

AGENDA ITEM

REPORT TO EXECUTIVE SCRUTINY COMMITTEE

16 DECEMBER 2015

REPORT OF THE CORPORATE MANAGEMENT TEAM

Q2 2015/16 PERFORMANCE OUTTURN

SUMMARY

This report provides details of the Council's performance for the period to the end of Q2 2015/16, highlighting key achievements, areas for improvement and proposed actions. It also includes information relating to Freedom of Information requests, complaints and commendations and the staff suggestion scheme. Whilst it aims to give a perspective on the overall performance of the Council, its primary focus is on the achievement of the success measures and associated targets agreed as part of the development of the Council Plan 2015/18.

RECOMMENDATIONS

1. That the levels of performance and proposed actions be noted.

OVERALL PERFORMANCE

1. Performance is reported by theme against the success measures and targets agreed as part of the development of the Council Plan 2015/18. The tables below provide details of performance at the half-year stage to the end of September 2015.
2. Table 1 shows the overall performance for all success measures. This overall performance is a collation of the results for each of the nine Council Plan themes.
3. Table 2 shows the overall performance for all success measures, apart from those that do not have current performance data available or where an annual target hasn't been set. Again, this overall performance is a collation of the results for each of the nine Council Plan themes.
4. At the halfway stage of the year, 68% of the success measures reported have achieved or are on track to achieve their annual targets. This is the same percentage of 68% having achieved or being on track to achieve their annual targets at the same time in 2014/15.
5. The nine thematic summaries at Appendix 1 provide a greater level of detail of achievements and progress against each of the themes, such as that captured in reports to Cabinet and select committees and reported through the local press and in Stockton News.

Table 1

Theme	Success Measures	Target achieved or on track	Target not achieved or not on track	Data not available or no target set
Adult Services	11	7	2	2
Arts, Leisure and Culture	5	4	1	0
Children and Young People	30	20	8	2
Community Safety	11	5	6	0
Economic Regeneration and Transport	9	6	1	2
Environment and Housing	12	9	1	2
Health and Wellbeing	10	5	5	0
Organisational and Operational Effectiveness	11	1	3	7
Stronger Communities	5	0	0	5
Total	104	57	27	20
Percentage		55%	26%	19%

Table 2

Theme	Success Measures	Target achieved or on track	Target not achieved or not on track
Adult Services	9	7	2
Arts, Leisure and Culture	5	4	1
Children and Young People	28	20	8
Community Safety	11	5	6
Economic Regeneration and Transport	7	6	1
Environment and Housing	10	9	1
Health and Wellbeing	10	5	5
Organisational and Operational Effectiveness	4	1	3
Stronger Communities	0	0	0
Total	84	57	27
Percentage		68%	32%

ADULTS

6. 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 adults at risk and ensure that those receiving care are treated with dignity and respect.
7. Some strong progress has been made in relation to the Adults theme, with seven out of nine success measures having achieved or being on track to achieve their annual targets at Q2 2015/16. The two success measures that have not achieved or are not on track to achieve their annual targets are:
 - AS 102: "I have as much control over my daily life as I want" or "I have adequate control over my daily life"; and
 - AS 303: admissions to residential /nursing care for clients aged 65 and over.

Full details of all the success measures within the Adults theme are provided below.

Survey Measures

8. The following measures are based on the biennial Carers Survey and the annual Adults Social Care Survey, both of which were undertaken in 2014/15. Final validated data for the surveys show that:
9. The overall satisfaction of carers with their care and support (AS100) indicated that 49.8% of respondents were either extremely, or very, satisfied with the support and services that they and the person they have cared for received from social services in the last 12 months. This is an improvement on the 2012/13 outturn of 45.8% and is better than the comparator group average of 46.5%, meeting the target of improving performance to match the average for the comparator group.
10. The overall satisfaction of adults who use services with their care and support (AS101) indicated that 67.3% responded positively to the questions "I am extremely satisfied" or "I am very satisfied" with their care and support. Although a reduction on the 2013/14 survey result of 71.0%, performance is slightly better than for the comparator group, meeting the target of maintaining performance above the comparator group average.
11. 75.3% of respondents felt that "I have as much control over my daily life as I want" or "I have adequate control over my daily life" (AS102). This is a reduction on the previous year's outturn of 80.2% and is slightly below the comparator group average of 77.0%, missing the target of improving performance to match the comparator group average.
12. 91.3% of respondents felt that care and support services had helped them feel safe and secure (AS103). This is better than the comparator group average of 83.3%, achieving the target of maintaining a satisfaction rate above the comparator group average.

Adult Safeguarding

13. At the end of the Q2 period, 100% (13 clients) of respondents agreed that the outcome of the safeguarding process was appropriate (AS200). This in line with Q1 2015/16 and has met and exceeded the target of at least 85% of clients responding positively to the outcome of their investigation.
14. AS201: Safeguarding - proportion of referrals that are fully or partly substantiated. Data is not available for this measure. The current process of recording / reporting safeguarding outcomes is under review following implementation of the Care Act and bringing procedures in line with these new requirements. It was agreed in August that new reporting processes would be implemented for Q3 2015/16.

Personalisation

15. Q2 2015/16 performance shows that of the 1784 eligible clients 581 (32.6%) were managing their support plan via a direct payment (AS301), exceeding the 30% target.

Prevention

16. The latest data available is for Q1 2015/16 (the indicator is reported quarterly in arrears). Of the 148 clients reviewed in the period, who had been discharged from hospital into rehabilitation and reablement services (AS302), 131 (88.5%) remained at home 91 days after discharge. Performance has met the target of at least 86.4% of clients remaining at home and independent 91 after their discharge from hospital.
17. For the rolling year (1 Aug 2014 – 30 Sep 2015) there were a total of 275 admissions to residential /nursing care for clients aged 65 and over (AS303). This equates to a rate of 850.3 per 100k population (using ONS 2013 mid-year population estimates of 32,343 residents aged 65 and over). Performance remains above the target rate of admissions of 840.1 or less. There continues to be rigorous scrutiny and challenge of all proposed admissions to 24 hour care, via the Mental Health and Learning Disability and Older People's Resource Panels, to ensure all appropriate options for community based care and support have been explored and considered.
18. There has been continued strong performance for the rate of delayed transfers from hospital attributable to Social Care per 100k population, aged 18 and over (AS304). The latest published data by the NHS is at the end of August and shows that at that time, there were no delayed transfers attributable to Social Care, meeting the target to maintain a rate 4.0 or less.

Carers

19. At the end of the Q2 period, of the 4042 clients receiving long term support, 341 carers (8.4%) had received either information, advice or support in their caring role (AS305). Benchmarking data is not yet available. A target will be set for this new measure once this data is available.

ARTS, LEISURE AND CULTURE

20. 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.

21. Some strong progress has been made in relation to the Arts, Leisure and Culture theme, with four out of five success measures having achieved or being on track to achieve their annual targets at Q2 2015/16. The one success measure that has not achieved or is not on track to achieve its annual target is:

- ALC301 Number of visits to Preston Hall Museum.

