

EXECUTIVE SCRUTINY ITEM COVERING SHEET PROFORMA

AGENDA ITEM:

REPORT TO EXECUTIVE SCRUTINY

3 FEBRUARY 2015

REPORT OF CORPORATE MANAGEMENT TEAM

2014/15 PERFORMANCE OUTTURN REPORT – SIX MONTH UPDATE

Corporate Management and Finance: Lead Cabinet Member – Councillor Harrington

SUMMARY

This report provides details of the Council's performance in the first six months of 2014/15, highlighting key achievements, areas for improvement and proposed actions. It also includes information relating to Freedom of Information requests and complaints and commendations. Whilst it aims to give a perspective on the overall performance of the Council, its primary focus is on the achievement of the basket of measures and associated targets agreed as part of the Council Plan 2014-17.

RECOMMENDATIONS

- I. That the levels of performance and proposed actions be noted.
- II. That consideration is given to the possibility of including areas not reaching their targets in the development of the scrutiny programme for 2015/16, taking into account any areas covered within the 14/15 programme.

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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OVERALL PERFORMANCE

1. Council Plan performance is reported by theme against a basket of performance indicators agreed as part of the Council Plan 2014-17. At the end of quarter two, for those indicators where data is available, 73% of the indicators are set to achieve, have achieved or are within the agreed tolerance to achieve the targets set. The remaining measures are indicating slippage against targets. This is a slight reduction compared with the percentage predicted to be achieved at the same point last year (79%). Performance within each theme is highlighted below. This includes areas of good performance, together with key achievements, and details of those areas where there has been slippage against targets along with proposed actions to improve performance and/or an explanation. A number of these areas are also the subject of regular reports to Cabinet, current scrutiny reviews or incorporated into big ticket reviews.
2. There are a wide range of achievements and activities delivered in support of the key Council Plan themes that are not captured within the agreed basket of key indicators. These are reported throughout the year in various reports to Cabinet, captured through press releases, Stockton News articles and various accolades awarded to the Council throughout the year. Further details are included in thematic summary reports which are appended to this report and are available on the Councils Web site at <http://www.stockton.gov.uk/stocktoncouncil/ourperformance/stocktoncouncilplanandreports/>

3. In September 2014, Viewpoint 38 was used to conduct a 'temperature check' on perception based Council Plan Performance Indicators and a number of other key Council performance measures. In Viewpoint 38, 60% of all measures showed improvements on 2013 and/or 2012; 26% represent reductions; 9% represent neutral change; 3% no change; and, 1% of measures were new for 2014.

Key positive messages are that:

- more residents now feel more informed by the Council,
- more residents now agree the Council provides value for money,
- more residents now agree they can influence decisions that affect their local area,
- more residents now feel positive about the local economy and their own financial circumstances; and,
- fewer residents never or rarely feel optimistic about the future.

Also positively, the vast majority of residents:

- are satisfied with how the Council runs the Borough,
- say they trust the Council "a great deal"; and,
- continue to feel that people in the local area get on well together.

Other welcome news includes that more residents:

- are satisfied with road maintenance and street lighting;
- feel they belong to their local area;
- feel safe in their local area after dark;
- feel they can make their own mind up about things; and,
- know that the Council is responsible for fostering and adoption.

Viewpoint 38 results also give encouraging news about:

- improved customer service satisfaction, and
- provides some unique understandings about how our residents are coping in difficult financial times.

Less positive key messages are that in the last 12 months:

- substantially more residents have been affected by the economic climate; and,
- fewer residents have given unpaid help to a club or organisation.

Economic Regeneration and Transport

4. The vision contained with the Council plan is of Stockton-on-Tees at the heart of a vibrant and economically successful Tees Valley providing real opportunity for residents. It sets out how we will work in partnership to respond to the changes in the economy, to strengthen our knowledge and skills base, to promote a more entrepreneurial culture and to strengthen key industrial clusters ensuring we are well placed to respond when the economic recovery returns. It also details the work to develop high quality, vibrant town centres, improvements to transport links and the activity to extend the range, quality and number of opportunities for people to experience and participate in both sporting and cultural activities.

Employment

5. **The percentage of working age (16-64) Job Seeker's Allowance claimants** is on track to achieve the 2014/15 target of 4.1%. The percentage at September 2014 is 3.7% (4,545) a large reduction from the same period last year of 5% (6,221) and continues the reduction from 4.0% (4,975) in June 2014.
6. **The percentage of young people (18-24) Job Seeker's Allowance claimants** is on track to achieve the 2014/15 target of 8.2%. The percentage at September 2014 of 7.1% (1,245) is a large reduction from the same period last year of 10.5% (1,870) and continues the reduction from 7.4% (1,325) in June 2014.

7. Tees Achieve is helping to reduce the number of claimants by training unemployed people to access employment. 1,221 learners attended employability training with Tees Achieve between August 2013 and July 2014. An additional 147 learners attended employability training between August and September 2014. At September 2014, 35% (112/322) of **learners contacted who completed employability courses with Tees Achieve had moved into employment** against academic year 2013/14 target of 20%, with an additional 25% (81/322) having progressed into further learning. The latest overall survey response figure is for academic year 2013/14 and in order to show sustainability there needs to be a time period of 6 months after training before learners are contacted. Final outturn for the 2013/14 cohort will be known February 2015. Reporting on 2014/15 academic year will not be available until February 2016.

Business and Enterprise

8. During 2013/14 academic year, **632 young people were engaged in enterprise activities** against a target of 600. Significant planning has taken place in September for autumn term activities which will contribute towards the 2014/15 academic year target of equal to or greater than 630 young people. Project planned include the Starter for Ten enterprise challenge was launched as part of the BBC Children in Need project. Ten schools have been given a £20 cash loan to turn their ideas into more income that will contribute towards the total pot for the national charity. Plans are underway to engage young people for the Made in Stockton schools market as part of Stockton Sparkles. Stalls have been allocated for the 27 and 28 November to encourage groups of young people to test trade products. Redhill Education business, Nannie Nora's, will be showcasing in the Enterprise Arcade on 19 November as part of the drive to encourage young peoples' enterprise. Following the success of their vintage tea party launch in July this year, the pupils and teachers will be selling their jams and preserves in the arcade. The next event is scheduled for 10 December at Redhill Education premises (based in the Redhill Children's Centre) and they plan to grow the tea party initiative to roll out to care homes in the borough.
9. The Council continues to provide support to the economic growth and development of businesses in the borough. **To date we have assisted 104 business investments**, this includes 14 start-up businesses, 27 capital investments, 90 businesses creating jobs/apprenticeships and safeguarding 16 existing jobs (some investment cover more than one category). This is leading to capital investments of at least £270.9 million, 257 jobs being created or planned (breakdown of apprentices not yet available) and 16 existing jobs safeguarded. As we have assisted some businesses to apply and be successful from the Tees Valley Jobs and Skills Investment Scheme, we have included the following figures in the performance - 70 Stockton businesses creating 179 new jobs and safeguarding 16 existing jobs. Taking this into account we have achieved 52% of the 2014/15 target of 200 and are on track to meet our year-end target.

