

Overall summary



Stockton-on-Tees
BOROUGH COUNCIL

Overall progress

Performance

CORPORATE BASKET

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

LOCAL AREA AGREEMENT

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

COUNCIL PLAN

We continue to make good progress against the priorities and objectives set out in the Council Plan 2011 -13, with 75.5% of actions / targets set to be delivered or achieved.

Theme summary - Economic Regeneration & Transport

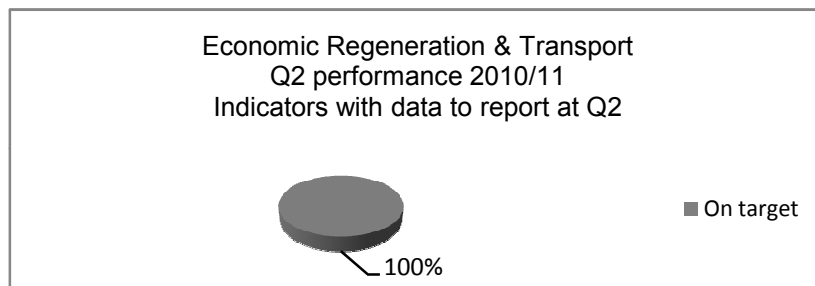


Under this theme the following four indicators are included in the corporate basket:	Target
Local - Number of business start ups assisted by Stockton Council	★
NI 151 - Overall employment rate (working age) (%points gap between Stockton and North East Average)	★
NI 164 - Proportion of population aged 19-64 for males and 19-59 for females qualified to at least Level 3 or higher	N/A
NI 165 - Proportion of population aged 19-64 for males and 19-59 for females qualified to at least Level 4 or higher	N/A

Overall progress

Performance


At quarter two 2010/11, we are able to report progress against the annual target for two out of the four indicators shown above. For the two indicators we are predicting to achieve the annual target.



Additional Information

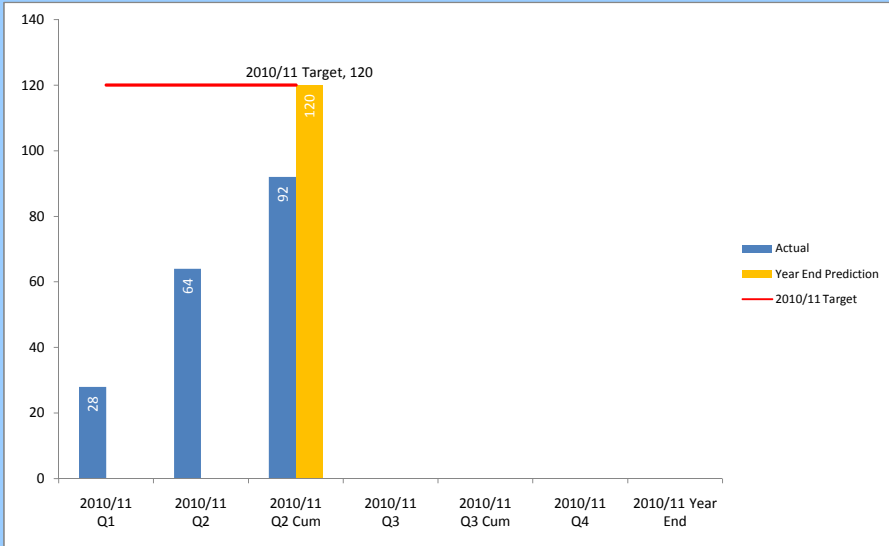
- Business miles claimed – there has been a significant reduction in the amount of business mileage undertaken. 355,504 fewer miles were undertaken in the first six months of 2010/11 compared to the same period last year throughout the Council.
- Planning applications determined - all categories of planning applications are achieving their individual targets.
- Planning appeals allowed – the target of having less than 30% of planning appeals allowed is being achieved. Of the 22 appeals decided during Q2 2010-11, only three were allowed with conditions, which equates to 14% of appeals allowed.
- Overall Employment Rate – based on the latest available figures for the period April 2009 to March 2010 the overall working age employment rate in Stockton is 70.7%. Comparing Stockton with North East average of 65.8% which shows a +4.9% point gap which is significantly better than the target to maintain the gap with the North East at +1.6% points.
- Future Jobs Fund - in October 2009, Stockton Council obtained a contract to fill 181 jobs through the Future Jobs Fund - all these jobs were filled by April 2010.
- During April to August 2010, the Communities Fund providers have engaged with 490 people, helping 202 into work of whom 60 have sustained that employment for six months.

- People killed or seriously injured (KSI) in road traffic collisions – there were 27 people KSI in the period January to September 2010 against a target of less than or equal to 69 during 2010. This is the lowest level recorded in the last 15 years.
- Pedestrian and cycle training - A total of 3,454 people have participated in pedestrian or cycle training courses run by the authority which is on track to achieve the annual target of 4,609.
- Per capita reduction in CO2 emissions in the Local Authority Area – there has been a 7.0% reduction in CO2 emissions in calendar year 2008 compared to the 2005 baseline. The street light photocell replacement and dimming scheme action plan is complete ahead of March 2011 deadline.

Report Card	Local ERT 11	Number of business start ups assisted by Stockton Council (local indicator)	
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SCS Theme - Economic Regeneration and Transport

Priority: Minimise the effects of the economic downturn on Stockton through proactive responses and partnership working - Provide support to begin, sustain and improve local businesses.



 **On Target**  **High is good**

2009/10 performance: 61

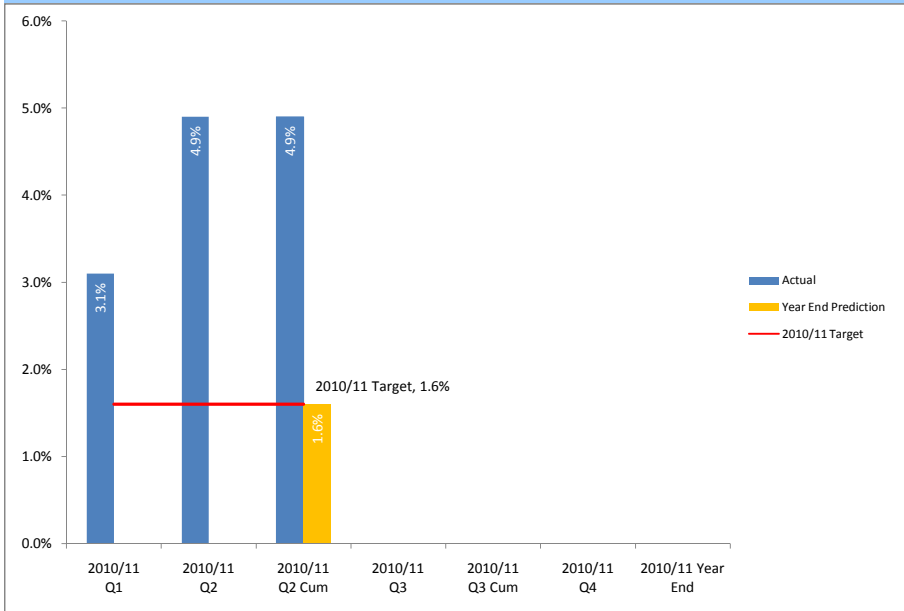
Baseline: N/A

The Performance Story
 92 start-up businesses supported by Stockton Council during 2010/11. We remain on track to achieve the target of 120 by March 2011.

Report Card NI 151 Overall employment rate (working age) (%points gap between Stockton and North East Average)

SCS Theme - Economic Regeneration and Transport

Priority: Minimise the effects of the economic downturn on Stockton through proactive responses and partnership working - Improve employability, learning and skills opportunities for residents.



The proportion of working age population (16-59 for females and 16-64 for males) who are in employment according to the International Labour Organisation (ILO) definition.



2009/10 performance: plus 3.1 %points gap

Baseline: plus 1.6 %points gap (2006/07)

The Performance Story

The most recent data relates to the period April 2009 to March 2010 - 70.7% in comparison to a North East average of 65.8% - a +4.9% gap.

During Q2 there have been redundancies announced at Armstrong World Industries (160), NHS Stockton (80), Geoban UK (24), Leisure Engineering Projects Limited (16) and Durham Tees Valley Airport (3). Jobs created and announcements made during Q2 include Wynyard Golf Club (30), Katmex (30), KP Foods (10) and Nicholson Transport (4).

Unemployment in the borough at the end of August 2010 was 4.9%.

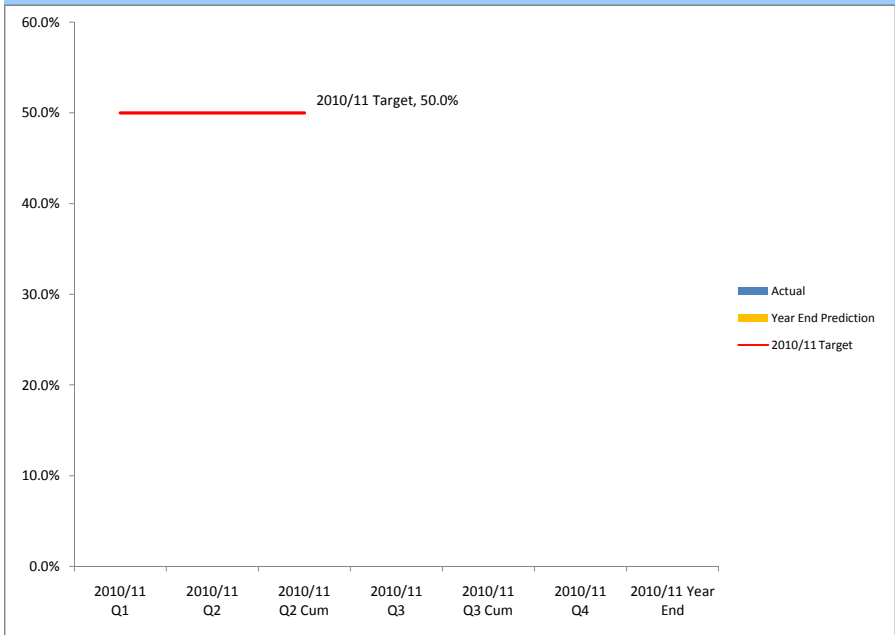
The next update for NI 151 from the Annual Population Survey (APS) will be for the period July 2009 to June 2010 and is expected to be available in December 2010.

NB - Please note that as from August 2010 the working age population series has been changed to include females in the age range 16-64 (same as males) and all figures for available data back to 1992 have been re-weighted to provide consistency in reporting. The only data that is unaffected by this change is the unemployment rate which is based on the economically active population aged 16+.

Report Card NI 164 Proportion of population aged 19-64 for males and 19-59 for females qualified to at least Level 3 or higher (local indicator)

SCS Theme - Economic Regeneration and Transport

Priority: Minimise the effects of the economic downturn on Stockton through proactive responses and partnership working - Improve employability, learning and skills opportunities for residents.



People are counted as being qualified to level 3 or above if they have achieved at least 2 A-level grades A-E, 4 A/S levels graded A-E, or any equivalent (or higher) qualification in the Qualifications and Credit Framework.

0 ↑ High is good

2009 performance: 49.2%

Statistical neighbours' average performance 2009 43.9%

English councils' 2009 average performance: 50.9% and Stockton's rank: below average

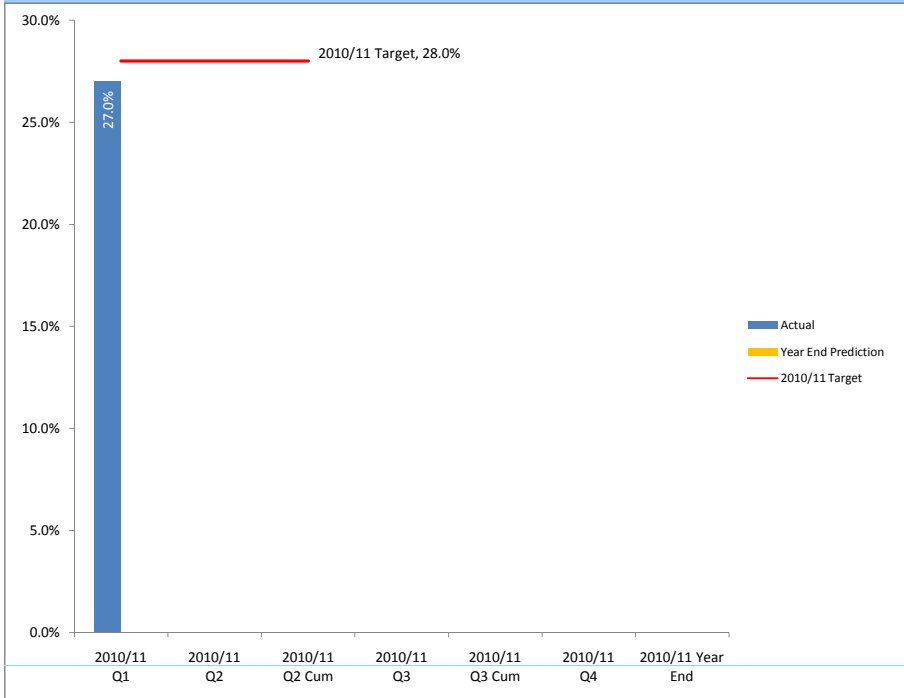
Baseline: 49.7% (2007)

The Performance Story

The full dataset relating to previously reported performance for calendar year 2009 (49.1%) is scheduled to be released by the Data Service in December 2010, which will include a composite breakdown of performance. It is not appropriate to make a year end prediction as the figure was reported solely on Floor Targets Interactive and we have no indication of progress until the Data Service release the full dataset. Stockton Adult Learning and Skills Partnership has now agreed to co-ordinate data collection for all these measures so that we are able to monitor progress in year and have an indication of performance against target.

Report Card NI 165 Proportion of population aged 19-64 for males and 19-59 for females qualified to at least Level 4 or higher (local indicator)

SCS Theme - Economic Regeneration and Transport
Priority: Minimise the effects of the economic downturn on Stockton through proactive responses and partnership working - Improve employability, learning and skills opportunities for residents.



Holding qualifications equivalent to National Qualifications Framework (NQF) levels 4-8. Level 4-6 qualifications include foundation or first degrees, recognised degree-level professional qualifications, teaching or nursing qualifications, diploma in higher education, HNC/HND or equivalent vocational qualification. Qualifications at level 7-8 include higher degrees, and postgraduate level professional qualifications.

High is good

2009 performance: 27.6%

Statistical neighbours' average performance 2009 23.9%

English councils' 2009 average performance: 32% and Stockton's rank: below average

Baseline: 25.8% (2007)

The Performance Story

The full dataset relating to previously reported performance for calendar year 2009 (27.6%) is scheduled to be released by the Data Service in December 2010, which will include a composite breakdown of performance. It is not appropriate to make a year end prediction as the figure was reported solely on Floor Targets Interactive and we have no indication of progress until the Data Service release the full dataset. Stockton Adult Learning and Skills Partnership has now agreed to co-ordinate data collection for all these measures so that we are able to monitor progress in year and have an indication of performance against target.

Theme summary - Environment and Housing



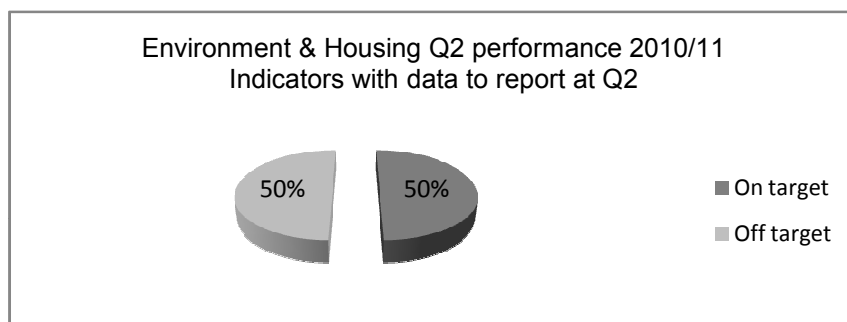
Stockton-on-Tees
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Under this theme the following four indicators are included in the corporate basket:	Target
NI 192 - The percentage of household waste sent for reuse, recycling and composting	■
Local - Number of missed bins per 100,000 collections	★
Local - Households assisted to live independently through new housing schemes	N/A
Local - Reducing the Council's consumption of fossil fuels	N/A

Overall progress

Performance

At quarter two 2010/11, we are able to report progress against the annual target for two out of the four indicators shown above. For one of these indicators we are predicting to achieve the annual target.



Additional Information

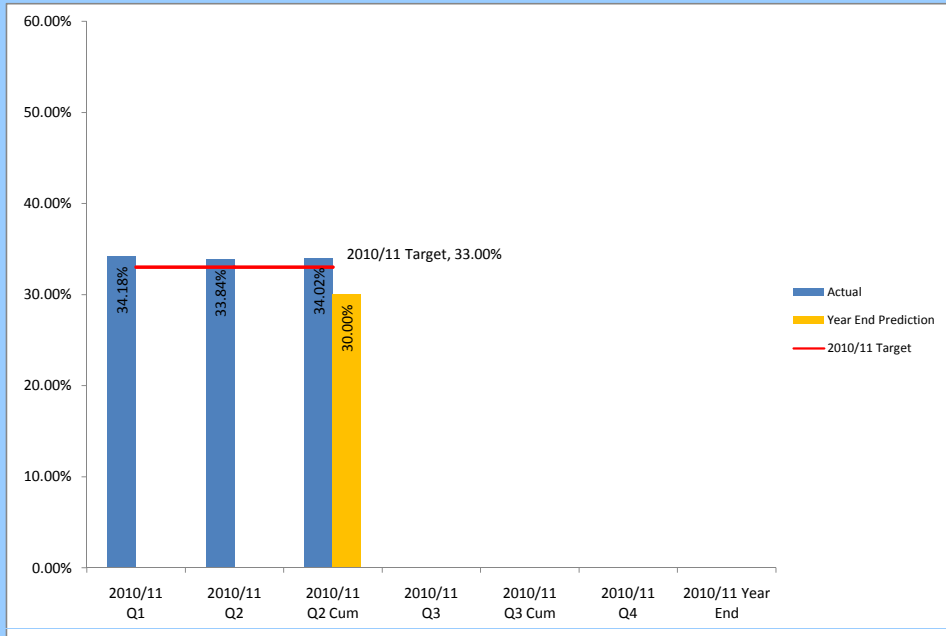
- Missed bin collections – A new record for missed bin collections, with only 0.23 missed bin collections per 100,000 bin collections in Q2.
- Household waste sent for reuse, recycling and composting (NI 192) – the percentage of household waste that has been reused, recycled or composted is currently exceeding the annual target of 33.00% at 34.02%.
- 33 households were living in temporary accommodation at the end of September 2010, ahead of the year-end target of 41 households. This continues the downward trend over the past 18 months.
- Proportion of rent collected – 98.12% of rent has been collected to date during 2010/11 which is better than the year end target of 97.50%.
- Landlord Accreditation Scheme – 30 landlords are participating in this scheme well above the annual target of 20, and 200 properties are registered under the scheme which greatly exceeds the target of 53.
- Municipal waste landfilled – 18.56% of municipal waste has been landfilled due to the ongoing issues with the Energy from Waste Plant. This compares to 12.13% for the same period last year. The 2010/11 target of 20.00% is unlikely to be achieved.
- Average time taken to re-let local authority housing – 28.27 days against the target of 25 days. Some low demand properties let at Port Clarence coupled with additional statutory requirements on asbestos testing and removal, have had a negative impact on performance against this measure.

Report Card NI 192 (LAA) **Percentage of household waste sent for reuse, recycling and composting**



SCS Theme - Environment and Housing

Priority: Make the Borough a cleaner, greener and more attractive environment - Develop the Stockton Waste Management Strategy and Action plan



The percentage of household waste raisings which have been sent by the authority for reuse, recycling, composting or anaerobic digestion.



2009/10 performance: 30.44%

Statistical neighbours' average performance 2008/9 31.94%

English councils' 2008/9 average performance: 37.15% and Stockton's rank: below average

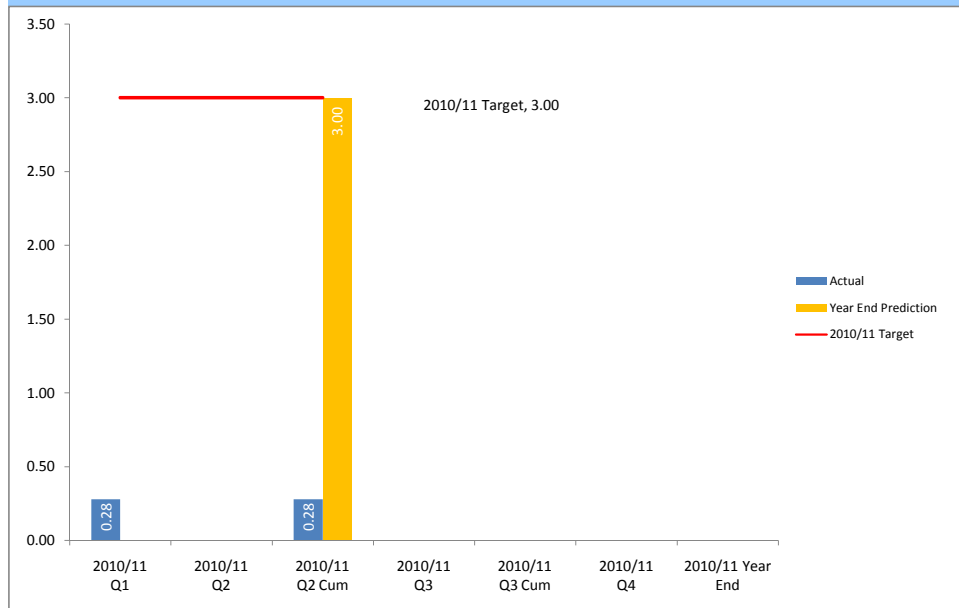
Baseline: N/A

The Performance Story

Performance at Quarter Two 2010/11 is 34.02%. Based on last years performance and the fact that green waste is seasonal the year end prediciton is 30.00% slightly below the annual target of 33.00%.

Report Card **Local** **The number of missed bins per 100,000 collections (local indicator)**

SCS Theme - Environment and Housing
 Priority: Make the Borough a cleaner, greener and more attractive environment - Deliver high levels of grounds maintenance and cleanliness throughout the Borough.



2009/10 performance: 0.47

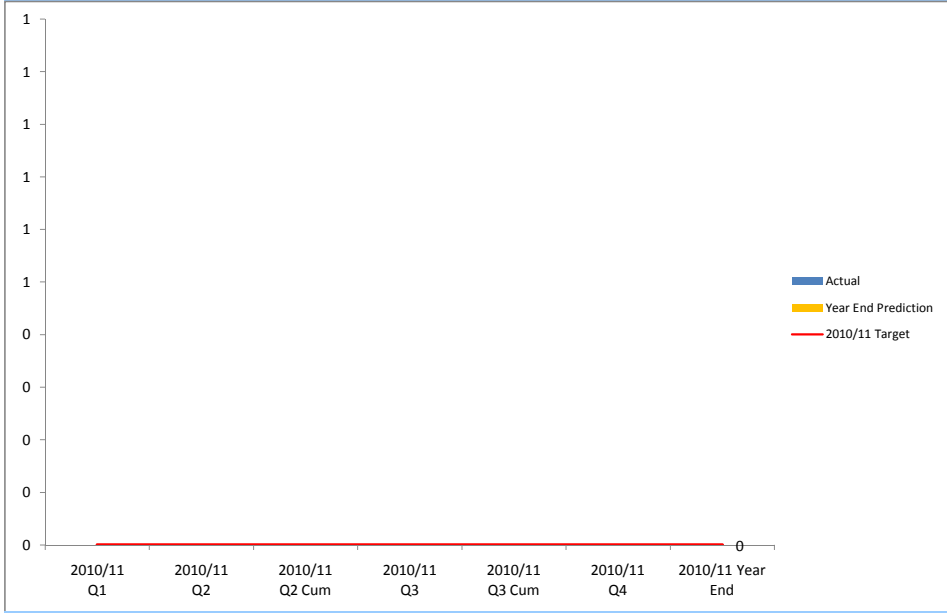
Baseline: 1.04 (2008/09)

The Performance Story
 0.23 missed bin collections per 100,000 have been recorded during 2010/11. There have only been 5 missed bin collections out of over 2 million collections, with all five missed bin collections rectified within 24 hours. Although we have recorded a new record for the low number of missed bin collections we have put the year end prediction as 3 missed bins per 100,000 to allow for potential adverse winter weather and other issues, however it is likely that we will easily achieve year end target.

