics and Cardboard Recycling (£185,000) within Development and Neighbourhood Services, and for DWP Steps Grant (£99,000) within Children, Education and Social Care.

Housing Revenue Account

68. The projected position is in line with the financial report presented to Cabinet in February, which is a surplus of £1.1 million at the 31 March 2009.

Capital

69. 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	14,756	12,376	(2,380)
Development & Neighbourhood Services	45,738	43,481	(2,257)
Resources	985	951	(34)
Total Programme	61,479	56,808	(4,671)

The major reasons for the movements are as follows:

Development & Neighbourhood Services	£000's
Regeneration – Various regeneration schemes, including acquisitions have been delayed until 2009/10	(880)
Developer Agreements – a number of schemes have been put on hold by Developers due to the downturn in the economic market.	(900)
Harold Wilson Centre - delayed due to confirmation of funding - to go ahead grant funded in 2009/10	(166)
Parks – various delays caused by unexpected repairs and inclement weather	(312)
Children, Education and Social Care	
Redbrook/Roseworth Schools – the project will now be completed early in the 2009/10 financial year.	(400)
Devolved Formula Grant distributed to schools has been carried forward into 2009/10	(2,004)

FINANCIAL AND LEGAL IMPLICATIONS

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

RISK ASSESSMENT

71. 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

72. The report supports the Sustainable Community Strategy.

EQUALITY IMPACT ASSESSMENT

73. 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 2009/10 budget cycle.

CONSULTATION INCLUDING WARD/COUNCILLORS

74. Not applicable.

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