

EXECUTIVE SCRUTINY ITEM COVERING SHEET PROFORMA

AGENDA ITEM:

**REPORT TO EXECUTIVE
SCRUTINY
20th DECEMBER 2011**

**REPORT OF CORPORATE
MANAGEMENT TEAM**

Corporate Management and Finance: Lead Cabinet Member – Councillor Harrington SIX MONTH UPDATE APRIL – SEPTEMBER 2011 – PERFORMANCE REPORT

1. Summary

This report outlines progress against performance for the year to date April to September 2011/12. It highlights achievements against Council Plan objectives, areas for improvement, summary of Freedom of Information requests, complaints, commendations and comments, RIPA update and provides details of suggestions received through the staff suggestion scheme.

- Performance is good at this 6 month point, with current progress predicted of 93% achievement of the Council Plan objectives and 81% achievement of the performance targets being met. Trends show that actual achievement at year end tends to be lower but this is good progress at this stage. We are still receiving a significant number of Freedom of Information and Data Protection enquires with a similar number over the last 3 months to the first 3 months of this financial year. The staff suggestions scheme has received 16 suggestions over the last 6 month period, progress is detailed below. The 3rd year of the EIT Review programme is well underway and on track for delivery. Details are provided in Appendices. We continue to monitor the Complaints, Comments and Commendations details are provided below. **Further detail on the above is available for Members to view at www.stockton.gov.uk/yourcouncil/performance/qtrperfmonitor**

2. Recommendation

That levels of performance and subsequent actions are noted.

3. Members' Interests

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

Where a Member regards him/herself as having a personal interest in the item, he/she must then consider whether that interest is one which a member of the public, with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to prejudice the Member's judgement of the public interest (**paragraphs 10 and 11 of the code of conduct**).

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

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

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

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

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CABINET DECISION

Corporate Management and Finance: Lead Cabinet Member – Councillor Harrington

SIX MONTH UPDATE APRIL TO SEPTEMBER 2011– PERFORMANCE REPORT

SUMMARY

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Performance is good at this 6 month point, with current progress predicted of 93% achievement of the Council Plan objectives and 81% achievement of the performance targets being met. Trends show that actual achievement at year end tends to be lower but this is good progress at this stage. We are still receiving a significant number of Freedom of Information and Data Protection enquires with a similar number over the last 3 months to the first 3 months of this financial year. The staff suggestions scheme has received 11 suggestions over the last 6 month period, progress is detailed below. The 3rd year of the EIT Review programme is well underway and on track for delivery. We continue to monitor the Complaints, Comments and Commendations details are provided below. Appendices are not attached to this report however they are available for members to view at www.stockton.gov.uk/yourcouncil/performance/qtrperfmonitor

RECOMMENDATION

That the levels of performance and proposed actions be noted.

PERFORMANCE

1. For the six month period to September 2011 details of performance against the current indicator set are provided in appendices to this report. Therefore the **Appendix 1** contains:
 - **The summary of performance against the achievement of the Council Plan objectives in 2011/12.** Good progress is being made with 93% of Council plan objectives predicted to be achieved and 81% of the targets predicted to be achieved or on track by the end of this financial year. The Council Plan contains actions that support the Sustainable Community Strategy as well as actions and success measures on organisational effectiveness. Details of progress and slippage are included in the thematic sections of the report.

- **A Thematic summary** – this includes a summary of performance for each of the 8 themes within the Sustainable Community Strategy. The summary document lists all indicators within the corporate basket that are relevant to the theme. Areas showing good progress and areas where further improvements are required are detailed in this summary report.

OVERALL PERFORMANCE

2. Performance is good with 93% of Council plan objectives predicted to be achieved and 81% of the targets predicted to be achieved or on track by the end of this financial year. . We are still receiving a significant number of Freedom of Information and Data Protection enquires with a similar number in Quarter 2 to that of quarter 1. The staff suggestions scheme has received 11 suggestions over the last 6 month period, progress is detailed below. The 3rd year of the EIT Review programme is well underway and on track. Details are provided in Appendices. We continue to monitor the Complaints, Comments and Commendations; a summary of data received to date is provided below.