Report Card **Local EH 24** **Households assisted to live independently through new housing schemes (local indicator)**

SCS Theme - Environment and Housing

Priority: Provide appropriate accommodation, assistance and support for residents of the Borough including those who are vulnerable and with special needs - Assist residents to live independently through new housing schemes



↑ High is good

2009/10 performance: 35

Baseline: N/A

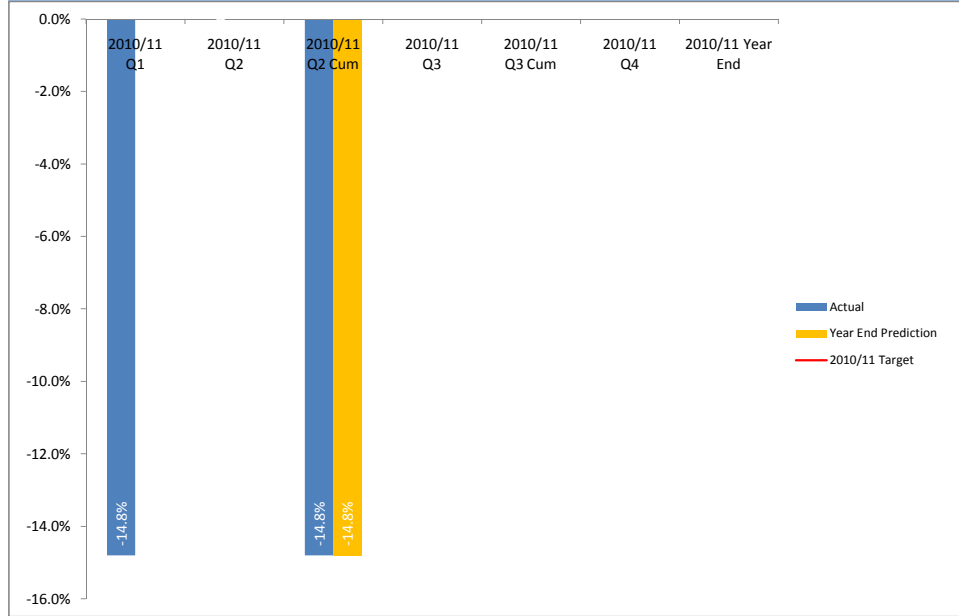
The Performance Story

No new independent living schemes are scheduled to be completed in 2010/11, however, they are planned for 2011/12.

Report Card **Local** **Reduction in the Borough's carbon emissions by a minimum of 25% by 2013 - reducing the Council's consumption of fossil fuels (local indicator)**

SCS Theme - Environment and Housing

Priority: Tackle climate change through carbon reduction and resilience to extreme weather events - Reduce carbon emissions from Council buildings



↓ Low is good

2009/10 performance: -14.8%

Baseline: 30,755 tonnes (2006/07)

The Performance Story

The most recent performance update available is the 2009/10 performance outturn, which shows a carbon reduction of 14.8% against the 2006/07 baseline. We remain on track to achieve the long term 25% reduction target by 2013. The next performance update will be available at year end 2010/11.

Theme summary - Culture & Leisure

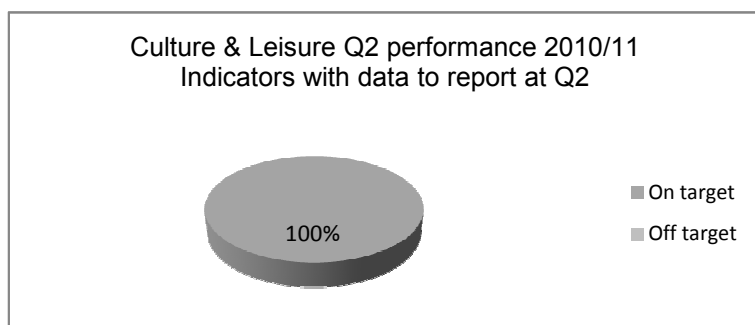


Under this theme the following three indicators are included in the corporate basket:	Target
Local AC06a- Increase the percentage of young people participating in community sports provision	N/A
Local AC08- Increase the percentage of young people participating in 7 hours of physical activity per week (including active travel)	N/A
Local AC10- Percentage of adults participating on at least 3 days a week in moderate intensity sport and active recreation for at least 30 minutes continuously in any one session	N/A
Local AC 04 - Number of swims and other visits to pools and sports centres	★
Local AC 07a - Increase the number of junior swims and other visits to pools and sports centres	★
Local AC 03a - The number of visits to / usages of Local Authority funded or part-funded museums and galleries per 1,000 population	★
Local AC 03b - The number of those visits to Local Authority funded or part-time funded museums and galleries that were in person, per 1,000 population	★
Local AC 03c The number of pupils visiting museums and galleries in organised school groups	★

Overall progress


Performance

At quarter two 2010/11, we are able to report progress against the annual target for five of the eight indicators shown above. Of these, all five are predicted to achieve the year end target. For AC06a, the latest data available is 2009/10; for AC08a the indicator cannot be measured through Physical Education, School Sport and Young People and is now under review; AC10 results are due in November 2010.



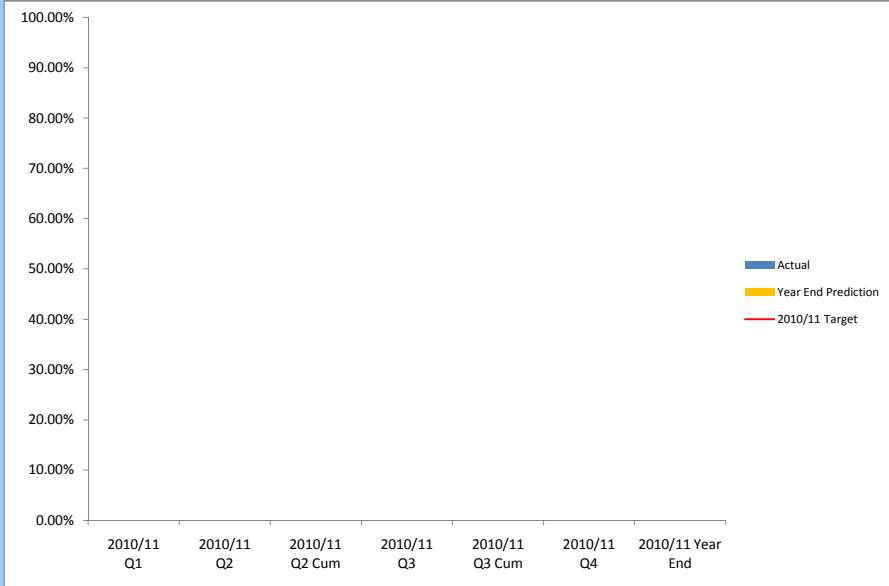
Additional Information

- SIRF Summer 2010 carnival - 1,351 people participated in the 2010 SIRF Community Carnival, against the target of 1,200 with 92% of visitors being satisfied with event (target 90%).
- Museum visits in person per 1,000 population - A total of 64,131 visits were recorded at Preston Hall in the period 1 April 2010 to 30 September 2010 inclusive, representing approximately 107% of the annual target (or 336 per 1,000 population).

Report Card Local AC 06a	Increase the percentage of young people participating in community sports provision (local indicator)	
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SCS Theme - Culture & Leisure

Priority: Increase participation in sport and active leisure - Increase/ enhance the role of the voluntary/ community sector to improve the provision of sustainable community sports opportunities



↑ High is good

2009/10 performance:
Blakestone Community 38%
Northfield 44%

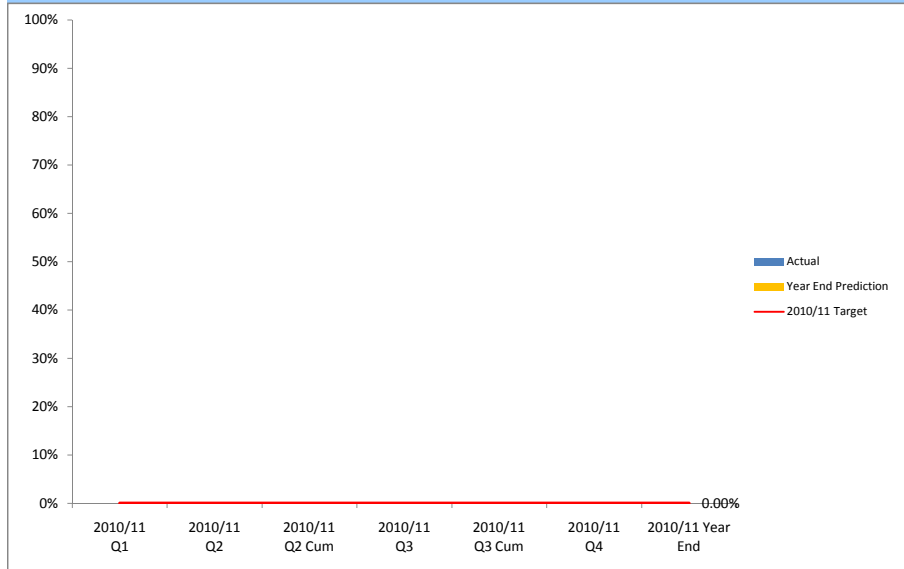
Baseline: N/A

The Performance Story
 Young people are defined as those children in academic years 1 – 11. Results from the 2009/10 Physical Education and Sports Strategy for Young People (PESSYP):
 Blakeston Community: 38.0%
 Northfield: 44.0%

Report Card **Local AC 08** **Increase the percentage of young people participating in 7 hours of physical activity per week (including active travel) (local indicator)**

SCS Theme - Culture & Leisure

Priority: Increase participation in sport and active leisure - Strengthen the key strategic networks for sport and active leisure, by embedding the Strategic Sports Network within Stockton Renaissance with strong links to relevant thematic partnerships



↑ High is good

2009/10 performance: N/A

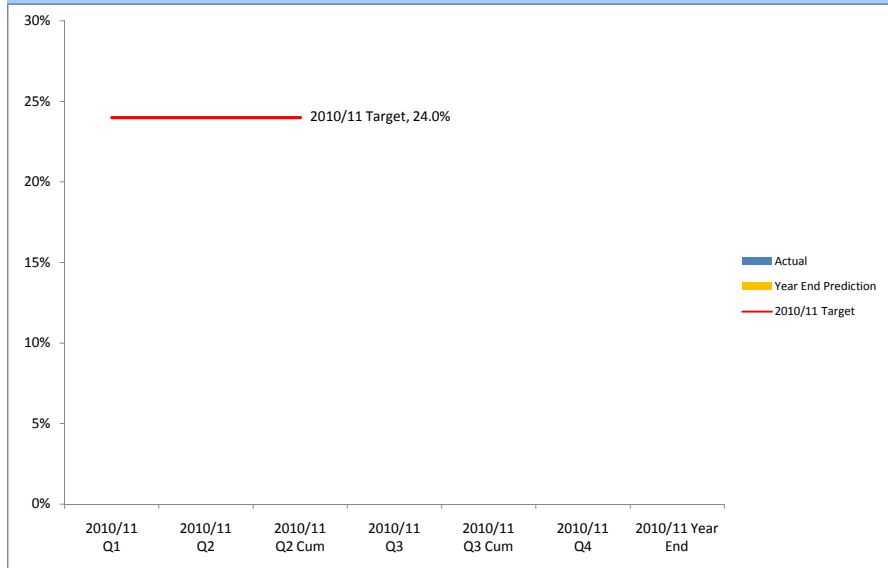
Baseline: N/A

The Performance Story
 This measure cannot be measured through the PESSYP and will need to be reviewed. The Leisure and Sports Development Co-ordinator continues to provide support to assist the Sport Unlimited programme, an innovative youth sports programme which cascades funding to local communities via the county sports partnership network.

Report Card **Local AC 10** **Percentage of adults participating on at least 3 days a week in moderate intensity sport and active recreation for at least 30 minutes continuously in any one session (local indicator)**

SCS Theme - Culture & Leisure

Priority: Increase participation in sport and active leisure - Strengthen the key strategic networks for sport and active leisure, by embedding the Strategic Sports Network within Stockton Renaissance with strong links to relevant thematic partnerships



↑ High is good

2009/10 performance: 22.7%

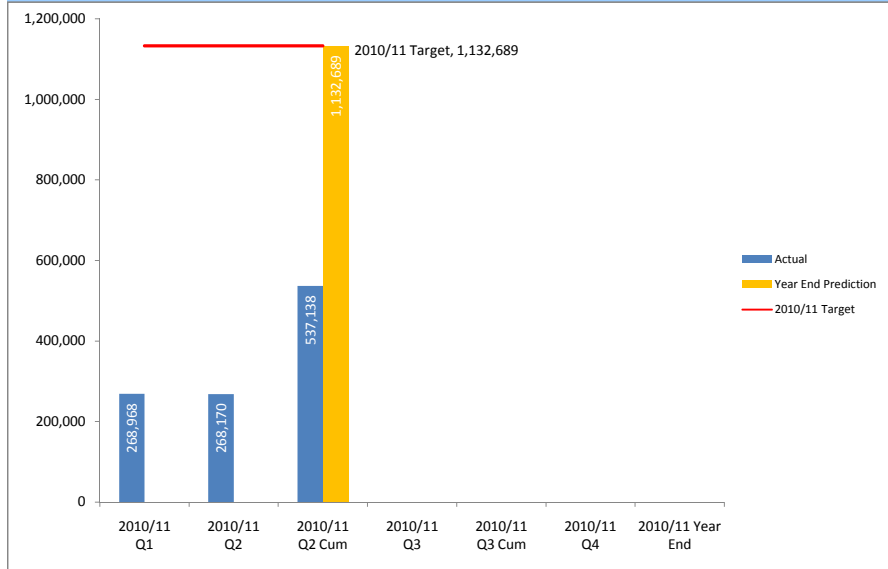
Baseline: 24.4% (2006/07)

The Performance Story

Results for AC 10 from Active People Survey 4 due out November 2010. Funding support through the Club Booster initiative should have a positive impact on this measure.

Report Card **Local AC 04** **Number of swims and other visits to pools and sports centres (local indicator)**

SCS Theme - Culture & Leisure
Priority: Increase participation in sport and active leisure - Strengthen the key strategic networks for sport and active leisure, by embedding the Strategic Sports Network within Stockton Renaissance with strong links to relevant thematic partnerships



↑ High is good

2009/10 performance: 1,142,397

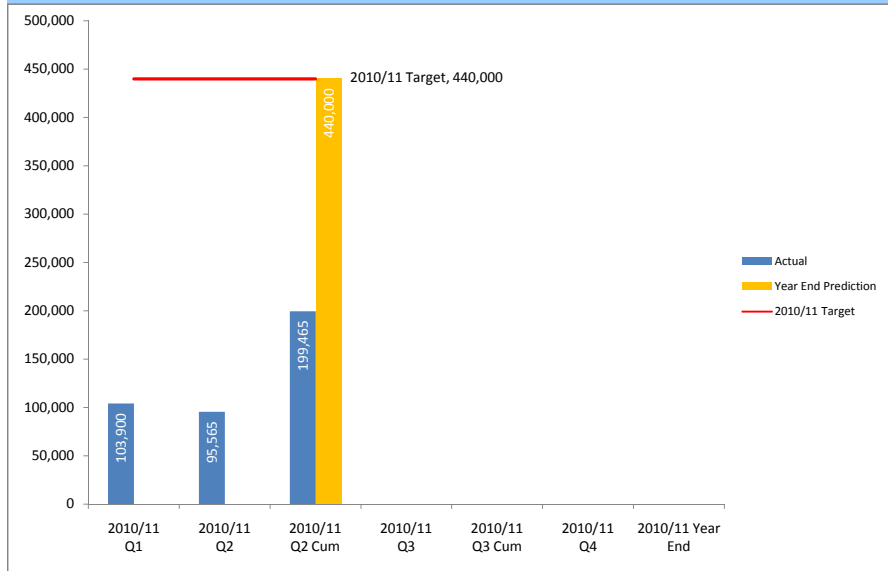
Baseline: 1,571,182 (2008/09)

The Performance Story
 A total of 537,138 swims and other visits have been recorded in pools and sports centres during the period 1 April 2010 – 30 September 2010 inclusive; this represents an improvement of 12.4% compared to the same period of last year.

Report Card **Local AC 07a** **Increase the number of junior swims and other visits to pools and sports centres (local indicator)**

SCS Theme - Culture & Leisure

Priority: Increase participation in sport and active leisure - Strengthen the key strategic networks for sport and active leisure, by embedding the Strategic Sports Network within Stockton Renaissance with strong links to relevant thematic partnerships



↑ High is good

2009/10 performance: 442,238

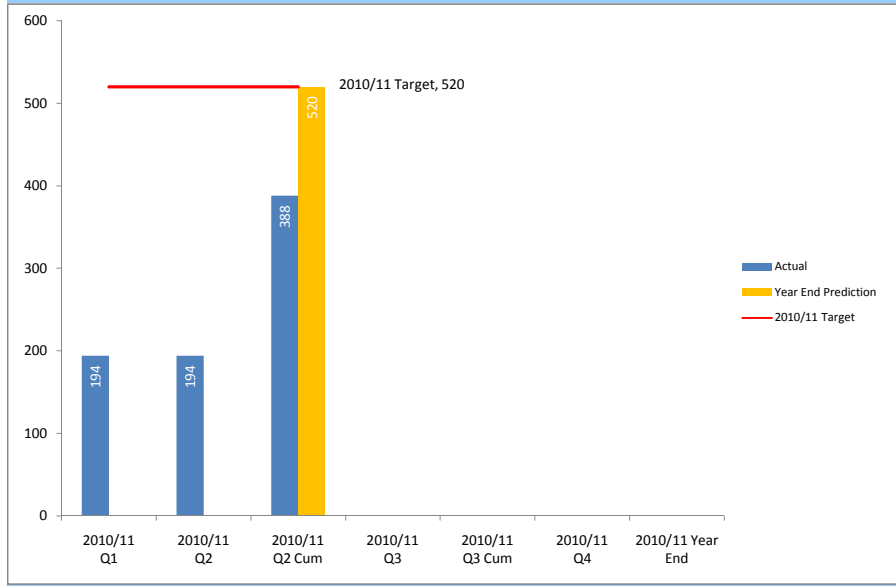
Baseline: 579,478 (2008/09)

The Performance Story

A total of 199,465 junior swims and other visits have been recorded in pools and sports centres during the period 1 April 2010 – 30 September 2010 inclusive; we remain on track to achieve the annual target.

Report Card **Local AC 03a** **The number of visits to / usages of Local Authority funded or part-funded museums and galleries per 1,000 population (local indicator)**

SCS Theme - Culture & Leisure
 Priority: Increase participation in sport and active leisure -



↑ High is good

2009/10 performance: 789

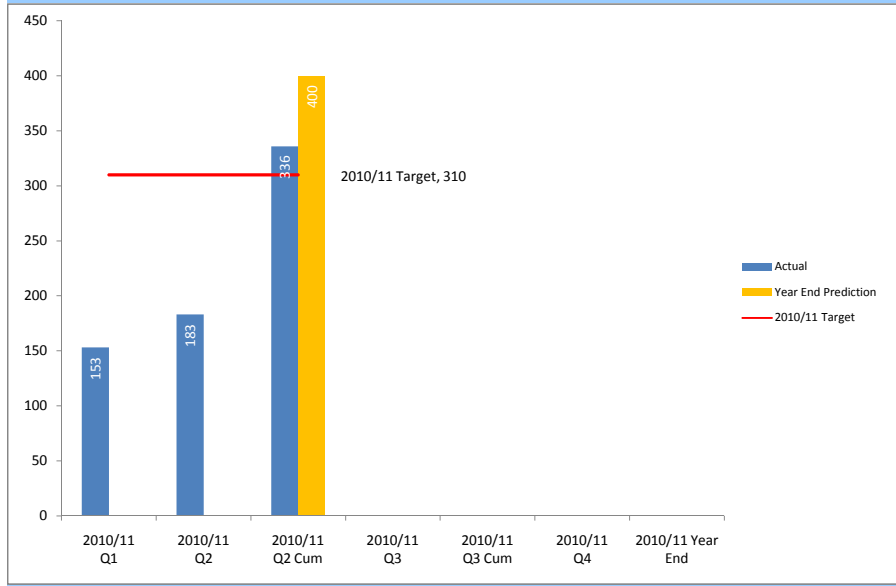
Baseline: 850 (2006/07)

The Performance Story

A total of 74,108 visits / usages were recorded at Preston Hall in the period 1 April 2010 – 30 September 2010 inclusive, representing approximately 74% of the annual target (or 388 per 1,000 population). Increased outreach activities are planned for the remainder of 2010/11 as part of planned activities during the closure of Preston Hall, scheduled for December 2010 to February 2011.

Report Card **Local AC 03b** **The number of those visits to Local Authority funded or part-time funded museums and galleries that were in person, per 1,000 population (local indicator)**

SCS Theme - Culture & Leisure
 Priority: Increase participation in sport and active leisure -



↑ High is good

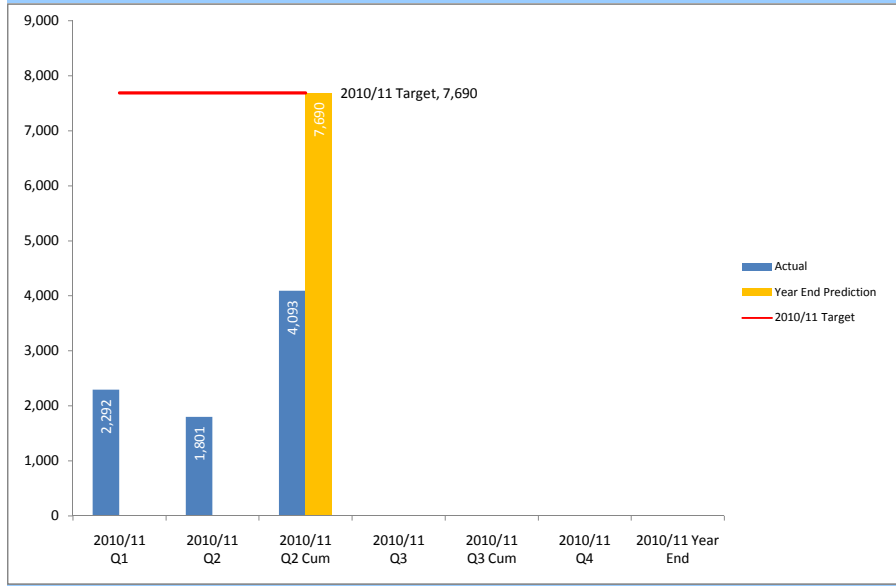
2009/10 performance: 527

Baseline: 531 (2008/09)

The Performance Story
 A total of 64,131 visits were recorded at Preston Hall in the period 1 April 2010 – 30 September 2010 inclusive, representing approximately 107% of the annual target (or 336 per 1,000 population).

Report Card **Local AC 03c** **The number of pupils visiting museums and galleries in organised school groups (local indicator)**

SCS Theme - Culture & Leisure
 Priority: Increase participation in sport and active leisure -



↑ High is good

2009/10 performance: 10,447

Baseline: 15,207 (2008/09)

The Performance Story
 A total of 4,093 pupils have visited museums in organised school groups in the period 1 April 2010 – 30 September 2010 inclusive, representing approximately 53% of the annual target. A number of staff led school workshops and activities are planned for the remainder of 2010/11.

Theme summary - Community Safety



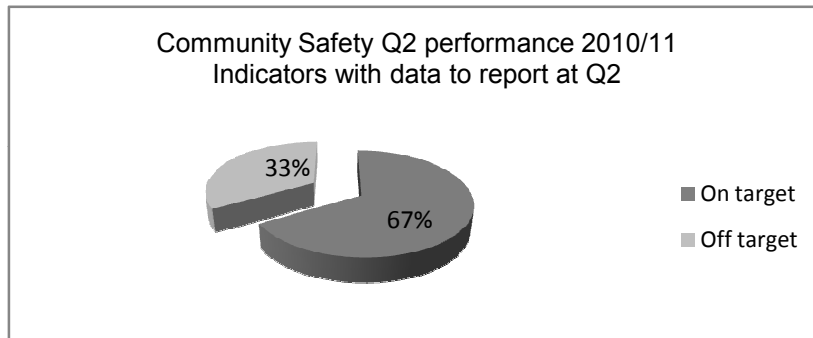
Stockton-on-Tees
BOROUGH COUNCIL

Under this theme the following five indicators are included in the corporate basket:	Target
Local - Reduce crime and the fear of crime to more than 45% of residents feeling safe walking alone after dark by 2011	N/A
Local - Overall crime rate	N/A
NI 33 - Arson incidents per 10,000 population	★
NI 19 - Rate of proven re-offending by young offenders aged 10-17	■
NI 111 - Number of first time entrants to the Youth Justice System aged 10-17	★

Overall progress

Performance

At quarter two 2010/11, we are able to report progress against the annual target for three out of the five indicators shown above. For two of these indicators we are predicting to achieve the annual target.