22. Full details of all the success measures within the Arts, Leisure and Culture theme are provided below.

Events

23. ALC100 Percentage of visitors who thought SIRF was "good" or "very good": 88% of visitors who responded thought SIRF15 was "good" or "very good". Taking into account the confidence interval of +/- 3.14% the target of 90% was achieved.

24. ALC101 Additional spend in Stockton during SIRF: Analysis shows that SIRF 2015 generated £738,557 additional resident and visitor expenditure in the borough (excluding the level of spending that would have occurred anyway). The target of £382,000 additional spend in Stockton during SIRF 2015 has been exceeded. The methodology used this year includes economic impact attributed to the Festival crew and performers staying in Stockton during the Festival which equated to £55,350 in 2015. This type of additional spend was not collected in 2013 or 2014.

25. SIRF 2015 audiences increased by 30% to 65,000 compared with 50,000 in 2014.

Sport and Leisure

26. ALC201 Percentage of adults achieving at least 150 minutes of physical activity per week: The latest results published August 2015 are from the Active People Surveys January 2014 to January 2015. Results show 53.9% (base: 508) are achieving at least 150 minutes of physical activity per week. This is better than the North East average of 53.6%, other Tees Valley local authorities except Darlington (56%), but is lower than the England average of 57%. Taking into account the confidence interval of 4.3% performance has exceeded the 2014/15 target of 55%.

Libraries and Heritage

27. ALC300 Number of visits to libraries across the borough: There have been 598,469 visits to libraries across the borough between April and September 2015. This represents 60% of the 2015/16 target of 1,005,000 and suggests we are on track to achieve. The number of visits is 11% higher than the same period last year (541,350).

28. E-books (6,357) and e-audiobooks (1,782) issued between April and September 2015 accounted for 2% of all library issues (365,516). The number of e-books and e-

audiobooks issued is 6% higher than the same period last year (7,649).

29. ALC301 Number of visits to Preston Hall Museum. There have been 102,893 visits to Preston Hall Museum between April and September 2015. This represents 59% of the 2015/16 target of 175,000 which is unlikely to be achieved. During the same period last year we had 130,328 visits which represented 73% of the final outturn of 178,105 visits.

CHILDREN AND YOUNG PEOPLE

30. 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.

31. Strong progress has been made in relation to the Children and Young People theme, with twenty out of 28 success measures having achieved or being on track to achieve their annual targets at Q2 2015/16. There are eight success measures that have not achieved or are not on track to achieve their annual targets, which are:

- CYP100 Uptake of free early education/childcare places;
- CYP200ai KS2 Special Educational Needs Reading;
- CYP200aii KS2 Special Educational Needs Writing;
- CYP200aiii KS2 Special Educational Needs Mathematics;
- CYP203b The proportion of secondary schools judged to be good or outstanding;
- CYP303 The proportion of child protection plans lasting two years or more;
- CYP306(b) Adoption timescales; and
- CYP400 The proportion of young children aged 16-18 who are NEET/Not Known.

Full details of all the success measures within the Children and Young People theme are provided below.

Early Help

32. CYP100 Uptake of free early education/childcare places. At the end of Q2 2015/16, of the 1,119 free early education / childcare places available 733 (65.5%) eligible two year-olds have accessed a place. This is below the agreed target of 85% and below the interim target of 800 places by the end of the summer term. However a further 151 children have been approved but have yet to start at a setting. 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 target 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 a development of Facebook and Twitter accounts. Additionally, actions are in hand to develop provision in Billingham, Hardwick, Norton, Ragworth and Stockton Town Centre where there are insufficient places currently available to satisfy demand.

33. CYP101 Proportion of children aged under 5 in each Children's Centre reach area registered with the centre. At the end of Q2 2015/16, the proportion of under 5s in each Children's Centre reach area registered with the centre indicates an overall reach rate of 81% (9,903 children registered from an estimated 12,213 children under 5 in the borough) This is an improvement on Q1 2015/16 performance of 79%

although below the target of 85%. 6 centres achieved 80% or more (5 of which achieved more than 85%). This is in line with the Ofsted expectation judgements for achieving a grade of Good or Outstanding when inspected. 6 centres were below 80%. Registration levels, and progress against reach targets, are monitored as part of quarterly Performance meetings, where providers are challenged regarding progress and actions being taken to address improvement. Some work is to be undertaken to look at patterns of Children Centre registration, and movement of children across the borough, given that there are a number of parents who choose to use centres outside their local area. In addition as part of the Locality Forums' work on the key priority in the Family Poverty Framework of giving every child the best start in life, Eastern Locality Forum's action plan includes encouraging the take-up of children's services, including children's centres, and Northern Locality Forum have an action to publicise and promote the use of children centres. A progress update against these actions will be available later in the year.

Education / Schools and Complex Needs

34. The following indicators are based on provisional data. Final validated data will be available later in the year.
35. CYP102 Early Years Foundation Stage - proportion of children with an overall good level of development: For the 2014/15 school year, the proportion of children in Stockton-on-Tees achieving a good level of development at Early Year's Foundation Stage was 58.8%. Nationally the figure was 66.3%. This result shows a rate of improvement from summer 2014 of 17% for Stockton-on-Tees (Stockton's performance was 50.2% in summer 2014), better than the national rate of improvement of 10% (the national performance was 60.4% in summer 2014) meeting target. This improvement from 2013 reflects the positive impact of focused training for schools and settings. Also, the improving quality of early year's settings and child-minders provision has impacted on children's school readiness, enabling faster progress (the proportion of our early years settings and child-minders rated as good or better in Ofsted inspections compares very well with national averages). We continue to work with all providers to ensure high quality early years provision. The introduction of the free entitlement for 2 year olds and other entitlements already in place will continue to involve the Education Improvement Team in assessing and monitoring practice and, where necessary, supporting improvement.

Special Educational Needs Pupils (SEN) - Key Stage 2

36. The educational progress of Special Education Needs Pupils (SEN), at Key Stage 2 (achieving 2 levels of progress in Reading, Writing and Maths) for the 2014/15 school year shows the following:
37. Reading (CYP200a i) – 78% in Stockton-on-Tees, a 3% decrease on the previous (2013/14) school year (81%). This compares to national performance of 77%, a decrease of 2% on 2013/14 school year (79%). Therefore, our performance has not met the target of improving at least in line with the national rate of progress (3% local decrease vs 2% decrease nationally).
38. Writing (CYP200a ii) - 81% in Stockton-on-Tees, a 3% decrease on the previous (2013/14) school year (84%). This compares to national performance of 83%, an increase of 1% on 2013/14 school year (82%). Therefore, our performance has not met the target of improving at least in line with the national rate of progress (3% local decrease vs 1% increase nationally).
39. Maths (CYP200a iii) - 76% in Stockton-on-Tees, a 1% decrease on the previous

(2013/14) school year (77%). This compares to national performance of 74%, which shows no change from the 2013/14 school year (74%). Therefore, our performance has not met the target of improving at least in line with the national rate of progress (1% local decrease vs no change nationally).

