

CABINET ITEM COVERING SHEET PROFORMA

AGENDA ITEM:

**REPORT TO CABINET
27 NOVEMBER 2013**

**REPORT OF CORPORATE
MANAGEMENT TEAM**

QUARTER TWO 2013/14 PERFORMANCE OUTTURN

Corporate Management and Finance: Lead Cabinet Member – Councillor Harrington

SUMMARY

This report provides details of the Council's performance in Quarter Two - 2013/14, highlighting key achievements, areas for improvement and proposed actions. It also includes information relating to Freedom of Information requests and complaints and commendations. Whilst it aims to give a perspective on the overall performance of the Council, its primary focus is on the achievement of the basket of measures and associated targets agreed as part of the Council Plan 2013-16.

RECOMMENDATIONS

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

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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RECOMMENDATION

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

OVERALL PERFORMANCE

2. Council Plan performance is reported by theme against a basket of performance indicators agreed as part of the Council Plan 2013-16. At the half way stage through the year, 79% of the indicators are predicted to achieve the targets set, with the remaining measures indicating slippage against targets. This compares to 74% at the same period last year. Areas of good performance under each theme, together with key achievements, are highlighted below; details of those areas that are not currently expected to achieve target are also provided along with proposed actions. A number of these areas are also the subject of regular reports to cabinet, current scrutiny reviews or incorporated into big ticket reviews.
3. There are a wide range of achievements and progress against the key council plan themes that are not captured within the basket of key performance indicators but are reported throughout the year in various reports to Cabinet, captured through press releases, Stockton News articles and various accolades awarded to the Council throughout the year. Further detail of this activity is included in thematic summary reports attached at **Appendix One**.

GOOD PERFORMANCE

4. There are a number of areas, within the Council Plan themes, where performance against the targets within the corporate basket of indicators is good and in some instances, demonstrates on going improvement on previous quarters / years.

Economic Regeneration and Transport

- The Council and Tees Valley Unlimited have provided assistance or funding to businesses which has led to 136 business investments in the borough this quarter. This includes 100 start-up businesses, 37 capital investments and 62 businesses creating jobs or apprenticeships. This work has resulted in capital investments of just under £49 million, 476 jobs being created or planned and 25 apprentices have been employed.
- Stockton Enterprise Arcade continues to be full, and currently has a waiting list in excess of 10 traders, as a result of promotion and the success of the Arcade. All traders benefit from not having to pay any rent or rates, and only a small service charge per week. Full retail business support is being provided to the businesses before, during and after their time in the Arcade by the Council through Enterprise Made Simple.
- Stockton's average journey time to travel one mile on the borough's roads during the morning peak period of 2 minutes 23 seconds remains better than the national average.

Environment and Housing

- Some 46 empty homes have been brought back into use between April and September 2013. The year-end target of 40 has already been achieved.
- For the period April to September, there were 1,739 approaches to the service, of which 22 people were accepted as homeless; this equates to 1.27% of those approaching the service and is well below the target of a maximum of 3%. Many of those approaching the service receive advice, support and a resolution to their enquiry, minimising where possible those eventually accepted as statutorily homeless.
- 741,264 business miles were travelled by Stockton Council employees between April and September 2013, therefore on track to achieve year-end target of less than 1,600,000 miles.
- Good performance has been recorded on household waste sent to landfill at less than 1% against a target of 5%, which is the lowest ever reported in the borough. This is due to an increase in household waste being reused, recycled, composted and sent to generate energy from waste. In terms of street cleanliness, 2% of surveyed areas were unacceptable for levels of litter, and 3% unacceptable for detritus, taken from the second of three surveys to be undertaken during 2013/14.

