

## CABINET ITEM COVERING SHEET PROFORMA

### **AGENDA ITEM:**

**REPORT TO CABINET  
16 DECEMBER 2010**

**REPORT OF CORPORATE  
MANAGEMENT TEAM**

### **CABINET DECISION**

#### **Corporate Management and Finance: Lead Cabinet Member – Councillor Laing QUARTER 2 – PERFORMANCE REPORT 2010/11**

1. Summary

This report outlines progress against service performance for the second quarter of 2010/11. It highlights achievements, areas for improvement, consultation activity undertaken, summary of Freedom of Information requests, complaints, commendations and comments, RIPA update and provides details of suggestions from the staff suggestion scheme.

2. Recommendations

1. That levels of performance and subsequent actions are noted.

3. 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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**QUARTER 2 – PERFORMANCE 2010/11**

**SUMMARY**

This report outlines progress against service performance for the second quarter of 2010/11. It highlights achievements, areas for improvement, consultation activity undertaken, summary of Freedom of Information requests, complaints, commendations and comments, RIPA update and provides details of suggestions from the staff suggestion scheme.

**RECOMMENDATIONS**

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

**PERFORMANCE UPDATE QUARTER 2**

**Changes to the National Performance Framework.**

1. As detailed in the performance report to members at Qtr 1, there have been changes to the requirements for the collection and monitoring of the National Indicator set. Further announcements from Central Government have indicated that there will be a reduction in the number of measures and data sets that local authorities will be required to collect and submit to the Government Departments. These are currently being developed by Government Departments and consulted upon over the coming months with final lists being made available by April 2011. As Government Departments Business Plans are being published, they start to give an indication of which measures / standards will emerge as part of a National Performance Framework. Officers within the Council are collating information from Business Plans and other consultation documents to determine what this national framework might look like and will use information to better inform the development of a revised performance framework for Stockton Council and the Renaissance Partnership. Details will be clearer by Quarter 3 and a report will be shared with members in February 2011 with the details known to date.

2. In response to requests by members to streamline performance reporting and reduce the amount of paperwork produced on a quarterly basis a revised reporting procedure has been developed. Detail of performance will be provided in appendices to this report. Therefore the **appendix 1** to this report will contain:

- **An overall summary of performance** – this will include a high level summary of progress against the Council Plan 2011 -13, overall progress against a streamlined basket of measures covering all 8 themes within the Sustainable Community Strategy.
- **A Thematic summary** – this will include a summary of performance for each of the 8 themes within the Sustainable Community Strategy. The summary document will list all indicators within the corporate basket that are relevant to the theme. Areas showing good progress and areas where further improvements are required will be detailed in this summary report. An indication of progress against targets will be identified by the usual symbols.
- **Indicator Report Cards.** – A detailed report card has been prepared for each indicator. This includes current and historical performance, target information, definition of indicators, national comparator information. Report cards will only be included in this report if performance is not predicting to achieve the target set. All other report cards will be available for members to view at [www.stockton.gov.uk/yourcouncil/performance/qtrperfmonitor](http://www.stockton.gov.uk/yourcouncil/performance/qtrperfmonitor)

Comments on this revised reporting format are invited from members and will inform improvements to reporting procedures going forward. Other areas still to be considered for improvements to reporting arrangements are better linkages between performance and financial information, links to risks, use of trajectories and target setting arrangements. It is hoped that this information can be captured on one side of A4. These improvements will be explored further in the Qtr 3 report in February 2011. A copy of the report and all appendices is available at [www.stockton.gov.uk/yourcouncil/performance/qtrperfmonitor](http://www.stockton.gov.uk/yourcouncil/performance/qtrperfmonitor)

## OVERALL PERFORMANCE OF NATIONAL INDICATOR SET

3. At Quarter 2, of those national indicator measures in the Corporate Basket, where information is available for monitoring at Quarter 2 , 64% (28 indicators) across all themes have achieved targets or are predicted to achieve targets. There are 36% of measures (16 indicators) where the target has been missed or will be missed. **Further detail is available at Appendix 1.**

## LOCAL AREA AGREEMENT

4. The current Local Area Agreement (LAA) is now in its final year of the 3 year agreement. We have now been notified that there is no requirement to report to central government on the progress towards the achievement of targets within the LAA. As indicators within the LAA were considered priority areas for Stockton, we are as far as possible continuing to monitor performance against these targets to the end of March 2011. Outturn performance will be reported to members in the year end report. We have also been notified that there will be no reward element paid against achievement of targets when the LAA concludes in March 2011.

## COUNCIL PLAN

5. We continue to make good progress against the priorities and objectives set out in the Council Plan 2011 -13, with 75.5% of actions / targets set to be delivered or achieved. Further details are included in the thematic reports at **Appendix 1**.

### Freedom of Information Requests

6. A record of Freedom of Information (FOI) and Data Protection (DP) requests received is maintained across Council departments. **Appendix 2** identifies the detail. There was an increase in the number of FOI requests completed in Qtr 2 from 115 to 131 with the largest increase being in CESC from 25 to 45. Completion of Data Protection access requests also increased in Qtr 2 from 10 to 23 again with the largest increase being within CESC. This will continue to be recorded and monitored.

