

# PLEASE NOTE VENUE

## NEIGHBOURHOODS AND COMMUNITIES PORTFOLIO DECISION SCHEDULE



**Monday 18th June 2007**

**at 9.00 am**

**in the Red Room, Avondale Centre, Dyke House (Raby Road Entrance)**

Councillor Jackson, Cabinet Member responsible for Neighbourhoods and Communities will consider the following items.

**1. KEY DECISIONS**  
None

**2. OTHER ITEMS REQUIRING DECISION**

- 2.1 Illegal Burning of Materials on the Longhill and Sandgate Industrial Estates – *Director of Neighbourhood Services*
- 2.2 Neighbourhood Services Departmental Plan 2007/08 – *Director of Neighbourhood Services*
- 2.3 Making Space for Water, Integrated Urban Drainage – Defra Pilot Study (Lead by Northumbrian Water Ltd) – *Head of Technical Services*
- 2.4 Criteria for Supporting Bus Services – *Head of Technical Services*
- 2.5 Revised LTP Budget Allocations for 2007/08 – *Head of Technical Services*
- 2.6 Service 401 – Hartlepool / Stockton Countryside Bus – *Head of Technical Services*
- 2.7 Local Safety Schemes – *Head of Technical Services*
- 2.8 Loch Grove – Petition for Tarmacing of Verges – *Head of Technical Services*
- 2.9 School Safety Scheme and Cyclepath Improvement Works – King Oswy Drive – *Head of Technical Services*
- 2.10 Union Street – Proposed One Way Street – *Head of Technical Services*
- 2.11 Kinross Grove – Petition for Conversion of Grassed Area into Road and Car Parking Area – *Head of Technical Services*

# PLEASE NOTE VENUE

3. **REPORTS FROM OVERVIEW OF SCRUTINY FORUMS**  
None

## EXEMPT ITEMS

Under Section 100(A)(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that it involves the likely disclosure of exempt information as defined in the paragraphs referred to below of Part 1 of Schedule 12A of the Local Government Act 1972 as amended by the Local Government (Access to Information) Act 1985

4. **KEY DECISION**  
None

5. **OTHER ITEMS REQUIRING DECISION**  
5.1 Proposed Changes to Stagecoach Bus Services – *Head of Technical Services (para 3)*

## **NEIGHBOURHOODS & COMMUNITIES PORTFOLIO**

Report To Portfolio Holder  
18 June 2007



**Report of:** Director of Neighbourhood Services

**Subject:** ILLEGAL BURNING OF MATERIALS ON THE  
LONGHILL & SANDGATE INDUSTRIAL  
ESTATES

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### **SUMMARY**

#### **1. PURPOSE OF REPORT**

To inform the Portfolio Holder of the 'multi-agency' strategy, spearheaded by the Council's Neighbourhood Action Team, to tackle the problem of illegal burning on the Longhill and Sandgate Industrial Estates.

#### **2. SUMMARY OF CONTENTS**

The strategy is designed to increase surveillance in the area and provide a decisive response to incidents of fire. Participating agencies will be looking into the causes of the fire, and for businesses to take appropriate steps to prevent further occurrences.

#### **3. RELEVANCE TO PORTFOLIO MEMBER**

Portfolio Holder responsible for environmental issues.

#### **4. TYPE OF DECISION**

Non-key.

#### **5. DECISION MAKING ROUTE**

Portfolio Holder meeting on 18 June 2007.

#### **6. DECISION(S) REQUIRED**

Endorsement of the multi-agency approach.

**Report of:** Director of Neighbourhood Services

**Subject:** ILLEGAL BURNING OF MATERIALS ON THE  
LONGHILL & SANDGATE INDUSTRIAL  
ESTATES

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## **1. PURPOSE OF REPORT**

- 1.1 To inform the Portfolio Holder of the 'multi-agency' strategy, spearheaded by the Council's Neighbourhood Action Team, to tackle the problem of illegal burning on the Longhill and Sandgate Industrial Estates.