Community Safety

- Violent crime has fallen in Stockton; violence with injury has reduced by 8.9% on the same period last year.
- There has also been a significant improvement in offending behaviour, with a 34% reduction in first time entrants to the Youth Justice System compared to the same period last year. The rate of re-offending by young offenders at Q2 of 0.39 equates to 19 re-offenders from a cohort of 106 committing 41 re-offences, this has met and exceeded target expectations.
- Current performance ensuring the safe and effective use of custody is 4.6% and equates to 4 custodial sentences from a total number of court disposals of 87. This compares to quarter 2 2012/13 of 9.8% (12 custodial sentences from 122 court disposals). Current performance is on target.

Arts and Culture

- Library visits totalled 630,750 during the first half of the year, which represents 55% of the year-end target of 1,150,000 and is an increase of 2% on the same period last year. Stockton libraries will participate in a new scheme – Reading Well books on Prescription which will use reading to help people who suffer from conditions such as depression or anxiety. It is hoped this scheme will attract more new visitors.
- Over 1,200 participants took part in the SIRF 2013 Community Carnival; this included 65 groups of which 14 were new to the carnival. Last year SIRF celebrated 25 years of SIRF and as such the budget was larger for that event; therefore statistical comparisons are not as relevant. However, an equivalent number of groups took part in the 2013 carnival compared with the 2012 event. This suggests that there continues to be interest in participation, particularly with so many new groups taking part for the first time this year.
- Satisfaction with SIRF 2013 was high with 87.3% of visitors surveyed who thought it was 'good' or 'very good', this compares to 88% last year. 85.4% of visitors think that supporting SIRF is a good use of Stockton Borough Council's resources, also comparable to last year's results. An estimated 65,000 visitors attended SIRF and research analysis shows they generated £364,000 additional visitor expenditure in the borough. As SIRF and the weekender event were split this year no comparable figures are available from the 2012 event.

Children and Young People

- Young people in Y12 – Y14 (16 to 19 yrs old) who are NEET - performance at quarter two shows a NEET rate for Stockton of 9.8%, with 75.6% of the cohort in learning and 10.7% not known. This performance continues to be better than the Tees Valley average of 11.2% NEET with 68.4% in learning and 17.25% not known. Higher "not known" figures are typical for the Q2 period where destinations of many school leavers, who may continue into further education and / or training, are not confirmed until later in the autumn period.
- Primary schools: Ofsted inspection judgements (published data at June 2013) indicate positive outcomes, with 87% of primary schools judged good or outstanding at their last inspection, compared to an England average of 78% and regional average of 85%. This represents 83% of primary school pupils attending good or better schools, higher than the national average of 78% and close to the regional average of 85%.
- Good performance in terms of the effectiveness of support provided through child protection plans is reflected in the following two indicators:
 - The proportion of children becoming the subject of a child protection plan for a second or subsequent time, within two years - during the Q2 period there were no further children who had been the subject of a second or subsequent child protection plan within two years. Year to date performance of 1.1% equates to just two children from a cohort of 174 children who have been the subject of a subsequent or second plan within 24 months, well within the target of less than 8%.
 - The proportion of child protection plans lasting two years or more – performance of 2.1% equates to just four children / young people who were the subject of a plan lasting two years or more, from a total of 188 children ceasing to be the subject of a child protection plan during the quarter two period.

- There has been a good rate of improvement during the quarter in the timeliness of core assessments, with performance of 63.7% (i.e. 558 core assessments completed within 35 days, from a total of 876 completed core assessments). Although slightly below target of 65%, this represents a good improvement on the previous year's outturn of 54.2%, particularly when activity levels are so high.
- There has been a significant increase in the capacity to provide free early education / childcare places available for eligible 2 yr olds, following the release of funding from DFE to stimulate the childcare market. Stockton now currently has 590 free 2 year old places available. So far, 289 places have been taken up with a further 106 applications being processed. Performance has exceeded the target of 571 places being available from September 2013.

