

The Stockton Story

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INVESTOR IN PEOPLE



2002-2003
Libraries as a Community Resource
2003-2004
Rethinking Construction

The Stockton Story

- Stockton's context
- The journey so far
- Future challenges

The Stockton Story

- Stockton's context
 - Largest Tees Valley Council
 - 4 separate and distinct townships
 - 82,000 properties / 192,000 residents
 - 10% of Stockton's population live in 10% of UK's most deprived areas
 - 10% of Stockton's population live in 10% of UK's most affluent areas
 - Political make-up

What We Do

- Waste and recycling collections
- Bulky waste collections
- Street cleansing
- Grounds maintenance
- Arboriculture
- Parks and open spaces
- Highway maintenance
- Markets
- Mechanical, electrical and building projects
- Registration and bereavement
- Fleet and vehicle workshops



How We Were

- Poor levels of performance
- Poor management / supervision
- Fire fighting
- Poor attendance levels
- Lack of procedures
- Budget management issues
- Lack of customer care

What We Did

- Intense training & development – customer care, individual training plans
- Annual appraisal for all
- “Just Do It” approach (attitudes to risk)
- Learning from mistakes
- Consistent application of attendance & capability procedures
- Values & behaviours



Customer Service Excellence

- One of ten Council's to achieve CSE Award in 2010 – reaccredited in 2013
- Customer care
- Standards & targets
- Quality groups
- Zero tolerance approach to inappropriate behaviour



	2012	2010	2008	2006	2004	2002	2000	1998
Satisfied with refuse collection	91%	88%	92%	93%	92%	89%	81%	83%
Satisfied with street cleaning	75%	70%	81%	79%	78%	69%	53%	57%
Satisfied with doorstep recycling	84%	81%	87%	91%	93%	n/a	n/a	n/a
Satisfied with local tips and recycling facilities	76%	75%	83%	87%	89%	73%	66%	65%
Satisfied with parks and open/green spaces	83%	75%	76%	73%	57%	59%	60%	70%



Future Challenges

- £39 million removed from budgets – further £16 million in 2016/17
- 56% reduction in budgets across the Council in real terms
- Managing customer & Member expectations
- Build capability, increase capacity & resilience
- Ambitions, culture and ethos remain the same