

AGENDA ITEM:

**REPORT TO EXECUTIVE SCRUTINY
15 DECEMBER 2009**

**REPORT OF CORPORATE
MANAGEMENT TEAM**

COUNCIL DECISION

**Corporate Management and Finance: Lead Cabinet Member – Councillor Laing
QUARTER 2 – PERFORMANCE AND BUDGET REPORT
JULY - SEPTEMBER 2009**

1. Summary

This report outlines the Council's financial and service performance for the second quarter of 2009/10, 1st July 2009 to 30 September 2009 highlighting achievements against objectives in the Council Plan, the Local Area Agreement, the National Indicator Set, consultation activity undertaken, complaints, commendations and comments received and an update on the EIT Review programme. .

2. Recommendations

1. That the overall report is noted.
2. The revised MTFP be approved (paragraph 3)
3. The level of working balances be approved. (paragraph 11)
4. The re-profiled Capital Programme is approved (paragraph 14)

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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FINANCIAL POSITION

Projected Outturn

1. The position for 2009/10 is structured around three "ring-fenced" financial areas:
 - General Fund
 - Housing Revenue Account
 - Capital
2. Paragraphs 4 to 17 summarise the Council's position, with regard to these funds.

General Fund

3. The following table details the current MTFP position of each service. Recent reports have identified the difficult financial position facing the Council and officers are considering carefully expenditure in all areas.

Service Reserves (MS)/MC	Approved 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	Projected Outturn Position at 31/03/2013 (MS) / MC's £'000's
CESC	(861)	(653)	0	0	0
D & NS	(504)	(523)	(254)	0	0
RESOURCES	0	0	0	0	0
TES	0	0	0	0	0
LAW & DEMOCRACY	(120)	(72)	(68)	(41)	(2)
POLICY & COMMUNICATIONS	(270)	(278)	(200)	(155)	(100)
TOTAL	(1,755)	(1,526)	(522)	(196)	(102)

Children, Education and Social Care

4. Members will recall that the last report identified pressures in Adult social care. Further work has highlighted the following:

- Pressures within residential care, particularly in Elderly Care where there has been a net increase in clients will lead to an anticipated overspend of £220,000.
- Direct payments – increased numbers of care packages is anticipated to lead to pressures in the following areas, Elderly Care £125,000, Learning Disabilities £135,000 and Physical Disabilities £111,000.
- Appliance service – the increased volume of referrals to the service will lead to an expected overspend of £161,000.

In Children's Services, the following issues have been identified:

- Supported Children and Family Support – there is an increase in costs associated with safeguarding of children amounting to £236,000.
- Costs associated with an increased number of Child Protection cases are expected to be £113,000 above budget for court fees and legal staffing costs.
- Foster Allowances – increased numbers of Looked After Children and related additional placements will lead to an anticipated overspend of £111,000. this is currently being offset by an under spend due to movement in places associated with placement budgets.
- Building Schools for the Future – the phasing of the project means that costs this year will be £255,000 higher than originally planned although this will be recovered in future years.
- The Integrated Service Areas (ISAs) are underspending by (£265,000) mainly due to staff vacancies and recruitment delays.

- Pressures are also emerging associated with Learning Disability Packages and these are currently being evaluated.
5. Members will recall that demand led pressures were foreseen in budget setting and £575,000 was allocated for budget growth. Current indicators show that the service is achieving efficiencies in a number of areas, but most significantly in establishing ISAs as shown above. It is therefore expected that the service will contain the majority of pressures within its current resources leading to a reduction in its MS/MC balance of £190,000.

Development & Neighbourhood Services

6. In the last report it was identified that there were a number of potential issues emerging some of which were related to the current economic conditions. Further work to evaluate these issues has been undertaken and has highlighted the following:
- Within Planning there is an expected shortfall of £180,000 in Planning fee income, however this is being managed by maintaining vacant posts and redeployment of staff to other services and is therefore expected to breakeven.
 - Due to conditions in the housing market it is unlikely that Technical Services will receive the required income from Private Developers related to future maintenance costs of the adoption of highways. This is because housing developments are not being completed. Shortfall could be up to £80,000.
 - A new commercial bus operator has commenced within the borough and is claiming reimbursement for concessionary fares as they are legally entitled to do. The estimated cost is between £65,000 and £100,000.
 - Within Kerbside Recycling there is an expected reduction in income of £118,000 for the sale of recyclables due to lower than predicted volumes.
7. A number of options are being investigated to mitigate the over spends with the aim of achieving a breakeven position by the year end.
8. In addition to those pressures identified in the last report, there are two areas where issues have emerged in the current quarter:
- There has been a significant event which has resulted in additional costs being levied for the disposal of waste. On the 30th of August a fire occurred at the waste incinerator site operated by SITA. This resulted in a number of their lines being put out of operation. As a consequence Stockton had to divert waste to other non contracted disposal lines and to landfill at considerable cost estimated to be in excess of £300,000. It is anticipated that all lines will be fully operational from the mid November. Discussions are ongoing with SITA to mitigate these costs where contractually possible. There are however savings of £170,000 through reduced waste incineration costs and staff vacancies, reducing this pressure to £130,000 and this has been incorporated into the MTFP.
 - Within Heating, Ventilation and Electrical services there is an emerging issue around financial performance of the service and work to investigate this is on-going.

General Fund Balances and Earmarked Reserves

9. The Council's current policy is to hold 3% of General Fund expenditure as balances (equates to £7.9 million at 1st April 2010). It is anticipated that the General Fund balance will stand at £8.37 million at 1st April 2010, which will exceed the 3% level by £470,000. This is a change of £30,000 from the position reported at the end of the last quarter of £8.4 million.
10. The position for the medium term remains uncertain, linked to the current economic climate and the Public Sector's overall financial position. There is an expectation that from 2011/12 we will be facing negative grant settlements. The process to plan a course of action to ensure that the Council is able to respond positively to these challenges has commenced. The Efficiency, Improvement and Transformation Programme is contributing to the solution however other actions will be required to 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.

