

POLICY & STRATEGIC DEVELOPMENT

4th October 2006

Report of the Chief Executive

CRISIS INTERVENTION SERVICE FOR VICTIMS OF DOMESTIC ABUSE

purpose of the report

1. To report on the above initiative and the need to appoint staff

background

2. The Dales Domestic Abuse Forum bid for Neighbourhood Renewal Funding to establish a crisis intervention service for victims of domestic abuse. The need for this service was evidenced by the fact that there were 1138 incidents of domestic violence reported to the police across Wear Valley and Teesdale during the period April 2005 to March 2006 and 388 repeat victims.
3. This bid was successful and the project, which will target domestic abuse in the most deprived Super Output Areas (SOAs), will run until 31st March 2008.
4. The project will provide services to victims of domestic abuse, including access to 24 hour support. Children who witness domestic abuse or live in households where this is an issue will receive support, and male perpetrators will be able to go on a voluntary perpetrator programme. Running alongside this programme will be a freedom plus programme for partners of perpetrators.
5. The project will need to appoint the following staff:

2 x FTE Support Workers (Scale 5)
4 x 0.5 FTE Support Workers (Scale 5 pro rata)
1 x 0.5 FTE Children's Worker (Scale 5 pro rata)
0.5 Administrative Assistant (Scale 2)

All staff will be on a fixed term contract until 31st March 2008 and report to the Domestic Abuse Co-ordinator.

6. Funding for the recruitment, salaries and training of the above is included in the NRF allocation.

conclusion

7. This project should, in the longer term, reduce the number of repeat victims by supporting victims, increasing the number of arrests made where the power exists and increasing the number of cases taken to court.

RECOMMENDED

- i. That Members approve the appointment of additional staff as detailed in the report

Officer responsible for the report

Iain Phillips
Chief Executive
Ext. 333

Author of the report

Elaine Baker
Community Safety Manager
Ext 296

POLICY & STRATEGIC DEVELOPMENT

4th October 2006

Report of the Chief Executive

CRIME AND DISORDER PARTNERSHIP, PROGRESS REPORT - APRIL 2005-MARCH 2006

purpose of the report

1. To report on how the Wear and Tees Community Safety Partnership has performed against the targets in the 2005-8 Community Safety Strategy and to look at how the performance can be improved.

background

2. The crime and disorder reduction partnership is a statutory body under the Crime and Disorder Act, introduced in 1998. In Wear Valley this partnership is called the Wear and Tees Community Safety Partnership, it is an 'umbrella' partnership covering the district areas of Wear Valley and Teesdale.
3. The Act requires the partnership to look at levels and trends of crime and disorder; and to develop a strategy to reduce these.
4. Under the provisions of the Act, some members of the Partnership have a statutory duty to consider crime and disorder implications when carrying out their functions. These are Wear Valley District Council, Durham County Council, Durham Constabulary, Durham Police Authority, the Fire and Rescue Authority and the Dales Primary Care Trust. Other members include the National Probation Service, Youth Engagement Service, 2D, Drug Action Team and community representatives, but all partners are equally valued.
5. In April 2005 the partnership published a three-year strategy which set crime and disorder targets to be reached by 2008. This report gives details of how the partnership has performed during the period April 2005 to March 2006. Recorded crime in 2005-6 will be compared with recorded crime in the same period in 2003-4. Before we look at recorded crime during this period we need to be aware of National Crime Recording Standards and that we are not comparing like with like.
6. National Crime Recording Standards (NCRS) have had an impact on crime statistics and whilst it has affected all crime categories, it has particularly impacted on violent crime, burglary other and criminal damage. The National Crime Recording Standard (NCRS) has been adopted by all police forces in England and Wales in an effort to improve the consistency of police recording. It was introduced in 2002 and Durham Constabulary became compliant against most crime categories last year.

7. A practical example of how NCRS might have changed the police recording of incidents is:
 - Police are called to a scene of an assault. The victim confirms that a common assault has taken place but does not wish to take the matter further. If there is no credible evidence to the contrary this will be recorded as a crime, whereas in some forces it may not have been in the past.

8. The Home Office now recognises that implementation of NCRS has inflated recorded crime figures and work has been commissioned to analyse the extent of the impact of NCRS on recorded crime and identify solutions.

9. **Total Crime** - The Home Office under PSA1 requires the CDRP to reduce total crime by 15% by 2008. For the period 2005-6 total recorded crime in Wear Valley increased by 6%. Within this overall crime reduction target the CDRP negotiated reductions in specific crimes. Details of how we performed under the specific crime headings are below.

10. **House burglary** is where an intruder enters a property and steals, or intends to steal goods. It not only includes taking goods from houses but from anywhere where someone lives, such as a flat or caravan.

Target – during 2005-8 the partnership aims to reduce house burglary by 20%.

11. House burglary has reduced by 31%. This is 102 less victims. During 2003-4 11.5 burglaries per 1000 homes were recorded. In 2005-6 we are pleased to report that this fell to 7.9 per 1000 homes.

12. An example of some of the work implemented by the partnership to bring about this reduction is:
 - The appointment of Police Community Support Officers to increase ‘officer patrols’
 - Increasing the street warden patrol to cover all of Wear Valley
 - Fitting of new locks, dusk to dawn lights and key safes to the homes of 700 residents
 - Providing light ‘timers’ to vulnerable residents
 - Proactive policing in hotspot areas and property black market

13. **Burglary other**, is where an intruder enters a building or part of a building where someone does not live, such as a factory, shed or garage, and steals or intends to steal property.

Target – during 2005-8 the partnership aims to reduce burglary other by 27%

14. Burglary other did in fact increase by 34% during 2005-6 compared to the base line year.

15. Compliance with National Crime Recording Standards would have inflated the number of incidents of burglary other. With NCRS having a victim-focussed approach to crime recording there will be one crime per victim recorded, whereas previously there may not have been. A good example of this is attempted break-ins to six sheds in a street. Whereas this could have been recorded previously as one incident, under NCRS it would be recorded as six incidents.
16. Compliance with NCRS means that as a partnership we do not know whether this crime has increased or is just being recorded differently. Some of the initiatives we implemented to reduce burglary other was raising awareness and crime prevention advice. Another was fitting shed bars. These were fitted by street wardens in Woodhouse Close and Henknowle and were also fitted to the homes of the vulnerable and elderly living in council property.
17. The partnership has found that Smartwater Tracer (a security marking kit) has been particularly effective as a deterrent on farms and isolated homes and intends to roll out this project in neighbourhoods where incidents of burglary other are a particular problem.
18. **Violent crime** covers a wide range of offences, which differ from each other in terms of both type and seriousness. It includes three broad groupings: violence against the person, sexual offences and robbery.

Target – during 2005-8 the partnership aims to reduce violent crime by:

- *Reducing common assault by 12%*
 - *Reducing wounding by 12%*
 - *Reducing robbery by 3%*
19. There were 238 incidences of common assault in 2005-6 compared to 225 in 2003-4 and 526 incidences of wounding in 2005-6 compared to 188 in 2003-4,
 20. The number of recorded incidences of common assault and wounding has increased by 6% and 180% respectively which is likely to be due to the implementation of NCRS which is believed to have inflated these figures. There is little other evidence that Wear Valley is in fact a more violent place to live or visit than last year. It is envisaged that the effect of NCRS will plateau in September this year and the partnership is then expecting a steady reduction.
 21. A large number of incidences of common assault and wounding are in the town centres, particularly Bishop Auckland, and are drink fuelled. Some of the initiatives to reduce violent crime during 2005-6 included:
 - Upgrading the police instant response vehicles with a CCTV system
 - 24:7 proactive monitoring of the Bishop Auckland and Crook CCTV systems
 - Changing the police shift system which has improved police visibility at key times and in key locations
 - The Nightsafe campaign which seeks to reduce binge drinking by young people

- Education in schools and the further education college – including ‘Carrying the Can’, an interactive session using a DVD.
- Offering treatment for alcohol problems at Castlebridges

