

Public Document Pack

19 February 2009

Dear Councillor

A meeting of the Executive will be held in the **Council Chamber, Civic Centre, Newcastle Road, Chester-le-Street, Co Durham, DH3 3UT on Monday, 2nd March, 2009 at 3.00 pm**

Yours sincerely

A handwritten signature in black ink, appearing to read 'Roy Templeman', is written over a light grey rectangular background.

R TEMPLEMAN

Chief Executive

AGENDA:

1. Apologies for Absence
2. Minutes of the Meeting held 2 February 2009 (Pages 1 - 8)
3. Public Speaking
4. To Receive Declarations of Interest
5. Forward Plan and Work Programme (Pages 9 - 18)
6. Executive Decision Tracker (Pages 19 - 20)

People and Place

7. No Items

Usual Business

8. Corporate Performance Report April 2008 - December 2008 (Pages 21 - 98)
Report Of Director of Corporate Services
9. Review into the Marketing of Sports Activities for Young People (Pages 99 - 120)
Report Of Director of Corporate Services
10. Outline of New Externally Funded Programmes (Pages 121 - 124)
Report Of Leisure Services Manager
11. Communities for Health - Mental Health Project Final Report (Pages 125 - 162)
Report Of Director of Development Services
12. Final Financial Management Report and Monitoring Update (Pages 163 - 172)
Report Of Head of Corporate Finance
13. Exclusion of Public and Press. To RESOLVE:
“That, in accordance with Regulation 21 (1) (b) of the Local Authorities (Executive Arrangements) (Access to Information) Regulations 2000, the public be excluded during the transaction of the following business because it involves the likely disclosure of exempt information as defined in paragraph 1, 2 and 3 of Part 1 of Schedule 12A to the Local Government Act 1972.”
14. Write-Off of Irrecoverable Debt (Pages 173 - 176)
Report Of Acting Head of Resources
15. Land Matters (Pages 177 - 182)
Report Of Acting Head of Regeneration

THE DISTRICT COUNCIL OF CHESTER-LE-STREET

Report of the meeting of Executive held in the Council Chamber, Civic Centre, Newcastle Road, Chester-le-Street, Co Durham, DH3 3UT on Monday, 2 February 2009 at 3.00 pm

PRESENT:

Councillor L Ebbatson (Leader of the Council)

Councillor S C L Westrip, (Portfolio Holder for Neighbourhood Services)

Councillor C J Jukes, (Portfolio Holder for Regeneration and Strategic Planning)

Councillor L Armstrong, (Portfolio Holder for Resources and Value for Money)

Councillor M Sekowski, (Portfolio Holder for Community Engagement and Partnerships)

Officers: R Templeman (Chief Executive), I Forster (Director of Corporate Services), I Herberson (Head of Corporate Finance), J Elder (Acting Head of Resources), C Potter (Head of Legal and Democratic Services), L Dawson (Acting Head of Regeneration), R McMullen (Town Centre Development Manager), J Lulic (Community Development Manager), G Clark (ICT Manager), J Johns (Economic Development and Tourism Officer), J Underwood (Performance, Improvement and Equality Manager), E Golightly (Community Development and Health Worker), B Cruikshank (Anti-Social Behaviour Officer), C Chapman (Community Co-hesion), S Pearson (Personal Assistant), A Stephenson (Executive Assistant) and D Humble (Democratic Services Assistant)

78. APOLOGIES FOR ABSENCE

There were no apologies for absence.

79. MINUTES OF THE MEETING HELD 1 DECEMBER 2008

RESOLVED: "That the minutes of the meeting held 1 December 2008, copies of which had previously been circulated to Members, be agreed as a correct record."

The Leader proceeded to sign the minutes.

80. PUBLIC SPEAKING

There were no questions or representatives received from Members of the public.

81. TO RECEIVE DECLARATIONS OF INTEREST

There were no declarations of interest received from Members.

82. FORWARD PLAN AND WORK PROGRAMME

The Leader advised that there were no updates or amendments to be made to the Forward Plan and Work Programme.

RESOLVED: “That the Forward Plan and Work Programme be noted.”

83. EXECUTIVE DECISION TRACKER

The Leader suggested that the update on the Community Resource Centre at Sacriston be given at the next Executive Meeting in March.

RESOLVED: “That the Decision Tracker and the suggested amendment be noted.”

84. IMPLEMENTING THE TRANSITION PLAN: DEVELOPING 'PEOPLE AND PLACE'

Presentations were given by each of the Action Learning Sets on the overall achievements made on implementing the People and Place priority which are summarised as follows:

Strengthening Partnerships

- ICT support at Community Centres – Graeme Clark
- Youth Forum – Emma Golightly
- Community Cohesion – Julie Underwood and Carl Chapman
- What Wonderful Women Project – Julie Underwood
- Future of Unparished Areas – Ian Forster
- Sports Development (It's a Knockout) – Graeme Clark and Ian Forster

Investment in Town Centre (Rob McMullen)

- Christmas Lights and Celebrations
- Business Improvement District,
- Future of the Market
- Banners and Locator Boards

Partnerships for Futures

- Hanlon Skills Register – Jenny Johns
- Young Entrepreneurs Project – Jenny Johns and pupils from Roseberry School

Neighbourhoods

- Chester in Bloom – Mike Keenlyside
- Reducing Anti-Social Behaviour – Barbara Cruikshank
- Open Your Eyes – Paul Rutherford
- Increasing Local Democracy – Shelley Marshall

The Leader gave thanks and appreciation to everyone involved in the Action Learning Sets including Officers, Executive Members, Councillors, Partners and Members of the public who had worked closely together and gave up their time to be involved in the projects which would be included in the 'Handing Over the Baton Report' to the new Unitary Authority.

Ian Forster also conveyed his thanks to everyone for the significant amount of hard work and effort that had gone into the projects which had been extremely successful and of which he was very proud.

RESOLVED:

- 1) That the progress made in implementing the Transition Plan be noted.
- 2) That the progress made in respect of individual progress as outlined in this report and comment on the issues raised be noted.
- 3) That the presentations by the Action Learning Sets on the progress made in implementing the 'People and Place Priority' be noted.
- 4) That the approach to the 'handing over the baton' report to the new authority be agreed."

85. 3RD QUARTER FINANCIAL MONITORING POSITION

The Head of Corporate Finance spoke to his report that summarised the half-year financial monitoring position and the changes made since his last report.

He spoke in relation to the financial position of Leisure Services, Environmental Health and Planning, Environmental Services, Revenues and Benefits, Regeneration, Corporate Development Unit, Legal and Democratic Services.

He raised two issues in particular including the Green Cycle contract that would continue to be monitored and the associated costs with the management of the Early Retirement/Voluntary Redundancy.

The Chief Executive gave clarification in relation to the ER/VR contract and the information he was still awaiting a response on from the County Treasurer.

The Head of Corporate Finance advised that he would need to closely monitor the income streams, supplies, services and vacancies. He would report back to the next Executive if necessary. It was noted that the external Auditors had been kept informed on the financial progress.

RESOLVED: "That the financial monitoring information detailed in section 5 of the report be noted."

86. REVIEW INTO THE FUTURE OF UNPARISHED AREAS OF CHESTER-LE-STREET

Councillor Holding the Task and Finish Group Lead Member for this Review spoke in relation to the report on the Future of the unparished areas of the District and gave a background to the review.

He advised of the options that were considered in the Review and detailed the methodology of the review including a sample resident's survey, a focus group that was held at the Civic Centre and visits to Town Councils.

He summarised the conclusions and findings of the review, which had included mixed views about whether Chester-le-Street ought to be fully parished that would be submitted for consideration to the new Unitary Council as part of the 'Handing Over the Baton Report'.

The Leader thanked everyone concerned for the work that had gone into this report. She felt that the evidence was inconclusive and gave mixed messages on how people felt about this issue.

Members made comments on the following issues:

- That the sample target used in the questionnaire did not reflect the true opinion of the District.
- That people had a lack of understanding about Parish/Town Councils
- Whether a community council had been explored
- Whether minority / hard to reach groups had been targeted
- Confusion over AAP's

Councillor Holding responded to the comments raised by Members and advised that there was a limited time and resources to undertake this review.

The Director of Corporate Services reassured Members that the scrutiny panel had also raised the same issues and would have done things differently if time and resources had allowed.

Members appreciated the work that was done under the circumstances and thanked the Review Panel for this report.

RESOLVED:

- "1. That the findings of the review and the proposals for the future are submitted for the consideration of the new Unitary Council as part of the 'Handing Over the Baton' Report.
- 2 That Durham County Council be requested to undertake an early 'community governance review' based on the whole area of the existing District and not just the unparished area of the District Council.
- 3 That Durham County Council be requested to consider how they might consider an interim arrangement for governance until the

outcome of a 'community governance review' is known and implemented."

87. REVIEW INTO THE FUTURE OF THE MARKET FINAL REPORT

Councillor G Armstrong the Lead Member for this Review spoke in relation to the report of the Review of the Future of the Market in Chester-le-Street.

He advised that this project ran alongside the Smart Speed Consulting Ltd who were also looking at the future of the market. The Task and Finish Group had visited several nearby markets and talked to market managers, customers, staff and traders.

A meeting had been held with the Chester-le-Street market traders that had proved to be very useful and which he hoped would continue. He outlined the findings of the review and the variety of approaches used by different authorities to alleviate the difficulties.

He also outlined the conclusions and recommendations of the Smart Speed Consultancy and ran through some of the problem areas suggested for improving.

The Leader spoke in relation to the report which she felt was slightly biased towards the traders. In her opinion the open space at the Civic Heart should continue to be used for events and that further work needed to be done to develop a realistic plan to take the market forward.

The Chief Executive spoke in relation to previous experience of dealing with a declining market. In his opinion Chester-le-Street market was missing the quality and presentation required to bring a different mix.

Councillor Westrip felt that this was a very comprehensive report, however in his opinion there were a number of diversity issues that needed to be considered in the future which were noted.

The Leader thanked the Review Team for the work that had gone into the report.

RESOLVED:

- "1) That the responsibility for the management of the market be retained by the local authority and subsequent local authority.
- 2) A phased improvement plan be developed in line with the recommendations in the consultants report and should the implementation of the improvement plan fail to achieve the intended outcomes then the County Council should seriously consider an outsourcing exercise.
- 3) The findings of the review and the proposals for the future be submitted for the consideration of the new Unitary Council as part of the Handing Over the Baton Report with a recommendation that the market ought to

be continued to be operated by the local authority unless the improvement plan fails to deliver the necessary change.”

88. REVIEW INTO THE MARKETING OF ACTIVITIES FOR YOUNG PEOPLE FINAL REPORT

In the absence of Councillor T Smith the Lead Member of the Review, Councillor G Armstrong spoke to the report on the Review into the marketing of activities for young people and gave a brief account of the objectives of the review, the methodology, conclusions and recommendations.

The Leader felt there was a greater need of the understanding of the context within which Leisure services operated and the revenue demands. She also felt that the way they currently communicated with the young people was interesting, however it needed to be broadened.

She advised of a report that had been produced by the Audit Commission called ‘Tired of hanging around’ which reports that sport and leisure projects involving music, film making or football designed in consultation with young people can help them from drifting into anti-social behaviour which she felt would be useful.

Councillor Westrip was also of the opinion that the report needed to be more structured and focus more on consultation with young people. He would have liked to see more in the report on the services for young people such as those provided by Sunderland Council who promote more than just sport and gives young people ownership of activities.

The Chief Executive spoke on the report and suggested that the recommendations should specifically state that services needed to be designed with young people and ensure there was a link to the new youth forum.

The Leader suggested that the conclusions and recommendations needed to be rewritten to ensure that the points made on working with young people were incorporated and therefore requested that this report be deferred.

RESOLVED: “That this report be deferred and the recommendations be revised for consideration at the next Executive Meeting.”

89. EXCLUSION OF PUBLIC AND PRESS. TO RESOLVE:

RESOLVED:

“That, in accordance with Regulation 21(1)(b) of the Local Authorities (Executive Arrangements) (Access to Information) Regulations 2000, the public be excluded during the transaction of the following business because it involves the likely disclosure of exempt information as defined in paragraph 1,2 & 3 Part 1 of Schedule 12A of the Local Government Act 1972.”

90. COMMUNITY FACILITIES REPORT

Consideration was given to a report from the Community Development Manager on the updated Third Stage Report on the Review of the Community Facilities.

The Leader proposed amendments to paragraph 14.2 of the report and an additional sentence after section 14 to be carried out before the report was forwarded to the new Unitary Authority. Changes to the distribution of the report were also agreed.

The Leader thanked the Community Facilities Working Group and the Community Development Manager for the work they had done on this review.

RESOLVED:

- 1) That the proposals that are referred to in the amended paragraph 14.2 are referred to the County Council (and hence the new Unitary Authority) as a recommended approach to the further development of community facilities in Chester-le-Street.
- 2) That subject to 1 (above), this report is submitted to the 'access work stream', and the Leader, the Portfolio Holders for Community Matters, and the Assistant Chief Executive of the County Council for their information and consideration to help inform the prioritisation work in which the County Council Cabinet is currently engaged. In addition the report be sent to all County Councillors representing divisions in the District of Chester-le-Street for information.
- 3) That the Community Facilities Review Working Group is 'wound down' and that Members of that group are informed of the decisions in relation to his report and thanked for their contributions in bringing this report forward."

91. WRITE-OFF IRRECOVERABLE DEBTS

Consideration was given to a report from the Head of Corporate Finance detailing the irrecoverable debts.

RESOLVED: "That authorisation be granted for the debts detailed in section 5.2 of the report to be written-off."

92. LAND MATTERS

Consideration was given to a report from the Head of Regeneration on Land Matters.

RESOLVED:

60 Park Road North, Chester-le-Street

“RESOLVED: That the application to acquire the land identified in Appendix A be refused for the reason that the land had been identified for use as a designated play area in accordance with the Council’s adopted Play Strategy and as such is not surplus to the Council’s requirements.

Unit 20 and 23 Stella Gill Industrial Estate

RESOLVED: That the request to purchase the freehold interest be refused as the property is not surplus to the Councils requirements for the following reasons:-

- The premises are part of the councils industrial strategic property portfolio, providing expansion and employment opportunities and;
- The revenue generated helps to support commercial property sustainability, which in turn attracts employment opportunities to the area.

Dedication of Land at Fenton Close, Chester-le-Street for highway purposes

RESOLVED: That approval be granted to dedicate the land for highway purposes and that the District Council retains the sub soil.”

93. TENDERS FOR DELIVERY OF HEART OF THE VILLAGE PELTON FELL

Consideration was given to a report from the Acting Head of Regeneration to seek acceptance from the Executive on the lowest valid tender received in relation to the refurbishment of the existing Community Resources Centre and installation of a play area and Multi Use Games Area.

RESOLVED: “That the lowest valid tender submitted by Rok Building Limited be accepted and a contract be entered into accordingly to deliver the Village Heart, Pelton Fell.”

The meeting terminated at 6.05 pm



Chester-le-Street
District Council

Executive Forward Plan and Work Programme



March 2009

4 February 2009

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About this document

Chester-le-Street District council is committed to continuous improvement. We want to make sure that we engage people in the decisions we make wherever we can. We want to let people know what decisions we are going to make and when.

The council's Executive, which is made up of the Leader and five Executive Members have powers to make certain decisions on behalf of the council. This document aims to go further than what the law requires us to do and let people know as far in advance what decisions the Executive is to make on the councils behalf. Where possible and in relation to what are called key decisions, it will let you know how you can make representations and who they can be made to. This document will be published every month at the Civic Centre and on the council's website at www.chester-le-street.gov.uk.

This document is in two parts:

Part One: Chester-le-Street District Council's formal Executive Forward Plan

Part Two: the Executive's Decision Work Programme for the next year

Part One

The Executive Forward Plan is a statutory document which the council must produce every month covering a four month period. It is published fourteen days before it comes into effect. This is the first day of each month. It includes:

- a list of all 'key decisions' the councils will make on the council's behalf;
- details of the nature of the decision;
- details of the decision taker, which in the councils case is normally the council's Executive;
- when the decision is to be made;
- who are the principal consultees and the means by which consultations will be undertaken;
- a list of documents to be considered by the decision maker; and
- details of how and by when representations can be made.

What are 'key decisions'?

'Key decisions' are defined as executive decisions which are:-

- decisions likely to result in the District Council incurring expenditure which is, or the making of savings which are, significant, having regard to the District Council's budget for the service or function to which the decision relates, or
- significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the area of the Council

Part Two

The Executive's work programme is not a statutory document which the council must produce. It is advance notice of all other important decisions the Executive will take either on behalf of the council or in making recommendations to the council. It includes:

- a list of the non 'key decisions the councils will make;

- details of the nature of the decision;
- details of the decision taker, which in the council's case is normally the council's Executive as a group;
- when the decision is to be made;
- who are the principal consultees and the means by which consultations will be undertaken;
- a list of documents to be considered by the decision maker; and
- details of how and by when representations can be made.

Who are the Executive?

The Executive is made up of the Leader of the Council and five other Executive Members as follows:

Cllr. Linda Ebbatson	Tel: 0191 387 2090
Leader of the Council with responsibility for Human Resources, Equalities, and Young People	E-Mail: lindaebbatson@chester-le-street.gov.uk
Cllr. Simon Westrip	Tel: 0191 387 2090
Deputy Leader and Neighbourhood Services Portfolio Holder	E-Mail: simon.westrip@bigfoot.com simonwestrip@chester-le-street.gov.uk
Cllr. Chris Jukes	Tel: 0191 389 1136
Regeneration and Strategy Planning Portfolio Holder	E-Mail: chris.jukes1@btopenworld.com
Cllr. Lawson Armstrong	Tel: 0191 3873195
Resources and Value for Money Portfolio Holder	E-Mail: lawsonarmstrong@chester-le-street.gov.uk
Cllr Mike Sekowski	Tel: 0191 3703416
Community Engagement and Partnerships Portfolio Holder	E-Mail: m.sekowski@metronet.co.uk michaelsekowski@Chester-Le-Street.gov.uk

How do I find out when the Executive is meeting?

Information about the time and venue for a particular meeting of the Executive may be obtained from the agenda available from the Reception Desk at the Civic Centre, from the District Council's website or from the Executive Assistant. Public Speaking is allowed at Executive meetings so long as you comply with the council's procedures. To find out more contact Democratic Services.

How do I contact Members of the Executive or the Council Chief Officers?

Contact details for Members of the Executive and for the Council's Chief Officers are set out in this Forward Plan.

If you have any queries about the Forward Plan, please contact the Executive Assistant at the Civic Centre on 0191 387 2010 or e-mail the Executive Assistant at: amandastephenon@chester-le-street.gov.uk.



Chester-le-Street
District Council

Part One: Executive Forward Plan



March 2009



Executive Forward Plan

Summary of Key Decision	Decision Taker and Documents to be considered	Decision Date	Contact Officer	Consulted Parties and means of consultation	How to make representations and when by (If making representations in writing, please address them to the Director/Manager named at: Civic Centre, Newcastle Road, Chester-le-Street, DH3 3UT)
Land Matters	Executive	March 2009	Leila Dawson 0191 3872233	Portfolio Holder Corporate Management Team	In writing or by telephone to the Acting Head of Regeneration or by email to leiladawson@chester-le-street.gov.uk
Final Financial Management Report and Financial Monitoring Update	Executive	March 2009	Ian Herberson 0191 3872343	Corporate Management Team Portfolio Holder	By phone, or in writing to the Director of Development Services or by email to ianherberson@chester-le-street.gov.uk



Chester-le-Street
District Council

Part Two: Executive Work Programme



March 2009



Executive Work Programme

Summary of Non Key Decision	Decision Taker and Documents to be considered	Decision Date	Contact Officer	Consulted Parties and means of consultation	How to make representations and when by (If making representations in writing, please address them to the Director/Manager named at: Civic Centre, Newcastle Road, Chester-le-Street, DH3 3UT)
Overview and Scrutiny Committee Report – Marketing of facilities for young people	Executive	Deferred date March 2009	Ian Forster 0191 3872130	Corporate Management Team Portfolio Holder Executive Members Overview and Scrutiny Committee	In writing or by telephone to the Director of Corporate Services or by email to ianforster@chester-le-street.gov.uk

Summary of Non Key Decision	Decision Taker and Documents to be considered	Decision Date	Contact Officer	Consulted Parties and means of consultation	How to make representations and when by (If making representations in writing, please address them to the Director/Manager named at: Civic Centre, Newcastle Road, Chester-le-Street, DH3 3UT)
Real Power for Real People Handing over the Baton Report	Executive	March 2009	Ian Forster 0191 3872130	Workstream leads Corporate Management Team Portfolio Holder Executive Members	In writing or by telephone to the Director of Corporate Services or by email to ianforster@chester-le-street.gov.uk
Communities for Health - Mental Health Project – Final report	Executive	March 2009	Tony Galloway 0191 3872100	Corporate Management Team Portfolio Holder Health Improvement Sub Group	By phone, or in writing to the Director of Development Services or by email to Tonygalloway@chester-le-street.gov.uk
Corporate Performance Report April 2008 to December 2008	Executive Corporate Performance and covering report	March 2009	Ian Forster 0191 3872130	Relevant Executive Members Corporate Management Team Internal consultation e-mail	In writing or by telephone to the Director of Corporate Affairs or by email to ianforster@chester-le-street.gov.uk

Summary of Non Key Decision	Decision Taker and Documents to be considered	Decision Date	Contact Officer	Consulted Parties and means of consultation	How to make representations and when by (If making representations in writing, please address them to the Director/Manager named at: Civic Centre, Newcastle Road, Chester-le-Street, DH3 3UT)
Outline of New Grant Funded Leisure Programmes	Executive	March 2009	Tony Galloway 0191 3872100	Corporate Management Team Portfolio Holder	By phone, or in writing to the Director of Development Services or by email to Tonygalloway@chester-le-street.gov.uk

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EXECUTIVE DECISION TRACKER

	<u>Date of decision</u>	<u>Decision</u>	<u>Progress/ Key Date</u>	<u>Status</u>	<u>Comments</u>	<u>Officer Lead</u>
1	6 February 2006 3 December 2007	<p><u>Development Framework Principles for the Heart of Pelton Fell</u></p> <ul style="list-style-type: none"> ▪ That the Executive confirm the support given to the Pelton Fell Community Association to date and the principle of them seeking to establish the community facility, but it be recognised that the Council is unable to commit to any additional funding and that in order for them to move forward they be required to produce a sustainable business plan which is viable. ▪ Negotiations to take place for the purchase and disposal of land. Report back to Executive prior to any acquisition. ▪ The revised plans for the Heart of the Village, Pelton Fell will be presented to the people of Pelton Fell for consultation. 	March 2009	Progressing	Negotiations under way with landowners and prospective interested parties in the village.	Leila Dawson
2	2 June 2008	<p><u>Budget 2009/10 Update</u></p> <ul style="list-style-type: none"> ▪ Update on financial planning on the formal budget process. 	March 2009	Progressing	Ongoing	Ian Herberson
3	1 October 2007	<p><u>Updates Community Resource Centre at Sacriston</u></p> <ul style="list-style-type: none"> ▪ Regular updates to be given to Executive on the progress on the Community Resource Centre 	March 2009	On schedule	Ongoing	Leila Dawson

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Chester-le-Street
District Council

REPORT TO: Executive

DATE OF MEETING: 2nd March 2009

REPORT OF: Director of Corporate Services

SUBJECT: Final Corporate Performance Report Summary
April 2008 – December 2008

ITEM NUMBER:

1 Purpose and Summary

- 1.1 This is the final year of the council as an organisation in its own right. This is the council's final performance report. One of the key risks has been that performance could have dropped as it is distracted to its other commitment and duty to support Local Government Re-organisation. Ensuring the council retains a robust performance management structure has been to its direction of travel in its final year. The council has remained committed to improvement and this report is part of this commitment. The document attached in Appendix 1 is a summary of a more detailed document which is available as a background Paper. It includes full details of performance on the new National Indicator set for the quarter. It is considered that the council continues to make progress on corporate issues although overall performance on both national and local indicators still needs to improve.
- 1.2 The first nine months of 2008/2009 continue to show a positive direction of travel. The Transition Plan has effectively been achieved. While the majority of new National Indicators and Local Indicators are meeting targets or showing improvement some do not compare favourably with other county districts. Complaints have reduced and time taken to deal with complaints, MP enquiries and Freedom of Information requests have improved. Problems with Environmental services calls have been resolved and performance has improved. Audit reports received during the year reflect a positive direction of travel. Strategic Risks have been re-assessed and positive progress has been made in terms of Equality and Diversity, Corporate Governance, Data Quality and Health and Safety.

1.3 Members ought to be proud of the achievements made at Chester-le-Street over the last 5 years and that despite 2008/2009 being a difficult year a positive direction of travel has still been secured.

1.4 Members are recommended to consider and comment on the progress on improvements and the contents of the Performance Report in Appendix 1 of the Report, address the learning and remedial measures identified and identify any other areas where improvements are required to corporate performance.

2. Consultation

2.1 The Chief Executive and Directors have been engaged in challenging the performance identified in the Corporate Performance Report and views have been accommodated in revised documents.

2.2 No other consultations were considered necessary at this stage including external consultations or engagement.

3. Transition Plan and People and Place Priority

3.1 The Transition Plan will, in effect, replace the Corporate Plan 2007/2010. The Transition Plan includes a schedule of proposals from the previous seven priorities which ought to be and can be achieved in the remaining life of the council.

3.2 The council's choice to move towards a single priority of '**People and Place**' priority was considered as part of the budget setting process.

3.3 The performance management framework has been a principal part of the Council's Transition Plan. This framework includes the reporting of performance to Executive and subsequently to Scrutiny on a quarterly basis. This report has been part of the embedding of the framework.

3.4 The contents of this report not only includes progress on the plan but provides information on performance on corporate issues and all the priorities set out in the plan. Detailed reports on the progress of the '**People and Place**' priority have been made to the Executive on a monthly basis. At their meeting on 2nd February 2009 Members agreed that the aims of the single priority had been achieved.

4. Implications

4.1 Financial implications and value for money statement

There are no specific financial implications to this report. From a value for money point of view the report shows that performance across the organisation is generally good and there is evidence of continued

improvement in many areas. The Annual Audit and Inspection letter includes specific positive comments about value for money.

4.2 Local Government Reorganisation Implications

There are no direct implications of the recommendations of this report to Local Government Review. There are no issues within the report which require us to consult with or secure the approval of the County Council. The new unitary will now be responsible for future performance reporting.

4.3 Legal

There are considered to be no direct legal issues of significance arising out of this report.

4.4 Personnel

There are no specific human resource implications to this report.

4.5 Other Services

The corporate performance relates to all Services within the Council and has implications for improvement in Service Delivery.