Housing Revenue Account

11. The projected position is in line with the budgeted surplus of £1.3 million at 31 March 2010.

Capital

12. The Capital budget for 2009/10 is outlined in the following table:

	Approved Budget	Projected Outturn	Variance
	£000's	£000's	£000's
Children, Education and Social Care	17,728	15,805	(1,923)
Development & Neighbourhood Services	40,660	40,875	215
Resources (inc Law & Democracy)	1,958	2,566	608
Total Programme	60,346	59,246	(1,100)

13. There are no funding implications for the variances and the reasons are as follows:

	£000's
Primary Capital Programme – Major Construction works in Primary Schools have been re-profiled and are now due to be completed in 2010/11	(1,693)
Delegated to Tristar Programme – The programme has been reduced due to approved schemes now being delivered via the Housing Revenue Account, rather than the capital programme and the replacement of the boiler at Elm House will now be done in 2010/11.	(414)
Billingham Town Centre – The developer, Stockland, are currently consulting on their Masterplan for Billingham Town Centre and therefore these resources will be carried forward for payment when the physical redevelopment starts, anticipated to be in 2010/11.	(750)
Billingham Forum Refurbishment – A more accurate cash flow has been produced now that the contractor is on site, meaning an increased spend in this financial year and less in 2010/11.	1,830

PERFORMANCE UPDATE

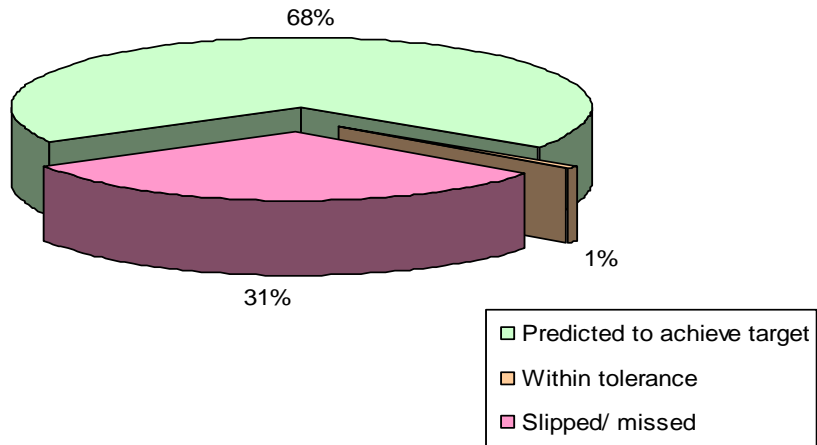
14. This report provides members with progress against the Council's performance against Council Plan objectives, the Local Area Agreement, the National Indicator set, the EIT Review programme as well as details of resident feedback on consultation activity undertaken. A series of appendices have been prepared to support the report and provide members with a full picture of performance. These are detailed below and are also available on E-genda and at www.stockton.gov.uk/yourcouncil/performance/qtrperfmonitor.

Appendix 1	National Indicator Set - Data available at Qtr2. (LAA indicators are identified)
Appendix 2	National Indicator Set – Measures where information is not available at Qtr 2 with an update on progress and explanation/ expected date for availability
Appendix 3	Council Plan Objectives
Appendix 4	Local Area Agreement
Appendix 5	Complaints, Compliments and Commendations and Comments
Appendix 6	EIT Review Update

OVERALL PERFORMANCE OF NATIONAL INDICATOR SET

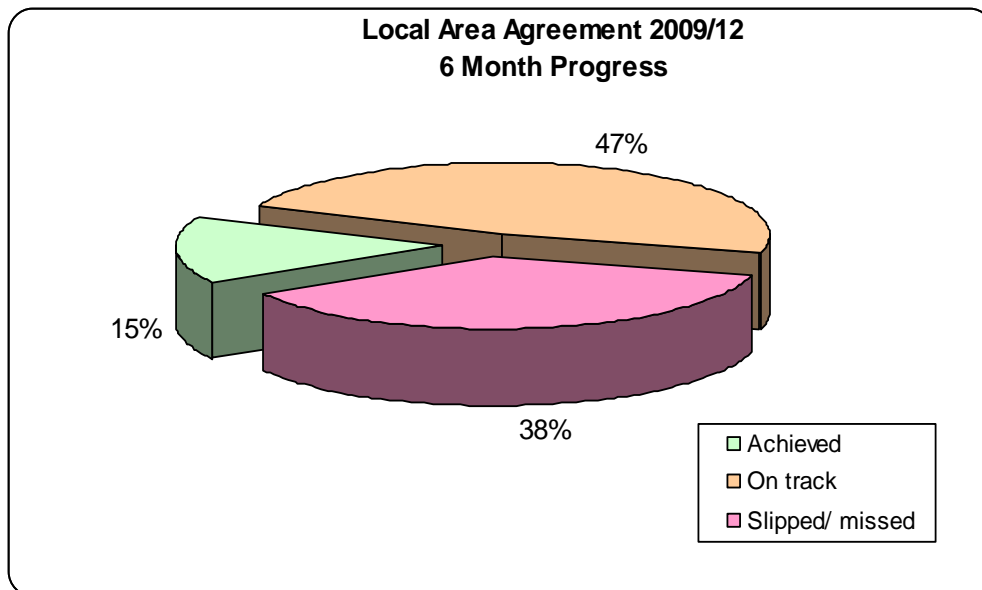
15. Of the National Indicator measures where information is available at the end of quarter 2, 69% (78 indicators) across all themes are predicted to achieve targets or are within the agreed tolerance set, this compares to 83% at quarter 1. For the remaining measures (35) action is being taken to address areas of slippage. Details of achievements and areas of slippage are included in the thematic sections of the report.