## **2. BACKGROUND**

- 2.1 The Council is aware of an increase in the number of fires on the Longhill and Sandgate Industrial Estates, many of which may have been started deliberately. Figures provided by the Fire Brigade show an increase of 116% and 36.4% respectively over the last 12 months.
- 2.2 Such fires have a detrimental effect on the health and amenity of the local area and have harmful consequences for the environment as a whole. To combat this continuing nuisance, the Neighbourhood Action Team has introduced a 'multi-agency' approach to the problem, which involves a number of internal sections working closely with external organisations. The various agencies working on this strategy are listed below:
- Cleveland Fire Brigade
  - Cleveland Police
  - Neighbourhood Action Team (HBC)
  - Environmental Standards (HBC)
  - Development Control (HBC)
  - Economic Development (HBC)
  - Environment Agency
  - New Deal for Communities
- 2.3 The strategy is designed to increase surveillance in the area and provide a decisive response to incidents of fire. Participating agencies will be looking into the causes of the fire, and for businesses to take appropriate steps to prevent further occurrences.

- 2.4 Participating agencies will not hesitate to prosecute or take enforcement action against businesses where it is justified.
- 2.5 A copy of the working strategy is attached at Appendix A. However, concisely, this will involve the following procedure:
- (a) Call received and logged by the Fire Brigade.
  - (b) Fire Brigade extinguishes the fire and takes notes/photographs on site.
  - (c) Fire Brigade informs the Council's Neighbourhood Action Team the next working day.
  - (d) Neighbourhood Action Team coordinates a multi-agency response.
  - (e) Synchronised multi-agency response site visit within five days of incident.
- 2.6 The Neighbourhood Action Team has formally contacted all the Resident Groups in the local area to make them aware of the new multi-agency approach to illegal fires on the Longhill and Sandgate Industrial Estates. Residents in the area are encouraged to report all incidents of fire, however small, to the local Fire Brigade. Every recorded incident will then be investigated by way of a multi-agency site visit.
- 2.7 The Neighbourhood Action Team has formally contacted all local Councillors in the area to make them aware of the new multi-agency response to illegal fires on the Longhill and Sandgate Industrial Estates.
- 2.8 The Neighbourhood Action Team has formally contacted the occupiers of every unit on the Longhill and Sandgate Industrial Estates to explain the intentions of the Council and its partners in preventing illegal burning in the area.

### **3. RECOMMENDATIONS**

- 3.1 The Portfolio Holder endorses the multi agency approach and notes the report.

## **Appendix A to 2.1**

### **Strategy**

#### **Longhill & Sandgate Industrial Estates** **Illegal Burning of Materials**

**1. Partners/Agencies:**

Cleveland Fire Brigade  
Cleveland Police  
Neighbourhood Action Team (HBC)  
Environmental Standards (HBC)  
Development Control (HBC)  
Economic Development/NDC  
Environment Agency

**2. Action/Sequence:**

- a) Call received and logged by the Fire Brigade. (From proprietor or other e.g., member of public)
- b) Extinguish fire and compile notes from incident. (Proforma to be devised)
- c) Fire Brigade to inform Neighbourhood Action Team the next working day.
- d) Neighbourhood Action Team to coordinate multi-agency response immediately.
- e) Synchronised multi agency response within five working days of incident.

**3. Respective actions during multi-agency site visit:**

**Fire Brigade**

- Fire Brigade to attend subsequent site visit with each or all of the following agencies to express concern and confirm details of fire incident via proforma/refute claims by proprietor.

**Cleveland Police**

- Attend subsequent site visit with each or all of the following agencies as support. (Very important, as in our experience proprietors can turn nasty in these circumstances)

**Neighbourhood Action Team (HBC)**

- Visit site with reference to fire incident.
- Inform proprietor of obligation under Section 34 of EPA i.e., requirement to ensure compound is secure.
- Survey area of breach and instruct proprietor to repair and/or provide improved barrier.
- Threaten prosecution.
- Invoke prosecution.

**Environmental Standards (HBC)**

- Visit site with reference to fire incident.
- Inform of Section 79 of EPA.
- Survey area of breach and instruct proprietor to repair and/or provide improved barrier.

**Development Control (HBC)**

- Visit site with reference to the fire incident.
- Check for any breach of planning consents.
- Threaten enforcement action.
- Invoke enforcement action.

**Economic Development/NDC**

- Visit site with reference to fire incident.
- Provide advice on site security and available grants to improve site security.

**Environment Agency**

- Visit site with reference to fire incident.
- Use opportunity to ensure compliance with:
- EPA section 34.
- EPA section 79.
- Check licenses for types of waste(s) being treated and/or stored at the site.
- Check that all facilities meet the requirements for treating waste(s) treated and stored at the site.
- Threaten enforcement action.
- Invoke enforcement action.

**Appendix B to 2.1**

**IMPORTANT - THIS AFFECTS YOUR COMMUNITY**

Dear Resident Representative,

In recent months, Hartlepool Borough Council has become aware of an increase in the number of fires on the Longhill and Sandgate Industrial Estates, many of which may have been started deliberately.