4.6 Diversity

Progress on Equality and Diversity is a key issue in respect of the report. The council has an excellent track record on equality and diversity issues. The report has no implications on excluding any customer from accessing services delivered by the council. This month's diagrams have been improved to provide greater accessibility when copied in black and white. In addition full details of Best Value Performance Indicators have been included to help better understanding of definitions.

4.7 Risk

There are clear risks to the organisation in failing to measure performance and not taking remedial action to put things right if they go wrong or stray off target. The purpose of this report is to assist in addressing this risk. The council has progressed well in terms of improving risk management.

4.8 Crime and Disorder

It is not felt there are any specific implications of the report on Crime and Disorder. However the report covers progress on agreed priorities and performance indicators relating to this area of the council's activities.

4.9 Data Quality

Every care has been taken in the development of this report to ensure that the information and data used in its preparation and the appendices attached are accurate, valid, reliable, timely, relevant and complete. The council's Data Quality Policy has been complied with in producing this report. The report specifically addresses the council's progress in respect of Data Quality and it is considered that good progress has been made. There are no proposals for remedial measures in respect of any Data Quality issue.

4.10 Other Implications

The report does not relate to a key decision. It is considered that the information can be communicated to the community by inclusion on the web – site. While the report has no specific impact on e-government proposals the work of the Modernisation team was a key area of performance reported. The report raises no key issues in respect of procurement, service planning, sustainability, human rights or social inclusion outside the consideration of relevant performance indicators and corporate plan progress.

5. BACKGROUND, POSITION STATEMENT AND OPTION APPRAISAL

5.1 The report is the result of improvements the council continues to make in embedding its performance management framework. The Corporate Performance Summary Report attached as Appendix 1 is a summary of a more detailed document which has been made available as a background paper. Members may wish to refer to that document to understand how summarised conclusions have been drawn. This format is as agreed at the CMT/Executive Away Day on 1st July 2005. It now includes performance against:

- The corporate plan, where appropriate;
- Best Value Performance Indicators;
- Local Performance Indicators where available;
- Financial monitoring when appropriate;
- Risk management;
- Human resources;
- Equality and Diversity;
- The Improvement and Recovery Plan;
- The Modernisation Team;
- Audit Reports;
- Partnerships;
- Data Quality;
- Health and Safety
- Contribution to Local Government Re-organisation;
- Corporate Governance; and
- Compliments, Comments and Complaints.

- 5.2 The Summary sets out achievements and non-achievements while identifying learning and remedial action where appropriate.
- 5.3 This is the council's final performance report. As a result it is not possible to provide a final report on the whole year. While there is room for improvement in terms of national and local indicators in general terms the council has continued with its positive direction of travel. This is considered to be a significant achievement taking into account:
- The 'distractions' of local government review and impact on morale;
 - The loss of capacity within the organisation as a result of key people moving to roles elsewhere;
 - The significant workload imposed by work to ensure a smooth transition and the frustrations that have been associated with it;
 - The significant workload imposed by the transition plan and the single priority of **'People and Place'** ;
 - The pressure of expectations to contribute positively to local government re-organisation while continuing to achieve continuous improvement.
- 5.4 Members and officers ought to be proud of overall achievements of this council and progress during its final year. The key issues in summary are as follows:
- The Transition Plan has effectively been achieved as only 2% of actions were behind target at the end of December and 80% had already been achieved. The report and presentation to the Executive on 2nd February 2009 had shown that the single priority of **'People and Place'** had also been achieved;
 - In terms of the first nine months of recording the national indicators there is an increasing trend of target achievement. 56% are so far on target and it is predicted that 94% will be on target by the end of March 2009;
 - The Council compares well against the county in national indicators generally in planning and environmental health but less favourably in terms of environmental services;
 - 58% of local indicators have achieved targets and 67% have shown improvements since last year although corporate local indicators do not compare very well with other County Districts;
 - There are no identified risk issues and work is ongoing on risk identification in respect of local government re-organisation;
 - Significant Equality and Diversity achievements have been made although the Equality and Diversity Working Group has met for the last time and the council's equality work this year has focused on the single priority of **'People and Place'** including successful cultural programmes for the market place, the Community Cohesion project, a Paralympics event and a final District Council 'It's a knock out' to be held on 14th March 2009;
 - Audit reports received have reflected the council's positive direction of travel;
 - There has been a significant reduction in complaints received although the number of complaints justified has increased;

- Fewer compliments were received although there remains one compliment received for one complaint received;
- Time taken to respond to complaints has improved during this year, significantly as a result of the work of the Action Learning Set and the council's response to it;
- Fewer Ombudsman complaints have been received;
- Abandoned telephone calls have shown an improving trend from the last quarter and the early problems experienced in Environmental Services has significantly improved by 16% and there has also been a 20% improvement in response times;
- Data Quality has continued to show a positive direction of travel and there are no issues to report during the year;
- The council has made a significant contribution to Local Government Reorganisation and has taken lead roles in important areas;
- The council has continued to improve corporate governance and Health and Safety.

5.5 Members are advised that the report includes summaries of audit reports that have been received during the year. Action Plans have been agreed by officers to address recommendations made by the Audit Commission. This is considered to be the best way to bring these to the attention of the Executive.

6. **RECOMMENDATIONS**

6.1 Members are recommended to consider and comment on the progress on improvements and the contents of the Performance Report in Appendix 1 of the Report, address the learning and remedial measures identified and identify any other areas where improvements are required to corporate performance.

7. **BACKGROUND PAPERS / DOCUMENTS REFERRED**

- 7.1 Corporate Performance Report April 2006 – March 2007
- 7.2 Corporate Performance Report April 2007 – March 2008
- 7.3 Corporate Performance Report April 2007 - December 2007
- 7.4 Corporate Performance Report April 2008 – September 2008
- 7.5 Transition Plan 2008/2009 March 2008
- 7.6 Corporate Plan 2006/2009 and 2007/2010

Ian Forster
Director of Corporate Services
11th February 2009
Version 1.0

Ian Forster Tel 0191 3872130 e mail IanForster@chester-le-street.gov.uk



Chester-le-Street
District Council

Chester-le-Street District Council

Corporate Performance Report Summary April to December 2008

Report of Corporate Management Team

Data Quality

Every effort has been made to ensure the accuracy and timeliness of the information presented in this Report. The council is committed to improving its data quality management. As part of this it has developed a Self Assessment, a Data Quality Policy and a Data Quality Strategy was developed in September 2006. The Director of Corporate Services has officer responsibility for data quality and the Executive member for Community engagement and Partnerships is Data Quality Member Champion. The Audit Commission has concluded that there are at least adequate arrangements in place to endure good data quality across all their Key Lines of Enquiry.



Chester-le-Street

District Council

This report is a summary of the detailed document entitled **Corporate Performance Report April – December 2008**. This is available on request. It provides a summary of the council's progress on key areas of its performance, what learning is taking place and how any under achievement is being addressed. This is the last performance report of Chester-le-Street District Council.

Contents:

- 1. Corporate Plan & Transition Plan Progress**
- 2. New National Indicator Performance**
- 3. Local Performance Indicator Progress**
- 4. Financial Position (Discontinued)**
- 5. Risk Management Progress**
- 6. Human Resource Progress**
- 7. Equality and Diversity Position Statement**
- 8. Improvement and Recovery Plan Position Statement (Discontinued)**
- 9. Modernisation Team Progress (Discontinued)**
- 10. Audit Feedback**
- 11. Customer Comments, Compliments and Complaints**
- 12. Partnerships Progress**
- 13. Data Quality Progress**
- 14. Local Government Reorganisation Progress**
- 15. Corporate Governance Progress**
- 16. Health and Safety Performance**
- 17. Overall Performance**

1. Corporate Plan & Transition Plan Progress

1.1 Summary

The last Corporate Plan was published at the end of June 2007. Progress against the plan was delayed because of the uncertainty around Local Government Review. At the meeting of the Executive in October 2007 Members agreed a revised approach to re-assessing priorities and proposals. Revisions were considered by the Executive in December.

As a result of Local Government re-organisation, a new unitary Council will come into being in April 2009 and Chester-le-Street District Council will cease to exist. In order to set out a framework as to how the Council will conduct its business during this final year a Transition Plan was adopted in March 2008.

The objectives of the Transition Plan were to:

- state the Council's aims, objectives and priorities during the transition period
- build on the council's learning and continue its improvement programme
- set out revised corporate activity and funding arrangements for transition period
- clarify corporate transition programme management arrangements
- identify how we will support and motivate staff through the process
- set out the values and principles by which the Council will operate during transition; and
- establish terms of engagement with 'County Durham Council' Change Programme

This plan is now the overarching plan for Chester-le-Street District Council during the transition period, and as such sets out how services and projects will be facilitated, delivered and resourced. It incorporates a review of the Corporate Plan 2007/2010 and sets out the Council's new priority of **'People and Place'**. Performance against People and Place priority has been reported to Executive on a Monthly basis. The final report was submitted to Executive in February 2009 where it was agreed that the single priority had been achieved. Performance against the revised Corporate Plan proposals identified in the Transition Plan are summarized here and detailed in the attached schedule.

1.2 Performance Summary

Outside the **'People and Place'** priority there were 82 action points within the Transition Plan relating to the previous Corporate Plan. Progress has been as follows;

- 80% achieved
- 18% on Target
- 2% behind Target

In February 2009 the Executive received a detailed report on the '**People and Place**' priority and it was agreed that what was set out to do was achieved.

1.3 Learning and Remediation

There remains significant achievement during the year as few actions were behind target.

The learning over the last few years will be taken into the new organisation through the Handing over the Baton report.

2. New National Performance Indicators

2.1 Summary

From April 2008 the set of Best Value Performance indicators were abolished and replaced with a new single set of National Indicators to measure the Government's national priorities. The Government's new performance framework is focused on outcomes and their delivery through stronger partnership working. This single set of indicators will be the only set of indicators that Government will use to monitor the performance of local authorities and local partnerships.

Some of the new national indicators are existing indicators (eg. former BVPI's). For these indicators there is historic data available which has been used to inform target setting. However, for the remaining new indicators for which there is no baseline data available, target setting will be reviewed at the annual stage.

To assist the transition to the new unitary council, it has been agreed that throughout this year, performance of the new National Indicators for the County Council and Durham District Authorities will collectively be reported on a quarterly basis to the new Authority's Cabinet for information.

The County Council and Durham District Authorities are also working closely to ensure consistency of approach when collecting and reporting performance figures.

There are 20 New National Indicators which the authority are required to collect and report in 2008/2009. These equate to 30 individual returns.

This is the first year we have collected and reported performance figures for the new national indicator set. The figures provided below do not represent performance against the full set of indicators as there are a small number which we can only report at the year end as this year is being used to calculate a baseline for future reporting.

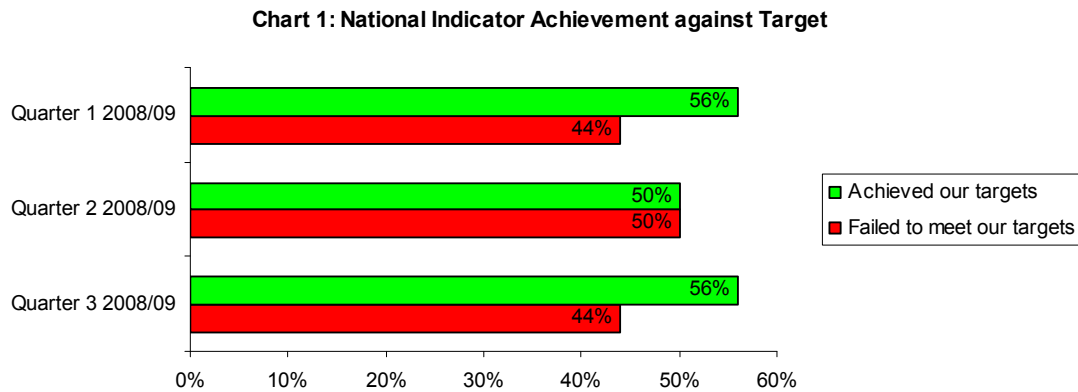
New National Performance Indicators

Performance for the new National Indicators this quarter is as follows:

56% of PI's for which data was available have achieved their target (comparisons with previous quarters this year are provided in Chart 1 below);

67% of PI's for which data was available have improved or remained stable this quarter;

94% of PI's for which data was available are predicted to meet their year end target.



From the results available, figures show encouraging performance in terms of achieved target this period and the potential that end of year targets can be met.

The 67% figure for PI's improving or stable shows 6 PI's where performance has worsened in December compared to September figures. However 4 of these are still projected to meet year end targets.

Corporate Performance Clinics

There was no Performance Clinic held over the last quarter and it is unlikely that any future Clinic will be held as we move towards the new organisation. Careful monitoring of measures is still in place as we continue to drive performance improvement.

2.2 Detailed performance Information

Detailed performance information to support the above figures is available in the attached spreadsheet, Table 1.

2.3 Learning and remedial action

We continue to drive performance improvement through ensuring that:

- people are clear as to what has to be achieved;
- an action plan to deliver is in place;
- procedures are changed to provide capacity to improve;
- careful monitoring of measures are in place; and
- efforts are made to provide accurate and timely data.

2.4 National Indicator progress across County Durham

Performance across County Durham against the National Indicator set is provided in the attached spreadsheet Table 2. Some gaps exist in data where authorities were unable to provide figures at the time of this report.

Performance against the National Indicator set across County Durham is jointly reported by County Council to the new Authority's Cabinet for information.

3. Local Performance Indicators

3.1 Summary

We continue to measure the local performance indicators which were developed for 2006/2007. These are not statutory indicators, but indicators that show our performance in other areas of service provision that are of local, rather than national, interest. The set has been amended slightly this year with a number of new local indicators added to reflect areas of priority.

We have also agreed to retain locally some Best Value Performance Indicators which have proved useful in measuring the corporate health of the authority.

Also, the County Council and Durham District Authorities have agreed to retain and monitor a set of Corporate Health Best Value Performance Indicators that will collectively be reported throughout this year on a quarterly basis to the new Authority's Cabinet for information. These indicators are as follows:

BVPI 11a	Percentage of top-paid 5% of staff who are women
BVPI 11b	The percentage of the top 5% of Local Authority staff who are from an ethnic minority
BVPI 11c	Percentage of the top paid 5% of staff who have a disability
BVPI 12	The number of working days/shifts lost to the Authority due to sickness absence
BVPI 16a	The percentage of Local Authority employees with a disability
BVPI 76d	The number of Housing Benefit and Council Tax Benefit prosecutions and sanctions
BVPI 156	The percentage of Authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people

Collectively there are now 41 local performance indicators which the authority collects and reports. These equate to 44 individual returns.

Local Performance Indicators

Performance for the local performance indicators is as follows:

58% of PI's for which data was available have achieved their target (comparisons against last year and previous quarters this year are provided in Chart 2 below);

67% of PI's for which data was available have shown an improvement trend from last year (comparisons against last year and previous quarters this year are provided in Chart 3 below);

64% of PI's for which data was available are predicted to meet their year end target.

Chart 2: Local Indicator Achievement against Target

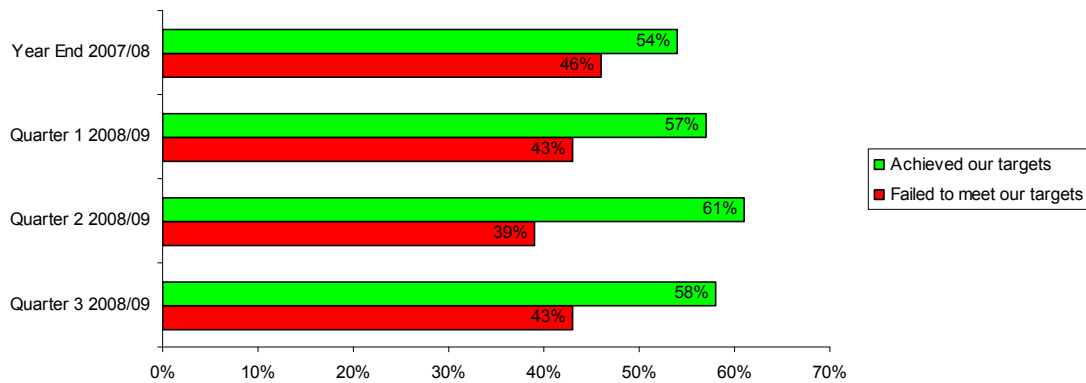
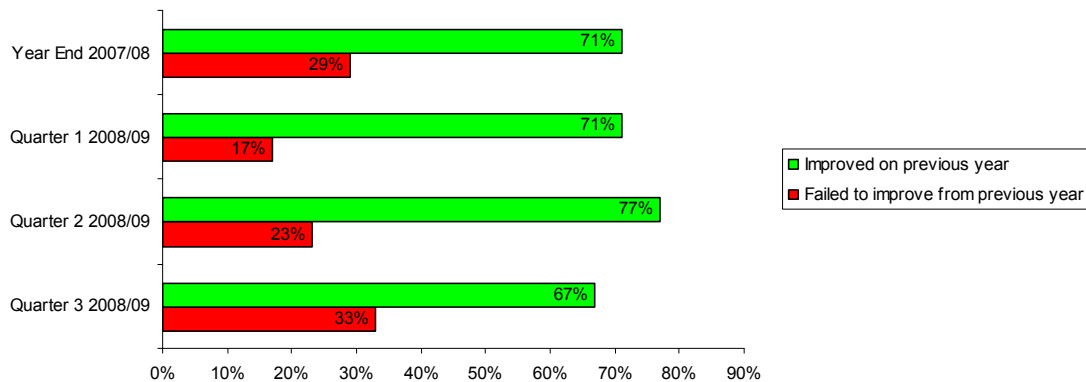


Chart 3: Local Indicator Improvement



From the results available, figures show a dip in performance from last quarter outturn figures in terms of achieved target and improvement trend. Careful monitoring of measures is still in place as we continue to drive performance improvement. There is the potential that end of year targets can be met in 64% of indicators.

3.2 Detailed Performance Information

Detailed performance information to support the above figures is available in the attached spreadsheet, Table 3.

3.3 Corporate Health BVPI progress across County Durham

Performance across County Durham against the retained Corporate Health Best Value performance indicator set is provided in the table below. Some gaps exist in data where authorities were unable to provide figures at the time of this report.

PI ref	PI description	Good Performance	Durham County	Chester-le-Street	Derwentside	Durham City	Easington	Sedgefield	Teesdale	Wear Valley
BV011a	% of top-paid 5% of staff who are women	High		16	22.22	25.71	15.91	7.32	50	
BV011b	% of top-paid 5% of staff who are from an ethnic minority	High		5.26	0	0	0	2.44	0	
BV011c	% of top-paid 5% of staff who have a disability (excluding those in maintained schools)	High		0	7.41	5.71	13.63	2.44	0	
BV012	Number of working days/shifts lost due to sickness absence	Low	8.5	12.1	11.9	10.65	8.47	12.91	5.54	
BV016a	% of employees with a disability	High		2.67	4.93	5.13	3.92	2.31	0	
BV076d	Number of housing benefit and council tax benefit (HB/CTB) prosecutions and sanctions, per year, per 1,000 caseload, in the Local Authority area	n/a	N/A	9.01	6.07	3.67	3.47	10.23	4.98	3.56
BV156	% of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people	High	67.33	20	78.95	78.95	53.13	100	100	42.11

The figures above are reported by County Council to the new Authority's Cabinet for information.

3.4 Learning and Remedial Action

We continue to drive performance improvement through ensuring that:

- people are clear as to what has to be achieved;
- an action plan to deliver is in place;
- procedures are changed to provide capacity to improve;
- careful monitoring of measures are in place; and
- efforts are made to provide accurate and timely data.

5. Risk Management

5.1. Summary

Following the Council's CPA inspection the inspectors report concluded: *'the Council has a thorough approach to risk management. The Council is aware of the risks to which it is exposed and is working to manage those risks.'*

The Implementation of the Corporate Risk Management Strategy for 2008-09, focuses on the key strategic risks identified through the corporate planning process, and in particular the transition to a new Unitary Authority for Durham County.

Following Council approval of the Transition Plan in March 2008, the strategic risk profile was subject to a further review which was undertaken by Corporate Management Team on 12 May 2008.

The management of these key risks is closely linked to the delivery of the Council's Transition Plan, and the strategic risk register shows allocated responsibility. To date these risks have been managed effectively.

The County Durham authorities have agreed to share their strategic risk profiles as part of the preparations for the New Unitary Council. A final consultation with managers will be undertaken regarding risks associated with the smooth handover to Durham County Council as part of the preparation of the Annual Governance Statement in the final quarter of 2008-09.

5.2 Learning and remedial action

The council has committed to re-assess its key strategic risks as a result of its review of priorities and the development of the transition plan for LGR.

The Strategic Risk Profile is monitored and reviewed quarterly, and no further remedial action is considered necessary at this time.

6. Human Resources

6.1 Summary

Due to capacity issues within the team as a direct result of Local Government Re-organisation it has not been possible to produce a report for April to December. This report is for the period April to September. At the end of the period up to the end of September the Council employed 334 staff. Staff turnover for the period was 6.7%, which includes Casual staff.

Sickness absence ending 30 September 2008:

Authority total: 10.7 days average
 5.7 days (long term)
 5.0 days (short term/occasional)

Directorates:

Resources 9.5 days average
 4.8 (long term)
 4.7 (short term/occasional)

Development 11.4 days average
 6.1 days (long term)
 5.3 (short term/occasional)

CE/Corporate Services 11.3 days average
 6.5 days (long term)
 4.8 days (short term/occasional)

- Staff sickness was an average of 10.7 days per employee for the period, compared to 11 days for the period 07/08.
- No employee suggestions were made through the employee scheme over the period.
- One Team Personal Profile Briefing sessions have been held for all employees, at a variety of Council sites. Further sessions will continue over the next quarter.
- Re launching of the Council's Employee Assistance Programme over the coming months, for employee support.
- The Council's Organisational Development Strategy is on target.
- The Employee survey 2007 was issued to staff in September 2007 and we have recently received the results.
- Evening of Celebration for employees took place in October 2008.
- Employee Forum on a bi-monthly basis.
- A total of 105 employees achieved 100% Attendance for 2007/08.

7. Equality and Diversity Position Statement

7.1 Summary

The Equality and Diversity Steering Group have not met for some time, largely due to capacity issues and the impact of Local Government Reorganisation. At their last meeting, a decision was taken by the Equality and Diversity Steering Group not to continue with the planned Equality Impact Assessments for the remainder of the year.

A number of actions contained within the Corporate Equality Plan action plans have been put on hold. These are primarily Level 4 actions, and therefore do not impact upon our declaration of Level 2.

Performance

A number of Corporate Equality Plan actions have been put on hold pending impact of LGR and new priority for the council for 2007/08. These are primarily at Level 4 of the Equality Standard for Local Government, and therefore do not impact on our declaration of Level 2. There is no longer a statutory requirement for us to report on the level to which we perform; this was previously reported through BVPI 2a. However, the indicator has been retained as a local indicator to ensure that we continue to meet Level 2. It will be monitored through the Equality and Diversity Working Group.

7.2 Learning and remedial action

Nothing to report.

10. Audit Feedback & Summary

10.1 Summary

There have been two relevant audit reports published in the first nine months of the year. These were the Ombudsman's Annual Report for 2007/2008 and the Audit Commission's Countywide Access to Services Inspection.

The Ombudsman's report was very positive:

- There were fewer complaints to the Commission than the previous year;
- The council's response performance was well below the Ombudsman's target;
- There were no formal reports on either maladministration or injustice;
- The Ombudsman has no issues with how the council handles complaints.

The Audit Commission inspection was about how well the councils made services accessible to people and how people were engaged in service delivery. The Audit Commission's report on Access to Services was not so positive but it was based on access to services across the county. In addition the recommendations are aimed at the new unitary rather than the District Council.

10.2 Learning and remedial action

There are no key learning issues or remedial issues necessary. The report again shows how seriously the council delivers services and assists the Ombudsman in complaint investigation. The Audit Commission's recommendations ought to be taken up by the new Unitary.

11. Compliments, comments and complaints Analysis

11.1 Summary

Although faced with the impending local government review the Council continues to focus upon embedding the culture of handling and responding to complaints in a timely and positive manner. To further embed the complaints culture into the organisation, a continual process improvement project was completed throughout December 2007 – March 2008 with specific aims to raise awareness of the importance of dealing with complaints, increase the number of trained officers (over 30 have completed this training) and also to evaluate and improve the process overall. The training and information sessions, detailed within the project, continue to be rolled out to new members of staff and have influenced the new complaints system for the unitary authority.

Total Complaints

The following statistics represent the information received for the period April to December 2008. Figures for the same period last year are indicated in brackets, however it should be noted that performance for the current period no longer contains information relating to housing / property services following the creation of Cestria Community Housing.

153 (209) formal complaints were received by the Council.
29% (25 %) were considered to be justified
71 % (75 %) were considered to be unjustified

5 (10) Ombudsman complaints were received during the period.
1 (No) complaints were upheld by the Ombudsman

88 (155) compliments/letters of thanks were registered during the period.

