

## QUARTERLY PROGRESS UPDATES ON PREVIOUSLY AGREED RECOMMENDATIONS

### Summary

Members are asked to consider the assessments of progress contained within the attached Progress Updates on the implementation of previously agreed recommendations. There are outstanding recommendations from the reviews of EIT Reporting In Reviews of Advice and Information, Commercial Trading, and Domestic Violence.

### Detail

1. Following the Cabinet consideration of Officer Led EIT Task and Finish reports, accepted recommendations are then subject to a monitoring process to track their implementation.
2. Two main types of report are used. Initially this is by means of Action Plans detailing how services will be taking forward agreed recommendations. This is then followed by a Progress Report at a future agreed date. Evidence is submitted by the relevant department together with an assessment of progress against all recommendations. Should members of the Select Committee agree, those recommendations which have reached an assessment of '1' are then signed off as having been completed.
3. In order to track those recommendations which are not signed off following the first round of Progress Reports, a series of progress updates are submitted for all Select Committees on a quarterly basis.
4. The assessment of progress for each recommendation should be categorised as follows:

1 Achieved (Fully)	The evidence provided shows that the recommendation has been fully implemented within the timescale specified
2 On Track but not yet due for completion	The evidence provided shows that implementation of the recommendation is on track but the timescale specified has not expired.
3 Slipped	The evidence shows that progress on implementation has slipped. An anticipated date by which the

	recommendation is expected to become achieved should be advised and the reasons for the delay.
4 Not Achieved	The evidence provided shows that the recommendation has not been fully achieved.  An explanation for non achievement of the recommendation would be provided

5. As discussed at Executive Scrutiny on 27 January 2009, link officers will not be in attendance for quarterly progress updates, but Member comments will be communicated to the services concerned by the Scrutiny Team.
6. **Appendix 1** sets out the outstanding recommendations for this Committee. Members are asked to review the update and indicate whether they agree with the assessment of progress.

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No.	Recommendation	Lead Responsibility	Finance Manager	Anticipated Completion Date/ Completion Date	Evidence of progress - 06/01/2011	Savings/Costs to Date (06/01/2011) (please state whether actual or estimated)	Assessment of progress (Categories 1-4)
1	That the five separate contracts described in paragraph (66) of the report at Appendix 1 and their associated budgets be pooled, and the Council develop a new specification for advice and information services that meet residents' needs and the Council's strategic priorities, particularly around financial inclusion and also takes account of the current economic climate. That the Council embark on a tendering exercise for a three-year contract, with option to extend for a further two years, with a contract start date of 1st April 2011.	D Hurwood  Input from Procurement team as required.	D New & A Bryson	01.04.11 onwards	Contract advertised 01.10.10 with a closing date for receipt of tenders of 05.11.10.  Currently in tender evaluation phase and anticipate contract award will be early January with a contract start date of 1 <sup>st</sup> April 2011.	£19,000 per annum from 2011/2012 onwards.	<b>2 – On track</b>

Q3 - Progress Update – Advice & Information

3	That the temporary post of ILFO (Independent Living Fund Officer) transfer from the in-house Welfare Rights team to the temporary Specialist Transformation Team, followed by a further review to consider the optimum place within the organisation for this role, when the work of the Personalisation Support Team concludes.	P Smith / A Connor	D New	30.07.10  31.03.11	The ILFO post has now transferred to the temporary Specialist Transformation Team (STT).  A review of this role and long-term / optimum place within the organisation is now required and will be incorporated into the STT review to be conducted before 31.3.11	N/A	1 – Achieved fully  2 – On track
4	That, subject to consultation with staff and unions, an organisation restructure be undertaken within CESC to merge the rest of the in-house Welfare Rights team with the CESC Client Financial Services team and that the focus of the Welfare Rights team within this new structure be on (but not exclusively): i. supporting social care clients to maximise their income and access other services that might enhance their wellbeing (thereby bringing in additional income for the Council) ii. undertaking specific projects linked to other Council services and key Council agendas, particularly how to make	T Beckwith / S McEneaney	D New	29.10.10 (merger)  31.03.11 (production of business plan)	The merger of the two services has now taken place and there will be a move of staff in January to be co-located. A new business plan for the service will be created for 2011/12 that will focus on the recommendations from the Review  The service provided by Welfare Rights will need to be reviewed as part of the Business Plan for 2011/2012 in response to the Governments announced changes to the Welfare Benefits System. In light of this the original recommendations agreed by Cabinet may need to be amended to fit service requirements. It is anticipated that the demand for advice and information will increase significantly across the Advice and Information network		1 – Achieved fully  2 – On track

