

Key:



On target



Within tolerance



Off target

<b>Theme summary – Economic Regeneration and Transport</b>	
<i>Under this theme the following indicators are included in the corporate basket:</i>	<b>Target</b>
The percentage of void business units in Stockton town centre	
Job Seekers Allowance Claimant Count - % points gap between Stockton and Tees Valley	
Young Person (18-24 years of age) Jobseekers Allowance Claimant Count - % points gap between Stockton and Tees Valley average	
The number of businesses supported with more intensive interventions that help businesses to start, survive or grow	
The proportion of colleges, secondary and primary schools who run and support enterprise opportunities, challenges and activities for young people	<b>N/A</b>
Unemployed people trained to assist them to access employment opportunities	
Congestion - average journey time per mile during the morning peak	
Local bus passenger journeys originating in the authority area (millions)	Reporting at Q3

### OVERALL PROGRESS

At quarter two 2012/13, we are able to report progress against the annual target for six out of the eight indicators shown above. For three of these indicators we are predicting to achieve the annual target.

At quarter two 2012/13, we are able to report progress against the annual target for six out of the eight key Economic Regeneration and Transport indicators. For three of these indicators we are predicting that the annual target will be achieved.

Positive outcomes have been seen in relation to several Regional Growth Fund applications, with the Tees Valley benefitting from over £10m of additional funding. In addition, £6.1m of additional Highways Agency funding has been secured through the Pinch Point Programme, which will relieve congestion at the key A19/A689 Wolviston Interchange.

Around 25 more businesses including shops, wine bars, pubs and cafes have recently settled in Stockton including the award-winning web development company Visualsoft which moved from Portrack Lane with their 100 staff to Gloucester House on Church Road in August.

The Corporate Travel Plan is a policy and action plan for managing transport effectively. It is a package of practical measures with the aim of improving access by all modes of travel and improving choices for everyone. Its aim is to give up to date information about travel and access with clear objectives and outcomes. Updates to the plan are currently out for consultation, with key items including:

- A suggested target to continue to reduce the proportion of single occupancy car journeys to work made by staff from 72% in 2011 to 63% by the end of 2015/16.
- As a result of successful electric vehicle trials, these vehicles should be adopted for pool vehicle purposes across the Authority where practicable.
- Revised targets for the management of business mileage.

## PERFORMANCE

### What has been achieved?

- **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 5.8% at the end of September 2012. This compares with Tees Valley at 6.7%, North East 5.5% and Great Britain 3.8%. The gap of minus 0.9% point between Stockton and the Tees Valley is better than the target of minus 0.8% points.
- **The proportion of colleges, secondary and primary schools who run and support enterprise opportunities, challenges and activities for young people** - Since August 2011 the proportion of colleges, secondary and primary schools who run and support enterprise opportunities is **22.7%** (17/75). Primary Schools - 2 out of 59; Secondary Schools - 14 out of 14; and, Colleges - 1 out of 2. Engagement in Primary Schools commenced May 2012 and will increase during Q3 as much activity is planned for Enterprise Week.
- **Unemployed people trained to assist them to access employment opportunities** – **433** unemployed Stockton residents were engaged in training between 1 August 2011 and 31 July 2012 exceeding the 2011/12 academic target of 270. This figure increases to 793 when non-Stockton residents are included. Referrals were initially only received from JobCentrePlus, however to increase the number of unemployed people trained, referrals have been extended to include work programme providers. **259** unemployed Stockton residents were engaged in training between 1 August 2012 and 30 September 2012. This represents 74% of the 2012/13 academic target of 350.
- **Planning applications determined** – all categories of planning applications achieved their individual targets, with 81.25% of major applications (75% target), 88% of minor applications (80% target) and 95.42% of other applications (88% target) determined within timescale.
- **Regeneration and Environment Development Plan Document Preferred Options** – eight week consultation concluded successfully 24 September 2012. The Publication Consultation is likely to slip by two months from January 2013; however we are still on track to Adopt the document by January 2014.
- **Community Infrastructure Levy** – work commenced to prepare charging schedule. Although there may be some slippage against individual deadlines, we are still on track to achieve the final deadline to adopt the Charging Schedule February 2014. Work progressing on setting new individual interim deadlines.
- **Deliver a vibrant Stockton-on-Tees Town Centre and support the development of Billingham Town Centre** - Work underway on both Stockton High Street and Billingham Town Centre redevelopment and public realm schemes. Economic Development schemes continue broadly on target.
- **Develop a strategy for the borough that delivers economic growth through environmentally sustainable opportunities** - Outline brief developed that will enable strategic links with and strengthening of key environmental plans and policies. Green Vision - Officer to be recruited; budget in place for temporary contract.
- **Embed a culture of Enterprise and assist new and existing businesses to settle and grow in the borough** - We are continuing to engage with local businesses with more than 100 businesses being visited. Officers have also networked and engaged with businesses through attendance at 6 business networking events and workshops. Recent investment

announcements by businesses include Air Products, Hewitts Solicitors, Storytellers Pub, Eden Mobility, Greenergy, Aker Solutions and Country Valley Foods. 10 new businesses moved in to Stockton Business Centre.

- **Improve levels of employability and skills** - Delivery of the new 'Pace and Purpose' programme for unemployed new claimants started at the end of August 2012. Delivery is taking place in Stockton, Darlington, Middlesbrough and Redcar. Early feedback from Jobcentre has been positive and the programme is likely to continue to March 2013. Additional funds have been requested from the Skills Funding Agency to meet this expected demand.
- **Support the work of the Tees Valley Local Enterprise Partnership** - We are continuing to support with work on the Enterprise Zones, Regional Growth Fund bids, Tees Valley wide Housing Strategy, Employment Initiatives and through the Task & Finish Groups of Place and Employment.
- **Minimise the effects of the economic downturn through pro-active interventions and partnership working to support economic recovery and growth** - Work still on going. Direct Line has announced the closure of its centre in Stockton and Firstsource have announced redundancies at its centre in Stockton and Middlesbrough. Task Force has been established to assist those that have been affected. Air Products have launched the energy from waste plant.
- **Congestion - average journey time per mile during the morning peak** – Provisional figure at May 2012 - 2:26 against a target of <02:40.