Such fires have a detrimental effect on the health and amenity of the local area, and have harmful consequences for the environment as a whole. It is therefore the intention of Hartlepool Borough Council to increase surveillance in these areas in order to reduce the number of such incidents. Concentrated operations will involve various sections of Hartlepool Borough Council working in close partnership with the Police, Fire Brigade and the Environment Agency. The Council and Agencies will not hesitate to prosecute or take enforcement action where it is justified.

To assist us in tackling any illegal activities, we require the help of the local community and I should be grateful therefore if you would encourage members of the public to report all instances of burning, however small, to the local fire brigade. This will enable us to carry out our investigations in a more structured manner, and possibly prevent future occurrences.

I feel sure this course of action will please local residents, who frequently express concern for this continuing nuisance at local resident groups, and through elected members of the Council.

I therefore thank you in anticipation of your help and cooperation over the coming weeks when hopefully we can provide a safer and cleaner environment for the people in your community.

## **Appendix C to 2.1**

Dear Councillor

You may be aware of Hartlepool Borough Council's intention to address the continuing nuisance of illegal burning on the Longhill and Sandgate Industrial Estates, and I write to inform you that a strategy has now been put together, which involves a number of agencies.

I enclose for your information a copy of the agreed strategy, which I feel sure will be effective in curtailing these illegal activities. It should also please local residents who have persistently requested action to combat the nuisance.

At the various meetings held between participating agencies, the involvement of local residents was considered fundamental to the success of the scheme, as all incidents of burning need to be passed to the Fire Brigade in order to trigger the multi-agency response. Clearly, reports from the public will assist that process and accordingly I have written to all local resident representatives in the area to ask of their assistance. A copy of this letter is enclosed for your information.

Hopefully, we now have something tangible in place that will convince residents in your area that Hartlepool Borough Council is taking their concerns seriously, and that it will not tolerate such anti-social behaviour. If, however, you feel there is any more we can do at this stage, or you have any queries regarding this strategy, please do not hesitate to contact me.

## **Appendix D to 2.1**

### **IMPORTANT - THIS AFFECTS YOUR PROPERTY**

Dear

In recent months, Hartlepool Borough Council has become aware of an increase in the number of fires on the Longhill and Sandgate Industrial Estates, many of which may have been started deliberately.

Such fires have a detrimental effect on the health and amenity of the local area, and have harmful consequences for the environment as a whole. It is therefore the intention of Hartlepool Borough Council to increase surveillance in these areas in order to reduce the number of such incidents. Concentrated operations will involve various sections of Hartlepool Borough Council working in close partnership with the Police, Fire Brigade and the Environment Agency. The Council and Agencies will not hesitate to prosecute or take enforcement action where it is justified.

Under the Environmental Protection Act (EPA) 1990, section 34 (Duty of Care), you are reminded of your legal obligation to ensure your premises are adequately protected against intruders, who may be intent on starting fires or indeed carrying out other illegal activities.

It is no defence in a court of law if, for example, your perimeter fence provides inadequate protection to your premises, and in view of this, I would strongly recommend you make every effort to ensure your facilities are properly secured.

Security grants may be available from Hartlepool Borough Council, and further details are available from Maurice Brazell who can be contacted on Hartlepool 523511.

It is in your interest that Hartlepool Borough Council, along with its partnering agencies, succeeds in preventing these illegal activities and I therefore look forward to your full cooperation and understanding.

If you have any queries regarding this matter then please do not hesitate to contact me on direct line Hartlepool 523370.

## **NEIGHBOURHOOD AND COMMUNITIES PORTFOLIO**

Report to Portfolio Holder  
18<sup>th</sup> June 2007



**Report of:** Director of Neighbourhood Services

**Subject:** NEIGHBOURHOOD SERVICES  
DEPARTMENTAL PLAN 2007/08

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### **SUMMARY**

#### **1. PURPOSE OF REPORT**

To agree the Neighbourhood Services Departmental plan for 2007 / 2008.

#### **2. SUMMARY OF CONTENTS**

The Neighbourhood Services Departmental Plan 2007/8 details the actions, Performance indicators and associated risk in achieving objectives planned to be carried out by the department over the coming twelve months.

#### **3. RELEVANCE TO PORTFOLIO MEMBER**

The portfolio holder for Neighbourhood and Communities has responsibility for part of the Neighbourhood Services Departmental Plan.