Additional Information

- Overall crime rate – 5,880 overall crimes recorded year to date which is a decrease of 281 crimes from the same period of time last year. This represents a further 5% reduction from record low figures.

- Serious acquisitive crimes (NI 16) – the number of serious acquisitive crimes (burglary, robbery and vehicle theft) recorded in Q2 2010-11 was 628 crimes, 23% less than in the same period last year.

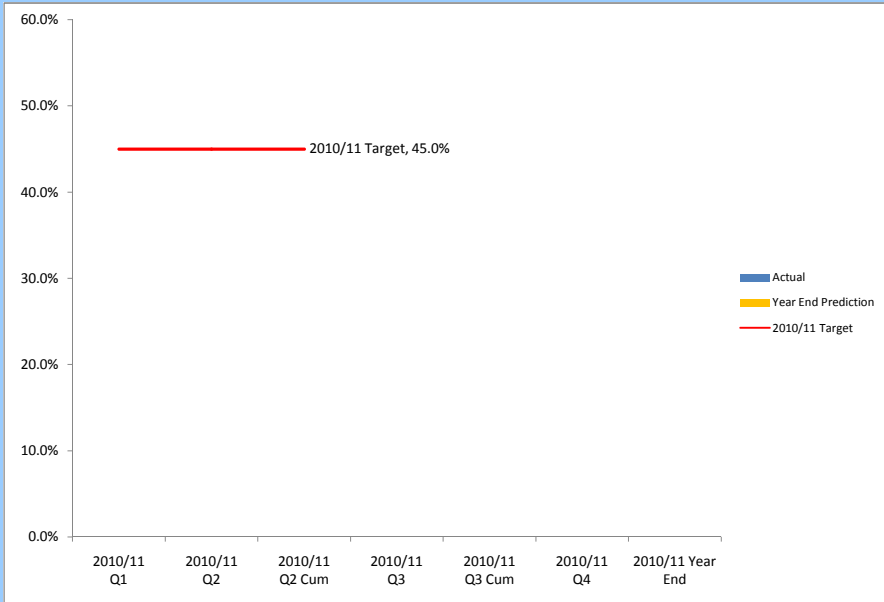
- Serious knife crimes (NI 28) – the number of serious knife crimes has reduced by 3%.


- Arson incidents (NI 33) (LAA) – 394 arson incidents have been recorded in Q2 2010-11, over 44% better than the 705 recorded in the same period last year.

Report Card	Local	Reduce crime and the fear of crime to more than 45% of residents feeling safe walking alone after dark by 2011 (local indicator)	
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SCS Theme - Community Safety

Priority: Reduce crime and the fear of crime - implement the Community Safety Plan



 High is good

2008 performance: 46%

Baseline: 54% (MORI 2006)

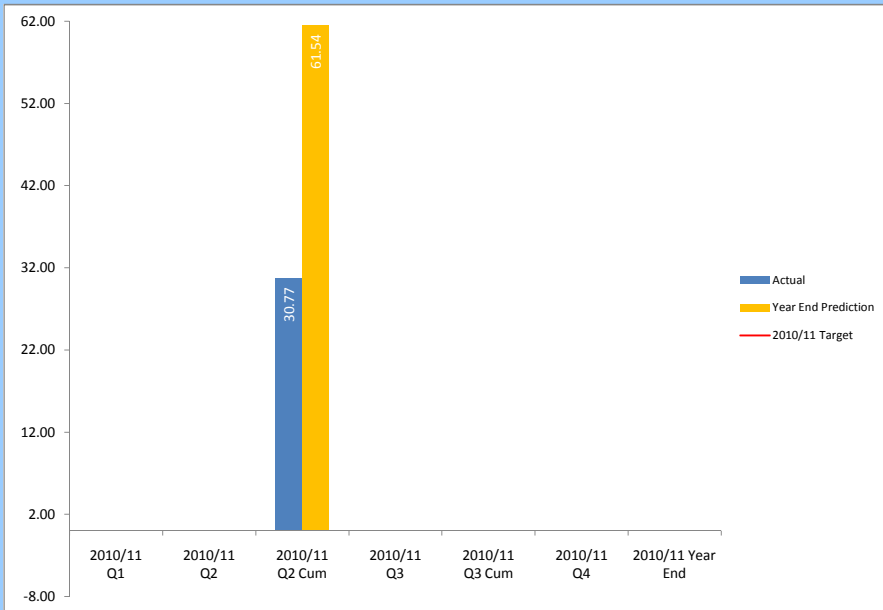
The Performance Story

Satisfaction measure collected through the Ipsos MORI survey. The next survey, originally scheduled for November 2010, has been rescheduled for summer 2011.

Report Card **Local** **Overall crime rate (local indicator)**

SCS Theme - Community Safety

Priority: Reduce crime and the fear of crime - implement the Community Safety Plan



↓ Low is good

2009/10 performance: 61.95 per 1,000 population

Baseline: 93.35 per 1,000 population (2007/08)

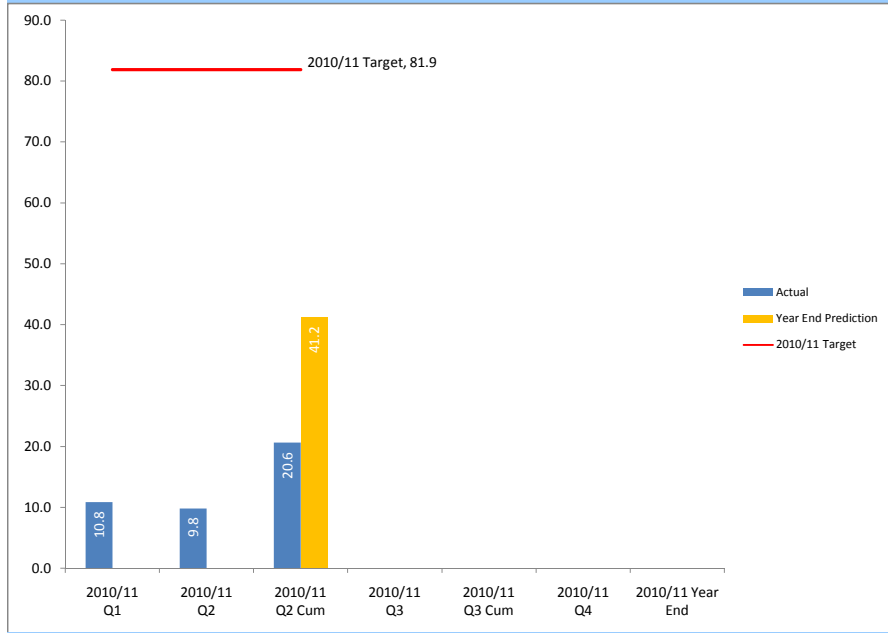
The Performance Story

Target not set. 5,880 crimes have been recorded year to date. This is a decrease of 281 crimes from the same period of time last year. The straight line annual projection is 61.54 per 1,000 population.

Report Card **NI 33** **Arson incidents per 1,000 population**

SCS Theme - Community Safety

Priority: Fires - reducing arson incidents



Primary fire - involves casualties, rescue or escape OR any fire involving property OR any fire where at least 5 fire appliances attend.
Secondary fire - reportable fires not involving the above.



On Target



Low is good

2009/10 performance: 60.6 per 1,000 population

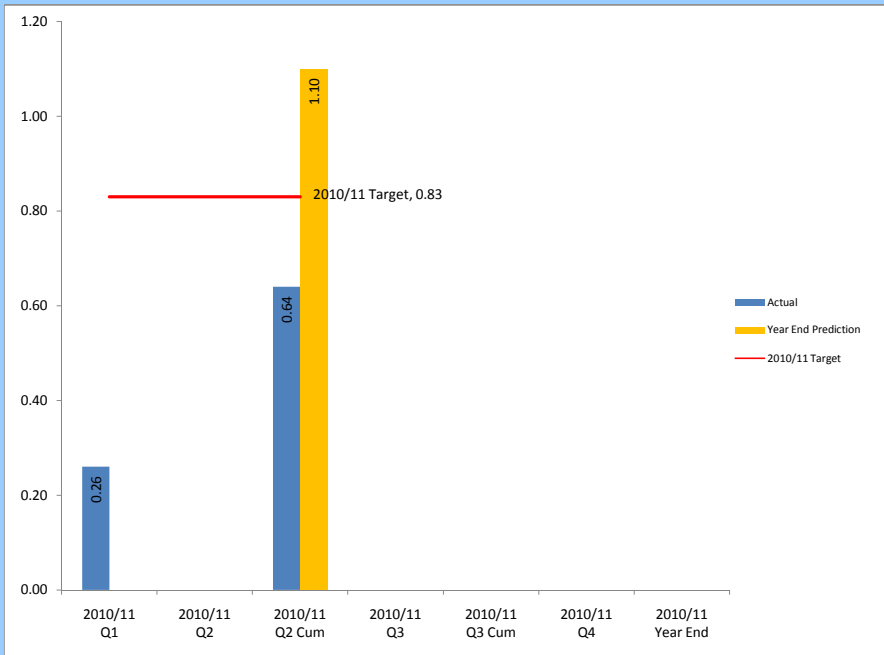
Baseline: 93.5 per 1,000 population (2004/05 - 2006/07)

The Performance Story

394 arson incidents have been reported during April - September 2010/11 compared to 705 during the same period last year. The straight line annual projection is 41.2 per 10,000 population.

Report Card **NI 19** **Rate of proven re-offending by young offenders aged 10-17**

SCS Theme - Community Safety
Priority: Reduce levels of youth offending and anti-social behaviour - Implementation and annual review of the Youth Justice Strategy



A re-offence is counted if it occurs within the 12 month tracking period and leads to a pre-court disposal or a court conviction within 3 months of the end of the 12 month tracking period.

Off Target ↓ **Low is good**

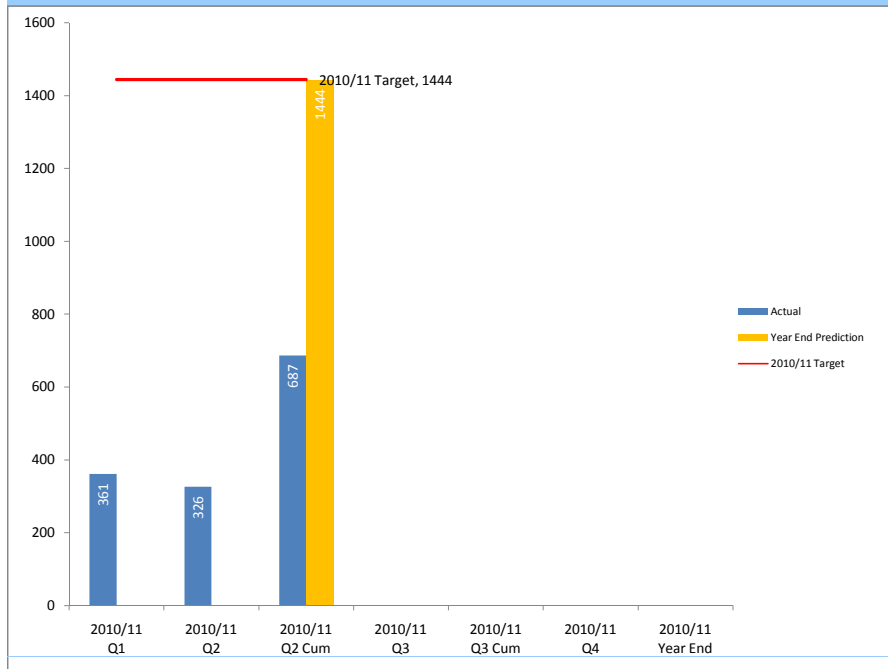
2009/10 performance: 1.41

Baseline: 0.83 (2005)

The Performance Story
 Performance reported for Q2 is still provisional (to be confirmed end of October). A rate of 0.64 represents 81 re-offences committed by the cohort of 126 offenders over a 6 month period. Although predicted still to miss target, performance has improved

Report Card NI 111 (LAA) Number of first time entrants to the Youth Justice System aged 10-17

SCS Theme - Community Safety
 Priority: Reduce levels of youth offending and anti-social behaviour - Implementation and annual review of the Youth Justice Strategy



This is the rate of first time entrants to the criminal justice system where first time entrants are defined as young people (aged 10 - 17) who receive their first substantive outcome (relating to a reprimand, a final warning with or without an intervention, or a court disposal for those who go directly to court without a reprimand or final warning).



2009/10 performance: 1,334

Statistical neighbours' average performance 2008/09 1,599

English councils' 2008/09 average performance: 1,472 and Stockton's rank: below average

Baseline: 453 (2007/08)

The Performance Story

Q2 performance represents good progress towards target. Numbers of FTE's at Q2 is below the same period in previous reporting year (739).

Theme summary - Children & Young People



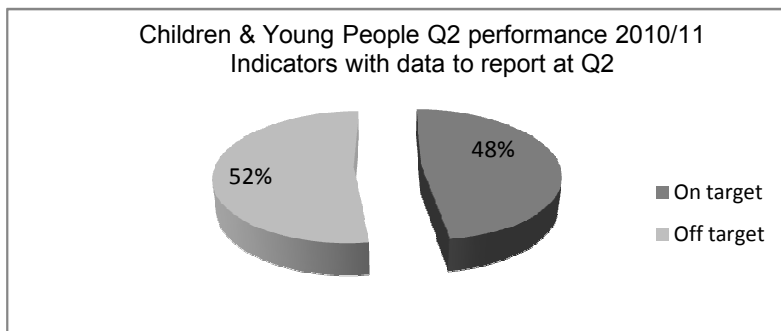
Stockton-on-Tees
BOROUGH COUNCIL

Under this theme the following 29 indicators are included in the corporate basket:	Target
NI 59 - Percentage of initial assessments for children's social care carried out within 7 working days of referral	■
NI 60 - Percentage of core assessments for children's social care that were carried out within 35 working days of their commencement	■
NI 65 - Percentage of children becoming the subject of a Child Protection Plan for a second or subsequent time	★
NI 73 - Achievement of Level 4 or above in both English and Maths at Key Stage 2 (Threshold)	■
NI 75 - Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths (Threshold)	■
NI 76 - Reduction in the number of schools where fewer than 55% of pupils achieve Level 4 or above in both English and Maths at KS2	★
NI 78 - Reduction in the number of schools where fewer than 30% of pupils achieve 5+ A*-C grades at GCSE and equivalent including GCSEs in English and Maths	★
NI 80 - Achievement of a Level 3 qualification by the age of 19	N/A
NI 87 - Secondary school persistent absence rate	★
NI 92 - Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest	■
NI 93 - Progression by 2 levels in English between Key Stage 1 and Key Stage 2	■
NI 94 - Progression by 2 levels in Maths between Key Stage 1 and Key Stage 2	■
NI 99 - Children in care reaching Level 4 in English at Key Stage 2	■
NI 100 - Children in care reaching Level 4 in Maths at Key Stage 2	■
NI 101 - Looked After Children achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and Maths)	★
NI 102 (a) - Achievement gap between pupils eligible for free school meals and their peers achieving the expected levels at Key Stage 2	★
NI 102 (b) - Achievement gap between pupils eligible for free school meals and their peers achieving the expected levels at Key Stage 4	■
NI 104 - The Special Educational Needs (SEN) / non-SEN gap - achieving Key Stage 2 English and Maths threshold	★
NI 105 - The Special Educational Needs (SEN) / non-SEN gap - achieving 5 A*-C GCSE including English and Maths	■
NI 106 - Young people from low income backgrounds progressing to higher education	N/A
NI 107(a) - Key Stage 2 attainment for Black & Minority Ethnic groups - Pakistani	★
NI 107(b) - Key Stage 2 attainment for Black & Minority Ethnic groups - Gypsy Roma	★
NI 108(a) - Key Stage 4 attainment for Black & Minority Ethnic groups - Pakistani	★
NI 108(b) - Key Stage 4 attainment for Black & Minority Ethnic groups - Gypsy Roma	N/A
NI 112 - Under 18 conception rate	■
NI 116 - Proportion of children in poverty	N/A
NI 117 - 16 to 18 year olds who are not in education, employment or training	★
NI 118 - Take up of formal childcare by low-income working families	N/A
Local - Take up of free school meals	N/A

Overall progress

Performance

At quarter two 2010/11, we are able to report progress against the annual target for 23 out of the 29 indicators shown above. For eleven of these indicators we are predicting to achieve the annual target.

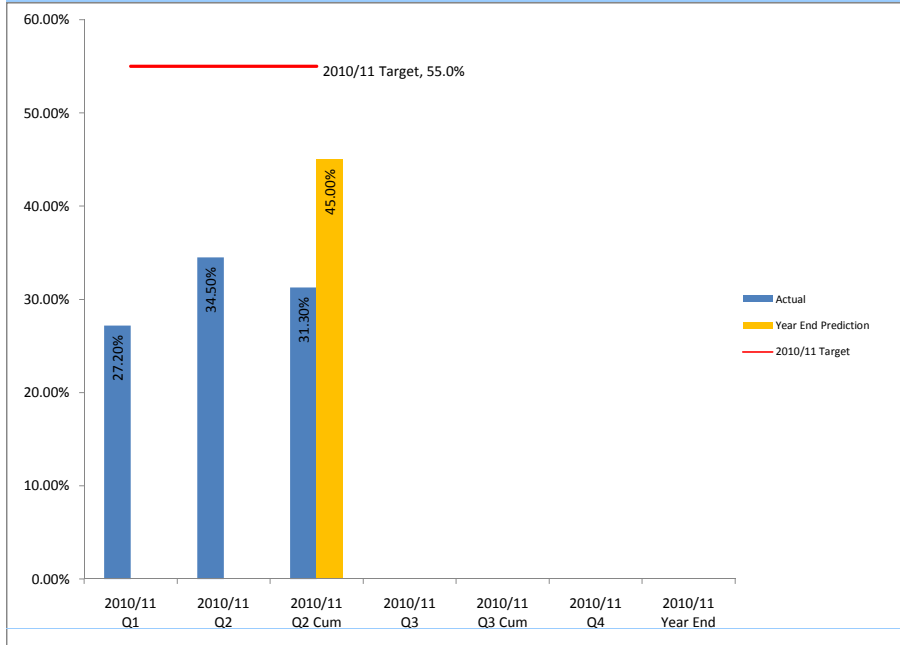


Areas where targets are predicted to be missed are detailed on the Indicator Report Cards attached.

Additional Information

- Under 18 conception rate (NI 112). The last reported national data (for the quarter up to June 2009) shows pleasing improvement with a rate of 39.5 per 1,000 equating to 38 conceptions. This gives a rolling quarterly average rate of 47.1 per 1,000 female population compared to a regional average of 47.5. Local monitoring, up to the end of July 2010, indicates 79 conceptions from April to July, a rate of 21.35 per 1,000 females.
- School Lunch Take Up (NI 52). In primary schools take up at 46.4%, is higher than the national rate but lower than the regional rate. For secondary schools, only a small proportion of schools responded to the national survey, 39.4 % take up (an increase on the previous year) better than national but lower than regional averages. Take up of pupils eligible for free school meals (FSM) in both primary and secondary sectors, increased again in 09-10 (to 92.4% and 68.7% respectively).
- Levels of activity continue to impact on performance in Children's Social Care Services. Key points to note are as follows.
 - Whilst the volume of referrals has remained broadly in line with the pattern of Q1, and below the peak of March 2010, the number of initial and core assessments being undertaken by teams remains very high.
 - The overall number of children subject to a child protection plan has continued to reduce during Q2 overall, to 231 in September from a peak of 282 in February.
 - The overall number of looked after children has continued to increase, reaching a peak of 303 in September.
- Placement Stability. The increasing number of looked after children is leading to some pressure on performance in relation to the number of moves. At the end of Q2, 15 children from a cohort of 303 had experienced three or more moves. A further 61 children are on two moves, with a third move possible for a number of these. As a result, the year end target of 8.5% may prove difficult to achieve.
- Placement pressures are reflected also in NI 63 (which measures longer term placement stability). Performance has dropped again during Q2, continuing the trend over most of the 2010 period (52.9% at the end of Q2 June means that, of 70 children looked after continuously for at least 2.5 years, 37 had been in a stable placement for at least 2 years), now well below the 68% target. Performance is affected in particular by challenges in sustaining stable long-term placements for teenagers in care with challenging behaviours. Actions agreed through the EIT review of Children's Placements, particularly the intention to increase local residential capacity, will help to address improvement in this area.
- School performance: details of school performance for the 09-10 academic year are included as appendix 1, page 12 onwards (this appendix is the same as the separate report on this subject submitted to CMT and Cabinet).

SCS Theme - Children & Young People
Priority: Ensure effective multi agency safeguarding of our most vulnerable children and young people - Implementation and annual review of the Local Safeguarding Children Board action plan



The number of initial assessments completed in the period between 1 April and 31 March, within 7 working days of referral, as a percentage of the number of initial assessments completed in the period between 1 April and 31 March.

 Off Target  High is good

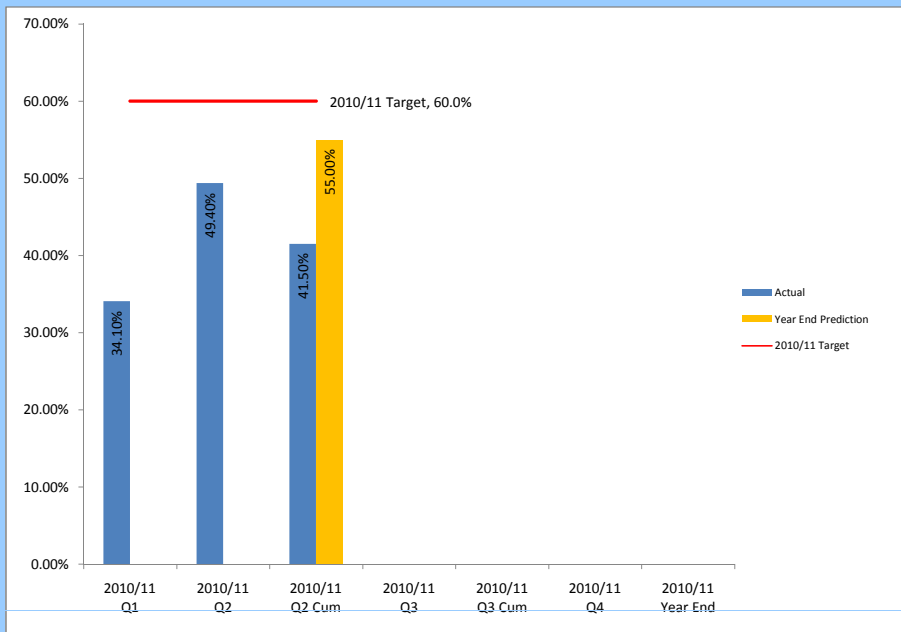
2009/10 performance: 61.3%
Statistical neighbours' average performance 2008/09 72.3%
English councils' 2008/09 average performance: 71.8% and Stockton's rank: above average
Baseline: 86% (2007/08)

The Performance Story
 Performance at Q2 31.3% for the the 7 Threshold; 44% for the new 10 day threshold remains off target, and is not improving sufficiently to close the gap to the year end target, performance has been affected by significant increases in referral routes, along with staffing difficulties earlier in the year; these have now been addressed to some extent.

Report Card **NI 60** **Percentage of core assessments for children's social care that were carried out within 35 working days of their commencement**

SCS Theme - Children & Young People

Priority: Ensure effective multi agency safeguarding of our most vulnerable children and young people - Implementation and annual review of the Local Safeguarding Children Board action plan



The core assessment is regarded as complete when the team manager has deemed the assessment findings complete enough to authorise a formal core assessment record.



2009/10 performance: 63.7%

Statistical neighbours' average performance 2008/09 81.5%

English councils' 2008/09 average performance: 78.2% and Stockton's rank: above average

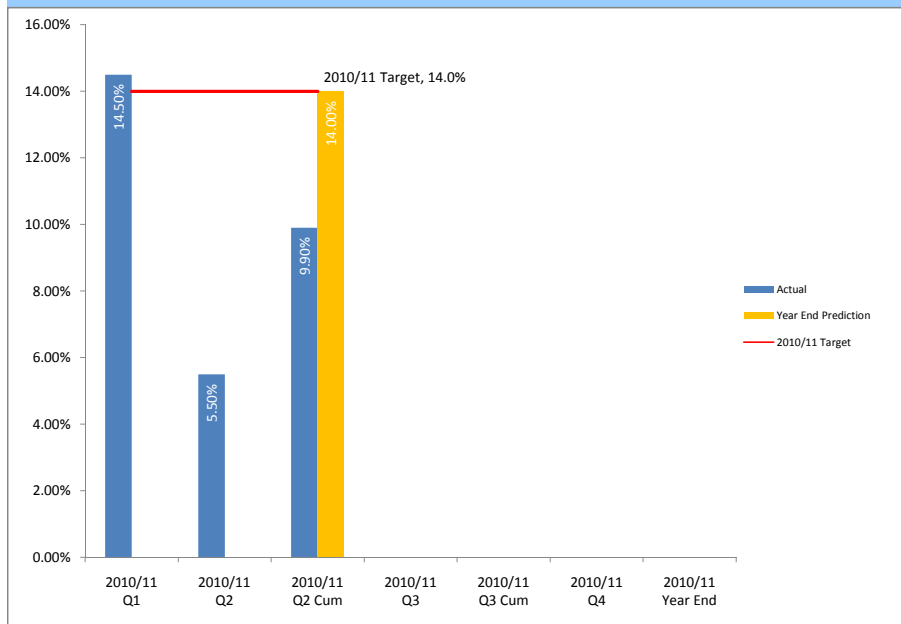
Baseline: 86% (2007/08)

The Performance Story
 Increasing referral rates and levels of need, along with staffing difficulties earlier in the year have contributed to performance levels below target. An improving rate over Q2 is unlikely to be sufficient to close the gap to the year end target.