#### **What has not been achieved?**

- **The percentage of void business units vacant in Stockton Town Centre – 20.21% vacant primary and secondary units** as at 1 October 2012. The continued economic downturn has seen a slight decline in the number of occupied units in Stockton Town Centre and businesses on the whole continue to suffer within this climate. The coupled continued works at St Johns Crossing and Maxwell's Corner have not eased this issue and start of phase 1 of the regeneration of the High Street will undoubtedly add pressure to footfall and sales within the area. Although the longer term outlook for traders in the Town is more buoyant, measures have been put in place via increased marketing and promotional activities plus more active business engagement to alleviate this. Further initiatives to support new, existing and expanding businesses based in the Town Centre are currently being developed for 2013.
- **Young Person (18-24 years of age) Jobseekers Allowance Claimant Count - % points gap between Stockton and Tees Valley** - the number of claimants resident in Stockton as a percentage of the population aged 18-24 resident in the area was 12.9% at the end of September 2012. This compares with Tees Valley at 13.8%, North East 10.8% and Great Britain 7.4%. The gap of 0.9% between Stockton and the Tees Valley is worse than the target of maintaining the gap of minus 1.3% points.
- **The number of businesses supported with more intensive interventions that help businesses to start, survive or grow** - Officers have worked intensively with a total of 50 local businesses to support their survival or growth against year-end target of 160. Whilst this is below the profile for Q2, Officers have engaged with in excess of 100 businesses and support is continuing to be provided to a number of these.

#### **ACTIONS TAKEN**

As detailed above .

#### **CUSTOMER PERCEPTION / SATISFACTION**

There are no specific Economic Regeneration and Transport related customer perception/satisfaction results to report at Q2 2012/13.

## **RISK**

There is one Economic Regeneration and Transport related high risk featured in the Corporate Risk Register:

- Economic Downturn (Risk rating of 16).

## **FINANCE**

- It is anticipated that Planning fee targets will be exceeded by £80k in year but Building Regulation fees will be short by £27k.
- Gross expenditure of £3.4m estimated to be made in year on learning services carried out under Tees Achieve. Fully funded through fees and grant contributions.
- Capital investment of £20.4m approved on Stockton Town Centre Regeneration.
- Additional £800k has been requested from the Skills Funding Agency for the Pace and Purpose programme to the period ending March 2013.

Key:



On target



Within tolerance



Off target

<b>Theme summary – Environment and Housing</b>	
<i>Under this theme the following indicators are included in the corporate basket:</i>	<b>Target</b>
Net additional homes provided	★
Number of affordable homes delivered (gross)	★
Number of empty homes brought back into use	★
Proportion of households approaching the authority and accepted as statutory homeless	★
CO2 emissions from Local Authority operations	Reporting at Q3
Business miles travelled by SBC employees	★
Percentage of household waste which has been landfilled	★
Percentage of household waste sent for reuse, recycling and composting	★
Percentage of areas with unacceptable levels of litter	★
Percentage of areas with unacceptable levels of detritus	★
Improved local biodiversity - proportion of local sites where positive conservation management has been or is being implemented	Reporting at Q4

## OVERALL PROGRESS

At quarter two 2012/13, we are able to report progress against the annual target for nine out of the eleven indicators shown above. For all nine of these indicators we are predicting to achieve the annual target.

## PERFORMANCE

### What has been achieved?

- **Net additional homes – 279** net additional homes provided. This represents 53% of the year-end target of 530.
- **Number of affordable homes delivered (gross) - 112** affordable housing completions – (77 intermediate tenure and 35 social rented) is exceeding year-end target of 100. A number of phases of the Mandale regeneration scheme completed in June 2012 contributed to the high number of affordable houses.

- **Percentage of household waste which has been landfilled** – 1.17% against a target of 10%. Landfill is low due to a high percentage of waste being diverted to the energy from waste plant (64.66%) and a seasonal increase in waste reused, recycled and composted (33.96%).
- **Percentage of household waste sent for reuse, recycling and composting** – 33.96% against a target of 30%. The seasonal increase in green waste during Q1 & Q2 contributes to the overall increase in waste reused, recycled and composted.
- **Percentage of areas with unacceptable levels of litter** – 1% of surveyed areas unacceptable for levels of litter against a target of 3%. Taken from the first two surveys out of three to be undertaken during 2012/13.
- **Percentage of areas with unacceptable levels of detritus** – 5% of surveyed areas unacceptable for levels of detritus against a target of 4%, taken from the first two surveys out of three to be undertaken during 2012/13. Due to the unprecedented rainfall during the summer months, the level of detritus is uncharacteristically high. Using the third survey results from 2011/12 (1%) as a guide, the 2012/13 year end projection is 3% and would therefore achieve the annual target.
- **Number of empty homes brought back into use** – 32, against a year-end target of 60.
- **Proportion of households approaching the authority and accepted as statutory homeless** – 2%, against a year-end target of 3%.
- **Business miles travelled by SBC employees** – in the period April – September 2012, SBC employees travelled a total of 828,711 business miles. The year-end target has been revised to 1,800,000, to provide more realistic challenge after 2010/11 figure was adjusted.

## **ACTIONS TAKEN**

As detailed above

## **CUSTOMER PERCEPTION / SATISFACTION**

There are no specific Environment and Housing customer perception/satisfaction results to report at Q2 2012/13, although the Regional Residents Survey will contain some key theme related results.

## **RISK**

There is one Environment and Housing related risk on the Corporate Risk Register:

- Council Tax Benefit Reduction Scheme (Risk rating of 16).

Mandale Regeneration Scheme has reduced from 16 at Q1 to 8 at Q2 2012/13, as the scheme is now in the final decant phase and progressing well. Developers are making good progress.

## **FINANCE**

- DCLG grants totalling £204k for tackling homelessness received in year.
- It is anticipated that the authority will face additional costs of £131,000 related to Waste Disposal. This is due to an additional unplanned closure of the Energy from Waste Plant in May.
- It is anticipated that the authority will receive approximately £500k from the sale of recyclable materials but this will be £95k short of the income target due to a reduction in price.

Appendix 2.2 - Q2 2012/13 Theme summary: Environment and Housing

- The Mandale and Hardwick Housing Regeneration Schemes are fully costed but are dependent on Developers receipts. Schemes are closely monitored through the capital programme.

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Off target

<b>Theme summary – Community Safety</b>	
<i>Under this theme the following indicators are included in the corporate basket:</i>	<b>Target</b>
How safe do you feel walking outside in this area alone after dark?	<b>N/A</b>
How safe do you feel walking outside in this area alone in the daytime?	<b>N/A</b>
The number of people reported killed or seriously injured in road traffic collisions per 100,000 population	<b>N/A</b>
Overall crime rate per 1,000 population	
Criminal damage	
Violent crime (including sexual violence) [using serious violent crime indicator as a proxy measure] <b>Serious violent crime replaced with 'Violence with injury'</b> .	
Rate of proven re-offending by young offenders	
First time entrants to the Youth Justice system [Public Health indicator]	
Ensure the Safe and Effective Use of Custody – custody to be less than or equal to 5% of sentences imposed during 2012/13	

## OVERALL PROGRESS

At quarter two 2012/13, we are able to report progress against the annual target for six out of the nine indicators shown above. For four of these indicators we are predicting to achieve the annual target.