Q2 2009/10 performance - all indicators with data to report at Q2



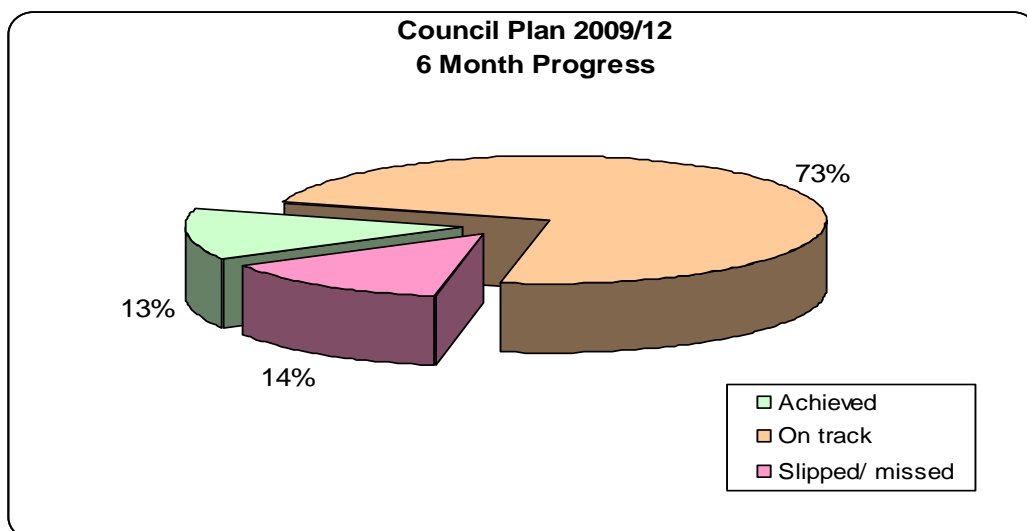
LOCAL AREA AGREEMENT

16. The current Local Area Agreement (LAA) is now 6 months into year two of the three-year agreement with Central Government. Good progress continues to be made against some very stretching targets particularly within a difficult economic climate. Of those measures where information is available at Quarter 2, 62% (25 measures) have achieved or are on track to achieve their targets, 15 measures have either slipped or are predicted not to achieve the targets at year end. Key areas where performance has slipped or is predicting to miss targets are the employment / benefit claimants, some educational attainment measures and timeliness in provision of care packages. All indicators within the LAA are being closely tracked particularly those impacted by the current economic conditions. This is to ensure that we are best placed to understand our current position leading into the annual review and refresh of the LAA, which will be renegotiated with Government Office North East during the months of November to January 2010. Guidance on the negotiation process is still awaited from Central Government which will provide us with a clearer picture of which measures and targets for 2010/11 we can revisit. Details of the achievements and areas of slippage within the LAA are included within the thematic sections of the report.



COUNCIL PLAN

17. Service Groups are progressing well against the priorities and objects set out within the Council Plan. Current monitoring of indicators and projects show that 86% (129) of Council Plan objectives have achieved or are on track to achieve the targets set, this compares to 88% at the same time last year, with 14% (21) showing slippage. Details of the achievements and areas of slippage are included within the thematic sections of the report.



PROGRESS BY COUNCIL PLAN THEME

ECONOMIC REGENERATION AND TRANSPORT

18. Monitoring of the impact of the economic climate continues across all areas of service provision with continued regular reporting on progress and initiatives to cabinet. There is still a time lag on nationally validated data for many of the measures within this theme in particular employment and business related data however we are expecting an update on the employment and business statistics towards the end of the calendar year. Although there will still be a time lag on the data published, the information will provide further data to inform performance trends. This will help with the renegotiation of the Local Area

Agreement and future service planning. We continue to use local knowledge and unvalidated data and intelligence to continue to track performance in these areas. Areas of good performance across the Council Plan, the National Indicator set and the Local Area Agreement are detailed below:

- **Planning applications determined** - all categories of planning applications are over-achieving on their individual targets **(NI 157) (LAA)**, with 92.6% of major applications (73% target), 88.8% of minor applications (78% target) and 92.4% of other applications (85% target) determined within timescale. The number of planning applications received has reduced significantly this year, 835 in the year to date, in comparison to 929 at this stage in 2008-09, a reduction of 10%.
- **Planning appeals allowed** – Of the 37 appeals decided during the year to date, 28 were dismissed, 8 were allowed and 1 was partially allowed, meaning that 24% of appeals were allowed or partially allowed.
- **Street lighting repairs** – the time taken to repair street lights has reduced to an average of 1.30 days (against a target of 2.50 days) for those repairs undertaken by the local authority's contractor. For those repairs where the responsibility lies with a Distribution Network Operator, the time taken to repair is 26.4 days (against a target of 30 days).
- **People killed or seriously injured in road traffic accidents (NI 47)** – 45 people have been killed or seriously injured in road traffic accidents in the borough during the period January – August 2009. If performance is maintained at targeted levels for the rest of 2009, the rolling three-year target of a 6.3% reduction will be achieved.
- **Children killed or seriously injured in road traffic accidents (NI 48)** – 6 children have been killed or seriously injured in road traffic accidents in the borough during the period January – August 2009, which is a 40% reduction than the same period last year. If performance is maintained at targeted levels for the rest of 2009, the rolling three-year target of a 16.7% reduction will be achieved.

19. Areas of slippage against the targets are detailed below:

- **Overall working age employment rate (NI 151) (LAA)** – the latest available working age employment figures are for March 2009, showing an employment rate of 70.1% against an LAA target for 2009/10 of 73.6%. The latest figures for the numbers of claimants in receipt of Jobseekers' Allowance (JSA) for September 2009, show Stockton as having 5.6% of working age people in receipt of JSA, against a national average of 4.2% and a North East average of 5.3%. For the same period last year, Stockton had 3.4% in receipt of JSA, against a national average of 2.5% and a North East average of 3.5%. This demonstrates a clearly increasing trend of unemployment both regionally and nationally, although Stockton's increase of 2.2% is steeper than the rest of the region and the national average.
- **Working age people claiming out of work benefits in the worst performing neighbourhoods (NI 153) (LAA)** - the latest available figures are for February 2009, showing 31.9% working age people in the worst performing neighbourhoods claiming out of work benefits, against an LAA target for 2009/10 of 30.5

These employment related measures are scheduled to be included in the next refresh of Stockton's LAA, which takes place later this year.

ENVIRONMENT AND HOUSING

20. Overall the Council is performing well in this area. Areas of good progress are detailed below:

- **Street and environmental cleanliness** – The results were extremely positive for all four parts of the indicator:
 - **litter** – 99% of streets free from litter. Target 96%
 - **detritus** – Levels are low with only 3% not at acceptable standards; Target is less than 6%
 - **graffiti** – is only at 1% not at, or below acceptable standards; this is on target.
 - **fly-posting** - Borough is 100% at or above acceptable standards.
- **Missed bin collections** – the Care for your Area team have broken their record for the low number of missed bin collections, there have been only 11 missed bin collections out of the 1.65 million bins collected to date, with 100% of those missed bin collections rectified within 24 hours.
- **Percentage of rent collected** – the percentage of local authority housing rent collected is currently at 97.93% against an annual target of 97.5%, the highest collection rate reported for several years.
- **Average relet times** – the average time to relet a local authority dwelling has reduced to 26 days for the year to date, a significant reduction from the 29 days reported at Q1. This is a particularly strong performance given that Q2 saw the introduction of the Tees Valley wide Choice Based Lettings scheme, which was expected to have a negative short-term impact on lettings times whilst the system was “bedded-in”.
- **Households living in temporary accommodation (NI 156)** – 36 households were living in temporary accommodation at the end of Q2, ahead of the year-end target of 41 households.