Major regeneration projects

10. **The percentage of void business units in Stockton town centre** – 19% primary and secondary business units were void at beginning of October 2014 against an annual target of less than 18%. There are positive signs of confidence from both retailers and shoppers from increased enquiries regarding potential high street units; retailer feedback and levels of footfall that are stimulating a desire for retail activity. The next six-monthly vacancy survey will be undertaken in April 2015, where it is anticipated that the 2014/15 target of less than 18% void business units will be achieved. There are now 140 independent shops / businesses which is likely to increase further now that the new enterprise arcade has opened in a prominent high street location, offering start-up opportunity for up to 16 businesses. The new facility along with the training and retail support package is likely to generate increased numbers of businesses looking for premises on the high street after an initial six-month term in the arcade. The roll-out of further Townscape Heritage Initiative

projects is continuing to provide a fit for purpose premises attractive to retailers and businesses alike.

Transport and highways

11. **The average road journey time per mile during the morning peak** - a target of 2 minutes 23 seconds journey time per mile during the morning peak has been set for 2014/15. The latest available data (up to June 2014) indicates an average journey time of 2 minutes 27 seconds during the morning peak. The Newport Bridge road closure and subsequent congestion is likely to have a negative impact on this indicator and therefore the target is unlikely to be achieved.
12. **The percentage of buses running on time in the borough** - A final target for 2014/15 will now be set during Quarter Three. The full roll-out of 'real time' information is imminent with Stagecoach being the final service provider to go live with this system. Full adoption and reliance on 'real time' information will allow for more meaningful and accurate data to be provided from which targeting of services and resources together with timely interventions (where necessary) can be carried out. The overall outturn will be available at the end of Quarter Four.
13. **The percentage of roads in the borough where maintenance may be required** - the target for 2014/15 has been set at less than or equal to 6%. The overall outturn will be available at the end of Quarter Four. Due to significant investment in roads across the borough it is anticipated that this target will be met or exceeded. Viewpoint 38 reports a 4% point increase in satisfaction with road maintenance in the Borough in 2014 (37% versus 33% in 2013).

Environment and Housing

14. The ambition set out in the Council Plan was for a cleaner, greener Stockton-on-Tees which leads the UK in waste minimisation, has excellent parks and green spaces and the highest quality housing provision. It sets out how we will tackle climate change by preparing for potential changes in the services we deliver and how we deliver them in so doing reducing our own carbon footprint. It also details the activity associated with the ambition to have neighbourhoods in which our residents feel pride and have a real sense of belonging and ownership. Good progress is being made in relation to a number of the performance measures established for this theme.

Environment and waste management

15. **CO2 emissions from the local authority's operations** – Stockton-on-Tees Borough Council aims to significantly reduce CO2 emissions under its direct control and to lead by example towards a low carbon future. Local Authority CO2 emissions have been assessed on the amount of energy used in buildings, transport and street lighting with the outturn for 2013/14 recently released as 29,599 tonnes; this represents a 8.5% reduction on the previous year. Several on-going initiatives should further reduce our emissions, for example, the major investment in low energy LED Street Lighting, increased use of electric vehicles, the fitting of solar panels to several Council buildings and more effective monitoring of the use of energy.
16. **Business miles travelled by the local authority's employees** - Total business miles travelled by SBC employees April - September 2014 was 752,139. The Q2 stand-alone figure of 375,420 is showing a slight reduction from Q1 outturn. The target for 2014/15 has been set at 1.546 million and we are on track to achieve this.

17. There are three indicators that reflect the disposal of household waste with targets for all three totalling 100% of household waste required for disposal. Only 0.5% of **household waste has been sent to landfill**, against a target of <5%. This very low level of landfill is as a result of high percentage of **household waste being used for energy production** (69.5% against a target of >65%) and **waste reused, recycled and composted** (30.0% against a target of >30%). Although it is anticipated that the reused, recycled and composted target will be missed, the impact of this will also show in the other two indicators where the emphasis is on diverting residual waste from landfill. Overall figures represent a lower level going to landfill than the previous year as well as an increase in the percentage being diverted to the energy from waste plant in the previous year. Seasonal 'Up Your Street' leaflets have been distributed to residents reminding them of what can and can't be recycled, and providing information on how to compost. In addition, Viewpoint 38 reports a 3% point increase in use of local tips/recycling centres at least once in the last year (76% versus 73% in 2013).
18. Street and environmental cleanliness, 5% of areas surveyed were unacceptable for **levels of litter**, taken from the first two of three surveys to be undertaken during 2014/15. The increase is partially due to the types of areas being surveyed - industrial land, retail and commercial, highways and high obstruction housing – which often sees higher levels of litter than other types of land. Despite significant reductions in budgets and staffing the levels of litter, detritus (comprises dust, mud, soil, grit, gravel, stones, rotted leaf and vegetable residues, and fragments of twigs, glass, plastic and other finely divided materials), fly posting (defined as any printed material and associated remains informally or illegally fixed to any structure) and graffiti remain relatively low. It is anticipated that the year-end target will be met.
19. Percentage of local wildlife sites with biodiversity plans implemented – 2014/15 outturns will be available at year end. With ongoing conservation management works it is likely that the target of 60% will be achieved.

Housing and Planning

20. The 6 month figures indicate there have been 193 (up from 147 in Q1) **net additional homes provided** against year-end target of 530. This target was set in the Core Strategy Development Plan March 2010 to provide 530 dwellings per year from 2011 to 2016. The new build dwellings came from 16 sites, with the five main housing sites being Ingleby Barwick, Hardwick, Blakeston Lane, Richardson Road and Northshore phases 2 and 3. Some 47 demolitions were recorded for this period. The majority came from regeneration scheme demolitions on Swainby Road and Victoria Estate. Based on current performance and relatively low numbers of new build completions it is unlikely that the year-end target of 530 net additional homes will be achieved.
21. Some 25 gross **affordable homes** have been provided against year-end target of >100. This target was set in the Core Strategy Development Plan March 2010 to provide 100 affordable homes per year to 2016. 6 are new build affordable rented, 18 empty homes returned to use as affordable rented and 1 mortgage rescue. The new build properties were completed on Hardwick and Mandale Phases 2 and 3. It is unlikely that the year-end target of 100 will be achieved as we are currently projecting 57 affordable homes for 2014/15 based on the numbers we expect to be delivered by Registered House Providers.
22. Between April and September 2014, 125 **long term empty homes** have been brought back into use. This is significantly above our year-end target of 58.
23. As a result of the advice, support and guidance given to the 831 approaches to the Housing Options service from those at risk of becoming homeless, none were accepted as **statutory homeless** but were provided with alternative solutions to meet their housing

need. There is a range of advice and other resolutions available to those approaching the service.

Fuel Poverty

24. **Percentage of Households in Fuel Poverty** - The latest available data relates to 2012 and revealed that 15.3% of households in the borough are in fuel poverty. The Government has not formally adopted the new Low Income High Cost Fuel Poverty Indicator, resulting in not being able to report against this measure at this point in time. The new indicator would see a move away from the present method which is based solely on the percentage of income against the amount spend on fuel and will allow for other relevant factors to be taken into account.
25. **Number of Households in Fuel Poverty receiving home improvements** - Following the removal of Government funding to Go Warm to deliver the target of 1000 homes, Stockton Council is providing finance for the scheme to continue. Planned interventions programmed for the remainder of 2014/15 are now expected to reach at least 866 households this year.