The number of first time entrants, and the re-offending rate, are currently slightly improved on the previous year and are currently on track to meet targets. However, the use of custodial sentences is increasing and is now outside the target for the year.

## PERFORMANCE

- **Overall crime rate per 1,000 population** - 5,450 crimes recorded April - September 2012, equates to 28.4 crimes per 1,000 population, against a target of 60.64. This represents a 7.3% reduction on the same period last year.
- **Criminal damage** - 994 incidents of criminal damage recorded April - September 2012, against a target of <2,472. This represents a reduction of 20.4% on the same period last year.
- **Violence with injury** – 575 crimes recorded April – September, against a target of <1,129. This represents an increase of 1.8% on the same period last year, but may well achieve annual target.



- **The number of people reported killed or seriously injured in road traffic collisions per 100,000 population** – in the period January to August 2012 there have been **22 people** killed or seriously injured (per 100,000 pop.) in road traffic accidents. The long-term target for 2020 is <24 per 100,000 population.
- Local YOS data indicates there were 120 **First Time Entrants (FTEs) to the Youth Justice System** in Q1 & 2, compared to 130 for the same period in the previous year (an 8% reduction year to date). Whilst this continues the improvement trend of recent years, the FTE rate continues to be higher than regional and national averages. PNC (Police National Computer) data also indicates that the number of FTEs has remained higher than regional, family group and England averages. However, the direction of travel is less positive using this measurement, with a slight increase in the rate per 100,000 from 1282 in 2010/11 to 1299 in 11/12. The key limiting factor in achieving the target will be influenced by policing policy within the area. When looking at the North East region, the rate for Tees is significantly higher than for other areas. This is partly a result of the lack of pre-reprimand disposals within the Cleveland Policing area driving up the numbers of First Time Entrants and significantly impacting upon our local performance. At this stage, it is unknown how this indicator will be impacted by the introduction of a new range of out of court disposals, once new legislation through LASPO is enacted.
- **Rate of proven re-offending by young offenders:** the final 2011~12 position, based on re-offences committed during the period by the cohort of 127 young people who first offended during Jan-March 2011 and who are tracked over a 12 month period was as follows.
  - More young people re-offended and they committed more offences, than in the previous year, with 53 young people (42% of the cohort) committing 163 offences (a rate of 1.28 re-offences, compared to 1.23 for 2010~11).
  - Analysis shows that the increase is accounted for mainly by re-offending of young people at pre-court stage and following release from custody. Significantly, the numbers of offences committed by young people on community orders supervised by the YOS was the lowest since 2005.For the new cohort of 111 young people who first offended during Jan-March 2012 and who will be tracked over the 2012~13 period, Q2 data indicates a re-offending rate of 0.41 – i.e. 24 re-offenders from the cohort committing a further 46 offences. This compares favourably to a rate of 0.46 for the same period in 2011/12.
- **Custodial sentences** have increased – the current rate of 9.4% reflects 149 court disposals within the period with 14 leading to custodial sentences. This is significantly higher than the 5% for the same period in the previous year (180 court disposals, of which 9 resulted in custody).

## **ACTIONS TAKEN**

- The YOS continues to review the impact policing practice has on FTE numbers and looks to alternative approaches to custody such as restorative programmes aimed at providing more permanent outcomes for young offenders.
- Custodial sentences are reviewed within the service and analysis indicates that these have been appropriate and proportionate outcomes from court given offence seriousness, persistence and / or refusal by the young person to engage in community options.

The service has been reviewing the way in which it delivers a range of services to young people with the express aim of improving engagement and compliance and it is hoped that this may have an impact upon the custodial rate.

## **CUSTOMER PERCEPTION / SATISFACTION**

## Appendix 2.3 - Q2 2012/13 Theme Summary: Community Safety

There are no specific Community Safety customer perception/satisfaction results to report at Q2 2012/13, although the Regional Residents Survey will contain some key theme related results.

### **RISK**

There are no Community Safety related high risks featured in the Corporate Risk Register.

### **FINANCE**

- From the Local Transport Plan the Council is planning on spending £500k on road safety schemes in 2012/13.
- The authority has received Community Safety Grant of £102k from the Home Office for 2012/13.
- New requirements regarding children in custody, to be introduced in 2013, will require these children to be treated as looked after children, with further budget pressures arising due to Councils picking up the placement costs.

Key:



On target



Within tolerance



Off target

<b>Theme summary – Arts, Leisure and Culture</b>	
<i>Under this theme the following indicators are included in the corporate basket:</i>	<b>Target</b>
SIRF visitor satisfaction - % of visitors who thought SIRF was 'good' or 'very good'	★
Economic impact of events	N/A
Being a member of a club particularly so that you can participate in sport or recreational activity in the last 4 weeks.	★
Proportion of adults achieving at least 150 minutes of physical activity per week	N/A
Number of visits to libraries across the borough	★

## OVERALL PROGRESS

At quarter two 2012/13, we are able to report progress against the annual target for three out of the five indicators shown above. For three of these indicators we are predicting to achieve the annual target.

Preston Hall re-opened in July 2012 and has proved to be exceptionally popular with over 61,000 paying visitors through the doors in the last three months, which is equivalent to a full year's attendance prior to its redevelopment.

## PERFORMANCE

- **Economic impact of events** – A suite of significant events will be used to report success with this measure e.g. SIRF, Stockton Weekender, Stockton Calling, River Rat Race, Cycling Festival etc. Systems are being put in place to report participation at other events.
- **Percentage of adults that are members of a club so that they can participate in sport or recreational activity** (KPI 3) - Results from Active People Survey 5/6 April 2011 to April 2012 show **24.2%** (base: 471) of **adults** are **members of a club**. Taking into account the confidence interval of +/- 3.9%, interim performance is in line with the year-end target of 23.5%. APS6 annual results due to be published December 2012.
- **Proportion of adults achieving at least 150 minutes of physical activity per week** - First results expected to be published by Department of Health January 2013.
- **Library visits** – **615,689** visits during Q2 2012/12 against target of 1,050,400. This represents 59% of the annual target.
- **Deliver an enhanced SIRF for the 25<sup>th</sup> anniversary** – Spectacular opening show Prometheus Awakes for SIRFs 25th anniversary was specially created for the year of the London 2012 Olympic and Paralympic Games. 70 disabled and able-bodied volunteers took part in the stunning performance. SIRF 2012 had more shows than usual, the Community Carnival was the largest ever and the new brilliant finale Shout About Stockton carnival will be repeated.