Health and Well Being

- Smoking prevalence - Adults (over 18s) – Stockton smoking prevalence in 2012/13 is below England and NE average 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. 2013/14 data on smoking prevalence have yet to be released.
- Reduce the rate of emergency hospital admissions for alcohol related harm – Stockton Public Health funds an alcohol specialist nurse post based in NTHFT – evaluation has shown the post to have a positive impact on referring patients for appropriate support and reducing readmissions. 2013/14 admission data is not currently available. Re-establishing access to this data is a high priority for Public Health.
- Improve the proportion of successful treatment outcomes for drug users - Performance against the baseline for drug treatment outcomes is positive. The new public health outcomes indicator - Proportion of all in drug treatment, who successfully completed treatment and did not re-present within 6 months shows that successful completions have improved from the baseline of 8.9% of the caseload to 12.2% in Q1 2013/14.
- Reduce the obesity rate for Reception aged children and reduce the obesity rate for children in year 6 of primary school – Data is reported on an annual basis. Stockton Public Health commissions the National Child Measurement Programme locally, and the Morelife weight management service to support children and families. Obesity rates are not significantly different to the England average at reception, but are significantly higher than the England average at year 6. 2013/14 data is not yet available.

Adults

- Client satisfaction surveys - the results of the last national surveys of clients and carers indicated some positive outcomes. Figures shown are for Stockton compared to the national average :
 - Overall satisfaction of people who use services with their care and support. Stockton - 66.6%, national average - 63.7%
 - People who use services who say that those services have made them feel safe and secure. Stockton – 74.3% (improved from 64% in 2012) national average – 78.0%
 - Overall satisfaction of carers with social care services. Stockton - 45.8%, national average – 43%
 - People who use services and carers who find it easy to find information about services. Stockton 74.5%, national average – 71.5%

- Self-directed support - At quarter two, some 2,529 clients were in receipt of services eligible for the offer of a personal budget, following an assessment via a PNQ (Personal Needs Questionnaire). All (100%) of these clients were assessed through the self directed support process and informed of their indicative allocation; they were then and given the choice over how they wished to have their personal budget managed. 495 (19.6%) of these clients elected to convert their personal budget to a direct payment to manage their own care.
- Safeguarding of vulnerable adults – effective management of safeguarding alerts and referrals is reflected in the following indicators:
 - Repeat referrals of 13.5% (24 clients with a repeat referral from 178 referrals in the period), although a slight increase from the Q1 period and the 2012/13 annual figure, remains better than the averages for comparator groups (based on 2012/13 data);
 - Safeguarding – the proportion of referrals that are fully or partly substantiated still compare favourably against benchmark groups, based on 2012/13 data.

Stronger Communities

- At quarter two 2013/14, progress can be reported against the annual target for three out of the four measures in this theme. All three of the indicators are on track to achieve the year-end target. The three measures were initially collected in 2012 through the Residents' Survey. Interim monitoring of these indicators through the Viewpoint survey identifies that:
 - The percentage of residents who feel they can influence decisions affecting the local area improved from 30% in 2012 to 37%, compared to a target of 32%.
 - The percentage of residents who have given unpaid help to any group, club or organisation in the past 12 months improved from 36% in 2012 to 44%, compared to a target of 37%.
 - The percentage of residents who agree that Stockton-on-Tees is a place where people from different backgrounds get on well together improved from 59% in 2012 to 62%, compared to a target of 60%.

Organisational and Operational Effectiveness

- At quarter two 2013/14, we are able to report progress against the annual target for nine out of the 11 indicators shown above. Four of the nine indicators are on track to achieve the year-end target and one is within tolerance.
 - The collection of business rates is an improvement on the same period last year (61.06% compared to 58.97%) and has exceeded the target for the quarter (60.43%).
 - Percentage of invoices paid on time has also exceeded the target (96.7% against a target of 95%) and outturn is consistent with the same period last year (96.8%).
 - The percentage of people who contacted the Council who found staff helpful improved from 68% in 2012 to 74%, compared to a target of 70%.
 - The percentage of residents who agree that the Council provides Value for Money improved from 46% in 2012 to 51%, compared to a target of 46%.
 - The percentage of residents trust the Council has decreased slightly from 62% in 2012 to 61%; however it is still within the specified tolerance of the target (62%).