Report Card NI 65 Percentage of children becoming the subject of a Child Protection Plan for a second or subsequent time

SCS Theme - Children & Young People

Priority: Ensure effective multi agency safeguarding of our most vulnerable children and young people - Implementation and annual review of the Local Safeguarding Children Board action plan



The percentage of children who became subject to a Child Protection Plan at any time during the year, who had previously been the subject of a Child Protection Plan, or on the Child Protection Register of that council regardless of how long ago that was.



2009/10 performance: 13.6%

Statistical neighbours' average performance 2008/09 11.2%

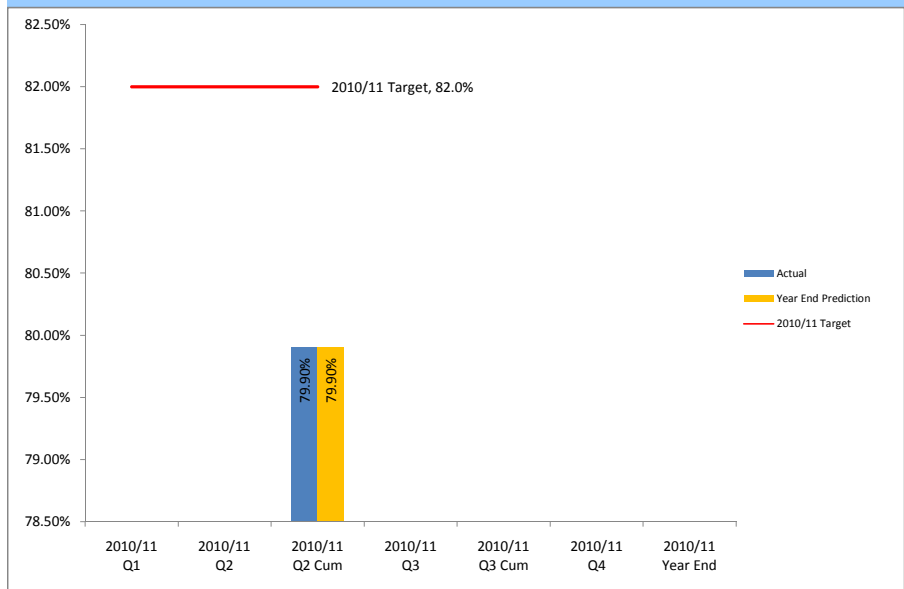
English councils' 2008/09 average performance: 13.5% and Stockton's rank: above average

Baseline: 9.9% (2007/08)

The Performance Story
 Performance has moved in line with target during Q2 9.9% represents 14 cases where children have become the subject of a CP Plan for a second or subsequent time.

Report Card NI 73 Achievement of Level 4 or above in both English and Maths at Key Stage 2 (Threshold)

SCS Theme - Children & Young People
Priority: Raise achievement of all children particularly for all vulnerable and hard to reach groups through continued improvements in educational attainment across key stages -
Secure further improvements in educational performance for English and maths at all Key Stages



The number of pupils achieving Level 4+ in both English and Maths at KS2 as a percentage of the number of pupils at the end of KS2 with valid National Curriculum test results in both English and Maths.

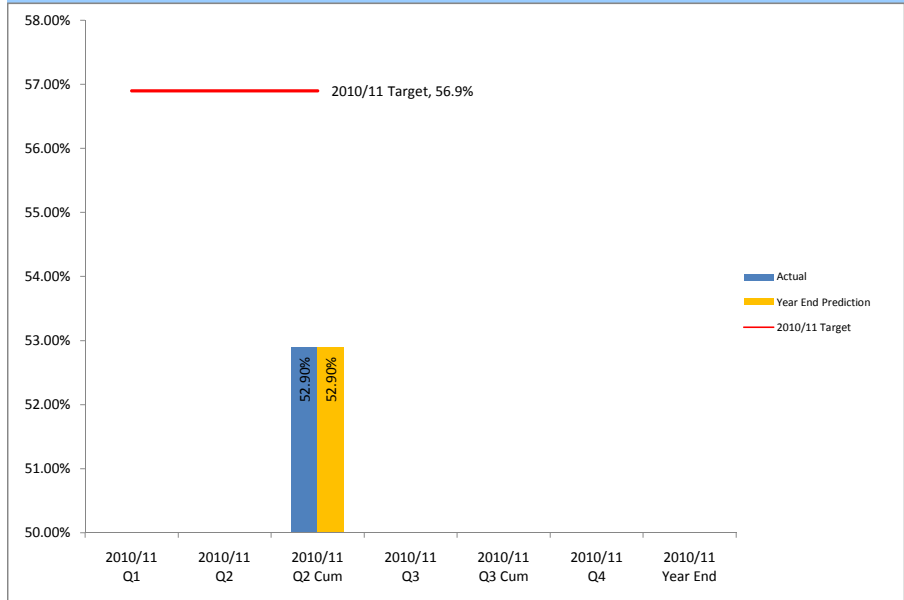
 **Off Target**  **High is good**

2009/10 performance: 75.3%
Statistical neighbours' average performance 2009/10: 72.4%
English councils' 2009/10 average performance: 72% and Stockton's rank: above average
Baseline: 75.2% (2007/08)

The Performance Story
 Although missing the targeted 82%, performance for the 09-10 school year was a 4.6% pt improvement on last year and just 2% away from the level expected for the top 25% of schools nationally.

Report Card NI 75 Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths (Threshold)

SCS Theme - Children & Young People
Priority: Raise achievement of all children particularly for all vulnerable and hard to reach groups through continued improvements in educational attainment across key stages -
Secure further improvements in educational performance for English and maths at all Key Stages



The number of pupils achieving 5 or more A* - C or equivalent including English and Maths at KS4 as a percentage of the number of pupils at the end of KS4.

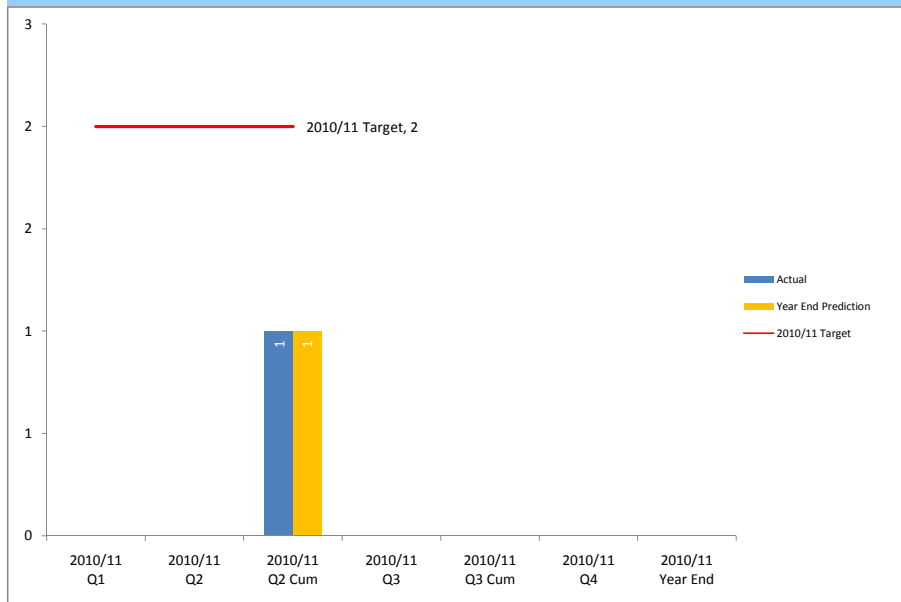
Off Target
 High is good

2009/10 performance: 49.3%
Statistical neighbours' average performance 2009/10 47.9%
English councils' 2009/10 average performance: 49.8% and Stockton's rank: average
Baseline: 44.6% (2007/08)

The Performance Story
 Although missing the ambitious target, performance in 2010 was 3.6%pts higher than 2009 and best ever for Stockton. One National Challenge school now merged within a new Academy School did not meet floor target of 30% (The Norton), this is now part of Northshore Academy.

Report Card NI 76 Reduction in the number of schools where fewer than 55% of pupils achieve Level 4 or above in both English and Maths at KS2

SCS Theme - Children & Young People
Priority: Raise achievement of all children particularly for all vulnerable and hard to reach groups through continued improvements in educational attainment across key stages -
Narrow the gaps in attainment through improving performance of schools below floor targets at key stages 2 and 4



The number of schools in the LEA where the number of pupils achieving Level 4+ in both English and Maths at KS2 as a percentage of the number of pupils at the end of KS2 with valid National Curriculum test results in both English and Maths is less than 65%.



2009/10 performance: 5

Statistical neighbours' average performance 2009/10: 8.12

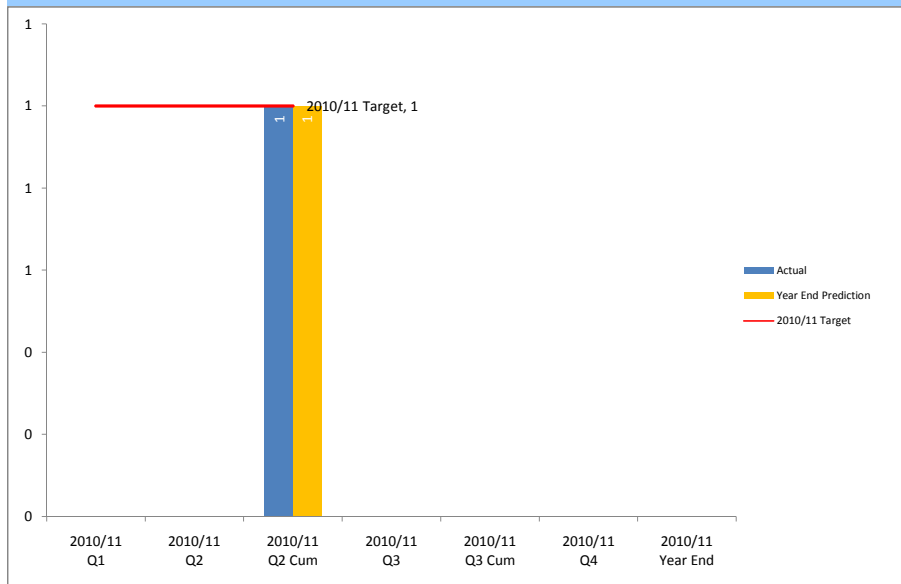
English councils' 2009/10 average performance: 1472 and Stockton's rank: above average

Baseline: 6 (2007/08)

The Performance Story
 1 school missed the target. Outturn is based on 57% of the eligible schools participating as a result of the boycott of KS2 tests.

Report Card **NI 78** **Reduction in the number of schools where fewer than 30% of pupils achieve 5+ A*-C grades at GCSE and equivalent including GCSEs in English and Maths**

SCS Theme - Children & Young People
Priority: Raise achievement of all children particularly for all vulnerable and hard to reach groups through continued improvements in educational attainment across key stages -
Narrow the gaps in attainment through improving performance of schools below floor targets at key stages 2 and 4



The number of schools in the LEA where the number of pupils achieving 5 or more A* - C grades or equivalent including English and Maths at KS4 as a percentage of the number of pupils at the end of KS4 is less than 30%.



2009/10 performance: 3

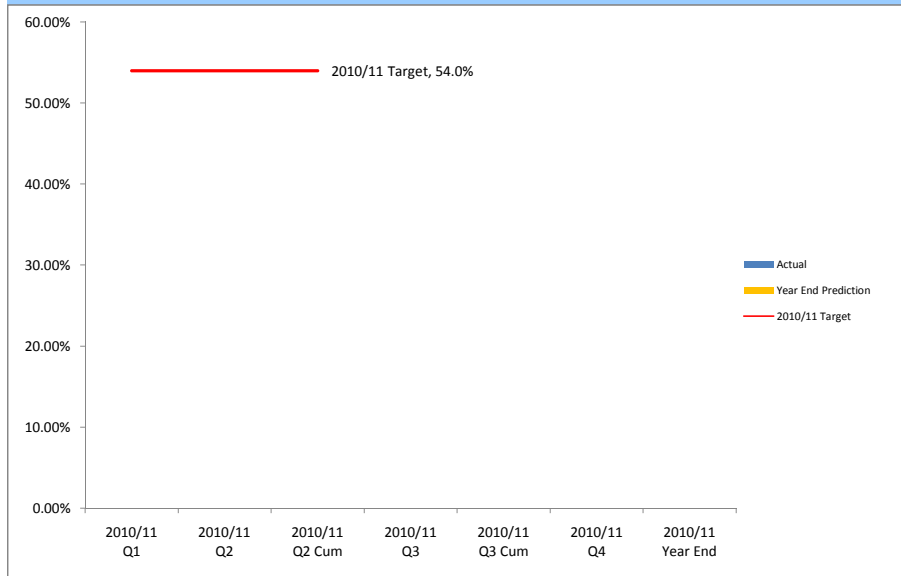
Statistical neighbours' average performance 2009/10: 1.43

Baseline: 3 (2007/08)

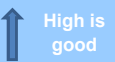
The Performance Story
 One school, now part of an academy, failed to reach the floor target by 4%, although this is an improvement by 1.6% from 2009-10.

Report Card NI 80 (LAA) Achievement of a Level 3 qualification by the age of 19

SCS Theme - Children & Young People
 Priority: Secure further improvement in young people's participation retention and achievement in further education training and employment -
 Implementation and annual review of IAG (Information, Advice and Guidance) Quality Standards Action Plan



The percentage of young people attaining level 3 by age 19 in a Local Authority area.



2008/09 performance: 48.4%

Statistical neighbours' average performance 2009/10: 43.03%

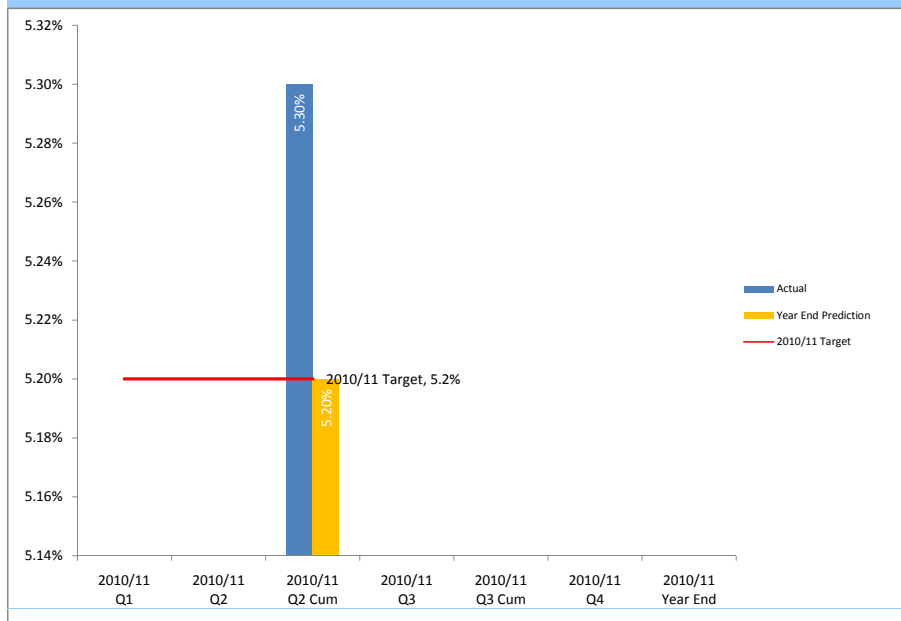
English councils' 2009/10 average performance: 49.4% and Stockton's rank: below average

43.2% (2005/06)

The Performance Story
 Latest data available is final validated data for 2008/09 academic year showing performance of 48.4%. And remains above that of other Tees Valley local authorities. 2009/10 data will be available April 2011

Report Card NI 87 (LAA) Reduce the percentage of persistent absentee secondary school pupils (those missing 20% or more of the school year)

SCS Theme - Children & Young People
Priority: Raise achievement of all children particularly for all vulnerable and hard to reach groups through continued improvements in educational attainment across key stages -
Narrow the gaps in attainment through improving performance of schools below floor targets at key stages 2 and 4



The number of persistent absentees as a percentage of the total number of LA maintained secondary school pupil enrolments.



2009/10 performance: 5.3%

Statistical neighbours' average performance 2009/10 5.09%

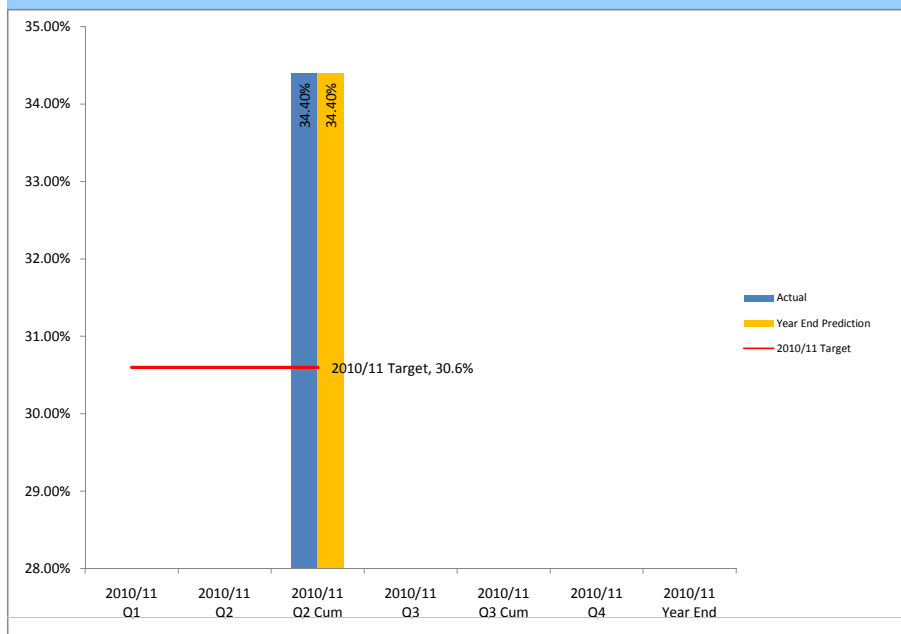
English councils' 2009/10 average performance: 4.9% and Stockton's rank: below average

Baseline: 5.9% (2007/08)

The Performance Story
 Q2 figure is the rate based on two term absence figures (aut09 and Spr10) rather than the full year. Full year (5 half term) figure officially available in Feb 2011, locally calculated in Q3.

Report Card NI 92 Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest

SCS Theme - Children & Young People
Priority: Raise achievement of all children particularly for all vulnerable and hard to reach groups through continued improvements in educational attainment across key stages -
Improve further the educational attainment of children and young people from all vulnerable groups i.e. BME, FSM, SEN, CiC and Persistent Absentees



The gap between the median Foundation Stage Profile score of all children locally and the mean score of the lowest achieving 20% of children locally, as a percentage of the median score of all children locally.



2009/10 performance: 33.3%

Statistical neighbours' average performance 2009/10 34.34%

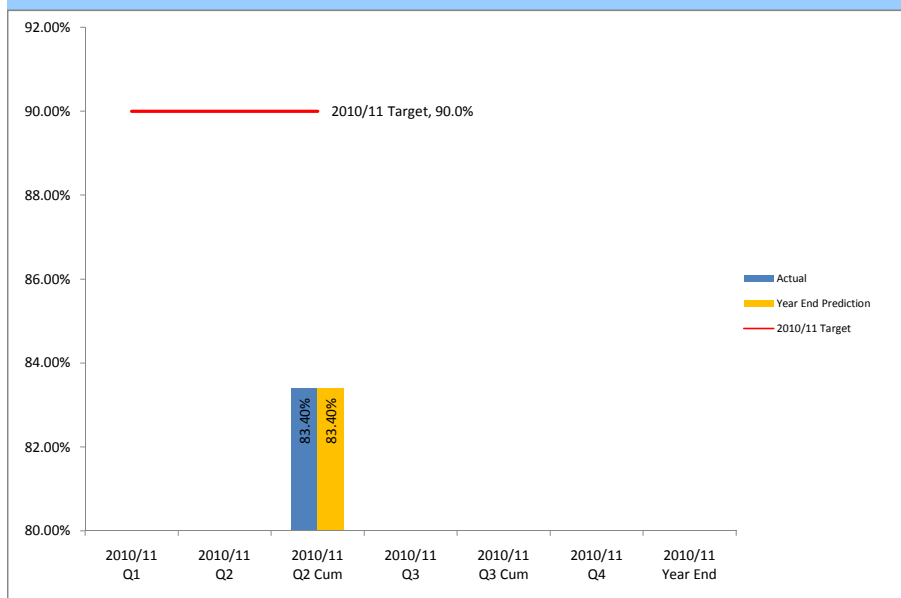
English councils' 2009/10 average performance: 33.9% and Stockton's rank: average

Baseline: 35.6% (2007/08)

The Performance Story
 In 2009-10 the LA undertook a rigorous review of moderation systems. This has led to a much more robust assessments as a result of which some indicators show a decline. This reflects a more realistic appraisal of actual achievement. This concurred with advice from Qualification Curriculum Development Agency (QCDA) and the National Strategies.

Report Card NI 93 Progression by 2 levels in English between Key Stage 1 and Key Stage 2 (LAA) 2

SCS Theme - Children & Young People
Priority: Raise achievement of all children particularly for all vulnerable and hard to reach groups through continued improvements in educational attainment across key stages -
Secure further improvements in educational performance for English and maths at all Key Stages



The number of pupils at the end of KS2 making 2 levels progress in English between KS1 and KS2, as a percentage of the number of pupils at the end of KS2 with valid National Curriculum test results.

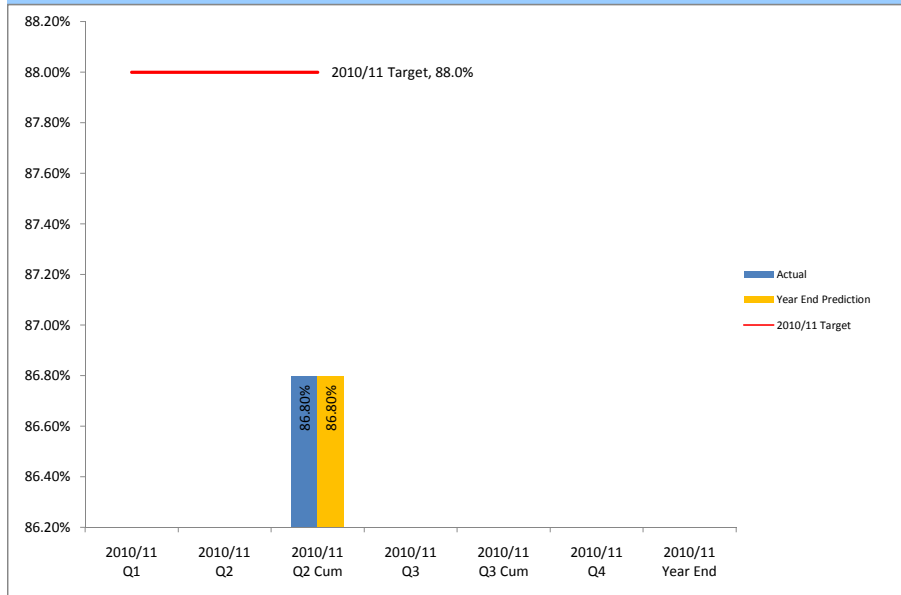


2009/10 performance: 79.5%
Statistical neighbours' average performance 2009/10: 82%
English councils' 2009/10 average performance: 82% and Stockton's rank: below average
Baseline: 83.7% (2007/08)

The Performance Story
 26 of 59 eligible schools boycotted KS2 tests in 2010. Target was set based on the top 25% of pupil attainment, although this ambitious target was not met, performance improved by 3.9% ppt.