21. Areas of slippage against the targets in this theme 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 14 calendar days against an annual target of 11.8 days. There has been a large increase in demand for the service, with 14.8% more claims and changes of circumstances received compared to the same period last year (increasing from 24,735 to 28,401). Steps have been put in place to address this underperformance, with customer services staff being trained to undertake assessment work and through the use of overtime working and experienced agency staff
- **Percentage of municipal waste (NI 190) and household waste landfilled and Percentage of household waste used to generate heat and power** – There are several national and local performance indicators relating to the amount of waste used to generate heat and power and sent to landfill, all of which have been adversely affected by the fire at the Energy from Waste (EFW) Plant in August 2009. The result has been that waste which would normally be used to generate heat and power has had to be diverted to landfill. Given further annual maintenance timetabled for later this year at the EFW Plant, the year-end projection is that over 12% of the borough’s waste will be landfilled against an annual target of 8%.

SAFER COMMUNITIES

22. The Council and its partners continue to perform well in this area with an overall reduction in total crime of 22.6% on the same period last year. Most indicators are on track to achieve the year end targets. Areas of good progress are detailed below:

- **Serious acquisitive crimes (NI 16)** (burglary, robbery and vehicle theft) is 21% less than the same period last year.
- **Assault with injury crime rate (NI 20)** – (actual bodily harm and other injury) a reduction of 90 crimes (12%) from the same period last year.
- **Serious knife crimes (NI 28)** – 14% reduction on the same period last year.
- **Arson incidents (NI 33) (LAA)** – are also reducing with performance on track to significantly over-achieve on the annual target of 84.8 arson incidents per 10,000 population.
- **Young people receiving a conviction who are sentenced to custody NI 43** Although cumulative performance at the Q2 stage is within target, and our track record in this area is good, an increase in custodial sentences during Q2 (9.6% as opposed to 2.5% in the Q1 period) is being investigated further to identify any key patterns.
- **Number of drug users recorded as being in effective treatment NI 40 (LAA).** Latest validated figure available is for May 2009, with 1249 recorded users, slightly below the 1254 expected at that point but still projected to be on track for the year end target. Performance in this area has been strong in recent years, and was classed as 'Achieved' in the recent PCT Annual Health Check ratings.

23. Despite good progress being made the following annual targets may be difficult to achieve in the following areas:

- **Rate of proven re-offending by young offenders aged 10-17 NI 19** The baseline year of 2005 was not representative of normal performance and places us at an immediate disadvantage (even though 08/09 outturn performance was better than that the YOS 'family group' average). Current year end projection of 1.43 (this is the ratio of re-offences to the number young offenders in the cohort) is well above the 0.83 baseline. Ongoing analysis of interventions and close working with partners in Community Protection and the Police continue.

STRONGER COMMUNITIES

24. There is limited performance indicator information available against this theme, however there have been some activities undertaken within the last quarter that contribute to building stronger communities. Some key projects include:

- Democracy week was supported across the council. Democratic services staff attended the Healthy Schools Celebration event in July to raise awareness about the support that can be offered with regard to teaching pupils about citizenship and democracy. Information packs offered support throughout the year with school council elections, assemblies, school visits and Town Hall Tours.

CHILDREN AND YOUNG PEOPLE

25. The position at Q2 indicates that good outcomes are being sustained in the main for children and young people. The underlying quality of much provision is judged as at least good. For example:

- **School Performance.** The overall quality of our schools is high, as judged through inspection, and good overall progress has been maintained in levels of attainment.
- The good rate of improvement in 5+ A*-C GCSEs has been continued.
- The early years foundation stage results have placed us as one of the top performing local authorities nationally and the highest of our statistical neighbours.
- Pleasing progress has also been recorded in relation to the attainment of pupils from the Pakistani community, which has been an area of focus since the Joint Area Review.

26. A separate report on school performance, and the new school inspection framework, is included on the agenda for this Cabinet meeting.

- **Children's homes.** Most recent inspection outcomes result in three of our four homes being judged 'outstanding' and one as 'good'.
- **Placement stability.** Indicators of both short and longer term placement stability for looked after children (NIs 62 and 63) continue to show good levels of performance, reflecting the quality of placements made for these vulnerable young people. This position is supported too by the last annual inspections of local authority Fostering, Adoption, and Private Fostering arrangements, all of which are judged as 'good'.

27. Progress is on track for key projects which will support longer term improvements in the quality of provision for children and young people:

- **Building Schools for the Future.** Status is now amber green, pending approval of the outline business case and a clearer view on the strength of the market to bid for the programme.
- **Primary Capital Programme.** Work is on target for all 2009/10 projects.
- Consultation and planning are now underway for those in the following year.
- **Aiming High for Disabled Children.** Together for Disabled Children(TDC) the agency commissioned by government to support this programme nationally and to monitor progress, has recently confirmed their assessment of the programme as "requiring a low level of support, indicating the good progress that you are making towards the short breaks Full Service Offer".
- **Children's Centres Phase 3.** A review of current and planned designated Children's Centres provision had led to the recommendation of a more operational efficient configuration which will deliver the requirements of full children centre coverage across the borough by 2010 through 11 centres rather than 13 designated centres.

28. However, increasing volumes of activity within social care services, compounded by the heightened focus on safeguarding issues, have placed strains on care management processes and procedures. These are reflected in some performance indicators, as well as in budget pressures relating to agency staff; fostering allowances and placements; and legal fees. Separate bi-monthly reports continue to be submitted to Cabinet in relation to social care workload pressures, with analysis of the pattern of assessments and impact on case management. Key points to note are:

- The number of referrals being received remains high, but has flattened off in recent months (to the low 170s per month during Q2, compared to over 200 per month during Q1).
- However, the number of children in care has remained at a high level (averaging approx 250 during Q2); whilst the number with a child protection (CP) plan has continued to increase (to highest yet of 263 at the end of September – from 209 in April). These trends reflect the relatively higher 'conversion rates' for referrals leading to CP plans (just over 3% earlier in the year, now over 4%) or children becoming looked after (from over 1% to over 2%).
- The proportion of children becoming the subject of a CP plan for a second or subsequent time (NI 65) is relatively high at 15.2%. This level would not be considered particularly high compared to benchmark groups, but is beyond the targeted 10% which has been the level of recent years.
- Performance on the **timeliness of assessments** (NIs 59 and 60) remains off target although Q2 did see some improvement in the timeliness of core assessments. However there is a need for further detailed work to look at this issue to ensure greater understanding of underlying causes.
- All children who are looked after, or with a CP plan, continue to receive timely reviews; and we continue to have no CP plans lasting two years or more (NIs 64 / 66 / 67).