AREAS FOR IMPROVEMENT

5. Where performance has not reached the agreed target within the Council Plan, these areas have been the subject of reports to Members, internal scrutiny and discussions with portfolio holders. At this stage of the monitoring cycle, very few measures are predicted to meet the targets set within the Council Plan. Commentary by thematic area, detailing where performance is off target, is detailed below.

Economic Regeneration and Transport

- Latest published data states that 9.2 million local bus journeys originated in the local area in 2012/13, which is below the target (which was last year's figure) of 9.5 million. This rate of decline (3.2%) is higher than the national average (1.4%), but the lowest in the North East (where the average decline is 4%). This area is being reviewed to consider the future of public transport as a whole, with a number of possible options, including community travel, available to residents to access areas across the Borough and beyond. Moreover, the Tees Valley Bus Network Improvement Scheme is in its final year and it is anticipated that, once fully implemented, this will have a positive impact on public transport in the future.

Environment and Housing

- Net additional homes provided - 113 net additional homes have been provided, against the year-end target of 530. This target was set in the Core Strategy Development Plan in March 2010 to provide 530 dwellings per year from 2011 to 2016. The net additional homes figure includes a large number of recorded demolitions (110), of which 72 were in Parkfield and 20 at Mandale Phase Three, which is offset against new builds. There is also a relatively lower than expected number of completions of new dwellings in quarter two, resulting in the net additional homes completed figure being below target. Developers are responsible for the progression of new builds and market conditions are still impacting on completion rates of new houses. Current projections suggest around 371 net additional homes will be delivered by March 2014.

Children and Young People

- Long term placement stability for looked after children – Performance at quarter two of 55.1% equates to 54 children and young people from a cohort of 98 who had been in their current placement for 2 years or more. This is below the target of 60%. Cases where children have moved placement within the two years are monitored closely through the Children's Social Care Performance Clinic - analysis continues to show that many of the placement moves are in fact planned moves to appropriate forms of permanency, as opposed to unplanned moves that might risk the stability of the child's support.
- Timeliness of initial assessments – Quarter two performance of 44.0% equates to 567 initial assessments completed within 10 days, from a total of 1,288 completed initial assessments. This is below target of 65%, and slightly down from the previous year. An increase in referrals to social care during July appears to be reflected in a particular dip in timeliness during the latter part of the quarter. Overall, high levels of activity continue to impact on assessment timescales and actions.
- Secondary schools: Ofsted inspection judgements (published data at June 2013) indicate 42% of secondary schools were judged good or outstanding at their last inspection, compared to an England average of 72% and regional average of 66%. This represents 56% of secondary school pupils attending good or better schools, below the national average of 75% and regional average of 70%. The Education Improvement

Service is continuing to monitor schools closely and target support according to assessed risk; there are a range of measures that will be implemented, depending on circumstances, including:

- Allocation of additional School Improvement Adviser time.
- Investigation of Academy Sponsorship.
- Implementation of a collaborative review.
- Implementation of an Intervention Plan.
- Support from National and Local leaders.
- The need for a warning notice will be considered.

Health and Well Being

- **Smoking Quitters** - Even though Stockton performs well in the average smoking prevalence rate, some of the most deprived wards within Stockton have rates which are nearly double the Stockton average e.g. Stockton Town Centre ward. The Smoking Quitter target is likely to be missed (target measures performance of the stop smoking service only) but some individuals access support through their GP and this activity is not captured as part of the performance figures) There is a national reduction in this measure of approx. 13%, which is believed to be a result of the impact of electronic cigarettes and smoking cessation support other than the use of the smoking cessation service defined in this measure.