	<p>use of internal information and customer insight to target campaign work</p> <p>iii. acting as a reference point for advice and referrals from Social Care staff</p> <p>iv. co-ordinating Advice and Information provision across the borough</p> <p>v. developing referral protocols with the external provider selected to deliver the contract for advice and information services described in Recommendation (1) above in an attempt to cut down some of the task duplication and enable a more specialist approach to certain tasks (such as representation at Tribunals).</p>						
<p>5</p>	<p>5. That the Welfare Rights service enter into discussions with the PCT to seek to draw in funding by delivering advice sessions at GP practices, similar to models adopted by other local authorities.</p>	<p>Manager of the new team set up as part of recommendation (4) above</p>	<p>D New</p>	<p>By March 2011</p>	<p>This recommendation must now be seen in the context of structural changes in the PCT and how best to work with GP practices. It will also form part of the business plan for the unit, newly set up. This will therefore be delayed relative to the original completion date. Revised completion date set as end October 2011</p>		<p><b>3 - slipped</b></p>

## Q3 - Progress Update – Advice &amp; Information

Appendix 1

6	That the Web Development Team, part of the new Communications Team, develop a specification and work with Xentrall ICT to create an on-line directory of Advice and Information providers across the borough.	D Hurwood C Cooke	N/A	First version of the directory "live" by July 2010.	On target for revised completion date of March 2011 described in last update report.  Soft launch of the directory took place at "Are you being served?" event. Test site available, Currently populating data. Project plan being developed for lead-up to March 2011 launch.	<b>2 – On track</b>
7	That Customer Services and the Library Service promote the availability of the new directory and become points of contact for customers seeking sources of advice and information in face-to-face situations and over the telephone.	K Hornsey / L Feather-stone	N/A	By 29.10.10	Dependent on (6) above.  As the live date for the new Adult Social Care directory is March 2011, this task will now be complete by 31.05.11, as reported in last update. On target to achieve this revised date. Staff training will be included in the project plan for the launch	<b>2 – On track</b>
8	That an advice providers' network be created, with responsibility for setting up and leading this network sitting within the restructured Welfare Rights team recommended at (4) above.	Manager of the new team set up as part of recommendation (4) above	N/A	Apr-11	Again reliant on the team being established and a revised business plan. Revised completions date set as end October 2011	<b>3 - slipped</b>
9	The newly formed advice providers' network explore options of bidding for Big Lottery grant to support the activities of the network.	Manager of the new team set up as part of recommendation (4) above	N/A	Oct-11	Reliant on the new team but achievable within the original timetable	<b>2 – On track</b>

Progress Update – Commercial Trading

No.	Recommendation	Lead Responsibility	Finance Manager	Anticipated Completion Date/ Completion Date	Evidence of progress – 06/01/11	Savings/Costs to Date (please state whether actual or estimated) – 06/11/01	Assessment of progress (Categories 1-4) – 06/01/11
1	The Commercial Trading Services to be utilised as the first choice provider by other services within the authority, with external providers used only in circumstances where the Commercial Trading Services are unable to effectively deliver that service due to capacity or other specific issues	Jamie McCann	John Bailey	Quarterly monitoring and reporting	Due to the in-year budget reductions and cancellation/review of various projects, there has been a contraction in expenditure on Commercial Trading Services by other services within the authority.	No increase in income levels, although this is directly linked to external economic factors.	3 – Slipped
2	Appointment of a dedicated procurement/contracts officer to generate savings through improved buying of materials and negotiation of contracts	Jamie McCann	John Bailey	April 2010	A Procurement Officer was appointed in April 2010.	Employment costs of approximately £20k to date, but savings of over £97k have been identified through new deals and contract renegotiations..	1 – Fully Achieved
3	Use of re-useable green waste sacks rather than disposable sacks	Jamie McCann	John Bailey	April 2010  Place Survey 2010 and IPSOS MORI Survey 2011	Re-useable green waste sacks are now in use.  Satisfaction will be measured through the IPSOS MORI Survey 2011 as the Place Survey 2010 is not going ahead.	Net savings achieved of £34k in 2010/11.	1 – Fully Achieved
4	Increase in charges for bulky household waste collection service from £10 to £15 for the removal of up to six items	Jamie McCann	John Bailey	April 2011	Price increase due to take effect from April 2011 although consideration needs to be given to the potential decrease in the level of requests in view of the price increase.	Current Savings £0	2 – On Track

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5	Expansion of the customer base for commercial waste collection services	Jamie McCann	John Bailey	Quarterly monitoring and reporting	CFYA have collated details of all internal services and schools which are using external providers and are contacting to promote commercial waste collection services. Additional contracts have been established although Schools are free to make their own decisions as to which companies they use for commercial waste services. One significant areas of risk to income in 2011/12 will be the increase in repair and fuel costs associated with the requirement to dispose of waste at landfill in view of the shutdown at the EFW plant as well as the impact of the current economic climate on customer numbers and the current competitive trading environment	Current Savings £0	3 - Slipped
6	Retention of electrical works currently provided by external providers in-house	Jamie McCann	John Bailey	Quarterly monitoring and reporting	Due to the in-year budget reductions and cancellation/review of various projects, there has been a contraction in expenditure on electrical works by other services within the authority.	No increase in income levels, although this is directly linked to external economic factors. SBC spend on maintenance work has reduced in 2010-11	3 - Slipped