#### **4. TYPE OF DECISION**

Non-key.

#### **5. DECISION MAKING ROUTE**

This is a decision to be made by the Portfolio Holder.

#### **6. DECISION REQUIRED**

Approval of the Departmental Plan.

**Report of:** Director of Neighbourhood Services

**Subject:** NEIGHBOURHOOD SERVICES  
DEPARTMENTAL PLAN 2007/8

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**1. PURPOSE OF REPORT**

To agree the Neighbourhood Services Departmental plan for 2007 / 2008.

**2. BACKGROUND**

The Neighbourhood Services Departmental Plan has been produced in line with corporate planning requirements. It demonstrates the links to the Corporate Plan and the associated actions for which the Neighbourhood Service Department has responsibility for delivery.

National and local performance indicators are identified within the departmental plan, showing previous years performance along with targets for the coming year for each indicator.

In line with corporate requirements, key risks for achieving the main departmental service objectives and controls to mitigate these risks have been identified within the plan.

A copy of the Neighbourhood Services Departmental Plan 2007/8 is attached as **Appendix 1**.

**3. MONITORING AND REVIEW OF THE PLANS**

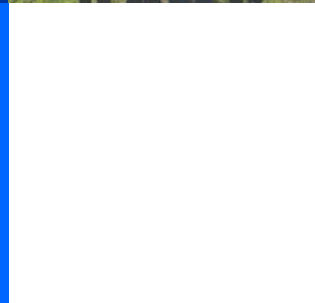
In line with the corporate planning requirements, the Neighbourhood Service Departmental Plan 2007/8 will be reviewed on a quarterly basis, with a report presented to the Portfolio Holder.

**4. RECOMMENDATIONS**

It is recommended that the Neighbourhood Services Departmental Plan 2007/8 be approved.

# Neighbourhood Services Departmental Plan

2007—2008





*School healthy eating*



*School speed zones*



*Pavement cleaning*



*Flowers in bloom on  
Marina Way*



*Civic Centre and  
Victoria Road*



*Pride in Hartlepool*

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## Neighbourhood Services



# Introduction

## Neighbourhood Services

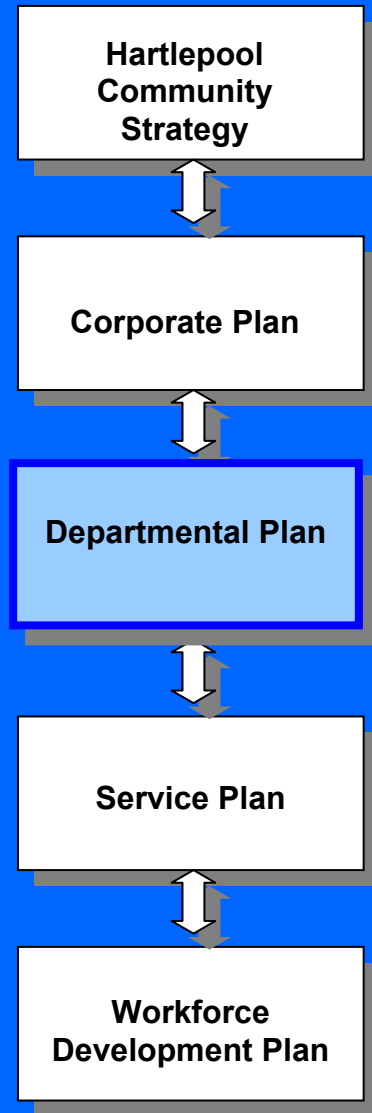
This document is the Neighbourhood Services Departmental Plan for 2007/08 and forms part of the Council's overall Service Planning arrangements. The plan details the key priorities and issues facing the department over the next three years, and includes a detailed action plan for the next 12 months. This plan will be reviewed on an annual basis, which will allow for any emerging priorities to be included.

The plan details how the Department will meet the Council's key priorities as stated in the Corporate Plan.

This plan should be looked at in conjunction with both the Council's Corporate Plan and the individual service plans, that together form part of the Council's overall Service Planning Arrangements. Figure 1, demonstrates how the plans are linked: -

This approach ensures that any objective that appears in the Corporate Plan can be traced through to specific actions in the service plan, and vice versa. It allows the employees delivering services to explicitly see how their actions contribute to the Council's overall objectives.

# Neighbourhood Services



*Figure 1*

## Service Planning

### Corporate Plan

This plan details the Key, Council-wide, strategic objectives identified as being a priority over the next year. Also included are key actions associated with each objective.