40. The SEN review and reforms should improve outcomes for the for SEN pupils in 2015/16. The following actions are planned in 2015-16 for the Schools and SEN Service and specifically the 0-25 SEN team in order to improve outcomes further:
- Develop and implement an action plan for improving the SEN support provided to pupils and students across early years/schools/FE. This will be aimed at improving the support provided to pupils who do not have a statement of SEN or and EHC plan through the assess, plan, do, review approach.
 - Reviewing and revising the processes for EHC assessment to ensure completion within the 20 week timescales, and implementing a quality assurance process for EHC plans.
 - Ensuring the annual review process for EHC plans and the transfer review process from statements to EHC plans include robust scrutiny of progress and challenge.
 - Reviewing and revising procedures for placement of pupils with statements/EHC plans to improve timeliness of placement so that pupils are correctly placed in order to improve progress and outcomes.

Special Educational Needs Pupils (SEN) - Key Stage 4

41. The educational progress of Special Education Needs Pupils (SEN), at Key Stage 4 (achieving 3 levels of progress in English and Maths) for the 2014/15 school year shows the following:
42. English (CYP200b i) – 36.8% in Stockton-on-Tees, a 4% increase on the previous (2013/14) school year (32.8%). This compares to national performance of 48.1%, a decrease of 0.8% on 2013/14 school year (48.9%) meeting the target of improving at least in line with the national rate of progress (4% local increase vs 0.8% decrease nationally).
43. Maths (CYP 200b ii) – 28.7% in Stockton-on-Tees, a 1.1% increase on the previous (2013/14) school year (27.6%). This compares to national performance of 37.3%, an increase of 0.8% on 2013/14 school year (36.5%) meeting the target of improving at least in line with the national rate of progress (1.1% local increase vs 0.8% increase nationally).
44. The outcomes for KS4 SEN have improved significantly. This reflects the overall improvement in outcomes for all pupils at KS4. This is a very pleasing picture.

Free School Meals (FSM) Ever 6 pupils – 2 or more levels of progress

45. The outcomes for FSM Ever 6 pupils (FSM refers to Free School Meals; Ever 6 means pupils who have had free school meals at any point in the previous 6 years) making the expected 2 levels or more progress from KS1 to KS2 compared to non FSM pupils shows that:
46. Reading (CYP201a i) - For summer 2015 the gap between Stockton's FSM pupils achieving the expected level of progress (89.2%) and the national performance of Non- FSM pupils achieving their expected level of progress (92.2%) was 3.0%, a 2.3% closing of the previous gap for the 2013/14 school year (5.3%).

47. Writing (CYP201a ii) – For summer 2015 the gap between Stockton’s FSM pupils achieving the expected level of progress (92.6%) and the national performance of Non- FSM pupils achieving their expected level of progress (94.9%) was 2.3% a 0.7% closing of the previous gap for the 2013/14 school year (3.0%).
48. Maths (CYP201a iii) – For summer 2015 the gap between Stockton’s FSM pupils achieving the expected level of progress (88.5%) and the National performance of Non- FSM pupils achieving their expected level of progress (91.2%) was 2.7% a 0.6% closing of the previous gap for the 2013/14 school year (3.3%).

Free School Meals (FSM) Ever 6 pupils – 3 or more levels of progress

49. The outcomes for FSM Ever 6 pupils making of 3 or more levels of progress from KS2 to KS4 for FSM Ever 6 pupils in English and Maths compared non FSM pupils nationally achieving the expected level of progress at Key Stage 4 show that:
50. English (CYP201b i) – For summer 2015 the gap between Stockton’s FSM pupils achieving the expected level of progress (52.5%) and the national performance of Non-FSM pupils achieving their expected level of progress (74.5%) was 22.0% a 4.8% closing of the previous gap for the 2013/14 school year (26.8%).
51. Maths (CYP201b ii) – For summer 2015 the gap between Stockton’s FSM pupils achieving the expected level of progress (46.0%) and the National performance of Non-FSM pupils achieving their expected level of progress (72.8%) was 26.8% a 2.2% closing of the previous gap for the 2013/14 school year (29.0%).

Looked After Children (LAC) - 2 or more levels of progress

52. The outcomes for Looked After Children (LAC) making the expected 2 levels or more progress from KS1 to KS2 compared to national LAC pupils show that:
53. Reading (CYP202a i) – For summer 2015, 92% of LAC pupil in Stockton-on-Tees achieved the expected level of progress, an 8% decrease on the previous (2013/14) school year (100%) This compares to national LAC performance of 82%, an increase of 1% on 2013/14 school year (81%). Although our performance has shown a decrease, we have met the target of improving at least in line with the national rate of progress.
54. Writing (CYP202a ii) – For summer 2015, 85% of LAC pupil in Stockton-on-Tees achieved the expected level of progress, a 7% decrease on the previous (2013/14) school year (92%) This compares to national LAC performance of 84%, an increase of 2% on 2013/14 school year (82%). Although our performance has shown a decrease, we have met the target of improving at least in line with the national rate of progress.
55. Maths (CYP202a iii) – For summer 2015, 85% of LAC pupil in Stockton-on-Tees achieved the expected level of progress, a 7% decrease on the previous (2013/14) school year (92%) This compares to national LAC performance of 78%, an increase of 2% on 2013/14 school year (76%). Although our performance has shown a decrease, we have met the target of improving at least in line with the national rate of progress.

Looked After Children (LAC) - 3 or more levels of progress

56. For the following 2 indicators, National Benchmarking data is not available at this time to measure performance relative to the national average. The data is provisional data for Stockton only. The outcomes for Looked After Children making the expected 3 levels or more progress from KS2 to KS4 compared to national LAC pupils show that:
57. English (CYP202b i) For summer 2015, 53% of Looked After Children in Stockton-on-Tees achieved the expected level of progress, a 20% increase on the previous results in summer 2014 where 30% of Stockton's Looked After Children achieved the expected level of progress. The national performance of LAC in the summer of 2014 was 39% which gave a gap of 9%.
58. Maths (CYP202b ii) For summer 2015, 36% of Looked After Children in Stockton-on-Tees achieved the expected level of progress, a 21% increase on the previous results in summer 2014 where 14% of Stockton's Looked After Children achieved the expected level of progress. The national performance of LAC in the summer of 2014 was 29% which gave a gap of 15%.
59. This represents a positive local picture for improving the outcomes of Looked After Children representing a significant improvement over the previous year.
60. The proportion of primary schools judged to be good or outstanding (CYP203a) at Q2 was 96.1%. Of our 61 Primary schools (including 2 Specials and 13 Academies), 10 have status as a recent Academy converter meaning they do not have a current Ofsted judgement until first inspected (usually in the 6th term after becoming an academy). Of the 51 remaining schools, 49 (96.1%) are currently rated as good or outstanding, and two as requiring improvement (both academies) – this is within our local target of having no more than three schools judged less than good.
61. The latest available published benchmarking data from Ofsted based on the position at 31 March 2015 indicates that the percentage of all schools rated good/outstanding at that time was:
- 93.0% for Stockton-on-Tees;
 - 89.7% for the NE region; and
 - 82.8% for England.
62. The proportion of secondary schools judged to be good or outstanding (CYP203b) at the end of Q2 2015/16 was 40%.
63. Of our 16 Secondary schools (including Special Schools), six have status as a recent Academy converter or new Free Schools, which means that they do not have a current Ofsted judgement until first inspected (usually in the 6th term after becoming an academy). There was one academy conversion on 1 September 2015, this school previously had a good rating and hence has had a negative impact on the headline figure. Of the ten remaining schools, two are currently rated outstanding, two as good, six as requiring improvement and none have been judged as being inadequate.
64. This means that we are currently below the target of no more than 50% of schools to be less than good.