11.2 Formal Complaints April – December 2008

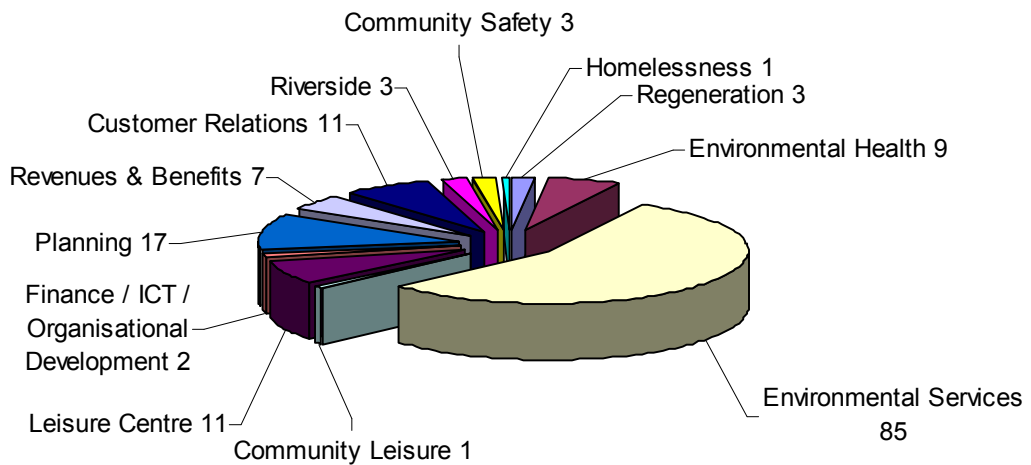
A total of 153 (209) formal complaints were submitted in the period

Nature of Complaints – Service Teams

7 (17) related to the Revenue and Benefits service
85 (17) related to the Environmental Services
15 (56) related to the Leisure Services
17 (31) related to Planning Services
6 (10) related to Regeneration (including community safety)

- 9 (8) related to Environmental Health Services
- 11 (8) related to Customer Relations
- 1 (0) related to Homelessness
- 2 (4) related to IT services

No of complaints April 2008 - December 2008



Regeneration	Environmental Health	Environmental Services
Community Leisure	Leisure Centre	Finance / ICT / Organisational Development
Planning	Revenues & Benefits	Customer Relations
Riverside	Community Safety	Homelessness

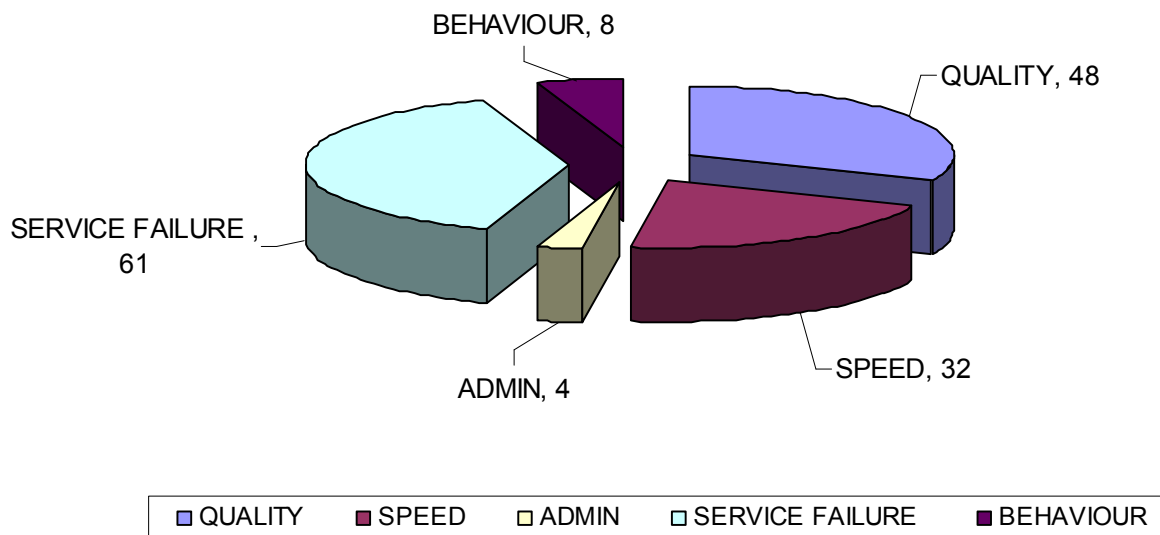
Breakdown of Complaints Received April – December 2008

Service Team	Number and Nature of Complaints
Revenues and Benefits	2 related to receipt of Overpayment of C/Tax letter 4 related to wording of benefits entitlement letter 1 related to fraud investigation process
Environmental Services	48 related to the recycling service 7 related to problems with litter in area 4 related to dog fouling 22 related to refuse collection services 3 related to grass cutting 1 related to public toilets
Leisure Services	4 related to cleanliness in leisure centre 6 related to car parking 2 related to timing of activity sessions 3 related to lack of facilities
Planning	13 related to the planning application process 2 related to delay in providing information 2 related to planning committee meeting
Regeneration	3 related to the market area 3 related to community safety
Environmental Health	3 related to noise nuisance 2 related to enforcement of waste removal 2 related to air pollution 2 related to enforcement action
Customer Relations	7 related to the new concessionary fares scheme 2 related to closure of cash desk 2 related to telephone service
Homelessness	1 related to homeless application process
IT Services	1 related to on-line service application via web-site 1 related to internal office move

Nature of Complaints – Complaint Types

- 48 (94) were in respect of *quality of service*
- 8 (4) were in respect of *behaviour of staff*
- 61 (52) were in respect of service failure
- 32 (52) were in respect of the *speed of service provided*
- 4 (5) were in respect of *administrative problems*

Types of complaint received
April - December 2008

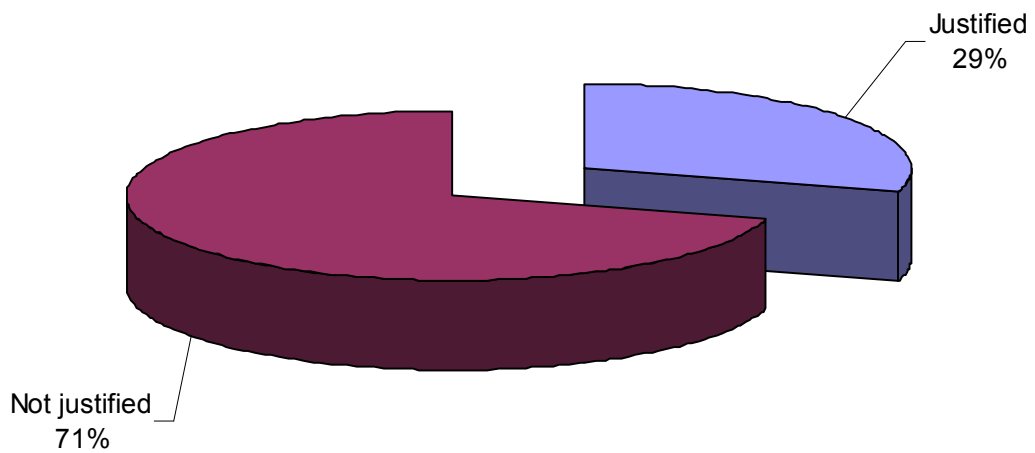


Outcome

29 % (25%) were considered to be justified

71 % (75%) were considered to be unjustified

**Proportion justified / unjustified complaints
April - December 2008**



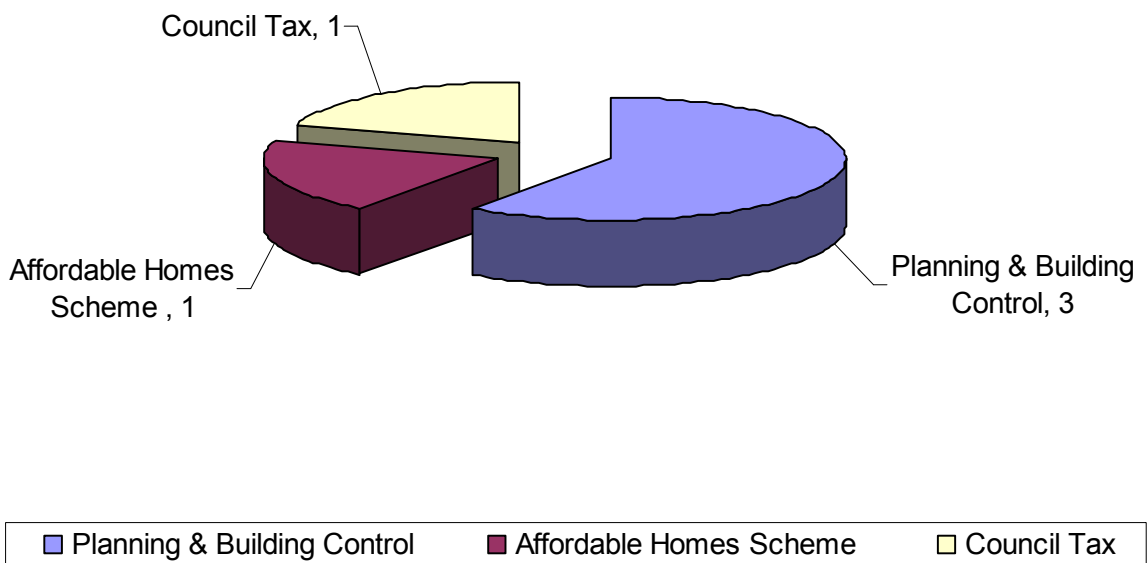
11.3 Ombudsman Complaints April – December 2008

- 5 (9) Ombudsman complaints were received during the period.
- 1 (No) complaint was upheld by the Ombudsman
- All complaints were responded to within the Ombudsman’s target time (29 days) – with an average response time of 22 days

Nature of Complaints

3 related to planning & building control services
1 related to housing - affordable housing scheme
1 related to council tax charges

**Ombudsman Investigation by Service Team
April - December 2008**

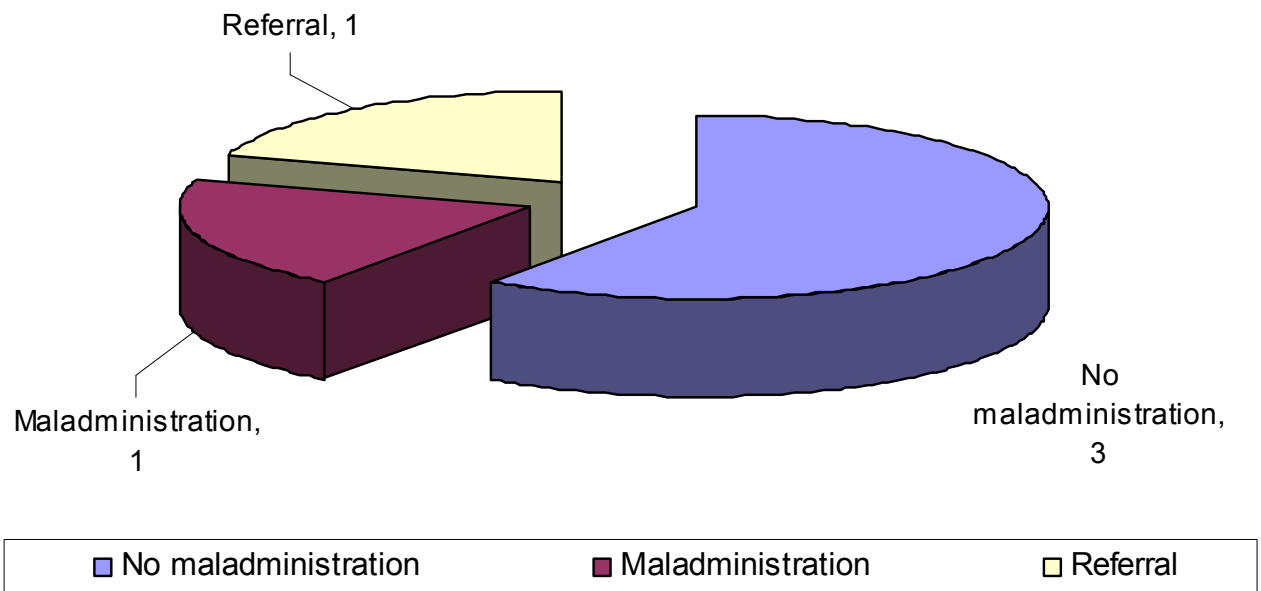


Outcome

The Ombudsman issued 4 decision letters and 1 referral in the period. 1 complaint was upheld against the Council:

No evidence of maladministration	3
Maladministration with injustice	1

Ombudsman Decisions April - December 2008



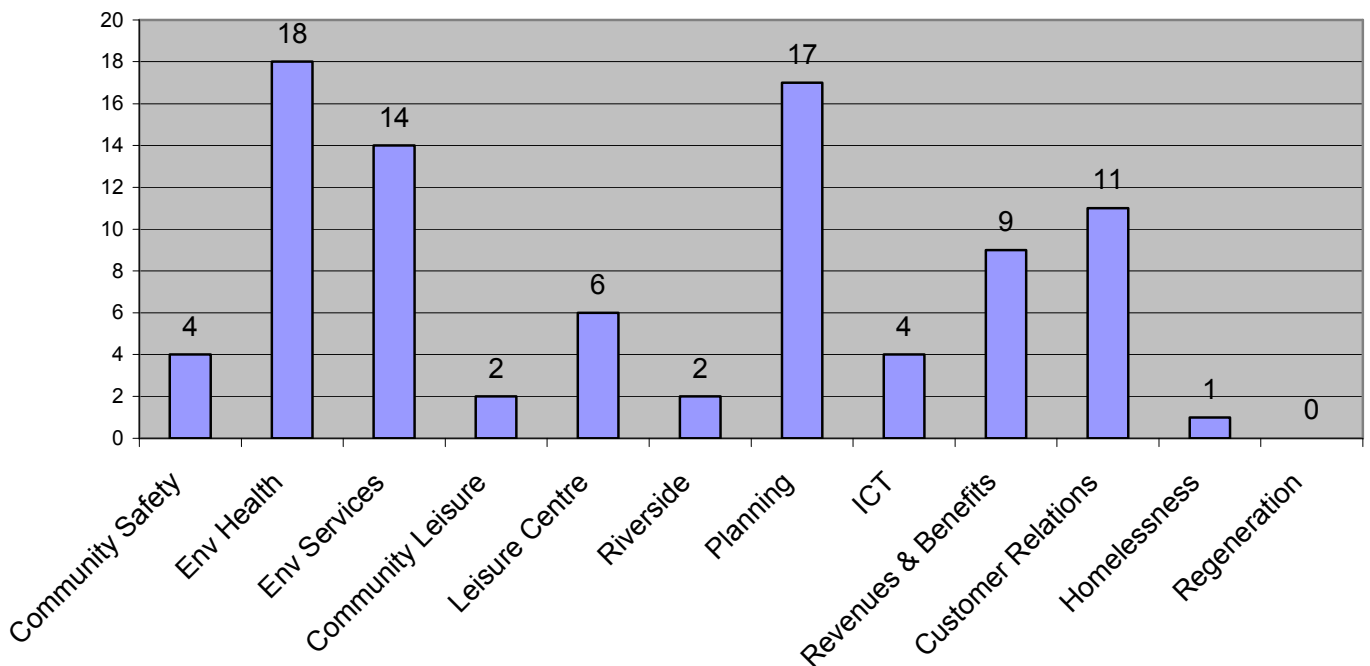
11.4 Compliments April – December 2008

88 compliments/letters of thanks were registered during the period.

Nature of Compliments

- 9 related to the revenue & benefits service
- 14 related to the environmental services
- 17 related to planning services
- 18 related to environmental health services
- 11 related to customer relations
- 10 related to leisure services
- 4 related to ICT
- 4 related to community safety
- 1 related to homeless service

Compliments Received by Teams April - December 2008



11.5 Telephone Response Performance April – December 2008

In response to specific requests from members, data extracted from the Council's telephone system is supplied for the first time in the body of this report. This is the first year the data has been available and as such comparisons with past year performance is unavailable for comparison at this time. The report focuses on the key telephone numbers used by customers to access the services in question.

<i>Service Team</i>	<i>Calls Received</i>	<i>Calls Abandoned *</i>	<i>% of Calls Abandoned</i>	<i>Calls Answered</i>	<i>% of Calls Answered</i>	<i>Calls Answered within Target Time *</i>	<i>% Calls Answered within Target Time</i>
<i>Switchboard</i>	62691	5455	8.7	57236	91.3	55774	97.4
<i>Benefits Service</i>	11866	1101	9.3	10765	90.7	9409	87.4
<i>Council Tax / NNDR Team</i>	17365	2229	12.8	15136	87.2	13466	89.0
<i>Environmental Services</i>	38009	13133	34.6	24876	65.4	12971	52.1
<i>Environmental Health / Planning Services</i>	4590	378	8.2	4212	91.8	4169	99.0
<i>Regeneration / Homelessness</i>	2115	262	12.4	1853	87.6	1846	99.6
Totals	136636	22558	16.5	114078	83.5	97635	85.6

- ***Abandoned calls** – refers to those calls in which the caller has hung up before an operator was available to receive the call.
- ***Calls answered within target time** – refers to the time taken for the operator to pick up the call once they are available to receive the calls. Therefore the time taken does not take into account any of the time the caller was waiting in a queue. The Council's target is 90% of calls answered within 15 seconds and 100% of calls answered within 25 seconds.

11.5.1 Issues arising from the Data

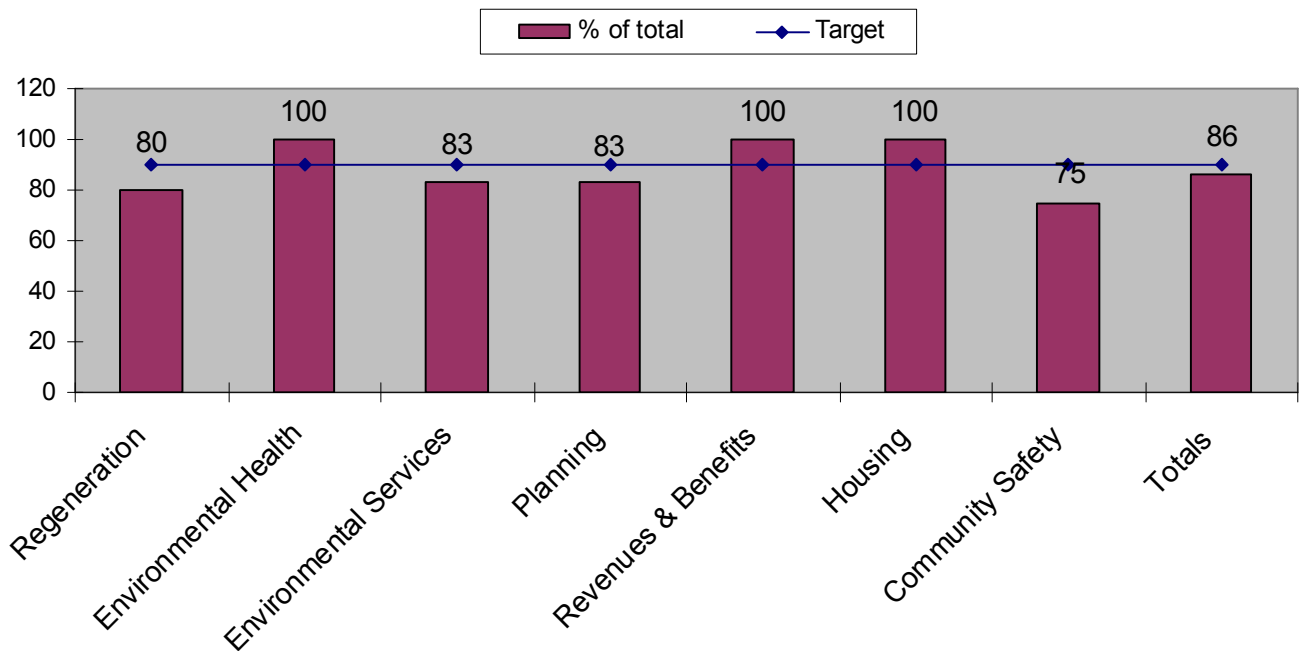
- a) The main issue of concern during this period relates to the number of calls abandoned via Environmental Services main contact number. A number of elected members raised concerns based upon their own and their constituents' inability to contact officers. This was primarily the case during April and early May when almost 50% of all calls were abandoned by customers attempting to contact the team. It should be noted that rate of abandoned calls has reduced significantly over the 2nd and 3rd quarters of the financial year. Officers within the Environmental Services Team will receive monthly telephone reports to ensure that they constantly monitor the situation and are able to continue to improve.

It is also pleasing to note that measures put in place to improve call handling within the Environmental services team have had a positive impact. Not only have the number of abandoned calls fallen by 16%, call response performance has improved by 20%. This will be closely monitored throughout the remainder of the year.

11.6 Response to MP Enquiries within 10 Working Days

The graph below shows the performance by each service team in dealing with MP enquiries within the agreed service standard performance of 10 working days.

MP Enquiries % response within 10 days April - December 2008



Performance has improved by 7% compared to the same period in 2007 / 2008, a welcoming trend which we hope to continue throughout 2008 – 2009.

Breakdown of MP enquiries / complaints

<i>Total Number of Enquiries Received from MP</i>	
Total Number of MP enquiries / complaints received April – Dec 2008	51
Total Number which were MP enquiries	39
Total Number which were MP complaints about the Council	12

11.7 Other Performance Information

New monitoring processes were put in place last year and the following results can be identified:

- 91 % of complaints were responded to in 10 days (target 90%)
- 86 % MP queries were responded to in 10 days (target 90%)
- 94 % Freedom of information enquiries were responded to in 20 working days (target 100%)

11.8 Learning and remedial action

It has become clear over the year that the analysis of complaints at service level is necessary in order that individual services can learn from complaints and share this learning across the organisation. In addition the impact of the continual process improvement project and ongoing training plan has led to improved performance in dealing with complaints, MP enquiries and FOI service requests.

A further analysis of results shows that:

- The 90% target for handling complaints within 10 working days has been achieved throughout the first 9 months of the financial year and the council is on course for its best ever performance.
- The number of complaints logged compared to the same period last year has reduced by 27% – 153 compared with 209.
- Most complaints related to Environmental services (predominantly related to the recycling scheme), which equated to 56% of all complaints received.
- 40% of complaints related to the failure to deliver services - this mainly relates to the early stages of the recycling scheme.
- The % of justified complaints has increased from 25% to 29% when compared to the same period in 2007 / 2008.
- Performance in respect of responding to MP enquiries and complaints has increased by 7% when compared to the same period in 2007 – 2008.
- A number of concerns have been highlighted in relation to telephone call handling performance. However, performance has improved compared to the 1st quarter of the year, particularly in relation to the number of calls abandoned which has reduced significantly. In addition, the environmental services team has improved call handling performance by 20% over the 3rd quarter.

12. Partnerships Progress

12.1 Summary

As part of the council's Improvement and Recovery Plan there were clear actions to consider and improve the effectiveness of existing partnerships.

The council has responded by approving a Partnership Strategy in November 2006 with a detailed Action Plan. The council has commissioned an electronic Partnership 'toolkit' through the North East Centre of Excellence and provided training to Corporate Support Team. The Chief Executive has been selected as the council's Partnership Champion and the Portfolio Holder for Community Engagement and Partnerships is the Member Champion.

It is clear that partnership working is fundamental to what we can achieve in the District. Many of the achievements set out in the Corporate Plan could only have happened by working with others. 'Working in Partnership' is a firm priority and we have developed a Partnership Strategy to help us achieve our vision. The key components of the strategy are:

- understanding what partnerships we are in;
- understanding how effective they are;
- understanding how healthy they are; and
- ensuring that we improve those which need to be.

Programme Management Board is monitoring implementation of this toolkit.

The review of our partnerships has a significant impact on the development of a single priority of '**People and Place**'. An assessment of the potential gaps in performance of partnerships and what we can do in the council's remaining lifetime to secure sustainable change is part of ongoing work to develop the new priority. Progress will be reported here in due course.

The Transition Plan has addressed what needs to be done and a significant part of the '**People and Place**' priority is to develop the partnerships as part of the 'Strengthening Partnerships' Action Learning Set. A delivery plan for '**People and Place**' was agreed by the Executive in April and is now subject to monthly monitoring through the Executive. There is a series of proposals within the delivery plan relating to partnerships and in particular there has been a focus on the Voluntary Sector. The council is influencing how partnerships are supported in the new unitary.

12.2 Learning and Remedial Action

There is no specific remedial action required at this stage.

13. Data Quality Progress

13.1 Summary

The following progress has been made in respect of the implementation of the Data Quality Policy since April 2007:

- The adoption of the Strategy and action plan;
- Data quality risks, commitment and proposals built into Corporate plan;
- Data Quality Policy and Strategy communicated to customers through the Internet;
- Data Quality Policy and Strategy communicated to staff and members through the Intranet;
- Data Quality built into Performance Management Handbook and communicated to staff;
- Data Quality considered as part of the Performance Management Review;
- Data quality commitment incorporated as a feature of Corporate Performance Reports and within performance clinics;
- Decisions made not to publish information because data quality was not proved e.g. a decision not to publish BV 166 quarterly statistics because the information as to performance was not dependable, and now resolved;
- Data Quality included in Corporate Training Plan as part of Performance Management training;
- Intranet site developed;
- Corporate Guidelines developed and implemented;
- Corporate Audit devised and built into intranet, will identify gaps to assist strategy development;
- Further awareness undertaken as a result and data quality is communicated more clearly now. Communications plan developed and on intranet;
- Data Quality Responsibility Register developed and significantly completed;
- Programme Management Board taking stronger role on monitoring of data Quality;
- Improved sign off with LPI's following same process as BVPI's;
- Data quality incorporated into all corporate reports and built into Report Writing Protocol;
- Developed revised Service Plan Guidance;
- Staff and Managers Audit undertaken;
- Training presentation provided to all staff;
- Data Quality Training provided as part of Members Induction programme;
- Data quality built into Performance Clinics;
- A review of the Data Quality Strategy Action Plan and the Data Quality Policy has been completed;

- A Revised Policy and Strategy Action Plan was agreed at the end of March and has been communicated;
- The Data Quality web site and intranet have been updated with new guidance and the on line training tool updated;
- Data Quality Champions for each service has been agreed;
- The first Revised Data Quality Strategy action Plan Monitoring Report has been published on the web site and shows continued progress;
- An Effective Internal Audit Report has been received for 2007/2008 BVPIs showing continued improvement;
- The council's Annual Report and Best Value Performance Plan was published within national timescales;
- The District Council is taking a lead role in the development of Data Quality practice for the new unitary council;
- The council fully supported and assisted the Audit Commission's Data Quality Audit and their report on findings is due later on in the year.

There are no issues of Data Quality failures or exceptions to be reported during the first half of the year.

13.2 Learning and remedial action

Significant progress has been made in respect of the implementation of the Data Quality Strategy largely around corporate awareness.

As a result of the audit we now have a good understanding of where there are potential weaknesses in the Authority and will be able to address these in the future.

No remedial action is required as part of any Data Quality failures or exceptions during the current quarter.

14. Local Government Reorganisation Progress

14.1 Summary

In September 2007 a project team was set up to help manage the council's contributions potential transition to a new single unitary authority. The team is led by the Director of Corporate Services and based around the council's Performance and Improvement Team. It also includes key Human Resources, communications, a representative for the trade unions and support staff. So far it has:

- Developed and agreed terms of reference and principles;
- Developed an Intranet site to allow access to key documents and information for staff and members;
- Developed an Information Request Register and responded to initial data requests where appropriate;
- Developed a communications plan;
- Published three newsletters to staff and Members; and
- Engaged in transitional arrangements.

The council has re-organised its senior management to assist it in developing the capacity within the organisation to deliver business as usual while contributing to the transition to the new organisation. At the same time the council has agreed and is implementing a transitional plan which will help it focus on a single priority of **'People and place'** through to March 2009.

The council has been significantly engaged in assisting the transition to the new authority. It has key officers who are leading and engaging in the workstreams and taking best practice into the new council. During the quarter Officers engaged in the process have developed both baseline information and high level options for consideration by the shadow authority which was elected in May 2008. Workstream Leads are working on the fourth and fifth tier management proposals.

The council is encountering capacity issues as a result of staff turnover undoubtedly caused by uncertainty over the future of individuals although the vast majority of staff will transfer to the new unitary under TUPE rights.

14.2 Learning and remedial action

Significant progress has been made in establishing a team to assist the council positively contributing to the smooth transition to a new unitary authority. The

capacity issues within the council are being monitored and managed pragmatically. The closer we move to vesting day the more difficult it is being to fill vacancies that occur. As a result the council is doing things differently and reflecting on its priorities.