- **SIRF Community Carnival - 1,589** people participated in SIRF Community Carnival an increase of 40% compared with last year and 1,607 took part in the activities including costume makers, etc.
- **Support the development of arts programmes, cultural industries and events which contribute to economic growth and to creating vibrant town centres** - An empty High Street shop was transformed through the SIRF 25th Anniversary legacy project to provide SIRF Central Information Point where the Visitor Experience Team was based. The shop looked fantastic and was a bigger success than expected with floor to ceiling displays and Artist creative activities. Souvenirs and merchandise were sold including designs by students from Cleveland College of Arts & Design. The Council worked in partnership to maximise the impact of SIRF for the town and the borough. Extensive promotion of the special event included 16 Road Shows in the North East and North Yorkshire. The exhibition in Stockton Central Library showcased the 25 finale events. Stockton News, SIRF Five Day Guide, internet, banners and billboards supported the excellent marketing. The We Do report includes recommendations to spend the marketing budget for 2013.
- **Celebrate the Queens Diamond Jubilee** - Events at Preston Park and exhibitions at all libraries. Street party events held at a number of libraries.
- **Utilise interest in London 2012 Olympic Games to promote participation in sport and active leisure** - Range of initiatives including: Stockton Cycling Festival 6-8 July 2012, Regional 'One Big Event' 27 June 2012 in Stockton Central Library during National Sports Week, School Games 11-12 July 2012, and activities for older people at Preston Park 13 July 2012. Sports themed Community Carnival at SIRF 2012 showcased local talent.
- **Percentage of people volunteering to support sport for at least 1 hour per week (KPI 2)** - Results from Active People Survey 5/6 April 2011 to April 2012 shows **5.4%** (base: 473) of **adults volunteer**. Taking into account the confidence interval of +/- 2%, interim performance is in line with the year-end target of 6%. APS6 annual results due to be published December 2012.
- **Adult participation in sport and active recreation (30 minutes moderate exercise 3 days a week) (ex NI 8)** - Results from Active People Survey 4/6 April 2010 to April 2012 show an **adult participation** rate of **22.7%** (base: 1,019). Taking into account the confidence interval of +/- 3.7%, interim performance is in line with the year-end target 24.6%. No statistically significant change from 24.6% (base: 1,011) in APS1 October 2005 to October 2006. Next results due to be published December 2012.
- **Visits to Tees Active Limited (TAL) run pools and sports centres – 856,129** visits have been recorded in pools and sports centres during Q2 2012/13. This represents 50% of the annual target of 1,720,000 and is 11% higher than the same period last year when Billingham Forum was closed for refurbishment during April and May 2011.
- **Number of active participants at TAL sports centres** - A total of **601,691 active participants** have been recorded in pools and sports centres during Q2 2012/13. This represents 49% of the annual target of 1,221,000 and is 8% higher than the same period last year when the Billingham Forum was closed for refurbishment during April and May 2011.
- **Preston Hall Museum refurbishments and Preston Park improvements** – site re-opened to the public July 2012 with improvements to Museum and Kitchen Garden.
- **Deliver Heritage Strategy actions** including museum elements - Work continuing on Town Centre regeneration to identify heritage aspects for interpretation. Heritage open days at Globe were supported by Libraries and Heritage Officers. Strategic fund bid successful and project now under way to exam new elements of Museum collection. Site visit taken place to assess first Heritage Plaque site proposal. Costings being obtained for product and installation.
- **Develop new library service delivery models** (each model to be evaluated separately, taking account of user feedback and analysis of efficiencies achieved) - Stage one of consultation now complete and an observational study in progress. Stage 2 of the consultation will commence following approval by Cabinet in November. Library and Assets

Review is examining potential for co-location of some service points in other buildings at present. Initial discussions have looked at the potential for sites Thornaby and Roseworth.

### **ACTIONS TAKEN**

As detailed above.

### **CUSTOMER PERCEPTION / SATISFACTION**

- **SIRF visitor satisfaction** - 88% of visitors surveyed thought SIRF was 'good' or 'very good' – this is exactly the same as for 2011. Taking into account the confidence interval performance is in line with the annual target of 90%.

### **RISK**

There are no Arts, Leisure and Culture related high risks featured in the Corporate Risk Register.

### **FINANCE**

- Arts Council Grant of £200,000 awarded for the 2012 SIRF event.
- Total scheme cost of Preston Hall refurbishment is estimated at £5.9m.
- Funding of £229k has been approved for the Kitchen Garden Scheme at Preston Hall.
- Capital cost of Preston Park scheme was £500k.
- Council investment of £300k fully utilised on a number of high profile events such as Queens Jubilee, Olympics and SIRF 25<sup>th</sup> Anniversary.

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Off target

<b>Theme summary – Children and Young People</b>	
<i>Under this theme the following indicators are included in the corporate basket:</i>	<b>Target</b>
Young people not in employment, education or training (NEET) to be engaged in a 16 - 18 learning programme with Tees Achieve	
Proportion of care leavers in education, employment or training in line with the new RPA requirements.	
All young people to continue in education or training until the end of the academic year in which they turn 17 years old from 2013 and 18 years from 2015.	
Early Years attainment gap	
SEN / non-SEN gap at KS2	
SEN / non-SEN gap at GCSE	
Free school meal / non-fsm attainment gap at KS2	
Free school meal / non-fsm attainment gap at KS4	
No school remains below the floor standards by 2013	n/a
Number of young people in receipt of self-directed support	
Access to short break provision	n/a
Proportion of children becoming the subject of a child protection plan for a second or subsequent time, within two years	
Proportion of child protection plans lasting two years or more	
Long term placement stability for looked after children – proportion of current placement for 2 years	
Evaluation of TAMHS programme indicates improved outcomes for children and families accessing the service	n/a
Obesity rate for children in year 6 of primary school	n/a
Improved access to services for families and children through targeted Children's Centre provision.	n/a

**OVERALL PROGRESS**

Despite the pressures on social care support and provision, the key indicators for child protection and looked after children are within or close to target. The quality of inspected provision remains good overall, although there are challenges in narrowing the gap in educational attainment for some vulnerable groups. The economic climate is impacting on access to employment and training for young people, but there continues to be good levels of young people participating in post 16 learning programmes.