65. Latest available published benchmarking data from Ofsted is based on the position at 31 March 2015 and indicates that the percentage of all schools rated good/outstanding at that time was:

- 50.0% for Stockton-on Tees;
- 68.8% for the NE region; and
- 72.6% for England.

Children's Social Care, including Adoption

66. CYP300 Proportion of assessments completed in 45 days: At the end of August 2015 (latest available data) performance shows that of 934 assessments completed, 923 (98.8%) were completed within 45 days of their commencement. This compares to 2014/15 performance of 99.1% and has met target expectations of 95% or more assessments completed within timescales.

67. CYP 301 Number of full CAF's (Common Assessment Frameworks) initiated: At Q2 2015/16 there were a total of 538 CAF's initiated. This is a significant improvement on quarter 2 2014/15 performance of 334 CAF's, meeting target expectations of improving on the previous year's performance.

68. Securing full multi-agency engagement in CAF remains a key priority in the improvement plans of the Council and the Stockton Local Safeguarding Children's Board.

69. CYP302 Proportion of children becoming the subject of a child protection plan for a second or subsequent time, within 2 years: Performance at the end of August 2015 (latest available data) shows that of the 103 children becoming the subject of a child protection plan during the period, 12 (11.7%) had been the subject of a plan for a second or subsequent time. This is an improvement on Q1 2015/16 performance of 15.6%. Although current performance is outside of the target of 8% or less of children becoming the subject of a child protection plan for a second or subsequent time, it is within the agreed tolerance for the measure. Cases continue to be reviewed on a monthly basis at the Children's Social Care Performance Clinic to determine whether any further actions could have prevented a second or subsequent plan.

70. CYP303 Proportion of child protection plans lasting 2 years or more. The proportion of child protection plans lasting 2 years or more of 11.6% equates to 18 children from a cohort of 155 who been the subject of a child protection plan lasting 2 years or more (latest data available is at the end of August). This is an improvement on Q1 2015/16 performance of 14.2%, although significantly below target expectations of 2.0% or less of children being the subject of a plan lasting for 2 years or more. The indicator has been impacted by a number of family sibling groups reported during the Q1 period. There continues to be is close monitoring of Child Protection Plans and management reviews of open plans are undertaken at 12, 15 and 18 months to ensure that plans remain appropriate and are stepped down, but only when safe to do so.

71. CYP304 Long term placement stability for Looked After Children (LAC) - proportion in current placement for 2 years or more. At the end of August 2015 (latest available data), of the 157 children who had been in care continuously for at least 2.5 years, 102 (65%) had been in the same placement for at least 2 years. Current performance is in line with Q1 2015/16 (66.0%) and has met the target of 65% or more of children remaining in the same placement for at least 2 years.

72. CYP305 Proportion of care Leavers in Education, Employment and Training (EET current 16 to 21 yr olds). At the end of Q1 2015/16, of the 32 care leavers 18 (56.3%) were engaged in employment, education or training. This compares to a performance of 49.2% for 2014/15. Current performance is within the target range of 55.0% or better and an improvement on 2014/15 performance of 49.2%.

73. Actions to continue to improve outcomes for Care Leavers are contained within the Looked After Children and Care Leavers Strategy 2014-17 and include:

- establishment of monthly performance clinics for personal advisors to track progress of all care leavers in relation to tracking EET, suitable accommodation and teenage pregnancies;
- review of procedures within the regular EET Clinic, with improved sharing of data across partners to enable closer tracking of LAC and care leavers and ensure appropriate opportunities are available to them;
- working with colleagues in Economic Growth and Development Services, to facilitate apprenticeship opportunities across council departments and in schools; and
- continuing with financial support to all young people in higher education including the provision of a home base during holiday times.

74. CYP306(a) Adoption Timescales: Latest data available is for Q1 2015/16. This shows that during the quarter, the average time between a child entering care and moving in with its adoptive family was 611 days). Although a decline on 2014/15 year end performance of 561 days, it is better than the latest 3 year England average of 628 days, meeting target.

75. CYP306(b) Adoption Timescales: The average time, in days, between the Local Authority receiving Court Authority to place a child and the Local Authority deciding on a match to an adoptive family during Q1 was 271 days. This is a decline on 2014/15 year end performance of 267 days and some way off the latest 3 year England average of 217 days. Improving performance in this aspect of the adoption process has been the subject of detailed analysis, and a number of actions are in place, for example:

76. When matches for children cannot be found within existing provision, placements are sought without delay through the adoption register, regional consortium and national advertising. This mixed economy approach to adoption ensures that children are matched as early as possible, they experience minimal delay and permanence is secured at the earliest opportunity.

77. Where there is delay this is scrutinized and tracked on a monthly basis via performance clinics, and supervision.

78. Capacity issues within the Child Placement team which impact on family finding work have been addressed as part of the Children's Services Review. The Marketing Officer in the Child Placement team is also providing a stronger approach to encouraging prospective adopters to apply to Stockton-on-Tees and work is being undertaken to streamline and update processes and documents to improve the time available for family finding to take place.

NEETS

79. CYP400 Proportion of young children aged 16-18 who are NEET/Not Known: Latest local data available is based on a 3 month average for the period July to September 2015. This shows a rate of young people Not in Education, Employment or Training

(NEET) of 10.6% and a Not Known rate of 26.8%. This is slightly below the Tees Valley NEET rate of 10.0% and Not Known rate of 26.1%, narrowly missing the target of improving on the previous year's performance so that performance is better than the Tees Valley average by at least the same rate.

80. It should be noted however, that at the end of Quarter 2 period, the destinations of school leavers are not known until October resulting in a higher NEET / Not Known rates for the period. This rate reduces significantly at quarter 3. As such, performance at quarter 2 is not representative of the likely year end outturn or of current performance.
81. The latest national validated data available is the DFE NEET Scorecard (published 27th July 2015). This shows that the proportion of 17 year olds who have had an offer of an education place under the September Guarantee is 97.5% compared to a national average of 93.2%. Furthermore, the proportion of 16-18 year olds whose activity is known to the local authority 99.0% compared to 91.0% nationally. Additionally, of the 16-17 year olds who have been NEET, 9.7% have re-engaged with EET (education, employment and training) compared to 7.7% nationally. This reflects a continuing strong focus on ensuring we track and work with nearly every young person no matter how complex or challenging their situation to improve their opportunities and outcomes.

COMMUNITY SAFETY

82. 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 that 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.
83. Fair progress has been made in relation to the Community Safety theme, with five out of eleven success measures having achieved or being on track to achieve their annual targets at Q2 2015/16. There are six success measures that have not achieved or are not on track to achieve their annual targets, which are:
- CS100 Overall crime rate per 1,000 population;
 - CYP101 Number of theft offences;
 - CYP102 Number of sexual offences;
 - CYP103 Number of violence against the person offences;
 - CYP104 Number of domestic violence offences; and
 - CYP105 Number of robbery offences.

Full details of all the success measures within the Community Safety theme are provided below.