29. Indicators reflect also many positive outcomes for those young people who may be disaffected or are at risk. For example:

- **First time entrants to the Youth Justice system** (NI 111): improvement is being sustained, with performance remaining on target.
- **Rate of permanent exclusions from school** (NI 114): only 3 recorded during the 08-09 school year represents a very low level (0.03 of the school population), sustaining a very strong track record of performance in this area.
- **Young Offenders engaged in education, employment or training (EET)** (NI 45): currently on track for the challenging target of 90%, a very high level of performance compared to benchmark groups. The YOS arrangements regarding EET have been highlighted as good practice in a recent thematic inspection by Ofsted / HMI Probation. This remains a very challenging area of performance in light of the needs of the cohort involved and the reduced opportunities available in the current economic climate.
- **Provision of suitable accommodation for young offenders; and for care leavers** (NIs 46 and 147): these indicators are being sustained at 100%.

30. However, 'narrowing the gap' between those who experience particular challenges and difficulties, and the rest remains a key challenge. For example:

- **Achievement gap between pupils eligible for free school meals and their peers** (NI 102) – whilst the target was achieved at the KS2 level it was not at KS4;
- **Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage and the rest** (NI 92) – our ambitious target was not achieved and the gap widened slightly. However, this performance has to be seen in the context of the very high levels of achievement recorded in this phase; e.g. our performance in NI 72 (the national standard attainment measure for Early Years) was outstanding relative to others – in 10 of the 13 assessment scales, we are ranked in the top 10 of the country's 152 local authorities; for 5 of these, including the key Personal and Social Development aspect, we are ranked either 1st or 2nd, and compared to our 11 statistical neighbours we are ranked first in all 13 indicators.

31. Performance relating to NEETs (NIs 117; 148) continues to be a key issue within this area, and was the focus of a visit in September from the Prime Minister's Delivery Unit. Data available at the Q2 period is not too reliable as an indicator of eventual performance due to fluctuations within the cohort during the autumn term. Analysis of final data for the 08-09 period indicated the following key points:

- Stockton is significantly disadvantaged by the NEET measurement on place of learning (since we export a relatively high proportion of learners to adjacent LA provision).
- 16 year old progression into EET is extremely positive.
- 17 year old retention is more of an issue, leading to the NEET cohort increasing through 17/18 with 18 years olds accounting for around 50% of all 16-18 NEETs.
- Employment opportunities are a key issue – both jobs and apprenticeships.
- The 17 and 18 year old NEET cohorts reflect a range of underlying factors:
 - those that never entered EET;
 - young people who completed 1 or 2 years at college and want employment;
 - young people who drop out due to a change in their own circumstances;
 - young people who drop out due to dissatisfaction with their education or training;
 - young people who made inappropriate post-16 choices for a variety of reasons (e.g. following friends, parental expectation, level/quality of CEIAG).

32. However, outcomes for many of our most vulnerable young people remain very positive (learning difficulties or disability; young offenders; care leavers).

HEALTH AND WELLBEING

33. Whilst there continue to be significant challenges to securing the long-term changes that will address underlying health inequalities within our communities, there are positive improvements and progress in some of those indicators that will underpin longer term health outcomes. For example:

- **Breastfeeding prevalence** (NI 53): There has been good progress in this area. This is a LAA measure for which the 08-09 target was not achieved. Progress has

been supported by now having a Breastfeeding (BF) Co-ordinator in post to improve work across sectors and the collection of data. The PCT Board has recently approved a BF Strategy & cross-agency action plan.

- **Stopping smoking** (4 week quitters per 100,000) (LAA – NI 123): Good progress continues in relation to smoking cessation. Performance for April - August is confirmed as 632 4-week quitters against a target for the period of 566. There are currently 21 Community Pharmacies in place within Stockton offering stop smoking services, increasing client choice; and 10 Stop Smoking Sessions a week across the area, run by the Stop Smoking Service which now sits within NT&HFT.
- **Early access for women to maternity services** (NI 126) shows good progress, with most recently reported performance (Q1) showing 98.182% who saw a midwife or a maternity healthcare professional, for health and social care assessment of needs, risks and choices by 12 completed weeks of pregnancy, against a target of 90%. This equates to 540 women against a target of 517.

34. However, key challenges remain in relation to:

- **Obesity** (NIs 55 and 56 - LAA) remain a key concern. Data from the 08-09 annual Child Measurement Programme will be available in December 2009 and included in the Q3 report.
- Sexual health: for young people, **under-18 conceptions** (NI 112) and **prevalence of chlamydia** (NI 113) remain key issues.
 - Data for chlamydia (measured by screening volumes in young people aged 15 to 24) indicates a position for September of 4.247% against a target of 10% by that stage, i.e. 1,117 screens against a target of 2630; however, final Q2 data is awaited from the National Chlamydia Screening Programme.
 - The PCT has recently confirmed appointment of a new private provider for the 'Integrated Sexual Health Service' to cover Tees from March 2010.
 - The PCT has also engaged with Primary Care to increase opportunistic screening via a Local Enhanced Service (LES) agreement.

35. Developments within Adult Social Care, especially **Personalisation**, will have a key bearing on our performance over the remainder of the year on key indicators. Introduction, from the beginning of December, of the new RAS (Resource Allocation Scheme) and Self-Directed Wellbeing Assessment (SDWA) will mean a new 'care pathway' for access to services – this has implications for performance in the following key indicators:

- **Social care clients receiving self-directed support (Direct Payments and Individual Budgets)** (LAA - NI 130). Performance up to the end of Q2 (slightly down at 6.4%) reflects the use of direct payments (as a proportion of all clients in receipt of community based services), pending the introduction of RAS and SDWA which will enable clients to have their needs assessed and care packages agreed on a self-directed basis, resulting in an individual budget allocation. Achieving the 09-10 LAA target of 15% will be dependent on the new self-directed support arrangements being taken on board quickly and effectively within social care teams.
- **Timeliness of assessments and of provision of care packages** (NI 132 – LAA; and NI 133). Whilst performance in NI 132 (assessments) is well ahead of the LAA target for this year, performance remains below that of benchmark groups and needs to show good improvement by the end of the year. For NI 133 (provision of care packages), whilst the Q2 cumulative position is still below last year's output,

the improvement during Q2 (90%, compared to 73% for Q1) reflects positive impact of improvement projects undertaken earlier in the year; however, we were below benchmark comparators for 08-09 and it remains essential to sustain the recent rate of improvement. The new care pathway required for self-directed support will need to be managed carefully to ensure that is an aid, not a barrier, to improving performance in timeliness of assessments and care packages.