Community Safety

26. The vision is for a safe Stockton-on-Tees where all residents are able to live their lives in a Borough free from crime and fear of crime. The Council Plan states, we will work to tackle crime, fear of crime and anti-social behaviour in our communities so all residents feel safe no matter where they live in the borough.

Crime

27. Performance on this theme remains positive and overall the borough remains a safe place to live. Stockton remains the safest place in the Tees Valley. According to Viewpoint 38, 61% (+2% on 2013) of residents feel safe in their local area after dark and, as in 2013, nine out of every ten residents feel safe in the local area during the day. **Overall Crime** - During April - September 2014 there were 4,703 crimes recorded, which equates to 24.5 crimes per 1,000 population, a 12.1% reduction compared to the same period last year.
28. **Criminal damage and arson incidents** have reduced from 1,085 during April – September 2013 to 1,025 during the same period in 2014, a 5.5% reduction, against an annual target of 2,238. **Theft offences** have reduced from 3,218 during April – September 2013 to 2,575 this year, a reduction of 20.0%. Current year's baseline will establish the target for next year. **Robbery offences** have reduced from 46 during April - September 2013 to 30 for the same period this year, a reduction of 39%, against a target of 67.
29. **Violence against the person** has increased from 892 (April to September 2013) to 944 (April to September 2014) an increase of 5.8%, against an annual target of 1,740. The reduction of violence with and without injury is a priority for Safer Stockton Partnership. Numbers of **sexual offences** have also increased, with 134 recorded April – September 2014, compared to 114 last year, representing an increase of 17.5%. Current year's baseline will establish the target for next year. The increase is being monitored however intelligence suggests that current increase in reporting relates to victims coming forward to report historic offences, with the majority of offenders known to the person. **Domestic violence** has reduced from 402 during April – September 2013 to 258 this year, a reduction of 35.8%. This is very positive against a published annual target of 1,036.
30. **Anti-social behaviour** has reduced from 7,216 (April to September 2013) to 7,089 (April to September 2014); however despite the reduction it is unlikely that the annual target of 13,271 will be achieved. Tackling Anti-social behaviour is the top priority for Safer Stockton

Partnership. Increased awareness-raising around ASB has, as predicted, increased reporting incidents, although it is anticipated that increases for Stockton will be at a lower rate than other areas.

Youth Offending

31. **Young people receiving a conviction in court and sentenced to custody** - Latest data available is at Aug 2014. Performance of 7.6% equates to 6 custodial sentences from a total of 79 court disposals. This compares to performance of 4.7% for the same period 2013/14 and remains below target of 5% or less of young offenders receiving a conviction in court who are sentenced to custody. Whilst there is no specific legal redress for the local authority the Youth Offending Team actively monitor instances where a custodial sentence has been applied and raise concerns through the court forum where they are identified.
32. **First time entrants to the Youth Justice system** - Latest data available is at Aug 2014. During the period there were 32 First Time Entrants to the Youth Justice System. This equates to a rate of 179 per 100k. This is better than for the same period 2013/14 (35 FTE's, a rate of 196 per 100k). Current performance is in line with target expectations of a 5% reduction on the previous year's number of First Time Entrants.
33. **Reduce the rate of proven re-offending by young offenders** - Q2 performance of 0.60 equates to 24 re-offenders from a cohort of 112 committing a further 67 offences. This slightly higher than for the same period 2013/14 of 0.54 although remaining in line with target expectations of a rate of 1.07.

Children and Young People

34. Every single child in the Borough is important to us. We will keep striving to provide the best in education, to support those who are vulnerable to poor outcomes, and to protect those children who need our care. We are determined to give them all as many opportunities as we can to improve their life chances and enable them to grow into valued and respected members of the community.

Early Help

35. **Free early education / childcare places available for all 2 yr. olds meeting the eligibility criteria.** We achieved the nationally set target of creating 1153 available places by September 2014. There has been continued improvement in the uptake of available places from eligible families. At the end of September, 521 children had been placed with a provider. There are an additional 144 children who meet the eligibility criteria and are awaiting their placement with a provider. There are always some children who have been approved but have yet to start at a setting; this is generally due to the time lapse between parents receiving confirmation of eligibility and them choosing and registering at a setting of their choice.
36. Free places are targeted towards those children that will benefit the most, with the primary focus being on economic disadvantage. Places are available in a range of settings, including private and voluntary childcare settings; child-minders; nursery classes within schools. Based on the September 2013 criteria, a child can access a place if they are looked after by the local authority or eligible for free school meals. From September 2014, eligibility criteria extended to include:
 - families are in receipt of Working Tax Credits and earning no more than £16,190 a year;
 - children have a current statement of special educational needs (SEN) or an education, health and care plan;

- they get Disability Living Allowance; and/or
 - they have left care through special guardianship or an adoption or residence order.
37. There are a number of actions being taken to improve take-up; these include work to increase participation of primary schools; sharing of information from the DWP to help targeting of families; work with social care and health teams to identify and encourage eligible families; and a range of marketing activities including local media advertisements, and development of Facebook and Twitter accounts.
38. The extended free entitlement criteria have stimulated an increased demand for high quality early years places for 2 year olds in communities where there previously has been a limited requirement for provision. Work has taken place to identify those areas of the Borough where a lack of suitable provision may potentially impact on a family's ability to access a place close to where they live. As a result, actions are in hand to develop provision in Billingham, Hardwick, Norton, Ragworth and Stockton Town Centre.
39. **Proportion of children aged 5 and under in each Children's Centre reach area registered with the centre.** Latest data available is at 22/09/2014. This shows that, of the estimated 12,269 children under 5 in the borough, 9388 (76.5%) are registered with a Children's Centre - below the year-end target of 85% of children. Of the 12 centres, 3 achieved above target, 3 achieved a rate of 80.0% or above which equates to a 'good' Ofsted judgement, but is below our local target. The remaining 6 Centres were below this level of performance.
40. Reach levels are monitored regularly through a Children's Centre Operational Group where improvement actions are agreed any issues reported up to the Children's Centre Strategic Partnership. Reach levels are also reviewed through the 'Annual Conversation' and performance management process, where each provider, including the Council, is challenged on their reach figures and their plans for improvement. Actions are agreed with providers and then monitored through the Operational Group and other performance meetings.
41. Actions to date have included the following.
- Tell us Once information is entered on to e-Start (the Children's Centre information system) by the Families Information Service (FIS), so that Centres can then make contact with any families not currently registered.
 - Support from Health teams by providing registration forms; and arrangements being developed for sharing of information with Centres at key points.
 - FIS sharing DWP lists of eligible 2 year olds and entering them on to the e-Start system. Centres then contact any family who are either not registered or who have not taken up a 2 year old places.
 - Improving relationships with local primary schools through Area Hub meetings – to ensure children who attend the school nursery and who are not known to the Centre become registered. This is a priority workstream for Centres currently.
42. Some work is to be undertaken to look at patterns of Children Centre registration, and movement of children across the Borough, given there are a number of parents who choose to use Centres outside their local area.
43. Encouraging the use of Children's Centres is also featured in the action plans for two of the Locality Forums, linked to the priority in the Family Poverty Framework for 'Giving every child the best start in life'. A progress update against these actions will be available later in the year.