84. Procedures for recording crime in England and Wales were reviewed in 2013/14 to ensure they were consistent and statistics accurate. Reports of crimes are now recorded at the earliest opportunity without initial investigation. Consequently a number of forces, including Cleveland, have seen a sharp rise in some such offences such as assault without injury, criminal damage and public order. Due to the changes in the way the force has to record certain crimes, numerous incidents are now falling into the violent crime category. Increases in crime - in particular violent crimes - are linked to the changes in recording practices and standards.
85. The introduction of the 24 hour crime recording standard is likely to show an increase in crime later in the year. Despite the rise in recorded crime, local residents meetings show the main concerns to be anti-social behaviour and low level crime.

Crime

86. CS100 Overall crime rate per 1,000 population: 6,552 crimes were recorded between April and September 2015. This equates to 33.8 crimes per 1,000 of the population, an increase of 25.7% from 26.9 crimes per 1,000 population recorded in the same period last year (5,213). It is unlikely the 2015/16 target of 59 crimes per 1,000 population will be achieved.
87. CS101 Number of criminal damage and arson incidents: 1,060 recorded between April and September 2015, compared with 1,026 during the same period last year. Although this represents a 3.3% increase, it is likely the target of <2,111 will be achieved.
88. CS102 Number of theft offences: 3,303 recorded between April and September 2015, compared with 2,574 during the same period last year. This represents an increase of 28.3%. If recorded theft offences continue at the current rate, the target of <5,639 will not be achieved.
89. CS103 Number of sexual offences: 196 recorded between April and September 2015, compared with 134 during the same period last year. This represents an increase of 46.3% on the same period last year, which may be related to the high level of national media coverage on this issue. If recorded sexual offences continue at the current rate, the target of <268 will not be achieved.
90. CS104 Number of violence against the person offences: 1,373 recorded between April and September 2015, compared with 946 during the same period last year. This represents an increase of 45.1% on the same period last year. The biggest increase can be seen in violence without injury (increased by 82.8%). Violence with injury increased by 19.4%. If violence continues at the current rate, the target of <2,214 will not be achieved.
91. CS105 Number of domestic violence offences: 668 recorded between April and September 2015, compared with 436 during the same period last year. This represents an increase of 53.2% on the same period last year. If domestic violence continues at the current rate, the target of <1,100 will not be achieved.
92. CS106 Number of robbery offences: 46 recorded between April and September 2015, compared with 29 during the same period last year. If robbery continues at the current rate, the target of <78 will not be achieved.
93. CS107 Number of anti-social behaviour incidents: 6,501 recorded between April and September 2015, compared with 7,053 last year. This represents a reduction of 7.8%, if anti-social behaviour continues at the current rate, the 2015/16 target of <12,479 is likely to be achieved.
94. The decrease is due to strong partnership working and the development of a number of projects and initiatives. The development of initiatives such as joint ASB and Youth Engagement Patrols in hotspot areas across the borough and the continued support of Voluntary and Community Sector youth diversionary activities has assisted in ensuring that ASB is tackled at the earliest opportunity.

Youth Offending

95. CS200 Young people receiving a conviction in court and sentenced to custody: Latest data available is at the end of August. Performance of 4.1% equates to just 4 young people receiving a custodial sentence from 97 court disposals. This compares to performance of 7.6% (6 young people receiving a sentence from a cohort of 79) for the same period for 2014/15.
96. Current performance has met and exceeded target expectations of no more than 5% of all court disposals resulting in a custodial sentence.
97. CS201 First time entrants to the Youth Justice system: Latest data available is at end of August. This shows that there were 24 First Time Entrants to the Youth Justice System. This equates to a rate of 134 per 100k population (17873 children and young people aged 10 to 17).
98. This is an improvement on 2014/15 August performance of 32 First Time Entrants (equating to a rate of 179 per 100k population (17873 children and young people aged 10 to 17) and is on track to meet the target of a 5% reduction on the previous year's number of First Time Entrants of 73.
99. CS202 Reduce the rate of proven re-offending by young offenders: Latest validated data available is for the Q1 period. This shows that of the 101 young people in the cohort who received a police or Court outcome, 9 (8.9%) committed further offences. This compares to performance for the same period for 2014/15 of 15.2% (17 re-offenders from a cohort of 112). Current performance is on track to meet the target of a re-offending rate of 34% or less.

ECONOMIC REGENERATION AND TRANSPORT

100. 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.
101. Strong progress has been made in relation to the Economic Regeneration and Transport theme, with six out of seven success measures having achieved or being on track to achieve their annual targets at Q2 2015/16. The one success measure that has not achieved or is not on track to achieve its annual target is:

- ERT300 Percentage of Stockton town centre vacant units (primary or secondary ground level businesses).

Full details of all the success measures within the Economic Regeneration and Transport theme are provided below.

Employment

102. ERT100 Percentage of working age people (16-64) that are claiming Job Seeker's Allowance: The percentage of working age people (16 - 64) that are claiming Job Seeker's Allowance reduced from 2.9% (3575) in June 2015 to 2.7% (3,385) in September 2015. We are currently on track to achieve the target of 2.7%, but recent job loss announcements may have a negative impact on this indicator.
103. ERT101 Percentage of young people (18-24) that are claiming Job Seeker's Allowance: The percentage of young people (18 - 24) that are claiming Job Seeker's Allowance reduced from 5.1% (905) in June 2015 to 4.9% (845) in September 2015. We are currently on track to achieve the target of 4.7%, but recent job loss announcements may have a negative impact on this indicator.
104. ERT102 Percentage of unemployed people trained through Stockton Council Learning and Skills (to access employment) that move into employment: Interim outturn for academic year 2014/15 at September 2015 shows 39% (72/184) learners contacted had moved into employment which is on track to achieve target of 30%. An additional 21% (39/184) progressed into further learning. In order to show sustainability there needs to be a time period of six months after training before learners are contacted. Final outturn for 2014/15 cohort will be known in February 2016.

Business and Enterprise

105. ERT200 Number of young people engaged in LA supported enterprise activities with schools and colleges: During the period August 2014 - July 2015, 767 young people were engaged in local authority supported enterprise activities. In August 2015, 10 young people (aged 16-18) took part in a workshop looking to encourage NEET's to think about enterprise as a viable route into work and to raise awareness and quash myths about requirements and attitudes needed to succeed in business. It is important to note that over the school summer holiday period there are always fewer young people engaged in local authority supported enterprise activities as most training is delivered during the academic year. It is expected that this year's target of 759 will be achieved.
106. ERT201 Number of business investments in the borough with assistance provided by the local authority: There have been 102 business investments made with assistance provided by the local authority so far this year; this includes 18 start-up businesses, 8 capital investments and 61 businesses creating jobs/apprenticeships (some investments cover more than one category). This is leading to capital investments of at least £341,000, 8 jobs and 88 apprenticeships being created or planned. This represents 49% of the annual target of 210 business investments and projections with this level of investment meaning that we expect to achieve the annual target.