- **Carers receiving needs assessment or review and a specific carer's service, or advice and information** (LAA – NI 135), whilst the Q2 position still shows some lag against the required trajectory for the year end target, work remains to be completed which will pull a greater number of carers within the recorded performance activity.

OLDER ADULTS

36. Overall there are few national performance measures specific to this theme; however, some local adult social care indicators are in place to help monitor our approach to supporting older people (aged 65+) to remain independent within their own homes, in terms of the balance of provision between homecare and residential provision.

- For '**older people helped to live at home**' the Q2 position shows a rate of 100.2 per 1,000 popn aged 65+ (i.e. 2,846 older people helped to live at home), slightly below the target rate of 105.6 (i.e. 3,000 older people).
- For '**permanent admissions to residential and nursing care**' the Q2 position shows a significant increase to 55.3 per 10,000 popn aged 65+. This represents 157 admissions in the first 6 months, 69 of which occurred during Q1, and 88 in Q2. This recent trend suggests it will be now more difficult to achieve the year end target rate of 90 per 10,000 (i.e 255 admissions over the full 12 month period).

37. The trend reflected above in relation to residential provision is matched by some budget pressures relating to costs of care packages and placement costs and volumes. Officers are undertaking more detailed analysis of the pattern of residential placements and expenditure in order to identify if there are any aspects of current placement practice that need to be reviewed.

38. Work is also being planned with the Department of Health and CSED (Care Services Efficiency Delivery programme) to examine ways in which we can manage some of the pressures on placement costs and residential provision, through more innovative approaches to prevention.

ARTS, LEISURE AND CULTURE

39. 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 from 2008/09. 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. Results from the Active People survey will not be published until December 09. Progress at quarter 2 is as follows:

- Satisfaction Levels with SIRD 09 are 92.1% this compares to 96% satisfaction levels last year however there was an increase in the number of groups participating in the event from 41 to 50.
- The refurbishment to the Thornaby Central library is now completed. There has been a review of opening hours across all libraries however this has been implemented at Thornaby first and has resulted in an increase in the usage.

- There is a significant increase in the number of swims from the same period last year 21, 293 in Q2 08/09 to 25,137 in Q2 09/10, some of this can be attributed to the free swims programme supported by the PCT.
- Refurbishment work has commenced on the Forum at Billingham and the extension at Splash is almost completed with the improved facility now open to the public.

ORGANISATIONAL AND OPERATIONAL EFFECTIVENESS

40. There are limited measures within the National Indicator set that contribute to this theme. Good progress has been made to deliver the objectives identified under this theme. Key points to note are:

- The corporate Customer Service Excellence submission successfully achieved the standard and the rollout across the Council is progressing well. Phase 1 of the rollout is on track with the first four services having completed their individual desktop submissions and on-site inspections. The external assessor passed three of the services with full compliance and the other service identified only two partial compliances.
- Job evaluation reviews were sent to all employees in July 2009, with the exception of staff in Children's and Adult's Operational services, Arts and Culture, CESC Support Services and part of School Effectiveness. Reviews for those services outstanding are on target for completion by the end of December 2009.
- Delivery of the Management Development Programme has commenced, with People Management Skills, Stepping Into Management and the Middle Manager modules all underway.
- Outturn figures show that Sickness Absence levels continue to improve, with 3.92 days lost per Full Time Employee (FTE) for the first half of the year. It is currently projected that this will reach 8.65 days per FTE for the full year, which is well within the target of 9.64 days. The Tees Valley average for 2007/8 was 10.3 days.
- Performance of payment of invoices has improved significantly from 65.25% in 2008/9 to 92.9% paid within 30 days for the first two quarters of 2009/10; however this figure is subject to verification.
- **Local Land Charges:** New fees and charges were introduced in April and access to data improved by introducing the option of individual questions and answers. Despite a fee increase this has been well received by the Personal Search Agents and a number of commendations and compliments have been recorded which describe Stockton as being ahead of the game.

41. Slippage has occurred in the following area:

- The 360-degree appraisal process for senior management will now not be completed until March 2010, rather than September 2009 as was originally targeted.

EFFICIENCY IMPROVEMENT AND TRANSFORMATION (EIT)

42. In February 2009 Members will recall that Cabinet agreed the introduction of the EIT programme. The introduction of the programme was in response to the slow down in the national economy and the impact this was having on the Borough's MTFP, coupled with increased expectations and demand for services from residents.
43. Executive Scrutiny Committee agreed that for 2009/2010 the majority of Select Committee work would be EIT reviews and year 1 of a 3 year programme was approved. Cabinet agreed a structure for undertaking each review that had 5 main stages:
- Stage 1 – Baseline
 - Stage 2 – Challenge
 - Stage 3 – Options
 - Stage 4 – Identification of recommendations
 - Stage 5 – Consideration of recommendations by Cabinet
44. Appendix 6, provides details of how each review is progressing, against the above structure, and indicates when Cabinet is likely to receive each review report.

Xentrall Shared Services – Performance Update

45. The Shared Services Partnership between Stockton and Darlington Councils has been operating for 18 months.
46. After the first year the Annual Report showed that good progress had been made in meeting its budget and performance targets.
47. There were two main areas of concern regarding the performance at that time, these were sickness absence levels and payment of creditors in 30 days. The performance in both of these areas has improved significantly as can be seen from the table below:

Performance Indicator	Target 2009/10	2008/9 Out-turn	2009/10 Quarter 2 Performance
Sickness Absence	9.5 days	12.44 days	8.72 days
Invoices paid within 30 days	90%	69.2%	95.6%

48. Xentrall's performance is reported to the Executive Board and the Partnership Consultative Panel on a quarterly basis through the Balanced Scorecard and highlight reports which are subsequently reported through Stockton's quarterly performance processes. Through this reporting we have identified slippage on three projects:
- The new computer room, which is located at the Town Hall in Darlington is now under construction. This work was delayed because of the procurement process but is expected to be complete by the end of this year.
 - Design and Print are implementing a new self service system. There were some technical issues with the implementation and this has delayed the project. It will now be implemented by the end of December. It is hoped that the self service process will improve the service to our customers.