44. **Early Years Foundation Stage - proportion of children with overall 'good' level of development.** Provisional result of 50.1% shows a rate of improvement from 2012/13 performance of 22% against the national benchmark. (41% in 2012/13 increasing to 50.1% for 2013/14). This is better than the national rate of improvement of 15.4% (52% in 2012/13 increasing to 60.0% for 2013/14). Performance has met and exceeded target expectations.

Education / Schools and Complex Needs

45. A separate report was submitted to Cabinet in September regarding School Performance 2013-14 which gave an analysis of attainment for pupils in Stockton-on-Tees schools. The 'narrowing the gap' indicators in the corporate basket cannot yet be reported on, pending publication of national comparative data.
46. **Primary Schools (including Academies) – proportion judged to be good or outstanding.** There were 3 schools inspected during the Q1 period, all rated as 'good', with no further inspections during the Q2 period. Of our 59 primary schools, 8 have new status as Academy converter schools, which mean that they do not have a current Ofsted judgement until first inspected (usually in the 5th term after becoming an academy). Of the 51 remaining schools, 50 are currently rated good or outstanding, and 1 as requiring improvement – this is well within our local target for 2014-15 of having no more than 3 schools judged less than good.
47. Latest available published benchmarking data from Ofsted is based on the position at 31st March 2014 indicating the % good / outstanding at that time was:
- 91% for Stockton-on-Tees
 - 88% for the NE Region
 - 80% for England.
48. **Primary Schools (including Academies) – proportion of pupils attending good or outstanding schools.** Based on the 50 of our 51 schools with a current inspection judgement (as referred to above), at the end of September 2014 there were 97.1% of primary school pupils in good or outstanding schools, above our target.
49. Latest available published benchmarking data from Ofsted is based on the position at 31st March 2014, indicating that the percentage of pupils attending good / outstanding schools at that time was:
- 89% for Stockton-on-Tees
 - 88% for the NE Region
 - 79% for England
50. **Secondary Schools (including Academies) proportion judged to be good or outstanding.** There was one secondary school inspection during the Q1 period, resulting in a judgement of 'inadequate'. There were no inspections during the Q2 period. Of our 12 Secondary schools, 4 have new status as Academy converter schools, which mean that they do not have a current Ofsted judgement until first inspected (usually in the 5th term after becoming an academy). Of the 8 remaining schools, 1 is currently rated outstanding, 1 good, 5 requiring improvement and 1 inadequate – outside our local target for 2014-15 of having no more than 5 schools judged less than good.
51. Latest available published benchmarking data from Ofsted is based on the position at 31st March 2014, indicating the % good / outstanding at that time was:
- 58% for Stockton-on-Tees
 - 73% for the NE Region
 - 73% for England.

52. **Secondary Schools (including Academies) – proportion of pupils attending good or outstanding schools.** Based on the 8 of our 12 schools with a current inspection judgement (as referred to above), at the end of September 2014 there were 29.4% of secondary school pupils in good or outstanding schools, below our target.
53. Latest available benchmarking data from Ofsted is based on the position at 31st March, indicating the percentage of pupils attending good / outstanding schools at that time was:
- 58% for Stockton-on-Tees
 - 73% for the NE Region
 - 73% for England
54. The report to Cabinet in September on School Performance 2013-14 gave an update on the local authority's revised approach to school improvement and actions to drive further improvement in the quality of schools.

Children's Social Care

55. **Proportion of assessments completed in 45 days.** Performance of 99.0% equates to 1221 single assessments completed within 45 days and is in line with the previous quarter's performance. Current performance remains above the target of 95%. All assessments that have gone beyond timescale are reviewed at the Children's Social Care Performance Clinic.
56. **Proportion of referrals to Children's Social Care with an Active CAF 2.** There were a total of 146 CAF 2s (full CAFs) recorded during the Q2 period; this is well below the local CAF target of an increase of 30% or more CAF's from the previous quarter to 221 full CAFs. Looking at the 1082 referrals to Children's Social Care which proceeded to assessment during the period, just 111 (10.3%) had a CAF 2 in place. Performance continues to remain below expectations given the new process in place for challenging all referrals where there is no CAF in place, unless there is an immediate safeguarding concern. In response to concerns regarding CAF performance over the past year, and following a review of arrangements with partners through the Local Safeguarding Children Board, there has been a recent expansion of the CAF team with the appointment of four new locality based CAF Support Officers who came in to post during the Q2 period. Quarterly targets have been set for the rest of 2014~15 to reflect an expected increase in CAF activity as a result of these revised arrangements.
57. **Proportion of children becoming the subject of a child protection plan for a second or subsequent time, within two years.** Performance of 8.9% equates to 16 children from a cohort of 179 who have been the subject of a child protection plan for second or subsequent time within 24 months. Performance improved from the previous quarter with 3 children during the Q2 period, and performance at the end of the period being within the agreed tolerance for the measure. All 3 cases have been reviewed and the decision to agree a child protection plan was considered appropriate in each case, with information indicating that the children were at risk of significant harm.
58. **Proportion of child protection plans lasting two years or more.** During the Q2 period there have been no further children whose child protection plan was ceased and who had been the subject of a plan for 2 years or more. Performance of 7% (12 plans over 2 years or more from 171 ceased plans) remains some way outside of the target of 2% or below. All plans are regularly monitored and where plans approach 15 months their progression is tracked on a case by case basis with a view to removing plans where appropriate and safe to do so.
59. **Long term placement stability for looked after children – proportion of current placement for 2 years.** At the end of the Q2 period there were 123 children who had been in care continuously for at least 2.5 years. 75 of these (61.0%) had been in their

current placement for at least 2 years. Performance has met target expectations of 60% or more of children in their current placement for 2 years or more.

60. **Care leavers in EET (current 16 to 21yr olds).** Performance at Q2 of 54.2% equates to 32 care leavers from a cohort 59 who were in education, employment and training. Performance is within the agreed tolerance for this indicator. Performance varies during the year, dependent on changes in the cohort and the particular needs of the young people, many of whom have high levels of need that can present significant challenges to progression into further education, employment or training. Improving outcomes for care leavers is a high priority for the Council as corporate parent. A NEET performance clinic tracks young people closely to try and engage them in support; development of employability skills is identified as a key need to help these young people become more aware of, and ready for, the expectations of work and training.
61. **Adoption timescales - A1:** There has been a significant increase in the numbers of children adopted at the end of the Q2 period (from 6 at Q1 to 19 at Q2). Of the 19 children adopted, the average time (in days) between entering care and moving in with their adoptive family was 548 days. Although this is a decline on the position at the end of the Q1 period, it is in line with the latest national performance threshold of 547 days. Nationally the target has recently shifted from 608 days to 547 days.
62. **Adoption timescales - A2.** Q2 has seen a decline in performance, remaining below the revised national threshold of 152 days (previously 182 days). Of the 19 children adopted, the average time (in days) between the Local Authority receiving court authority to place the child and the Local Authority deciding on a match to an adoptive family was 249 days, outside the latest national performance threshold of 152 days.
63. For these two adoption indicators, it should be noted that the small number of children involved means that performance can fluctuate depending on individual cases and the average timescales do not always reflect the complexities of individual decisions or the quality of placement decisions. Individual cases are tracked through the Children's Social Care Performance Clinic. Additionally, adoption is a key area of focus for the Children's Programme Board where work is ongoing to look at more innovative approaches to the recruitment of adoptive parents.