Report Card NI 94 (LAA) Progression by 2 levels in Maths between Key Stage 1 and Key Stage 2

SCS Theme - Children & Young People
Priority: Raise achievement of all children particularly for all vulnerable and hard to reach groups through continued improvements in educational attainment across key stages -
Secure further improvements in educational performance for English and maths at all Key Stages



The number of pupils at the end of KS2 making 2 levels progress in maths between KS1 and KS2, as a percentage of the number of pupils at the end of KS2 with valid National Curriculum test results.

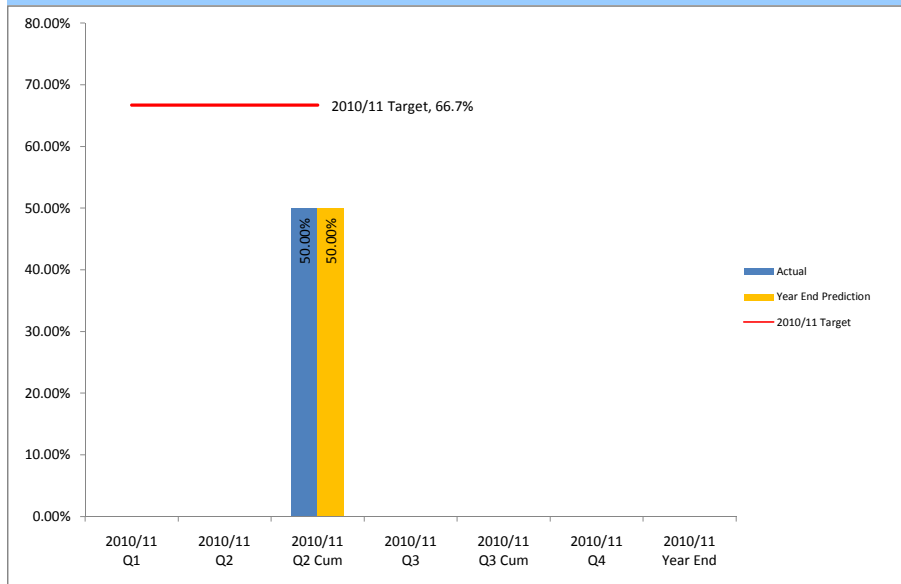


2009/10 performance: 83.6%
Statistical neighbours' average performance 2009/10 81.2%
English councils' 2009/10 average performance: 81% and Stockton's rank: above average
Baseline: 79.9% (2007/08)

The Performance Story
 26 of 59 eligible schools boycotted KS2 tests in 2010. Target was set based on the top 25% of pupil attainment, although this ambitious target was not met, performance improved by 3.2% ppt.

Report Card **NI 99 (LAA)** **Children in care reaching Level 4 in English at Key Stage 2**

SCS Theme - Children & Young People
Priority: Raise achievement of all children particularly for all vulnerable and hard to reach groups through continued improvements in educational attainment across key stages -
Secure further improvements in educational performance for English and maths at all Key Stages



The number of looked after children who have been in care for at least one year who were in year 6 (KS2) and who achieved at least level 4 in English, as a percentage of the total number of looked after children who were in care for at least one year who were in year 6 (KS2).

 **Off Target**  **High is good**

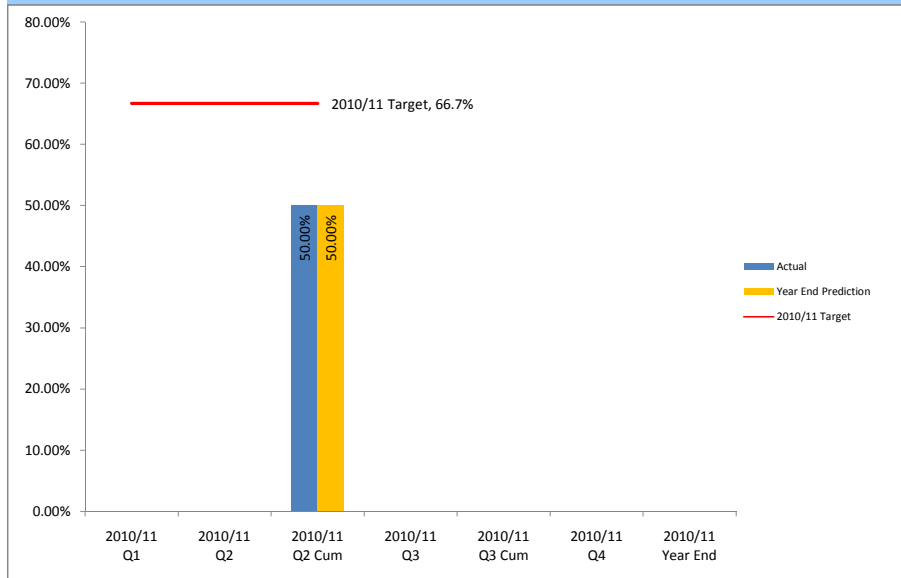
2009/10 performance: 27.3%

Baseline: 37.5 (2007/08)

The Performance Story
Target was set based on 2 out of 3 children achieving the standard. One child ceased to be in care and of the 2 eligible children remaining, 1 achieved the standard.

Report Card **NI 100 (LAA)** **Children in care reaching Level 4 in Maths at Key Stage 2**

SCS Theme - Children & Young People
Priority: Raise achievement of all children particularly for all vulnerable and hard to reach groups through continued improvements in educational attainment across key stages -
Secure further improvements in educational performance for English and maths at all Key Stages



The number of looked after children who have been in care for at least one year who were in year 6 (KS2) and who achieved at least level 4 in Maths, as a percentage of the total number of looked after children who were in care for at least one year who were in year 6 (KS2).

 **Off Target**  **High is Good**

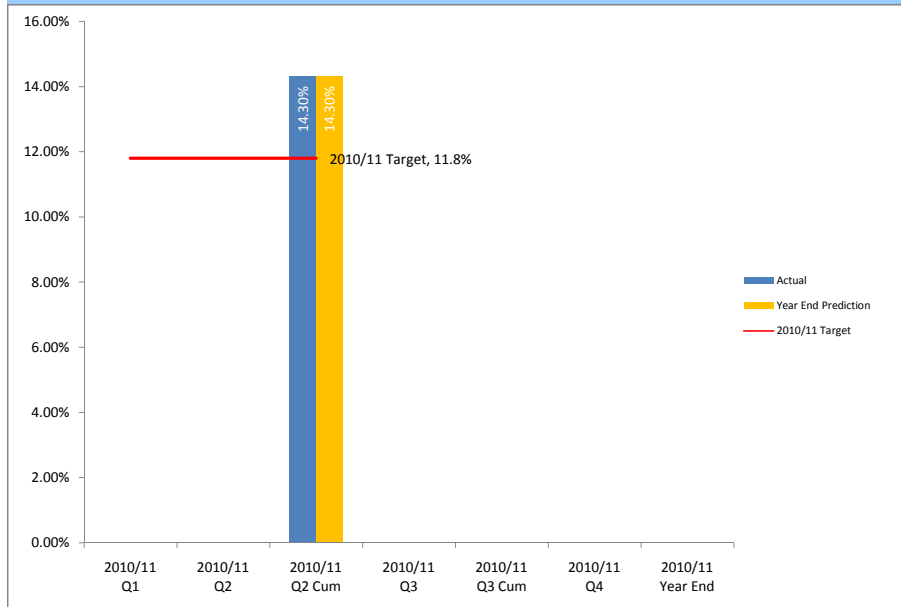
2009/10 performance: 0.0%

Baseline: 37.5% (2007/08)

The Performance Story
 Target was set based on 2 out of 3 children achieving the standard. One child ceased to be in care and of the 2 eligible children remaining, 1 achieved the standard.

Report Card NI 101 (LAA) Looked After Children achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and Maths)

SCS Theme - Children & Young People
Priority: Raise achievement of all children particularly for all vulnerable and hard to reach groups through continued improvements in educational attainment across key stages -
Secure further improvements in educational performance for English and maths at all Key Stages



The number of looked after children who were in care for at least one year who were in year 11 and achieved the equivalent of at least 5 A* - C GCSEs, including English and Mathematics (or equivalent) as a percentage of the total number of looked after children who were in care for at least one year who were in year 11.



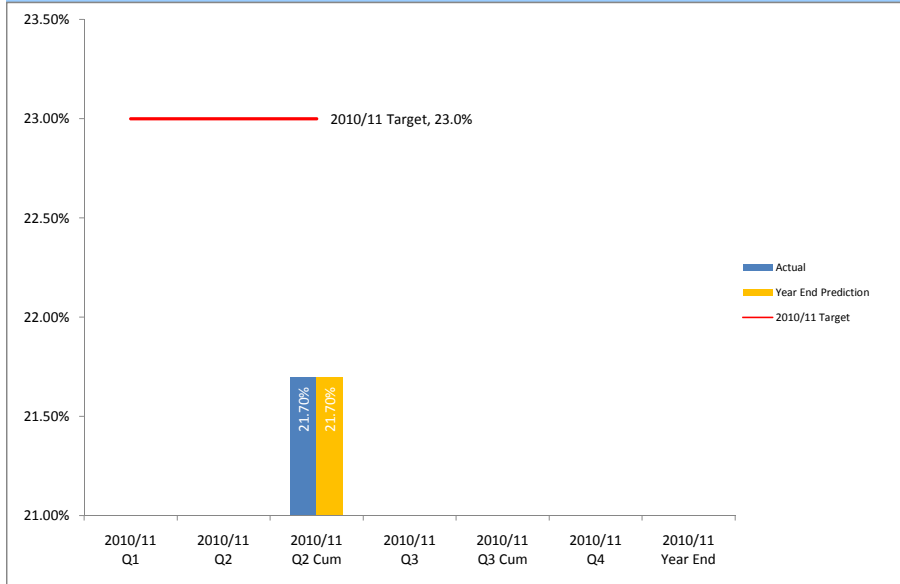
2009/10 performance: 14.3%

Baseline: N/A

The Performance Story
 Good performance exceeding target from a cohort of 18 looked after children.

Report Card NI 102 (a) Achievement gap between pupils eligible for free school meals and their peers achieving the expected levels at Key Stage 2

SCS Theme - Children & Young People
Priority: Raise achievement of all children particularly for all vulnerable and hard to reach groups through continued improvements in educational attainment across key stages -
Improve further the educational attainment of children and young people from all vulnerable groups i.e. BME, FSM, SEN, CIC and Persistent Absentees



The percentage point gap between pupils eligible for free school meals (FSM) achieving at least level 4 in English and Maths at KS2, and pupils in eligible for FSM achieving the same outcome.



2009/10 performance: 22%

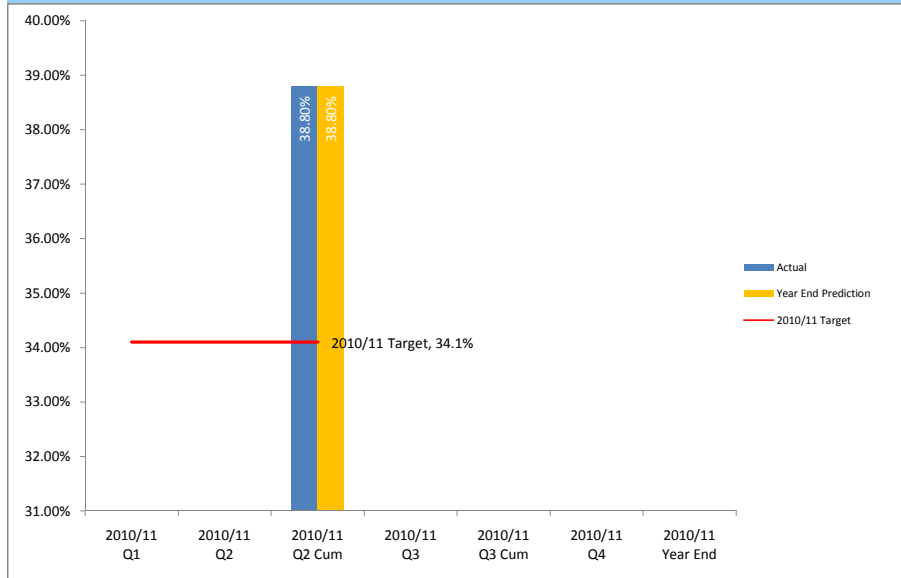
Statistical neighbours' average performance 2009/10: 23%

English councils' 2009/10 average performance: 22.3% and Stockton's rank: average

Baseline: 24.0% (2007/08)

Report Card NI 102 (b) Achievement gap between pupils eligible for free school meals and their peers achieving the expected levels at Key Stage 4

SCS Theme - Children & Young People
Priority: Raise achievement of all children particularly for all vulnerable and hard to reach groups through continued improvements in educational attainment across key stages -
Improve further the educational attainment of children and young people from all vulnerable groups i.e. BME, FSM, SEN, CiC and Persistent Absentees



The percentage point gap between pupils eligible for free school meals (FSM) achieving at least 5 A* - C grades at GCSE including English and Maths at KS4, and pupils in eligible for FSM achieving the same outcome.

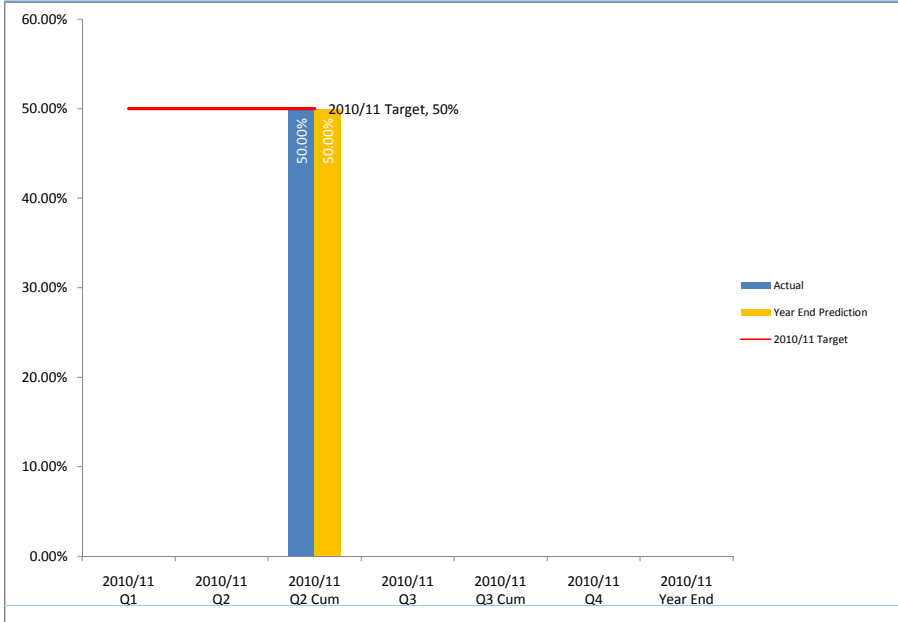
Off Target ↓ **Low is good**

2009/10 performance: 37.1%
Statistical neighbours' average performance 2009/10: 28.4%
English councils' 2009/10 average performance: 27.8% and Stockton's rank: below average
Baseline: 35.9% (2007/08)

The Performance Story
 26 of 61 eligible schools boycotted KS2 tests in 2010. KS2 . Performance better than target, but at KS4 the gap increased. Reducing the FSM gap is a priority and part of EIS strategy to reduce inequalities. Schools are now targeted with intervention and support to enable FSM groups to improve attainment.

Report Card NI 104 The Special Educational Needs (SEN) / non-SEN gap - achieving Key Stage 2 English and Maths threshold

SCS Theme - Children & Young People
Priority: Raise achievement of all children particularly for all vulnerable and hard to reach groups through continued improvements in educational attainment across key stages - Improve further the educational attainment of children and young people from all vulnerable groups i.e. BME, FSM, SEN, CiC and Persistent Absentees



The percentage point gap between pupils who are identified as having special educational needs who achieve the expected national curriculum level 4 or above in both English and Maths at Key Stage 2 and their peers.



2009/10 performance: 52.2%

Statistical neighbours' average performance 2009/10: 53.1%

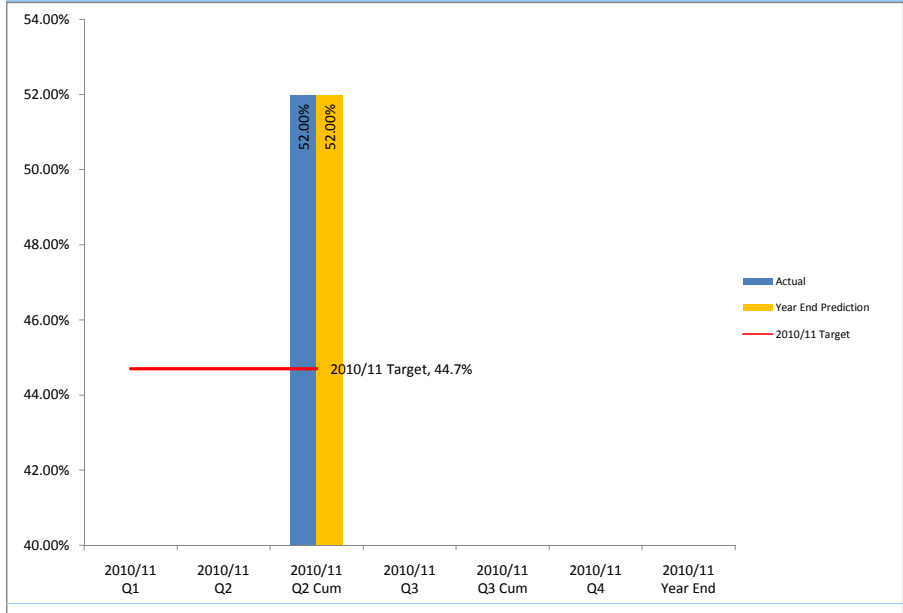
English councils' 2009/10 average performance: 50.9% and Stockton's rank: below average

Baseline: 52% (2007/08)

The Performance Story
 Target achieved.

Report Card NI 105 The Special Educational Needs (SEN) / non-SEN gap - achieving 5 A*-C GCSE including English and Maths

SCS Theme - Children & Young People
Priority: Raise achievement of all children particularly for all vulnerable and hard to reach groups through continued improvements in educational attainment across key stages -
Improve further the educational attainment of children and young people from all vulnerable groups i.e. BME, FSM, SEN, CiC and Persistent Absentees



The percentage point gap between pupils who are identified as having special educational needs who achieve 5 A*-C GCSE grades or equivalent, including English and Maths, at Key Stage 4 and their peers

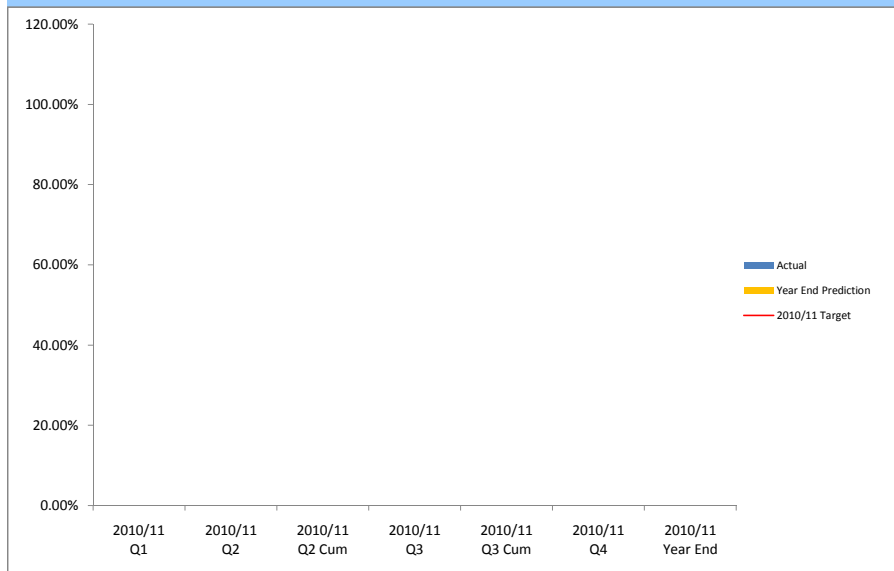


2009/10 performance: 48.7%
Statistical neighbours' average performance 2009/10: 46.5%
English councils' 2009/10 average performance: 46.5% and Stockton's rank: above average
Baseline: 45% (2007/08)

The Performance Story
 The attainment gap increased in 2010 from the previous year. Plans are being developed to tackle this gap through targeted interventions from specialist support services.

Report Card NI 106 Young people from low income backgrounds progressing to higher education

SCS Theme - Children & Young People
Priority: Raise achievement of all children particularly for all vulnerable and hard to reach groups through continued improvements in educational attainment across key stages -
Improve further the educational attainment of children and young people from all vulnerable groups i.e. BME, FSM, SEN, CiC and Persistent Absentees



The gap between the proportions of 15 year olds eligible for free school meals and those not eligible for free school meals progressing to higher education at the age of 18 or 19.



2008/09 performance: 24%

Statistical neighbours' average performance 2008/09: 18.9%

English councils' 2008/09 average performance: 19% and Stockton's rank: below average

Baseline: 24% (2006/07)

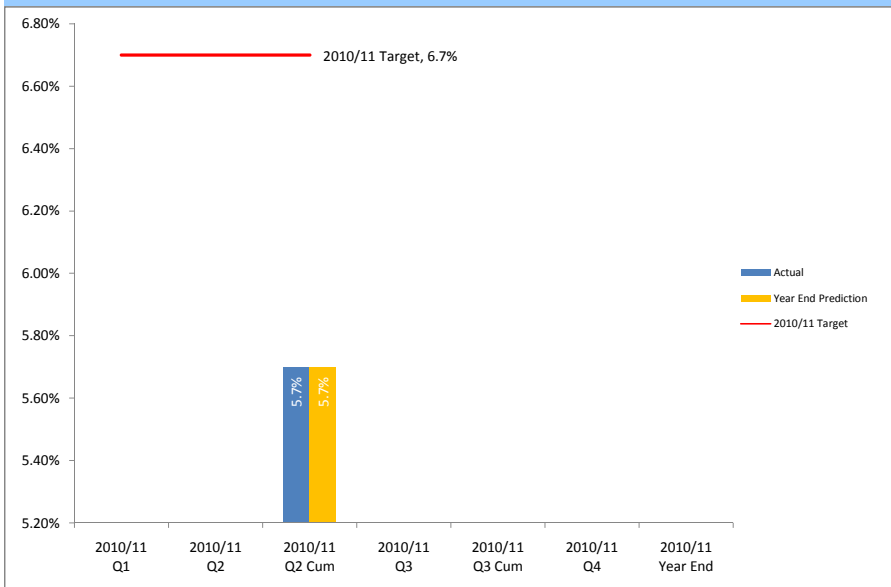
The Performance Story
 Information has yet to be released via the YPLA. However proxy data for UCAS applications shows that in 2009 UCAS applications for the most 20% deprived wards in Stockton was at 148 accounting for 14.3% of total applications. 131 of these applications were accepted equating to 14% of total accepted applicants. This compares to a regional average of 19.8% applications with 19.3% acceptance and England Average of 13.9% applications, 13.4% accepted. Priority actions to improve the numbers of children from low income backgrounds progressing to higher education are set out in the 14-19 Strategy.

Report Card

NI 107(a) Key Stage 2 attainment for Black and Minority Ethnic groups - Pakistani

SCS Theme - Children & Young People

**Priority: Raise achievement of all children particularly for all vulnerable and hard to reach groups through continued improvements in educational attainment across key stages -
 Improve further the educational attainment of children and young people from all vulnerable groups i.e. BME, FSM, SEN, CiC and Persistent Absentees**



Percentage of pupils in a cohort of KS2 pupils from a minority ethnic group containing more than 30 pupils who achieve level 4+ in English and Maths - Pakistani.