- ICT are implementing a replacement Service Desk system. At the moment they are operating two separate systems for Stockton and Darlington Councils. This will be a joint system, improving the service of the help desk. It has been delayed because of the procurement process and will now go live during November 2009.
49. There are no major performance issues with the services however there is currently a pressure on the budget due to the shortfall in income from Design and Print.
50. Having identified the issue, Xentrall is now reviewing the whole service to ensure the income position can be recovered and an improvement plan is currently being developed. There are a couple of potential reasons for the reduction in income:
- High absence levels in the Design and Print unit last year and in the early part of the current year reducing the capacity of the unit.
 - A natural down-turn in usage of the service as departments reduce the amount of print they require and using other methods of communication such as email and CDs
51. Since April 2009 there have been a number of achievements:
- All Xentrall services now have the Customer First Stage 2 accreditation
 - ICT has retained its ISO27001 accreditation
 - Design and Print have retained their ISO9001 accreditation
 - Creditors, Debtors and Payroll services have been benchmarked showing improved value for money
 - Strategies have been produced for the development of the Financial and Human Resources systems
 - Internal communications have improved with the launch of an internal newsletter and a new employee bulletin. The new website is now live and the intranet is currently being developed.
52. An annual report will be produced at the end of the financial year setting out all the achievements and overall performance for the year.

Consultation undertaken - July to September 2009.

53. The following represents a selection of consultation undertaken within Quarter 2.

My Place - Concept Design

54. The My Place scheme seeks to transform facilities for young people following demand from young people, parents and communities for more and better places for young people to go. Consultation events took place in July / August 2009. Results showed that the overall most popular external concept design and internal layout was the Hub model. The top two most popular features were the activity based roof and the sports/ performing arts area. Glass walls and outdoor socialising space were the third most popular features.

Open Space, Recreation and Landscaping Supplementary Planning Document

55. This is a document which is intended to improve the quantity and quality of open space and recreational facilities in the Borough. There were approx. 120 comments received. The comments have been used to modify and improve the SPD.

Viewpoint Markets Survey

56. The Viewpoint panel was used to gauge residents' satisfaction with markets across the Borough. The top line results indicated an overall increase in satisfaction from the previous year. The results were shared at the quarterly Markets Forum and will be used to inform planning for the 700th anniversary in 2010.

Local Development Framework (Planning) Draft Core Strategy Publication

57. The Core Strategy outlines the vision and overall objectives for development and sets out where new housing and other development should be focused in the Borough. Approx. 350 responses were received. Focus groups have been held with 6 stakeholder groups. The strategy has been amended to reflect the comments made.

Combined payment scheme users

58. This scheme enables residents to pool debts. Users of this scheme were consulted to identify areas for improvement within the scheme. The survey identified high satisfaction levels, however suggestions will be included in a revised scheme.

Celebration Generation

59. A celebration generation event was held on Stockton's High Street during SIRF. Residents had the opportunity to complete surveys, express their opinions on a graffiti wall and be interviewed in a Big Brother style chair. Over 100 surveys were completed. Feedback was very positive. The results will be used by the Group to develop projects in partnership with Stockton Heritage.

COMPLAINTS, COMPLIMENTS & COMMENDATIONS AND COMMENTS

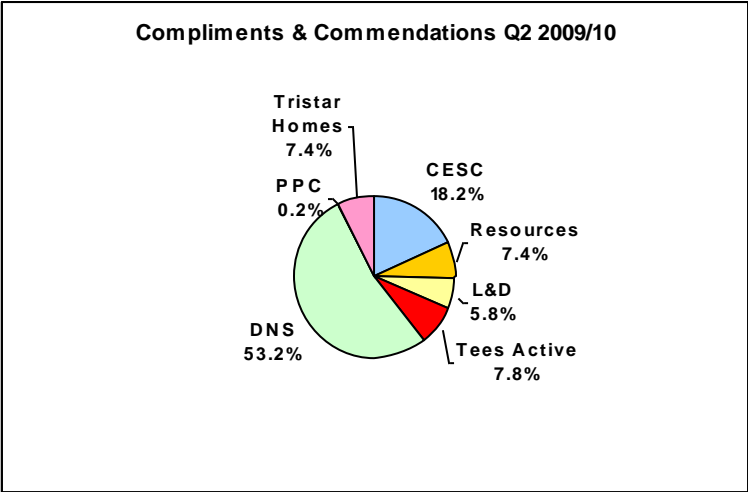
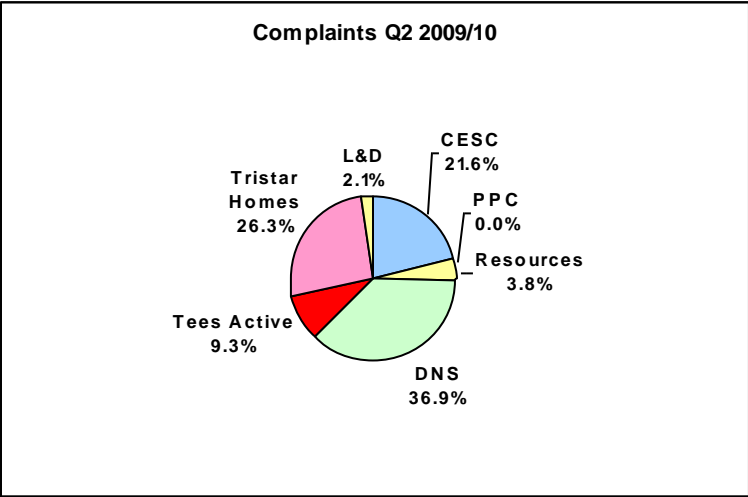
Complaints

60. In total, the Council received 236 complaints for the three months ended 30 September 2009. This compares to 209 complaints received in the same three month period last year and 188 in Qtr 1 this year. Of the 236 complaints, 12 are at Stages 2 and 3 and of the Stage 1 complaints, 87.7% (193) overall were responded to within timescales. The corporate timescale for responding to Stage 1 complaints is 10 working days. However, the timescales for responding to complaints within Health and Social Care differ from the corporate timescale. For Children's Services the response timescale is 10 working days plus a further 10 working days given the complexity of some of the complaints. For Adults' Services, new regulations introduced on 1 April 2009 place a requirement on Council's to agree a timescale for a response with each individual complainant.