THEMED SUMMARIES

Economic Regeneration and Transport

3. All performance measures are on track to achieve target set by the end of this financial year. Some key achievements are:
 - **Start-up businesses assisted** – 128 business start-ups assisted between April and September 2011 against a target of 250. 70 Stockton Borough Council (SBC) Start-up grants have been awarded. 7 businesses were assisted to locate at the Business Centre. 74 start-up businesses assisted through Five Lamps funded by SBC Communities Fund, 23 of which also received SBC Start-up grants.
 - **Tees Achieve Learner numbers** - 2,426 learners and 3,907 enrolments up to the end of September 2011. We are on track to increase the number of learners by 5% during 2011/12 academic year compared with the previous year when we had 4,494 learners and 9,614 enrolments.
 - **Unemployed people trained** – 38 unemployed people have started training since 1 August 2011 through Tees Achieve programmes against an academic year target of 150. Referrals were initially only received from Job Centre Plus, however referrals have been extended to include work programme providers such as Avanta TNG and triage Central which will stretch our target to 270.
 - **Young people not in employment, education or training (NEET) trained** – 29 young people have started the 16-18 learning programme with Tees Achieve since the start of the academic year. Tees Achieve is working closely with Connexions to increase the number of referrals received for training so that 180 young people are engaged in training by July 2012.
 - **Job Seekers Allowance Claimant Count** – the number of claimants resident in Stockton as a percentage of the population aged 16-64 resident in the area was 5.3% at the end of September 2011. This compares with Tees Valley at 6.3%, North East 5.2% and Great Britain 3.9%. The gap between Stockton and the Tees Valley is minus 1 percentage point which is better than the target of maintaining the gap of minus 0.8% points.

- **Planning applications determined** – all categories of planning applications are achieving their individual targets.
- **Net additional dwellings** – 212 net additional homes provided. 40% of the target has been delivered at the end of September 2011 and from assessing scheduled completions we expect to achieve the year end of 530.

Environment and Housing

4. All performance measures are on track to achieve target set by the end of this financial year. Some key achievements are:
 - **Missed bins** - 9 missed bins out of 2,147,730 collections, which equates to 0.42 missed bins per 100,000 collections. Against a target of no more than 2 per 100,000.
 - **Household waste arising sent for reuse and recycling and composting** - 32.45% of household waste sent for reuse, recycling or composting against annual target of 30.00%. This is predicted to achieve our target although green waste collections will reduce during Q3 and Q4.
 - **Household waste arisings which have been landfilled** – only 2.53% of household waste arisings landfilled against annual target of 10.00%. This is predicted to achieve target although planned maintenance at the energy from Waste plant will have an impact during quarter 3.
 - **Household waste arisings which have been used to recover heat, power and other energy sources** - 64.85% of household waste used to recover heat, power and other energy sources against annual target of 60.00%. This is predicted to achieve target although planned maintenance at the energy from Waste plant will have an impact during quarter 3.
 - **Reduction in CO₂ emissions in the local authority area** - 2009 carbon emissions data, which is used to calculate 2011/12 measures show that the borough achieved a 23.5% reduction in carbon emissions in 2009 (compared to the 2005 baseline), exceeding reductions recorded across the Tees Valley.

Health and Wellbeing

5. Of the four measures used to monitor performance under this theme, 50% are predicted to achieve targets set. Some key achievements are:
 - The NHS Transitions Programme, leading towards the new health arrangements for 2013, including the establishment of Clinical Commissioning Groups and transfer of public health responsibilities to the Council is in line with key project milestones, with new governance arrangements determined and first meetings held for the new Health & Wellbeing Board and Health & Wellbeing Partnership.
 - Performance in relation to smoking cessation (based on people attending Smoking Cessation sessions who are still not smoking after 4 weeks) continues to be close to target. Given the significant improvement trend of recent years, it is becoming progressively more challenging to sustain the same rate of improvement.

- There has been a welcome reduction in the rate of alcohol-related admissions to hospital. Performance at the end of July of 875 per 100k population represented 1,649 admissions (379 wholly attributable and 1270 partially attributable) – this is better than the same period last year when the rate was 975 per 100k, suggesting that the target (to improve on the overall rate for 2010~11) can be achieved.
- Latest data available is for the period up to April 2011, where the number of PDUs (Problematic Drug Users) in effective treatment was 1,196. However, analysis by the DAAT (Drugs and Alcohol Action Team) has indicated for some time that saturation point was being reached in terms of PDUs entering treatment, with numbers unlikely to increase. This measure is no longer nationally required to be collected but we will continue to monitor the numbers of PDU's in treatment for this year against our target of 1323, until a further measure is developed.
- The Young People's Substance Misuse Strategy has been recognised as being effective – the NTA review for 2010~11, conducted in June this year, gave a very positive evaluation of the progress being made.
- A Breast Feeding prevalence rate at 6 to 8 weeks of 28.2%, i.e. 160 of 567 infants either fully or partially breastfed against a target of 27.8%. This rate is lower than both the England average of 45.6% and North East average of 29.6%. However, the rate of breastfeeding initiation continues to have a slightly different profile, with 60.5% locally (i.e. 355 of 587 maternities) - higher than the regional average of 58.5% but lower than the national average of 74.3%.