 **On Target**
 **Low is good**

2009/10 performance: -3.9 % points

Statistical neighbours' average performance 2009/10: 9.7%

English councils' 2009/10 average performance: 5.9% and Stockton's rank: above average

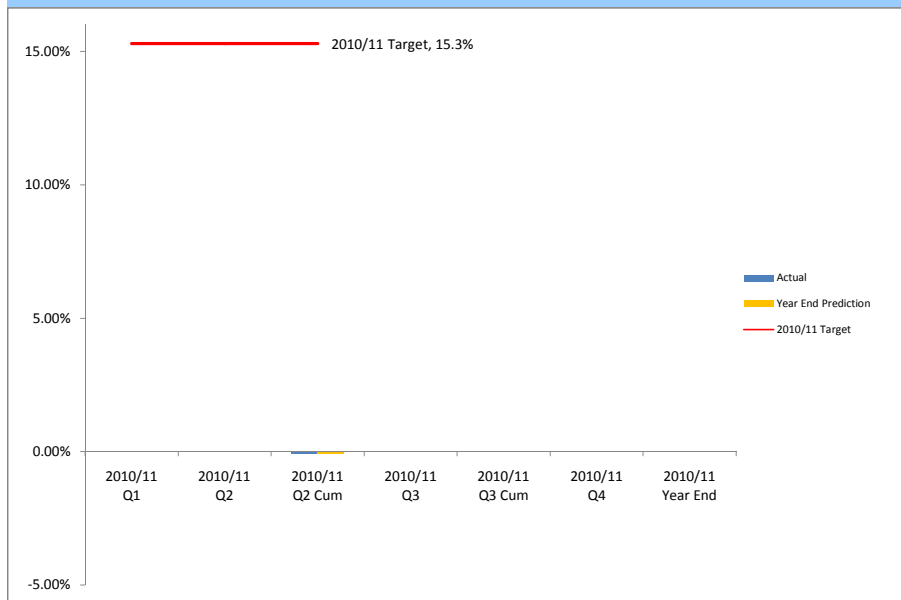
Baseline: plus 66.1 %points (2007/08)

The Performance Story

(Data shown is expressed in percentage points.) Based on combined English and Maths at L4 the gap reduced, better than target. This reflects better English performance by Pakistani pupils than their White British Peers; whereas in Maths, White British pupils performed better. Multi lingual team are addressing this issue.

Report Card NI 107(b) Key Stage 2 attainment for Black and Minority Ethnic groups - Gypsy/Roma

SCS Theme - Children & Young People
Priority: Raise achievement of all children particularly for all vulnerable and hard to reach groups through continued improvements in educational attainment across key stages - Improve further the educational attainment of children and young people from all vulnerable groups i.e. BME, FSM, SEN, CiC and Persistent Absentees



Percentage of pupils in a cohort of KS2 pupils from a minority ethnic group containing more than 30 pupils who achieve level 4+ in English and Maths - Gypsy/Roma.



2009/10 performance: 74.9% points

Statistical neighbours' average performance 2009/10: 42.1% points

English councils' 2009/10 average performance: 45.3% points and Stockton's rank: below average

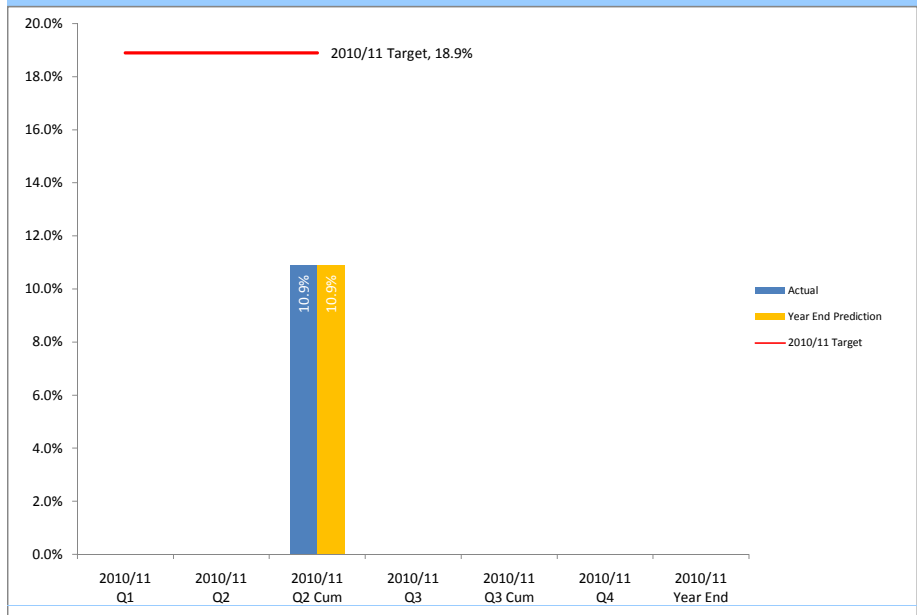
Baseline: 66.1 % points (2007/08)

The Performance Story
 (Data shown is expressed in percentage points.) Good performance with Gypsy Roma pupils performing in line with peers.

Report Card NI 108(a) Key Stage 4 attainment for Black and Minority Ethnic groups - Pakistani

SCS Theme - Children & Young People

Priority: Raise achievement of all children particularly for all vulnerable and hard to reach groups through continued improvements in educational attainment across key stages -
 Improve further the educational attainment of children and young people from all vulnerable groups i.e. BME, FSM, SEN, CiC and Persistent Absentees



Percentage of pupils in a cohort of KS4 pupils from a minority ethnic group containing more than 30 pupils who achieve 5 A* - C, including English and Maths - Pakistani.



2009/10 performance: 12.3 % points

Statistical neighbours' average performance 2009/10: 7%

English councils' 2009/10 average performance: 3.5% points and Stockton's rank: below average

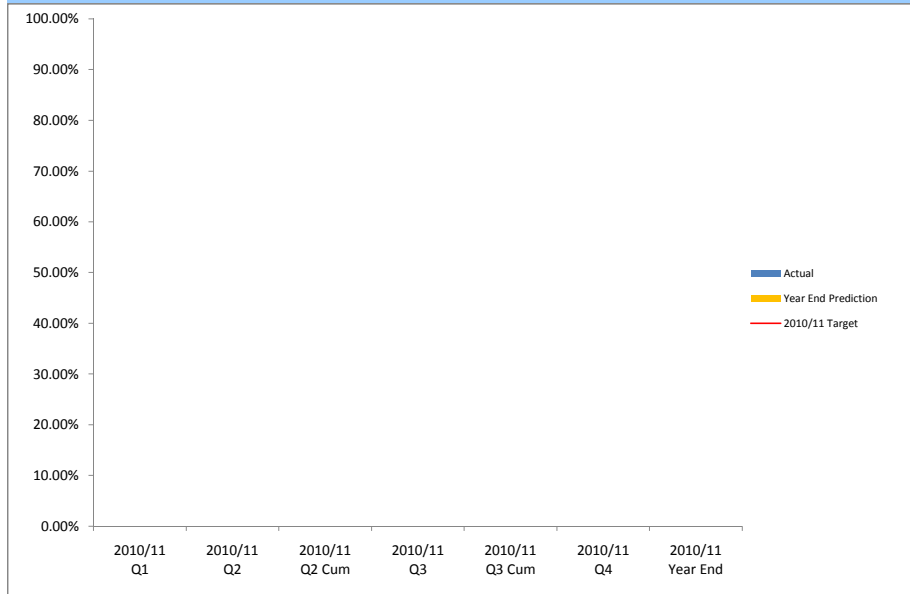
Baseline: 32.7 %points (2007/08)

The Performance Story
 (Data shown is expressed in percentage points.) Good performance with the gap in performance of Pakistani pupils reducing further.

Report Card NI 108(b) Key Stage 4 attainment for Black and Minority Ethnic groups - Gypsy/Roma

SCS Theme - Children & Young People

Priority: Raise achievement of all children particularly for all vulnerable and hard to reach groups through continued improvements in educational attainment across key stages -
 Improve further the educational attainment of children and young people from all vulnerable groups i.e. BME, FSM, SEN, CiC and Persistent Absentees



Percentage of pupils in a cohort of KS4 pupils from a minority ethnic group containing more than 30 pupils who achieve 5 A* - C, including English and Maths - Gypsy/ Roma.



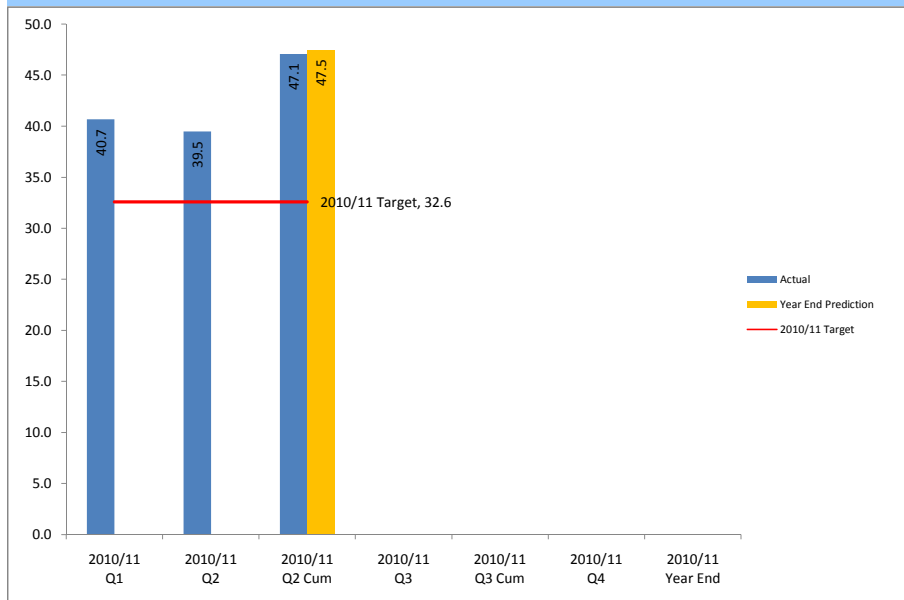
2009/10 performance: 32.7 %points

Baseline: 32.7 %points (2007/08)

The Performance Story
 Gypsy/Roma cohort below 3 pupils so indicator is not applicable.

Report Card NI 112 (LAA) Under 18 conception rate

SCS Theme - Children & Young People
Priority: Ensure effective multi agency safeguarding of our most vulnerable children and young people: Implementation and annual review of the children and family elements of the Domestic Violence Strategy taking into account recommendations from the EIT review



The change in the rate of under-18 conceptions per 1,000 girls aged 15-17 years resident in the area for the current calendar year, as compared with the 1998 baseline rate, shown as a percentage of the 1998 rate.



2009/10 performance 52.0

Statistical neighbours' average performance Cal yr 2008 -6.0%

English councils' cal yr 2008 average performance: -12.7 and Stockton's rank: below average

Baseline: 48.3 per 1,000 population (1998)

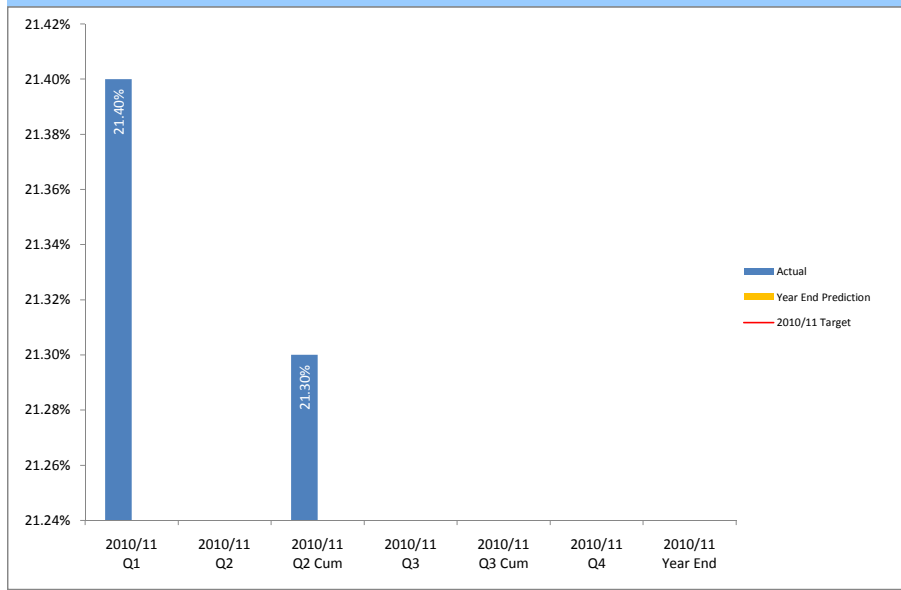
The Performance Story

Teenage Pregnancy Quarter 2 data for 2009 gives a rate of 39.5 per 1,000 female population, equating to 38 conceptions. This gives a rolling quarterly average rate of 47.1 per 1,000 female population. This compares to a regional rolling quarterly average of 47.5 per 1,000 female population. The quarterly rate and the rolling quarterly average for Stockton continues to reflect the improving trend in teenage conceptions.

Additionally, local monitoring at end of July 2010 shows a cumulative total of conceptions from April to July of 79 giving a rate of 21.35 per 1,000 females. The Teenage Pregnancy Strategy sets out priority actions for addressing teenage conceptions which has been subject to ministerial challenge and endorsement. Actions include provision of SRE in schools, condom distribution and C-card.

Report Card NI 116 Proportion of children in poverty

SCS Theme - Children & Young People
 Priority: Seek to reduce poverty and the impact of poverty on children and young people and their families - Support the development of Family poverty Strategy



The proportion of children who live in families in receipt of out of work benefits.



2007/08 performance: 21.4%

Statistical neighbours' average performance 2007/08: 22.9%

English councils' 2007/08 average performance: 21.6% and Stockton's rank: above average

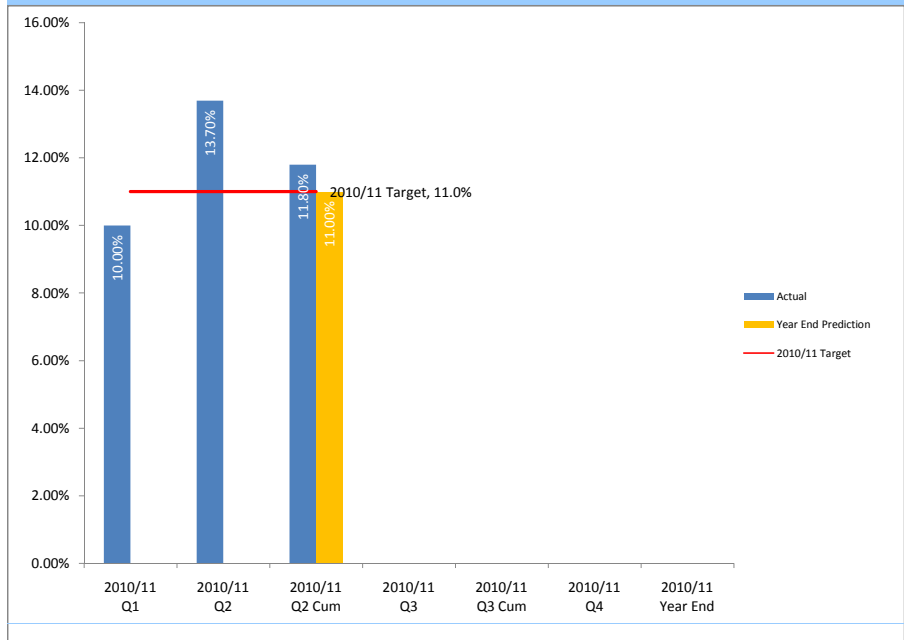
Baseline: 21.6% (2007/08)

The Performance Story
 No target has been set. The proportion of children in poverty is for 2008 and is slightly higher than the national average of 20.9% but remains better than other Tees Valley authorities with the exception of Darlington (21.2%). 2008/09 data will not be available until week commencing 29/10/2010. Draft Child Poverty Strategy is currently being developed through the LSP.

Report Card NI 117 16 to 18 year olds who are not in education, employment or training (NEET)

SCS Theme - Children & Young People

Priority: Secure further improvement in young people's participation retention and achievement in further education training and employment -
Implementation and annual review of IAG (Information, Advice and Guidance) Quality Standards Action Plan



This indicator and NEET targets use an annual result which is based on three one month snapshots at the end of November, December and January each year.



Cal year 2009 performance: 11.1%

Statistical neighbours' average performance Cal yr 2009: 8.1%

English councils' cal yr 2009 average performance: 6.6% and Stockton's rank: below average

Baseline: 12.6% (2007/08)

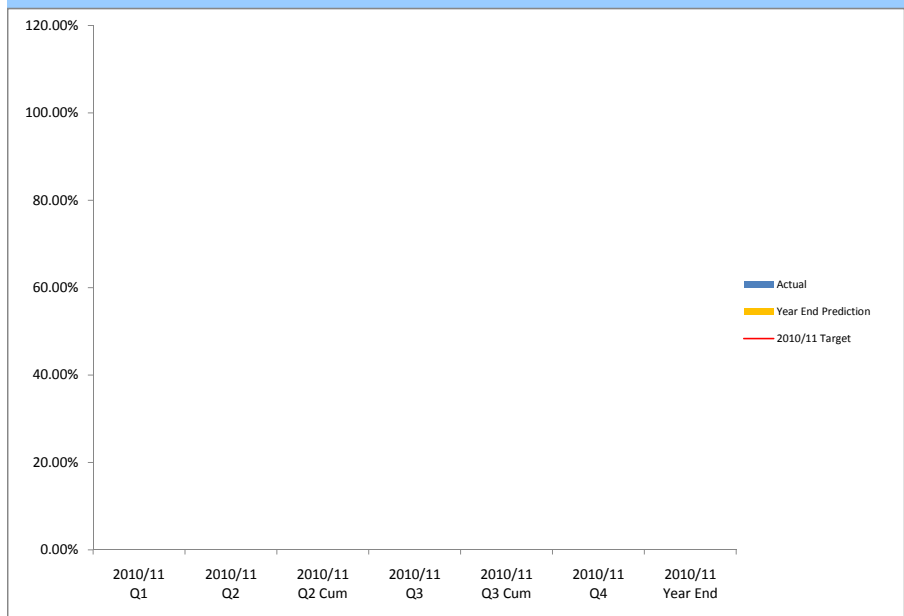
The Performance Story

The level of post 16 competition for training and employment is increasing significantly. For example we are beginning to see more graduate unemployment and a reduction in the number of university places for A Level completers etc. This is likely to see those at the lower end of the qualification tree increasingly squeezed out as the better qualified "lower" their sights in the short term just to get into the jobs market. Priority actions are set out in the NEET Reduction Strategy.

Report Card **NI 118** **Take up of formal childcare by low-income working families**

SCS Theme - Children & Young People

Priority: Seek to reduce poverty and the impact of poverty on children and young people and their families - Implementation and annual review of the Childcare Sufficiency Assessment to address gaps in provision and manage the local childcare market



The number of working families benefiting from the childcare element of Working Tax Credit, as a percentage of the number of working families receiving more than the family element of Child Tax Credit.



2008/09 performance: 18.9%

Statistical neighbours' average performance 2008/09: 19%

English councils' 2008/09 average performance: 18.3% and Stockton's rank: above average

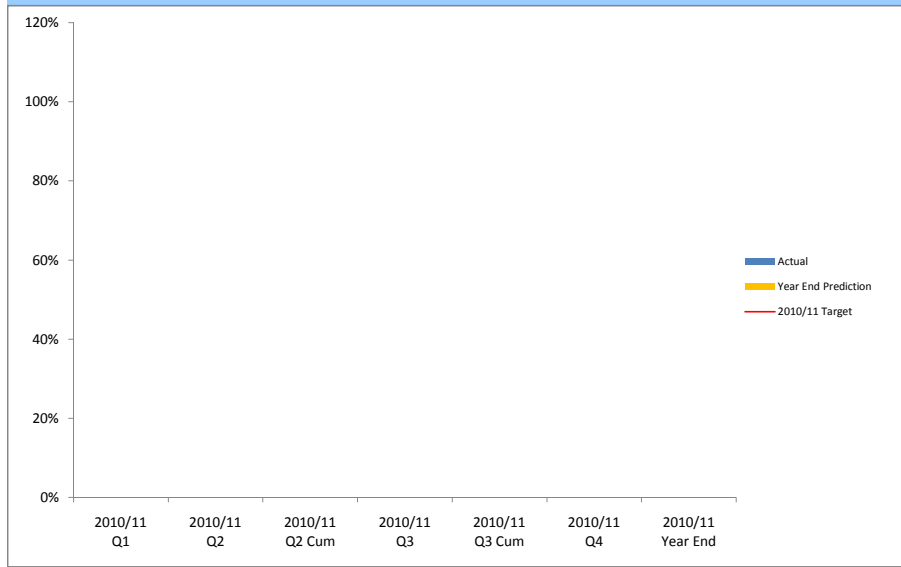
Baseline: 16.9% (2006/07)

The Performance Story
 Latest reported data is at 31/8/2008 of 16.9%. This compares to:
 Hartlepool 8.5% Darlington 9.4%
 Middlesbrough 12.2% Redcar and Cleveland 12.3%

2009/10 data will not be available until 2/7/2011. Actions to encourage uptake include a range of Children Centre Services and development of the local childcare market through the Childcare Sufficiency assessment. However, until figures are published we do not know and cannot predict the numbers of working families benefitting from the childcare element of the WTC as a percentage of the number of working families receiving more than the family element of the Child Tax credit.

Report Card **Local** **Take up of free school meals (local indicator)**

SCS Theme - Children & Young People
 Priority: Seek to reduce poverty and the impact of poverty on children and young people and their families - Support the development of Family Poverty Strategy



This indicator measures the number of pupils eligible free school meals.



2009/10 performance: N/A

Baseline: 80% (2007/08)

The Performance Story
 This indicator is calculated on an annual basis. 2009/10 percentage outturn is expected to be available during quarter three. 2010/11 outturn will be available following year end.

Theme summary - Health & Wellbeing



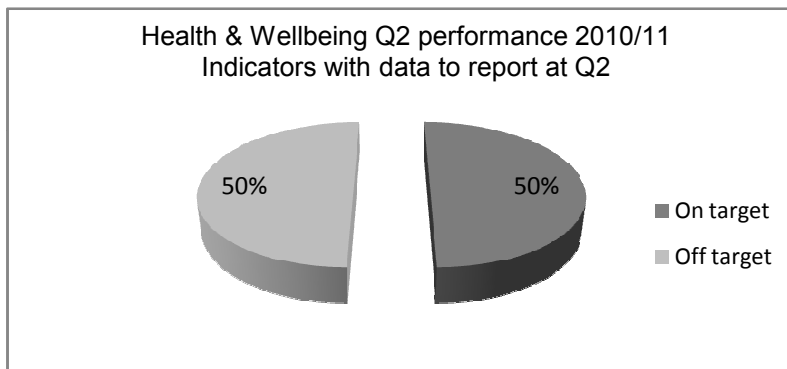
Stockton-on-Tees
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	Target
Under this theme the following six indicators are included in the corporate basket:	
NI 39 - Rate of Hospital Admissions per 100,000 for Alcohol Related Harm	N/A
NI 40 - Number of drug users recorded as being in effective treatment	N/A
NI 56 - Obesity in primary school age children in Year 6	■
NI 115 - Substance misuse by young people	N/A
NI 121 - Mortality rate from all circulatory diseases at ages under 75	★
NI 137 - Healthy life expectancy at age 65	N/A

Overall progress

Performance

At quarter two 2010/11, we are able to report progress against the annual target for two out of the six indicators shown above. For one of these indicators we are predicting to achieve the annual target.



- Obesity (NIs 55 and 56). There are some positive indications from the results of the national measurement programme for the 2009-10 school year with slight improvements at reception age Prevalence at year 6 has improved on last year but is still behind target. The indicator measures a different cohort group each year.
- Stopping smoking (4 week quitters per 100,000) (LAA – NI 123), latest data available is at August 2010, showing a rate of 431.69 per 100k population. This equates to 679 quitters against a target of 566 for the period
- Chlamydia prevalence (NI 113). The rate of chlamydia screening for April to the end of September is 11.2% (2,343 screens) against a target of 14% (3,640 screens). Regular meetings of the Tees Integrated Chlamydia Screening Group (TICSG) are supporting improvement towards the 35% target.
- Hospital admissions for alcohol related harm (NI 39) is at August 2010, showing a rate of 1,132 per 100k population which equates to 2,163 admissions in the first 5 months of 2010/11. Of those, 612 were wholly alcohol related. Admission rates have been higher than target since April.
- Drug users in effective treatment (NI 40). Latest data is at May 2010, showing 1,181 users in effective treatment. Numbers have been outside target for the first two months of the year, with a slight decline from 1,196 in April. As a result, the target of 1,323 remains very challenging.

Report Card

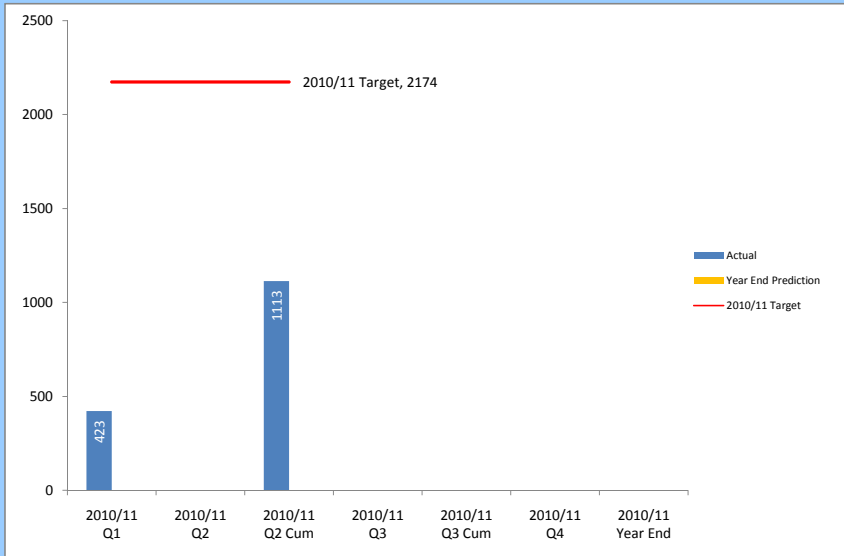
NI 39

Rate of Hospital Admissions per 100,000 for Alcohol Related Harm



SCS Theme - Health & Wellbeing

Priority: Reduce substance misuse (including alcohol and tobacco) by children, young people and adults and reduce the effect on children, young people and family life - Further develop access to substance misuse support services



Based on those finished in-year admissions that are classified as ordinary or day cases.

