

Progress Update – EIT Review of Advice & Information

No.	Recommendation	Lead Responsibility	Finance Manager	Anticipated Completion Date/ Completion Date	Quarter 1 Evidence of progress Presented to Committee on 27/09/11 (Please state current position on recommendation or alternative action taken)	Q1 Savings/Costs to Date (please state whether actual or estimated)	Q1 Assessment of progress (Categories 1-4)
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 use of internal information and	T Beckwith / S McEneaney	D New	31.03.11 30.06.11 (new target for implementing work plan)	The merger of the Teams has taken place and Welfare Rights staff moved to Bayheath House in January. Changes to the benefit system announced by the Government will impact on the advice and information network and it is anticipated that the demand for advice and information will increase significantly. Welfare Rights service has reshaped in order to respond to those changes and the current economic climate whilst recognising the Council's new corporate advice and information services contract with SDAIS. Welfare Rights, in line with its Business Unit Plan for 2011/2012, is implementing a strategy to respond to the EIT review recommendations. This includes:- <ul style="list-style-type: none"> ▪ Raising awareness of Welfare Rights Services within SBC. Meetings with social teams have already taken place ▪ Supporting social care clients to maximise their income, work has been picked up through the review of clients who are no longer eligible for services, assistance with benefit claims, appeals and tribunals for those clients known to the Department who are not currently in receipt of chargeable services but who may require them in the future. ▪ Production of an information bulletin/ 	N/A	1 – Achieved

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	<p>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>newsletter</p> <ul style="list-style-type: none"> ▪ Benefit Take up campaigns to be identified. Transitions, possibly some work with blue badge holders already in discussion ▪ Welfare Rights have retained a specialist role in advice, support and representation at Social Security Tribunals • Advice Line changing to take on referrals from SBC Staff, Councillors, self funding clients and social care referrals. Other calls are now referred onto the SDAIS for advice, information and form filling in order to prevent duplication of work. • Increase in work from changes from Incapacity to ESA. It is anticipated that Tribunal work will significantly increase as it is estimated that there will be 4000 appeals from people being turned down on Incapacity/ ESA to JSA • Information to Members on impact of Welfare Reform to residents of Stockton. <p>Although the Welfare Rights team is co-located with Client Financial Services, it remains independent and working to its own separate agenda based on the above objectives. There is some cross-referencing between the two teams with a focus on maximising clients' benefit and ensuring duplication of effort is avoided.</p>		

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5	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.	Manager of the new team set up as part of recommendation (4) above	D New	October 2011 (revised date)	This recommendation is still under review due to the changes within the PCTs. Consideration is being given of how best to work with GP practices particularly in light of the proposed GP consortiums. It does form part of the new business plan but there will be a delay. Revised completion date is still set as October 2011 as reported last time.		2 – on track (for revised date)
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	Aug 2011 (revised date)	As previously reported, this piece of work is linked to the creation of the Adults Services Directory. Work has progressed with the new company (OpenObjects). Two meetings with the Development Team have been held to take forward the work on developing the proposed Adult Social Care Hub. This will meet the Council's need for an Adults Services Directory and offer a base for the Family Information Service website. Work is currently being undertaken to ensure the design and feel of the website matches the requirements of the Council. There is a revised target date of August 2011 to undertake a soft launch of both websites	N/A	3 - Slipped
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	K Hornsey / L Featherstone	N/A	Oct 2011 (revised date)	Dependent on (6) above. Discussions and consultation have taken place with Customer Services and library staff regards the process for rolling this out following the soft launch of the above websites.	N/A	3 - Slipped

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	information in face-to-face situations and over the telephone.						
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	October 2011 (revised date)	Meetings have been held with the new advice Provider SDAIS to discuss the way forward and membership in setting up the network. A pre meeting is to be arranged in August at Horizons. Using voluntary sector accommodation as although Local Authority driven would like everybody to take ownership of the group. Terms of reference to be agreed at the meeting	N/A	2 – On track (for revised date)
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	This will follow on from the set up of the network as specific work/project scope will need to be identified to apply for funding	N/A	2- On track
Predicted savings of Review				£61,500 over 3 years	Actual Savings of Review to Date (including all recommendations)	£57,000 over 3 years.	
Human Resources Implications				None			