Adults

6. Of the seven measures used to monitor performance under this theme, 43% are predicted to achieve targets set. Although a challenging area some key achievements include:
 - Implementation of the Re - ablement programme is a major focus of work to improve clients' independence following hospital admission. Data reported shows a slight improvement (54.2% against a target of 75%) in the proportion of older people still at home 3 months following discharge from hospital into re - ablement / rehabilitation services. However, the year end target will prove challenging at this gradual rate of improvement. More time is required to evaluate the impact of re-ablement provision. The number of reablement packages is still small and, of these 52 cases, 22 have not completed the package.
 - The number of permanent admissions to residential care is being maintained at a slightly lower level than last year - the Q2 position (a rate of 48.3 per 10,000 aged 65+) equates to 141 permanent admissions to residential and nursing care for clients aged 65+, in line with the position at the same point last year (139 admissions).
 - There are some positive indicators of support for independence and community-based packages of support:
 - a increase in the number of Telecare connections to 712
 - the number of admissions to residential care being maintained at a slightly lower level than last year.
 - 62% had a reduced need for home care following the re - enablement package.

- A key feature of recent progress in development of Adult Social Care (ASC) services has been the completion and implementation of the revised ASC structure. This has provided a clearer focus on key priorities for modernising services and for effective safeguarding of vulnerable adults. Safeguarding developments have built on the positive outcome of the 2010 CQC Service Inspection of Adult Social Care with the post inspection action plan now completed
- Self Directed Support (SDS): recorded progress in rolling out SDS arrangements for all eligible clients appears slow; however, the recorded activity so far does not reflect all eligible new clients, and there will be increasingly more existing clients going through the SDS process as part of the review of their care plan. The gradual increase in the proportion of those clients choosing to manage their own personal budget to deliver their support plan is positive progress towards the 10% target.

Children and Young People

7. Of the 20 measures used to monitor performance under this theme, 60% are predicted to achieve targets set. A separate report to Cabinet has given details of educational attainment and school improvement for the past school year – overall positive progress reported. Narrowing the gap for some of our more vulnerable groups remains a key area for improvement.

Although a challenging area some key achievements include:

- The overall quality of inspected provision (schools; children's centres; children's homes; childcare and early years settings) remains high compared to benchmark groups. Unannounced inspection of Contact, Referral and Assessment Arrangements in May showed positive progress. The Adoption Service was inspected in June and rated 'outstanding'.
- Ofsted have recently published their 2011 Children's Services Annual Assessment reports. We have maintained our overall 'performing well' rating. This good performance is based primarily on the large majority of settings, services and institutions inspected by Ofsted are good or better and the very large majority of provision helps children and young people learn well and stay safe.
- There has been a good increase in the volume of CAFs (Common Assessment Framework interventions) being completed - this is a proxy indicator for improved multi-agency early intervention and prevention.
- Continued pressure of referrals to social care, and associated high levels of child protection (CP) plans, are reflected in relatively high levels of CP plans being in place over two years duration; and of second or subsequent plans being put in place for the same children (some of which are within two years of the previous plan). Continued high numbers of looked after children mean that there are pressures on sustaining performance in placement stability. Good performance is being sustained in shorter term stability (i.e. less than 3 placements in the year) but longer term stability (over two years in latest placement) remains challenging.
- Positive response to date from the Fostering / Adoption marketing campaign has seen an increase in the number of expressions of interest to Foster or Adopt. A further 9 – 12 months will be needed to judge if these expressions of interest result in more approved carers.

