

## Progress Update – EIT Review of Advice &amp; Information

No.	Recommendation	Lead Responsibility	Finance Manager	Anticipated Completion Date/ Completion Date	Quarter 3 Evidence of progress Presented to Committee on 31/01/12 (Please state current position on recommendation or alternative action taken)	Q3 Savings/Costs to Date (please state whether actual or estimated)	Q3 Assessment of progress (Categories 1-4)
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	This has been on hold as PCTs will cease in 2013. It is has been difficult to target new funding. Waiting for information on proposed GP consortiums to target advice provision as part of the Information and Advice Network. It is recommended that this action be closed, given current uncertainty. Projects to draw in new funding are being developed by the Information and Advice Network, as described in (9) below and should the opportunity to generate funding through GP advice sessions arise again in the future, it can be picked up through the Network's work programme.		4 – not achieved
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	Oct 2011 (revised date)	The new Stockton Information Services Directory went live at the beginning of November. It can be accessed using this web address <a href="http://www.stockton.gov.uk/directory">www.stockton.gov.uk/directory</a> which takes users to a front facing page that gives access to both Adults and Families Directories or allows users to search for specific services.	-	1 – Achieved (fully)
7	That Customer Services and the Library Service promote the availability of the new	K Hornsey / L Featherstone	N/A	Jan 2012 (revised date)	Within Customer Services the web link to the new directory has been added to the scripting within the ICT system so that it can be readily accessed by Customer Service Officers. Through team meetings and	-	1 – Achieved (fully)

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	directory and become points of contact for customers seeking sources of advice and information in face-to-face situations and over the telephone.				briefings, staff have been made aware of the directory and the requirement to promote it. The library service will be promoting the new directory through the SBC website and the plasma screens in Thornaby Central and Stockton Central Libraries. All branch staff are aware of the directory and will be promoting it to the public at every opportunity.		
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	April 2012 (revised date)	The group is now established and several meetings have taken place. Mapping underway to identify who provides what services and to look at the possibility of providing a central contact point that will refer to relevant agency within the network appropriate to the query. Terms of reference for the group have been agreed and are being written up for the group to sign up to. 2 Providers still to take up details of the network - George Hardwick Foundation Carers Centre to be approached again and meeting held with Endeavour Housing 3.11.2011 new worker appointed to join network. Network currently consists of :- Welfare Rights Independent Living Centre Citizens Advice Bureau Tilley Bailey & Irvine Solicitors Go Warm Tristar Action For The Blind.		<b>2 – On track</b>

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					Once group fully establish will look at specific projects to explore funding opportunities		
<b>Predicted savings of Review</b>				£61,500 over 3 years	<b>Actual Savings of Review to Date (including all recommendations)</b>	£57,000 over 3 years	
<b>Human Resources Implications</b>				None			

## Progress Update – EIT Review of Procurement &amp; Commissioning

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1	Centralised approach to Category Management in Procurement is adopted.	<b>Martin Skipsey</b> (Corporate Categories)  <b>Ian Miles</b> (Corporate ICT Categories)  <b>Russell Smith</b>	Paul Bale	Yr 1 – March 2012	Corporate Categories – reviews completed for Mail Services, Office Furniture, Cash Collection, Clothing, Uniforms, Stationery, Consultancy & Specialist Contractors, Print & Advertising  Corporate ICT Categories – review completed for Local Printers and MFDs (Photocopiers)  Service Categories – reviews completed for	Actual £126,786 Estimate for end of year £160,062  Savings to start in 2012/13  Actual	2 – on track  3 - slipped  3 - slipped

		(Service Categories - Facilities Management, Building Construction)			Water Dispensers, Building Construction, Building Repair & Maintenance and Civil Engineering & Major Road Schemes, Removals, Room Hire. Reviews commenced for Document Archiving, Storage and Disposal and Building Alarms & Security Services.	£16,237	
		<b>Brian Buckley</b> (Service Categories - Street Lighting)			Service Categories – review commenced for Street Lighting and Road Maintenance.	Awaiting outcome of Road Maintenance Tender.	3 – slipped
<b>Predicted savings of Review</b>				£250k for 2011/12 £500k for 2012/13	<b>Actual Savings of Review to Date (including all recommendations)</b>	<b>Total Actual</b> £143,023 <b>Total Estimate</b> £176,299	
<b>Human Resources Implications</b>							

## 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	20/12/11	<p>The current focus is on retaining business from schools as they convert to Academies and seeking opportunities to deliver services to Academies outside of Stockton and Darlington and other public bodies.</p> <p>An additional Academy was secured this quarter.</p>		2
<b>Predicted savings of Review</b>			£400,000	<b>Actual Savings of Review to Date (including all recommendations)</b>		ICT restructuring will deliver £200k savings to SBC and DBC in 11/12 and £400k per year from 12/13	
<b>Human Resources Implications</b>			No further HR implications				

## Progress Update – EIT Review of Democratic Services

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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  November 2011	Completed. Savings achieved below target level. Approach to be implemented for 2012 will be considered upon receipt of guidance relating to holding a Canvass during an Election.	Democratic Services Officers canvassed Mandale and Victoria Ward resulting in £1,300 savings on Register of Electors Annual Canvass 2011; which, with the earlier reported staff saving arising from the pilot (£2,500), gives an actual saving of £3,800.	1 – Fully Achieved
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	Standardised kit installed for all new members, and will be rolled out to continuing members as and when their existing kit becomes defunct or overly expensive to maintain.	See potential savings below re printers.	2 – On track