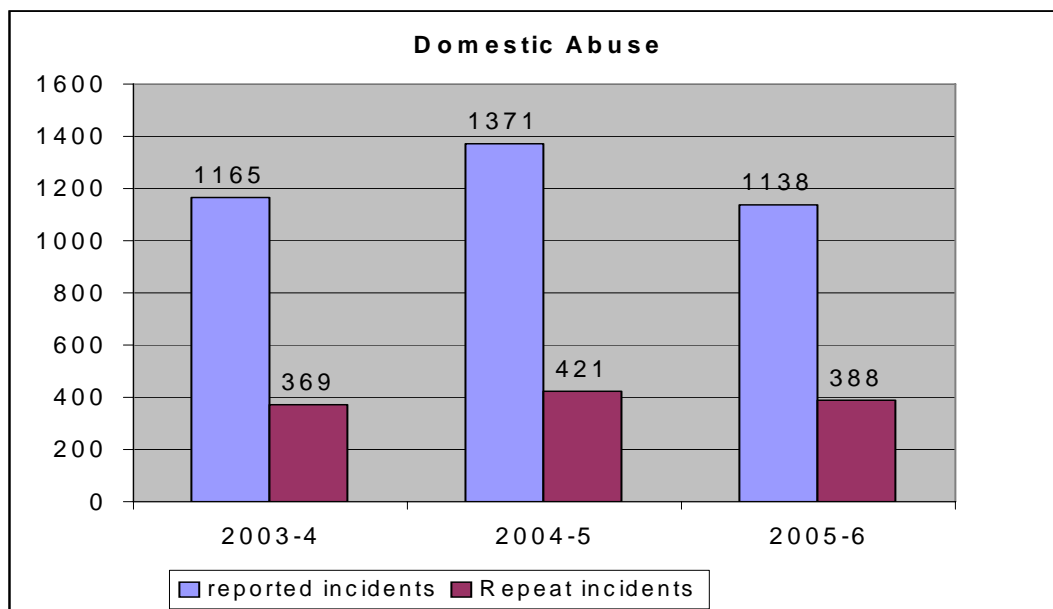
22. The number of recorded incidents of robbery has reduced by 50%.

23. Domestic abuse is any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners, or family members, regardless of gender or sexuality.

Target – during 2005-8 the partnership aims:

- *To remove the ‘hidden crime’ status of domestic abuse*
- *To reduce repeat victims by 10% by 2008.*

24. During 2003-04 there were 1165 reported incidents of domestic abuse in Wear Valley and Teesdale. This increased to 1371 during 2004-5 and fell during 2005-6 to 1138. There was a similar pattern with repeat incidents peaking during 2004-5 to fall again in 2005-6.



25. The forum has introduced a number of programmes to support survivors of domestic abuse. These include providing personal attack alarms, better physical security of the property. The number of support choices for survivors has also been increased.

26. The partnership has recently secured NRF funding to provide a crisis intervention service in the NRF super output areas. This will include support to survivors and children and will also include a perpetrator programme and will provide ‘cutting edge’ services in Wear Valley. Support will continue to be provided in the areas not covered by the NRF funding by the domestic violence co-ordinator and existing support workers.

27. **Vehicle crime** includes theft of a motor vehicle, theft from a motor vehicle and vehicle interference.

Target – during 2005-8 the partnership aims:

- *To reduce theft of vehicle by 22%*
- *To reduce theft from vehicle by 28%*
- *To reduce vehicle interference by 30%*

28. Recorded incidents of theft of vehicle and theft from vehicle reduced by 21% and 10% respectively in 2005-6 compared to the base line of 2003-4. Vehicle interference also reduced by 19%. This is 122 less victims of vehicle crime.

Some examples of partnership initiatives to address vehicle crime include:

- Writing to motorists where street wardens or police officers have seen goods on display in their car
- Proactive policing of hotspot areas
- Monitoring of CCTV systems twenty-four hours a day, seven days a week

29. **Anti-social behaviour** can come in many forms, from low level nuisance problems, which if persistent can impact on people's lives, to more serious behaviour which can result in criminal damage.

30. Examples of anti-social behaviour regularly received by the police and local authorities include 'intimidating' gatherings of young people in public places, damage to property including graffiti and vandalism and the dumping of rubbish and misuse of communal areas.

Target – during 2005-8 the partnership aims:

- *To reduce criminal damage by 12%.*

During 2005-6 recorded incidents of criminal damage rose by 6%. It is not known how much NCRS impacted on this increase.

31. The method of recording complaints of ASB has changed since the base line of 2003-4 and it is not possible to define how well – or badly – the partnership has performed. However, as comparator information will be available next year, we shall report on this again in the 2006-7 report.

Some examples of partnership initiatives to address ASB and criminal damage include:

- Funding a community chest that agencies and communities can bid into to run diversionary activities
- Diversionary activities through Positive Futures and Community Physical Activities Co-ordinators

- Portable urinals in Crook and Bishop Auckland
- 2 line of sight CCTV cameras in Willington high street
- Anti-graffiti paint
- Providing the street wardens with a high pressure hose to remove graffiti
- Purchasing airwave radios so that the street wardens can link directly with police
- Speedy removal of rubbish and abandoned vehicles
- Effective use of legal measures such as ASBO's etc. In 2005-6 we were successful in getting:
 - 21 Acceptable Behaviour Contracts
 - 3 Anti-social Behaviour Orders
 - 3 Criminal Anti-social Behaviour Orders

32. **Drugs and Alcohol Misuse** - It is estimated that over 90% of acquisitive crimes are to feed drug habits and it is known that alcohol is a factor in many crimes, especially violent crime and criminal damage.

Target – the partnership aims during 2005-8:

- *To disrupt the supply of illicit Class A drugs*
- *To get more offenders into treatment and out of crime*

33. During 2005-6 there were 47 drug seizures of class A drugs to disrupt the supply of illicit drugs. The number of people in treatment (359) in Wear Valley and Teesdale has increased by 12% and the partnership is well placed to reach the national target of 24%.

Some examples of partnership initiatives to address drugs and alcohol misuse include:

- 12 schools have been assessed at level 3 against the national healthy school standard
- Implementing the Nightsafe strategy to reduce binge drinking
- Improving the seizure of illegal drugs and assets
- Increasing and improving treatment for young people misusing substances
- Using local drug intervention programmes to improve the numbers entering and staying in treatment.

34. The partnership did not include targets for the reduction of theft from a person nor theft of a pedal cycle in the community safety strategy, although targets were negotiated with the Home Office. These targets are reductions of 11% and 12% respectively. Recorded incidents of theft from a person have reduced by 33% and thefts of a pedal cycle have reduced by 2%

conclusion

35. Despite having already exceeded some of the crime reduction targets in the first year of the strategy, for the period 2005-6, total recorded crime in Wear Valley increased by 6%.
36. To reduce total crime in Wear Valley (3390 crimes for 2005-6) the partnership needs to address the problem of criminal damage, which is by far the highest volume crime. In 2005-6 there were 1591 recorded incidents compared to 1499 in 2003-4.
37. Wear and Tees Community Safety Partnership is supporting the 3 month blitz on criminal damage - 'Don't damage your future'. The initiative will be across the whole of Durham Constabulary, and will include 2 radio campaigns (Galaxy and Durham FM) and a poster campaign. Multi-agency action plans will be developed and there will be positive enforcement.

RECOMMENDED

That Members note the report.