## PERFORMANCE

- The overall quality of much of our inspected provision (schools; children's centres; children's homes; childcare and early years settings) remains good, although new Ofsted inspection frameworks are proving challenging.
- A new school inspection framework has been implemented by Ofsted from September 2012, replacing the previous framework which had been in place from January 2012. These changes make it difficult to make comparisons both within the last school year, and between this new school year and the previous one, due to the different judgement criteria in each framework.
- **Primary Schools:** up to the end of the previous school year (September 2011 to July 2012), we continued to have no maintained Primary schools in an Ofsted category. During the school year, 13 of our primary schools were inspected.
  - 5 Primary schools were inspected in the autumn term period under the pre-January 2012 Ofsted framework, with 3 judged as good and 2 as satisfactory for their overall effectiveness.
  - 8 Primary schools were inspected under the framework effective from January 2012, with 1 school judged as outstanding; 4 schools judged as good (62.5% good or outstanding) and 3 as satisfactory. No Primary schools were judged to be inadequate.
  - Latest available national data for those primary schools inspected during January to March 2012, indicates that 56% were judged good or outstanding.
  - As at the end of the summer term, 73% of our Primary schools were judged good or outstanding for overall effectiveness at their last inspection. National data for all schools – primary and secondary – up to the end of the Spring Term 2012 indicates that 70% of all schools were judged good or outstanding based on their last inspection.
- Five primary schools have been inspected under the new framework, since September 2012:
  - 4 have been judged as 'good':
    - 3 of these were previously judged 'satisfactory' and therefore this demonstrates a significant improvement
    - 1 retained its judgement of 'good'.
  - The judgement on the fifth school was 'Requiring Improvement'.
- **Secondary Schools:** during the previous school year (September 2011 to July 2012):
  - No secondary schools were inspected in the Autumn Term 2011.
  - Out of Stockton's 12 secondary schools (which include 2 Academies), 4 were inspected under the framework effective from January 2012, with 2 schools judged as satisfactory and 2 schools judged inadequate.
  - The latest available national data for January to March 2012 indicates that 47% of secondary schools were judged good or outstanding.
  - As at the end of summer term, 42% of our secondary schools were judged good or outstanding for overall effectiveness at their most recent inspection.
- No secondary inspections have yet been held under the new framework.
- A separate report has been submitted to Cabinet regarding pupil attainment for the 2011~12 school year.
- **Childcare and Childminder** quality is a priority area for further improvement, and inspection outcomes continue to indicate an improving position:
  - **Childminders:** locally generated data shows that 15 childminders were inspected between 1<sup>st</sup> April – 30<sup>th</sup> September 2012. Of these one was a No Children on Roll (NCOR) inspection and one was a Childcare Register (CCR) inspection. Of the 13 childminders who had a full inspection:
    - 11 = Good (82% - this compares to 79% for inspections over the 2011~12 period).

- 2 = Satisfactory
- **Childcare Settings:** based on locally generated data, 5 settings were inspected between 1<sup>st</sup> April – 30<sup>th</sup> September 2012, with 4 being judged Good and 1 Satisfactory.
- Changes to the framework for Early Years Inspection and to the Early Years Foundation Stage statutory framework for provision will mean that comparisons of inspection data pre September 2012 and onwards are not reliable.
- **Children's Homes:** recent inspections reflect the more challenging nature of the new Ofsted inspection framework in place from April 2012. Three of our homes have been inspected since April:
  - one of these retained its 'good' rating for overall effectiveness;
  - two previously rated 'good' were judged to be 'adequate'.This pattern of inspection results is being reported across the sector since the new framework was introduced, and is reflected in national data for all Children's homes inspections: the proportion judged outstanding or good during the whole of 2011~12 was 80%; for the period April to June (under the new framework) the proportion has dropped to 61%.
- Analysis of **CAF (Common Assessment Framework)** activity during the Q1 period indicates:
  - CAF1 completion rates have slowed – some levelling off was expected, given the significant increase in activity over the previous year.
  - Education and Health continue to be the main sources of CAFs.
  - There is some concern over the low number of conversions of CAF1 to CAF2.
  - Figures appear to show correlation between training and the volume / quality of CAFs.
  - CAF activity is a proxy indicator for improved multi-agency early intervention and prevention. The current picture suggests that, whilst agencies are engaging well in the early stage of CAF, there needs to be some further work to evaluate the extent to which the CAF1 process is leading to effective multi-agency interventions through the CAF2 stage.
- **Child Protection Plans:** although the number of child protection (CP) plans has remained at a similar level during the quarter (277 at the end of September), this remains relatively high compared to previous years. However, performance indicators suggest that effective management of CP plans is being sustained:
  - CAF For CP plans in place over two years, the rate has improved from 3.6% at the end of Q1 to 2.9% at the end of Q2 (i.e. of 170 CP plans ceased during the quarter, 5 had been in place over 2 years): this is within an acceptable range at this point in time, given the small numbers involved.
  - The proportion of children becoming the subject of a CP plan for a second or subsequent time (within two years of the previous plan) improved from 8.3% at the end of Q1 to 4% at the end of Q2 (i.e 7 such cases, from the 175 new CP plans agreed up to the end of September). This performance is well within the target range of 0% to 8%.
  - 100% of CP cases were reviewed within required timescales – maintaining a very good level of performance.
- **Looked After Children Placements.** The number of looked after children remains at a very high level (349 at the end of September) with related pressures on placement stability.
  - Performance in shorter term stability (i.e. less than 3 placements in the year) remains good, but Q2 has seen the rate increase at a greater level than during Q1. A rate of 4.6% (16 children so far this year who have had three or more placements) at this mid-year point is close to the projection for the year end target range of 0% to 9%.