15. Corporate Governance Progress

15.1 Summary

The council has taken corporate governance seriously as part of its Improvement Programme. During the first six months of the year the corporate working group which drives corporate Governance improvement – the Corporate Governance Group (CGG) lost two key members of the team as a result of them moving to other appointments outside the authority. The team has regrouped and is now chaired by the Director of Corporate Services providing a key steer from the corporate centre. Members of the group have ensured progress and the CGG has:

- Developed and secured council approval of the Local Code of Governance;
- Implemented the associated action Plan;
- Commenced work on this year's Annual Governance Statement;
- Commenced work on this year's Use of Resources submission;
- Contributed to the development and review of the Data Quality Policy and Strategy action plan, agreed by the Council in March 2008;
- Developed an Intranet site to allow access to key documents and information for staff and members;
- Considered reports on the effectiveness of Internal Audit and the Annual Internal Audit report which both show positive achievement of internal audit at a time of change;
- Set out Strategic risk assessments for the Transition Plan and agreed key strategic corporate risks with Corporate Management Team;
- Commented on the Audit Commission's Annual Audit and Inspection letter;
- Raised awareness of corporate governance through a range of LGR workstreams; and
- Agreed an Annual Governance Statement.
- Discussed draft Use of Resources and Data Quality reports with the Audit commission and influenced their final Audit and Inspection Letter.

Significant progress has therefore been made and it is considered that the council is strong in terms of its commitment and delivery to corporate governance. It is considered that the very positive Annual Audit and Inspection letter from the Audit Commission reflects this point of view.

15.2 Learning and remedial action

Significant progress has been made in maintaining a team to assist the council in ensuring high standards of effectiveness of corporate governance.

16. Corporate Health and Safety Progress

16.1 Summary

Further progress has been made to date in respect of addressing corporate health and safety issues. Work remains to be done to improve communication, understanding and practice and becomes an even more pressing issue with the approach of vesting day.

16.2 Progress

Following adoption by Council, March 2008, of the new Corporate Statement of Health and Safety Policy and the subsequent incorporation of the Health and Safety Team into the Directorate of Corporate, reporting within The Corporate Performance Structure continues.

The following progress has been made in respect of Corporate Health and Safety:

- Significant, regarding Local Government Review and formation of Work Streams to address areas of operation considered important.
- A health and Safety sub work stream was subsequently formed to represent County and Districts, effective from 24th April 2008.
- The effect of this on Corporate Health and Safety Plan has been significant resulting in:
 - Re scheduling the frequency of the HSMG within Chester le Street to bi monthly meetings.
 - Cessation of further development of Corporate Standards.
 - Concerted effort to make those Corporate Standards, already adopted within Chester le Street, work effectively.
 - Review of Draft Codes of Practice proposed by the Health and Safety sub work stream, currently 26 have been prepared.
 - Distribution to all members of staff the Corporate Statement of Health and Safety Policy agreed by the CEO of the new unitary.

The Team has continued the development of the Corporate Health and Safety Intranet site so that all employees with access to a computer can access and view the development of Health and Safety policy, procedures and progress across the Council including:

- Health and Safety Management Group meetings, minutes and Representatives
- Appropriate and useful Web Links

- Practice updates such as the 'Myth of the Month'
- Corporate Standards including:
 - ✚ Constitution
 - ✚ Risk Assessment
 - ✚ Emergency Response
 - ✚ Adverse Event/Accident Reporting
 - ✚ Display Screen Equipment
 - ✚ Manual Handling
 - ✚ Working at Height
 - ✚ Asbestos
 - ✚ New and Expectant Mothers
 - ✚ Noise at Work
 - ✚ Vibration at Work
 - ✚ Control of Legionella Bacteria in Water Systems
- Accident Statistics

16.3 Accident Statistics

The charts below show a comparison of adverse event statistics relating to corporate premises, year end 2008 and year end 2007.

The charts show a split between accidents to staff and public, in summary the charts show:

- There were significantly more adverse events reported, 193, involving members of public this year 2008, in comparison to 149 in 2007.
- There has been an encouraging reduction in the number of adverse events reported involving members of staff to year end 2008 totaling 14, in comparison with 38 to year end 2007.

Adverse Event Reports 2008

2 0 0 8	Development Services		Corporate Services		Resources		* Regeneration *		* Riddor Reportable	
	Employee	Public	Employee	Public	Employee	Public	Employee	Public	Employee	Public
	Jan	2	13	0	0	0	0	0	1	0
	Feb	1	20	0	0	0	0	0	0	0
	Mar	1	21	0	0	0	0	0	1	0
	Apr	0	16	0	0	0	0	0	0	0
	May	1	15	0	0	1	0	1	0	1
	Jun	1	9	0	0	0	0	0	0	2
	Jul	2	17	0	0	0	0	0	1	0
	Aug	2	26	0	0	0	0	0	0	0
	Sep	0	13	0	0	0	0	0	0	1
	Oct	1	19	0	0	0	0	0	0	0
	Nov	1	15	0	0	0	0	0	0	1
Dec	0	8	0	0	0	0	0	0	0	
Year to date	12	192	0	0	1	0	1	1	2	5
Total for Year										
									Employee	Public
									14	193

2008	Leisure Centre	Riverside	Park Side	Roseberry Grange	Selby Cottage	Community Leisure	Development Services			Resources				Corporate Services						
							Leisure Services	Env Health & Plannin	Env Services	Finance & Accounts	Information technolog	Rev & Bens	Internal Audit	OD	Legal & Democratic	Customer Relations	Strategy & Scrutiny	Regeneration		
																			Emp	Pub
Jan		10	2	3			2	13												
Feb	1	18		2			1	20												
Mar		17		4			0	21	1											
Apr		15		1			0	16												
May		11		4			0	15		1										1
Jun		5		4			0	9	1											
Jul	1	13	1	4			2	17												1
Aug		22	1	4			2	26												
Sep		10		3			0	13												
Oct	1	16		3			1	19												
Nov	1	13		2			1	15												
Dec		8					0	8												

Improvement team = Strategy and Scrutiny

Adverse Event Reports 2007

2007	Development Services		Community Services		Corporate Services		Resources		* Regeneration *		
	Employee	Public	Employee	Public	Employee	Public	Employee	Public	Employee	Public	
	Jan	3	0	0	0	0	0	0	0	0	0
Feb	4	0	0	0	0	0	0	0	0	0	
Mar	1	0	1	0	0	0	1	0	0	0	
Apr	1	21	5	0	1	0	0	0	0	0	
May	2	19	0	0	0	0	0	0	0	0	
Jun	1	14	1	0	0	0	0	0	0	0	
Jul	3	19	1	0	0	0	0	0	0	0	
Aug	3	19	0	0	0	0	1	0	0	0	
Sep	1	10	1	0	0	0	0	0	0	0	
Oct	0	21	1	1	0	0	0	0	0	0	
Nov	2	16	2	0	0	0	0	0	0	0	
Dec	2	9	0	0	0	0	0	0	0	0	
Year to date	23	148	12	1	1	0	2	0	0	0	
	Total for Year										
	Employee										38
	Public										149
	Riddor Reportable										5

	Leisure Centre		Riverside		Park Side		Roseberry Grange		Selby Cottage		Community Leisure		Development Service			Resources					Corporate Services				Community		Regeneration					
	Emp	Pub	Emp	Pub	Emp	Pub	Emp	Pub	Emp	Pub	Emp	Pub	Leisure Services	Env Health & Plannin	Env Services	Finance & Accounts	Information technolog	Rev & Bens	Internal Audit	OD	Legal & Democratic	Customer Relations	Strategy & Scrutiny	Housing Services	Property Services	Emp	Pub	Emp	Pub			
													Emp	Pub	Emp	Pub	Emp	Pub	Emp	Pub	Emp	Pub	Emp	Pub	Emp	Pub	Emp	Pub	Emp	Pub		
Jan	0								1	1		2	0		1																	
Feb	0								2			2	0		2																	
Mar	0											0	0		1									1								
Apr	0	14		8								1	21																			
May	1	15	1	4								2	19																			
Jun	1	13		1								1	14																			
Jul	1	19		1								2	19		1																	
Aug	2	12		5		2						2	19		1			1														
Sep	0	6		4					1			1	10																			
Oct	0	18		3								0	21													1	1					
Nov	2	12		4								2	16																			
Dec	1	8		1			1					2	9																			

Improvement team = Strategy and Scrutiny

16.4 Learning and Remedial Action

Significant progress has therefore been made continuing the development of the required elements of the Health and Safety Management Plan that incorporated the Corporate Statement of Health and Safety Policy, Corporate Standards and subsequent Directorate Health and Safety Policy.

Communication and understanding difficulties have been addressed at Directorate level, these difficulties remain, despite Directorate representation on the HSMG, the aligned Health and Safety Training Programme and development of the Corporate Health and Safety Intranet Site which makes all of the information available to those with access to computers.

Further work is required to improve communication of the Directorate Health and Safety Policy and to ensure that Directorates fully embrace the approved Corporate Standards that currently apply, this will change following vesting day and will require continued vigilance from officers in post to support a smooth transition.

Upon reflection, it has been determined, in light of Local Government Review (LGR), that there was little purpose in continuing developing Corporate Standards in line with the HSMG workplan and that Corporate Health and Safety, in conjunction with HSMG, could better use the remaining time of the District Council to ensure that what has been approved by CMT so far is functioning effectively.

The HSMG will continue to monitor accidents and consider recommendations for action where necessary.

Remedial measures proposed to address the concerns above include:

- Continue to raise awareness of the corporate policy, the HSMG and the roles of Directorate representatives on it;
- Collect information through HSMG Directorate Representatives relating to Corporate Standards.
- Analyse information received.
- Inform CMT of way forward including action plan for service areas or Directorates as necessary in relation to respective Corporate Standard being monitored.
- Work jointly with other members of the Health and Safety sub work stream to support the formation of the new unitary Council

16.5 Further Action and Remedial Measures

With regard to the remedial measures above the following action has been taken:

- Seek appointment of additional employee representatives with a view of expanding knowledge and understanding of Corporate Policy, Health and Safety Management Group and roles and responsibilities of Directorate representatives. Progress has been made with the appointment of another representative from the General, Municipal and Boilermakers Trades Union (GMB).
- Communication on a direct basis with the newly appointed employee representative is much simpler and so far very effective.
- Information is being requested through Directorate Health and Safety Representatives, although this has not been as forthcoming as hoped the matter has been further addressed at Extended Corporate Management Team.
- Information that has been provided, as requested, and as a means of checking compliance with approved Corporate Standards, has been beneficial.
- Corporate management team has been informed of the measures being implemented above with a view to raising awareness and understanding of all areas of Health and Safety.

In light of Local Government Review it has been determined, and agreed, by the representatives of the Health and Safety Management Group, that future meetings of the group will be bi monthly.

Accident statistical data as previously agreed by the Health and Safety Management Group will continue to be reported six monthly to the Group and to Corporate Management Team. This report includes relevant end of year 2008, accident data compared with end of year 2007 data.

Adverse Event/Accident Reporting will continue in compliance with Corporate Standard CS:004 and any event/accident of note will be raised and discussed with representatives of the Health and Safety Management Group at their scheduled meetings.

17. Overall Performance

17.1 Summary of Overall Performance

This is the council's final performance report. As a result it is not possible to provide a final report on the whole year. While there is room for improvement in terms of national and local indicators in general terms the council has continued with its positive direction of travel. This is considered to be a significant achievement taking into account:

- The 'distractions' of local government review and impact on morale;
- The loss of capacity within the organisation as a result of key people moving to roles elsewhere;
- The significant workload imposed by work to ensure a smooth transition and the frustrations that have been associated with it;
- The significant workload imposed by the transition plan and the single priority of '**People and Place**' ;
- The pressure of expectations to contribute positively to local government re-organisation while continuing to achieve continuous improvement.

Members and officers ought to be proud of overall achievements. The key issues in summary are as follows:



- The Transition Plan has effectively been achieved as only 2% of actions were behind target at the end of December and 80% had already been achieved. The report and presentation to the Executive on 2nd February 2009 had shown that the single priority of '**People and Place**' had also been achieved;
- In terms of the first nine months of recording the national indicators there is an increasing trend of target achievement. 56% are so far on target and it is predicted that 94% will be on target by the end of March 2009;
- The Council compares well against the county in national indicators generally in planning and environmental health but less favourably in terms of environmental services;
- 58% of local indicators have achieved targets and 67% have shown improvements since last year although corporate local indicators do not compare very well with other County Districts;
- There are no identified risk issues and work is ongoing on risk identification in respect of local government re-organisation;
- Significant Equality and Diversity achievements have been made although the Equality and Diversity Working Group has met for the last time and the council's equality work this year has focused on the single priority of '**People and Place**' including successful cultural programmes for the market place, the Community Cohesion project, a Paralympics





event and a final District Council 'It's a knock out' to be held on 14th March 2009;



- Audit reports received have reflected the council's positive direction of travel;
- There has been a significant reduction in complaints received although the number of complaints justified has increased;
- Fewer compliments were received although there remains one compliment received for one complaint received;
- Time taken to respond to complaints has improved during this year, significantly as a result of the work of the Action Learning Set and the council's response to it;
- Fewer Ombudsman complaints have been received;
- Abandoned telephone calls have shown an improving trend from the last quarter and the early problems experienced in Environmental Services has significantly improved by 16% and there has also been a 20% improvement in response times;
- Data Quality has continued to show a positive direction of travel and there are no issues to report during the year;
- The council has made a significant contribution to Local Government Reorganisation and has taken lead roles in important areas;
- The council has continued to improve corporate governance and Health and Safety.



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Table 1: New National Indicators - Report for the period April to December 2008


NI No.	Description	Baseline Data		Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Good Perf	Explanation, Reasons & Actions
Stronger communities											
NI 14	Avoidable contact: the proportion of customer contact that is of low or no value to the customer	N/A	N/A	N/A	N/A	11.8%	IHD	N/A	N/A	Low	This indicator is measured over two sample periods. The first sample period run between 17-30 November showed that of the 2376 customer contacts recorded, 280 (11.8%) were recorded as avoidable. The second sample period will run 19-31 January, the results of which will form the overall level of avoidable contacts recorded for the council.
Local economy											
NI 154 ●	Net additional homes provided	N/A	N/A	20	56 (amended)	73	Q3 75 YE 100		x	High	Performance is below predicted target this quarter, however, it is possible that the end of year target of 100 could be met despite the national house building recession. The council is not going to be able to make any intervention which may guarantee this.
NI 155 ●	Number of affordable homes delivered (gross)	2007/08	39	8	20 (amended)	20	Q3 30 YE 40		x	High	The target has not been achieved this quarter due to the current national house building recession and it is unlikely that the end of year target of 40 will be met. The council is not going to be able to make any intervention which may guarantee this.





No.	Description	Baseline Data	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Good Perf	Explanation, Reasons & Actions	
NI 156 ●	Number of households living in Temporary Accommodation	2007/08	2	0	2	2	2		✓	Low	We had hoped to keep this figure below 2, through early intervention and prevention of homelessness. Cestria also help us to achieve this indicator by making decisions quickly and referring cases for prevention early. In these cases the applicants were in temporary accommodation due to the delays in the homeless decision making process and locating accommodation for homeless applicants. Corrective Action: Advice provided to both the Housing Options Team and Cestria Community Housing around locating alternative accommodation to B&B. Also ensuring that cases of this nature are prioritised.
NI 157a	Processing of planning applications as measured against targets for 'major' application type	2007/08	66.67%	100.00%	100.00%	80.00%	88.00%		✗	High	Performance has slipped 8% below local stretch target. This occurred due to Member decision to defer consideration of 2 planning applications submitted for 'West Farm' site. However performance is still 20% above CLG target and also represents top quartile performance based on 07/08 figures. Performance should improve during last quarter as 4 major applications are due to be reported to February Planning Committee and this will ensure performance gets back on target.
NI 157b	Processing of planning applications as measured against targets for 'minor' application type	2007/08	75.00%	89.66%	93.02%	94.20%	92.00%		✓	High	Performance is exceptional and should represent highest returns in North East region for year end.
NI 157c	Processing of planning applications as measured against targets for 'other' application type	2007/08	85.67%	100.00%	98.82%	99.14%	96.00%		✓	High	
NI 159	Supply of ready to develop housing sites	Apr-08	159%	N/A	N/A	N/A	159.0%	N/A	N/A	High	THIS INDICATOR IS COLLECTED ANNUALLY. The first reporting period will be at year end.

NI No.	Description	Baseline Data		Quarter 1	Quarter 2	Quarter 3	Target	Current	Achieved	Good	Explanation, Reasons & Actions
		2005	0.03%	Apr - Jun 2008	Apr - Sept 2008	Apr - Dec 2008	2008/09	Perf Status	Target?	Perf	
NI 170	Previously developed land that has been vacant or derelict for more than 5 years	2005	0.03%	N/A	N/A	N/A	<1.00%	N/A	N/A	Low	THIS INDICATOR IS COLLECTED ANNUALLY. The first reporting period will be at year end.
NI 179	Value for money – total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008-9 financial year	N/A	N/A	N/A	315,000	N/A	IHD	N/A	N/A	High	2008-09 forecast cumulative gains were reported in October 2008.
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	2007/08	200	N/A	68.8 (Estimated)	71.7 (Estimated)	52.1		✓	High	This is an estimate for this indicator as the actual performance will be calculated and published by the DWP later this year. Performance is only measured from May 2008 as this is when data became available. Performance has exceeded target, proactive work procedures are in place so that future changes are captured in a timely manner. It is expected that the year end target of 52.1 will be achieved due to the current climate and the number of new claims and changes increasing.
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	2007/08	22 (HB) 9 (CT)	15.4 days (Estimated)	15.7 days (Estimated)	16.2 days (Estimated)	16.0 days		✗	Low	This is an estimate for this indicator as the actual performance will be calculated and published by the DWP later this year. The estimate has been calculated using data extracted from the IBS Open Revenues system statistical reports. Performance has dropped slightly below target due to resource issues, however, we expect this to improve in the last quarter. Corrective Action: We have engaged an external processing company to help with the increased workload. We are expecting our caseload to increase due to the current climate.
NI 182i	Satisfaction of businesses with recorded non-compliance with local authority regulation services	N/A	N/A	67%	82%	83%	IHD	N/A	N/A	High	2008/09 is the baseline year for this indicator so no target has been set. Performance has been consistently high for the indicator. Surveys which are returned with 'customer does not strongly agree with the statement' are investigated to see

No.	Description	Baseline Data		Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Good Perf	Explanation, Reasons & Actions
NI 182ii	Satisfaction of businesses with no recorded non-compliance with local authority regulation services	N/A	N/A	100%	94%	85%	IHD	N/A	N/A	High	if improvements can be made and comments are passed on to officers.
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	N/A	N/A	93%	96%	97%	90%		✓	High	Of the 343 food establishments trading within the District, 331 are broadly compliant with food hygiene law. We are on course to achieving our stated target of 90%, taking into consideration the planned intervention programme involving the maintenance of existing standards, improvement of those establishments assessed as not broadly compliant and the introduction of new businesses.
NI 185	CO2 reduction from Local Authority operations	N/A	N/A	N/A	N/A	N/A	IHD	N/A	N/A	Low	Year 2008/09 is the baseline year so no target has been set for this indicator. Data is still being collected to complete the spreadsheet so this indicator can be reported on accurately. It will be completed before March 2009 allowing the results to be reported in the final quarter. It is expected that the 2% reduction will be achieved as energy consumption has reduced during 2008.
NI 187i ●	Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating	N/A	N/A	N/A	N/A	3.6%	IHD	N/A	N/A	Low	Year 2008/09 is the baseline year so no targets have been set for this indicator. The figures provided are taken from surveys carried out by the Energy Saving Trust. Of the 5142 surveys sent out responses were received from 1097 households, a return of 21% which makes the figures acceptable.
NI 187ii ●	Tackling fuel poverty - % of people receiving income based benefits living in homes with a high energy efficiency rating	N/A	N/A	N/A	N/A	34.3%	IHD	N/A	N/A	Low	
NI 188 ●	Planning to Adapt to climate change	N/A	N/A	Level 0	Level 0	Level 1	Level 1		✓	High	The target set for 2008/09 of level 1 has been met as the audit trail is in place identifying that the necessary policies, plans and procedures to meet the requirement are in place.
Environmental sustainability											

NI No.	Description	Baseline Data		Quarter 1	Quarter 2	Quarter 3	Target	Current Perf Status	Achieved Target?	Good Perf	Explanation, Reasons & Actions
		2007/08	388.74	Apr - Jun 2008	Apr - Sept 2008	Apr - Dec 2008	2008/09				
NI 191 ●	Residual household waste per household	2007/08	388.74	180.22kg	358.83kg	544.03kg	Q3 525.00 YE 700.00		X	Low	<p>There is currently a total of 546.7 tonnes which have been collected for recycling but have not yet been sent for reprocessing. This means that the amount of residual waste is higher than would have been expected. If the 546.7 tonnes had been sent to be reprocessed, there would have been an equivalent of 521.84 kg collected per household. Provided that Greencycle are able to secure a purchaser for the recyclable goods, it is anticipated that the end of year target of below 700 kg can be achieved, and that the LPSA target will be achieved. Corrective Action:</p> <p>Greencycle have informed us that once they have secured purchasers for the recycling that this will be sent for reprocessing as soon as possible. There has already been an increase in the amount of goods which have left storage over the last few weeks, so it is expected that the tonnage of waste being stored will reduce significantly by the end of the year, however this is out of our control as it is dependent upon Greencycle securing a market for the recyclables.</p>

No.	Description	Baseline Data		Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Good Perf	Explanation, Reasons & Actions
NI 192 •	Percentage of household waste sent for reuse, recycling and composting	2007/08	21%	20.65%	21.40%	17.90%	25.00%		x	High	There is currently a total of 546.7 tonnes which have been collected for recycling but have not yet been sent for reprocessing. This means that the amount of residual waste is higher than would have been expected. If the 546.7 tonnes had been sent to be reprocessed, there would have been an equivalent recycling rate of 21.26%. It is possible that the end of year target of 25% can be achieved, but the LPSA target of 35% recycling rate won't be achieved. Corrective Action: Greencycle have informed us that once they have secured purchasers for the recycling that this will be sent for reprocessing as soon as possible. There has already been an increase in the amount of goods which have left storage over the last few weeks, so it is expected that the tonnage of waste being stored will reduce significantly by the end of the year, however this is out of our control as it is dependent upon Greencycle securing a market for the recyclables.
NI 194i	Air quality – Emissions in NOx through local authority's estate and operations	N/A	N/A	N/A	N/A	N/A	IHD	N/A	N/A	Low	Year 2008/09 is the baseline year so no targets have been set for this indicator. Data is still being collected to complete the spreadsheet so this indicator can be reported on accurately. It will be completed before March 2009 allowing the results to be reported in the final quarter.
NI 194ii	Air quality – % reduction in NOx emissions through local authority's estate and operations	N/A	N/A	N/A	N/A	N/A	IHD	N/A	N/A	Low	
NI 194iii	Air quality – Emissions of PM10 through local authority's estate and operations	N/A	N/A	N/A	N/A	N/A	IHD	N/A	N/A	Low	
NI 194iv	Air quality – % reduction in NOx and primary PM10 emissions through local authority's estate and operations	N/A	N/A	N/A	N/A	N/A	IHD	N/A	N/A	Low	

NI No.	Description	Baseline Data		Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Good Perf	Explanation, Reasons & Actions
NI195a ●	Improved street and environmental cleanliness (levels of litter)	2007/08	14%	N/A	4%	3%	13%		✓	Low	The target has been exceeded for both of the first two survey periods, and it is expected that the end of year target will be achieved. Performance has improved over the two survey periods.
NI195b ●	Improved street and environmental cleanliness (levels of detritus)	2007/08	7%	N/A	11%	9%	6.5%		✗	Low	The target has not been achieved for the period April – November, however performance has improved over the year. It is possible that the end of year target of below 6.5% can be achieved, and cleanliness levels will be closely monitored, particularly with regard to street sweeping. Corrective Action: Whilst the next round of surveys are being carried out, if any sites are identified as a grade C, the Operations Manager will be notified immediately so that the cause can be identified and standards will be rectified as soon as possible. Sweeper routes will be monitored to ensure effective use of resources.
NI195c ●	Improved street and environmental cleanliness (levels of graffiti)	2007/08	6%	N/A	8%	5%	5%		✓	Low	The target has been achieved for the period April – November, and the amount of graffiti which has been found has reduced from the first survey period. It is anticipated that the end of year target of below 5% will be achieved.
NI195d ●	Improved street and environmental cleanliness (levels of fly posting)	2007/08	0%	N/A	1%	0%	0%		✓	Low	The target has been achieved for the period April – November, and the amount of fly-posting which has been found has reduced from the first survey period. It is anticipated that the end of year target of 0% will be achieved.

No.	Description	Baseline Data		Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Good Perf	Explanation, Reasons & Actions
NI 196 ●	Improved street and environmental cleanliness – fly tipping	2006/07	Good	N/A	N/A	N/A	Effective (Grading 2)	N/A	N/A	Low	THIS INDICATOR IS COLLECTED ANNUALLY. The first reporting period will be at year end. Based on comparative figures for April – December this year and last year, we have dealt with 150 less incidents of fly-tipping. We have issued 8 more fixed penalty notices for fly-tipping but have carried out 43 fewer investigations into incidents of fly-tipping. It is estimated that taking into account the reduced instances that overall we should achieve the same level of performance as last year.
TOTALS +										9	
TOTALS -										7	
TOTAL										16	
TOTAL N/A										14	
TOTAL OVERALL										30	

KEY:	
●	LAA performance indicators
★	Better than Target Performance
●	On Target Performance
▲	Worse than Target Performance
✓	Yes
✗	No
IHD	Insufficient Historic Data - The development of targets for this indicator has been postponed until baseline information is available.