Adults

- Service users who have control over their daily life – results of the 2012/13 Annual Social Care Survey showed a reduction, below comparator groups, in the proportion of clients who felt that they had 'as much control as they want' or 'adequate control' over their daily life. The survey data has been published with provisional status, and further analysis will take place once fully validated results are available.
- Reablement - The proportion of people still at home 91 days after discharge from hospital into reablement provision was 67.1% (based on end of June – this indicator is reported quarterly in arrears). This equates to 85 clients discharged from hospital into rehabilitation / intermediate care services, of whom 57 remained independent and at home 91 days post discharge. Current trajectory is below target of 80% and has been impacted by the number of clients who were unable to be contacted at the time of their review. In order to improve response rates, processes for contacting and following up clients have been revised. This area is part of Adult's Big Ticket Review and as such process around administration and operational solutions are being explored.
- Carers in receipt of information, advice or support – Q2 performance of 6.7% equates to a total of 410 carers assessments completed, providing carers with information, advice and support from a total number of clients in receipt of community based services during the period of 6,101. Although below target, this figure does not yet include carers' assessments and support from commissioned providers; this additional activity will be reported as part of the quarter four / year-end report. However, the current trajectory suggests the target will be missed. Implementation of the recommendations of the Carers' EIT Review, including delivery of the new joint Carers' Strategy, will help to address improvements in this area.

Organisational and Operational Effectiveness

- The percentage of residents satisfied with the way the Council is running the borough has reduced slightly in the interim Viewpoint Survey from 64% to 60%, compared to a target of 64%. The percentage of residents satisfied with contacting the Council has also slightly reduced, down to 61% from 62% in 2012, compared to a target of 65%. The percentage of people who contacted the Council where the enquiry was dealt with at the first point of contact has gone down to 65% from 72% in 2012, compared to a target of 75%. The percentage of residents satisfied with how well the Council keeps residents informed about the services and benefits it provides has gone down to 60% from 64% in 2012, compared to a target of 64%. These results show a slight dip from the wider resident's survey undertaken in 2012 although data shows that we have had significant increases in the numbers of residents contacting the council over the last 12 months, many in respect of the changes driven by the introduction of localisation of Council Tax and Welfare Reform Legislation. Resource has been provided to support the increase in contacts.

FREEDOM OF INFORMATION REQUESTS

6. A record of Freedom of Information (FOI) and Data Protection (DP) requests received is maintained across Council departments. A dedicated email account exists for receipt of all FOI requests into the authority and a central log of requests is maintained to enable intelligence to be gathered and to reduce risks to the authority.
7. There were 460 responses to FOI requests in the six months ending 30 September 2013; this is an increase of 45 compared to the same period last year. In addition, 42 requests have been made under the FOI legislation that have been dealt with as Environmental Information Regulations; this is a slight increase compared to last quarter (36). These requests are often complex with multiple questions and can lead to additional correspondence with requesters who submit subsequent questions.
8. There were 204 responses to Data Subject Access Requests, 198 of which were dealt with by CESC; this is almost double numbers received during the same period last year (108). This trend in an increase in requests continues from the second half of last year.
9. The overall percentage of FOI requests responded to within the statutory timescale of 20 working days (86%) was lower than the same period last year (89%). The response rates for quarter one and quarter two of this year are similar.
10. Of the FOI requests responded to so far in 2013/14: 29% were from businesses, 14% from media, 5% from political organisations and 52% from other sources (including students, residents and those people who don't state their background). This is a similar spread compared to 2012/13, with media related and political related requests decreasing slightly (31% were from businesses, 19% from media, 9% from political organisations and 52% from other sources).
11. Analysis shows that we do have a number of organisations and individuals from whom we receive frequent requests. For example in the last six months 34 requests were received through the "What do they know" website, Political Parties (MPs) made 11 requests, one individual organisation made 9 requests, another 8. Individual people also make multiple requests with as many as 7 or 8 requests from some individuals received in the last quarter. This pattern of requests over the last 6 months is not unusual.

12. Main topics for requests were: budget and fees for care services, compromise agreements, developments on Yarm High Street, ICT contracts, information about schools/pupils, public health funerals, and various welfare reform related queries.