- The measure of longer term stability (over two years in latest placement) continues to be more challenging, and still below target, although slightly improved on the position at the end of Q1. At the end of September, out of 95 children in care over 2.5 years, 59 had been in their latest placement for at least two years – i.e. 62.1% against a target of 65%. More detailed analysis of cases has highlighted two factors that impact on this indicator.
  - Some of the placement moves, although they impact adversely on the way performance is measured, are in fact planned moves in to other forms of permanency e.g. special guardianships, residence orders or returning to live with parents or relatives.
  - Similarly, since we have an increasingly greater proportion of older children in care, many placement moves are for these young people moving to other accommodation such as supported lodging or hostel).
- **Adoption** – following publication, earlier in the year, of national Adoption Scorecards, and subsequent discussion with DfE officials, a ‘Permanency Diagnostic’ review was commissioned from an external team to look at our practice in relation to permanency for children in care. The final report from the review (held during October) has just been received; further details will be reported in due course. Work has also been undertaken on a wider set of measures for adoption / permanency, to be included in our local performance framework, with the following results at the Q2 stage.
  - With regard to timeliness of the adoption process, of 9 children placed for adoption during the Q1 and Q2 periods, 5 were placed within the target of 12 months from the ‘best interest’ decision (56%, against a target of 75%).
  - The average time (in days) between a child entering care and moving in with its adoptive family was 728 days during Q2 – this reflects an improving trend during the year, although remains short of the national threshold of 639 days.
  - For the average time (in days) between a Local Authority receiving Court Authority to place a child and deciding on a match to an adoptive family, Q2 again reflects an improving trend to an average of 418 days – but still short of the national threshold of 213 days.
- However, as recent analysis has shown, these timeliness measures do not always reflect the complexities of individual cases or the quality of the placement decisions made for the children involved.
- Monitoring of arrangements for permanency, other than adoption, indicates increasing use of special guardianships and residence orders; and a significant increase in the number of those young people who return home to live (11 during Q1 and 33 during Q2).
- More detailed analysis of performance in permanency will be undertaken alongside the findings of the Permanency Diagnostic review.
- **NEETs:**
  - At Q2, 76.1% (18,122) of school leavers were engaged in education employment or training. 12.4% (2556) were NEET and 7.4% ‘not known’ based on the previous National Indicator definition. Work is underway nationally to develop and test new approaches to measuring and reporting on the new RPA (Raising the Participation Age) requirements from summer 2013.
  - The NEETs agenda continues to be overseen by the 14-19 Partnership Board, through the Full Participation Plan, to ensure that all partners are working collaboratively to improve progression, transition and retention of learners; and to implement the new RPA requirements.
  - NEETs engaged in a 16-18 learning programme in Tees Achieve: 177 Stockton resident NEETs were engaged in a 16-18 learning programme with Tees Achieve between 1 August 2011 and 31 July 2012, exceeding the academic 2011/12 year-end target of 170. This figure increases to 195 when non-Stockton residents are included.

- 76 Stockton resident NEETs were engaged in a 16-18 learning programme with Tees Achieve between 1 August 2012 and 30 September 2012. This represents 49% of the 2012/13 academic target of 155.
- **Children with disability:** indicators suggest that good progress continues in development of support for children with disability and their families.
  - There has been an increase in the numbers of children and young people supported through the use of personal budgets and is on track to meet the target increase of 12 additional children and young people receiving a personal budget
  - Latest available data (for 2011/12) shows that we have sustained our level of short break provision, with 3,592 children and young people supported with 13,459 hours of provision.

## **ACTIONS TAKEN**

### **Early Years**

- A Scrutiny Review on Quality of Childminders is being undertaken as part of the 2012~12 Scrutiny Programme.
- The EIG Review (Early Years Services) has created a new model for delivery of Children's Centres aimed at ensuring provision is targeted more effectively at those families most in need; and has strengthened arrangements for monitoring the quality of Early Years and Children Centre provision.

### **CAF (Common Assessment Framework)**

- Work in progress to further develop CAF includes:
  - Planned multi-agency audits to look at quality of practice;
  - Commissioning of a research project via the University of Teesside to examine outcomes of CAF, models of best practice, and the interface with referrals to social care services;
  - Development of some targets for the number of CAF 2s that we could expect to be completed;
  - Continued development of the CAF database, aligned to RAISE (the social care information system).

### **Social Care – placements**

- The EIT Review of Children's Social Care (to be implemented from early September 2012) will create additional capacity within the Child Placement Team, as well as establishing new Permanence Teams.
- The 'put yourself in the picture' marketing campaign has continued to run, assisting in recruitment of foster carers and adopters.
- The new Piper House children's home is now formally open and fully occupied. Ayton Place children's home is complete and ready to open, but there has been a delay in registering the home with Ofsted – the home is expected to be opening shortly, in November 2012.
- Work is continuing to explore the possibility of commissioning local residential / school placements for children with more complex needs.
- The Children's Programme Board is looking at ways in which placement pressures might be managed in the future to maximise efficiency and quality of provision.

## **CUSTOMER PERCEPTION / SATISFACTION**

Nothing to report.

**RISK**

No significant change to the risk register arising from Q2 performance.

**FINANCE**

The increasing number of children in care continues to be reflected in the major budget pressure in relation to external residential placements. Costs of Special Guardianship Orders and Independent Fostering Agencies are also increasing. Greater levels of court activity are resulting in pressures on the budget for legal fees.

Key:



On target



Within tolerance



Off target

<b>Theme summary – Health and Wellbeing</b>	
<i>Under this theme the following indicators are included in the corporate basket:</i>	<b>Target</b>
Reduce health inequalities in line with targets to be determined in the Health and Wellbeing Strategy	Data Not Yet Available
Smoking prevalence	★
Rate of emergency hospital admissions for alcohol related harm	★
Proportion of successful treatment completions for drug users	Data Not Yet Available
Total of 700 free early education/ childcare places to be made available by 31-3-2013.	★
More childcare providers who can offer a place for children with a disability in targeted areas.	Data Not Yet Available
Proportion of children in relative poverty [Public Health indicator]	★
Proportion of households in fuel poverty [Public Health indicator]	Data Not Yet Available

## OVERALL PROGRESS

At quarter two 2012/13, we are able to report progress against the annual target for four of the eight indicators shown above. For all four of these indicators we are predicting to achieve the annual target.

Progress has been maintained in reducing smoking and in alcohol related hospital admissions, with current performance on track to meet targets. Breastfeeding remains a challenging area for improvement. There are indications that teenage pregnancy is increasing again, after a considerable period of improvement.

## PERFORMANCE

- Nationally reported performance in **smoking** is now based on data from the Integrated Household Survey. Latest available published data (for the period January to December 2011) indicates positive progress in line with target. Of the 1,573 over 18s surveyed 18% responded positively to the survey question "do you smoke at all nowadays" - a 3.1% reduction from the same period of the previous year.