NI No.	Description	Baseline Data	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Good Perf	Explanation, Reasons & Actions
	Required to produce a total of 20 indicators					ACTUALS QUARTER 2				
	Equates to 30 separate indicators									
	We:									
	Achieved our targets	56%				50%	56%			
	Unfortunately we:									
	Failed to meet our targets	44%				50%	44%			



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Table 2: National Performance Indicators for the Durham Authorities (for the period April to December 2008)




PI ref	PI description	Good Performance	Durham County	CLS	Derwentside	Durham City	Easington	Sedgefield	Teesdale	Wear Valley	Whole County
14	% of customer contacts that are assessed as avoidable	Low	13.10%	11.53%	6.03%	10.30%	14.64%	17.17%	14.91%	16.58%	
154	Net increase in dwelling stock over one year	High		73	333	228	182	90	75	221	1,202
155	Number of affordable homes delivered (gross)	High		20	0	32	8	28	10	6	104
156	Number of households living in temporary accommodation	Low		2	6	2	4	4	0	12	30
157a	Processing of major planning applications within 13 weeks	High		80%	47%	42%	77%	69%	100%	77%	63%
157b	Processing of minor planning applications within 8 weeks	High		94%	71%	80%	80%	80%	46%	74%	77%
157c	Processing of other planning applications within 8 weeks	High		99%	86%	86%	91%	87%	79%	88%	88%
184	% of food establishments within the local authority area which are broadly compliant with food law	High		96.50%	80.86%	90.10%	79.00%	93.48%	No data	72.00%	84.70%
187i	% of households on income related benefits living in homes with high energy efficiency (SAP rating of below 35)	Low		3.65%	5.35%	6.00%	12.20%	3.54%		5.97%	9.46%
187ii	% of households on income related benefits living in homes with low energy efficiency (SAP rating meeting the standard of 65 or above)	Low		34.28%	34.77%	32.00%	59.00%	4.02%		33.19%	46.66%
191	Residual household waste per household (kg) – 1 Apr to 30 Sep	Low		360	281	344	389	344	329	351	420
192	% household waste sent for reuse, recycling or composting – 1 Apr to 30 Sep	High		21.39%	37.11%	25.03%	28.93%	22.15%	37.70%	22.55%	29.86%
195a	% of relevant land and highways that is assessed as having deposits of litter that fall below an acceptable level	Low		3%	9%	2%	7%	19%	2%	3%	N/a
195b	% of relevant land and highways that is assessed as having deposits of detritus that fall below an acceptable level	Low		9%	4%	6%	9%	29%	9%	3%	N/a
195c	% of relevant land and highways that is assessed as having deposits of graffiti that fall below an acceptable level	Low		5%	0%	1%	2%	0%	1%	0%	N/a
195d	% of relevant land and highways that is assessed as having deposits of fly posting that fall below an acceptable level	Low		0%	0%	0%	0%	0%	0%	0%	0%



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Table 3: Local Performance Indicators - Report for the period April to December 2008

LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
Corporate Health												
BVPI 8	Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms	93.68%	93.67%	95.04%	94.70%	95.00%		x	✓	✓	High	This quarter has seen the percentage drop since the second quarter, which is mainly due to the summer holidays and budget holders not returning until September time to then log on and approve. However the drop has been less than 1% which is just below the target. Corrective Action: More reminders are to be sent out during the year reminding budget holders to assign someone to take over their approvals during annual leave and to notify the finance department about it.
BVPI 9	The percentage of council tax collected by the Authority in the year	97.53%	29.31%	57.97%	86.69%	Q3 81.00% YE 98.70%		✓	N/A	✓	High	Performance has exceeded third quarter predicted performance and is slightly up on last year. More stringent and proactive recovery procedures are now in operation and direct debit uptake has increased. 76.3% of all Council Tax payers now pay by Direct Debit. Also a further 2 Direct Dates within the month have been offered to customers.


BP No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
BVPI 10	The percentage of national non-domestic rates collected in-year	98.20%	30.14%	57.78%	83.76%	Q3 81.00% YE 98.20%		✓	N/A	✗	High	Performance is slightly above target although it has dipped from last year. This is due to the increased number of bankruptcies and company liquidations/administrations in the current climate. Also the introduction of 100% empty property rates, has met with companies resisting payment. Overall Non Domestic rate collection throughout the country has dropped in the last few months. The government are to introduce new legislation from 1 April 2009 to exempt properties with a rateable value of less than £15,000 this should reduce the number of difficult debits to collect and increase the collection rate. Also we will be carrying out more frequent recovery monitoring in the last few months of the financial year in an attempt to collect as much as possible.
BVPI 11a ■	Percentage of top-paid 5% of staff who are women	30.00%	21.05%	21.00%	16.00%	32.00%		✗	✗	✗	High	We have seen a drop in performance this quarter due to 2 resignations and a re-grading. Recruitment of Senior Managers is not being carried out due to LGR so it is unlikely that the year end target will be achieved. Performance is affected by LGR and this must be accepted.
BVPI 11b ■	The percentage of the top 5% of Local Authority staff who are from an ethnic minority	5.00%	5.26%	5.26%	5.26%	3.00%		✓	✓	✓	High	Performance has exceeded target and remains constant throughout the year. It is anticipated that year end target will be achieved. Performance is affected by LGR and this must be accepted.




LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
BVPI 11c ■	Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools)	0.00%	0.00%	5.26%	0.00%	3.00%		x	x	x	High	Performance has dropped this quarter due to a change in employees within the top 5% of staff. It is however possible that year end target can be achieved if we see a change in top 5% by the end of March. Performance is affected by LGR and this must be accepted.
BVPI 12 ■	The number of working days/shifts lost to the Authority due to sickness absence	11.01 days	10.82 days	10.7 days	12.1 days	9.8 days		x	x	x	Low	Performance is measured over a 12 month rolling period covering Jan - Dec 2008. We have seen an increase this quarter in the days lost to sickness, primarily due to a number of long-term sickness cases and length of some absences. End of year target will not be achieved. Corrective Action: We will continue to monitor and report on sickness absence; continue to support managers in sickness absence; take action where RTW interviews and formal reviews are not carried out.
BVPI 16a ■	The percentage of local authority employees with a disability	1.81%	1.67%	2.42%	2.67%	3.50%		x	✓	✓	High	We have seen a slight increase in performance this quarter however it is unlikely that year end target will be met.

BP No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
BVPI 76d ■	The number of Housing Benefit and Council Tax Benefit prosecutions and sanctions, per year, per 1,000 caseload, in the Local Authority area	10.89	10.87 (amended)	11.66 (amended)	9.01	9.00 (amended)		✓	✗	N/A	High	Performance is now recorded as a 12 month rolling total in line with DCC requirements so previous data and targets have been amended to reflect this. Performance is slightly above target this quarter. The year end target of 9 should be achieved and actions have been put in place to manage performance in this area. A pro-active exercise is currently ongoing and will assist with sanctions having good quality investigations. Changing some working practices has assisted in improving the performance in this area.
BVPI 156 ■	The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people	20.00%	20.00%	20.00%	20.00%	20.00%		✓	✗	N/A	High	The transfer of buildings to Cestria Community Housing in the last quarter of 2007/08 resulted in a change in the calculation. This is now based on % out of 10 buildings rather than 17. Only 2 buildings are compliant with the definition used for previous BVPI 156 requirements.


LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
CSS03	% of telephone calls answered within 15 seconds	N/A	89.4%	84.7%	85.6%	90%		x	N/A	N/A	High	Performance has increased against the second quarter but remains below the annual performance target. It is unlikely that overall target will be achieved by the year end without changes highlighted below. Where clearly identified service failings exist, action should be taken to improve the performance. However, this should be balanced against the ability to provide greater resources at the current time allowing for budget restraints, ongoing staffing issues and LGR pressures. Corrective Action: Those teams highlighted as poor performers by the report continue to receive monthly reports and discussions will take place with the Customer Services Manager to establish most effective use of the telephone system. Specifically action should be taken to merge the Env. Services and Customer services teams. This will provide greater resource to answer calls at peak time and would improve Env. Services performance by approx 15-20%. This action has been raised with CMT and deferred pending LGR changes.
CSS07	% complaints responded to within 10 working days	85%	92%	92%	91%	90%		✓	✓	✓	High	Overall 90% target achieved for all 3 quarters of the financial year with an expectation that this will continue throughout 2008 -2009 and annual target will be achieved.




LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
HRLP01	% of voluntary leavers as % of staff in post	15.00%	3.10%	5.07% (amended)	1.70%	10.0%		✓	✓	✓	Low	Performance has remained below the target and we hope progress continues and numbers are kept down as LGR approaches.
HRLP04	% of disciplinaries as a % of staff in post	1.08%	0.24%	0.48%	0.49%	1.0%		✓	✓	✓	Low	Performance has remained below the target with only 2 disciplinaries recorded this year.
HRLP05	% of grievances as a % of staff in post	0.86%	0.00%	0.00%	0.00%	0.7%		✓	✓	✓	Low	Performance has remained below the target as no grievances have been recorded this year.



LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
ITLP16	% of customer satisfaction regarding information and services available on the council website and associated portals	67%	64%	61%	63%	70%		x	x	x	High	The cumulative satisfaction of the website is currently 62.5% as at the half year position. Without major changes to the website, it is likely that the target will not be achieved. Corrective Action: The ICT service will continue to co-ordinate the council website and assist content managers update their content over the next year. However, due to the run up to the new unitary council any major changes and developments that make use of the next generation of web site services, such as more personalised and interactive services cannot be implemented due to the associated costs. These are the actions that would have been taken to further enhance the website. To gauge user opinions on improvements to the website, the authority have implemented a 'Rate this Page' facility to allow users to rate pages as Excellent, Good, Fair or Poor. Additionally, feedback facilities have been implemented to seek feedback from businesses, visitors and residents. Both facilities were implemented to gather more specific information and feedback from users on how the website can be improved.



LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
ITLP17	Increase in the use of the authority's website	135,628	41,715	80,984	113,312	Q3 105,000 YE 140,000		✓	N/A	✓	High	The final 3 months of visits to the council website saw a drop with 32,328 visits to the council website, compared with 39,269 from the previous quarter. The drop in visits was expected due to the run up to Xmas. Despite this drop the authority is still on course to reach it's target of 140,000 visits for the year next March.
FSLP12	% of registered invoices approved/actioned within 7 days	89.00%	92.68%	92.81%	91.45%	90%		✓	✓	✓	High	The performance has been affected by summer holidays and people not being in the office to action the invoices, the percentage has gone down but nevertheless, the target has still been achieved. Action: Better communication between the finance department with other departments where annual leave is concerned.
FSLP13	% of sundry debtors raised within 5 days of request	99.47%	100%	100%	100%	100%		✓	✓	N/A	High	The target is realistic and achievable for 2008-09.
FSLPACC10	Statement of Accounts presented to Council within statutory deadline	Yes	Yes	Yes	Yes	Yes		✓	✓	✓	N/A	The Final Accounts were concluded and the Statement was submitted and approved at Full Council on 26 June 2008.



Housing Strategy




LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
HSLP02	The number of households rehoused in the private rented sector through advice and assistance from the Housing Options Team	N/A	1	5	8	Q3 21 YE 28		X	N/A	N/A	High	The Housing Options Team provides tailored advice on all housing options. This figure is calculated by the number of people supported in finding Private Rented Accommodation by both Cestria and CLS DC. There has been a drop in the number of people rehoused within the private sector. Some assessment/Investigation is required but initial thoughts are that there are a number of landlords refusing to accept Local Housing Allowance which has resulted in a number of service users not able to apply for Private Accommodation. Many of the clients struggle to afford the fees up front for Private Renting. Corrective Action: The Housing Options Team will continue to assist clients to obtain private accommodation. It is envisaged that from April 2009 The New Unitary Authority will have a Bond Scheme that is available for service users. CLS DC do have a Bond Scheme in place but this is only to be used for those accepted on the Private Landlord Scheme therefore the numbers rehoused are restricted by the low turnover of Private rented Properties on the PLA Scheme.







No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
HSLP03	The number of households rehoused in Social Rented Sector (RSL Accommodation)	N/A	20	38	47	Q3 38 YE 50		✓	N/A	N/A	High	Within the Housing Options Team we support service users in securing Social Rented Accommodation to attempt to prevent a homelessness situation arising. Cestria also assist with the delivery of this target and have rehoused 6 people within their own stock through the homeless route. We envisage that this target will be met.
HSLP04	The number of Private Landlords who are members of Chester-le-Street's Landlord Accreditation Scheme	33	40	45	46	38		✓	✓	✓	High	We have already achieved the target however we will continue to support and provide assistance to landlord to enable us to sustain this target. We hope to exceed this target through awareness raising and promotion of the PLA Service.
HSLP05	The number of accredited properties in the Private Landlord Accreditation Scheme	67	75	77	77	77		✓	✓	✗	High	We have achieved the target. We hope to continue to fulfill this target. The PLA officer currently has an action plan in place for accrediting more of the properties on the PLA Scheme.


LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
HSLP06 NEW	Average length of time taken to assess homeless application	N/A	21.9 days	25.7 days	26.4 days	17 days		x	N/A	N/A	Low	The Councils Statutory Homeless Duty was contracted out with the Stock transfer to Cestria Community Housing. Performance has dropped and it is unlikely that this target will be met. Cestria have been unable to provide any improvement plans for this indicator. Corrective Action: Advice has been provided to Cestria on improving performance around homeless decision-making. The issue is discussed at the monthly monitoring meetings and the Local Authority has monitored performance. However it is the intention of the New Unitary Authority to deliver this service back in house from April 09 therefore the performance will improve.
HSLP07 NEW	% of applicants in immediate Homelessness interviewed the same day	N/A	100%	100%	100%	100%		✓	N/A	N/A	High	The target has been achieved. All applicants who have nowhere to sleep that night are seen by the Housing Options Team the same day.

LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
HSLP08 NEW	% of routine appointments offered an appointment within 10 working days	N/A	99.4%	99.0%	99.0%	100%		X	N/A	N/A	High	3 people out of 423 were not seen within 10 working days. There was slight confusion during the transfer period of the responsibilities around homelessness and due to staff shortages we have been unable to meet the 100% target. However since this time all applicants have been seen within the target. Corrective Action: The team have been briefed about ensuring that customers are seen within the 10 workings days. Arrangements are put in place whereby in certain cases people may have to wait longer priority will be given for appointment slots to be opened up.
HSLP09 NEW	% of applications assessed within 33 working days	N/A	94.40%	94.60%	94.70%	100.00%		X	N/A	N/A	High	The Councils Statutory Homeless Duty was contracted out with the Stock transfer to Cestria Community Housing. Performance has dropped and this target will therefore not be met. Cestria have been unable to provide any improvement plans for this indicator. Corrective Action: Advice has been provided to Cestria on improving performance around homeless decision-making. The issue is discussed at the monthly monitoring meetings and the Local Authority has monitored performance. However it is the intention of the New Unitary Authority to deliver this service back in house from April 09 therefore the performance will improve.







LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
HSLP10 NEW	Increase in the number of cases where homelessness is prevented through advice and assistance from the Housing Options Team	N/A	14	24	32	Q3 79 YE 105		X	N/A	N/A	High	There has been a noticeable drop in the trend for number of homeless cases prevented (Previously recorded in BVPI213). Initial thoughts are due to the impact of the transfer of the Housing register and Homeless service. We have witnessed difficulties in the delivery of the service since transfer and are experiencing difficulty in preventing homelessness through joined up working and early intervention. Corrective Action: We will continue to work in partnership with Cestria and raise awareness of the need to joint working when attempting to prevent homelessness. The Housing Options Team will continue to develop the service and attempt to maintain the high performance achieved in the past. Time has been spent with the team to prioritise cases and attempt to improve the number of homeless cases prevented. Continuous attempts will be made to improve access to affordable housing.
HSLP11 NEW	% of Homelessness Reviews carried out within 8 weeks	N/A	100%	90%	90%	100%		X	N/A	N/A	High	One appeal was decided over the 8 week target. This individual case was difficult and legal advice had to be sought. The applicant was informed and agreed to the extension. There has been no cases since this case in the 2 nd quarter that exceeded the 8 week target. Corrective Action: Hopefully future cases will not exceed the time scale and all attempts will be made to ensure the target is met.

No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
HSLP12 NEW	% of Housing Applicants processed within 5 days of application	N/A	N/A	N/A	N/A	100%	N/A	N/A	N/A	N/A	High	The Housing Register is currently contracted out to Cestria Community Housing. The performance indicators were agreed in March 2009 however Cestria have since advised that they are unable to provide performance against this target as this does not align with their own performance targets. Information has therefore not been provided. Performance is monitored and we have received some data in an alternative format for monitoring purposes only.
HSLP13 NEW	% of application changes made within 10 working days	N/A	N/A	N/A	N/A	100%	N/A	N/A	N/A	N/A	High	
HSLP14 NEW	% of applications reviewed annually	N/A	N/A	N/A	100%	100%		✓	N/A	N/A	High	Cestria have confirmed that they have carried out a full review of the register.
HSLP15 NEW	Reduce the number of households placed in Bed & Breakfast accommodation	N/A	3	9	17	14		✗	N/A	N/A	Low	Unfortunately this target has not been met. B&B use has increased since the split in the service in February 2008. Due to the increased homelessness decision making time and the reduction in Homelessness prevention it is assumed that the increase of B&B use would inevitably increase. Corrective action: Further Assessment is required however we will hopefully see an improvement in this target when the service returns in house from April 09.
Waste & Cleanliness												
ESLP10	% of designated grass areas cut within 10 working day cycle	94.5%	96.88%	91.07%	92.19%	93%		✗	✗	✗	High	The target has not been achieved due to adverse weather conditions resulting in higher than expected growth patterns coupled with heavy ground conditions slowing down the speed that the grass cutting equipment can operate. The grass cutting season ended in October.
Planning												

LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
PLLP02	% of householder planning applications determined in 8 weeks	87.0%	100%	98.60%	98.97%	95%		✓	✓	✓	High	Performance is well ahead of local targets and it is believed this will be maintained to year end.
PLLP05 NEW	% of substantive replies to full plans submissions given within 15 working days	N/A	58%	77%	83%	90%		✗	N/A	N/A	High	The 100% performance this quarter has raised overall performance but the initial poor start means that the overall performance target for 2008/09 cannot be achieved.
PLLP07 NEW	% of building notice acceptance letters issued in 4 working days	N/A	86%	93%	94%	90%		✓	N/A	N/A	High	The 100% performance achieved this quarter has raised the overall performance and the target for 2008/09 should be achieved.
PLLP29c	% of planning enforcement enquiries responded to within target (Category 3 cases)	67.8%	100%	100%	100%	90%		✓	✓	✓	High	For the accounting period April – Dec 2008, 145 Category 3 cases in total were received. All of these cases were responded to within the target response times.
PLLP33a	% of pre-application enquiries responded to within target (major)	92%	74.19%	83.00%	85.29%	90%		✗	✗	✗	High	It seems unlikely performance on major enquiries will improve in time to meet year end local target. This aspiration has been hampered by the poor start to the year which was realised due to the 'clearing out' of a backlog of major enquires which had built up a period of almost 12 months during which the team were short staffed. Corrective Action: Performance will continue to show an incremental improvement trend as the year draws to an end on the grounds of the team continuing to be fully staffed.
PLLP33b	% of pre-application enquiries responded to within target (minor)	74%	95.36%	97.00%	97.55%	92%		✓	✓	✓	High	Performance on minor enquires is excellent and will surpass year end targets. This level of work was not adversely affected by the aforementioned staffing shortages.

LDLP No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
LDLP25	% of standard searches carried out in 10 working days (originally BV179 deleted from 2006/07 set)	99.39%	100%	100%	100%	99%		✓	✓	✓	High	The target has been achieved. We expect to continue to maintain an excellent and efficient local land charges service and that year end target will be met.
Culture & Related Services												
LSLP11	Net spend per head of population (of the broad spectrum of services currently provided by the Leisure Services Team)	£31.27 (estimated figure)	N/A	N/A	N/A	£31.00	N/A	N/A	N/A	N/A	Low	THIS INDICATOR IS COLLECTED ANNUALLY. Performance will be reported at year end.
LSLP14	Total number of user visits to all the main 4 leisure sites (Leisure Centre, Riverside (including Park), Golf complex, Selby Cottage) and the services and activities provided by the community leisure team	914,776	N/A	N/A	N/A	915,000	N/A	N/A	N/A	N/A	High	THIS INDICATOR IS COLLECTED ANNUALLY. Performance will be reported at year end.
TOTALS +								23	16	16		
TOTALS -								17	8	8		
TOTAL								40	24	24		
TOTAL N/A								4	20	20		
TOTAL OVERALL								44	44	44		

LPI No.	LPI Description	Actual 2007/08	Quarter 1 Apr - Jun 2008	Quarter 2 Apr - Sept 2008	Quarter 3 Apr - Dec 2008	Target 2008/09	Current Perf Status	Achieved Target?	Improved on previous year?	Improved on same period last year?	Good Perf	Explanation, Reasons & Actions
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KEY:	
	Retained BVPI's measured and monitored by Durham County and Districts
	Better than Target Performance
	On Target Performance
	Worse than Target Performance
	Yes
	No

Report a total of 41 Indicators	
Equates to 44 separate indicators	
We:	
Achieved our targets	58%
Improved on previous year	67%
Improved on same period last year	67%
Unfortunately we:	
Failed to meet our targets	43%
Failed to improve on previous year	33%
Failed to improve on same period last year	33%

ACTUALS QUARTER 2	ACTUALS QUARTER 1	ACTUALS FOR YTD 2007/08	ACTUALS FOR YTD 2006/07
61%	57%	54%	51%
77%	71%	71%	n/a
80%	71%	n/a	n/a
39%	43%	46%	49%
23%	17%	29%	n/a
20%	29%	n/a	n/a

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Chester-le-Street District Council

Report to: Executive

Date of Meeting: 2nd March 2009

Report from: Director of Corporate Services

Title of Report: Review into the Marketing of Sports Activities for Young People - Final Report

Agenda Item Number:

1. PURPOSE AND SUMMARY

- 1.1 The purpose of this report is for members to consider and agree the final report of the Overview and Scrutiny Committee on the scrutiny review into the marketing of activities for young people.
- 1.2 The final report is set out in Appendix 1. Members are recommended to:
1. Agree the review findings, conclusions and recommendations

2. CONSULTATION

- 2.1 The consultations required in respect of the work of the task and Finish Group are fully identified in the attached Appendix.

3. TRANSITION PLAN AND PEOPLE & PLACE PRIORITY

- 3.1 The Transition Plan, in effect, replaces the Corporate Plan 2007/2010. The Transition Plan includes a schedule of proposals from the previous seven priorities which ought to be and can be achieved in the remaining life of the council.
- 3.2 The council's choice to move towards a single priority of '**People and Place**' priority was considered as part of the budget setting process and forms a firm part of the Transition Plan.

3.3 The scrutiny topic has a direct impact on the following area of the **People and Place** priority:

- Strengthening Partnerships
- Neighbourhoods.

3.4 The Executive deferred decision at its meeting on 2nd February to enable some clarity to be made on the nature of the report, to seek inclusion of the engagement of young people in any proposed improvements and for consideration to be given to the Audit Commissions Report 'Tired of Hanging Around' which was published after the review was completed. These issues have been addressed in a final Scrutiny Report. Scrutiny recommendations will be incorporated into the 'Handing over the Baton' Report to be presented to the new unitary council in March 2009

4. IMPLICATIONS

4.1 Financial

There are no financial implications relating to this report to this council at the current time.

4.2 Legal

There are no legal implications relating to this report at the current time.

4.3 Personnel

There are no personnel implications relating to this report at the current time.

4.4 Other Services

The review will create an impact upon service departments required to support Members in relation to information requests and providing support to the investigative process.

4.5 Diversity

Accessibility to facilities for young people was considered as part of the review. It is accepted that in the design of, improvement to and provision of young people ought to be engaged. The task and Finish group did not have the resources available to do this and the need for this has been added to the reviews conclusions.

4.6 Risk

There are no risk implications relating to this report at the current time other than human resource capacity issues as a direct result of Local Government Re-organisation. Due to reducing capacity within the Corporate Services Directorate the Acting Head of Leisure Services was lead officer and worked closely with the member champion for Sport to deliver the report.

4.7 Crime and Disorder

There are no specific crime and disorder implications to this report at the current time. Improving the take up of activities could have a positive impact on crime and disorder.

4.8 Data Quality

Every care has been taken in the development of this report to ensure that the information and data used in its preparation and the appendices attached are accurate, valid, reliable, timely, relevant and complete. The council's Data Quality Policy has been complied with in producing this report.

4.9 LGR Implications

The proposals are a fundamental part of the councils Transition Plan. Therefore no agreement of the County Council was required to conduct this piece of work. However it is unlikely that any significant recommendations will be implemented in the lifetime of this council. Once agreed the Review Report will be incorporated into the 'Handing over the Baton' Report to be presented to the new unitary council in March 2009

5. **BACKGROUND TO THE REVIEW**

5.1 At their meeting on 30th June 2008 and in response to the council's single priority of '**People and Place**', the Overview and Scrutiny Committee agreed to undertake three scrutiny reviews all linked to the corporate priority. This specific review has been undertaken because of specific perceptions of parents that not enough is available for young people when in fact the council actually delivers a significant range of services and activities for them.

5.3 The review is based on direct feedback to District Councillors, and in particular the member Champion for Sport, that there is a lack of awareness amongst young people and parents about what is actually available within the District. The review could have significant outcomes in better engagement of young people in activities and improved viability of

Leisure services provided by the council. The outcomes could include improved enjoyment of leisure time, improved health resulting from increased engagement in sport, reduced crime and improved cohesion and social capital.

6. OBJECTIVES OF THE REVIEW

6.1 The objective of the review was to:

- Consider the feasibility of Improvements to current marketing of activities provided to young people to secure improved awareness, take up of activities and engagement in sport resulting in improved use of leisure services provided by the council and its partners.

6.2 To achieve this review set out to consider the following key issues and questions:

- How aware are young people of the facilities the council has and the activities it provides?
- How aware are parents of the facilities the council has and the activities the council provides?
- Who markets leisure activities for young people well and how do they do it?
- How do private sector facilities market their services?
- How does the council market its activities for young people including how services are promoted at first point of contact?
- How well does this compare with market leaders?
- What are the opportunities for building best practice into the councils marketing arrangements?
- What is the scope for developing communication channels for young people including potential for young peoples web site with young peoples engagement in its design or the development of SMS texting?
- What are the capacity issues for change and how can they be addressed including process change, training and development?
- How can parents engage better with leisure services to help young people take up access to sport, including opportunities for related 'cafes'?
- What decisions do this and the new unitary authority need to consider making in the light of the research findings?

6.3 Due to capacity issues during the lifetime of the review it was not possible to address all these questions. The review did focus on its purpose and objectives. In particular had it been possible to properly resource this

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Review into the Marketing of Sports Activities for Young People -Final Report – Executive Meeting 2nd March 2009

4

review the Task and Finish Group would have based its approach on full engagement of young people and their parents. Without the resources to so it based its findings on what other public service delivers do.

- 6.4 The Task and Finish Group are aware that the County Council are undertaking a more general Scrutiny Review into the provision of leisure facilities for disaffected youths. It was always proposed that the District Council's review will feed into this County Council review. At the end of the review the Audit commission published their report 'Tired of hanging around' This report found that sport and leisure projects involving music, film making and football, when designed in consultation with young people can help them from drifting into anti-social behaviour. The report also found that because of the way services provision is funded youth workers spend more time on bureaucratic processes to secure funding rather than spending time with young people. The District Council's Review was about how we market activities rather than how they are designed and provided. However, it accepted that the Audit Commission publication is an important report which the new Unitary Council ought to take account of.

7. METHODOLOGY

7.1 Visits

There were capacity limitations in undertaking this review. Evidence gathering was based solely on visits to other providers because of the resources available. Had appropriate resources been available the review would have been based on the engagement of young people and parents.