Officer responsible for the report

Iain Phillips
Chief Executive
Ext. 333

Author of the report

Elaine Baker
Community Safety Manager
Ext 312

POLICY AND STRATEGIC DEVELOPMENT COMMITTEE

4TH OCTOBER 2006

Report of the Strategic Director for the Community

PROCUREMENT OF WHEELED BINS – TWIN BIN REFUSE/RECYCLING COLLECTION SERVICE

purpose of the report

1. To advise Members of the options open via the North East Purchasing Organisation (NEPO) for the procurement of wheeled bins for the forthcoming implementation of the twin bin refuse/recycling service and seek approval to select a supplier.

background

2. Members will be aware that the Council has made a commitment to the implementation of a twin bin refuse/recycling service to commence summer/autumn 2007. In this regard an additional wheeled bin is to be placed in each household for the purposes of recycling alongside the present wheeled bin and this will be emptied on alternate weeks in an attempt to ensure maximum yield is achieved for recyclable materials.
3. The Council has made two financial provisions, one in financial year 2006/07 and a second in financial year 2007/08, each for the sum of £280,000, which is to be utilised in capital spending for items such as wheeled bins.
4. The Acting Head of Service Contracts has investigated the options available to the Council for the purchase of wheeled bins via NEPO. The lowest price for the supply of a 180 litre wheeled bin the same as that distributed within Wear Valley last year is from Otto UK Ltd.
5. The price currently quoted on the NEPO contract is for a period of 24 months commencing 1st January 2005 with an option to extend for a further 2 x 12 month period.
6. The previous issue of wheeled bins during April/May 2005 was undertaken by Otto UK Ltd. Delivery was on schedule with very few problems and the roll out of wheeled bins throughout the District was deemed a success. It would be preferable therefore, to employ Otto UK Ltd again for the supply and delivery of the next tranche of wheeled bins in July/August 2007.

proposal

7. It is proposed that the Council employ Otto UK Ltd for the supply and delivery of wheeled bins throughout the District in summer/autumn 2007. This is due to Otto being the lowest price on the NEPO contract, being able to deliver on the required dates, and the fact they already have working experience within the District and the required knowledge of the area gained as a result.

financial implications

8. As mentioned earlier the Council has made a commitment to the provision of a twin bin refuse/recycling service and has made available £280,000 capital for each of the financial years 2006/7 and 2007/8 for the purchase and delivery of 30,000 wheeled bins. The price from Otto UK Ltd as per the NEPO contract is as follows:

Purchase of bin	£15.25
Delivery charge per bin	£ 1.30
Information sticker affixed to bin	£ <u>0.40</u>
	<u>£16.95</u>
 Total for 30,000 wheeled bins	 £508,500

legal implications

9. NEPO confirms that all EU guidelines have been complied with. Furthermore, in accordance with the Council's standing orders, I have formally consulted the Director of Central Resources.
10. The Head of Legal Services has been formally consulted to determine the method of conducting the purchase.

human resource implications

11. There are no human resource implications.

it implications

12. There are no information technology implications.

crime and disorder

13. There are no anticipated crime and disorder implications.

timescale

14. The timescale for implementation of the service is August 2007, but the wheeled bins need to be ordered as soon as possible to guarantee price and enable allocation in the production programme.

conclusion

15. Otto UK Ltd was employed as the provider and delivery merchant for wheeled bins when introduced in 2005 to this District. This task was undertaken without any major problems.

RECOMMENDED that Wear Valley District Council re-employ the services of Otto UK Ltd to supply and deliver wheeled bins in order for the implementation of the forthcoming twin bin refuse/ recycling service.

Officer responsible for the report
Michael Laing
Strategic Director for the Community
Ext. 281

Author of the report
Dave Richardson
Acting Head of Service Contracts
Ext. 453

ANNEX 1

NEPO CONTRACT FOR THE SUPPLY AND DELIVERY OF WHEELED BINS
PERIOD: 24 MONTHS COMMENCING 1ST JANUARY 2005 WITH
AN OPTION TO EXTEND FOR A FURTHER 2 X 12 MONTH PERIODS

Contract Schedule
NEPO - General Use

	Plastic Omnium Urban Systems	Otto UK
Name of contact	Peter McCann	Paul Ryan
Position in organisation	UK Sales Manager	Commercial Director
Address	Halesfield 7, Telford, Shropshire	Beacon House, Reg's Way, Bardon Hill, Coalville, Leicestershire
Postcode	TF7 4RQ	LE67 1GH
Telephone	01952 582583	01530 277900
Fax	01952 586453	01530 277911
E-mail	pmccann@plasticomnium.com	p.ryan@otto.co.uk
Additional discount for early payment of invoices	1% - 7 days	Nil
Period prices firm for from date of tender	1 year	1 year from 1st January 2005
Delivery period	6 - 8 Weeks	6 - 8 Weeks
VAT registration number	GB 682628114	GB 657 9549 71
Minimum order quantity for delivery into central depots	520	Full loads
Minimum order quantity for delivery to individual households	2000	4,000
Delivery charge per bin for delivery into central depots	£0.00	Included
Delivery charge per bin for delivery into individual households	£1.30	£1.30
Price to have Council logo heat embossed onto the bin per bin	F.O.C	no charge
Price to have serial number heat embossed onto the bin per bin	F.O.C	£0.18 per bin
Price for moulded lid per bin	F.O.C	No Charge
Information sticker affixed to the bin, price per bin	£0.05	£0.40 per bin
Colours available for bins	Grey, green, blue, brown, red, yellow, burgundy	Grey, green, Blue, brown
Does price tendered apply to all colours	Yes	Yes
Other comments	All prices quoted exclude VAT.	All prices quoted exclude VAT

PRICING													
Item No	Description	1- 4,999	5,000-9,999	10,000-14,999	15,000-19,999	20,000-24,999	25,000 +	1- 4,999	5,000-9,999	10,000-14,999	15,000-19,999	20,000-24,999	25,000 +
RAL Standard													
1	Wheeled Refuse Container 120ltr Capacity	£14.00	£14.00	£13.25	£13.25	£13.25	£13.25	£13.12	£13.12	£13.12	£13.12	£13.12	£13.12
2	Wheeled Refuse Container, 140ltr Capacity	£13.25	£13.25	£13.25	£13.15	£13.15	£13.15	£14.09	£14.09	£14.09	£14.09	£14.09	£14.09
3	Wheeled Refuse Container 180Ltr Capacity	£16.50	£16.50	£16.12	£16.12	£16.12	£16.12	Cannot Supply	n/a	n/a	n/a	n/a	n/a
4	Wheeled Refuse Container 240 Ltr	£13.80	£13.80	£13.50	£13.50	£13.50	£13.50	£16.95	£16.95	£16.95	£16.95	£16.95	£16.95
5	Wheeled Refuse Container 360ltr Capacity	£34.08	£34.08	£34.08	£34.08	£34.08	£34.08	Cannot Supply	n/a	n/a	n/a	n/a	n/a
6	Wheeled Refuse Container 660Ltr Capacity	£95.00	£95.00	£95.00	£95.00	£95.00	£95.00	£98.00	£98.00	£98.00	£98.00	£98.00	£98.00
7	Wheeled Refuse Container 1100ltr	£119.80	£119.80	£119.80	£119.80	£119.80	£119.80	£104.00	£104.00	£104.00	£104.00	£104.00	£104.00
8	Spare Lids												
	b) 140 ltr	£3.95	£3.95	£3.95	£3.95	£3.95	£3.95	£2.36	£2.36	£2.36	£2.36	£2.36	£2.36
9	Pins For Lid Hinge	£0.10	£0.10	£0.10	£0.10	£0.10	£0.10	£0.12	£0.12	£0.12	£0.12	£0.12	£0.12
10	Axles	£1.35	£1.35	£1.35	£1.35	£1.35	£1.35	£1.45	£1.45	£1.45	£1.45	£1.45	£1.45
11	Wheels	£0.95	£0.95	£0.95	£0.95	£0.95	£0.95	£0.95	£0.95	£0.95	£0.95	£0.95	£0.95
12	Hinges	£1.22	£1.22	£1.22	£1.22	£1.22	£1.22	Cannot Supply	n/a	n/a	n/a	n/a	n/a