13. **Appendix Two** provides details of the information requests the Council has dealt with.

REGULATION OF INVESTIGATORY POWERS (RIPA)

14. The RIPA legislation requires Councillors to consider reports on the use of RIPA to ensure that it is being used consistently within the Authority's policy. There have been two investigations in this area during quarter one.

15. **Appendix Three** provides details of the Authority's use of its powers under RIPA.

CONSULTATION

16. In the first six months of 2013/14, 24 consultation projects have been started, completed or planned. The table below illustrate the current position of the consultation database.

Stockton on Tees Borough Council Consultation Projects by Council Plan Theme (Quarter Two - 2013/14)		
Council Plan Theme	No. Consultation Projects (2013/14)	Proportion of all SBC Consultation Projects (2013/14)
Adults Services	4	16.7%
Arts, Leisure and Culture	1	4.2%
Children and Young People	0	0.0%
Economic Regeneration and Transport	1	4.2%
Environment and Housing	5	20.8%
Health and Wellbeing	1	4.2%
Safer Communities	1	4.2%
Stronger Communities	4	16.7%
Various Themes	3	12.5%
Your Council	4	16.7%
TOTAL	24	100.0%

17. Consultation has taken place either through Viewpoint 33 or on an ad hoc basis and includes topics such as the Affordable Housing - Supplementary Planning Document (SPD); 'Taxi Licensing Fee Reduction'; 'Preston Park Museum and Grounds Skate Park Design Proposals, review of the School Nurse Service. Viewpoint 33 focused on healthy eating, weight management, physical activity and exercise and Viewpoint 34 was used as a 'temperature check' on key questions previously asked in the Residents' Survey 2012. Viewpoint 33 was the first questionnaire to be completed after the Viewpoint Panel was refreshed in 2012/13 and, for the first time ever, results have been weighted to be statistically representative of the Borough as a whole. This practice will continue with all future Viewpoint surveys.

18. Ongoing consultations are also taking place, for example, users' experiences and views on the Council's Adult Services are currently being sought and data is being used to continually monitor and improve services as necessary. Others primarily relate to **Your Council** and specifically Administration and Customer Services, which feeds into 'Customer Service Excellence'.

19. Future consultations being scoped to be undertaken over the next six months include the future of the Billingham Customer Services Centre and Library and will explore residents' views on plans for the Centre. An evaluation of the impact of the Community Energy Saving Programme (CESP) will be undertaken by external research to provide and establish the key social and economic impacts of the CESP work and help inform future related work.

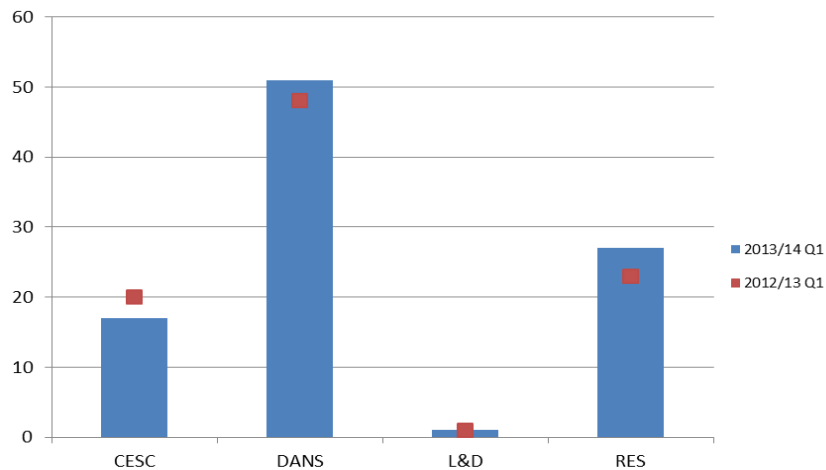
COMPLAINTS, COMMENTS, COMPLIMENTS & COMMENDATIONS

20. Analysis and learning from complaints, comments, compliments and commendations is discussed at Service Group Management Team Meetings, where trends in numbers and the nature of the complaint, comments or commendation is further investigated, leading to appropriate actions for improvement and sharing of learning.