### Departmental Plan

This plan details the key issues facing the Neighbourhood Services department. It also includes a detailed action plan stating how the department will deliver the relevant key actions identified within the Corporate Plan

### Service Plans

These plans will be produced by each individual service within the department. They will detail the services key objectives for the forthcoming year, and how the service will meet the relevant key actions included within the Departmental Plan. A list of the Service Plans within Neighbourhood Services can be found as appendix 1.

# Performance Management

## Neighbourhood Services

### **Monitoring, Reviewing and Reporting**

The action plan detailing how the department will meet its main objectives for the forthcoming year will be monitored by the Departmental Management Team (DMT) and service managers, with a quarterly report presented to the Portfolio Holders updating them on progress and highlighting any key areas of achievement and concern.

Throughout the year, in certain circumstances, it may become necessary to either remove or amend an objective or specific action from the annual plan. This could be for a number of reasons, such as changing priorities or a delay in implementing a particular scheme through unforeseen circumstances. Any amendments to the plan will only be made with full agreement of the relevant portfolio holders.

The overall departmental plan also contains the key priorities for the next three years that will affect the department. Naturally these will change over time and will need to be reviewed and updated to reflect these changing priorities. A revised Departmental Plan will be produced and the overall priorities will be reviewed on an annual basis and will be reflected in forthcoming years departmental plans.