Progress Update – EIT Review of Commercial Trading

No.	Recommendation	Lead Responsibility	Finance Manager	Anticipated Completion Date/ Completion Date	Quarter 1 Evidence of progress Presented to Committee on 27/09/11 (Please state current position on recommendation or alternative action taken)	Q1 Savings/Costs to Date (please state whether actual or estimated)	Q1 Assessment of progress (Categories 1-4)
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	It is evident that there are still a high number of Schools which are using external service for the provision of commercial waste services. CFYA is making contact with Schools and other council establishments to discuss contract requirements and has taken additional sites in the past 12 months.	Not applicable	1- Achieved
5	Expansion of the customer base for commercial waste collection services	Jamie McCann	John Bailey	Quarterly monitoring and reporting	Commercial waste collection continues to be a volatile service which is due to the challenging economic climate as well as businesses which continue to close in the borough. CFYA are currently reviewing the scope of commercial waste services in order to identify where savings can be made. Completed – no further progress can be made in the current economic climate.	Completed	4 – Not Achieved
6	Retention of electrical works currently provided by external providers in-house	Jamie McCann	John Bailey	Quarterly monitoring and reporting	Due to the economic climate and Schools continuing to source external contractors this target has not been achieved. However the saving required has been achieved within the bottom line of Direct Services.	£70K estimated will be made in btm line of Direct services in 2011-12	1 - Achieved

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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	The Highways and CFYA EIT reviews are currently ongoing at present which will result in a range of efficiency savings. The CFYA is progressing well although the Highways EIT has not progressed significantly.. This recommendation will now be included in these reviews.	Ongoing review	1 – Fully Achieved
Predicted savings of Review				£250k	Actual Savings of Review to Date (including all recommendations)	£255k	
Human Resources Implications							

Progress Update – EIT Review of Procurement & Commissioning

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1	Centralised approach to Category Management in Procurement is adopted.	<p>Martin Skipsey (Corporate Categories)</p> <p>Russell Smith (Service Categories - Facilities Management, Building Construction)</p> <p>Brian Buckley (Service Categories - Street Lighting)</p>	Paul Bale	Yr 1 – March 2012	<p>Corporate Categories – reviews completed for Mail Services, Office Furniture, Cash Collection, Clothing, Uniforms & Stationery. Reviews commenced for Consultancy & Specialist Contractors, Print & Advertising.</p> <p>Service Categories – reviews completed for Building Construction, Building Repair & Maintenance. Reviews commenced for Street Lighting, Removals, Room Hire & Document Archiving and Building Alarms & Security Services.</p> <p>Service Categories – review commenced for Street Lighting.</p>	<p>Actual £110,934</p> <p>Actual £16,237</p> <p>Total £127,171</p>	2 – On Track
Predicted savings of Review				£250k for 2011/12 £500k for 2012/13	Actual Savings of Review to Date (including all recommendations)	£127,171 for 2011/12	
Human Resources Implications							

Progress Update – EIT Review of Xentrall

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5	Capitalise on existing investment. This option builds on the original business case whereby more services could be put into the partnership and there is also an opportunity to expand the business by seeking additional income from other public sector bodies. Additional savings have also been identified as part of the review.	Sue Reay	Paul Bale		In addition to existing business which has been retained, to date we have secured all Darlington Academies where they have converted from schools we have also won business from 2 additional academies outside of Darlington and Stockton.	Savings Achieved 11/12 £400k less £200k Redundancy & Retirement costs On target to achieve full £400k savings in 12/13	2 – on track and ongoing
Predicted savings of Review			£400,000	Actual Savings of Review to Date (including all recommendations)		See above	
Human Resources Implications			No further update				

Progress Update – EIT Review of Democratic Services

No.	Recommendation	Lead Responsibility	Finance Manager	Anticipated Completion Date/ Completion Date	Quarter 1 Evidence of progress Presented to Committee on 27/09/11 (Please state current position on recommendation or alternative action taken)	Q1 Savings/Costs to Date (please state whether actual or estimated)	Q1 Assessment of progress (Categories 1-4)
2	That subject to CMT and MAP approving the introduction of a summer recess period for Council/Committee meetings, the Head of Democratic Services be authorised to consider the introduction of a system of annualised hours for Democratic Services staff and realise any financial savings that accrue from this.	Head of Democratic Services Team Leader – Democratic Services Head of Democratic Services Head of Democratic Services	Paul Bale	01/04/11	Pilot progressing. HR amendments completed. Review to take place in Autumn 11	Actual saving- £2,500 plus further estimated saving of £1k In respect of staff in canvass duties.	2 – On Track
4	That subject to full consultation with elected Members:-						
	the Head of Democratic Services and the Head of ICT seek to introduce a standardised level of future IT support for Members;	Head of Democratic Services	Paul Bale	31/03/12	All new members have had standard kit installed-details to be provided to MAP September 11		
	following the successful rationalisation of our printer estate within the authority and the introduction of secure 'follow me' printing	Team Leader Democratic Service	Paul Bale	31/03/12	Progress Report to MAP September 11		3 – Slipped

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	from multi-function devices, local printers in Members homes be no longer supported;						
	in line with Workwise principles, the amount of office accommodation provided within the Council offices be rationalised to reduce the amount of office space required in favour of more shared 'touchdown' facilities with concentrated workspace areas;	Head of Democratic Services Team Leader Democratic Services	Paul Bale	31/03/12	Head of Service liaising with the officers conducting the wider review of accommodation		2 – On Track
	advancements in IT technology be reviewed in the near future to see whether devices such as I-Pads, tablets etc can be introduced by the Authority offering longer term efficiencies leading to a reduction in the Council's Printing budget with less paper work sent to Members and the facility for Members to access all documents	Team Leader Democratic Services	Paul Bale	31/03/12	To be reported to MAP September 2011		2 – On Track