NEETS

64. **Percentage of young people aged 16-19 who are NEET / Not Known.** At this stage of the reporting period, only September data is used. July and August data are disregarded by Government. For September all 1 and 2 year courses automatically are recorded as Not Known until young people's destinations are confirmed.
65. For September our NEET rate is showing at 7.9% (430) and the Tees Valley average is 7%. The Not Known for Stockton is showing as 19% (1289) and the Tees Valley average is 28%. The combined NEET and Not Known for Stockton, therefore, is 26.9% and the Tees Valley average is 35%.
66. Our target for this indicator is to 'Improve on the previous year so that performance is better than the Tees Valley Average by at least the same rate'. In line with the national arrangements for reporting and benchmarking performance, the final 2014-15 outturn will be based on the three month average figures over the November / December / January period.
67. As part of the drive to improve our NEET rate, there continues to be close partnership working between the Council's Youth Direction service and Stockton Riverside College. A recent initiative is aimed at encouraging NEET Y12s (16-17 year olds) to take up learning

at the college. This involves a Level 2, full time accredited programme offering vocational activities across a range of sectors to meet individual needs. Young people will gain a qualification e.g. CSCS, Health and Safety, First Aid, Food Safety, and English and Maths where applicable, to meet the needs of each individual. Personal and social development provision, including confidence building and self-marketing activities, will also form part of the programme and all young people will be offered progression to a full time college course, an apprenticeship opportunity or an appropriate work placement. Participants will be paid an incentive (funded by Youth Direction) of up to £10 per week with an £80 bonus if they complete. Learners will be able to access all benefits of college attendance including free travel, meals allowance, free equipment and materials etc. The programme will be based at SRC on the High Street in Stockton Town Centre, which will provide a drop-in facility for young people. Learners will be supported with their transition into college based vocational activities.

68. The Youth Direction service is also compiling and sharing intelligence about our NEET cohort with local partners in order to influence provision and impact upon numbers of NEETs.

Health and Well Being

69. Our vision is for a healthier borough where all residents are able to take control of their own physical and mental health and well-being, through living healthy and active lifestyles, supported by accessible and integrated health and care facilities. As can be seen from information presented in earlier paragraphs in this report activity within other themes supports some of the outcomes and performance for health and well-being.

Children and Young people's health and wellbeing

70. **Reduce the obesity rate for Reception aged children and reduce the obesity rate for children in year 6 of primary school** – Data is reported on an annual basis. Stockton Public Health commissions the National Child Measurement Programme (NCMP) locally, and the Morelife weight management service to support children and families. Obesity rates are not significantly different to the England average at reception, but are significantly higher than the England average at year 6. 2012/13 data shows a significant reduction in both age groups compared to the previous year. There are now fewer reception children reported as obese compared to the national average (down from 10.9% in 2011/12 to 8.5%), but the year 6 age group remain 2% above the national average at 21.1% (down from 22.1% in 2011/12). Weight management services commissioned by Public Health have recently been reviewed. A new Family Weight Management Service has been commissioned which will build on the support offered to children identified as being overweight / obese through the NCMP, working closely with the school nursing service. 2013/14 NCMP results are now expected in December 2014 with 2014/15 reported December 2015.
71. **Under 18 conceptions** - The most recently available (2013) under-18 conception rate for Stockton was 38.5 per 1,000 15-17yr olds (June 2013 provisional data), which equates to an actual number of 32 conceptions in that quarter. This rate is higher than the North East average rate (32.1) and the England average (25.2) but a reduction on the local 2012 rate of 40. Rates for the Borough have fluctuated since 1998; and the highest rates are in areas of greater deprivation. Work is commencing the review the current sexual health provision against the contract and a local action plan is being developed which will particularly focus on outreach provision and services available for young people. Under 18 conceptions data is released with time lag of a year and therefore Q2 2013/14 data is due in November 2014 with Q1 2014/15 data available in August 2015.

72. **Chlamydia diagnosis** – The most recently available local data (2013) shows the Chlamydia diagnosis rate (3,310 per 100,000 15-24yr olds) is the second highest in the region and above the national target of 2,300 per 100,000. The diagnosis rate reflects both coverage of screening, and the extent to which the most at-risk population are being screened. Therefore a higher than average diagnosis rate can be viewed as a positive indication that individuals with Chlamydia are being identified and treated. National guidance indicates that diagnosis rates should initially increase (the target was introduced in 2012 and was set for 3 years) as targeting of screening improves, then decrease with time as sexual health messages and services work to reduce Chlamydia prevalence. Local Chlamydia screening work focusses on increased targeting of high-risk groups and on increasing access to testing. A Stockton Borough sexual health action plan is being compiled following the recent health needs assessment, to cover the whole population but with particular focus on young people.

Adult health and wellbeing

73. **Smoking % of smoking population accessing the stop smoking service - Q2 data is not yet available.** Q1 data shows 710 individuals accessed the smoking cessation service against an estimated prevalence of 32461 smokers in Stockton-On-Tees. Extrapolating this data gives an indicative performance of 8.7% against the target of 10%. Public Health commissions smoking cessation services which are regarded as an example of best practice nationally. Work continues with partners through the Tobacco Control Alliance. 2013/14 data on smoking prevalence have yet to be released. 2012 data shows that prevalence (21.6%) is just below the North East average of 22.1% and the national average of 19.5%. Positively, Viewpoint 38 reports that more residents are now aware that the Council is responsible for 'Stopping Smoking Services' (32%, equal to +2% points on 2013).
74. **Smoking Quitters** - Stockton smoking prevalence in 2012/13 was below England and NE average. The number of quitters per 100,000 smoking population was the third highest in the North East. However, some of the most deprived wards within Stockton have rates which are nearly double the Stockton average. 2013/14 figures were below target, which reflects the national picture of a reduction in quitters through stop smoking services. This national and local downturn is believed to be a result of the impact of electronic cigarettes and other alternatives to the use of the smoking cessation service. Work continues nationally to understand the impact of these alternatives. . In Q1 2014/15 performance stands at 272 quitters against a quarterly target of 462. We are therefore 40% below the rate required to hit the 2014/15 target. There is Intensive promotion of the local stop smoking service including a leaflet drop in all wards and advertising in a local newspaper. Additional funding is being made available for bids that will encourage greater take up of the smoking cessation service. Work will continue with partners e.g. the CCG to maximise the influence they may have on this target.
75. Additionally, Viewpoint 38 reports that 6 out of every 10 residents identify their general health as good or very good in 2014. It also identifies particularly improved levels of mental wellbeing for residents in 2014 versus 2013, for example: feeling optimistic about the future all of the time (28% in 2014, equal to + 12% points on 2013); thinking clearly all of the time (47% in 2014, equal to + 11% points on 2013); and, feeling close to other people all of the time (35% in 2014, equal to + 7% on 2013).