Item No	Description	1- 4,999	5,000-9,999	10,000-14,999	15,000-19,999	20,000-24,999	25,000 +	1- 4,999	5,000-9,999	10,000-14,999	15,000-19,999	20,000-24,999	25,000 +
BSEN840 Standard													
13	Wheeled Refuse Container 120ltr Capacity	£14.00	£14.00	£13.25	£13.25	£13.25	£13.25	£13.12	£13.12	£13.12	£13.12	£13.12	£13.12
14	Wheeled Refuse Container, 140ltr Capacity	£13.25	£13.25	£13.25	£13.15	£13.15	£13.15	£14.09	£14.09	£14.09	£14.09	£14.09	£14.09
15	Wheeled Refuse Container 180Ltr Capacity	£16.50	£16.50	£16.12	£16.12	£16.12	£16.12	£15.25	£15.25	£15.25	£15.25	£15.25	£15.25
16	Wheeled Refuse Container 240 Ltr	£13.80	£13.80	£13.50	£13.50	£13.50	£13.50	£16.95	£16.95	£16.95	£16.95	£16.95	£16.95
17	Wheeled Refuse Container 360ltr Capacity	£34.08	£34.08	£34.08	£34.08	£34.08	£34.08	£34.28	£34.28	£34.28	£34.28	£34.28	£34.28
18	Wheeled Refuse Container 660Ltr Capacity	£95.00	£95.00	£95.00	£95.00	£95.00	£95.00	£98.00	£98.00	£98.00	£98.00	£98.00	£98.00
19	Wheeled Refuse Container 1100ltr	£119.80	£119.80	£119.80	£119.80	£119.80	£119.80	£104.00	£104.00	£104.00	£104.00	£104.00	£104.00
20	Spare Lids												
	b) 140 ltr	£3.95	£3.95	£3.95	£3.95	£3.95	£3.95	£2.36	£2.36	£2.36	£2.36	£2.36	£2.36
21	Pins For Lid Hinge	£0.10	£0.10	£0.10	£0.10	£0.10	£0.10	£0.12	£0.12	£0.12	£0.12	£0.12	£0.12
22	Axles	£1.35	£1.35	£1.35	£1.35	£1.35	£1.35	£1.45	£1.45	£1.45	£1.45	£1.45	£1.45
23	Wheels	£0.95	£0.95	£0.95	£0.95	£0.95	£0.95	£0.95	£0.95	£0.95	£0.95	£0.95	£0.95
24	Hinges	£1.22	£1.22	£1.22	£1.22	£1.22	£1.22	Cannot Supply	n/a	n/a	n/a	n/a	n/a



POLICY AND STRATEGIC DEVELOPMENT COMMITTEE

4th OCTOBER 2006

Report of the Chief Executive
PROCUREMENT PROJECT PROGRESS REPORT

purpose of the report

1. To report on the progress of the joint corporate procurement pilot between Wear Valley and Teesdale District Councils.

background

2. In May 2005 Wear Valley District Council and Teesdale District Council jointly submitted a bid to the North East Centre of Excellence (NECE) for a £30,000 grant to develop a corporate approach to procurement across both Councils. The grant was supported by a contribution of £20,000 for Wear Valley DC and £7,500 from Teesdale DC.
3. In August 2005 the Councils' bid was approved and in September 2005 a Project Officer (Procurement) was appointed to manage and deliver the project.
4. One of the conditions associated with the award of the grant was that regular reporting arrangements to Council Management Teams, Elected Members and NECE would be put in place. This report fulfils the requirement to report project progress to Elected Members.
5. The procurement project has 3 main objectives
 - To ensure that the human and financial resources associated with procurement are utilised to maximum effect in both Councils' through the development of a common best practice procurement framework.
 - Add value to both organisations through strong working relationships, joint commissioning of work and the combination of best practice across two Councils.
 - To deliver above target efficiency savings and value for money through improved procurement processes.
6. The project has a fixed timeframe of 18 months and is due to complete in April 2007. By that time it is anticipated that effective and efficient procurement processes will have been embedded in both Councils.

7. The project is also monitored through regular project board meetings and, to date, is on track for the timetable and on budget for spend. All of the project's main scheduled milestones have been achieved and no major obstacles to further progress have been identified.
8. A detailed project Highlight Report is attached as annex B to this report. The Highlight Report summarises progress for the project to date and it is submitted to committee in both Councils, both Chief Officers Management Teams and to the North East Centre of Excellence.

conclusion

9. The delivery of the joint procurement project is on schedule and within budget. The joint procurement partnership arrangements between Wear Valley and Teesdale District Councils are proving effective to date.

recommendation

- i. That members note the contents of the Procurement Project Highlight Report for the period of May - July 2006 at Annex B.

Officer responsible for the report

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Author of the report

Julie Warnett
Project Officer - Procurement
Ext 204



A joint pilot programme to develop a shared approach to best practice procurement in Teesdale and Wear Valley District Councils.

Project Highlight Report

Project Title:	A joint pilot programme to develop a shared approach to best practice procurement in Teesdale and Wear Valley District Councils.	Project Ref. No.	004
Lead Authority	Wear Valley District Council	Project Sponsor:	NECE, Teesdale and Wear Valley District Councils
Project Manager:	Julie Warnett	Date:	22 August 2006

Document History			
Document Version	Date	Comments	Distribution
001 November NECE Project Highlight Report	6 Dec 05	Approved	Wear Valley , Teesdale, NECE
002 December NECE Project Highlight Report	24 Jan 05	Approved	Wear Valley, Teesdale, NECE
003 Jan - April NECE Project Highlight Report	2 May 06	Approved	Wear Valley, Teesdale, NECE

Completed tasks/deliverables/milestones for reporting period from	01/05/2006	to	31/07/2006
<ol style="list-style-type: none"> 1. Completed Joint Procurement Strategy <ul style="list-style-type: none"> • Fully approved document through both councils • Desk top publishing at Wear Valley District Council working on document • Request to add to both websites 2. Completed Teesdale DC "How to do Business" guide. Wear Valley DC version to be finalised. <ul style="list-style-type: none"> • Add to procurement page on website 3. Purchasing Card Update: <ul style="list-style-type: none"> • Pilot area cards received • File transaction format is under review with Barclaycard and Wear Valley IT departments 4. Fuel Card Update: <ul style="list-style-type: none"> • Pilot Area within Housing and Refuse successful • On line web based data extraction to be used 5. Facilitated and attended Grounds Maintenance Working Group meeting/sessions at Wear Valley 6. Attended Durham Procurement Partnership Meetings 7. Procurement Board set up at Teesdale to replace working groups 8. Facilitated further procurement training throughout both authorities 9. Attended Durham Spend Analysis clinics 10. Conducted volume/value using power play module for Teesdale and Wear Valley DCs. Data needs cleansing for accuracy. 11. Vending Machines project <ul style="list-style-type: none"> • Set up and facilitated working group • Identified and calculated savings • Invited Suppliers to tend for a one stop provision 12. Stationery Project <ul style="list-style-type: none"> • Conducted full procurement exercise relating to stationery • Identified cashable and non-cashable savings • Reported proposal to Chief Officers Management Team (Wear Valley) • Facilitated on site training • Implementation date 1st week September 13. Report sent to Chief officers Management Team regarding Energy at Wear Valley DC 14. Procurement Training Needs Analysis completed for Wear Valley, Teesdale to be complete by 25/7/06 15. Requested information for corporate contracts across both Authorities to compile Corporate register 16. Efficiency Project identified to achieve savings <ul style="list-style-type: none"> • Protective Clothing • Printing • Desk Top Publishing • Cleaning Materials 			

Tasks/deliverables/milestone to be completed for reporting period from	01/05/2006	to	31/07/2006
<ol style="list-style-type: none"> 1. Complete How to do business guide for Wear Valley DC 2. Continue to work on associated pilot areas for Purchasing / Fuel cards within Wear Valley. 3. Monitor Fuel / Purchasing Cards in Pilot Area – Housing Repairs/Community Services Wear Valley 4. Facilitate training for Fuel/Purchasing Cards 5. Roll out Purchasing Cards across Office areas within Teesdale DC 6. Cleanse data on 2005/6 spend. Conduct spend analysis using new power/play model 7. Issue spend analysis information to directorates 8. Collate full contract details and compile a corporate contracts register 9. Update internet site with all approved documents regarding Procurement 10. Rationalise/cleanse Supplier base 11. Analyse office consumables ordering/stock holding situation with intention to: <ul style="list-style-type: none"> • Rationalise suppliers - possible single supplier • Improve ordering system - desk top ordering • Reduce office consumable stock on toner cartridges 			



A joint pilot programme to develop a shared approach to best practice procurement in Teesdale and Wear Valley District Councils.

Overall Project Status:	On-going	On time (using Red/Amber/Green notation)	Green	On budget (using Red/Amber/Green notation)	Green
Additional Comments					

Project Budget		
Budget used this time	Total Budget used to date	Budget Remaining
£368	£1,866	£10,634

Project Quality Assurance

Date: 22/08/2006

Overall Project Status: Green		
	Status	Comments
Time: Elapsed	Green	The project is currently on schedule
Time: Effort	Green	The project is currently on target for man days effort
Cost:	Green	The project is within budget
Quality:	Green	There are no issues with quality

Change Requests raised (list all):			
Change Request No:	Date Raised	Reason for Change	Change Action or Outcome
1	January 2006	Options appraisal and information gathering overrun proposed timescale	Move date for introduction of Purchasing Card to end April 2006

Major Decisions Taken by the Project Board during this highlight period: (please include note of risk closures in this section)	
Date	Description of Decision Taken
December 2005	Councillor Armstrong and Councillor Mrs June Lee have joined Project Board.

