

Theme summary – Corporate Health	
<i>Under this theme the following indicators are included in the Council Plan:</i>	Target
Sickness absence N/A	N/A
Overall progress	
What has been achieved?	
<p>Performance during the final quarter of 2011/12 has been good, with positive progress being made in the majority of areas and some high-profile achievements made across Corporate Health themed services. Targets have been met and significant improvements made against all Corporate Health key performance indicators. There has been slippage from original target dates on some projects; however none of the slippage is a cause for concern.</p> <p><i>Customer Services and Taxation</i></p> <ul style="list-style-type: none"> • Developed and implemented an on-line system for Blue Badge applications, which went live with the National Blue Badge application scheme in January 2012; • Using Experian Mosaic data, the Customer Relationship Management (CRM) system has started a pilot project aimed at increasing the take up of Direct Debit Payments. It operates through a messaging system for the operator and will also be used for many other functions going forward. The pilot is being monitored and the take up of Direct Debit Payments will be included as part of 2012-13 reporting; • Council Tax in-year collection performance at 98.1% is the highest achieved at SBC since the start of Council Tax in 2003; • Business Rates in-year collection performance was 99.1%. <p><i>Finance and Assets</i></p> <ul style="list-style-type: none"> • A School Capital Investment Strategy was developed; • Phase One of the Asset Review was completed; • Development of Capital Programme; • Funding Plan for Town Centre / Housing Regeneration. <p><i>Finance and Procurement</i></p> <ul style="list-style-type: none"> • The EIT Review of procurement and commissioning has realised savings of £173,023 in 2011/12. <p><i>Human Resources</i></p> <ul style="list-style-type: none"> • Human Resources have continued to support the EIT programme; this includes the redeployment of 49 employees and offering support to employees at risk of redundancy; • Across the Council there has been a reduction in sickness absence to 7.25 against a target of 7.71 days; • The new apprentice programme has been implemented; • A revised Pool Car Scheme has been introduced; • The revised Appraisal Scheme has been rolled out. <p><i>Policy, Improvement and Engagement</i></p>	

- Met the deadline for the publication of the Equality and Diversity objectives;
- Developed a revised performance Framework for the council following national changes;
- Conducted a review of Performance Management and Freedom of Information request processes to develop efficiencies;
- In conjunction with Finance developed and secured approval for *Let's Share*, the Council's asset transfer strategy;
- A range of key public consultation activity has been supported and developed. e.g. planning for housing, Yarm car parking and Early Intervention services;
- Delivered a vibrant engagement programme with the Disability Advisory Group, helping to shape services and influence policy.

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- Original business case savings and all subsequent additional efficiency savings have all been delivered with the exception of Design and Print. The original savings identified in the business case were to be delivered by 2015 - this was revised and they were achieved in March 2012 (savings of £637,000 against a target for the period of £441,000).
- Service standards have been maintained for payroll and ICT systems availability. ICT response times have improved significantly during the year following the introduction of a new process for managing ICT support calls. Performance continues to be strong in creditors.

What has not been achieved?

Customer Services and Taxation

- Single View of Customer (a single record for each customer held within the Lagan CRM system and showing contact details and full contact history) was due to go live in Q4. Due to some technical issues, this is now scheduled to go live in May 2012.

Finance and Assets

- The final School Capital Programme has been delayed; this is due to a delay in the funding announcement for the Priority Schools Funding Programme. The successful bids were due to be announced by the Government in December 2011; however this has now been delayed until summer at the earliest.

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- Services across Stockton and Darlington Councils have continued to reduce their demand for Design and Print services. Because of this, a further restructure of Design and Print took place in December 2011 / January 2012. As a consequence the target income for Design and Print was reduced by £314k

Customer perception/ satisfaction

There has been positive feedback regarding civic and community engagement work from the Council of Europe and for the Democratic Services' website content.

Risk

There are no material changes to report.

Finance

General

- The transfer of Public Health functions into Local Authorities from April 2013 will impact on many areas across the Council including many areas within Resources.

Human Resources

- The Human Resources Task and Finish review has achieved total savings of £322,000. The service has now been combined with Communications and the changes will ensure the combined service continues to improve as well as achieving efficiencies.

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- Xentrall has continued to look at options for increasing income to the partnership. ICT has retained several key external customers and Transactional Finance and HR has been successful in retaining schools business and is now delivering its services to 21 Academies, including four which are outside the area.