Drugs / Alcohol

76. **Successful completion of drug treatment- opiate users.** 5.2% of opiate clients in Q1 2014/15 successfully completed treatment against a baseline of 4.6%. Exits from treatment suggest that it is possible to achieve the target for 2014/15 of 6% provided the number of re-presentations remain low up to the 31 March.

77. **Successful completion of drug treatment- non opiate users.** Non-opiate completions were 28.3% in Q1 2014/15 against a baseline of 31.4% and a target of 42%. The significant reduction in referrals from custody following the re-commissioning of the service in April has reduced the throughput of cocaine clients. Referrals into treatment have begun to increase since August 2014 and we anticipate that performance will improve as throughput increases. However, given the subsequent six month period to measure any re-presentation, clients entering the service since August will not show as an increase in performance until Q1 2015/16.
78. **NHS Health Check.** The proportion of eligible patients in the Borough receiving the NHS Health Check in Q1 2014/15 was 56%, which is on-target. Uptake of assessment is higher in the wards of greater deprivation (66%). This illustrates the success of Public Health working with primary care to implement contractual arrangements that particularly encourage assessment of the most vulnerable. Historically uptake has been lower in groups with the most cardiovascular disease, stroke and diabetes i.e. areas of greater deprivation and the work will support the Health and Wellbeing Board's work to reduce inequalities across the Borough.
79. **Alcohol emergency admissions.** We are continuing to work with the NHS to re-establish regular reporting of alcohol related admissions and we are hopeful that this will be resolved within 2014/15. Performance at the end of 2012/13 showed that Stockton had slowed growth in admissions against a national trend of continued growth, with some 2248 admissions per 100,000 compared to a national average of 1974. Growth was reduced from 4.8% in 2011/12 to only 0.1% in 2012/13.

Poverty

80. **Reduce the proportion of children in relative poverty** - Data is reported on an annual basis and will be available at the end of the financial year. Stockton Borough Council has produced 'A Brighter Borough for All' – this family poverty framework will focus on partnership and community activity to reduce the impacts of child poverty. A Scrutiny review on child poverty has been completed, focusing on the impacts of poverty on children's health and education and an action plan is in place to ensure delivery on the recommendations. SBC is scoping a Strategy to mitigate the effects of poverty and is currently mapping the support and services in place.

Stronger Communities

81. Our vision is for a stronger and more cohesive society where there is a common sense of belonging for all communities and one where the diversity of people's backgrounds is appreciated and positively valued, where there is strong community involvement in public life and where there is a strong and vibrant community and voluntary sector.
82. In September 2014, Viewpoint 38 survey was used to gauge progress against the resident satisfaction measures within this theme. These act as a temperature check against the IPSOS Mori Residents' Survey which took place in 2012 and is planned to be repeated in 2015. The results were released at the start of November and therefore any learning or remedial actions are still to be discussed.
83. Most (62% of) residents agree that Stockton is a **place where people from different backgrounds get on well together**. This exceeds the target of 60% and is in line with the result for 2013. This is very positive news at a time of growing and substantial economic change and uncertainty.
84. Between 2013 and 2014, there was a substantial 30% point improvement in the number of residents who disagreed that they can **influence decisions affecting their local area**

(21% in 2014, versus 51% in 2013). At the same time, 41% of residents agreed they can influence decisions affecting their local area. This exceeds the target of 32% and is a 4% point increase on 2013.

85. Some 36% of residents have given **unpaid help to any group, club or organisation** in the past 12 months. This is in line with the same result for 2012 and reflects the national phenomenon of an upturn in volunteering as a result of the Olympics 2012. It is an 8% point reduction on 2013 though and narrowly misses the target of 37%.
86. The **electoral canvass** is currently underway and results for the two electoral registration measures will be known at Quarter 3.

Adults

87. Our vision is to enhance the quality of life for people with care and support needs. We will support people's independence, provide personalised care and enable choice and control. We will safeguard those who are vulnerable and ensure that those receiving care are treated with dignity and respect.

Overall satisfaction measures

88. **Overall satisfaction of carers with social care services** - The Carers Survey only takes place every two years. The last survey was undertaken in late 2012. Details of the 2014 survey have been announced by the Health & Social Care Information Centre. Between June and September, councils should extract from their records a list of all carers who have been assessed or reviewed in the 12 months prior to the date at which the extract is taken. Between October and November councils should distribute the questionnaires to a random sample of carers who are eligible for the survey. Mid/late April 2015 councils should return their data to the Health and Social Care Information Centre. The date of the first release of results will be published later in 2015.
89. **Overall satisfaction of people who use services with their care and support** - Provisional results show that 71.0% of respondents answered positively to the questions "I am extremely satisfied" or "I am very satisfied" with their care and support – this is an improvement on the previous year's outturn (of 66.4%) and above the England average of 64.9% and comparator group average of 65.5%.
90. **Proportion of service users who feel they have control over their daily life** - Provisional results show that 80.2% of respondents answered positively to the question, "I have as much control over my daily life as I want or "I have adequate control over my daily life" – this is an improvement on the previous year's outturn (of 72.2%) and above the England average of 76.7% and comparator group average of 77.6%.
91. **Proportion of people who use services who say that those services have made them feel safe and secure** - Provisional results show that 77.9% of respondents answered positively to the question "Do care and support services help you in feeling safe?" – this is an improvement on the previous year's outturn (of 74.4%); whilst below the England average of 79.2%, it is in line with the comparator group average of 77.4%.

Adult safeguarding

92. **Local safeguarding measure – proportion agreeing with outcome of referral.** Latest data available is for the Q1 period. Of the 12 clients responding to the survey 10 clients (83%) felt that the outcome of the safeguarding process was appropriate. Performance remains above target of 80% or more

93. **Safeguarding – proportion of referrals that are fully or partly substantiated.** At the end of the period there were 118 safeguarding referrals completed of which 47 had an outcome of either substantiated / partly substantiated, equating to 40%, against a target for the year of maintaining performance above 50% and the comparator group average. Performance has declined from the Q1 period and work is currently in hand to review cases during the Q2 period to establish whether there are any underlying reasons for this change in referral outcomes.

Personalisation

94. **Proportion of Self Directed Support service users who convert their Personal Budget to direct payments to manage their own support plan.** At the end of the Q2 period, there were 553 service users who were self-managing their support plan via a direct payment, from a total of 2485 eligible service users – i.e. 22.3%. This is an improvement from the position at the end of Q1 (20.9%) and in line with the 22% target. All service users continue to be offered a direct payment option at their assessment.

Prevention

95. **Reablement** - Of the 126 clients reviewed to date, who had been discharged from hospital into rehabilitation / re-ablement provision, 108 of these (85.7%) remained living independently at home 91 days after discharge. This is slightly outside the 86.4% target, although still within the agreed tolerance for the indicator.

96. **Rate of permanent admissions of older people (aged 65 and over) to residential and nursing care homes, per 100,000 population.** At the end of the period, there were a total of 154 permanent admissions to residential / nursing care homes. This equates to a rate of 476.1 per 100k population (using 2013 ONS mid-year population estimates of 32,343 residents aged 65 and over). The current trajectory suggests that the target of 768 per 100k pop will be missed. There continues to be rigorous scrutiny and challenge of all proposed residential admissions, via the Adults Panel, to ensure all appropriate options for community based support packages have been explored and considered. In the longer term, the Better Care Fund (BCF) programme aims to establish new multi-disciplinary ways of working to enable more innovative approaches to community based support – for example crisis intervention, early intervention and preventative work which will support people's independence at home and reduce residential admission rates.