Project Risk Register

Risk Index	Description of Risk	Probability High / Medium / Low	Impact High / Medium / Low	Description of Mitigating Action
001	Different Objectives from Teesdale and Wear Valley	Low	Medium	Consultation, adoption of documentation
002	Project Timescale for implementation too short	Medium	High	Project Management
003	Unable to agree outcomes	Medium	Low	
004	Failure to keep information up to date	Low	Medium	Regular communication
005	Timely Volume Value Analysis undertaken with both authorities	High	Medium	Ensure Volume Value is undertaken and scheduled into project plan
006	Failure to act upon recommendations	Medium	High	Close monitoring
007	Lack of member involvement and understanding	High	High	Undertake bitesize-training sessions. Book places on 4ps training seminars
008	Lack of management understanding	High	High	Ensure commitment from management
009	Lack of communication between Authorities	Low	High	Encourage open and honest dialogue at all levels
010	Loss of key procurement/project management staff	Low	High	Documentation of all achievements

Project Manager Checklist				
General Project status questions	Response to status question	Action to be taken	Person responsible for taking the Action	Target Date for completion of Action
(Project Manager) When did you last speak to main sponsor for project? Are they happy with progress and project in general?	Yes	Regular meetings with NECE Support Officer Peter Schofield.	Julie Warnett/Peter Schofield	Monthly
Are you confident about all elements of forthcoming activities?	Yes	None	N/A	N/A
Do you need help with techniques / tools / approaches / resourcing?	Yes	Will speak with relevant persons/parties when required	Julie Warnett	When required
Have you allocated your time (calendar or other method)?	Yes – Project Plan and calendar methods	None	N/A	N/A
Any internal issues affecting the project?	No	None	N/A	N/A
Any 'problem meetings' or presentations?	No	None	N/A	N/A



POLICY AND STRATEGIC DEVELOPMENT COMMITTEE

4TH OCTOBER 2006

Report of the Chief Executive
RISK REGISTER UPDATE

purpose of the report

1. To inform Members of the progress in managing the risks of the Corporate Development Unit.

background

2. The unit plan 2006/07 contains a register of the main risks associated with the unit, attached in Annex C. This report provides up to date progress on the management of these risks.
3. The key lines of enquiry for the use of resources relates to the extent to which resources are managed. The table below shows the risks as agreed in the unit plan.

conclusion

4. The table in Annex C represents the progress that has been made on managing the main risk affecting the unit.

RECOMMENDED

- i) That Members note the content of the report

Officer responsible for the report

Iain Phillips
Chief Executive
Ext 333

Author of the report

Cheryl Duggan
Performance Improvement Manager
Ext 313

RISK ANALYSIS

COMMUNICATIONS	Probability	Severity	Total Score (probability x severity)	Response	Actions	Progress
1. Desk Top Publishing						
Risk of losing DTP skills	1	1	1	Train Other staff		Current programme of training in place for new members of staff
Failure to set DTP timetable leading to missed deadlines for publications	1	2	2	Effective DTP workload plan for main corporate documents	DTP work plan in place	DTP work plan for 2006/07 in place
Risk of DTP equipment failure	1	1	1	Regular checks and maintenance		Monthly checks ongoing, new anti virus software purchased and installed
Risk of sending out leaflets with incorrect information	1	1	1	Effective document check		Document checks with 2 stage proofing process and corporate items signed off by committee or at director level
2. Website						
Failure to keep information up to date	1	1	1	Regular communication with all departments		Regular communication in place
Risk of children's photos published leading to possibility of child being identified	1	2	2	Develop website image policy		Image Policy developed and implemented
Risk of posting libellous comments on message board leading to legal action	1	2	2	All additions to forums vetted prior to publication Regular monitoring of threads for unusual posting patterns		Procedure in place to vet forums Regular monitoring of threads for unusual posting patterns in place

COMMUNICATIONS	Probability	Severity	Total Score (probability x severity)	Response	Actions	Progress
Failure to comply with priority outcomes (e-govt)	1	1	1	Develop local PI	Monitor on a regular basis	Responsibility for this now with Resources however all corporate development unit actions completed and monitored to ensure ongoing compliance
Failure to comply with the Data Protection Act 1998	1	2	2	Train staff	Develop Data Protection Policy	Data protection seminar held in May for approximately 116 employees
3. Newsletter						
Failure to manage contract with printing firm	1	1	1	Develop clear contract		Contract Developed for 2006/07 with agree service levels and standards
Failure to meet deadlines for printing Firm/Distribution Company	1	1	1	Clear Newsletter timetable/schedule		Newsletter schedule developed for 2006/07
4. Internal Communication						
Lack of communicating top-down and neglecting bottom-up and across leading to insufficient dissemination of information	2	2	4	Communications Strategy		Communications strategy published
Failure to communicate important policy information	2	2	4	Regular features in Team Talk and Wear Valley Matters	Policy database developed	Policy Database developed
5. External Communication						

COMMUNICATIONS	Probability	Severity	Total Score (probability x severity)	Response	Actions	Progress
Failure to co-ordinations leading to overloading the customer and loss of reputation	2	2	4	Communications strategy Consultation Strategy	Communications Startegy developed Consultation Strategy Developed	Communication strategy published and implemented Consultation strategy in progress due for completion in Dec 06
4. Corporate Identity						
Failure to set a corporate identity thus confusing customers/citizens	1	2	2	Communications Strategy	Communications strategy developed	Communications strategy including corporate branding and ID standards developed and implemented
PERFORMANCE MANAGEMENT						
1. Performance Management Framework						
Failure to develop an adequate PMF leading to a failure to identify and deal with poor performance, a poor CPA score and direct government intervention	1	3	3	Set In place annual review of PMF		Annual review of PMF to be completed by Dec 06
Risk of over bureaucratic framework leading to decline in performance	2	1	2	Work with colleagues in Council to ensure by in for PMF		Annual review to include focus groups completed by Dec 06
Failure to implement PMF correctly leading to a poor CPA score and direct govt intervention	1	3	3	Secure Performance Management Skills. PMF training programme	Staff employed with performance management experience	PMF training programme to be developed as part of the annual review Training completed by Mar 07
2. Performance Management Systems						

COMMUNICATIONS	Probability	Severity	Total Score (probability x severity)	Response	Actions	Progress
Failure to implement PMS correctly	1	3	3	Investigate systems fully		All options evaluated fully. Project Plan for implementation to be developed by Nov 06
Risk of staff not using the system	2	2	4	Train staff and ensure they are aware of what is happening		Training programme to be developed as part of the project implementation plan
3. Policy						
Failure to keep in touch with Government initiatives leading to missing Gov't deadlines, not complying with law and regulations, missing out on funding, poor CPA score	2	2	4	Raise member awareness Increase policy capacity through additional posts Sufficient budget to attend important events and seminars	Policy and Strategic Development Committee set up	Regular reports going to Policy and Strategic Development Committee
Failure to update the Council plan, taking into account changes in legislation	1	2	2	Annual review to be undertaken	Annual review completed	Annual review completed and approved by P & SD in August 06
Risk of not reaching agreement over the setting up of Local Area Agreements	2	3	6	Adhere to guidance	Consultation, discussions and feed back sessions to be under taken on a regular basis	Local Area Agreement signed in March 06
Failure to meet LPSA targets	1	2	2	Monitor Performance	6 monthly performance reports	LPSA included in LAA progress to be monitored biannually to committee starting Jan 07