Compliments and Commendations

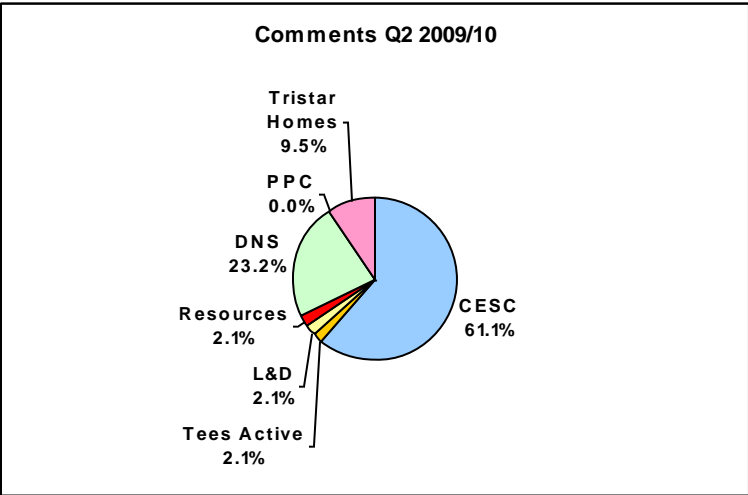
61. A total of 554 compliments and commendations were received in the three month period to 30 September 2009, representing 438 compliments and 116 commendations. This compares to 435 commendations in the same three month period last year.

62. The charts below show a breakdown of complaints and compliments and commendations by service group.



Comments

63. A total of 95 comments from customers were received in the three month period to 30 September 2009. As this is the first year of reporting, there are no comparable figures for the same quarter in the previous year.



64. For complaints, compliments and commendations and comments, Appendix 5 provides a detailed analysis of the numbers received in each service area and complaints' response times. The Appendix also shows the main service areas that these relate to and the categories of complaints, compliments and commendations and comments.

65. The following highlights some of the main messages from the analysis.

- The main trend from the three month period identifies that 85% 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 22% of total complaints, with DANS and Tristar receiving approximately 37% and 26% respectively of total complaints.
- Of the total compliments and commendations 71% were received for 2 service areas CESC and DANS, with 53% of these were compliments and commendations for DANS.
- Of the total comments received, approximately 94% were received for 3 service areas CESC, DANS and Tristar, with approximately 61% of these were comments for CESC.
- Of the overall 13% of complaints which were not responded to on time the main areas are CESC and Tristar. For CESC 17% are within Education and Libraries which are responded to in accordance with the corporate timescales for responding to complaints and 29% within Health and Social Care which are responded to within a different timescale. For Tristar this is 18%.
- Within CESC, Children's Services generated the most complaints and the majority of compliments, commendations and comments are within Library and Information Services and Children's and Adults' Services.
- Within DANS, Direct Services (refuse collection, highways, street cleansing and recycling areas) received the most complaints and also received the majority of compliments and commendations along with Community Protection and Housing. Direct Services also received the most comments.
- For Tristar, the responsive repairs service received the majority of complaints, compliments and commendations and comments.

Diversity Analysis

66. Analysis by diversity strand is now being undertaken to try and determine if there are any specific issues for concern with regard to these minority groups.

AGE

67. While 73% of complainants did not provide information about their age, data available from the remaining 27% of complainants' shows that most complaints received during the second quarter of 2009/10 came from residents aged 25 – 34 (a total of fourteen). The majority of complaints received from those aged 55 – 64 (a total of ten) went to Tristar. The lowest number of complaints (a total of one) came from residents aged 75 – 84 and this complaint came to Social Care. Available data also shows that no complaints were received from residents aged under 18; 85 – 94; and, 95+.

GENDER

68. 68% of all complainants did not provide details of their gender. Of the 32% that did, 52% were female and 48% male. Available data shows that: the majority of male complainants (a total of 9 or 33% of male complainants) had made complaints to Tristar and that the lowest number of complaints made by male residents came to CESC (Social Care).

69. The majority of female complainants (a total of twelve) had made complaints against Tristar and the lowest number of complaints made by female residents came to Law and Democracy and CESC (Education and Libraries) with one complaint each.

DISABILITY

70. There were 86% of all complainants who did not provide information about whether they had a disability or not. Of those that did:

- The majority of complainants stated they do not have a disability.
- The fewest number of complaints received during the period from residents with disabilities came from residents with a long term health problem.
- No complaints were received from residents with the following types of disability: visual impairment, hearing impairment, learning disability and frailty with elderly.
- The majority of complaints made came to CESC Health and Social Care. This amounted to a total of 5 complaints, which is equal to 2% of all complaints received by the Council during the period and 9.8% of all complaints made to CESC specifically during the period.

RACE

71. There were 75% of complainants during the period did not provide information about their race. Of those that did:

- The majority (a total of 40 equal to 24% of all complainants) stated that they were White. Of these complaints in particular, 45% were made to Tristar and 25% to CESC Health and Social Care.
- The smallest number of complaints was made by residents from other ethnic minorities. This amounted to a total of two complaints being in relation to Tristar.

FAITH AND BELIEF

72. There were 82% of all complainants during the period did not provide information about their faith and belief. Of those that did:

- the majority (10%) of complainants were Christian and the majority of (a total of seven) complaints made by those residents were made to DNS. This amounts to 8% of all complaints made to DNS and 3% of all complaints made to the Council as a whole during the period,

SEXUAL ORIENTATION

73. Approximately 11% of complainants provided information about their sexual orientation. Of these, 18 were from residents declaring themselves heterosexual/ straight and one gay / lesbian. The majority of these complaints were in relation to Tristar.

FINANCIAL AND LEGAL IMPLICATIONS

74. To update the MTFP and outline the outturn position as at 31 March 2010 on General Fund, Capital and the HRA and comply with the requirements of the Accounts and Audit Regulations 2003.

RISK ASSESSMENT

75. 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.

76. SUSTAINABLE COMMUNITY STRATEGY IMPLICATIONS

The report supports the Sustainable Community Strategy.

EQUALITY IMPACT ASSESSMENT

77. 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

78. Not applicable.

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