Community safety

8. Measures relating to Community Safety show good performance against targets.
 - There has been - 52 serious violent crimes recorded April - September 2011 against a target of 82 or less. This performance is an increase of 5 crimes compared to the same period last year.
 - There has been 1,248 incidents of criminal damage recorded April - September 2011. This is a reduction of 11 crimes on the same period last year.
 - The number of people killed or seriously injured in road traffic accidents in the borough during the period January – August 2011, 33 people have been killed or seriously injured (KSI) in road traffic accidents in the borough; this is an increase of seven KSIs compared to the same period in 2010, which was a record low. We remain on track to achieve the long term reduction target of 40% by 2020 from the 2008/9 average of 76.

Corporate Health

9. There is some good progress being made against the Corporate Health objectives. Key achievements include:
 - The new Stockton multi-service centre opened on target in November. Year 1 and 2 reviews identified approximately £8.5m savings as part of the Council's Value for Money Programme.
 - Many government consultations were responded to including the HealthWatch, Local Government Resources Review and Open Public Services Review all of which will have an impact on future of services. Five Member's seminars were held on a number of pending policy changes including the Localisation of Council Tax and Welfare Reform Implications.
 - The Appraisal Scheme was recently evaluated with an employee focus group following feedback from the Employee Survey. The scheme has been simplified by combining three separate appraisals into one. The new Coaching Strategy has been published on the intranet.. The outcome will be a larger internal coaching pool and the embedding of a coaching style of management across the Council.
 - Good progress continues to be made against the Sickness Absence Target of 7.8 days per FTE. Current performance for the first 6 months is 3.23 days per FTE which compares to 3.89 days over the same period last year.

Culture and Leisure

10. All targets remain on track to be achieved by the end of this financial year. Some key achievements are :
 - **The number of visits to local authority funded museums and galleries** a total of 70,890 visits were recorded to date against a target of 85,000. Preston Hall now has a planned closure until after the New Year.
 - **Museums collection size** – rationalisation has continued with a total of around 13,000 objects rationalised, representing a reduction of 26% compared to the

estimated baseline of 50,000 objects. Sorting and computerising records has highlighted that the original collection probably exceeded 100,000 objects.

- **Preston Hall redevelopment** - Phases one and two of the museum development project have been completed, with phase three underway and ongoing.
- **Visits to TAL run pools and sports centres** - 768,222 visits have been recorded in pools and sports centres during the period 1 April – 30 September 2011 inclusive; against a target of 1.59 million. This is an improvement of 43% compared to the same period of last year.

Freedom of Information Requests

11. A record of Freedom of Information (FOI) and Data Protection (DP) requests received is maintained across Council departments. A total of 202 Freedom of Information requests were received in quarter 2 and 68 Data Protection requests. This compares to 131 Freedom of Information requests and 23 Data Protection / Subject Access requests in the same period last year. Numbers have remained static this quarter compared to quarter 1, with a slight reduction in the numbers of Data Protection requests but clearly numbers show a significant increase from last year. Despite this increase the percentage of those responded to within the 20 day requirement is currently 93%, this compare to 87% in the same period last year. **Appendix 2** identifies the detail of those received in Quarter 2 and reasons for slippage with responses.
12. Of the Freedom of Information requests received 33% are from the media, 37% are from private businesses, 5% are from political organisations and 25% make up the balance from other sources. The nature of the requests is very diverse. Most media enquires are finance related, costs, spend, charges. Those from private businesses tend to be contract or tender related or requesting information about council tax, arrears, volumes, business rates, taxi licensing, enforcement issues. The other requests include general enquiries from the public regarding research for projects, issues relating to their locality, personal policy enquiries and some financial queries. Those from political sources tend to be for research purposes mainly around policy implementation/ implications.

Staff Suggestion Scheme

13. The scheme is designed to encourage a culture in which staff feel they can 'make a difference' by making positive suggestions that will lead to improvements and contribute to the success of the Authority. Last year was the first year that the scheme was introduced with a total of 111 suggestions received over the year. In the first 6 months of this financial year 16 suggestions were received. This is down on previous quarters. Suggestions included improvements to communication channels, a reduction in processes, procurement suggestions resulting in savings, some staff wellbeing improvements and suggestions on the management of buildings / assets. Further promotion of the scheme is planned through KYIT over the coming months. Further details about the scheme can be found at the 'Hot Topics' section on the front page of the Council's intranet site.