Major Regeneration Projects

107. ERT300 Percentage of Stockton town centre vacant units (primary or secondary ground level businesses): The vacancy rate at Q2 2015/16 for primary and secondary business units was 19.1%. This represents a 1.1% rise from the outturn reported at Q4 2014/15 and shows a variance of 2.1% against the annual target of 17.1%. The increase is as a result of a net change of two vacant units. However, it is important to note that there have been a total of six business units opening during the same period which have partially offset these vacancies.

Transport and Highways

108. ERT400 Average road journey time per mile during the morning peak: The latest available data (up to June 2015) indicates an average journey time of 2 minutes, 31 seconds during the morning peak against a target of 2 minutes, 30 seconds. The annual target is expected to be achieved although the construction of new road schemes which are taking place around the borough has had an impact on this indicator.
109. ERT401 Percentage of buses running on time in the borough: Buses operated by Arriva and Stagecoach are being fitted with AVL (Automatic Vehicle Location) equipment since the summer 2015. It is envisaged that the data received from these systems will enable a baseline to be set.
110. ERT402 Percentage of roads in the borough where maintenance may be required: The figure for this measure is reported annually by our highway condition survey contractor (Yotta) and will be available at Q4 2015/16.

ENVIRONMENT AND HOUSING

111. The ambition set out in the Council Plan is 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.
112. Strong progress has been made in relation to the Environment and Housing theme, with nine out of ten success measures having achieved or being on track to achieve their annual targets at Q2 2015/16. The one success measure that has not achieved or is not on track to achieve its annual target is:

- EH200 Number of additional homes provided (net).

Full details of all the success measures within the Environment and Housing theme are provided below.

Environment and Waste Management

113. EH100 CO2 emissions from the local authority's operations: The latest available information available shows that in 2014-15 SBC produced 26,459 tonnes of CO2 representing a 10.6% reduction on the previous year.
114. EH101 Business miles travelled by the local authority's employees: The total number of business miles travelled by SBC employees during April - September 2015 was 706,294 compared with 752,140 for the same period last year and represents a 6% reduction. Projections for this measure indicate that the target of 1,425,000 is likely to be achieved.
115. EH102 Percentage of household waste landfilled: The percentage of household waste that was landfilled at Q2 2015/16 is 4.16%. This would indicate that we are on track to meet the target of less than 5%.
116. EH103 Percentage of household waste reused, recycled or composted: The

percentage of household waste that was reused, recycled or composted at Q2 2015/16 was 30.43% and indicates that we are on track to achieve this year's target of 28%.

117. EH105 Percentage of areas with unacceptable levels of litter: The street cleanliness surveys which determine levels of litter are undertaken three times a year between April to July, August to November and December to March. The outturns are now available for the April to July survey which indicates that 13% of sites surveyed have unacceptable levels of litter against a target of 4%. The types of site surveyed have a significant impact on this measure. In this instance a lot of the poorer ratings were concentrated in industrial/commercial areas. We are currently behind target. The next scheduled surveys do not include these types of locations and therefore future results are expected to show an improvement but target may not be achieved.
118. EH106 Percentage of areas with unacceptable levels of detritus: The street cleanliness surveys which determine levels of detritus are undertaken three times a year between April to July, August to November and December to March. The outturns are now available for the April to July survey which indicates that 7% of sites surveyed have unacceptable levels of detritus against a target of 5%. The types of site surveyed have a significant impact on this measure. In this instance a lot of the poorer ratings were concentrated in industrial/commercial areas. We are currently behind target. The next scheduled surveys do not include these types of locations and therefore future results are expected to show an improvement but target may not be achieved.

Housing and Planning

119. EH200 Number of additional homes provided (net): At Q2 2015/16 a net total of 161 additional homes had been provided. This figure is comprised of 2 changes of use and 217 gross new properties with the main sites for development being Ingleby Barwick, Hardwick, Mandale Phase 3, former Corus Pipe Mill and Northshore Phases 2 and 3. During the same period there were 58 demolitions. The target for 2015/16 is 530 and figures to date would indicate that this will not be achieved.
120. EH201 Number of additional affordable homes provided (gross): At the end of Q2 2015/16 there were 52 gross affordable homes provided. There were 45 affordable rented properties provided at Swainby Road, Rosthwaite Avenue, Yarm Lane and Mandale. Eleven empty homes have been brought back into use during this period. Figures would indicate that we are on track to achieve this year's target to provide 100 additional affordable homes.
121. EH202 Number of long term empty homes brought back into use: 50 brought back to use, providing 63 units of accommodation between April and September 2015. With effective partnership working with property owners and partners to return long-term empty properties back into use, it is likely that the target of 100 will be achieved.
122. EH203 Percentage of households approaching the local authority and accepted as statutory homeless: 1,690 households approached the local authority between April and September 2015, with a full duty accepted to seven households. This equates to 0.4% accepted as statutory homeless against the year-end target of < 2%. There are a range of advice and other resolutions available to the households approaching the service, with acceptance as being statutory homeless just one of those resolutions.

Fuel Poverty

123. EH300 Percentage of households in fuel poverty: The data to measure this indicator is published annually by DECC and will be available at Q4 2015/16. The Affordable Warmth Strategy has now been adopted to assist in tackling fuel poverty.
124. EH301 Number of households in fuel poverty receiving home improvements: At Q2 2015/16 the total number of measures delivered to households in fuel poverty was 235. Funding for The Warm Homes Healthy People '5' programme has been approved and will get underway in October. The roll out of measures under this scheme would indicate that we are on track to achieve this year's target of 900 home improvements.

HEALTH AND WELLBEING

125. 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.
126. Fair progress has been made in relation to the Health and Wellbeing theme, with five out of ten success measures having achieved or being on track to achieve their annual targets at Q2 2015/16. There are five success measures that have not achieved or are not on track to achieve their annual targets, which are:
- HW201 The percentage of the smoking population accessing the stop smoking service commissioned by SBC Public Health;
 - HW202 Smoking Quitters (number of four week quitters for smoking cessation service commissioned by SBC);
 - HW204 Uptake of NHS health check programme by those eligible;
 - HW300 Rate of emergency hospital admissions for alcohol related harm per 100,000 population; and
 - HW301 Number of opiate drug users that left drug treatment successfully (free of drug(s) of dependence) who do not then re-present to treatment again within 6 months as a proportion of the population.

Full details of all the success measures within the Health and Wellbeing theme are provided below.

Children and Young People's Health

127. HW100 Obesity in 4-5 year olds (reception) % of children measured through the National Childhood Measurement programme. The latest published data is for 2013/14. The target was 9.5%. The reception age group were better than target at 9.3% and better than the 10.9% reported in 2011/12. We are now better than the national average of 9.5%. 2014/15 data will be published at the end of December 2015.
128. HW101 Obesity in 10 – 11 year olds (year six) % of children measured through the National Childhood Measurement programme. The latest published data is for 2013/14. The 2014/15 target was 21.5%. The year 6 age group met the target at 21.5%. There has been a 0.4% increase from the 2012/13 data and remain above the national average of 19.1%.