COMMUNICATIONS	Probability	Severity	Total Score (probability x severity)	Response	Actions	Progress
BEST VALUE						
1. Best Value Reviews						
Failure to carry out best value reviews leading to criticism from Auditors and Government intervention	1	2	2	BVR Guidance, BV Process	BV Guidance produced	BV Guidance produced Best Value Review of Regeneration to be completed by Sept 06
Failure to implement staff training after reviews leading to insufficient skills to carry out action plan and subsequently failure of action plan	1	2	2	Implementation and Monitoring of actions plans	Included in BVR guidance	Action Plans monitored to agreed timescales
Failure to plan review schedule correctly and therefore miss key services	1	1	1	Plan Review Schedule	Review Schedule Developed	Review Schedule to be agreed through P & SD in Oct 06.
2. Performance Plan						
Failure to complete BVPP leading to criticism from auditors	1	1	1	Performance Plan time table		BVPP completed and published on the website by 30 th June 06
3. Best Value Performance Indicators						
Risk of incorrect PI's in performance leading to false impression of the Councils performance and a poor report from the auditors	1	2	2	Identification and improvement plans for low scoring BVPI's	Quarterly report to COMT	1 st Quarters report scheduled to go to P&SD in Oct 06
SCRUTINY						
1. Attendance at scrutiny committee meetings						

COMMUNICATIONS	Probability	Severity	Total Score (probability x severity)	Response	Actions	Progress
Security risk from members of public attending meetings and having access to the building	2	1	2	Set/Communicate clear guidelines		New guidelines to be developed and issued once new security system fully implemented
2. Scrutiny Committee site visits						
Potential liability/accidents for scrutiny committee and officers during site visits	1	2	2	Address Corporately		New guidelines to be developed and issued once new security system fully implemented
3. Representation to scrutiny committee members						
Risk of members of the public disrupting meetings	1	1	1	Training for Officers		Training for Officers to be implemented but low priority as no members of the public have attended to date
COMMUNITY SAFETY						
1. Wear and Tees Community Safety Strategy						
Failure to deliver strategy, leading to increased crime and fear of crime, loss of confidence in Council and partners	2	3	6	Regular monitoring of strategy and action plans to deal with under performance		Regular monitoring quarterly to GONE and the annual Committee report is scheduled for P&SD in October 2006
2. Section 17 (of the 1998 Crime and Disorder Act)						

COMMUNICATIONS	Probability	Severity	Total Score (probability x severity)	Response	Actions	Progress
Risk of not adhering to section 17 in all Council decisions, bad press and possible compensation claims	3	1	3	Increased communication Review section 17 implications		Training now incorporated in induction process and further ongoing training available as part of the annual corporate training schedule
Failure to listen and act on advice from Secured by Design programme leading to increased crime and possible compensation claims	3	1	3	Increased communication programme		Training now incorporated in induction process and further ongoing training available as part of the annual corporate training schedule
ADMINISTRATION						
1. Budgets						
Failure to agree and set adequate budget to progress unit work	1	3	3	Clear budget timetable	Ensure inclusion in section service plan	Included in Service plan 2006/07
Failure to achieve 2.5% of savings				Ensure that Gershon efficiency savings are a priority in our activities		£19,000 of savings/ cost reductions during 2006/07 budget setting process Current log of all savings for department kept centrally
PROCUREMENT						
Failure to develop Strategy	1	3	3	Resources have been secured to develop Strategy and contacts made with the NECE procurement meeting		Funding secured and a procurement officer appointed Strategy developed and approved through P&SD in June 06

COMMUNICATIONS	Probability	Severity	Total Score (probability x severity)	Response	Actions	Progress
Inability to integrate policy and procedures into departments	1	3	3	Build integration of policy into action plan		Strategy and Policy developed and approved through P&SD in June 06 Cross departmental working group initiated
LSP						
Loss of NRF funding	2	3	6	Partners to develop exit strategies	Actions to be developed where required	Strategies to be developed by Dec 07
Risk of partnership breakdown	1	2	2	Constant monitoring by LSP Manager		Ongoing
Loss of skilled staff	1	3	3			Ongoing risk
Loss of central support to community network funding	2	3	6	Partnership to review support for network	Actions to be developed where required	Agreed 2 year funding programme to go through the LAA
Failure to achieve performance leading to a loss of capacity to deliver	1	3	3	Management and monitoring of performance and discussion about capacity to take place with partners	Actions to be developed where required	Ongoing
Impact of Teesdale's future in relation to the LSP	2	2	4	Ongoing negotiations		GONE and LSP in discussions
HEALTH AND SAFETY						
1. Sickness						
Failure to monitor sickness and absence (stress and similar)	2	2	4			Stress Policy redrafted scheduled for P&SD in January
Failure to comply with statutory requirements for risk assessment	2	3	6	Review risk management strategies in place and identify where new ones are needed		Risk assessments programme commenced due for completion 2009

COMMUNICATIONS	Probability	Severity	Total Score (probability x severity)	Response	Actions	Progress
Unexpected outcomes from job evaluation leading to loss of staff and poor morale	2	3	6			Stress Policy redrafted scheduled for P&SD in January
2. Accidents						
Failure to report accidents	2	1	2		Adhere to Policy	Training programme for accident reporting and investigation to be developed and implemented by Dec 07 Health and Safety panel in place
Failure to investigate accidents	1	2	2		Adhere to Policy	Training programme for accident reporting and investigation to be developed and implemented by Dec 07 Health and Safety panel in place

POLICY & STRATEGIC DEVELOPMENT COMMITTEE

4th October 2006

Report of the Chief Executive
LOW PERFORMING BVPI UPDATE

purpose of the report

1. To report on the status of the low performing Best Value Performance Indicators (BVPI's).

background

2. At the end of the 2005/06 year Chief Officer Management Team identified a list of best value performance indicators that were performing poorly. These indicators are to be monitored on a quarterly basis. This report presents BVPI data for the 1st Quarter (April-June).
3. An analysis of each indicator is presented in Annex D.
4. Annex E tabulates the 1st Quarter BVPI data in relation to our targets and previous performance. Quartile figures are from 2004/05 as top quartile figures from 2005/06 have not yet been released.
5. Trends in performance are presented graphically in Annex F.

high level findings

6. Overall 62% (13) of our Low Performing BVPI's have improved this quarter, 19% (4) have remained constant and 19% (4) have declined in performance.
7. If the improvement trend for quarter one continued at the uniform rate, only 40% of indicators would have improved enough to move into a higher quartile by the end of 2006/07. 50% of indicators would remain in the same quartile and 10% would have a reduced quartile performance.
8. Using the performance trend over quarter one to forecast estimated out turns at the end of 2006/07, only 33% of indicators would reach or exceed their target set out in the Best Value Performance Plan.

performance by corporate priority

9. There are no low performing indicators relating to Health, Economy and Lifelong Learning. An analysis of the indicators by corporate priority is provided in the table below and in Annex F.

Priority	Number of Indicators	Performance Trend			% of indicators on target to meet 2006/07 target	Predicted Quartile Improvement by end of 2006/07		
		Improved	Stayed the Same	Declined		Improved	Stayed the Same	Declined
Capacity to Deliver	5	60%		40%	40%	60%	20%	20%
Crime	4	50%		50%	50%	50%	25%	25%
Environment	7	86%		14%	43%	29%	57%	14%
Population	5	20%	80%		0%	25%	75%	0%

performance by department

10. An analysis of the indicators by department is provided in the table below and in Annex F.

Department	Number of Indicators	Performance Trend			% of indicators on target to meet 2006/07 target	Predicted Quartile Improvement by end of 2006/07		
		Improved	Stayed the Same	Declined		Improved	Stayed the Same	Declined
Strategic Community	4	100%	0%	0%	25%	25%	75%	0%
Resources	10	40%	40%	20%	20%	44%	44%	11%
Environment & Regeneration	3	100%	0%	0%	67%	33%	67%	0%
Corporate Development	4	50%	0%	50%	50%	50%	25%	25%

conclusion

11. During quarter one there has been some improvement on the performance of our low scoring BVPI's. However, in some cases the performance trend is not sufficient to ensure we meet our targets or increase our quartile performance by the end of 2006/07.

RECOMMENDED

- i. That Members note the content of this report.
- ii. That Corporate Development continue to monitor these indicators on a quarterly basis and reports findings to the Chief Officers Management Team and Policy and Strategic Development Committee.