Regulation of Investigatory Powers

14. It was reported to Cabinet on 20 May 2010 that new duties and responsibilities relating to the Regulation of Investigatory Powers (RIPA) legislation had been introduced. In particular, the new provisions included the requirement that Councillors in a local authority should review the authority's use of RIPA and set the policy at least once a year, and that Councillors should consider reports on the use of RIPA on at least a quarterly basis, to ensure that it was being used consistently with the authority's policy and that the policy remained fit for purpose. Cabinet, therefore, agreed that members should receive information on the use of RIPA in the regular Finance and Performance reports to Cabinet. Attached at **Appendix 3** is a summary of all investigations undertaken during the first 6 months of this financial year.

EIT Review Update

15. Monitoring the implementation of the EIT Review programme continues. Year 3 reviews are well underway and on track for completion by the end of the financial Year. Details of each review and current progress is attached at **Appendix 4**.

COMPLAINTS, COMPLIMENTS & COMMENDATIONS AND COMMENTS¹

Complaints

16. In total, the Council received 257 complaints for the three months ended 30 September 2011. This compares to 221 complaints received in the same three month period last year.² 95.1% (194) overall were responded to within timescales.³ The corporate timescale for responding to Stage 1 complaints is 10 working days. However, the timescales 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, Commendations and Comments Quarter 2

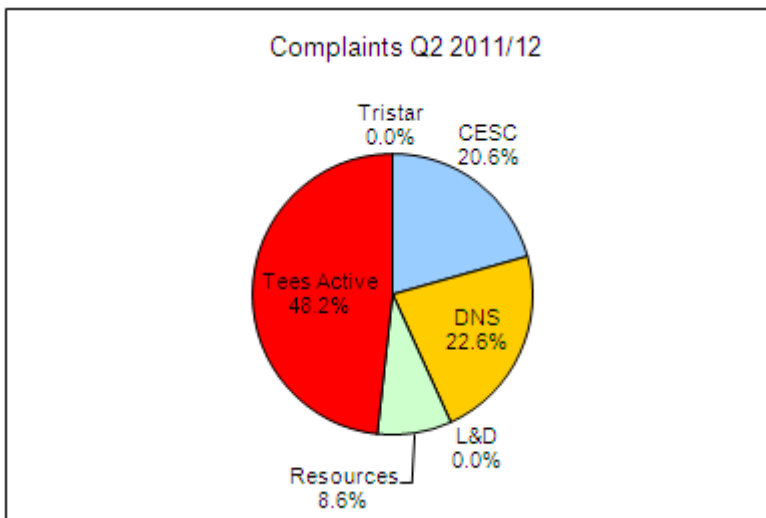
17. A total of 573 compliments, commendations and comments were received in the three month period to 30 September 2011, representing 408 compliments and commendations and 165 comments. This compares to a total of 716 in the same three month period last year.
18. Analysis and learning from complaints, compliments, comments, and commendations is discussed at Service Group Management Team Meetings, where trends in numbers and the nature of the complaint, comments or commendation is further investigated, leading to appropriate actions for improvement and sharing of learning.
19. This report highlights some of the main messages from the analysis.
- The main trend from the three month period identifies that almost half (48%) of complaints are in relation to Tees Active. These are in connection with the recent refurbishment and reopening of the Forum in Billingham where demand for some

¹ Tristar CCCCs are not included in Q2 2011/12 figures. Tristar now follow a different complaints system than when were an ALMO, with regulation by the Tenancy Services Authority and scrutiny from tenancy panels. Therefore it is not appropriate to include Tristar Homes' complaints analysis in with the overall analysis of Council services.

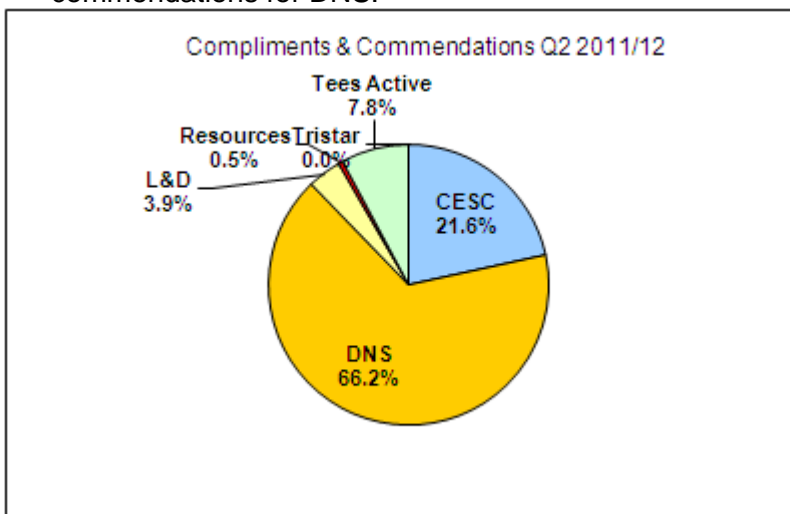
² CESC complaints figures are approximate as they often increase during the investigation of the complaint. Does not include contact centre CCCCs.