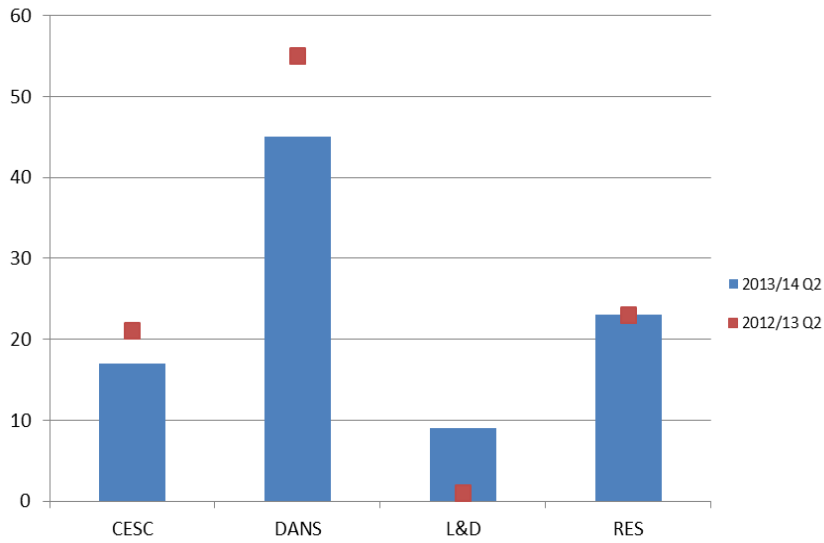
Complaints

21. In the first half of 2013/14 the Council responded to 191 complaints; this is very similar to the same period last year (186). 13 of these complaints were stage 2 (review stage) complaints and one was a stage 3 (appeal stage) complaint. The majority (74%) of the complaints were not upheld. Of the complaints 175 (92%) were responded to within timescales.

The number of COMPLAINTS responded to by each service group
- Quarter 1



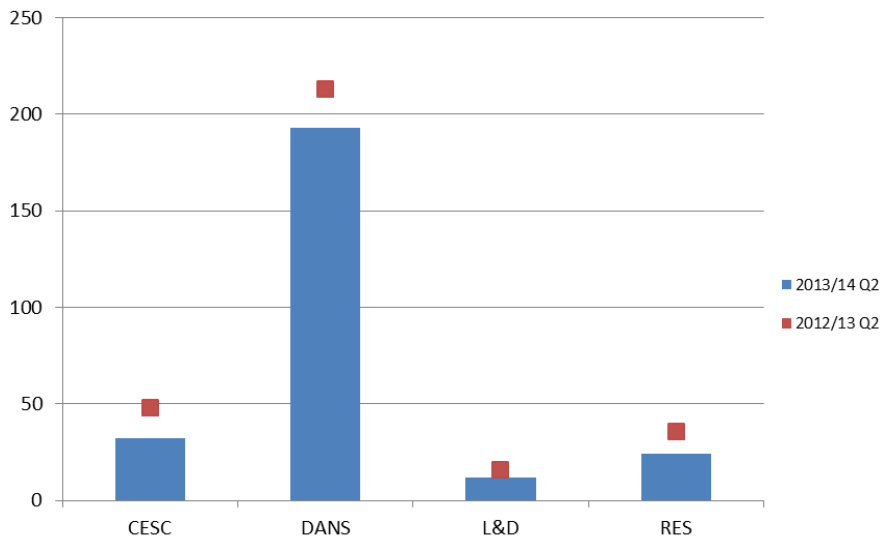
The number of COMPLAINTS responded to by each service group
- Quarter 2