129. Weight management services commissioned by Public Health have recently been recommissioned. The More Life Family Weight Management Service for Stockton-on-Tees commenced its service delivery on April 1st 2015, the service is open to all children aged 5- 17 and their families who are struggling to maintain a healthy weight. There is a parent's only programme for those parents/carers of 0-17 year olds who are themselves overweight and wish to role model a healthier lifestyle to their children. The service will target families within the 20% most deprived wards within the borough. The service will work collaboratively with the Children and Young People's Public Health School Nurse Service for Stockton Borough.
130. HW102 Under 18 conceptions (3 year rolling average rate per 15 – 17 year olds per 1,000 population): The most recently available (2013) under-18 conception rate for Stockton is 33.5 per 1000. This is significantly better than the 38.1 recorded in 2012. This is against a target of 43 per 1,000. This gives us a three year rolling average of 36 per 1000.
131. This rate remains 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.
132. HW103 Chlamydia diagnosis (crude rate 15-24 year olds): The Annual data for 2014 calendar year was published in July 2015. The rate was 1731.3 and is better than the target rate of 2400. This shows a significant drop from 3817 in 2013.
133. The chlamydia screening work continues to focus on increasing screening in high risk and vulnerable groups. This may have had an impact on positivity rates due to the targeted nature of this work in comparison to a more extensive but less focused screening approach which has been taken previously.

Adult Health

134. HW201 % of smoking population accessing the stop smoking service commissioned by SBC Public Health: End of year data for 2014/15 shows that 8.8% of the smoking population accessed the service in 2014/15, this is below the target of 10%. 2,619 smokers set a quit date against a population of 29750. There is no previous performance data available for comparison.
135. Stockton 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. Jan 2012 to Dec 2013 data on smoking prevalence has been released in December 2014. Data shows that prevalence has fallen from 21.6% in 2012 to 19.8%. This is below the North East average of 22.3% but above the national average of 18.4%.
136. HW202 Smoking Quitters (number of four week quitters for smoking cessation service commissioned by SBC: There were 241 quitters in Q1 against a target of 337. This is 28% below target and lower than 2014/15 performance of 270. In 2014/15 we were 25% below target.
137. Data will be available in December 2015. 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. There is intensive promotion of the local stop smoking service including a leaflet drop in all wards and advertising in a local newspaper.

138. HW204 Uptake of NHS health check programme by those eligible: There were 1301 health assessments made out of the 2864 invited to attend giving 45.4% in Q1 2015/16 against a target of 50%. This is less than the previous reported figure of 48% for 2014/15.
139. Performance in 2014/15 was down across all Tees Valley areas despite significantly exceeding the target for invitations. Targeting of people in the two most deprived quintiles has resulted in 56% of the invites going to this target group. However, only 31% of that target group accepted and were assessed compared to 48.4% of the upper three quintiles. Therefore the targeting has resulted in a reduction in the take up rate and this needs to be reflected in future years.

Drugs and Alcohol

140. HW300 Rate of emergency hospital admissions for alcohol related harm per 100,000 population: there were 677.05 admissions per 100,000 for Q1 2015/16 giving an extrapolated figure of 2,708.2 against target of 2,560. This is slightly worse than the 2014/15 figure of 2,705.84.
141. Data to the end of Q2 2015/16 data will be available in December 2015. The rate for 2014/15 in Stockton is higher than the North East average of 2656.26. The rate of broad hospital episodes with alcohol related conditions remain lower in Stockton than the other Tees authorities, despite this increase. This data has only become available to Public Health again recently since the move to the local authority in 2013. The evidence available in 2013 showed that admissions growth had reduced, but this has clearly not been sustained. We will be revising our alcohol strategy as a result of this newly accessible data.
142. HW301 Number of opiate drug users that left drug treatment successfully (free of drug(s) of dependence) who do not then re-present to treatment again within 6 months as a proportion of the total number in treatment: In Q1 performance was 4.8% against a target of 6%. This is worse than the previous reported figure of 5.1% for time period Q4 2014/15.
143. Data to the end of Q2 2015/16 will be available from the 13 November 2015. Stockton performance remains low in comparison with comparator Authorities (top quartile performance is between 8.6% and 13.9%). However, analysis has shown that we have a very high level of penetration into the estimated number of opiate users with high retention rates in treatment with exceptionally high numbers of clients that have been in continuous treatment for well in excess of six years. This creates a very challenging environment in which to move clients towards more ambitious aims of recovery and exit from treatment. The national trend shows continuous and significant decline.
144. HW302 Number of non opiate drug users that left drug treatment successfully (free of drug(s) of dependence) who do not then re-present to treatment again within 6 months as a proportion of the total number in treatment: In Q1 performance was 34.1% against a target of 35%. This is better than the previous reported figure of 29.6% for time period Q4 2014/15.
145. Data to the end of Q2 2015/16 will be available from the 13th November 2015. The numbers of non-opiate clients continues to improve following disruption caused by changes to the arrest referral contract that saw referrals into treatment drop between March and August 2014. Q1 completion data (exits up to 30/6/2015 but not counting re- presentations) have recovered to 49.3% as numbers in treatment

increase through more stable arrest referral numbers. If re-presentation rates remain stable then we will exceed the target of 44% set for 2015/16.

ORGANISATIONAL AND OPERATIONAL EFFECTIVENESS

146. 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.

147. Fair progress has been made in relation to the Organisational and Operational Effectiveness theme, with one out of four success measures having achieved or being on track to achieve their annual targets at Q2 2015/16. There are three success measures that have not achieved or are not on track to achieve their annual targets, which are:

- OOE200 The percentage of Council Tax collected;
- OOE201 The percentage of National Non-Domestic Rates (NNDR) collected; and
- OOE400 The number of working days/shifts lost to the Authority due to sickness absence.

Full details of all the success measures within the Organisational and Operational Effectiveness theme are provided below.

Taxation

148. OOE200 % of Council tax collected: Performance of 55.84% is slightly below the target of 55.97% for Q2; however the service is confident to be on target of 96.20% by year end. We continue to make good progress on collection of arrears from previous years.

149. OOE201 % of national non-domestic rates collected in-year: Performance of 57.76% is slightly below the target of 57.88% for Q2; however it is forecast to be on target of 98.20% at the end of the financial year. This year we are increasingly focused upon addressing the issues of business rates avoidance and the collection of empty property rates. The work that is ongoing in these areas should see some positive results in terms of collection rates by the end of the year.

Finance

150. OOE300 Percentage of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms: Performance for the first six months of year is 96.1% which is ahead of the target for the end of year (95%).

Employee Related

151. OOE400 The number of working days/shifts lost to the Authority due to sickness absence: Performance for the first six months is 3.8 which is off target for year-end (7.4). The days lost per FTE have slightly increased by 0.4 compared to the same period last year. Detailed analysis has been undertaken to determine the reason for this and appropriate action taken. Initial findings suggest an increase with musculoskeletal type absences. HR have liaised with the Occupational Health Nurse and Health and Safety to look at the services affected, with further consideration being

given to any proactive support required.

Satisfaction Measures

152. The following indicators will be reported later in the year once the Resident's Survey has been carried out and results analysed:

- OOE100-% of residents satisfied with the way the Council is running the borough;
- OOE101-% of residents who agree that the Council provides value for money;
- OOE102-% of residents who trust the Council;
- OOE103-% of residents who are satisfied with how well the Council keeps residents informed about the services and benefits it provides;
- OOE104-% satisfaction with contacting the Council;
- OOE105-% satisfaction with how easy it was to find the right person to deal with; and
- OOE106-% of residents who contacted the Council who found staff helpful.