³ Excluding CESC figures which were not available.

classes has outstripped supply. This has led to some disappointed customers who have lodged a complaint / suggestion to increase the number of exercise classes available. This is being looked at for future programme development.



- Of the total compliments and commendations 88% were received for 2 of the service areas CESC and DNS, with 67% of these were compliments and commendations for DNS.



- Of the overall 5% of complaints which were not responded to on time the main areas are DNS and Resources with an approximate failure to respond rate of 10% and 5% respectively.
- The main areas of complaint by category for CESC, DNS and Tees Active are shown in the table below:

Complaints		
Service Group/ main area of complaint	Q2 2011/12 Number of complaints	Q1 2011/12 Number of complaints
CESC		
• Service quality	16	22
• Refusal of service	13	6
• Limited/no information	12	7

• Staffing issue	9	12
DNS		
• Service quality	25	23
• Staffing issue	8	9
• Disagree with decision	19	16
Tees Active		
• Service quality	105	40
• Facilities	12	8

- The main areas of compliments and commendations by category for CESC, DNS and Tees Active are shown in the table below:

Compliments and commendations	
Service Group/ main area of compliment and commendation	Q2 2011/12 Number of compliments and commendations
CESC	
• Quality of service	54
• Specific help/ service offered	18
• Staff attitude	15
DNS	
• Quality of service	128
• Staff performance	76
• Specific help/ service offered	51
Tees Active	
• Quality of service	19
• Staff performance	8

- The main areas of comments by category for CESC, DNS and Tees Active are shown in the table below:

Comments	
Service Group/ main area of compliment and commendation	Q2 2011/12 Number of compliments and commendations
CESC	
• Quality of service	26
DNS	
• Quality of service	20
• Policy/ procedure	17
Tees Active	
• Quality of service	26
• Facilities	17

- Within DNS, Direct Services generated the largest number of complaints (33% of DNS complaints) and a large percentage of compliments and commendations and comments (25%), alongside Regeneration (22%).
- Within Tees Active, Billingham Forum received the most complaints but the majority of these complaints were regarding wanting more exercise classes to be put on as they were unable to book a place.

Complaints by the six diversity strands - respondents who gave details

20. The table below shows the numbers of residents who provided details of their age, gender, disability, race, faith and belief and sexual orientation in Quarter 2 of 2011/12.

Diversity strand	Q2 2011/12 number
Age	28
Gender	48
Disability	30
Race	28
Faith and belief	27
Sexual orientation	11

Age

21. Most complaints during the second quarter of 2011/12 came from the age ranges 35 – 44 (a total of 14); the majority of these went to CESC.

Gender

22. Of those that gave details, 27 were female and 21 male. A larger number of complaints from females were made against CESC than complaints from males (14 and seven respectively).

Disability

23. Of the nine who declared they had a disability, all complaints were made came to CESC.

Race

24. Of those who provided details of their race, the majority (a total of 26) stated that they were white. Of these complaints 29% were made to CESC.

Faith and belief

25. Of those who provided details of their faith and belief, the majority (16) of complainants were Christian.

Sexual orientation

26. Of those who provided details of their sexual orientation, 10 declared themselves heterosexual/ straight. The majority of these complainants (six) went to DNS.

FINANCIAL AND LEGAL IMPLICATIONS

There are no financial implications to the performance elements of this report. EIT review savings are linked and managed through the MTFP.

RISK ASSESSMENT

This performance report is categorised as low to medium risk. Existing management systems and daily routine activities are sufficient to control and reduce risk.

SUSTAINABLE COMMUNITY STRATEGY IMPLICATIONS

The report supports the Sustainable Community Strategy.

EQUALITY IMPACT ASSESSMENT

The report was not subject to an Equality Impact Assessment. The report does not seek approval for a new policy and an assessment was taken on the MTFP report submitted as part of the 2009/10 budget cycle.

CONSULTATION, INCLUDING WARD COUNCILLORS

Not applicable.

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