7.2 Report Findings

The Task and Finish Group prepared a draft report of their findings which was submitted to the People and Place Overview and Scrutiny Committee on 14th January 2009.

- 7.3 This report was completed slightly behind this target and this has been due to reduced capacity within the Legal and Democratic Services Team.

8. RECOMMENDATIONS

- 8.1 The final report is set out in Appendix 1. Members are recommended to:
1. Agree the review findings, conclusions and recommendations

9. BACKGROUND PAPERS / DOCUMENTS REFERED TO:

- Transition Plan & People and Place Priority
- 'Tired of Hanging around' Audit Commission – January 2009

AUTHOR NAME: Ian Forster
DESIGNATION: Director of Corporate Services
DATE OF REPORT: 10 February 2009
VERSION NUMBER 1.0

AUTHOR CONTACT DETAILS:
Tel: 0191 387 2130
Email: ianforster@chester-le-street.gov.uk



Chester-le-Street
District Council

Overview and Scrutiny Committee



*People
& Place*



Review into the Marketing of Sports Activities for Young People

Final Report

February 2009

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Report of the Overview and Scrutiny Committee Review into the Marketing of Sports Activities for Young People

Foreword of the Task and Finish Group Lead

In April 2009 Chester-le-Street will no longer exist as a District Council. A new unitary council called Durham County Council will be created and will deliver services for young people.

We are passionate about the provision of sport and leisure in the District. We know how this can improve the wellbeing of our residents of all ages. We want to ensure that sports activities for young people and their take up are improved through the transition to the new organisation. Parents have been telling us that we do not do a lot for young people when in fact we do. It was clear to us that there were reasons for this mis-perception and we felt that the answer lay in how we marketed the activities and services we provide. In view of this we have undertaken a scrutiny review in order to produce recommendations which we hope can be addressed by the new unitary council.

We have visited a number of different service providers both within the county and beyond to understand what they provide and how they go about marketing it. This review produces recommendations on the issues that we feel that will make a difference and provide much improved services for young people.

We thank those service providers for the time they have given up in helping us with our evidence collection. We urge the new unitary council to consider our findings and views.

Cllr Tracie Smith

Lead Member, Task and Finish Group
Members Champion

The review was carried out between June 2008 and December 2008.
The Lead Officer was Simon High, Acting Head of Leisure Services

Report of the Overview and Scrutiny Committee Review into the Marketing of Activities for Young People

Membership of the Task and Finish Group

Marketing Activities for Young People Task and Finish Group
Cllr. G Armstrong (Chair of Overview and Scrutiny Committee)
Cllr. J. Barrett
Cllr. J. Shiell
Cllr. T. Smith (Lead Member)
Cllr. Wilkinson
Cllr. J Proud

Report of the Overview and Scrutiny Committee Review into the Marketing of Sports Activities for Young People

1 Introduction

- 1.1 In April 2009 Chester-le-Street District Council will no longer exist. It will be replaced by a new unitary council, Durham County Council, who will deliver local authority services across the county of Durham. The responsibility for delivering facilities for young people will therefore shift to the new unitary in April.
- 1.2 In order to guide the delivery of Chester-le-Street District Council's services in its final year the council developed what it called its 'Transition Plan' The council's Transition Plan, in effect, replaces the council's previous planning document, the Corporate Plan 2007/2010. The Transition Plan includes a schedule of proposals from the previous seven priorities which ought to be and can be achieved in the remaining life of the council. The council's choice to move towards a single priority (its focus for the final year) of what it calls '**People and Place**' was considered as part of the budget setting process and forms a firm part of the Transition Plan.
- 1.3 At their meeting on 30th June 2008 and in response to the council's single priority of '**People and Place**', the Overview and Scrutiny Committee agreed to undertake three scrutiny reviews all linked to the corporate priority. This specific scrutiny topic has a direct impact on the following area of the **People and Place** priority:
- Strengthening Partnerships.
 - Neighbourhoods
- 1.4 This specific review has been undertaken because of specific perceptions of parents that not enough sports activities are available for young people when in fact the council actually delivers a significant range of services and activities for them.

2 Purpose of the Review

- 2.1 The purpose of the review was to look at ways in which the council could better market some of the sports activities it provides for young people particularly in the leisure service.

- 2.2 The work of the Task and Finish group will support a key project of the **People and Place** priority delivery plan in respect of the engagement of young people. Scrutiny recommendations will be incorporated into the 'Handing over the Baton' Report to be presented to the new unitary council in March 2009. In effect the review seeks to implement what improvements can be made prior to vesting day but largely influence improved service delivery within the new organisation.

3 Scrutiny Review Process

- 3.1 Scrutiny reviews are in-depth studies into issues which have been identified by scrutiny members as important to the community and Council of Chester-le-Street.
- 3.2 Scrutiny reviews investigate issues by a process of gathering evidence through speaking to individuals and groups that are involved or affected. The review panel then formulates realistic evidence based recommendations which are presented to the Council's Executive.
- 3.3 Scrutiny reviews will carry out a number of stages in undertaking and completing a review. The stages broadly are:

Stage 1 Scope	The initial stage of the review identifies the background, issues, potential outcomes and timetable for the review.
Stage 2 Investigate	The panel gathers evidence using a variety of tools and techniques and arranges site visits where appropriate.
Stage 3 Analyse	The key trends and issues are highlighted from the evidence gathered by the panel.
Stage 4 Clarify	The panel discusses and identifies the principal messages of the review from the work undertaken.
Stage 5 Recommend	The panel formulates and agrees realistic recommendations.
Stage 6 Report	Draft and final reports are prepared based on the evidence, findings and recommendations.
Stage 7 Monitor	The panel undertakes to monitor agreed recommendations on a regularly agreed basis. This will be a responsibility of the new Unitary Authority.

4 Background

- 4.1 The council and its partners provide a significant range of sports activities and initiatives within the District, including those centred around the key Leisure facilities at the Leisure Centre and the Riverside Complex.
- 4.2 The review is based on direct feedback to District Councillors that there is a lack of awareness amongst young people and parents about what sports activities are actually available within the District. The review could have significant outcomes in better engagement of young people in activities and improved viability of Leisure services provided by the council. The outcomes could include improved enjoyment of leisure time, improved health resulting from increased engagement in sport, reduced crime and improved cohesion and social capital.

5 Terms of Reference

- 5.1 The objective of the review was to:
- Consider the feasibility of Improvements to current marketing of activities provided to young people to secure improved awareness, take up of activities and engagement in sport resulting in improved use of leisure services provided by the council and its partners.
- 5.2 To achieve this review set out to consider the following key issues and questions:
- How aware are young people of the facilities the council has and the activities it provides?
 - How aware are parents of the facilities the council has and the activities the council provides?
 - Who markets leisure activities for young people well and how do they do it?
 - How do private sector facilities market their services?
 - How does the council market its activities for young people including how services are promoted at first point of contact?
 - How well does this compare with market leaders?
 - What are the opportunities for building best practice into the councils marketing arrangements?
 - What is the scope for developing communication channels for young people including potential for young peoples web site with young peoples engagement in its design or the development of SMS texting?
 - What are the capacity issues for change and how can they be addressed including process change, training and development?

- How can parents engage better with leisure services to help young people take up access to sport, including opportunities for related ‘cafes’
 - What decisions do this and the new unitary authority need to consider making in the light of the research findings?
- 5.3 Due to capacity issues during the lifetime of the review it was not possible to address all these questions. The review did focus on its purpose and objectives. In particular had it been possible to properly resource this review the Task and Finish Group would have based its approach on full engagement of young people and their parents. Without the resources to so it based its findings on what other public service delivers do.
- 5.4 The council are aware that the County Council are undertaking a more general Scrutiny Review into the provision of leisure facilities for disaffected youths. It was always proposed that the District Council’s review will feed into this County Council review. At the end of the review the Audit commission published their report ‘Tired of hanging around’ This report found that sport and leisure projects involving music, film making and football, when designed in consultation with young people can help them from drifting into anti-social behaviour. The report also found that because of the way services provision is funded youth workers spend more time on bureaucratic processes to secure funding rather than spending time with young people. The District Council’s Review was about how we market activities rather than how they are designed and provided. However, it accepted that the Audit Commission publication is an important report which the new Unitary Council ought to take account of.

6 Methodology

- 6.1 The task and finish group was working to a clearly agreed timetable. The timetable was a useful tool by which progress could be monitored and also provided a basis for progress reports to the main task and finish and Overview and Scrutiny Committee meetings.
- 6.2 The council agreed its methodology as part of the scoping report approved by the Overview and Scrutiny committee on 30th July 2008. The methodology is set out in the following paragraphs.
- 6.3 Interviews were conducted with the Council’s Acting Head of Leisure Services

Visits

6.4 It was decided at an early stage to visit a range of providers within the region to gain an understanding of how they are tackling the issue of engaging young people in and leisure activities. These visits were planned to include large and small public sector providers and a leisure trust. The following visits were made:

- Thursday 20th November 2008:

Met officers from Wear Valley District Council at Bishop Auckland Leisure Centre.

- Wednesday 3rd December 2008:

Met officers from Sunderland City Council at Sunderland Aquatic Centre

- Thursday 18th December 2008:

Met officers from North Country leisure (A leisure trust covering the Districts of Tynedale, Alnwick and Copeland) at their head offices in Hexham.

Evidence Gathering

6.5 Due to the current pressures being faced by both officers and members in the LGR process no additional or other evidence gathering measures were undertaken.

Report Findings

6.6 The Task and Finish Group prepared a draft report of their findings which was presented to the People and Place Overview and Scrutiny Committee for consultation purpose on 14th January 2009.

7 Legislative & Strategic Context

7.1 The provision and marketing of activities for young people is not a legislative duty. The council has continued to provide activities in view of their importance to young people, parents and the general well being of the district.

At present the provision is twofold;

1) activities delivered from the various venues/facilities that the council manages and operates, which are;

- Chester le Street Leisure Centre
- Riverside Complex
- Roseberry Grange Golf Complex

2) activities delivered at a neighbourhood level, using community centre's, schools etc by /community development teams and usually dependant on external grant funding due to the limited level of mainstream funding available within existing council budgets. Examples include

- Positive Futures programme
- Game on League
- Community coaches scheme
- Fisch and Mend projects

7.2

Due to capacity issues and resource constraints the marketing of the various activities is undertaken using traditional methods, these include;

- Annual programmes for each facility detailing activities, times, charges etc. These are available from all Council venues, local libraries and other outlets on the general distribution list.
- The development team have a distribution list for all the young people who have already been on courses and they post out internally created flyers with details of new courses during holiday periods.
- For specific projects i.e. positive futures or the game on league the team undertakes some targeted marketing via existing forums/groups ie youth engagement service.
- Information is placed by the team on the leisure part of the Council website and the County Durham Sport Website

7.3

In a strategic context the various activities provided help the Council in its efforts to;

- Support the achievement of LAA targets within County Durham with specific reference to
 - 1) LAA No 3: Self reported measure of overall people's health & well being
 - 2) LAA No 5: Obesity among primary school age children in year 6
 - 3) LAA No 12; Dealing with local concerns about anti social behaviour by police and the local council
 - 4) LAA No 23: Participation in regular volunteering
 - 5) LAA No 24: Young people's participation in positive activities

8 Findings of the Review

8.1 The main learning points from the visit to **Wear Valley District Council** were;

- A small number of traditional type facilities within a large rural area cannot effectively provide sport/leisure opportunities for young people due to travel distances/costs involved
- The Council made a strategic decision to redirect resources from the fixed facilities into a community based physical activity strategy for children and young people.
- A lack of suitable local venues to deliver activities from was a major problem, this was partly solved by a partnership approach with the education authority to build two new NOF halls that would be available to support community as well as school use.
- Local clubs are crucial in providing local opportunities however they are struggling to cope with the increasing demands place on their volunteers for coaching, administration, officiating, fundraising etc. The council, initially through a Sport England funded post, employed a 'club development officer' to support and help develop local clubs which has proved immensely successful. This post has now been mainstreamed.
- Due to the rural nature of much of the District the Council, again supported by Sport England funding, implemented the 'wellness on wheel's' project. This in essence was a mobile gym with top of the range fitness equipment and dedicated staff. Its role was to be located within a community for a 10 week period and encourage local residents to take up exercise and sign post them to existing gyms at the end of the period. The project also extended to creating small community gym's as a legacy project, these are based in small community venues and staffed by trained up members of the community. A number, i.e. Coundon, have been very successful and provide localised opportunities at a very cost effective charge.

8.2 The main learning points from the visit to **Sunderland City Council** were;

1) The present offer for young people can be summarised as follows;

- Young people have affordable access to mainstream facilities i.e. the aquatic centre via the life card scheme.
- Over 300 weekly sessions of neighbourhood youth work takes place across the city, this includes partnerships with the voluntary sector, delivered from 50 access points in a variety of settings i.e. MUGA's, playgrounds, youth centre's, community centre's etc.

- There is a strong and active youth parliament, youth forums and engagement by young people in shaping services.
- There is a high quality youth information service

The key basis of the approach taken by the city council has been to ensure it is young people centred, it promotes a menu of activities that are not just sport and it gives young people some ownership of activities.

2) Some of the key initiatives are;

- A unlimited programme which supports the governments 5 hr physical activity offer, is based in mainstream facilities as well as schools and gives young people 10 week taster sessions at facilities where they are accompanied by a youth worker to give them support and encouragement.
- Removing barriers for young people to enter and use mainstream facilities. This includes a new affordable pricing framework with re-aligned age policies and membership packages and changing attitudes and tolerance levels of both staff and other users in facilities towards access and use by young people.
- Introducing the 'lets go card' for young people 14 to 16 who are in receipt of free school meals or are looked after children. This provides them with £33.00 credit per month to spend on activities with all council leisure centres included in the scheme.

3) In terms of marketing the main marketing channels used are;

- Websites
- Leaflets/flyers/posters. These are very high quality and adhere to strict corporate brand guidelines
- Press advertising including local radio
- Council publications
- Distribution strategies including all council buildings, schools and local businesses.

8.3 The main learning points from the visit to **North Country Leisure** at Hexham were;

- The enthusiasm/attitude of staff is absolutely crucial in successfully engaging with young people. As such the trust invests heavily in staff training, especially with coaches, to ensure they have the right skills and understanding.
- Young people need access to a mixture of activity programmes. At the moment dance is very big with young people, they employ a dance co-ordinator at Copeland to work in schools and after school.

- Due to the location of facilities in Tynedale the trust attempts to deliver activities/programmes locally using village halls and schools. As part of this process it has developed a partnership with four secondary schools.
- Getting into schools to connect with young people is key; the trust has a football team company working in 80 schools and piggybacks other programmes on the back of this.
- Grant funded development schemes should not be parachuted into leisure facilities they should be embedded into a more strategic and long term view that offers benefits all round.
- The community network is a crucial framework for bringing various partners together i.e. the school partnership and national parks have got together for a 'fat camp'.
- When promoting new activities free vouchers/discount vouchers work better than flyers.
- It's difficult to quantify level of marketing resources, in reality most is spent on training and developing staff as they do the most important part of marketing.
- Successfully connecting with young people can't be done with traditional brochures/programmes they won't read them, at Copeland they use text messaging.

8.4 In summary the key lessons learned from these three visits were;

- Community based delivery of activities/programmes is crucial and this is only realistic in partnership with local venues ie community centre's, village halls, schools.
- Adequate mainstream resources must be made available to support community based delivery, at present this is too dependant on external grant funding.
- Young people must be welcomed and supported in using the main facilities; this requires appropriate access and pricing policies, attitude and training of staff and activity programmes that are fun and challenging.
- The community/voluntary sector is absolutely crucial in creating and sustaining opportunities for young people, particularly through clubs. Support must be provided to help sustain and grow these clubs.
- Engaging with young people is not easy, access through schools is by far the best way of reaching most young people and so partnerships with schools to deliver programmes both in and out of school time should be fostered.
- The role of front line staff in successfully engaging/working with young people is by far the most important one; as such significant resources should be invested in their training and development.

- A partnership approach is fundamental, both with other services in the local authority and external partners.

9 Conclusions

9.1 The conclusions of the Task and Finish Group are:

- In order to properly address service design, service improvement and marketing of activities for young people ought to be fully engaged and consulted.
- The service would be improved if the coaches, those who delivered the service, and the receptionists, those who were the first point of contact, worked together proactively to market the service. The coaches could give the receptionists a better understanding of the activities available and the receptionists could then pro- actively market activities by advising young people of the activities available rather than simply reacting to their transaction request. This could be supported by better use and display of activity information at receptions (e.g. a what's on this week display).
- Services could be improved by providing a post activity questionnaire to young people to get an understanding of their enjoyment of the event, their understanding of what is available and what they would also like to see.
- Take up could be improved by coaches and other community leisure staff making regular school visits, particularly in the run up to key school holidays, offering some tasters (e.g.) the golf coach at Roseberry Golf Course has a practice tee). The council regularly has staff from other professions visiting schools that could do some additional promotion as well.
- The principle of community/locality based delivery should be acknowledged as a key element in engaging children and young people in positive activities.
- A review of funding supporting community based delivery should be carried out with the aim of ensuring that mainstream funding is increased.
- A comprehensive training and development package should be planned and implemented for all staff who have direct contact with children and young people to ensure they are able to successfully engage and motivate them.
- A comprehensive review of leisure facility access, pricing and membership policies in respect of young people should be carried out as part of a wider strategic effort to increase their use of mainstream facilities and activities.

- Leisure services should embed partnership working, with a range of internal and external partners, as a key mechanism in improving levels of engagement and involvement with children and young people.
- Support should be provided to local clubs using the template provided by the club development officer role at Wear Valley Council.
- Marketing and promoting activities and young people to children and young people is properly resourced and new technologies are fully explored and where possible used i.e. SMS messaging.
- The County Council should take into account the Audit Commissions Report 'Tired of Hanging Around' when undertaking their wider Scrutiny Review of facilities for Young people as well as in the design of those services.

9.2 These conclusions should form the basis of future improvement to service delivery by the unitary authority.

10 Recommendations

10.1 The review recommends that:

1. That the conclusions reached in Paragraph 9.1 of this report should form the basis of future improvement to service delivery by the unitary authority.
2. The findings of the review and the proposals for the future are submitted for the consideration of the new Unitary Council as part of the Handing Over the Baton Report with a recommendation that they consider the adoption of detailed recommendation above when considering improvements to the activities provided for young people.

10.2 It is recommended that this report is agreed and reported to the District Council's Executive on 2nd March 2009



Chester-le-Street
District Council

Report to: Executive
Date of Meeting: 2nd March 2009
Report from: Acting Leisure Services Manager
Title of Report: Outline of New Externally Funded Programmes
Agenda Item Number:

1. PURPOSE AND SUMMARY

- 1.1 The purpose of the report is to inform Executive of three new programmes that are due to be implemented by the Leisure Services team within the next couple of months. These programmes are the result of successful grant funding applications by the team to a number of external partners, primarily County Durham PCT and Sport England.

2. CONSULTATION

- 2.1 As this report is for information only no consultation has been undertaken.

3. CORPORATE PLAN AND PRIORITIES

- 3.1 These projects support the Neighbourhood section of the People and Place priority by delivering new services and sporting opportunities at a local level and ensuring engagement with local communities continues.

4. IMPLICATIONS

4.1 Financial Implications and Value for Money Statement

- 4.1.1 There are no financial implications as the programmes are externally funded.

4.2 Legal Implications

- 4.2.1 There are no legal implications

4.3 Personnel Implications

The personnel implications are limited to the Council acting as host employer for any new posts associated with the delivery of the programmes.

4.4 Other Services

4.4.1 There are no implications for other services

4.5 Diversity

4.5.1 The programmes will enable the leisure services team to offer new services to all sectors of the community.

4.6 Risk Implications

4.6.1 There are no risk implications

4.7 Crime and Disorder Implications

4.7.1 It is expected that the programmes will lead to increased participation in sport and physical activity by all sectors of the community with the hope that this positive engagement will lead to a reduction in levels of anti social behaviour.

4.8 Other Implications

None within this report

5. BACKGROUND, POSITION STATEMENT AND OPTION APPRAISAL

5.1 Officers within the community development section of the leisure services team have over recent month's submitted grant funding applications to support three significant new programmes. The applications, which also required a great deal of perseverance as additional information was more than once requested from the funders, have all now been confirmed as successful. The three programmes are;

- a) Access to Sport Initiative
- b) Riverside Multi Sport Environment Project
- c) Lifestyles Initiative – Lifestyle Change Project

5.2 The access to sport initiative has been designed to deliver programmes that build participation and broaden access across a range of sports/activities. £108,000 of Sport England funding, coupled with £24,000 investment from County Durham PCT, will support development of increased capacity within Leisure Services and enable a range of interventions designed to improve access and encourage participation in sport and active recreation.

The key outcomes that the project seeks to achieve are: -

- Increased participation in sport and physical activity by adults.
- Improved access to sports and physical activity opportunities for adults, and in particular women, young people (16-24 years), older people (50+), and those who live in identified areas of deprivation.
- Increased use of sports and leisure facilities in the locality, this will certainly include those currently operated by the District Council.

- Improved communication and joint working between key agencies involved in delivering sports and physical activity opportunities.

5.3 The riverside multi sport environment project, which has been developed through a multi-agency approach, aims to improve development 'pathways' for children and young people as they move from school to community sport. Negotiation with Sport England was ongoing for over 2 years before the final offer of grant.

£292,000 of Sport England funding, coupled with £15,000 investment from County Durham PCT, and £31,500 from the Chester-le-Street School Sport Partnership, will support development of increased sports development capacity.

This will include recruitment of a Sports Development Officer who will have a dual role - to manage this project and further develop the Chester le Street Sport & Activity Network, as well as appointment of 2 Sports Activators employed to deliver multi sport opportunities to children, one employed by the School Sports Partnership and one by Leisure Services.

In addition the project will work with National Governing Bodies of Sport to encourage cross-sport collaboration, will support the further development of community sports clubs using or linked to the Riverside site, and will promote more widely the broad range of sport and physical activity opportunities available at Riverside.

Implementation of this project will bring clear sports development outcomes for the Riverside as a sporting venue and for community sport in Chester-le-Street, including: -

1. A clear player pathway from school to club sport.
2. An integrated and co-ordinated sports planning and delivery structure focused on the Riverside site.
3. Sharing of knowledge, experience and resources between all involved in delivering sport at Riverside and in the community.
4. Improved standards within sports clubs – management, administration and coaching.
5. More people playing sport and involved in sport in a sustained way.

The Sport & Activity Network's ultimate hope for the project is to develop a 'Sporting Club' for Chester-le-Street focused on the Riverside site.

5.4 The Lifestyle initiative lifestyle change project is a 2 year pilot funded with a grant of £122,000 from NHS County Durham with the aim of providing further support to specific target groups to help sustain ongoing involvement in physical activity. Specifically it is aimed at those aged over 65 with long term conditions who have difficulty in accessing traditional leisure provision and live in disadvantaged communities.

The project will support 200 people each year who have already been part of the lifestyle programme which presently covers the Durham & Chester le Street areas. The support will provide motivational prompts and reminders to encourage continued participation in regular physical activity. The delivery of this support will be via an experienced customer

contact centre who will deliver regular telephone support to clients identified within the lifestyle initiative. The initiative will provide the expertise in building up the knowledge base of the contact centre around physical activity opportunities in the local area, do's and don'ts etc.


The ultimate hope is that this pilot will provide information on whether further support of this nature can lead to a significant increase in the number of clients who continue to engage in regular physical activity and if so offer the opportunity to roll it out on a wider basis in the future.

6. RECOMMENDATIONS

- 6.1.1 Members are asked to note the contents of this report and the efforts of the Leisure Services team in securing this funding to allow delivery of these programmes within Chester le Street over the next three years.

7. BACKGROUND PAPERS / DOCUMENTS REFERRED TO

Simon High
Leisure Services Manager
Version 1.0 16th February 2009

 Chester-le-Street District Council	
Report to:	Executive
Date of Meeting:	02/03/2009
Report from:	Director of Development Services
Title of Report:	Communities for Health Mental Health project – Final Evaluation
Agenda Item Number:	

1. Purpose and Summary

- 1.1 To present to Members a final evaluation of the Communities for Health Mental Health project delivered by MIND on behalf of the Council.
- 1.2 It is recommended that Members note the contents of the report.

2. Consultation

- 2.1 Consultation took place at the project development stage and included the Director of Development Services, Executive and the Communities for Health sub group.

3. Transition Plan and People and Place Priority

- 3.1 The proposed programme supports the Transition plan and People and Place priority as it is designed to leave a lasting legacy in the locality and its organisations through increased awareness of mental health issues, policy development and appropriate staff training.

4. Implications

- 4.1 Financial Implications and Value for Money Statement

There are no financial Implications arising from this report as the funds allocated to the project have been granted by DoH as part of the Communities for Health programme.

4.2 Local Government Reorganisation Issues

There are no LGR issues affecting the project except the need for the new authority to take over project management from April 2009 until the formal closure of the extended phase of the project in July 2009.

4.3 Legal

There are no legal implications arising from this report

4.4 Personnel

There are no staff implications arising from this report

4.5 Other Services

Other Council services have benefited through the training element of this programme. MIND will continue to provide support to Council departments as and when required until July 2009.

4.6 Diversity

The project supports equal opportunities for all in its delivery. In addition tackling discrimination against mental health sufferers is integral to the training provided.

4.7 Risk

MIND has had a long history of delivering projects successfully. Equally, the success of the scheme in terms of take up in a very short space of time and the positive evaluations from participants suggest that the project can be considered very low risk.

4.8 Crime and Disorder

No direct links to the crime and disorder agenda. However, the project does promote greater understanding of mental health issues and as such will help people to diffuse situations which can be perceived as anti-social behaviour when in fact a person might be in need of mental health support.

4.9 Data Quality

Every care has been taken in the development of this report to ensure that the information and data used in its preparation and the appendices attached are accurate, timely, consistent and comprehensive. The council's Data Quality Policy has been complied with in producing this report.

4.10 Other Implications

There are no other implications from this report.

5. Background, Position Statement and Option Appraisal

5.1 At the Executive meeting of 2nd April 2007, Members delegated authority to the Communities for Health (C4H) Sub-group to allocate the Department of Health's Communities for Health funds as appropriate to tackle health inequalities in the District.

5.2 After careful consideration, the Communities for Health Sub-Group decided to allocate £42,000 to MIND to increase awareness on mental health issues and to deliver training across a wide range of organisations in the District.

5.3 The project objectives, as set by the C4H Sub-group were as follows:

- To engage agencies and organisations in the District, in mental health awareness
- To improve knowledge and awareness of mental health issues and existing services in agencies across all sectors
- To equip agencies with the knowledge and information to enable them to address the mental health needs of their staff and customers/clients.