Low is good
↓

2009/10 performance: 2,260 per 100,000 population

Baseline: N/A

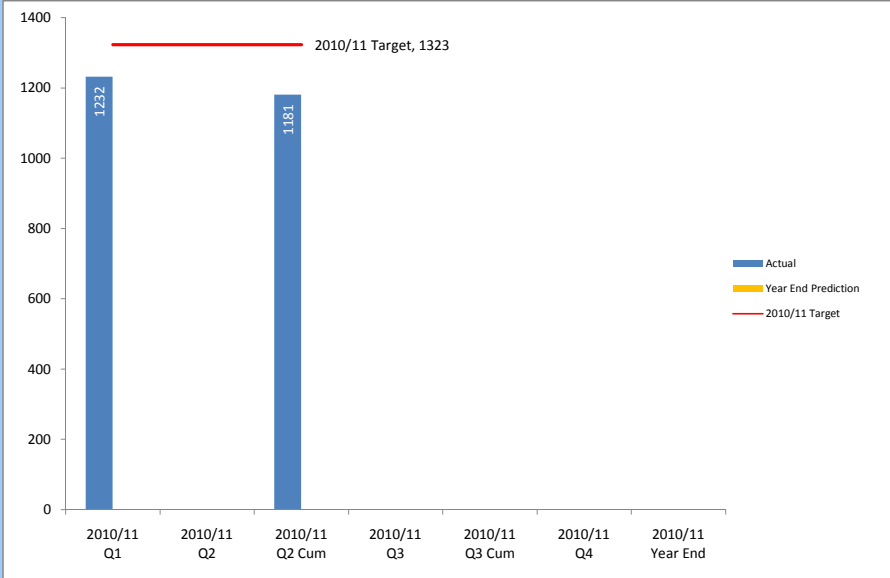
The Performance Story

Latest performance available is at August 2010 with a rate of 1113 per 100k population which equates to 2163 admissions in the first 5 months of 2010/11. Of those, 612 were wholly alcohol related. Stockton has continued to see higher admission rates than target trajectory since April. A draft GP Local Enhanced Scheme has been developed by the PCT and DAAT commissioners which will be presented to the Joint Executive Team during November 2010 for consideration. The outcome of this will focus the delivery of future services and is designed to reduce the number of longer-term conditions that will require hospital admissions.

Individuals who are frequently or increasingly presenting at A&E or being admitted onto hospital wards are being targeted to provide support and care to reduce their attendances at hospitals and refer their treatment to GP and community services. Health colleagues are not able to provide a year end prediction at present. However from their reporting, this indicator is RED

Report Card NI 40 (LAA) Number of drug users recorded as being in effective treatment

SCS Theme - Health & Wellbeing
Priority: Reduce substance misuse (including alcohol and tobacco) by children, young people and adults and reduce the effect on children, young people and family life - Further develop access to substance misuse support services



The change in the total number of drug users recorded as being in effective treatment, when compared with the number of drug users recorded as being in effective treatment in the baseline year of 2007/08.



2009/10 performance: 1,205

Statistical neighbours' average performance 2008/09: 67.8

English councils' 2008/09 average performance: 68.3 and Stockton's rank: above average

Baseline: 1,146 (2007/08)

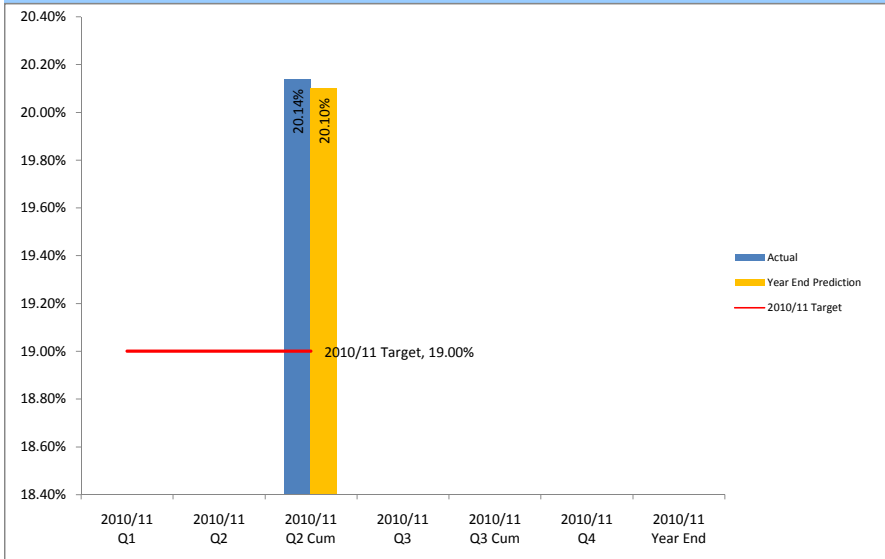
The Performance Story

Latest performance available is at May 2010 1181 PDU's in effective treatment. Stockton has not been able to meet its trajectory for the first 2 months of the year and has also had a slight decline in numbers from 1196 at April to 1181 in May. As a result, LAA target of 1342 remains very challenging. Additionally, the NTA has made changes to the calculation of the indicator resulting in a year end target reduction to 1323. Performance at the same period for 2009/10 was 1228. Commissioned services are working closely together to ensure robust referral routes to treatment programmes and other services to reduce the numbers falling out of treatment. The overall assessment of the DAAT, however, through the NTA (National Treatment Agency) reflects overall positive progress, and good levels of performance compared to regional benchmarks. It is acknowledged that the target set for this particular indicator is particularly stretching and difficult to achieve. PCT colleagues are unable to predict a year end outturn. PCT report this indicator as RED.

Report Card NI 56 (LAA) Reduce the percentage of primary school age children in Year 6 with height and weight recorded who are obese to 19.17% by 2010/11

SCS Theme - Health & Wellbeing

Priority: Reduce levels of obesity in children, young people and adults - Implement recommendations of scrutiny review of obesity services



The percentage of children in Year 6 who are obese, as shown by the National Child Measurement Programme (NCMP).



2009/10 performance: 20.29%

Statistical neighbours' average performance 2009/10: 19.4%

English councils' 2009/10 average performance: 18.3% and Stockton's rank: below

Baseline: 20% (2006/07)

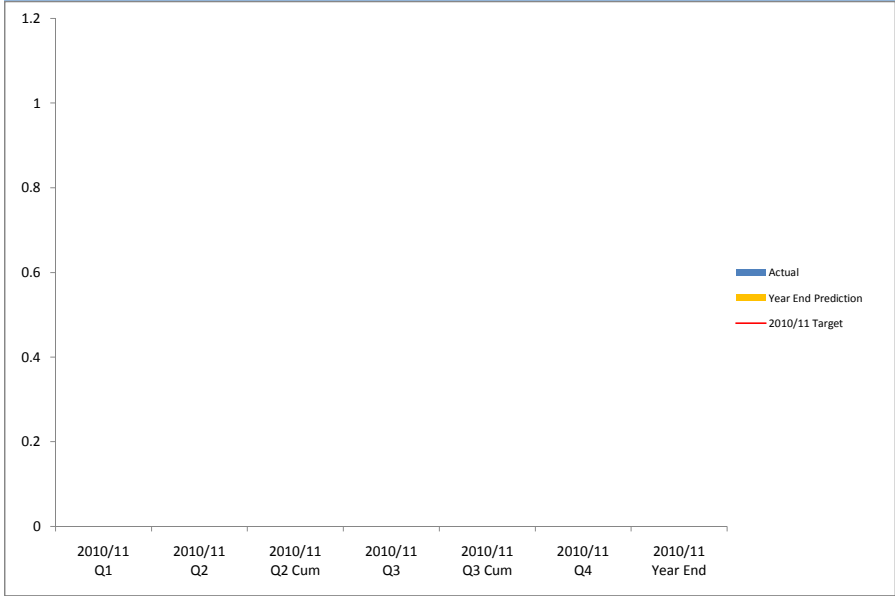
The Performance Story

Q2 performance relates to 2009/10 academic year. The data is subject to final ratification prior to publication in December 2010. There has been a slight improvement in performance over the previous academic year, The Local Authority and PCT continue to promote healthy weight through environment and education initiatives.

Report Card NI 115 Substance misuse by young people

SCS Theme - Health & Wellbeing

Priority: Reduce substance misuse (including alcohol and tobacco) by children, young people and adults and reduce the effect on children, young people and family life - Implementation and annual review of the Young People's Substance Misuse action plan



The percentage of young people reporting either frequent misuse of drugs/volatile substances or alcohol, or both.



2009/10 performance: 11.1%

Statistical neighbours' average performance 2009/10: 11.3%

English councils' 2009/10 average performance: 9.8% and Stockton's rank: below average

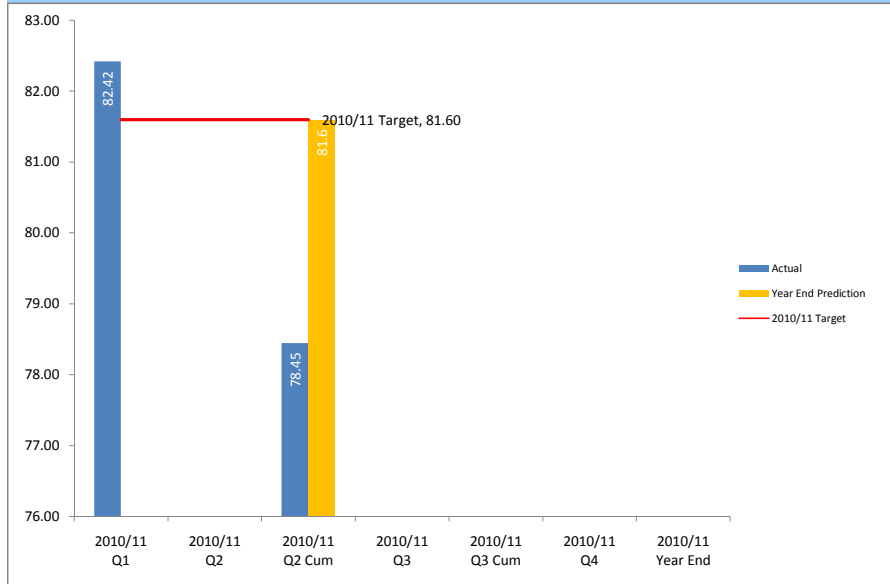
Baseline: N/A

The Performance Story

Following the cancellation of the TellUs Survey, the indicator cannot be reported.

Report Card NI 121 (LAA) Mortality rate from all circulatory diseases at ages under 75 - 74.84 per 100,000 population from heart disease, stroke and related diseases by 2010/11

SCS Theme - Health & Wellbeing
Priority: Reduce health inequalities by adding 'life to years and years to life' - Improve access to smoking cessation, exercise, diet and health programmes, screening and life checks, targeted at areas / communities with greatest need



Deaths from all circulatory diseases, classified by underlying cause of death, registered in the calendar year.



2009/10 performance: 92.77

Baseline: 92.82 (2006)

The Performance Story
 Latest data available is 2007 - 2009 3 year average of 78.45 against a 2008 target of a rate of 85.2 per 100k pop. Data for 2010/11 will use the 2008 2010 3 year average, against the 2009 target of 81.6 per 100k pop available July 2011. The PCT is curr

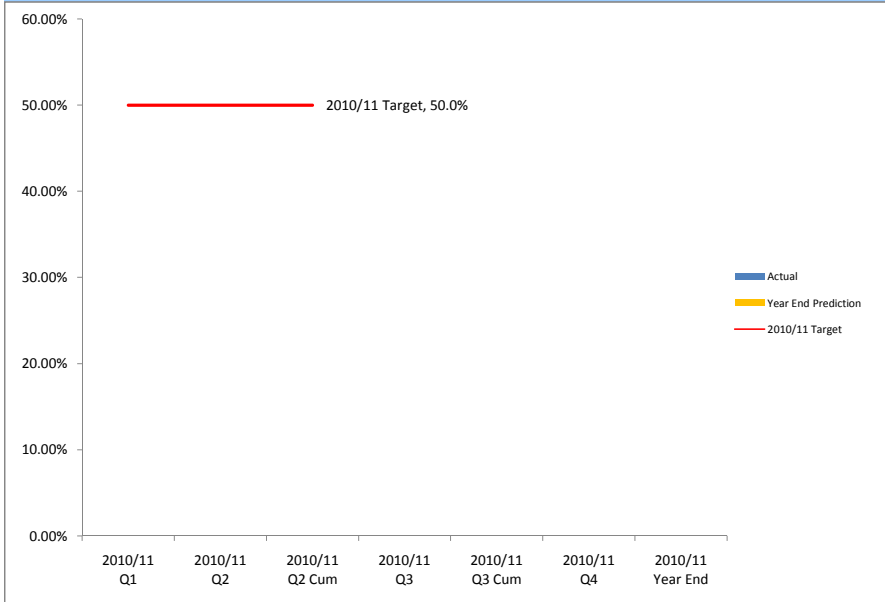
Report Card

NI 137

Healthy life expectancy at age 65

SCS Theme - Health & Wellbeing

Priority: Reduce health inequalities by adding 'life to years and years to life' - Improve access to smoking cessation, exercise, diet and health programmes, screening and life checks, targeted at areas / communities with greatest need



↑ High is good

2011 census: 12.1%

Statistical neighbours' average performance 2011 Census: 12.03%

English councils' 2011 Census average performance: 13.7% and Stockton's rank: below

Baseline: 2011 Census males 15.4%, females 18.4%.

The Performance Story

Derived from 2011 census. Baselines from 2011 census are males 15.4%, females 18.4%. This compares to 2011 England average, males 16.1%, females 19.2% and North East average, males 15.1% and females 18.2%. No further update expected until 2016 census.

Theme summary - Adults' Services



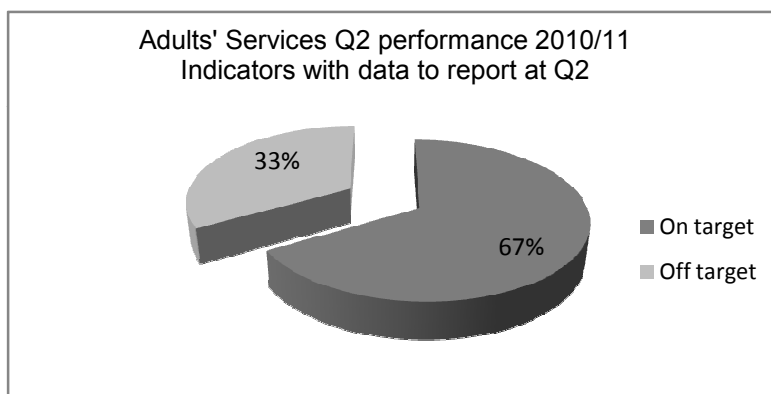
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Under this theme the following five indicators are included in the corporate basket:	Target
NI 130 - Social care clients receiving Self Directed Support (Direct Payments and Individual Budgets)	★
NI 132 - Timeliness of social care assessments (all adults)	★
NI 133 - Timeliness of social care packages following assessment	■
NI 145 - Adults with learning disabilities in settled accommodation	N/A
Local - Local: results of regulatory inspection and internal contract monitoring show improved performance against safeguarding standards (xx% to be good or better by 2013)	N/A

Overall progress


Performance

At quarter two 2010/11, we are able to report progress against the annual target for three out of the five indicators shown above. For two of these indicators we are predicting to achieve the annual target.

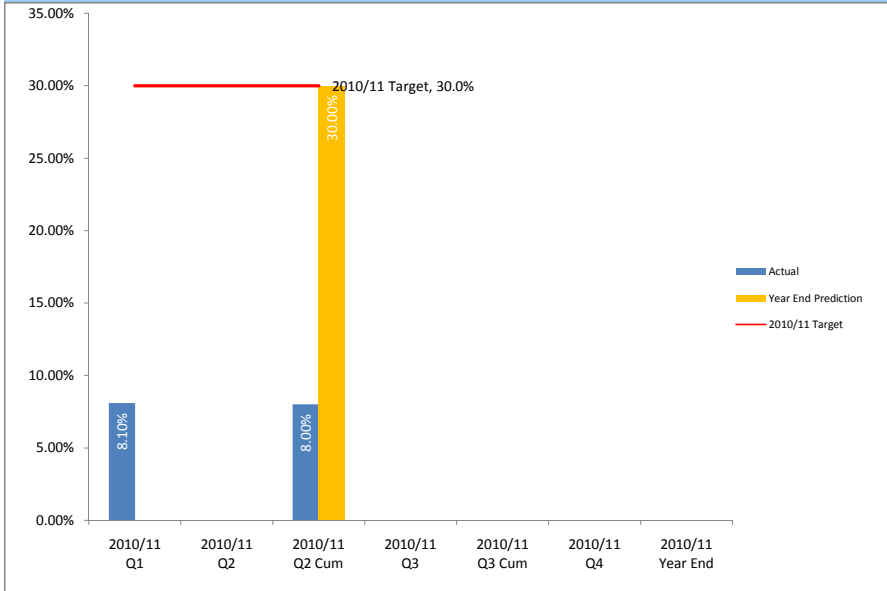


Additional Information

- Timeliness of social care assessments / care packages (NIs 132 and 133). Good progress is being sustained in these areas. The timeliness of assessments showed a dip in September as a number of delayed assessments were finalised in line with new self-directed support arrangements. At 79% at the end of Q2, performance remains close to target of 80% for the year.
- Self-directed support (Direct Payments and Individual Budgets) (NI 130) was implemented for all new service users from December 09. Challenges arising from testing and development of an effective RAS (Resource Allocation Scheme) resulted in delay in the full roll-out until July 2010. Arrangements are now in place and a recent analysis has projected that, on current rates of activity, approx 2,000 service users / carers will be in receipt of self-directed support by the end of March 2011, in line with the 30% target.
- Carers receiving needs assessment or review remains a key priority for improvement. Performance of 8.9% at the end of the Q2 period suggests further work is needed to improve performance towards the target of 28%.
- In line with the relatively high usage of residential care, performance for 'older people helped to live at home' (local indicator) is remaining fairly static. The Q2 position of 101.2 per 1,000 population aged 65+ (2,956 people) is similar to the Q1 position; whilst slightly ahead of the past year's out-turn of 99.8 (2,913 people). Further improvement is required if measures to reduce

Report Card	NI 130 (LAA)	Social care clients receiving Self Directed Support (Direct Payments and Individual Budgets)	
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SCS Theme - Adults' Services
Priority: Improve choice and control over personal health and wellbeing - Implement the Personalisation project and embed self-directed support, including self-assessment, support planning and associated information management requirements



Number of adults, older people and carers receiving social care through a Direct Payment in the year to 31st March per 100,000 population ages 18 or over.



2009/10 performance 5.6%

Statistical neighbours' average performance 2009/10: 12.5%

English councils' 2009/10 average performance: 13.8% and Stockton's rank: below average

Baseline: 122

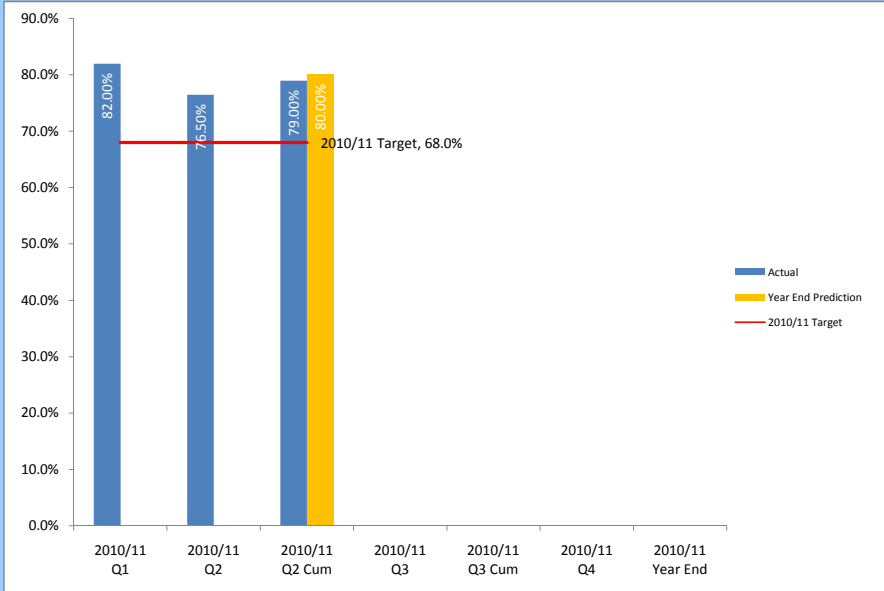
The Performance Story

Q2 performance reflects clients in receipt of direct payments only. However, there has been a significant amount of work undertaken to encourage uptake of personal budgets. As a result of this there are currently 675 clients awaiting confirmation of their indicative allocation (likely now to impact at Q3) with an anticipated year end figure of 1928 clients in receipt of either direct payments and / or personal budgets. Based on current activity year end target remains achievable.

Report Card **NI 132 (LAA)** **Timeliness of social care assessments (all adults)**

SCS Theme - Adults' Services

Priority: Ensure effective safeguarding arrangements are in place for all service users -
Revise the pathway for management of safeguarding referrals to improve consistency of response



For new clients, the percentage for whom the time from completion of assessment to provision of all services in the care package is less than or equal to 4 weeks.



2009/10 performance: 82.5%

Statistical neighbours' average performance 2009/10 82.6%

English councils' 2009/10 average performance: 82.8.% and Stockton's rank: average

Baseline: 53% (2006/07)

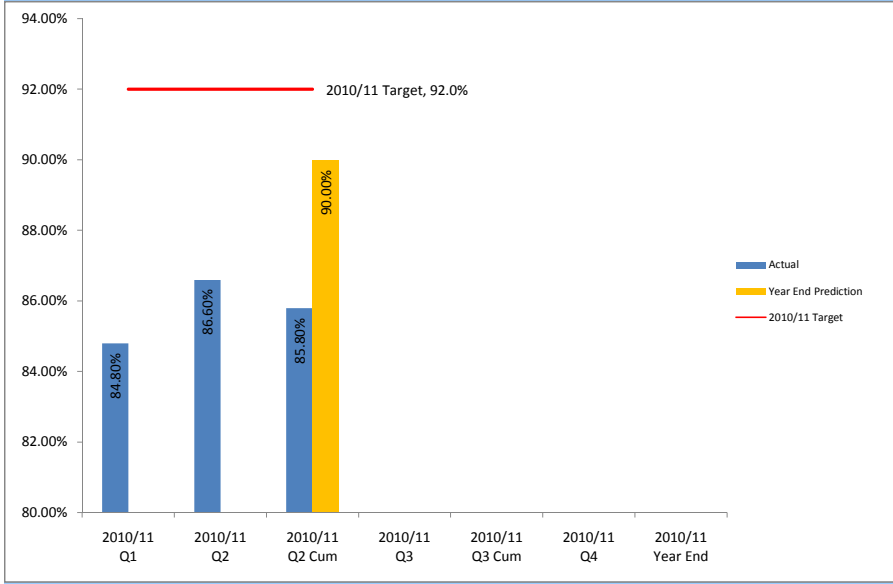
The Performance Story

Strong performance again exceeding target. Although no longer reporting as part of the NIS, indicator continues to be monitored as an important local indicator affecting CQC Choice and Control Inspection judgements. As a result a local target for the year of 80% has been agreed with teams to bring Stockton in line with comparator groups. Q2 performance represents good performance towards this local target.

Report Card **NI 133** **Timeliness of social care packages following assessment**

SCS Theme - Adults' Services

**Priority: Ensure effective safeguarding arrangements are in place for all service users -
Revise the pathway for management of safeguarding referrals to improve consistency of response**



For new clients, the percentage for whom the time from completion of assessment to provision of all services in the care package is less than or equal to 4 weeks.