### Staff Suggestion Scheme

7. This scheme is designed to encourage a culture in which staff feel that they can “make a difference” by making positive suggestions that will lead to improvements and contribute to the success of the Authority. During the quarter 31 suggestions were received (11 at quarter 1). Of these five have been adopted, seven require further investigation and one has been referred to the Head of HR for further consideration. One of the adopted suggestions relates to the removal of bottled and plumbed in water coolers. This has a potential saving of £33,300 pa once all of the contracts have ended. Further details about the scheme can be found at the “Hot Topics” section on the front page of the council’s intranet site.

### Regulation of Investigatory Powers

8. It was reported to Cabinet on 20 May 2010 that new duties and responsibilities relating to the Regulation of Investigatory Powers (RIPA) legislation had been introduced. In particular, the new provisions included the requirement that Councillors in a local authority should review the authority's use of RIPA and set the policy at least once a year; and that Councillors should consider reports on the use of RIPA on at least a quarterly basis, to ensure that it was being used consistently with the authority's policy and that the policy remained fit for purpose. Cabinet, therefore, agreed that members should receive information on the use of RIPA in the quarterly Finance and Performance reports to Cabinet.

On 23 August 2010, the Interception of Communications Commissioner's Office undertook an inspection of the Council's arrangements for the acquisition of communications data under the RIPA legislation.

Key headlines from the inspection were that:-

- a very good level of compliance is being achieved under the Act and Code of Practice;
- applications are being completed to a very good standard;
- the Council's acquisition of data is justified and has been used to very good effect;
- there is no evidence that the Council's powers under RIPA have ever been used to investigate trivial offences;
- accredited Officers are performing their guardian and gatekeeper responsibilities very effectively;
- the Council is acting in an informed and lawful manner when acquiring communications data, and
- the Designated Persons are discharging their statutory duties responsibly.

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### **Consultation Activity – Quarter 2 2010/11**

9. Detailed below is a selection of consultation activities undertaken across the authority during the second quarter of 2010/11. Understanding the needs of our customers and using results from consultation and engagement activity is still important in informing future service planning. Consultation activity has been undertaken in the following areas:

- **EIT Review of Events**
- **EIT Review - Fair Access to Care Services**
- **New Executive Arrangements**
- **Housing Benefits Survey**
- **Community Engagement Consultation**
- **CFYA customer satisfaction**
- **Countryside and Green Spaces**

### **EIT Review Update**

10. Progress reports for all Year 1 reviews have been completed. These will be tracked to ensure that there is progress on delivering the £2 million potential savings identified through these reviews. Achieving these savings is critical to the Council's financial management.

Work is well underway on year 2 reviews with all reviews now in Stage 3 (options analysis). Progress is detailed at **Appendix 4**. Given the success of the programme and in the light of the financial environment, Executive Scrutiny Committee has brought forward the reporting of five of the year 2 reviews to December 2010 Cabinet. In addition, officer led task and finish groups have been formed to expedite the delivery of some of the year 3 EIT reviews identified as potentially resulting in substantial efficiencies for the Council. These reviews are concentrated around back office/ service reconfiguration issues.

## **COMPLAINTS, COMPLIMENTS & COMMENDATIONS AND COMMENTS**

### **Complaints**

11. In total, the Council received 221 complaints for the three months ended 30 September 2010. This compares to 236 complaints received in the same three month period last year. Of the 221 complaints, 18 are at Stages 2 and 3 and of the Stage 1 complaints, 91.6% (186) overall were responded to within timescales. The corporate timescale for responding to Stage 1 complaints is 10 working days. However, the timescales within Health and Social Care differ from the corporate timescale. For Children's Services the response timescale is 10 working days plus a further 10 working days given the complexity of some of the complaints.

For Adults' Services, new regulations introduced on 1 April 2009 place a requirement on Council's to agree a timescale for a response with each individual complainant.

### Compliments, Commendations and Comments Quarter 2

12. A total of 716 compliments, commendations and comments were received in the three month period to 30 September 2010, representing 476 compliments, 80 commendations and 160 comments. This compares to a total of 649 in the same three month period last year.

13. This report highlights some of the main messages from the analysis.

- The main trend from the three month period identifies that 85% of complaints are in relation to the 3 service areas Children, Education and Social Care (CESC), Development and Neighbourhood Services (DNS) and Tristar, with DNS receiving approximately 46% of total complaints, and CESC, and Tristar receiving approximately 15% and 24% respectively of total complaints.
- Of the total compliments and commendations 85% were received for 3 service areas CESC, DNS and Tristar with 66% of these were compliments and commendations for DNS.
- Of the overall 8% of complaints which were not responded to on time the main areas are DNS and Tristar with an approximate failure to respond rate of approximately 9% and 7% respectively. Most of these within Tristar are within the Responsive Repairs Team.
- The main areas of complaint by category for the above service areas are shown in the table below:

| <b>Complaints</b>                            |                                            |                                            |
|----------------------------------------------|--------------------------------------------|--------------------------------------------|
| <b>Service Group/ main area of complaint</b> | <b>Q2 2010/11<br/>Number of complaints</b> | <b>Q1 2010/11<br/>Number of complaints</b> |
| <b>CESC</b>                                  |                                            |                                            |
| • Service quality                            | 22                                         | 33                                         |
| • Staffing issue                             | 11                                         | 13                                         |
| • Limited information                        | 7                                          | 7                                          |
| <b>DNS</b>                                   |                                            |                                            |
| • Service quality                            | 35                                         | 17                                         |
| • Staffing issue                             | 21                                         | 22                                         |
| • Disagree with decision                     | 25                                         | 19                                         |
| <b>Tristar</b>                               |                                            |                                            |
| • Service quality                            | 12                                         | 11                                         |
| • Staffing issue                             | 7                                          | 3                                          |
| • Delay in service                           | 10                                         | 2                                          |

- The main areas of compliments and commendations by category for CESC, DNS and Tristar are shown in the table below:

| <b>Compliments and commendations</b>                           |                                                               |                                                               |
|----------------------------------------------------------------|---------------------------------------------------------------|---------------------------------------------------------------|
| <b>Service Group/ main area of compliment and commendation</b> | <b>Q2 2010/11<br/>Number of compliments and commendations</b> | <b>Q1 2010/11<br/>Number of compliments and commendations</b> |
| <b>CESC</b>                                                    |                                                               |                                                               |
| • Quality of service                                           | 22                                                            | 33                                                            |
| • Specific help/ service offered                               | 33                                                            | 18                                                            |
| • High standard of care                                        | 6                                                             | 8                                                             |
| <b>DNS</b>                                                     |                                                               |                                                               |
| • Quality of service                                           | 205                                                           | 191                                                           |
| • Specific help/ service offered                               | 95                                                            | 55                                                            |
| • Staff performance                                            | 32                                                            | 14                                                            |
| <b>Tristar</b>                                                 |                                                               |                                                               |
| • Quality of service                                           | 13                                                            | 32                                                            |
| • Specific help/ service offered                               | 5                                                             | 18                                                            |
| • High standard of care                                        | 1                                                             | 6                                                             |

- The main areas of comments for DNS are shown in the table below:

| <b>Comments</b>                            |                                          |                                          |
|--------------------------------------------|------------------------------------------|------------------------------------------|
| <b>Service Group/ main area of comment</b> | <b>Q2 2010/11<br/>Number of comments</b> | <b>Q1 2010/11<br/>Number of comments</b> |
| <b>DNS</b>                                 |                                          |                                          |
| • Policy/ procedure                        | 30                                       | 60                                       |
| • Service quality                          | 53                                       | 25                                       |
| • Facilities                               | 19                                       | 18                                       |

- Within CESC, Children's Services generated the most complaints and the majority of compliments and commendations and comments.
- Within DNS, Technical Services and Community Protection received the most complaints. The majority of compliments and commendations were received by Direct Services (refuse collection, highways, street cleansing and recycling areas) who also received the most comments.
- For Tristar, the responsive repairs service received the majority of complaints, compliments and commendations and comments.



**Complaints by the six diversity strands - respondents who gave details**

14. The table below shows the numbers of residents who provided details of their age, gender, disability, race, faith and belief and sexual orientation in Quarters 1 and 2 of 2010/11.

| Diversity strand   | Q2 2009/10 number | Q1 2010/11 number |
|--------------------|-------------------|-------------------|
| Age                | 45                | 50                |
| Gender             | 77                | 63                |
| Disability         | 21                | 37                |
| Race               | 40                | 46                |
| Faith and belief   | 20                | 37                |
| Sexual orientation | 13                | 16                |

**Age**

15. Most complaints during the second quarter of 2010/11 came from the age ranges 25 – 54 (a total of thirty two), the majority of these went to Tristar.

**Gender**

16. Of those that gave details, 45 (Q1 2010/11 34) were female and 32 (Q1 2010/11 29) male. The majority of both male and female complaints (48) were made against Tristar.

**Disability**

17. Of the 8 who declared they had a disability, four complaints were made came to Tristar, and three were made to Social Care.

**Race**

18. Of those who provided details of their race, the majority (a total of 39) stated that they were white. Of these complaints in particular, 53% were made to Tristar, 26% CESC Health and Social Care and 15% to DNS.

**Faith and belief**

19. The majority (12) of complainants were Christian and the majority of complaints made by those residents (a total of six) were made to Social Care.

**Sexual orientation**

20. All were declaring themselves heterosexual/ straight. The majority of these complainants (11) went to DNS and Tristar.

**FINANCIAL AND LEGAL IMPLICATIONS**

There are no financial implications to the performance elements of this report. EIT review savings are linked and managed through the MTFP.

## **RISK ASSESSMENT**

This review of the MTFP and projected outturn 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**

The report supports the Sustainable Community Strategy.

## **EQUALITY IMPACT ASSESSMENT**

The report was not subject to an Equality Impact Assessment. The report does not seek approval for a new policy and an assessment was taken on the MTFP report submitted as part of the 2009/10 budget cycle.

## **CONSULTATION, INCLUDING WARD COUNCILLORS**

Not applicable.

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