5.4 The project has been operating since January 2008 and it was originally funded until December 2008. Following the successful performance of the project, highlighted in its interim evaluation (presented to members on 01/09/2008, the Communities for Health subgroup allocated another £16,000 to MIND to extend the project to cover the period January 2009 to July 2009. This evaluation covers the initial project period January to December 2008.

Project Assessment

- 5.5 The evaluation has been based on performance figures submitted by MIND, but also on anecdotal evidence and feedback from organisations who benefited from the project.
- 5.6 There was evidence of the project's success from an early stage, with MIND quickly over-achieving its targets due to the real need for this type of work in our locality. A large number of organisations in Chester-le-Street reflect the national trend whereby they are trying to respond to ever increasing demands from clients with mental health needs. Both staff and clients are often unable to overcome these issues due to the limited knowledge and experience of staff in responding to clients in distress and managing mental health problems.
- 5.7 The training programmes, which were delivered in a range of settings including the Council, Bullion hall, Mind's offices and various local schools, have clearly shown the need for access to quality training in mental health. In addition, the project has demonstrated the need for support in improving how staff and organisations adopt training, and utilise policies to the benefit of both their staff and client group.
- 5.8 The project's initial success continued with demand for the service remaining high and the needs of agencies for support from the service increasing and becoming more diverse.
- 5.9 The project continues to provide a range of quality training (including the newly introduced Mental Health First Aid) based on the initial training needs analysis. As we move into the second year, it is also supporting a small number of organisations on the development and establishment of policy, practice and service development, to further embed mental health awareness into their work.
- 5.10 In Appendix 1, members can find all the performance figures submitted by MIND. As a summary, however, it is worth noting the following:
- The project contacted 158 organisations against a target of 128, overachieving by 23%. The list of organisations includes the Fire Service, the Police, GPs, Pharmacies, PCT, schools, community organisations and the private sector.
 - MIND has managed to engage 107 or 68% of the above organisations in training, against a target of 35%. Against the initial target of 45 organisations out of 128 intended contacts, MIND has overachieved by 138%. This in itself is evidence of the high demand for training in this topic area and the importance of mental health issues more generally.

- The overwhelming majority of those trained rated the training provided as good or excellent. Against an 80% target, the project achieved ratings of 100%, out of which 67% rated the Mental Health First Aid training as excellent.
- Equally, against a target of 50% reporting that information has been cascaded within their organization, results are also at 100%. Through their work up to June 2009, MIND will do a further follow up to gather additional information on the level of cascading that has taken place within organisations.
- The project delivered not only the nationally recognised Mental Health First Aid programme but also 10 themes which resulted from the training needs analysis. The success of the project was instrumental in a Mind Partnership being successful in being commissioned to provide mental Health First Aid training throughout the region. This is now taking place with a member of the training team staff being located at Chester-le-Street Mind offices.

- 5.11 Overall, the full year results of the project have shown that the local organisations were “thirsty” for both awareness and training on mental health issues. The project has managed to engage with a very large number of organisations from both the public, private and voluntary sector. The organisations involved range from the Council itself, Fire Service and GPs, to schools, Business Link and the Beamish museum. The full list can be found in Section 6 of the attached MIND report.
- 5.12 As a result of work throughout 2008/09, MIND have seen an increase in organisations focusing on mental health and due to its success they are now delivering training to nationally recognised companies including an organisation in Northern Ireland.
- 5.13 MIND are currently in discussion with the NHS Confederation, Mental Health Network in support of their work in the North East and have recently been commissioned by County Durham PCT to undertake an audit of training needs in regard to suicide across County Durham and Darlington.
- 5.14 The C4H Sub-group is satisfied that the work of MIND has delivered tangible outputs and that there are signs of achievable outcomes too. It has been agreed with MIND that a continued examination of outcomes will take place as part of the 6 month project extension to June 2009.
- 5.15 It is apparent that the demand for accredited training across a range of psychological and social issues remains, the demand on the Communities for Health Mental Health Project has remained high and the

needs of agencies and clients for support has increased and become more diverse. Whilst the evaluations of training have consistently been positive the next stage in evaluating the longer term effects on delegates and their practice is important. We would anticipate that this work will be completed by the end of June 2009.

6. Recommendations

1. It is recommended that Members note the contents of the report.

Nick Tzamaris
Assistant Director of Development Services
Tel: 0191 3872494
Mobile: 0791 7642974
Email: nicktzamaris@chester-le-street.gov.uk

CHESTER-LE-STREET



**CHESTER-LE-STREET DISTRICT COUNCIL
COMMUNITIES FOR HEALTH**

MENTAL HEALTH PROJECT

REPORT - 24 FEBRUARY 2009

CHESTER-LE-STREET DISTRICT COUNCIL
COMMUNITIES FOR HEALTH – MENTAL HEALTH PROJECT

Context

The Department of Health “Choosing Health” White Paper made a commitment to improve the health of people living in deprived communities. As a result of the aims of the programme Chester-le-Street District Council commissioned Chester-le-Street Mind to deliver a Mental Health Project as part of the Communities for Health programme.

Agreements were reached within the aims of the project to achieve certain key targets including:-

- To engage with agencies and organisations in the Chester-le-Street District, in mental health awareness, to achieve contact with 128, and to engage 35% of all agencies contacted

- To improve knowledge and awareness of mental health issues and existing services in agencies across all sectors

- To equip agencies with the knowledge and information to enable them to address the mental health needs of their staff and customers/clients.

- To equip agencies with the knowledge and information to enable them to address the mental health needs of their staff and customers/clients.

This report provides a brief quantitative and qualitative progress analysis of the Mental Health Project performance against targets of the agreed action plan.

As well as the main body of this report there is additional information in five sections attached:-

Section 1. The Action Plan – Final Report Analysis - this section provides an details of the Action Plan showing the agreed actions, objectives, and targets

and provides the status of the project by means of a brief discussion in our achieving targets and associated measures.

Section 2. Quarterly Report Project Status – Final Report No. 4 – provides information on each stage of the project based upon quarterly results. As acknowledged at the last quarterly meeting the training programme targets have not only been met but significantly overachieved. As the end of the year approaches it was agreed to provide two more Mental Health First Aid programmes for those not able to attend previous dates.

Section 3. Evaluation of Mental Health Training – includes the most recent Mental Health First Aid programme and a compilation of training programmes delivered to date.

Section 4. Feedback Response from delegates – this section gives examples of the views of delegates about the training delivered.

Section 5. - Photographs of examples of training events.

Section 6a & 6b. – Comprehensive list of organisations engaged in project year 1 and those engaged in training.

Section 7. – Training seminars delivered including actual numbers of delegates who accessed training.

Section 8. – Summary table of outcomes achieved against targets

The following aims to provide an overview of the process in establishing this project, achievements, examples of some training programmes and finally we briefly discuss the project and the way forward.

Methodology and Actions

Chester-le-Street Mind conducted a brief literature review of training in mental health and from this material, our experience, and discussions with individuals from a range of local organisations we established a training needs analysis framework based on themes which were considered most appropriate. This was provided in a questionnaire format offering details of potential mental health training themes including the new accredited Mental Health First Aid programme. This questionnaire was then circulated to 128 organisations throughout the district.

The responses enabled us to establish a comprehensive training programme which was then offered to all organisations in the district. The CVS Chester-le-Street worked with us in the circulation of much of this material.

Outline of Achievements

As well as those details given in section 8, we would bring to your attention the following.

A range of support was given to agencies in regard to policy and practice in mental health and in considering future training, for example:-

- Macmillan Nurse Information Centre - carer and staff training to enhance the understanding of how psychological impact treatment for cancer impacts on carers. We are in the process of designing a programme to deliver to them in the spring of 2009. In addition we are supporting the focus of work potentially to take place in Chester-le-Street general hospital with this project.
- Park View, Hermitage, Roseberry and Chester-le-Street Church of England schools – support about policy on new SEAL project and consideration of work to improve the emotional culture and practice in schools
- Chester-le-Street Police discussions are ongoing about developing a training programme for delivery to local officers. In addition they

are considering the provision of mental health training for new recruits

- A North East Partnership of Mind groups has successfully been commissioned to deliver Mental Health First Aid training across the North East region. Charles McCaughey with the Chief Executive of Middlesbrough Mind led the development of the project bid. The success in the mental health project in Chester-le-Street was one of the key elements of evidence to show the ability of Mind. One of the regional trainers for this project is now based at Chester-le-Street Mind and has delivered four Mental Health First Aid courses to organizations in the Chester-le-Street area since October 2008. This work sustains the mental health training work developed by this project past the end date of June 2009 – a key factor in the criteria of the Healthy Communities programme.
- Chester-le-Street Mind has recently been commissioned to undertake a training needs analysis focusing on suicide prevention across County Durham, Darlington and Teesside. The evidence of achievements from the Communities for Health – Mental Health project was important in Chester-le-Street Mind securing this additional work.
- Chester-le-Street Mind has worked closely with the PCT Public Health Team in support of health analysis for the Chester-le-Street area. We have assisted in the writing of criteria for this research.
- The positive impact of training provided in quarters two and three resulted in more one to one organisational and service development support to individual agencies. This work continues, has now been substantially expanded and is reflected in the new project targets for year two.

Conclusion.

We consider that the Communities for Health Mental Health Project has been a success and has more than achieved the aims and objectives originally set. From the information provided it is clear that local organisations have engaged and are utilising the support the project brings.

It is apparent that a great number of organisations in the Chester-le-Street community are trying to respond to ever increasing demands from clients with psychological problems. As a consequence of this project both staff and volunteers are now more able to work together to overcome problems due to their increasing knowledge of how to respond to and support clients in distress.

Evaluations of the training programmes for this project have clearly shown both the need for access to quality training in mental health and of support to staff and organisations in developing mental health policy and day to day working practice to the benefit of both their staff and client group.

Whilst the evaluations of training has consistently been positive the next stage in evaluating the longer term effects on delegates and their practice is important. This work will be completed by the end of June 2009. This will provide us with much more evidence of the impact of this project.

SECTION 1

Mind and Chester-le-Street District Council - Communities for Health

Mental Health Project - Action Plan

Final Report Analysis

ACTION	OBJECTIVE	PERFORMANCE MEASURE	TARGET	EVALUATION	OUTCOME	DISCUSSION
<p>Conduct Training Need Analysis with all local agencies engaged in delivering health and social care support.</p>	<p>To engage agencies and organisations in the CIS District in mental health awareness</p>	<p>Number of agencies/organisations contacted</p>	<p>To contact 128 agencies/organisations in the District</p>	<p>Ongoing throughout the project</p>	<p>That all agencies and organisations in the District are aware of the project and can access information, training and awareness raising on mental health issues</p>	<p>A robust training needs analysis was conducted. This provided evidence of need and was analysed in a manner which enabled training to be specific to the needs of the community.</p>

ACTION	OBJECTIVE	PERFORMANCE MEASURE	TARGET	EVALUATION	OUTCOME	DISCUSSION
Improve the availability of information in key community settings.	As above	As above	As above	As above	As above	As a result of the analysis and of further discussions with agencies training and education was provided in a range of settings including Chester-le-Street District Council offices, Bullion Hall and various local schools.
Meet with and ensure information is made available to agencies/organisations on support services.	To Improve knowledge and awareness of mental health issues and existing services in agencies across all sectors	Percentage of agencies/organisations that are engaged in the project Total Public Sector Private Sector Voluntary and Community sector Schools	To engage 35% of all agencies contacted	Ongoing throughout the project	A more knowledgeable workforce that can support and advise staff, clients and members of the community with mental health needs	The overall analysis shows the positive impact the project has made. This is not only in terms of individual training but also in policy, working practice and in consideration of future needs.

ACTION	OBJECTIVE	PERFORMANCE MEASURE	TARGET	EVALUATION	OUTCOME	DISCUSSION
Engage with media and local District news in disseminating information.	As above	As above	As above	As above	As above	Articles were included in Chester-le-Street District Council Newsletter and Radio Newcastle conducted an interview on the project. It is the intention of the charity to provide a newsletter to the community celebrating the 30 years of the establishment of the charity and to include details of the project within the information.
Design and develop training programmes based on audit of national and local programmes (e.g. MHFA)	As above	Number of training sessions delivered	To deliver a minimum of 10 training sessions throughout the year	Ongoing throughout the project	As above	The project was highly successful in terms of achieving and indeed overachievement on targets. The project delivered not only the nationally recognised Mental Health First Aid programme but also 10 themes also provided as a result of the analysis conducted. Much of this project was instrumental in a Mind partnership being successful in being commissioned to provide mental Health First Aid training throughout the region.

ACTION	OBJECTIVE	PERFORMANCE MEASURE	TARGET	EVALUATION	OUTCOME	DISCUSSION
Publicise and encourage take-up	As above	Number of agencies/organisations accessing training	To engage staff/volunteers from at least 30 agencies in training sessions	Throughout the project	As above	The charity worked in partnership with the Chester-le-Street CVS and by targeting agencies and following through discussions we were able to encourage high levels of representation. The articles in the Chester-le-Street District Council Newsletter were extremely effective in delivering the message.
Deliver training programmes, provide post course evaluation to meet performance measures.	To equip agencies with the knowledge and information to enable them to address the mental health needs of their staff and customers/clients	Percentage of individuals rating the training sessions as good or excellent	80% of reports rating the sessions as good or excellent	Training evaluation reports completed by each individual on training session	Reduction in stigma and discrimination, improved services for clients with mental health needs, better management of mental health issues, increased awareness	Each individual training programme was evaluated and the analysis shows the positive impact. The target for standards of sessions was overachieved.

ACTION	OBJECTIVE	PERFORMANCE MEASURE	TARGET	EVALUATION	OUTCOME	DISCUSSION
As above	As above	Percentage of individuals reporting an increased knowledge and understanding of mental health issues following attendance at one of the training sessions	75% or reports stating an increased knowledge and understanding of mental health issues	Training evaluation reports completed by each individual on training session	As above	The final evaluation shows the increase in knowledge and the positive impact the training had on individuals.
As above - encourage organisations to adopt learning which cascades throughout organisations, provide support to enable this.	As above	Percentage of agencies/organisations who have gone on to cascade information and/or training within organisation	50% of reports stating that information has been cascaded within the organisation	6 month evaluation reports following training or engagement on project	As above	The evaluation shows that individuals were willing to cascade training in their organisations. The analysis to be conducted in 2009 will determine in more detail the position. As a result of work throughout 2008/09 we are seeing an increase in organisations focusing on mental health. Further analysis in 2009 will determine the achievements.

ACTION	OBJECTIVE	PERFORMANCE MEASURE	TARGET	EVALUATION	OUTCOME	DISCUSSION
As above - Design training programmes to enable agencies/organisations to consider policy and practice. Work with agencies/organisations to enable planning to take place on training and organisational development.	As above	Percentage of agencies/organisations who have adopted a proactive approach to addressing mental health issues (implementing policies etc.)	25% or reports stating that a proactive approach has been taken such as implementing policy etc.	As above	As above	We have worked closely with local organisations in improving policy and practice. This will also be more detailed as a result of the analysis to be conducted in 2009.
As above	As above	% of agencies/organisations who have used the knowledge/information from the project in the workplace e.g. supporting staff or clients, referrals, etc.	25% or reports stating that knowledge and information has been used to support staff/clients	As above	As above	Once again this will be a key element for the evaluation in 2009. However as a result of our contact with agencies at various settings we see a much greater increase in focusing on mental health policy and practice. An analysis document is in final draft and will be used as part of the future work.

Section 2

CHESTER-LE-STREET COMMUNITIES FOR HEALTH – PROMOTING MENTAL HEALTH

Final Report No. 4	Date	16 February 2009			
OBJECTIVE	QUARTER 1.	QUARTER 2.	QUARTER 3.	QUARTER 4.	
<p>To engage agencies and organisations in the CIS District, in mental health awareness</p>	<p>128 local community organisations contacted via CVS</p>	<p>Training provided to Community Agencies – 34 agencies excluding District Council Departments</p>	<p>Delivered Mental Health First Aid programme September 6 participants 1 new agency</p>	<p>Delivered Mental Health First Aid programme 23 and 30 January 2009.</p>	
<p>PERFORMANCE MEASURE Number of agencies/organisations contacted</p>	<p>104 selected as appropriate for project Additionally 23 contacts made with public sector, private sector agencies</p>	<p>Number of people trained - 145</p> <p>Training provided to schools – 2 workshops at Park View and 1 at Roseberry Grange</p>	<p>Designed Mentoring Training for volunteers for proposed project at Park View School. To be delivered Friday 31 October 2008</p> <p>Met with heads of Park View and Hermitage in the initial development of mental health service across Chester-le-Street</p> <p>Continue to support SEAL programme at Park View School</p>	<p>Delivered and subsequently redesigned Mentoring training for new project at Park View Community School.</p> <p>Developed SEAL programme into schools business policy.</p>	
<p>TARGET To contact 128 agencies/organisations in the District</p>	<p>77 responses as a result of above and engaged with these organisations across a range of issues.</p> <p>Including the following:- Public sector :- 2 - Fire Service 1 - Police 7 - GP practices 4 – Pharmacies 1 – Tees Esk and Wear Valley Mental Health Trust 1 – County Durham</p>	<p>Development work initiated Beamish Museum – staff training</p> <p>Tees Esk and Wear Valley NHS Trust – E-Learning</p> <p>Carers Centre Chester-le-Street – Protocol development staff training, service development.</p>	<p>Met with MacMillan Nurse staff and volunteers – initial design of training to be delivered 1st Quarter 2009 – 24 volunteers and staff</p>	<p>Additional meeting with MacMillan Nurse Information Centre staff to clarify future training needs and in extending the service further into Chester-le-Street.</p> <p>Designed and delivered music and emotions programme to Chester-le-Street Church of England school. To work with school on further developments in pupil and staff emotional intelligence.</p> <p>Worked in partnership with Chester-</p>	

PCT 1 – Chester-le-Street District Council	Private Sector – Business Link North East – commercial sector development	Met with Chief Inspector Szamaroo, and Inspector Anderson Chester-le-Street police to develop training for officers. Initial training to include focus group and training for 16 local officers and Custody Sergeants.	le-Street and Durham Carers Support in the design and successful submission of an arts and mental health service for the local community.
Private Sector 1 - North East Direct Access	Ushaw College discussions to take place with Trainee Priests		Discussions held with Durham Wildlife Trust to develop EcoMinds project for local community.
1 - Business Link North east			
2 - North East Chamber of Commerce	Park View School development work on-going for new student support and workshops. To continue to support SEAL programme and school mental health policy.	Chester-le-Street Carers Support – working to address service issues	Delivered 2 training programmes for 10 organisations on Compassion Fatigue. As a result now working closely with the consultant psychologist to design and submit proposals for unique Post Traumatic Stress Disorder research project in local community.
Schools - Park View, Pelton Roseberry		See above	

OBJECTIVE	QUARTER 1.	QUARTER 2.	QUARTER 3.	QUARTER 4.
To improve knowledge and awareness of mental health issues and existing services in agencies across all sectors.	Total – 77 out of 128 (60%)	Total - 96 out of 147 = 65%	Total - 98 out of 149 = 66%	Total - 107 out of 158 = 68%
PERFORMANCE MEASURE Percentage of agencies/organisations contacted that are engaged on project	1 – Mental Health First Aid programme delivered. 3 planned for May June and July. Further programmes will be delivered as year progresses	4 - Mental Health First Aid programmes delivered. Two more planned for Sept and Nov.	1 - Mental Health First Aid programme delivered in September. November programme full.	1 - Mental Health First Aid programme delivered in January 2009 instead of November 2008 due to staff availability in external organisations.
Number of training sessions delivered	11 Themed Mental Health Training programme planned with 2 delivered	7 – Individual Themed Mental Health training programmes delivered. 3 – delivered to District Council Officers on Introduction to Mental Health issues	Worked with regional Mental Health First Aid service to ensure that programmes are delivered in Chester-le-Street – now arranged.	In addition 3 Regional Mind Mental Health First Aid programmes delivered within Chester-le-Street community.
TARGET To engage 35% of all agencies contacted	2 - training workshops planned for Park View School. Currently supporting SEAL policy and whole school policy – Healthy School Award.	2 – Workshops delivered to Park View School year 10. Request from Pelton Roseberry School and Chester-le-Street Leisure Services for workshops with y.p. arranged for Aug 08.	Anticipated that workshops for schools commence 1 st quarter 2009	2 Compassion Fatigue programmes delivered to 10 organisations.
To deliver a minimum of 10 training sessions throughout the year	1 training workshop delivered in Pelton Roseberry School. Programmes yet to be delivered for District Council, 1 MHFA planned for May to be confirmed.	Another 16 engaged in this quarter	Leisure Services cancelled workshops awaiting rearranged dates	Chester-le-Street Church of England Primary School - 5 workshops delivered on music and emotions to over 100 pupils.
Agencies engaged	18 engaged to date			

OBJECTIVE	QUARTER 1.	QUARTER 2.	QUARTER 3.	QUARTER 4.
To equip agencies with the knowledge and information to enable them to address the mental health needs of their staff and customers/clients.				
PERFORMANCE MEASURE				
Number of agencies/organisations accessing training	18 agencies engaged Mental Health First Aid - as at 22 April 100% rated training as excellent, very good or good, 64% rating as excellent.	34 agencies now engaged Mental Health First Aid - as at 22 April 100% rated training as excellent, very good or good, 64% rating as excellent.	36 agencies engaged to date Target achieved across Chester-le-Street organisations	41 agencies engaged during this period. Target over achieved as detailed in action plan.
Percentage of individuals rating the training sessions as good or excellent	11 Themed Mental Health Training Programme – Introduction to Common Mental Health Problems 93% rated as excellent, very good or good, with 32% rating as excellent.	Individual Themed Mental Health Training Programmes 49% rated as excellent, 50% rated as very good. Chester-le-Street District Council Officers Introduction to Mental Health – 60% rated training as very good, 39% as excellent.	Mental Health First Aid - as at 18 September 100% rated training as excellent, very good or good, 70% rating as excellent.	Mental Health First Aid as 23 and 30 January 100% rated training as excellent, or very good. 67% rating as excellent.
TARGET				
To engage staff/volunteers from at least 30 agencies in training sessions				
80% of reports rating the sessions as good or excellent	Principles Underpinning Mental Health rated as 97% rated as excellent, very good or good, with 34% rating as excellent. Pelton Roseberry Sports and Community College – Introductory Mental Health Workshop 80% rated as excellent or good.	Chester-le-Street District Council Officers Mental Health First Aid rated 85% as excellent and 15% as very good. Park View School – Mental Health Workshop 88% rated excellent/ good.		Compassion Fatigue programme 100% rated as good or very good.

OBJECTIVE	QUARTER 1.	QUARTER 2.	QUARTER 3.	QUARTER 4.
To equip agencies with the knowledge and information to enable them to address the mental health needs of their staff and customers/clients.	100% - recent Principles Underpinning Mental Health	100% on all programmes	100% of September programme	100% of rearranged November programme
PERFORMANCE MEASURE Percentage of individuals reporting an increased knowledge and understanding of mental health issues, following attendance at training sessions	Mental Health First Aid and Introduction to Common Mental Health Problems qualitative analysis from evaluations suggest similar	100% of all organisations	100% of all organisations	100% of all organisations
Percentage of agencies/organisations who have gone on to cascade information and/or training within organisation	100% from most recent evaluation Principles Underpinning Mental Health.	100% will cascade using range of activities from team meetings to presentations	100% agencies cascading using a range of methods	100% agencies cascading using a range of methods
TARGET 75% of reports stating an increased knowledge and understanding of mental health issues 50% of reports stating that information has been cascaded within the organisation	Qualitative responses show similar. Future follow up needed		Evaluation needs future follow up to determine outcomes.	Evaluation outcomes expected by end June 2009.

OBJECTIVE	QUARTER 1.	QUARTER 2.	QUARTER 3.	QUARTER 4.
<p>To equip agencies with the knowledge and information to enable them to address the mental health needs of their staff and customers/clients.</p>	<p>100% - recent Principles Underpinning Mental Health</p>	<p>100% from most recent evaluation Principles Underpinning Mental Health.</p>	<p>Experience suggests that organisations when they were made aware of opportunities from this project tend to work in partnership to develop appropriate ways forward e.g. training, practice, policy, strategy, services.</p>	<p>As a result of discussions at various forums and within recent programmes, and policy meetings organisations are adopting a proactive approach to addressing mental health issues.</p>
<p>PERFORMANCE MEASURE</p>	<p>Mental Health First Aid and Introduction to Common Mental Health Problems</p>	<p>Qualitative responses show similar. Future follow up needed</p>	<p>Qualitative responses confirm that agencies are actively addressing practice and protocols. Additionally Mind is supporting agencies in this work.</p>	<p>In addition contact with the Mind charity for requests for information and advice has increased as has discussions on partnership working, and submissions for funds for new services in the Chester-le-Street community.</p>
<p>Percentage of agencies/organisations who have adopted a proactive approach to addressing mental health issues (implementing policies etc)</p>	<p>To be evaluated further however recent programmes suggest that this learning is being used to effectively address client need</p>	<p>Future follow up needed to evidence the impact long term.</p>	<p>Results for this performance measure will be made available from evaluation exercise due to be completed June 2009.</p>	<p>Percentage outcomes for this measure will be part of June 2009 evaluation.</p>
<p>Percentage of agencies/organisations who have used the knowledge and information acquired on the project in the workplace e.g. supporting staff or clients, referring into existing services etc.</p>	<p>To be evaluated further however recent programmes suggest that this learning is being used to effectively address client need</p>	<p>More robust methods needed to evaluate impact and analyse future needs.</p>		

TARGET

25% of reports stating that a proactive approach has been taken such as implementing policies etc
25% of reports stating that knowledge and information has been used to support staff/clients
50% of reports stating that information has been cascaded within the organisation

100% of participants state they will cascade the information. Future follow up required.

As a result of much of the work of this project and of other audits/evaluations conducted by us we are now delivering training to nationally recognised companies including an organisation in Northern Ireland. We are currently in discussion with the NHS Confederation, Mental Health Network in support of their work in the North East and we have recently been commissioned by County Durham PCT to undertake an audit of training needs in regard to suicide across County Durham and Darlington.