## Appendix 2.6 - Q2 2012/13 Theme Summary: Health and Wellbeing

- Local data for the previously reported '4 week quitters' indicator – i.e people attending Smoking Cessation sessions who are still not smoking after 4 weeks – indicates a rate of 101.168 per 100k population – this equates to 157 quitters against a target for the period of 155.
- Latest national data available for **alcohol related hospital admissions** is for 2011/12 and shows a rate of 2455 per 100k population. This represents a reduction in admissions of 3% from 2010/11. This positive direction of travel is further endorsed by local data from the PCT: for the period from the beginning of April to the end of July 2012 the rate per 100k population was 863.825. This equates to a total number of admissions of 1662 (432 admissions wholly attributable and 1230 partially attributable) against a target for the period of 1795.
- As previously reported, the national monitoring of **substance misuse** is moving to a measurement focused more on successful completions, i.e. the number undergoing treatment who remain drug free. The DAAT is currently working with commissioned providers to be able to report based on this measure and should be in a position to report on successful completions by the end of the year.
- Breastfeeding rates remain a challenge with performance continuing below benchmark groups. Latest data available (end of June 2012) indicates:
  - A prevalence rate at 6 to 8 weeks of 21.5%, compared to an England average of 46.9% and North East average of 30.1%.
  - An initiation rate of 54.8%, below the England average of 74.0% and North East average of 59.3%.
- Latest reported national teenage pregnancy data (provisional, for the quarter to June 2011) indicates an increase in the rate, with 45 conceptions during the quarter (a rate of 49.9 per 1,000), following the lowest ever rate of 23.4 per 1,000 (21 conceptions) in the previous quarter. National and regional rates have also increased over the same period.
- For Chlamydia screening, latest available data at the end of August 2012 shows performance of 7.7% against a target for the period of 14.5%. This equates to 1978 screens compared to a target of 3719. Current performance suggests that the 35% target for 2012/13 will not be met.

### **ACTIONS TAKEN**

- The Breastfeeding Support Service continues to target improvement activity, including trained peer support and supervision; specialist antenatal workshops; social marketing; UNICEF Baby Friendly Initiative accreditation.
- Action to improve Chlamydia screening rates continues through marketing activity, promotion of testing at events, outreach services, and increasing access to screening services through GPs and Pharmacies.

### **CUSTOMER PERCEPTION / SATISFACTION**

No significant activity to report during Q2.

### **RISK**

Ensuring effective transition to the new national and local Health arrangements remains as a risk in the Council's Corporate Risk Register, as we move towards the new Public Health responsibilities from April 2013.

### **FINANCE**

There are no significant budget issues impacting on the Council at this stage of the year.

Key:



On target



Within tolerance



Off target

<b>Theme summary – Adult Services</b>	
<i>Under this theme the following indicators are included in the corporate basket:</i>	<b>Target</b>
% of people who use services who say that those services have made them feel safe and secure	
% of service users who have control over their daily life	
% satisfaction of carers with social care services	Data not yet available
Eligible service users to be in receipt of self-directed support	Data not yet available
Proportion of SDS service users who convert their PB to direct payments to manage their own support plan	Data not yet available
Proportion of people still at home 91 days after discharge from hospital into reablement provision	Data not yet available
Proportion of carers who are in receipt of information, advice or support	Data not yet available
Health-related quality of life for older people (Placeholder)	Yet to be developed nationally

## OVERALL PROGRESS

The underlying quality of service to people accessing adult social care services, as measured via national and local surveys, continues to be good overall. Although data for some performance indicators is not yet all available, case file audits and other management checks have not identified any significant concerns in relation to care management processes, with all eligible people being offered a personal budget, and take up of direct payments increasing.

## PERFORMANCE

- Reporting of performance at this Q2 period is affected by current limitations of the reporting functions of the new Adult Care Management System. Work is in hand to address these issues, and a fuller picture of performance will emerge during the Q3 period.
- During Q2, there has been further information available regarding the results of the new annual Adult Social Care Survey, undertaken during the Spring period of this year. The survey was a postal questionnaire covering a number of issues regarding quality of life. The results feed into six indicators in the new national Adult Social Care Outcomes Framework (two of which are included in our corporate basket of indicators). Comparative national results (data still classified as provisional; subject to final validation checks) have been published.

- The attached charts show our position, benchmarked against regional, national and comparator councils, for the six indicators. Key points to note are:
  - We perform highly on the indicators for:
    - quality of life;
    - control over daily life; and
    - overall satisfaction.
  - We perform well (above national and comparator group averages; but below regional average) on the indicators for
    - information about services; and
    - feeling safe
  - We are, however, below average on the indicator for the proportion of people who use services who say that those services have made them feel safe and secure.
- During the Q1 and Q2 period, there has also been some regional benchmarking work on 2011~12 data for a range of other indicators within the national outcomes framework. The results show that there are often differences in the way many indicators are interpreted and reported, so that direct comparisons can be misleading. However, some key points to note are:
  - We have made relatively good progress in the roll-out of self-directed support arrangements.
  - We continue to have very few (if any) delayed hospital discharges attributable to Adult Social Care.
  - Our proportion of adults with learning disability in paid employment appears to be relatively low.

### **ACTIONS TAKEN**

- People who use services who say that those services have made them feel safe and secure (see para 3, final bullet point above): it is intended to build some relevant questions regarding safety in to our care plan review process which is currently being revised to a more outcome focused approach. This will help to generate a better local understanding of this issue.
- Adults with learning disability in paid employment (see para 4, final bullet point above): work has been undertaken to compare how other Councils interpret this measure and to identify which LD adults should be included. As a result, systems are being established to ensure that all relevant cases are now identified and included in the performance indicator. As a result, it is expected that recorded performance over the remainder of this year should reflect a greater proportion in employment.

### **CUSTOMER PERCEPTION / SATISFACTION**

Our local Care Management Survey is now reporting on a quarterly basis, giving feedback from people who have been visited for a social care assessment. The most recent results are for the Q1 period (46 survey returns received) and indicate continuing high levels of overall satisfaction – 93% overall ‘very satisfied’. The results will be analysed in more detail by the operational Care Management teams, for all 12 areas covered in the survey, to identify any issues requiring follow-up action.

### **RISK**

There has been no significant change to the risk register arising from review of progress at this Q2 stage.

**FINANCE**

Q2 has seen some emerging budget pressures, particularly in relation to direct payments (across most client groups) and external residential placement for older mental health clients. Residential costs continue to be high for LD clients.



Key:



On target



Within tolerance



Off target

<b>Theme summary – Stronger Communities</b>	
<i>Under this theme the following indicators are included in the corporate basket:</i>	<b>Target</b>
The percentage of the adult population registered to vote at 1 December.	Data Not Yet Available
<b>IMPACT MEASURE OF VCS</b>	Data Not Yet Available
% of residents who feel they can influence decisions affecting the local area	Data Not Yet Available
% of residents who have given unpaid help to any group, club or organisation in the past 12 months	Data Not Yet Available
% of residents who agree that Stockton-on-Tees is a place where people from different backgrounds get on well together	Data Not Yet Available

**OVERALL PROGRESS**

There are limited measures to report at Quarter 2 although the Residents Survey is complete, analysis of cohesion measures is still underway and results will be subject to a separate report to members. The updating of the Electoral Register has taken place within this quarter along with preparation for the Police and Crime Commissioner elections. Democratic and Community Engagement continues with further work to support the Youth Parliament undertaken.