Progress Update – Commercial Trading

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7	Improved partnership working with Technical Services on Highways Improvement Schemes, reducing non-value adding processes and associated costs (proposal shared with EIT Review of Highways, Lighting and Network Management)	Jamie McCann and Richard McGuckin	John Bailey	April 2011  Place Survey 2010 and IPSOS MORI Survey 2011	No tangible benefits to date from the improved partnership working with Technical Services on Highways Improvement Schemes.	Current Savings £0	2 – On Track
8	The rationalisation of catering provision in administrative buildings	Jamie McCann	John Bailey	April 2011	Tea Service savings will be fully implemented by the target date of 1/4/11	Current Savings £0	2 – On Track

No.	Recommendation	Proposed Actions/Progress	Success Measures	Savings/ Cost	Lead Responsibility	Finance Manager	Date	Evidence of Progress 06/01/11	Savings /Costs to Date (please state whether actual or estimated) 06/01/11	Assessment of Progress (Categories 1 - 4) 06/01/11
1	Note that in the current climate it would be inadvisable to look for net reductions in the Council's expenditure on domestic violence services, but that efforts should continue to maximise the impact of investment	No further specific actions required.	Not applicable (N/A)	N/A	N/A	N/A	N/A	<p><b>Progress Updated October 2010</b></p> <p>Feasibility work continues on the establishment of 'intermediate housing', to facilitate acceleration of move-on from the Refuge, so as to maximise the availability of refuge beds, in conjunction with Tristar, but this will depend on availability of Supporting People Funding, so will need to be assessed after the Comprehensive Spending Review impact is clear. Other aspects of CSR are likely to reduce funding for DV services.</p>	N/A	<p><b>Progress Updated October 2010</b></p> <p>1 – Fully Achieved</p>

Action Plan – EIT Review of Domestic Violence

2	Note the position in respect of the Domestic Violence Team within CESC	No further specific actions required.	N/A	N/A	N/A	N/A	N/A	<p><b>Progress Updated October 2010</b></p> <p>New team structure in place in CESC (DV Team merged with First Contact Team).</p>	N/A	<p><b>Progress Updated October 2010</b></p> <p>1 – Fully Achieved</p>
3	All Council services to ensure that they are represented at an appropriate level at the multi-agency Domestic Violence Strategy Group, and that their activities and performance are reported to the Group in a timely manner	Corporate Director for Children, Education & Social Care has asked her Heads of Service to review their representation on the Group.	Updated set of nominations .	N/A	Head of Community Protection	N/A	31 July 2010	<p><b>Progress Updated October 2010</b></p> <p>Corporate Director for CESC has re-nominated to the Group.</p>	N/A	<p><b>Progress Updated October 2010</b></p> <p>1 – Fully Achieved</p>
4	The Strategy Group should review its links with other multi-agency partnership bodies including the Safer Stockton Partnership, the Children’s Trust Board, the Health & Wellbeing Partnership, the Local Safeguarding Children Board and the Adult Safeguarding	Review process to take place via agenda item on next three meetings of the Strategy Group.	Agreed position set out in the minutes of the Strategy Group.		Head of Community Protection	N/A	31 Dec 2010	Reviewed and minuted at the meeting of the DV Strategy Group on 8 November 2010 (item 7 refers)	N/A	1 – Fully Achieved

Action Plan – EIT Review of Domestic Violence

	Board, and the links between the Domestic Violence Strategy for the Borough and other key strategies developed by these partnerships.									
5	That the Cabinet Member for Children & Young People be added to the Council representatives on the Domestic Violence Strategy Group alongside the Cabinet Members for Housing & Community Safety and for Adult Services & Health, as Member Champions for domestic violence services.	Already agreed and actioned.	All three Cabinet Members added to circulation list and Terms of Reference, and dates of future meetings checked against Democratic Services diary.	None	Head of Community Protection	N/A	30 June 2010	<b>Progress Updated October 2010</b>  Cabinet Members for Children & Young People and for Adult Services & Health attended the meeting of the Group on 20 September 2010.	N/A	<b>Progress Updated October 2010</b>  1 – Fully Achieved
6.	Consider the issue of home to school transport for	Discuss with colleagues in CESC and	Report submitted.		Head of Community Protection	David New	8 Feb 2011	Initial discussions with CESC have taken place.		2 – On track but not yet due for