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	following the successful rationalisation of our printer estate within the authority and the introduction of secure 'follow me' printing from multi-function devices, local printers in Members homes be no longer supported;	Team Leader Democratic Service	Paul Bale	31/03/12	<p>15 black and white laser printers were issued to the newly elected members for use within their own homes, at a cost of £99 each.</p> <p>It has been recognised that given the amount of information sent to members that would be required to be printed in colour hard copy so as to be understandable/of value, some members would have need for either their own colour printer or would need to make use of the Council's corporate printing equipment, such as the facilities within the Design and Print Section, or the colour printer within the Members Library. The standardised black &amp; white and colour printers have been identified.</p> <p>In addition rationalisation of the offices printer estate and introduction of new multi function printers with 'Follow me' printing facility scheduled to be introduced January 2012.</p>	The purchase of new laser printers, as opposed to the previously supplied ink jet printers, represent a purchase saving of approximately £915. It is expected that further savings will be achieved in the long term regards replacement cartridges for these devices as the expected life span of these cartridges was several times longer than with ink jet cartridges.	2 – On track
	in line with Workwise principles, the amount of office accommodation provided within the Council offices be	Head of Democratic Services Team Leader Democratic	Paul Bale	31/03/12	Head of Service liaising with the officers conducting the wider review of accommodation		2 – On track

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	rationalised to reduce the amount of office space required in favour of more shared 'touchdown' facilities with concentrated workspace areas;	Services					
	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 via a tablet, upon which notes can be made on the documents electronically	Team Leader Democratic Services	Paul Bale	31/03/12	Other technologies are currently being considered or piloted which could be of benefit to Members including a review of desktop & mobile devices and a review into the Council's estate of ICT desktop devices and the benefit of using PCs, laptops and/or thin-client devices. An extension to this review would be the use of Blackberries, tablets (iPad and others) and other personal mobile devices for business use within the Council. An investment/deployment strategy developed accordingly.  The review of wireless network access (Wifi) has concluded and this is available for members to access.		2 – On track
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	Scheduled to be considered by MAP at its next meeting	Actual savings dependent on MAP consideration	3 – Slipped



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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	Scheduled to be considered by MAP at its next meeting		3 – Slipped
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 track
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	Charter of Member Development Assessment will take place in March 2012		2 – on track

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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	<p>Following analysis of working practices and subsequent changes to the Civic Service, a large part of the Civic and Mayoralty workload has passed from the Team Leader – Electoral Engagement &amp; Civic Services to the Democratic Engagement &amp; Civic Services Officer.</p> <p>It has also been proposed that some of the work of the Team Leader – Electoral Engagement &amp; Civic Services will pass to the Head of Service.</p> <p>Therefore analysis of the work shows that because of the above changes there is only the requirement for two team leaders and it is proposed that the Team Leader – Electoral Engagement &amp; Civic Services be deleted.</p>		1 – Fully Achieved
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	Contract commenced 1 December 2011		1 – Fully Achieved
<b>Predicted savings of Review</b>				11/12 £30k  12/13 £60k	Actual Savings of Review to Date (including all recommendations)	11/12 £30k target will be achieved  Work ongoing to achieve £60k 12/13 target	

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<b>Human Resources Implications</b>				Following changes to Civic Service as outlined in recommendation 11, that the following has been consulted upon and implemented: <ul style="list-style-type: none"> <li>• Electoral Engagement &amp; Civic Service Team Leader post be deleted</li> <li>• The responsibility for Electoral team becomes the responsibility of the Team Leader for Scrutiny.</li> <li>• The responsibility for Civic and Democratic Engagement will become the responsibility of the Team Leader for Democratic Engagement, Civic and Member Services.</li> <li>• The Trainee Scrutiny Officer post is reinstated, and the Scrutiny Support Officer post deleted, to increase capacity in the Scrutiny Team</li> </ul>			

## Progress Update – Review of Outside Bodies

No	Recommendation	Responsibility	Date	Q2 Evidence of Progress Presented on 22/11/11	Q2 Assessment of progress (Categories 1-4)	Q3 Evidence of Progress Presented on 31/01/12	Q3 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	Content received uploaded on to Intranet and members advised of its location.	2 – On Track	Limited content received. Monthly reminders/promotion of facility scheduled to increase feedback from members.	2 – On Track

No	Recommendation	Responsibility	Date	Q2 Evidence of Progress Presented on 22/11/11	Q2 Assessment of progress (Categories 1-4)	Q3 Evidence of Progress Presented on 31/01/12	Q3 Assessment of progress (Categories 1-4)
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	The timescale for the information on insurance trustees has slipped as the draft is still with the Council's Insurance Section. It is anticipated that it will be on line by end of October.  The new VCS workshop planned with Catalyst and Stockton Residents and Communities Group Association on the subject of Commissioning and TUPE responsibilities, is scheduled to be held on Thursday 27 <sup>th</sup> October 2011.	2 – On Track	The insurance section are reviewing the information with a view to putting on line by 31 <sup>st</sup> Jan  Following limited take up of places more targeted workshops are planned in the new year.	3- slipped