97. **Rate of delayed transfers of care from hospital, per 100,000 population (aged 18 and over).** During the Q2 period there were no further delayed transfers from hospital attributable to social care. There was one case of delay recorded during Q1, although review of this case indicates that the delay was actually attributable to the Foundation Trust – arrangements are in place to see if this can be rectified in the reported statistics. The target of 4.0 per 100k population translates into a maximum of 6 patients delayed over the year. Performance to date is well within the target range.

Carers

98. **The proportion of carers who have been assessed by the Council who are in receipt of information, advice or support.** At the end of the Q2 period 229 carers had been assessed by the Council, all (100%) of whom received information, advice or support.

Arts and Culture

99. Arts, leisure and culture activity is having a positive impact on a number of areas within the Council Plan not least in relation to improving health and wellbeing, learning and recreation, facilitating access to information and advice as well as providing opportunities

to engage in creative and cultural experiences, which in turn are contributing to the local economy.

Events

100. An independent survey undertaken of people attending SIRD revealed that 82.8% of visitors thought **SIRD 2014 was "good" or "very good"**. Taking into account the confidence interval of +/- 3.9% the target of 90% was missed. Although below the target set, the percentage approval rating is very high and may have been adversely impacted by the development works in Stockton town centre at the time of the festival.
101. **Analysis shows that SIRD 2014 generated £366,000** additional visitor expenditure in the borough (excluding the level of spending that would have occurred anyway). The target of £364,000 additional spend in Stockton during SIRD 2014 has been exceeded. SIRD 2014 presented more than 100 performances to estimated audiences of 50,000 people and maintained its reputation as one of the UK leading street performance festivals. Around 1,250 people participated in SIRD Community Carnival which included 53 community groups. Despite the difficulty of delivering SIRD14 due development works in Stockton town centre, the festival was still very successful. Around fifteen thousand people enjoyed the colourful finale parade and performance inspired by the Mexican "Day of the Dead."

Sport and Leisure

102. The latest results from the national Active People Survey detail the **percentage of adults that are members of a club so they can participate in sport or recreational activity**. The survey results covering the period April 2013 to April 2014 show 20.6% (base: 250) of adults are members of a club. Taking into account the confidence interval of +/- 5.5%, performance is in line with the year-end target of 26%. Stockton's performance is higher than other Tees Valley local authorities, the North East (17.9% +/- 1.4%) and similar to England at 21.2% (+/- 0.3%). Year-end results for October 2013 to October 2014 are due to be published December 2014.
103. Latest results from Active People Surveys January 2013 to January 2014 show 58.9% +/- 4.29% (base: 506) of **adults are achieving at least 150 minutes of physical activity per week**. This is better than the other Tees Valley local authorities, the North East average of 52.8% (+/- 1.24%) and the England average of 55.6% (0.24%). This 2013/14 performance has exceeded the target of 54.5%. 2014/15 performance is expected to be published summer 2015.

Libraries and heritage

104. **Libraries** continue to attract people to them with their wide range of events and activities. For example, Viewpoint 38 reports three quarters of adult residents used libraries at least once in 2014 compared with 2013. At 75%, this is a 3% point increase on 2013.
105. Between April and September 2014 an estimated **541,350 visits to libraries** took place. This represents 56% of the annual target of 975,000. Although figures have been estimated in six libraries whilst new counting systems were being implemented. Library opening hours have reduced by 21% since last year. Norton Library has been closed throughout the first half of 2014/15 and Roseworth Library was closed for the first couple of weeks of 2014/15 to facilitate the improvements to library provision across the borough. E-books (6,331) and e-audiobooks (1,318) issued between April and September 2014 accounted for 2% of all library issues (380,445).

106. **Visits to Preston Hall Museum continue to grow with** 127,614 recorded between April and September 2014. This represents 62% of the annual target of 205,000 and is an increase of 11% on the same period last year (115,399). In addition there were 2,714 pupils visiting Preston Hall, an increase of 54% compared with the same period last year (937).

Organisational and Operational Effectiveness

107. In addition to focusing on delivering front line services and enhancing local people's quality of life we are committed to developing the Council and ensuring we deliver high quality, customer focussed services that meet the changing needs of our communities. The Council needs to ensure that we have the right organisational capacity, governance arrangements and develop as an organisation.

Financial and Human Resources

108. **Council tax collection** rate is 55.97% and is on track to meet the year-end target of 96.90%. A single person discount review is underway with over 200 single person discounts withdrawn to date.

109. **Business Rates collection** rate is 57.88% and is on track to meet the year-end target of 99.10%. This year businesses are able to pay their rates over 12 monthly instalments rather than 10, therefore the collection profile is slightly revised to reflect the increase in income that we now expect in February and March 2015.

110. So far this year, 94.7% of **invoices have been paid within 30 working days of receipt**. Overall performance in quarter 2 has dipped meaning that cumulative performance for the first two quarters is slightly below the 95% target. The dip in performance is in line with previous years due to being affected by the holiday period therefore the year-end target is still on track to be achieved.

111. **Sickness Absence per full time equivalent (FTE)** is 3.4 days which is on target to achieve the year - end target of 7.6 days per FTE.

112. A Sickness Absence Action plan is in place and reviewed regularly. HR are providing active and targeted support to managers in service areas with high sickness absence. Sickness Absence management information has been improved and the roll out of the HR Online attendance management tool will assist managers in recording and monitoring sickness absence.

113. The Employee Support and Development Programme provides courses to build resilience particular during change and bespoke support sessions have been arranged for teams facing particular challenges. The Council continues to provide occupational health, counselling and physiotherapy support to its employees.

114. A range of employee health promotions and awareness sessions are made available. In addition Employee Health Advocates are active in service areas and the Council is working towards achieving the Better Health at Work (Bronze Award) accreditation.

Satisfaction Measures

115. In September 2014, Viewpoint 38 survey was used to gauge progress against the resident satisfaction measures within this theme. These act as a temperature check against the IPSOS Mori Residents' Survey which took place in 2012 and is planned to be repeated in 2015. The results were released at the start of November and therefore any learnings or

remedial actions are still to be discussed. Five of the seven survey indicators have achieved the target set.