STRONGER COMMUNITIES

153. 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.

154. No performance results are currently available, but full details of all the success measures within the Stronger Communities theme are provided below.

Satisfaction Measures

155. The following indicators will be reported later in the year once the Resident's Survey has been carried out and results analysed:

- SC100: % of residents who agree that Stockton on Tees is a place where people from different backgrounds get on well together; and
- SC101: % of residents who feel they can influence decisions affecting the local area SC102: % of residents over 18 who have given unpaid help to any group or organisation in the past 12 months.

Electoral Registration

156. The following indicators will be reported later in the year once electoral registration is complete:

- SC200: % of adult population registered to vote at 1 December; and
- SC201: % of attainers (16 to 18 year olds) registered to vote at 1 December 2015.

INFORMATION REQUESTS

157. In the first six months of the year, there have been 536 requests responded to compared with 595 at the six month point last year. Q2 has seen an increase in

numbers received compared to Q1; 288 against 231 respectively. A reduction in volumes can be attributed to a number of things; for example greater availability of published data sets and information, an improved publication scheme and the May 2015 election time being a quiet period for FOI requests.

158. Of the 536 responded to in the first 6 months, 81% were made within the statutory timescale of 20 working days. Q2 has seen an increase in response rates compared to Q1 with 88% of requests being responded to on time compared to 73% in Q1. Much of this improvement has occurred in CESC, with improved processes and additional support from operational managers being a key factor. Across the authority, volume of requests, capacity, complexity of requests and internal processes continue to be the main factors attributed to missing the 20 day deadline.

159. Most frequently requested topics are council tax and business rates, contract related requests, home care services, looked after children as well as topical requests such as Syrian migrant information.

Table 3

	Number completed to date	Number completed within 20 days	Percentage completed within 20 days
Children, Education and Social Care	185	135	73%
Development and Neighbourhood Services	176	148	84%
Law and Democracy	8	5	63%
Public Health	20	16	80%
Resources	147	132	90%
Overall	536	436	81%

Data Subject Access Requests

160. In the first six months of the year, there have been 63 Data Subject Access requests responded to under the Data Protection Act 1998, slightly more than the 56 responded to in same period last year.

161. Of the responses, 49% of them were made within the statutory deadline of 40 calendar days. These requests can be very time consuming depending on complexity, processes for requesting and managing DSARs is being reviewed to assist with improving response times where possible.

Table 4

	Number completed to date	Number completed within 20 days	Percentage completed within 20 days
Children, Education and Social Care	57	26	46%
Development and Neighbourhood Services	1	0	0%
Law and Democracy	0	0	0
Public Health	0	0	0
Resources	5	5	100%
Overall	63	31	49%

REGULATION OF INVESTIGATORY POWERS (RIPA)

162. The table below provides details of the Council's use of its powers under the Regulation of Investigatory Powers Act 2000 (RIPA) during 2015/16.

Table 5

Date	Reference	Type of Investigation	Prosecution Details
Directed Surveillance			
8 April 2015	TSL DS 039	Copyright Designs and Patents Act 1988 – Facebook and Social Media Seller of IPTV Boxes infringing copyright legislation.	Surveillance cancelled following warrants executed at various premises, but investigation remains ongoing.
Covert Surveillance			
21 April 2015	CHIS/17	Trade Marks Act 1994 – Facebook seller of suspected counterfeit items.	Unable to make contact with the seller and secure a test purchase of the counterfeit goods. Surveillance cancelled 23 June 2015.
21 April 2015	CHIS/18	Trade Marks Act 1994 – Facebook seller of suspected counterfeit items.	Unable to make contact with the seller and secure a test purchase of the counterfeit goods. Surveillance cancelled 23 June 2015.
21 April 2015	CHIS/19	Trade Marks Act 1994 – Facebook seller of suspected counterfeit items.	Unable to identify seller and secure a test purchase. Surveillance cancelled 30 June 2015.
21 April 2015	CHIS/20	Trade Marks Act 1994 – Facebook seller of suspected counterfeit items.	Seller identified to reside in Middlesbrough. Referred to Middlesbrough BC Trading Standards and surveillance cancelled on the 23 June 2015.
Communication Requests			
25 August 2015	TELA/086	The Fraud Act 2006 and The Consumer Protection from Unfair Trading Regulations 2008 – false statements made regarding work required to be done and incomplete works carried out.	Investigation ongoing.

STAFF SUGGESTION SCHEME

163. 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 EIT Reviews, the Setting the Standard programme for managers and the Staff Suggestion Scheme which is now in its fourth year.
164. In the first six months of the year, there were fourteen suggestions received through the scheme. After investigation, it was found that some of the ideas were already under development with others being considered as part of on-going projects, such as the Shaping a Brighter Future programme. One suggestion has been accepted and is being implemented; regarding overnight accommodation for staff attending conferences and as a council can we arrange preferential rates with a hotel chain. The scheme and other means of contributing to service improvements including the "Ask Neil" facility continue to be promoted through KYIT.

CONSULTATION

165. In the first six months of 2015/16, 21 consultation projects were recorded in the Consultation Database as being planned, started or completed. The table below illustrates the position.

Table 6

Theme	Consultation Projects	Proportion of all SBC Consultation Projects
Adults Services	1	5%
Arts, Leisure and Culture	2	10%
Children and Young People	1	5%
Community Safety	0	0%
Economic Regeneration and Transport	12	57%
Environment and Housing	1	5%
Health and Wellbeing	0	0%
Stronger Communities	2	10%
Your Council	2	10%
TOTAL	21	

166. Most consultation work either being planned or delivered relates to Economic Regeneration and Transport. Five of those are planned to start in Q3 2015/16 and include Stockton Town Centre Research and the Flood Risk Strategy. A further five are planned to start at a date in the future and include an evaluation of the ECO funded wall insulation programme and seeking views on the Car Parking Policy.
167. With regard to the theme of Strong Communities, the Resident's Survey 2015

began in June with data collection continuing into December 2015. The survey is being delivered by Ipsos MORI via face-to-face interviews with householders across the whole of the borough, with results available in early 2016.

168. Another key consultation is underway to inform the Scrutiny Review of School Organisation and Admission Arrangements.

COMPLAINTS, COMMENTS, COMPLIMENTS AND COMMENDATIONS

169. In the first six months of the year, the Council has responded to 153 complaints at stage one, 14 complaints at stage two (review stage) and 3 at stage three (appeal stage). These numbers are lower compared with the same period last year (193 stage one, 15 stage two and 2 stage three).

170. In the first six months of the year, the Council has received 75 comments. This is a 27% reduction on the number received in the same period last year (103). The Council has recorded 376 compliments and commendations. For the services where figures are available, the number of compliments and commendations recorded is consistent with the same period last year (360).

FINANCIAL AND LEGAL IMPLICATIONS

171. There are no financial implications arising directly from this report.

RISK ASSESSMENT

172. Existing management systems and daily routine activities are sufficient to control and reduce risk.

COUNCIL PLAN THEMES

173. The report supports the monitoring of performance against all the thematic strands within the Council Plan.

CONSULTATION

174. Not applicable.

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