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	via a tablet, upon which notes can be made on the documents electronically						
5	That attendance at the list of approved conferences is reviewed by the Members Advisory Panel.	Head of Democratic Services Team Leader Democratic Service	Paul Bale	31/12/11	Report prepared for MAP November 11 containing a range of options regards future member and officer attendance at conferences/seminars and continuous professional development events.	To be confirmed	2 – On going
6	That Democratic Services, in consultation with each elected Member, be authorised to identify ward surgery venues that can be provided at no cost to the Authority, utilising more widely library and school buildings where appropriate.	Head of Democratic Service Team Leader Democratic Service Member Services Officer	Paul Bale	31/12/11	New venues identified and offered to all members. Feedback requested from members regards attendance nos. at surgeries. Evaluation to be undertaken at end of Q2.		2 – On going
7	That the business case for transferring servicing of LSP meetings to Democratic Services be explored by the Head of Democratic Services.	Director of Law and Democracy Head of Democratic Services	Paul Bale	31/03/12	On going		2 – On going

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8	That Democratic Services deliver the further service improvements identified through independent assessment and inspection at no extra cost to the Authority within existing budgets.	Team Leader Democratic Services Development Officers – Member Services	Paul Bale	31/03/12	-Customer Service Excellence achieved corporately June 11 – Charter of Member Development Assessment due in the Autumn 2011		2 – On Track
10	That the staffing arrangements at paragraph 204 are made permanent and any resulting savings are made permanent within the structure and budgets for Democratic Services.	Team Leader Scrutiny Team Leader Democratic Services	Paul Bale	30/04/11	Vacant post deleted from establishment and Scrutiny Support Officer post now made permanent	Additional savings of £4,200.	1 – Fully Achieved
11	That future work is carried out to examine the civic function and how the current staffing arrangements and roles can become multi functional to increase efficiencies whilst maintaining and improving the current service.	Head of Democratic Services Team Leader Electoral, Civic and Community Engagement	Paul Bale	31/03/12	Initial research being undertaken. Analysis of requirement ongoing		2 – On Track

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13	That the Head of Democratic Services continue to work with procurement to maximise the opportunities for savings in respect of electoral printing.	Head of Democratic Services	Paul Bale	31/03/12	On going		2 – On Track
Predicted savings of Review				11/12 £30k 12/13 £60k	Actual Savings of Review to Date	11/12 £30k target will be achieved Work ongoing to achieve £60k 12/13 target	
Human Resources Implications							

No	Recommendation	Responsibility	Date	Q4 Evidence of Progress Presented on 05/07/11	Assessment of progress (Categories 1-4) 05/07/11	Q1 Evidence of Progress Presented on 27/09/11	Q1 Assessment of progress (Categories 1-4)
7	That, in addition to officers, Members are requested to provide annual feedback for the bodies they are appointed to, monitoring the activity of these bodies and the value of the appointments	Team Leader-Democratic & Member Services	01-Apr-12	Appropriate documentation devised based on experience of other authorities who have undertaken similar evaluation. Survey will be issued to members at the end of the current Municipal Year.	2 – On Track	Survey will be issued to members at the end of the current Municipal Year. Members reminded quarterly of facility on Intranet to store the latest up to date information regarding outside body activities, for the benefit of the Council's wider membership.	2 – On Track
9	That the Engagement & Partnership Team and Catalyst be asked to continue to facilitate the provision of advice and assistance to community groups regarding Trustee Liability insurance issues	Senior Community Engagement Officer Partnership and Engagement Manager	1st May 2011 March 2011	Comprehensive information for Trustees/Management Committees is currently being refined which focuses on the different kinds of insurance needed if you are providing or facilitating organisation/services to offer programmes activities /services from your community building. This should be on the Council's Partnership & Engagement web pages by September 2011.	2 – On Track	Draft information intended for website currently being assessed by Risk & Insurance Section with publication expected by end of September. In addition in September 2011 a workshop was held for the VCS on Community Asset Transfers which included case studies highlighting the opportunities and responsibilities of taking on buildings which included insurance issues. A host of signposting support information has also been added to the SBC mycommunities webpages. A follow up VCS workshop is planned with Catalyst and	2 – On Track

No	Recommendation	Responsibility	Date	Q4 Evidence of Progress Presented on 05/07/11	Assessment of progress (Categories 1-4) 05/07/11	Q1 Evidence of Progress Presented on 27/09/11	Q1 Assessment of progress (Categories 1-4)
						Stockton Residents and Communities Group Association for October on Commissioning and TUPE responsibilities.	