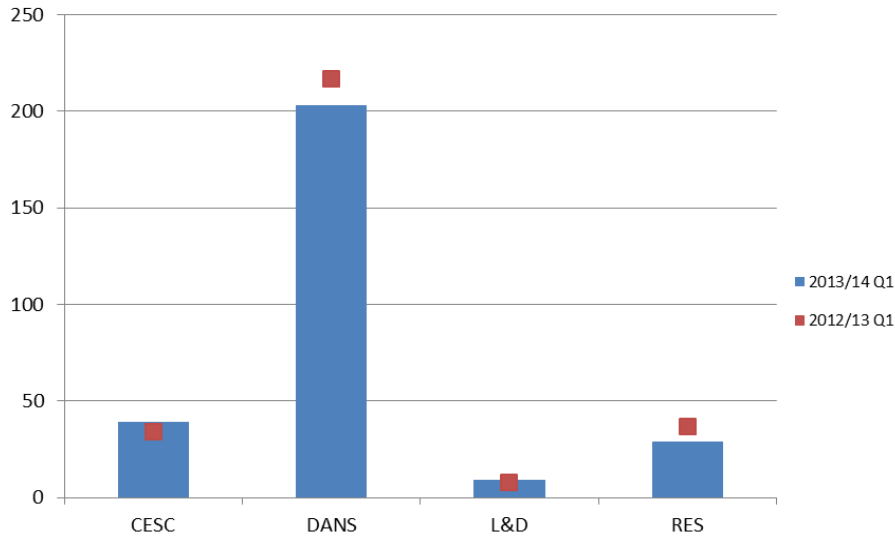
Comments, Compliments and Commendations

22. In the first half of 2013/14 the Council received 712 comments, compliments and commendations, representing 541 compliments and commendations and 171 comments. This compares to 825 received in the same period last year.

The number of COMPLIMENTS AND COMMENDATIONS received
by each service group - Quarter 2



The number of COMPLIMENTS AND COMMENDATIONS received by each service group - Quarter 1



Key themes

23. Approximately 50% of all complaints received were in relation to services provided by Development and Neighbourhood Services. Of these complaints 68% were not upheld. Topics included the Town Centre and St John's Crossing.
24. The complaints received by Children, Education and Social Care were in relation to a variety of issues across service areas including the quality of service provided, communication, information sharing and disagreement with plans made, detailed explanations and or apologies as appropriate, have been provided. Some internal procedures have been reviewed and amended to improve service provision for the users. In addition, the performance of contracted services continues to be monitored.
25. The majority of complaints received by Resources were in relation to Taxation. Taxation deal with many complaints from customers that are unhappy about recovery and enforcement action taken against them; the majority of these complaints were not upheld. Customer Services have received a relatively small number of complaints compared to the increase in call volumes to the contact centre. Much of the increase in calls is in connection with changes in WR legislation, etc.
26. Many of the compliments received by Children, Education and Social Care were in relation to the support services provided to clients. A large number of compliments were received for Home Care services, other compliments were received for support provided by Family Support Workers, Children's Centres, Welfare Rights, Mental Health and Older Peoples Social Work staff.
27. The majority of compliments and commendations were in relation to Development and Neighbourhood Services (73%). A large number of compliments were received for Direct Services, in particular for CFYA and Street Cleansing, Trading Standards and Licensing have also continued to receive compliments. A number of compliments were received for weddings performed by Registration Services.
28. For Resources, compliments related to satisfactory service delivered by staff. Within Legal and Democratic Services compliments and commendations were received concerning successful outcomes and excellent service provided by legal officers when dealing with contentious issues.

FINANCIAL AND LEGAL IMPLICATIONS

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

RISK ASSESSMENT

30. This performance report is categorised as low to medium risk. Existing management systems and daily routine activities are sufficient to control and reduce risk.

SUSTAINABLE COMMUNITY STRATEGY IMPLICATIONS

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

EQUALITY IMPACT ASSESSMENT

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

CONSULTATION, INCLUDING WARD COUNCILLORS

33. Not applicable.

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