Officer responsible for the report	Author of the report
Iain Phillips Chief Executive Ext 333	Cheryl Duggan Performance Improvement Manager Ext 313

Forecast of Indicator Performance

BV2b – The duty to promote race equality checks

The performance for this indicator has remained constant during the first quarter. The Corporate Development Unit is carrying out a programme of work to increase the performance of this indicator.

BV11a – The percentage of top 5% of earners that are women

The performance of this indicator has remained static during the first quarter. It is anticipated that the restructure will have little or no affect on the performance of this indicator.

BV11b – The percentage of top 5% of earners from black and minority ethnic communities

The performance of this indicator has remained constant despite the various initiatives and recruitment techniques undertaken by the Council. This indicator will not be affected by the imminent restructure. If current performance continues we will fail to meet our target and will remain in the bottom quartile.

BV15 – The percentage of the workforce retiring on grounds of ill health as a percentage of the total workforce

During the first quarter the performance of this indicator has improved from 0.35% to 0.18%. However, it is forecast that this will increase to 0.49% by the end of this year putting us in the below median quartile.

BV17a – The percentage of local authority employees from minority ethnic communities

During the first quarter performance of this indicator increased from 0.35% to 0.53%. The Council has introduced several new procedures into the recruitment process to improve this further.

BV63 – Energy Efficiency: the average SAP rating of local authority owned dwellings

During quarter one, the performance of this indicator increased from 63% to 64.1%. If this performance trend continued we would exceed our target and move into the above median quartile.

BV76b – Number of fraud investigators employed, per 1000 caseload

During quarter one, the performance of this indicator increased from 0.29 to 0.37. This places our performance in the above median quartile. This is expected to increase further with the appointment of a fraud manager and a part time fraud investigator in the third quarter of 2006/07.

BV76c – Number of fraud investigation per 1,000 caseload

Forecast of Indicator Performance

The performance for this indicator has increased from 31.83 to a forecasted 43.04 by the end of the year. If we reach this figure we will not meet our target but we will increase our quartile performance to above median.

BV76d – Number of prosecutions and sanctions, per 1,000 caseload

The performance of this indicator has declined. It is expected that we will meet our target by the end of the year.

BV84a – KG of Household waste collected per head

The performance of this indicator has increased during the first quarter with a forecasted reduction of 75.84KG per head of population for the year. If the forecasted figure based on the current performance trend were reached we would meet our target and be in the above median quartile. It is worth noting that this indicator is subject to seasonal variation, e.g. more waste at Christmas and could increase.

BV86 – Cost of waste collection per household

The performance for this indicator has increased during the first quarter from £55.73 at the end of 2005/06 to an estimated £52.00 by the end of 2006/07. With this slight improvement we would remain in the bottom quartile. It is worth noting that the 2001 – 2005 data has been calculated incorrectly. With the introduction of wheeled bins for recycling and fortnightly collections in August 2007 it is expected to have a significant improvement in performance and reduction in cost.

BV106 – Percentage of new homes built on previously developed land

The performance of this indicator during quarter one has increased slightly from 48.96% to 50%. However, if the current rate of performance continued we would fail to meet our target and be in the below median quartile.

BV126 – Domestic burglaries per 1,000 households

The performance of this indicator has decreased from 8.07 to 11.09. This is primarily due to the new more accurate method for collecting the data.

BV127a – Violent Crime per 1,000 population

This has increased for 17.9 to 19.69 and is predominately due to the new measures implemented by the police.

BV128 – Vehicle crimes per 1,000 population

The performance of this indicator has increased from 11.93 to 7.62 during the first quarter.

BV156 – Percentage of authority buildings open to the public in which all areas are suitable for and accessible to disabled people

The performance of this indicator has remained constant during the first quarter, however, work is scheduled for later in the year to take us to our projected target.

Forecast of Indicator Performance

BV174 – The number of racial incidents recorded by the authority per 100,000 population

The performance of this indicator has improved from 1.63 to 0 putting us in the top quartile and achieving target.

BV179 – The percentage of standard searches carried out in 10 working days

The performance of this indicator has decreased slightly from 98.01% to 98%. An investigation is currently ongoing to see how we can improve this indicator given our current capacity limitations.

BV184a & BV184b – Percentage of non decent homes

The performance of these two indicators has increased slightly during the first quarter. At present it is anticipated that we will not meet our projected target or improve our quartile performance. This is due to the delay in re-inspection to achieve 2 star status that was originally scheduled for October 2006 to provide the necessary financial resources required to achieve the decent homes standard.

BV204 – Percentage of appeals allowed against the authority's decision to refuse planning permission

The performance has improved substantially and if current rate of improvement continues will exceed target and be in the top quartile.



POLICY AND STRATEGIC COMMITTEE
4th October 2006

Report of the Chief Executive
SIMALTO MODELLING 2007 - BUDGET CONSULTATION

purpose of report

1. This report outlines the headline findings and methodology of the 2007 SIMALTO exercise, undertaken to identify the opinions of local residents as to Wear Valley District Council's (WVDC) spending priorities.

background

2. During July - August 2006 an in-depth consultation on the Council's spending priorities and council tax levels took place with residents throughout the district. The aim was to identify residents' service funding priorities in order to inform the Council's 2007/08 budget setting decision-making process.
3. This public consultation made use of the SIMALTO modelling process, endorsed by the Office of the Deputy Prime Minister (ODPM) and used by a growing number of local authorities. It is acknowledged to be an effective, robust technique for identifying local priorities for spending and council tax levels.
4. This is the fourth year in which WVDC has used SIMALTO to research public opinion on emerging budget options. External consultants, Research for Today, were commissioned to undertake the consultation.
5. Through the use of SIMALTO, the following issues regarding the allocation of council tax between various council services in 2006 have been addressed:
 - Which current service levels should be reduced in order to cause least 'distress' among residents?
 - Which improvements on other services, if any, should take priority?
 - Would residents be willing to pay more council tax, beyond an expected annual inflation increase, to lessen any reduction, or fund improvements in service benefits?

method

6. The 2007 SIMALTO survey involved a random, representative sample of 305 Wear Valley residents, representatively split by age, gender, and location. Trained facilitators conducted 50 minute interviews with residents in their own homes. A summarised list of the 22 scenarios is set out in Annex G.
7. The SIMALTO technique uses a matrix supplied by WVDC that identifies 22 service areas, for which the level of provision could be altered as a result of the budget setting process. Participants are asked to allocate and prioritise possible service improvements and reductions.

general findings

8. A brief summary of the main findings of the SIMALTO exercise is set out below. The detailed breakdown of findings can be found in the full consultants' report (Copies of the full report can be obtained from the Performance Improvement Manager, Ext: 313).
9. To maintain the current rates of service, council tax is expected to need to rise by inflation, but the research suggests that, in general (63%), WVDC residents appear to be willing to pay even more than inflation for service improvement.
10. When made aware of the impact their chosen improvement scenarios would have on council tax rates:
 - 63% of residents chose to accept an additional increase of £3 per year, plus inflation on their council tax bill to achieve their allocation of improved service provision;
 - In total only 21% of residents chose the largest reduction in tax offered (£10 per year) by accepting the trade-off of a significant overall lowering of service standards.
11. SIMALTO models the results of all residents' service priority allocations against five council tax scenarios.
12. Given responses from residents, SIMALTO then predicts the most preferred combination of service reductions and improvements for each of these five alternative budget scenarios, what SIMALTO terms 'optimum consensus budgets' (see Annex H for these results).

resident satisfaction

13. The table below sets out resident satisfaction given the potential implementation of each of the 5 modelled budget allocations:

Scenario	Very Unhappy	Slightly Unhappy	Un-Certain	Quite Pleased	Very Pleased	Extremely Pleased
Base	53%	30%	14%	3%	0%	0%
Bonus 17	5%	19%	21%	44%	9%	2%
Bonus 28	1%	9%	11%	58%	18%	3%
Bonus 39	0%	4%	9%	47%	34%	6%
Bonus 50	0%	3%	6%	34%	46%	11%
As now	12%	16%	23%	39%	9%	1%

- This shows 83% to be 'unhappy' with the basic first option on each attribute scenario.
- This percentage reduces to 10% after allocating 28 points, just less than the current service budget equivalent of 33 points and reduces to 4% unhappy at just over 6 points (£120K) above current spend.
- Generally residents' satisfaction is predicted to increase, as better service improvements become possible due to greater council tax increases. However the elderly residents were less keen on those budget allocations involving the largest increased taxes.