2009/10 performance: 81.9%

Statistical neighbours' average performance 2009/10: 88.4%

English councils' 2009/10 average performance: 90.5% and Stockton's rank: below average

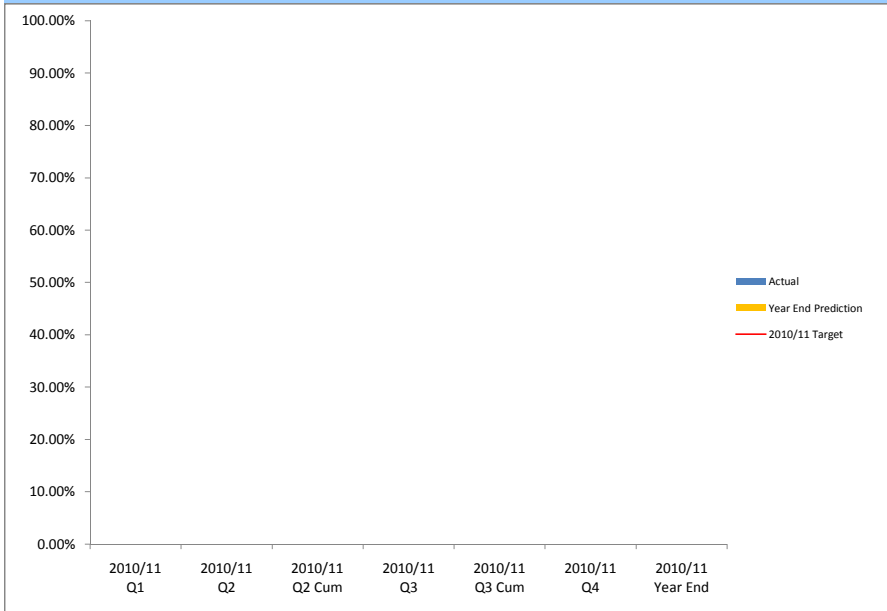
Baseline: 84.4% (2007/08)

The Performance Story

Q2 (85.8%) shows improvement, but progress in this indicator will be affected by the new SDS arrangements, in particular the new 'support planning' arrangements which will give the client more control over what services are purchased to deliver their care plan. This indicator has been removed from the national indicator set, reflecting the uncertainty over how the new SDS arrangements will impact on the timeliness of provisioning care packages in cases where the responsibility for this shifts from the council to the client. As a result, year end prediction has been revised to 90%.

Report Card NI 145 Adults with learning disabilities in settled accommodation

SCS Theme - Adults' Services
Priority: Improve choice and control over personal health and wellbeing - Implement the 'bringing people back home' plan for clients with learning disabilities



Percentage of adults with learning disabilities known to Councils with Adult Social Services Responsibilities (CASSRs) in settled accommodation at the time of their assessment or latest review.



2009/10 performance: 58.8%

Statistical neighbours' average performance 2009/10: 66.2%

English councils' 2009/10 average performance: 61.7% and Stockton's rank: below average

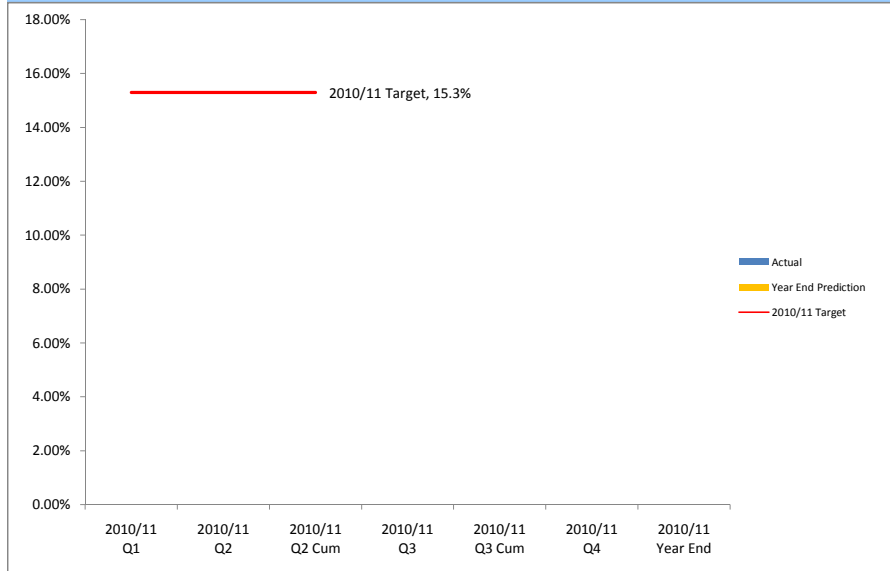
Baseline: N/A

The Performance Story

Still finalising or assessing the process for in-year monitoring of this indicator.

Report Card **Local** **Results of regulatory inspection and internal contract monitoring show improved performance against safeguarding standards (xx% to be good or better by 2013) (local indicator)**

SCS Theme - Adults' Services
Priority: Ensure effective safeguarding arrangements are in place for all service users - Further develop joint work between Contracts Team, Adult Safeguarding Lead, and service providers to ensure safeguarding standards within the private, voluntary and independent sectors meet the level of Local Authority run services



↑ High is good

2009/10 performance: 2%

Baseline: N/A

The Performance Story
 Still finalising or assessing the process for in-year monitoring of this indicator.

Theme summary - Corporate Health

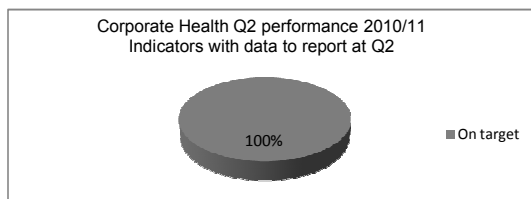


Under this theme the following nine indicators are included in the corporate basket:	Target
NI 179 - Value for money - total net value of on-going cash-releasing value for money gains that have impacted since the start of the 08-09 financial year (1,000s)	★
Local - Delivery of identified savings from year 1 EIT reviews	N/A
Local - Deliver identified savings of £300,000 for Facilities Management	N/A
Local - Completed Year 2 reviews and identified savings	N/A
(ex BV 12) The number of working says / shifts lost to the Authority due to sickness absence	★
Local - Raise the skills of the workforce to meet the targets set out in the Skills Pledge- Percentage of workforce attaining level 2	★
Local - Raise the skills of the workforce to meet the targets set out in the Skills Pledge- Percentage of workforce attaining level 3	★
Local - Improved customer satisfaction ratings in MORI survey from 2008 baseline - % of residents who found staff 'helpful'	N/A
Local - Improved customer satisfaction ratings in MORI survey from 2008 baseline - % of residents whose enquiry was dealt with at the first point of contact	N/A

Overall progress

Performance

At quarter two 2010/11, we are able to report progress against the annual target for four out of the nine indicators shown above. For all four indicators we are predicting to achieve the annual target.



Additional Information

- Regional, sub-regional and local implementation of the Category Management approach to procurement has continued during quarter two. The target date of 31 March 2011 expected to be met.
- Approval has been given run the flu vaccination programme again this year. Clinics will commence in October 2010 for frontline care staff.
- The roll-out of the PSE Yourself module is continuing across the Council. At the end of quarter two, there were about eight-hundred live users.
- The Register of Electors Annual canvass was launched with the special awareness campaign called "Look at it, don't lose it!" The overall % return has improved again this year.

●The polling districts, polling places and polling stations review has begun early in preparation for the elections to be held next May.

●Survey results show that public awareness of how to contact their local councillor and obtain details regarding their ward surgery arrangements had increased by 24% since 2008; their awareness of their rights to attend Council/Committee meetings had similarly increased by 9%; and their appreciation of how to access Council agendas, reports and minutes had increased by 4% in the same period.

● Work is underway to develop a package of support for the 3rd Sector. This includes a bid bank web site which links data and intelligence web pages for the Borough and Area profiles.

● Work has been undertaken on the pilot project for Council Tax using the Experian Mosaic Data. An initial report has been prepared with further work to be undertaken when UPRN numbers have been added to the council Tax file. This is expected to be completed by the end of November 2010.


●A draft refreshed Compact has been developed, with the third sector, which is currently out to consultation.

● A proposed model for a Third Sector Investment Fund has been developed and consulted on.

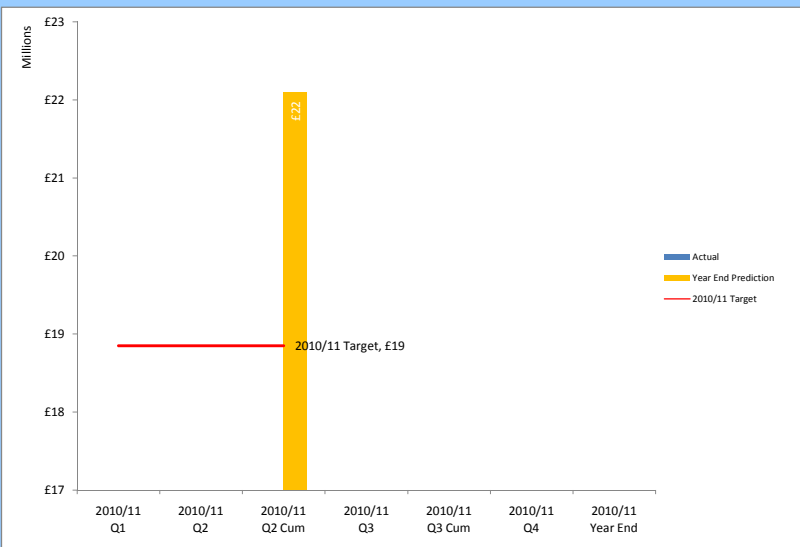
●Plans for a Community Trust Fund are well underway, final approval subject to Cabinet.

●The Billingham Partnership dissolved and there is now a Northern Area Partnership in place which is in line with the other area partnership secretariat arrangements.

Report Card 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 2008-09 financial year (£'000s)



SCS Theme - Corporate Health
Priority: Develop new approaches to commissioning - Procurement - Implement the Category Management approach to twelve areas of procurement by 31 March 2011



Value for money gains should be reported new of any additional investment and ongoing costs incurred for their implementation, must persist for at least two full financial years after the year they first accrue and release resources which can be redeployed. The value for money gains have impacted the moment that the financial benefit of the action is felt.

 **On Target**  **High is good**

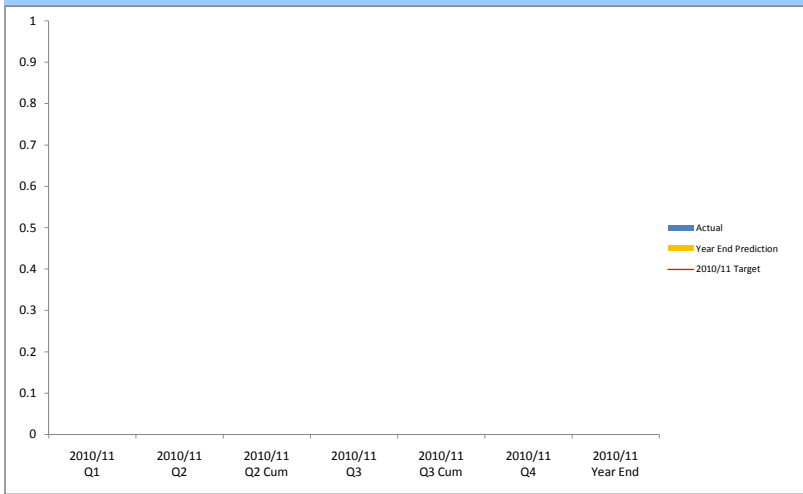
2009/10 performance: £16.8m

Baseline: N/A

The Performance Story
 Projected performance for 2010/2011 is £5,326,000. This is added to outturn of £16,767,000 to arrive at the year end prediction.

Report Card **Local** **Delivery of identified savings from year 1 Efficiency, Improvement and Transformation (EIT) reviews**

SCS Theme - Corporate Health
Priority: Deliver the Efficiency, Improvement and Transformation Programme - EIT Reviews - Implement Year 1 recommendations (according to action plans)



2009/10 performance:

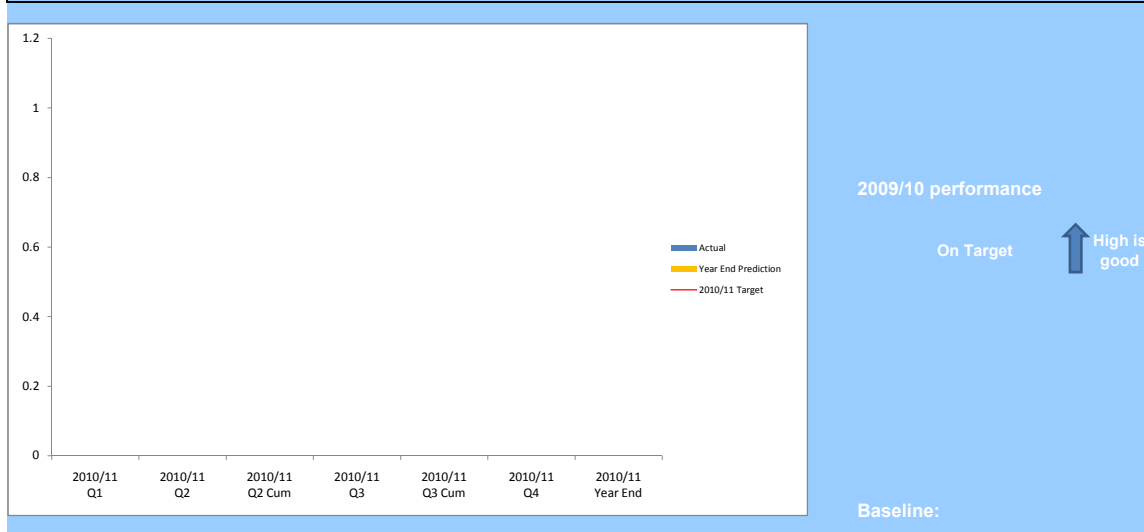
Baseline:

The Performance Story
Progress of EIT reviews to be included in a separate performance report.

Report Card **Local** **Deliver identified savings of £300,000 for Facilities Management**

SCS Theme - Corporate Health

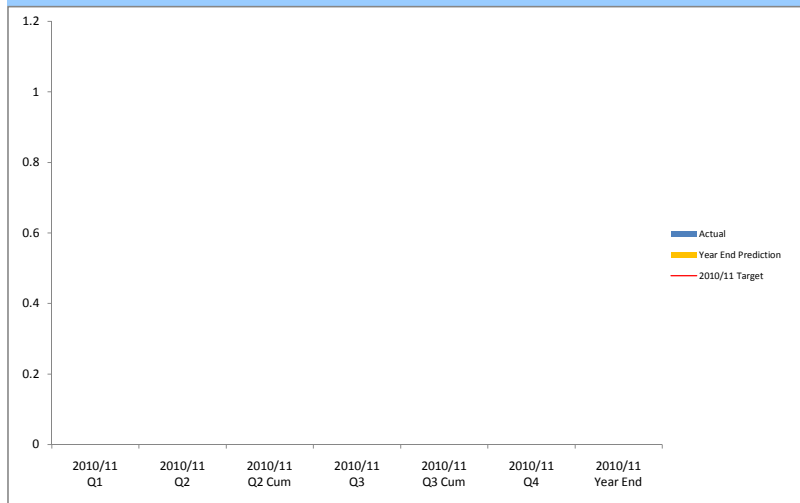
Priority: Deliver the Efficiency, Improvement and Transformation Programme



The Performance Story
Progress of EIT reviews to be included in a separate performance report.

Report Card **Local** **Completed Year 2 reviews and identified savings**

SCS Theme - Corporate Health
Priority: Deliver the Efficiency, Improvement and Transformation Programme



On Target ↑ High is good

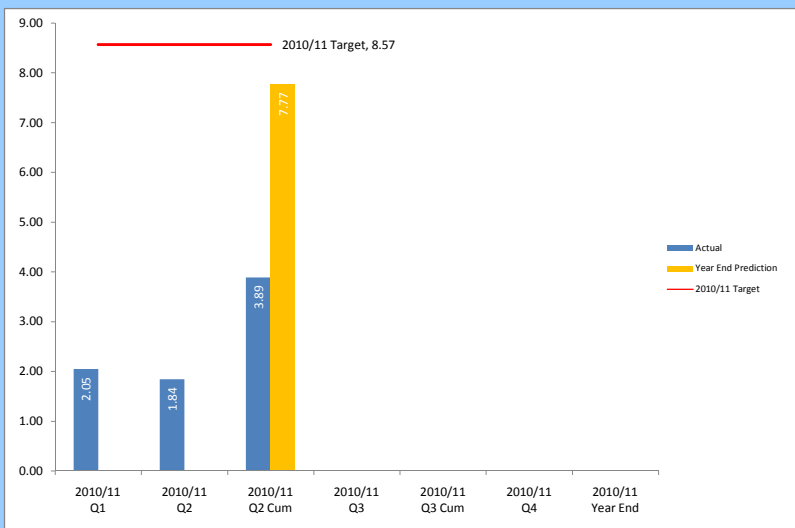
2009/10 performance

Baseline:

The Performance Story
Progress of EIT reviews to be included in a separate performance report.

Report Card **Local** **The number of working says / shifts lost to the Authority due to sickness absence (local indicator)**

SCS Theme - Corporate Health
 Priority: Implement our 'People Strategy' and Integrated Children's workforce strategy - Working Together - Effective policies which enable the Council to achieve its identified objectives



On Target Low is good

2009/10 performance: 9.07 days

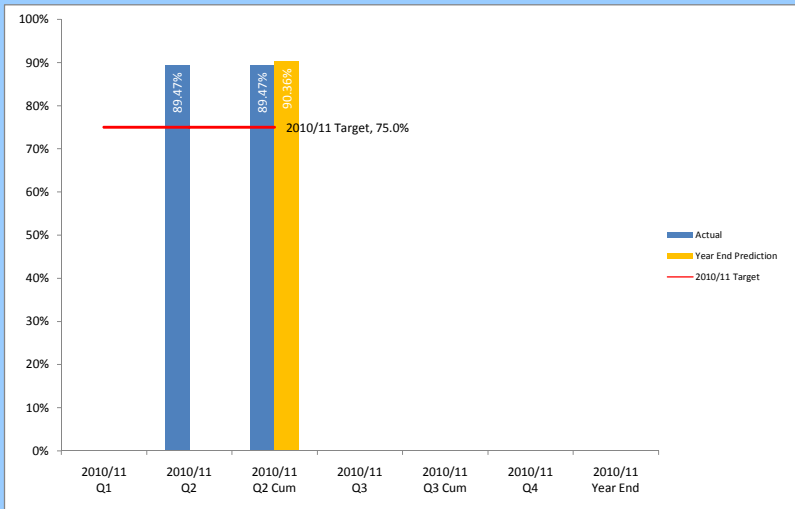
Baseline: 10.93 (2007/08)

The Performance Story

Service Group split as follows: CESC=5.47 (projected to 10.95), DNS=4.52 (9.04), L&D=1.46 (2.92), RES=2.61 (5.22), Xentrall 4.02 (8.04) days.

Report Card **Local** **Raise the skills of the workforce to meet the targets set out in the Skills Pledge - 75% staff attaining level 2 by 2013 (local indicator)**

SCS Theme - Corporate Health
Priority: Implement our 'People Strategy' and Integrated Children's workforce strategy - Developing the workforce - Increase the diversity of the workforce in accordance with agreed targets



On Target High is good

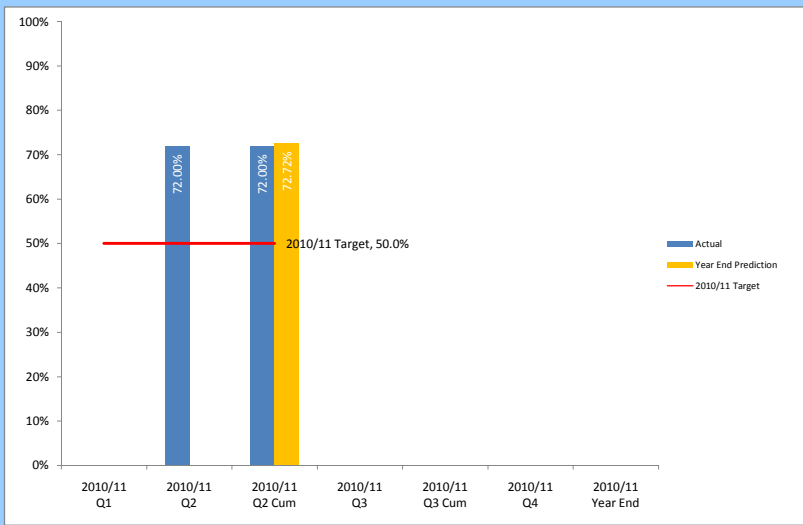
2010/11 performance: 89.4%

Baseline: 89.4% (2009/10)

The Performance Story
 On track to achieve a revised target of a 1% increase in workforce with this level of skills

Report Card **Local** **Raise the skills of the workforce to meet the targets set out in the Skills Pledge- Percentage of workforce attaining level 3 (local indicator)**

SCS Theme - Corporate Health
 Priority: Implement our 'People Strategy' and Integrated Children's workforce strategy - Developing the workforce - Increase the diversity of the workforce in accordance with agreed targets



On Target High is good

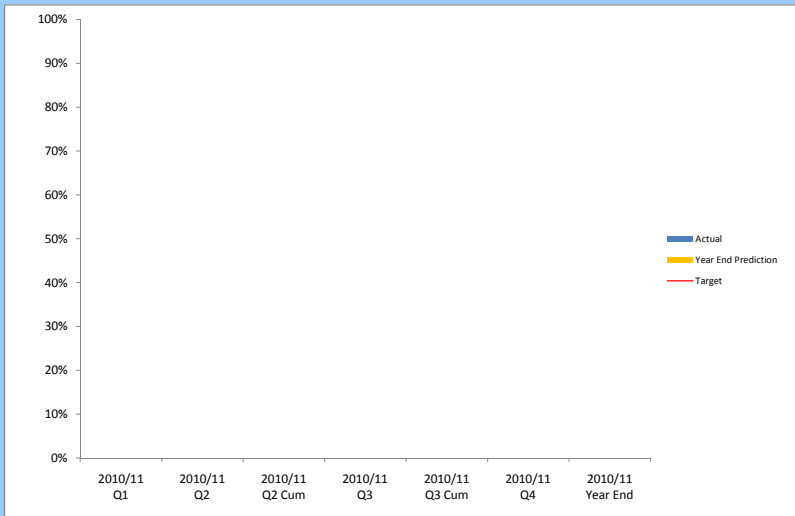
2009/10 performance: 72%

Baseline: 72% (2010/11)

The Performance Story
 On track to achieve a revised target of a 1% increase in workforce with this level of skills

Report Card **Local** **Improved customer satisfaction ratings in MORI survey from 2008 baseline - % of residents who found staff 'helpful' maintained above 75% by 2010 (local indicator)**

SCS Theme - Corporate Health
Priority: Deliver the Customer Excellence Programme - All Council services to be performing at Customer Service Excellence standard



↑ High is good

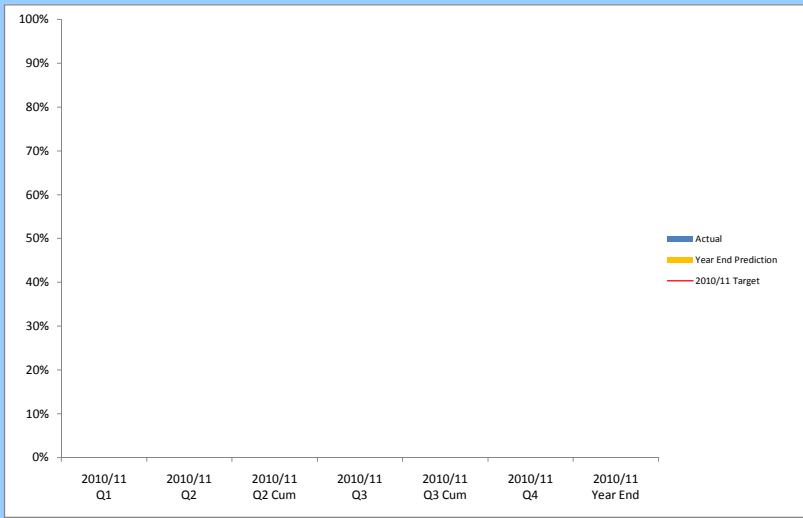
2009/10 performance: N/A

Baseline: 81% (2008/09)

The Performance Story
Customer satisfaction ratings to be measured via Viewpoint Survey in November 2010.

Report Card **Local** **Improved customer satisfaction ratings in MORI survey from 2008 baseline - % of residents whose enquiry was dealt with at the first point of contact maintained above 75% by 2010 (local indicator)**

SCS Theme - Corporate Health
Priority: Deliver the Customer Excellence Programme - All Council services to be performing at Customer Service Excellence standard



2009/10 performance: N/A

Baseline: 79% (2008/09)

The Performance Story
To be covered as part of the Viewpoint Survey, scheduled to take place in November 2010.