116. The survey revealed that 53% of residents agree that the Council provides value for money. The target of 46% has been exceeded and the outturn is equal to an 8% point increase on 2012 and an increase of 2 percentage points on 2013.
117. Some 62% of residents **trust the Council**; this is an increase of 1 percentage point on the previous year. The outturn has met the target and results also show that 8% of these residents trust the Council “a great deal” in 2014, compared with just 3% who said that in 2013.
118. Results indicated that 64% of residents **feel informed by the Council about the services and benefits it provides**, this is an increase of 8 percentage points on the previous year. The target of 64% has been met.
119. A total of 76% of residents are satisfied with **contacting the Council**, this is an increase of 7 percentage points on the previous year. The target of 65% has been exceeded.
120. At a time of substantial and ongoing change across all Council services this is a very positive outcome on 2013. 72% of residents found **staff helpful**. This exceeds target by 2% points and is a 4% increase on the outturn 2012.
121. Whilst the outturn of 6 out of every 10 residents being satisfied with **the way the Council is running the borough** misses the target, it is in line with the result for 2013 and is extremely encouraging news against a backdrop of continuing change and reduction in the services and benefits that the Council provides.
122. Also, 72% of residents are satisfied with **how easy it was to find the right person to deal with**. Importantly, this figure reflects any contact that residents have had with the Council, not simply via Customer Services. The 2014 outturn just misses the target of 75%, but across the period 2012 – 2014, dissatisfaction in this respect fell by 7% points.
123. Positively, Viewpoint 38 shows that since 2013, more residents are now aware of some of the key services that the Council is responsible, for example: fostering and adoption (89%, +14% points); adult learning (72%, +12% points); Trading Standards (70%, +11% point); support for businesses (44%, +10% points); social care (88%, +6% points). Results also show however that more residents now believe that the Council is responsible for: Thirteen (46%, +2% points on 2013); colleges and universities (27%, +7% points on 2013); water supply (8%, +2% points on 2013); and, utility supply (6%, +2% points on 2013).

INFORMATION REQUESTS

124. A record of Freedom of Information (FOI), Environmental Information Regulations (EIR) and Data Subject Access (DSAR) requests is maintained across Council departments. In the first six months of the year, there have been 595 requests responded to under the **Freedom of Information Act 2000**. This is an increase of almost 30% compared with the same period last year (463). The numbers responded to within quarter one and two are relatively consistent (311 and 284 respectively) with 85% of responses made within the statutory timescale of 20 working days.
125. The main topics for which information was requested covered council tax and business rates, the Spark of Genius joint venture, housing related, information on our workforce, highways, information regarding contracts let by the council, care for your area, planning, ICT, transport, public health and trading standards enquiries.

126. In the first six months of the year, there have been 37 requests responded to under the **Environmental Information Regulations 2004**. This is a decrease of 14% compared with the same period last year (42). The numbers responded to in quarter one were higher than in quarter two (24 and 13 respectively) with 93% responded to within timescales. The largest numbers of requests were asking for information regarding land quality and noise.
127. In the first six months of the year, there have been 56 **Data Subject Access requests responded to** under the Data Protection Act 1998. Of the responses made, 82% of them were within the statutory deadline of 40 working days.
128. **Appendix Three** provides further details of the numbers of information requests the Council has dealt with.

REGULATION OF INVESTIGATORY POWERS (RIPA)

129. The RIPA legislation requires Councillors to consider reports on the use of RIPA to ensure that it is being used consistently within the Authority's policy. There have been four investigations in this area during the first six months of 2014/15. **Appendix Four** of this report provides details of the Authority's use of its powers under RIPA.

STAFF SUGGESTION SCHEME

130. The aim of the scheme is to encourage a culture in which staff feel they can 'make a difference' by making suggestions that will lead to improvements and contribute to the culture and success of the authority. This is supported by 1:1 staff support, regular team meetings, staff involvement in Reviews, the Setting the Standard programme for managers and the Staff Suggestion Scheme which is now in its fifth year.
131. In the first six months of the year, there have been 16 suggestions submitted through the staff suggestion scheme (10 in quarter one and 6 in quarter two). Only one of these suggestions has been accepted, which was to enforce the 'no smoking' signage around Council buildings. Two suggestions are being given on-going consideration; these are to use the town centre for a venue for dancing and to in the future host the Rat Race and the Summer Show on different weekends. A further three suggestions are already covered by a project in progress, seven have been rejected for various reasons, for example not viable on a large scale or would cost more to administer than would save. An additional three suggestions are still being investigated.
132. The scheme and other means of contributing to service improvements, including the "Ask Neil" facility, continue to be promoted through KYIT.

CONSULTATION

133. As shown below, at the end of Q2 2014/15, 30 consultation projects were recorded in the Consultation Database as being planned, underway/ongoing, and/or completed.

Stockton on Tees Borough Council Consultation Projects by Council Plan Theme (2014/15) Quarter 2, 2014/15		
Council Plan Theme	No. Consultation Projects (2014/15)	Proportion of all SBC Consultation Projects (2014/15)
Adults Services	1	3%
Arts, Leisure and Culture	3	10%
Children and Young People	3	10%
Economic Regeneration and Transport	2	7%
Environment and Housing	4	13%
Health and Wellbeing	2	7%
Safer Communities	0	0%
Strong Communities	9	30%
Various Themes	1	3%
Your Council	5	17%
TOTAL	30	100%

134. By Council Plan theme, the vast majority of consultation completed in Q2 of 2014/15 relates to “Strong Communities”. Key examples include: Viewpoint 38 (which focused on how people feel about their local area, how they have been affected by the economic climate and their views on the Council) and two Viewpoint ‘Rapid Response Surveys’ on key Summer events. The second key theme was “Your Council” including consultation on the layout of the new website which was completed in Q2 2014/15.

135. Across all Council Plan themes, currently planned consultation work includes:

- One key “Your Council” related project on the “Customer Portal” which is planned to start in November 2014.
- One project related to “Arts, Culture and Leisure” to help inform the Borough’s new “Sport and Active Leisure Strategy” in 2015/16.
- Three “Strong Communities” related Viewpoint projects planned for November and December 2014 and January 2015 respectively.
- Three significant “Environment and Housing” related projects: Community Infrastructure Levy - Preliminary Draft Charging Schedule; Local Plan (Regeneration and Environment Local Development Document (LDD) Publication); and, Community Infrastructure Levy - Publication Charging Schedule which are all due to start in February 2015.

COMPLAINTS, COMMENTS, COMPLIMENTS AND COMMENDATIONS

136. Analysis and learning from complaints, comments, compliments 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.
137. In the first six months of the year, the Council have responded to 193 complaints at stage one, 15 complaints at stage two (review stage) and 2 at stage three (appeal stage). These numbers are an increase compared with the same period last year (182 stage one, 13 stage two and 1 stage three).
138. In the first six months of the year, the Council has received 103 comments. This is a 40% reduction on the number received in the same period last year (171). The Council has received 360 compliments and commendations. For the services where figures are available, the number of compliments and commendations recorded has reduced by 24% compared with the same period last year (474).
139. The thematic summary reports (**Appendix One**) provide further details of the complaints, comments, compliments and commendations which have fallen under each theme.
140. A Review of the Corporate Complaints, Comments, Compliments and Commendations policy is underway to ensure it remains fit for purpose and meets current day needs. All service areas are included in the review. The review is due to conclude by the end of the financial year.

FINANCIAL AND LEGAL IMPLICATIONS

141. There are no financial implications arising from this report.

RISK ASSESSMENT

142. 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

143. The report supports the reporting of performance against the thematic strands within the Sustainable Community Strategy.

EQUALITY IMPACT ASSESSMENT

144. The report was not subject to an Equality Impact Assessment as it does not make any recommendations for changes in policy or service delivery.

CONSULTATION, INCLUDING WARD COUNCILLORS

145. Not applicable.

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