resident budget allocation preference

14. SIMALTO modelling also allows us to ascertain the relative popularity of the 5 alternative optimum consensus budgets, as highlighted in table 2 by grouped area and age of resident:

Scenario:	Bonus 17	Bonus 28	Bonus 39	Bonus 50
Budget equivalent:	-£300k	-£100k	+£100k	+£300k
Tax Impact:	-£15/year	-£5/year	+£5/year	+£15/year
Total	21%	16%	28%	35%
Under 40	19%	17%	26%	38%
40-60	22%	18%	22%	38%
Over 60	22%	13%	35%	30%
Bishop Auckland	18%	13%	31%	37%
Crook	26%	16%	27%	32%
Rural	23%	23%	19%	35%

In Summary:

- Overall 63% chose additional budget allocations above the cost equivalent of current council services;
- SIMALTO calculations predict that the overall consensus preference is around the inflation % plus £3 per annum tax increase level;
- SIMALTO predicts that older residents of WVDC are less keen on those budget allocations involving the largest increased taxes:
- Across the three district areas, all appear more likely to approve increased taxes for improved service levels (Bishop Auckland, 68% and Crook 59% and 54% in rural Wear Valley);
- SIMALTO predicts that most age groups show greater preference for improved services through tax hikes, 64% of under 40s and 60% of 40-60s and 65% of over 60s. However it is worth noting that the 'elderly' are less prepared to pay the highest tax increases for improved services than other residents.

service related findings

15. Given residents responses it is also possible to predict areas where reductions to service levels will be tolerated, where improvements to services will cause the most satisfaction, and also identifies those services where reductions would cause the most dissatisfaction among residents. Annex H shows the full results of respondents spending their allocated points on improving the 22 services.

16. Reductions Causing Least Displeasure

- Grounds maintenance – Reduce from 15 grass cuts to 12
- Leisure Centres – 10% price increase
- Churchyards – Slightly less maintenance
- Service Access Hours - Reduce

17. Enhancements Causing Most Satisfaction

- Drugs/Disorder – Additional funding
- Anti Social Behaviour – Extra funding to include private sector tenants
- Handyman service - 1 person for disabled and older people

18. Services which should NOT be reduced

- Leisure Centre investment
- Waste/recycling
- Apprenticeships
- Youth activities
- Recreation grounds

19. It is important to note here that 28% claimed they were unhappy with the current council performance.

conclusions

20. A number of limitations of the SIMALTO process should be noted. Residents comments are inevitably biased by their own personal circumstances and experiences. In the experience of the consultants it is likely that the first priorities a person makes are for personal and/or family benefit, with later priorities tending to be for the more 'general good'. Moreover if residents have not made use of a particular service (e.g. money advice) their ability to offer an informed opinion as to whether service should be enhanced or cut will be limited.

21. In addition while the sample of over 300 residents means that the exercise can be said to generally reflect the entire WVDC administrative area, given the stratification of the sample across the Wear Valley district, some residents will have attached a different level of importance to certain services depending on where they live (e.g. street wardens).

22. Due to such limitations, inherent in any market research of this type, the results do not challenge the responsibilities or discretion of elected members to decide council budget policy. SIMALTO modelling should best be viewed as one of the range of management tools available to allow both members and officers to make confident, informed budget decisions. The results of the SIMALTO exercise should empower the Council, offering an extremely important input from the 'silent majority' into the decision making process.

23. Based on this model, to improve customer satisfaction would require an increase of 3% per year, plus inflation on Council Tax. On this basis it might be prudent to consider funding some public preferences from other funding streams.

RECOMMENDED that Members note the content of this report.

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Summary of the SIMALTO method and list of council services under consideration

The SIMALTO survey involved a random, representative sample of 305 Wear Valley residents, with trained facilitators conducting 50-minute interviews with residents in their own homes. Ward maps were used to ensure that the number of interviews conducted was proportional to the ward's population.

The sample was also representatively split by age, gender and ethnicity:

	Bishop Auckland		Crook		Rural		Total
Interviewed	153		90		62		306
Sex	Male		51%		Female		49%
Age	18-40	34%	41-59	35%	60+	31%	
Ethnicity	White British		99%		Other		1%

The SIMALTO technique used a matrix that identified 22 service areas provided by WVDC, for which the level of provision could be altered as a result of the budget setting process.

1	Grounds Maintenance
2	Cost of using Leisure Centres
3	Level of investment/facilities in Leisure Centres
4	Activities for Young People
5	Street Cleansing
6	Waste Management/Recycling
7	Recreation Grounds
8	Money Advice
9	Anti Social Behaviour Team
10	Neighbourhood Drug and Youth Disorder
11	Domestic Violence Team
12	Investing in business support and new premises
13	Modern Apprenticeships within Wear Valley Council
14	Modern Apprenticeships within Local Businesses
15	Invest in determining local transport requirements
16	Invest in seeking out your views on services you wish us to deliver
17	Level of resources devoted to improving IT skills
18	Young people's health development
19	Handyman Service
20	Investment in Local Area Forums
21	Level of maintenance of closed churchyards
22	Access to Council services
23	Cardiac Lifesavers

Annex H

SIMALTO Model: Residents' 5 Optimum Consensus Budget Allocations

Investment Scenario SIMALTO Points	-£200k 23	-£100k 28	As now 33	+£100k 38	+£200k 43
Predicted Council Tax, +inflation	-£10	-£5	As now	+£5	+£10
1 Grounds maintenance	9 cuts	12 cuts	12 cuts	12 cuts	12 cuts
2 Leisure centre prices	+25%	+25%	+10%	+10%	+10%
3 Leisure investment	As now	As now	As now	As now	As now
4 Youth activities	As now	As now	As now	As now	As now
5 Street cleaning	As now	As now	As now	+special times	+special times
6 Waste management	As now	As now	As now	As now	As now
7 Recreation grounds	As now	As now	As now	As now	As now
8 Money advice	As now	As now	As now	As now	As now
9 A S B	Additional	+ support	+ support	+ support	+ increase
10 Drugs / disorder	Additional	Additional	Additional	Additional	Additional
11 Domestic violence	As now	As now	As now	As now	As now
12 Business support	Stop	Stop	Stop	Stop	As now
13 Council jobs	As now	As now	As now	As now	As now
13a Local apprenticeships	As now	As now	As now	As now	4 more
14 Local transport	Reduced	Reduced	As now	As now	As now
15 Services access	As now	As now	As now	As now	As now
16 Consultation	Stop	Stop	Stop	Stop	As now
17 IT skills	As now	As now	As now	As now	As now
18 Young health	As now	As now	As now	As now	As now
19 Handyman	As now	+1	+1	+1	+1
20 Local forums	As now	As now	As now	As now	As now
21 Churchyards	None	Reduce	None	Reduce	Reduce
22 Access hours	Reduce	Reduce	Reduce	Reduce	Reduce

The yellow shaded options indicate where the current service level has been 'improved', and the grey shading indicates savings in service level. As the budget increases from a spend of 23 points to one of 43 points so the service level on each attribute usually improves or stays the same.

Service improvement priorities

Annex I

	After Bonus 1st	After Bonus 2nd	After Bonus 3rd	After Bonus 4th
5 Street cleaning	51	66	74	83
9 A S B	40	50	67	74
6 Waste management	34	52	62	71
10 Drugs/disorder	30	43	57	68
13 Council jobs	30	46	61	70
4 Youth leisure	30	45	59	70
1 Grounds maintenance	24	33	45	52
3 Leisure investment	23	38	49	62
7 Recreation grounds	22	33	51	68
12 Business support	20	33	40	52
2 Leisure costs	19	32	45	57
19 Handyman	18	30	40	54
13a Local apprenticeships	17	29	36	49
14 Local transport	17	30	42	52
16 Consultation	14	29	38	50
11 Domestic violence	13	21	29	41
21 Churchyards	13	27	40	52
22 Services hours	10	17	24	34
18 Young health	6	12	17	27
15 Services access	6	13	19	28
20 Local forums	4	8	13	21
17 IT skills	4	9	13	20
8 Money advice	3	7	13	22