Section 3

CHESTER-LE-STREET COMMUNITIES FOR HEALTH
MENTAL HEALTH PROJECT

COMPREHENSIVE ANALYSIS OF TRAINING PROGRAMME EVALUATION

Question	Excellent %	Very good %	Good %	Fair %	Poor %
How would you rate the presenters/trainers	67	28	5	-	-
How would you rate the presentation slides	19	60	21	-	-
How would you rate the video clips	17	48	31	2	2
How would you rate the information in the manual	26	43	29	2	-
How would you rate the learning exercises	31	45	24	-	-
How would you rate the following overall for the day					
Environment	24	48	28	-	-
Structure	38	48	12	2	-
Content	55	31	14	-	-
Facilitation	55	28	12	5	-
Has your knowledge increased as a result of this training	Yes -100%				
Will you cascade the learning into your workplace	Yes -100%				

**CHESTER-LE-STREET COMMUNITIES FOR HEALTH
MENTAL HEALTH PROJECT**

TRAINING PROGRAMME EVALUATION - MENTAL HEALTH FIRST AID

6 participants - Dates 23 and 30 January 2009

Question	Excellent (n)	Very good (n)	Good (n)	Fair (n)	Poor (n)	Comments
1. How would you rate the presenters/trainers	4	2				
2. How would you rate the presentation slides	2	4				
3. How would you rate the video clips		3	2	1		
4. How would you rate the information in the manual	2	4				Fantastic knowledge and experience of subject Charles was excellent he brought own personal experience both professional and personal
						Very helpful tool following the course

Section 4

CHESTER-LE-STREET COMMUNITIES FOR HEALTH MENTAL HEALTH PROJECT

EXAMPLES OF DELEGATE FEEDBACK

'Very well delivered with reference to personal and professional experiences'

'Very knowledgeable trainer who was able to answer questions and resolve concerns that were raised'

'The course was excellent and the trainer presented it very well'

'It has enabled me to bring together all sorts of information gleaned over the years which I can now make sense of'

'I will now be more patient and understanding with customers'

'Will recommend to other colleagues to attend'

'I now feel more aware of what mental health is so will be able to use it throughout my life as well as at work'

'Great teacher, very experienced and caring'

'I now feel able to be more confident in passing knowledge to staff and to get more training in mental health and advocacy'

'I will make sure that the majority of my volunteers take this course!'

'I feel much more confident in helping my clients with problems'

'Feel that I can help my clients more, but I need even more training!'

'We see more clients now with mental health problems as well as their financial and social problems so this course was very important to me; we now need to look at how we work with clients more effectively'

Section 6a

Communities for Health Project – 158 Agencies Contacted.

Abbey Phab Club
After Adoption
Age Concern Durham County
Alzheimer's Society Durham & Chester-le-Street Branch
Arthritis Research
Arts Council England, North East
Auckland Stroke Club
Barnardo's Disability Service North East
Books On Wheels
Breast Cancer Campaign
Bridge Women's Education And Support Centre
Bullion Hall Tea Dance
Burnmoor Cricket Club
Business in the Community
Cestria Credit Union
Cestria Housing
Cestria U3A at Chester-le-Street
CfBT – Next Step
CfBT Trading as Include
Chester Moor Community Centre
Chester West & Central Community Project
Chester-le-Street & City of Durham Enterprise Agency
Chester-le-Street District Council
Chester-le-Street & District Neighbourhood Watch
Chester-le-Street & District Voluntary Welfare Committee
Chester-le-Street & Durham Tinnitus Self Help Group
Chester-le-Street Access Group
Chester-le-Street Bookstart Scheme
Chester-le-Street Church of England Primary School
Chester-le-Street Furniture and Fabric Recycling Ltd
Chester-le-Street Health Centre
Chester-le-Street Heritage Group
Chester-le-Street Methodist Church
Chester-le-Street Mind
Chester-le-Street Self Help Group
Chester-le-Street Social Services
Chester-le-Street Tenants Panel
Chester-le-Street Youth Centre
Children North East
Churches Regional Commission in the North East
Citizens Advice Bureau
Community Accounting North East
Community Consultancy
Contact a Family
County Durham Autistic Support Group
County Durham PCT
County Durham Society for the Blind & Partially Sighted
Cruse Bereavement Care Durham Branch
CSV Action Durham Millennium Volunteers
CSV RSVP North East

DASH
Diabetes UK (Durham Group)
Dunelm Phab Club
Durham & Chester-le-Street Carers Support
Durham & Chester-le-Street Lifestyle Initiative
Durham & Derwentside Breathe Easy
Durham & District Women's Cancer Support Group
Durham Action on Single Housing
Durham Area Disability Leisure Group
Durham Christian Partnership
Durham City Shopmobility
Durham Cricket Board
Durham Hospital Radio
Durham Osteoporosis Support Group
Durham Otters Swimming Club
Durham Wildlife Trust
Durham Young People's Centre
Dyspraxia Foundation County Durham
Empower 2
Epilepsy Action Durham & District Branch
Fencehouses Community Association
Finchale Training College
Friends in Deed
Fyndoune Community College/Durham Community College
Garden Farm & West Lane Community Association
Gateway Wheelers
Girlguiding Chester-le-Street
Great Lumley Community Association
Great Lumley Toddler Group
Guild of Friendship
Helping Hands Cancer Support Group
Hermitage School
Hilda Park Football Club
History of Education Project
Holyoake stroke club
Independent Age
Integrating Children
International Service Dog Fund
Jobcentre plus
Kimblesworth & Plawsworth Parish Council
Liberty from Addiction
Local Action 21
ME North East
Moving On (Durham) Ltd
MS Society
National Association for Colitis & Crohn's Disease
National Autistic Society
National Childbirth Trust (NCT) Durham Branch
NCH Independent Visitor Project
NEPACS – Building Bridges for Prisoners and their Families
New College
North Durham Constabulary
North East Counsel on Addictions (NECA)
North East Direct Access (NEDA)
North East War Memorial Project

North Eastern Disabled Motorist Club
North Lodge Parish Council
Northern Initiative on Women and Eating
Northern Learning Trust
Northern Pinetree Trust
Open College Network North East Region
Ouston Community Association
Ouston Parish Council
Ouston Villagers Association
Park View Community School
Pawz for Thought
Pelton Community Association
Pelton Fell Community Group
Pelton Fell War Memorial Park Bowling Club
Pelton Roseberry Sports College
Perkinsville Residents Association
Pets as Therapy
Reach Volunteering (North East & Cumbria)
Relate North East
Return to Learn
Sacriston Everyman's Club
Samaritans
Service Users Reaching Forward (SURF)
Sevenacres Tenants and Residents Group
SHAID
Smart Justice
SOVA – HIT Programme
Spiral Skills
SSAFA Forces Help
St. Bedes Playgroup
St. Cuthbert's Hospice
Sure Start Chester-le-Street
SURF
Tavistock Chester-le-Street Riverside Band
Tees, Esk and Wear Valleys NHS Trust
The Central Residents Association
The Civil Service Retirement Fellowship
The Forge
The Hermitage Learning Community
The National Trust
The No Way Trust Ltd
The Salvation Army
The Social Resource Centre Ltd
The Stroke Association
Unwind Pain and Stress Management
Urpeth Residents Association
Victim Support County Durham
Visually Handicapped and Partially Sighted Club
Waddington Street Centre
Wearside Women in Need
West Pelton and High Handenhold Tenants and Residents Association
West Pelton Community Band
WRVS

Section 6b
ORGANISATIONS THAT HAVE COMPLETED
MENTAL HEALTH TRAINING.

Organisations that have completed in first quarter:-

1. Chester-le-Street Mind
2. Bridge Project
3. Ouston Village Association
4. Return to Learn
5. Chester-le-Street Carers Group
6. Liberty from Addiction
7. U-Choose
8. The No Way Trust
9. Stroke Association
10. DASH
11. MENE
12. Ouston Community Association
13. Gateway Wheelers
14. SHAID
15. Spiral Skills
16. Pelton Roseberry School
17. NECA
18. Chester-le-Street Health Centre

Organisations that have completed in second quarter:-

1. Alzheimer's Society
2. Park View School
3. After Adoption
4. Samaritans
5. New College
6. SURF
7. Chester-le-Street Community Project
8. Chester-le-Street Youth Club
9. Citizen's Advice Bureau
10. Chester-le-Street District Council
11. Holyoake stroke club
12. Social Services
13. Smart Justice
14. Age Concern
15. NEDA
16. Chester-le-Street Residents

Organisations that have completed in third quarter:-

1. DISC
2. Victim Support

Organisations that have completed in fourth quarter:-

1. Dyspraxia Foundation
2. Chester-le-Street Church of England Primary School
3. Tees, Esk & Wear valley Mental health NHS Foundation Trust
4. Jobcentre plus
5. County Durham PCT

41 agencies in total.

**Communities for Health – Mental Health Project
Training Programmes Information**

Section 7

DATE	TRAINING PROGRAMME	VENUE	No OF PARTICIPANTS
29 Feb, 7 and 14 March 2008	Mental Health First Aid	Chester-le-Street Mind Offices	11
27 March 2008	Introduction to Mental Health - Workshop	Roseberry Sports and Community College	30
3 April 2008	Training Course 1. - Introduction to Common Mental Health Problems	Chester-le-Street Mind Offices	11
10 April 2008	Training Course 2. - Principles Underpinning Mental Health	Chester-le-Street Mind Offices	8
17 April 2008	Training Course 3. - Mental Health and Long Term Conditions	Chester-le-Street Mind Offices	9
24 April 2008	Training Course 4. – Mental Health and Well Being	Chester-le-Street Offices	10
24 April 2008	Training Course 5. - Experiences of Mental Distress	Chester-le-Street Mind Offices	10
13, 20 and 27 May 2008	Mental Health First Aid	Chester-le-Street Mind Offices	11
22 May 2008	Training Course 6. – Images of Mental Health	Chester-le-Street Mind Offices	10
22 May 2008	Training Course 7. – Empowerment and Advocacy	Chester-le-Street Mind Offices	10
23 and 30 May 2008	Mental Health First Aid - Chester-le-Street District Council staff	CLS District Council Offices	7
29 May 2008	Training Course 8. – Effective Communications	Chester-le-Street Mind Offices	9
4 June 2008	Park View Community School Year 10 – mental health workshop	Park View Community School	91

DATE	TRAINING PROGRAMME	VENUE	No OF PARTICIPANTS
5 June 2008	Training Course 9. – Making Recovery Happen	Chester-le-Street Mind Offices	9
12 June 2008	Training Course 10. – Dependence, Independence and Separation	Chester-le-Street Mind Offices	6
13 and 20 June 2008	Mental Health First Aid on behalf of CLS District Council Staff	CLS District Council Offices	10
17 June 2008	Mental Health Awareness workshop on CLS District Council staff	CLS District Council Offices	10
19 June 2008	Training Course 11. – The Mental Health System	Chester-le-Street Mind Offices	12
24 and 26 June 2008	Mental Health First Aid – Durham and Chester-le-Street Carers Support	Bullion Hal Chester-le-Street	12
27 June 2008	Park View Year Community School Year 10 – mental health workshops	Park View Community School	100
1 July 2008	Mental Health Awareness workshop on CLS District Council staff	CLS District Council Offices	7
3, 10 and 17 July 2008	Mental Health First Aid	Chester-le-Street Mind offices	9
8 July 2008	Mental Health Awareness workshop for Chester-le-Street District Council staff	CLS District Council Offices	9
4, 11 and 18 September 2008	Mental Health First Aid	Chester-le-Street Mind offices	6
5 September 2008	Compassion Fatigue Workshop	Chester-le-Street Mind offices	15
31 October 2008	Park View Year Community School Mentoring Training	Park View Community School	8
14 November 2008	Compassion Fatigue Workshop	Chester-le-Street Mind offices	12

DATE	TRAINING PROGRAMME	VENUE	NUMBER OF PARTICIPANTS
17 November 2008	Park View Year Community School Mentoring Training	Park View Community School	8
15 December 2008	Park View Community School Mentoring Training	Park View Community School	8
14 January 2009	Chester-le-Street Church of England Primary School – music and emotions	Chester-le-Street Church of England Primary School	193
16 January 2009	Chester-le-Street Church of England Primary School – music and emotions	Chester-le-Street Church of England Primary School	5
21 January 2009	Chester-le-Street Church of England Primary School – music and emotions	Chester-le-Street Church of England Primary School	5
23 and 30 January 2009	Mental Health First Aid Rearranged from November 2008 due to delegate unavailability	Chester-le-Street Mind offices	7
Planned 2 March 2009	Park View Community School Mentoring Training	Park View Community School	
Planned 5, 12 and 19 March 2009	Mental Health First Aid on behalf of Cestria Housing	Chester-le-Street Mind offices	

Total number of individuals who have engaged in training = 678

Number of pupils = 424

Staff and volunteers = 254

Number of organisations accessing training = 41 (see section 6)

Section 8.

TARGETS/OUTCOMES TABLE

TARGET	OUTCOME	ACHIEVEMENT TO TARGET %
To contact 128 agencies/organisations in the District	158 agencies contacted	Over target by 24%
To engage 35% of all agencies contacted	107 of 158 engaged in some part of the project	68% achieved Over target by 94%
To deliver a minimum of 10 training sessions throughout the year	33 delivered with 2 more planned	Over target by 250%
To engage staff/ volunteers from at least 30 agencies in training sessions	41 engaged in training	Over target by 36%
80% of reports rating the sessions as good or excellent	100% rated as good or above. (67% excellent, 28% very good, 5% good)	Over target by 25%

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Chester-le-Street
District Council

Report to:	Executive
Date of Meeting:	2 March 2009
Report from:	Head of Corporate Finance
Title of Report:	Final Financial Management Report and Monitoring Update
Agenda Item Number:	12

1. PURPOSE AND SUMMARY

- 1.1 The report summarises the Council's General Fund actual financial performance for the first ten months of the year as compared with its estimated position and projects the anticipated General Fund balance as at 31 March 2009. It identifies key issues arising from the financial monitoring processes and advises the Executive of actions taken to address these.
- 1.2 The Executive is recommended to note the financial monitoring information detailed in section 5 of the report and the estimated balance on the General Fund Reserve as at 31 March 2009 as detailed in section 6 of the report.

2. CONSULTATION

- 2.1 Corporate Management Team has been consulted on the report.

The financial monitoring data has been discussed with Heads of Service and the extrapolated full year position has been based on the outcome of these discussions.

3. CORPORATE PLAN AND PRIORITIES

- 3.1 The Council's budget sets out the financial resources which will be used to deliver the Council's corporate priorities.

4. IMPLICATIONS

- 4.1 Financial

The financial implications are detailed throughout the report.

4.2 Local Government Reorganisation Implications

The main implication is to ensure that the Council has adequate financial resources to help establish the new Council while delivering 'Business as Usual'. There is a requirement if any potential resource issues arise that are not included in the Authority's budgets for 2008/09 to consult with the County Treasurer. In addition the financial monitoring process is used also to develop the Council's Medium Term Financial Strategy and clearly affects next year's budget plans. The County Treasurer will be forwarded a copy of this report to inform him of the latest position and the steps we were taking to address the projected overspend.

4.3 Legal

There are no legal implications arising from the report.

4.4 Personnel

There are no personnel implications.

4.5 Other Services

It has been necessary for some service areas to identify savings to help address some of the potential problem areas identified during the financial monitoring process.

4.6 Diversity

There are no diversity implications.

4.7 Risk

The financial monitoring information and, more importantly, the corrective actions taken, help manage the risks associated with potential problem areas in the budget. The risk analysis which supported the 2008/09 budget process identified that income projections were a key area of risk.

The closure of the Housing Revenue Account (HRA) and Local Government Re-organisation (LGR) were identified as significant risks when approving the 2008/2009 General Fund budget, for which plans were in place. Communities and Local Government have confirmed the use of the HRA reserves for General Fund expenditure and this has been subject of discussions and agreement with the County Treasurer regarding the use of this reserve for Disabled Facilities Grants and the costs associated with LGR.

The economic climate has produced a number of additional risks to budget management and these have included interest rates, energy prices, fuel costs, general inflation, income generation and debt recovery.

The action to manage this was to ensure that income levels were carefully monitored and reported and that if income is below budget, action has been taken to identify compensating savings or additional income elsewhere.

4.8 Crime and Disorder

There are no Crime and Disorder implications.

4.9 Data Quality

Every care has been taken in the development of this report to ensure that the information and data used in its preparation and the appendices attached are accurate, timely, consistent and comprehensive. The Council's data quality policy has been complied with in producing this report.

4.10 Other Implications

There are no other implications.

5. **GENERAL FUND REVENUE AND CAPITAL**

5.1 Appendix A shows the general fund revenue position to date for each service area and forecasts this to the end of the year.

5.2 Based on the position to date, the expected end of year position compared with the 2008/09 budget is summarised below:-

Initial General Fund Forecast Outturn

	£'000
Leisure Services	+ 66
Environmental Health and Planning	+ 7
Environmental Services	+ 39
Revenues and Benefits	+ 20
Finance and Accountancy	+29
Human Resources	0
Regeneration	+ 140
Corporate Development Unit	- 39
Legal and Democratic Services	+ 80
Corporate Functions	+ 15
Other Corporate	+ 157
Initial Forecast Overspend	+ 514

5.3 Clearly the initial forecast was not acceptable and Corporate Management Team and Heads of Service have been working together to ensure there is no overspend at the end of the financial year. The following actions have been taken to correct the situation highlighted by the mid year monitoring position:-

- Corporate Management Team met with specific Heads of Service to consider proposals to offset overspends in their service areas.
- All Heads of Service have been notified that there was a freeze on all supplies and services related expenditure. This was managed and controlled with expenditure considered and released as appropriate in

meetings between the Chief Executive and myself.

- All vacant posts that arise are carefully considered by the Chief Executive and myself for approval.

5.4 The following table indicates the impact the above actions have already had on the revised expected end of year position.

	£'000	£'000
Projected Overspend as per Appendix A	514	
<u>Add</u>		
Revenue Underspend on People & Place Priorities	41	
Procurement Savings Shown Throughout Services	35	
Additional Income Shown Throughout Services	45	
Projected Loss in External Interest	45	
Overspend on Members Allowances (Pension Costs)	10	
		690
<u>Less</u>		
Projected Savings on Supplies Expenditure		140
Over Provision of MRP in 2008/2009		114
Projected Salary Savings above Contingency		95
Use of Local Government Reorganisation Contingency		219
Savings from the Corporate Training Programme		70
Use of HRA balance to meet Shortfall in RTB Sales		110
Revised Projected Underspend		58

5.5 Leisure Services

The end of year position for leisure services is expected to show an overall overspend against budget of £66,000. This situation has remained the same and is consistent with the 3rd quarter monitoring report. However, income continues to be a cause of concern and will be closely monitored throughout the remainder of the financial year.

5.6 Environmental Health and Planning

This service area is expected to show an overall overspend against its budget for the year of £7,000. This is mainly due to building control income expected to be £30,000 below budget. However I am pleased to report that Development Control income has significantly improved since the mid year position and is expected to be approximately £32,000 over budget. The only other significant factor is a projected £13,000 shortfall in fees from administering Disabled Facilities Grants due to a reduced capital programme. This situation has improved as a result of additional works being released with the agreement of the County Treasurer.

5.7 Environmental Services

There are a number of issues within Environmental Services which amount to

a predicted net overspend for the year amounting to just over £39,000. Car Park fine income is likely to be under budget by £12,000. Vehicle, fuel prices and agency costs are affecting Refuse Collection and Street Cleansing services and are expected to be over budget by just over £47,250. In addition the utilities, fuel oil and telephone costs at Sacriston Depot are projected to be over by approximately £23,000. However, additional income has been generated amounting to just under £53,000 in respect of Grounds Maintenance and Cemeteries which reduces the net projected overspend for the year. Additional recycling has added a £5,000 cost pressure on our budgets in 2008/09 and a verbal update will be given on the day of the meeting on the financial issues surrounding the recycling service.

5.8 Revenues and Benefits

The service is showing a net overspend against budget for the year of approximately £20,000. However the service has made significant salary savings which are shown in the salary contingency which is reflected in Other Corporate Services. Overall the service area will be under spent at the end of the financial year.

5.9 Regeneration

The service is showing a net overspend against budget for the year of approximately £140,000. The main reason is a forecast shortfall in Market income of £102,000 for the year. In addition CCTV expenditure is expected to be over budget by £20,000 due to salaries costs and the cost of maintaining the equipment. An amount of £20,000 has been identified as being required to carry out maintenance works and health and safety related testing at the Communal Rooms.

5.10 Corporate Development Unit

The forecast underspend of £39,000 for the year is due to income received in the year which was not budgeted for.

5.11 Legal & Democratic Services

Due to the economic downturn Land Charges income is projected to be under budget by £80,000 at the end of the financial year.

5.12 Other Corporate

The end of year position for Other Corporate issues is expected to show an overall overspend against budget of £157,000. This is mainly due to a predicted shortfall in the Right to Buy sales income amounting to £109,990. We estimated 21 sales at £9,999 per property (as per the Stock Transfer Agreement). To date we have only generated and received £79,992 from the sale of 8 properties. It was agreed at the meeting of the Executive on 1 December 2008 to use the HRA balance to meet the projected shortfall in Right to Buy Sales income.

5.13 Summary of General Fund Position

Based on the mid-year monitoring information, the overall end of year forecast for the General Fund Revenue account shows an underspend of £58,000.

Action has already been taken as highlighted in 5.3 above to limit expenditure against controllable budgets to ensure offsetting savings are identified so there is no call on the general fund balance at the year end.

I am also investigating the possibility that Minimum Revenue Provision was over provided for in 2005/2006. This is potentially a further saving of £80,000 that could increase the revised projected underspend highlighted above.

Heads of Service will also continue to work with budget holders to explore what else can be done to reduce expenditure and maximise income.

Members will be aware that the County Treasurer has already authorised expenditure to address ER/VR costs from Council reserves. It is likely that further expenditure may be required to address ER/VR costs as the new Unitary structure is put in place and the County Treasurer has suggested that our reserves would be the initial funding source for such expenditure. Members will be aware from this report that we are proposing the utilisation of the Local Government Re-organisation contingency of £219,000 to address this year's budget position and therefore the costs associated with the ER/VR approved expenditure will initially fall to the General Fund balance which is now supported by the HRA balance being made available in this year.

5.14 Capital

Members will be aware that a decision was taken to freeze asset sales which were intended to support the capital programme in 2008/2009. Since that time we have been managing our limited capital resources through the Capital Working Group with the priority being to ensure we address any urgent health and safety issues.

As of today's date we have a very small residual amount of capital resource which is being committed to some final urgent works and we are liaising with County officers so we can understand the capital priorities of the Council and the future dependency on the release of further capital to support service provision.

A bid was made to the County Treasurer in September 2008 and this has been fed into the capital bid process for budget prioritisation along with further bids in respect of 2009/2010.

6. GENERAL FUND RESERVE / BALANCE

The General Fund Reserve was expected to be £350,000 as at 31 March 2009. This is consistent with our Medium Term Financial Plan and the figure used by the County Treasurer in his budget preparations for the new Unitary Authority. The table below indicates the latest projection of the level of the General Fund Reserve at the end of the financial year.

Table 1 – General Fund Reserve

	Amount £'000
Balance brought forward as at 1 st April 2008	394
Less:	
Underspend in 2007/08 transferred to Insurance Reserve	4
	390
Less:	
Balance of Contingent Liability as Agreed previously	44
	346
Add:	
Estimated Underspend in 2008/09	58
Estimated balance as at 31 st March 2009	404

The above table indicates that the projected balance is likely to be £404,000 and is £54,000 above the level expected. However, there are three issues outstanding that I need to bring to your attention that could have an impact on the projected balance of the General Fund Reserve and these are detailed below:-

1. Recycling Credits

The income we receive comes from Durham County Council and is payable to us, not when the materials are collected from the kerbside but when the recycling company sells on the recycled materials. Because of a downturn in market conditions the recycling company was forced to stock pile the recycled goods. As a result we were not receiving any income from Durham County Council and our budgets were overspending. An agreement was reached with the County Council to ensure that the money owed to us for the recycled materials would be recorded in our year end accounts to balance the budget. The risk that we could still face to our financial position is if any of the collected recycled materials end up in landfill sites then we would not be entitled to the recycling credit. The Environmental Manager Services Manager has confirmed that to date no materials have passed to landfill and therefore the recycling credits will be available to mitigate the previously identified risk.

2. Concessionary Fares

The latest figures we have from Durham County Council indicate that the recharge to Chester-le-Street District Council for the cost of the Concessionary Fares Scheme in 2008/09 is £916,192.30. This is over our budget provision of £828,880 by £87,312.30. We have requested further clarification from the County Council regarding the information available to verify the additional cost of the scheme and the share that we are expected to pay for. In the meantime I have agreed with the Chief Executive to pay up to the amount we provided for in the 2008/09

budget. To date we have not received the assurances regarding the validity and audit trail of any additional claims made by the bus companies which are monitored by the County Council.

3. Contingent Liability

I may have to make a provision in the accounts in 2008/09 in relation to any financial penalty imposed by the Courts in relation to the Dreamspace incident at the Riverside Park. At the time of writing this report the sentencing hearing has not yet taken place and we are not therefore aware of any penalty attributable to that sentencing. This will need to be included in our annual Statement of Accounts for the year ended 31 March 2009.

7. RECOMMENDATIONS

- 7.1 The Executive is recommended to note the financial monitoring information detailed section 5 and the projected balance on the General Fund Reserve detailed in section 6 of the report.

AUTHOR NAME: Ian Herberson
DESIGNATION: Head of Corporate Finance
DATE OF REPORT: February 2009
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AUTHOR CONTACT: E-mail - ianherberson@chester-le-street.gov.uk
Telephone - 0191 3872343

Service Area	Budget for Year £000	Profiled Budget to end of January £000	Actual Exp. to end of January £000	Variance £000	Comments	Projected Variance for full year £000
Leisure Services	1,669.7	1,075.5	1,150.3	+ 74.8	Mainly due shortfalls in income at the Golf Course, the Leisure Centre and Special Events at the Riverside plus a significant increase in utilities expenditure	+ 66.0
Environmental Health and Planning	762.2	711.5	634.6	- 76.9	Mainly due to a downturn in the economic climate affecting Building Control Income .	+ 7.1
Environmental Services	2,756.7	2,179.1	2,224.5	+ 45.4	Mainly due to increased expenditure on fuel, utilities and agency fees and a downturn in Car Park Fine income.	+ 39.5
Revenues and Benefits	781.0	659.6	689.6	+ 30.0	Agency Fees – Savings in Salaries shown below in Other Corporate	+ 20.4
Finance and Accountancy	53.5	4.0	-88.0	- 92.0	Insurance Recharges and Compensation costs	+ 29.0
Organisational Development	137.4	115.9	91.9	- 24.0	-	0
Regeneration	1,050.0	751.7	942.7	+ 191.0	Mainly due to a Shortfall in projected Market Income, CCTV and Communal Rooms	+ 140.2
Corporate Development Unit	1,288.8	1,090.5	852.9	- 237.6	Additional Income not budgeted for.	- 39.1
Legal and Democratic Services	339.7	291.7	324.2	+ 32.5	Mainly due to a downturn in the economic climate affecting Land Charges Income.	+ 80.0
Corporate Functions	1,377.0	1,169.3	1,343.2	+ 173.9	Net Corporate Overspend	+ 14.6
Other Corporate	-1,969.0	373.2	155.9	- 217.3	Overspends in respect of Statutory External Audit Fees, and Organisational Support and a shortfall in Income in relation to Right to Buy Sales	+ 157.0
	+ 8,247.0	+ 8,422.0	+ 8,321.8	- 100.2		+ 514.7

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