**PERFORMANCE**

Overall continues to be positive, with the majority of key objectives being met and no significant issues to report.

**ACTIONS TAKEN**

N/A

**CUSTOMER PERCEPTION / SATISFACTION**

Positive feedback from APSE regarding democratic engagement work.

**RISK**

There are no material changes to report.

**FINANCE**

Budgetary control remains consistent with last quarter. Nothing specific to report.

Key:



On target



Within tolerance



Off target

<b>Theme summary – Organisational and Operational Effectiveness</b>	
<i>Under this theme the following indicators are included in the Council Plan:</i>	<b>Target</b>
% of residents satisfied with the way the Council is running the borough	Data Not Yet Available
% of people who contacted the Council who found staff helpful	Data Not Yet Available
% satisfaction with contacting the Council	Data Not Yet Available
% who agree council treats people fairly.	Data Not Yet Available
% of people who contacted the Council where the enquiry was dealt with at the first point of contact	Data Not Yet Available
% of residents who agree that the Council provides Value for Money	Data Not Yet Available
Employee satisfaction with SBC as a place to work	Data Not Yet Available
% of Council tax collected	★
% of Business Rates collected	★
% of invoices paid by the authority within 30 working days of receiving	★
Days sickness absence per FTE	★

## **OVERALL PROGRESS**

At quarter two 2012/13, we are able to report progress against the annual targets for 4 out of the eleven indicators shown above. All of these are predicting to achieve the annual target. The results and analysis of the IPSOS MORI Regional Residents' survey are yet to be published and will be available to report at Quarter Three and also subject to separate reporting to members.

Some key milestones have been achieved in quarter two contributing to the overall effectiveness and efficiency of the organisation these include effective marketing for the Stockton International Riverside Festival, development of the Winter Events Programme, partial completion of the works to Municipal Buildings reception area presenting a more business like image, further upgrade of the CRM system and the access to services strategy with two further services due to come on line shortly. Preparation is well underway for the Police and Crime Commissioner Elections in November. We have provided an early response/ analysis to the recent budget announcements, understanding the impact on the MTFP, delivered significant support to the Voluntary and Community Sector through training and involvement in support and analysis of funding bids. The apprenticeship scheme continues to grow with further apprenticeships

underway. An event in support of the Armed Forces Community Covenant implementation and development has been organised at a Tees Valley level which includes partner organisations. This will support our understanding of the needs of Ex and current Service personnel and provide an opportunity to review and utilise current intelligence gathered by all participating organisations. Procurement of a local Healthwatch service is well underway, as are proposals for the local authority requirement to provide a replacement for the social fund. Progress has been made in Information Governance, with a number of action plans under development aimed at improving Information Assurance.

## **PERFORMANCE**

- Provided Marketing / PR for Stockton International Riverside Festival in August 2012.
- Developed winter events programme, including Stockton Firework Display and Stockton Sparkles
- September saw the re-tendering / re-designing of Stockton News, also including the distribution process
- Work has been undertaken to review the Council's rebranding. This is important in projecting the appropriate image, consistency and clarity for the public in understanding the services that the council provides.
- Preparation is well underway for the Police and Crime Commissioner election in November 2012.
- Successfully managed the communications/ response to emergency arrangements during the September floods.
- The Lagan CRM upgrade has been completed. We are going live with the Environmental Health Self Service Forms in December 2012, followed by Taxation Self Service Forms in March 2013.
- The works in the Municipal Building Reception Area has made significant progress with completion anticipated end of November 2012.
- The Council's approach to the Procurement Strategy was agreed in July at CMT. Contract Procedure Rules are currently being reviewed and will be presented to members for approval in March 2013.
- In April 19 new apprenticeship opportunities were advertised in Electrical Engineering, Technical Design (Civil Engineering), Heating and Ventilation Engineering, Catering, Administration and Horticulture. To date 9 of the original opportunities advertised have been filled. Since April a further 14 opportunities have been identified and recruited into Administration, Child Care and Adult Care, making a total of 23 Apprentices recruited from April to date.
- The second round of the Voluntary Sector Investment Fund took place in August 2012 and saw £84,218 in funding awarded to four VCS organisations. This helps to continue to grow the VCS contribution to service delivery in Stockton and evidences the work of the Community Engagement Team and other support services within Resources is having a positive impact on the sector.
- Monthly "Let's Help..." VCS workshops have been held on Safeguarding, Procurement and Establishing a Social Enterprise, with further workshops planned throughout the year.
- All seven Community First Panels are now operational and have drawn down their funding for this year to assist them with achieving their objectives. All have a web presence as required by the terms of the funding.
- The Armed Forces Covenant was presented to the Adult Service and Health Select Committee (in addition to Cabinet) for monitoring and reporting progress in September. Stockton is supporting the recently formed Tees Armed Forces Network. Planning is underway for an Armed Forces Stakeholder Event on 27th November 2012.

- Planning and preparation for the Employee Survey which is to be undertaken through the month of October. The survey is undertaken every two years to gain staff perceptions on 7 different aspects of working for the council. Results are expected before the end of the year.
- Work has been undertaken with IYSS and Democratic Services on the development of Youth Participation and Development. A Voice Consultation has taken place with Catalyst which is aimed at ensuring the seldom heard and hard to reach can have a Voice (July - September 2012).
- This work is ongoing to develop guidance on Community Impact Assessments. Guidance is being developed which will link to the councils decision making processes. A review of the council's paperwork for reports and delegated decisions is underway to ensure they comply and assist with the implementation of the revised guidance. It is anticipated that this will be in place before the end of the financial year.
- A detailed action plan is being developed for Information Risk Assessments; this is scheduled for completion by December 2012. The Information Management Framework Development Plan is also currently being prepared and this will be completed by December 2012.

### **CUSTOMER PERCEPTION / SATISFACTION**

The Residents Survey has taken place this quarter which will provide an understanding of residents' perceptions on many aspects of the Council and its services. Results are expected in November 2012 and will feed into Service Planning for 2013/ 14.

Preparation has been underway for the Employee Survey 2012 which will be conducted during October and November 2012, this will provide an understanding of staff perceptions on many aspects of the way the authority manages the workforce.

### **RISK**

The risk register is reviewed quarterly. Two risks have reduced their risk ratings; Sickness Absence and Equal Pay claims due to likelihood and impact being reduced and managed. Both areas will continue to be monitored closely. Other risks to monitor closely are those associated with the MTFP in light of the recent budget announcements. A new risk looking at the impact of Welfare Reform is being considered.

### **FINANCE**

A briefing has taken place for Members on the emerging budget position.