## Performance Management

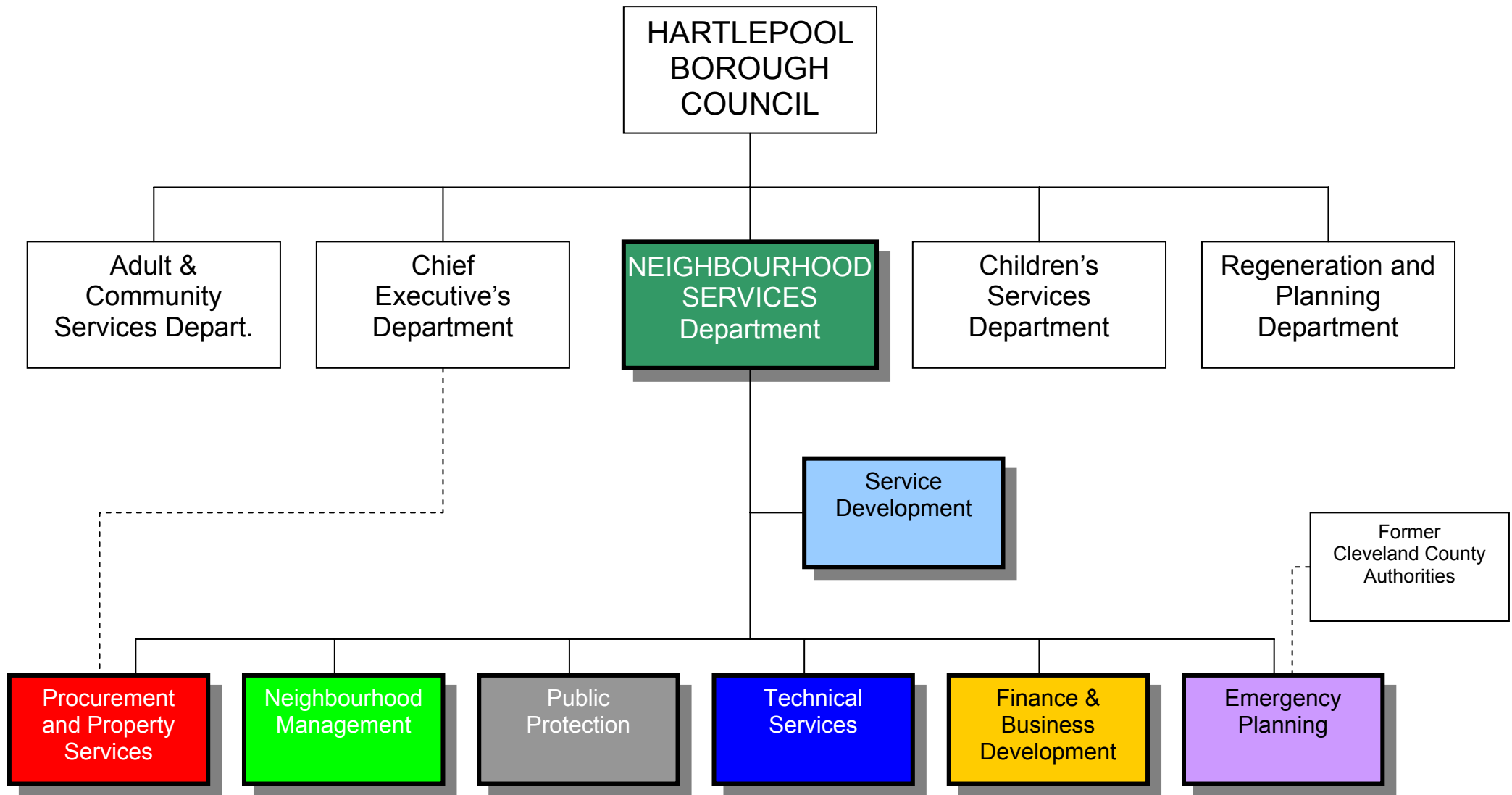
### Communication

Effective communication within and to those outside of the service will be a vital element in the delivery of this plan. The content of this plan, along with updates will be communicated to staff through the following mechanisms:

- Annual appraisal and 6 monthly review
- Team meetings and 1-1's
- Intranet / Internet
- Staff Newsletters / Information Posters on staff notice boards

The plan and its subsequent updates will be reported to the relevant Portfolio Holder(s) and updates publishing on the Internet and Intranet

## Departmental Structure



# Neighbourhood Services

## Vision/Mission Statement

*to work hand in hand with communities and to provide and develop excellent services that will improve the quality of life for people living in Hartlepool neighbourhoods*

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Dave Stubbs  
Director of Neighbourhood Services

The Council adopted the aims of the Community Strategy and our department has a special role to play in achieving those aims and in particular those of Strengthening Communities and Environment, by bringing together a range of services that have the greatest impact upon the day-to-day quality of life at a neighbourhood level to the citizens of Hartlepool.

We aim to contribute to the development of neighbourhoods in all of our activities. We have worked to develop our vision for the department in consultation with stakeholders which will benefit the citizens of Hartlepool and will give everyone who works for the department a better understanding of their own special contribution to the town.

# Neighbourhood Services

In delivering our services to the citizens of Hartlepool, we are committed to taking action to reduce our impact on the environment and this year we will increase our focus on reducing resource usage in key areas such as energy, water and waste. By encouraging staff to take personal responsibility for actions such as turning off electrical equipment and lights, reducing and recycling their waste and by asking them to give consideration to their use of transport we aim to significantly reduce our departments 'ecological footprint'.

The department has made significant progress over the previous year, in areas such as minimising the amount of waste households produce with Recycling and composting rates increasing to almost 30%. We have also improved the levels of involvement in Council decision making by working with local communities in agreeing Neighbourhood Action Plans in areas across the town.

Congratulations are also to be extended to Emergency Planning on being awarded Beacon status. This award indicates that our Emergency Planning is amongst the best nationally, with assessors concluding that other authorities across the country could learn from what has been achieved.

# Neighbourhood Services



*Denis Hampson*  
*Head of Cleveland Emergency Planning*



*Keith Smith*  
*Head of Finance & Business Development*



*Denise Ogden*  
*Head of Neighbourhood Management*

## Departmental Management Team

### Emergency Planning

"Disaster or major incidents can strike suddenly, unexpectedly and anywhere. We aim to ensure that appropriate levels and standards of resilience and civil protection are in place for a wide range of emergencies"

**Services:** *emergency planning*

### Finance & Business Development

"We provide seamless customer focused services, to contribute to achieving our departmental aims, it is important to provide front line services with timely and appropriate support".

**Services:** *information communication technology; finance; administration*

### Neighbourhood Management

"We are committed to providing effective neighbourhood managed services. The involvement of our customers in the democratic processes underpins that service delivery".

**Services:** *horticulture; street cleansing; highway services; environmental enforcement; school catering; refuse collection & recycling; building cleaning; client services*

# Departmental Management Team

## Procurement & Property Services

"Our aim is to ensure the Council makes best use of its land and property assets in terms of service delivery, accessibility and financial return whilst developing a strategic procurement capacity to deliver value for money and achieve our community aims"

**Services:** *building management and maintenance; building consultancy; land and property management; procurement; logistics*

## Public Protection

"We aim to ensure a better quality of life for Hartlepool people by improving the health and well-being of our residents, enhancing and protecting both the local and global environment (including the tackling of the causes of climate change). This will be achieved by the effective application of Public Protection legislation, education and community engagement."

**Services:** *environmental health, trading standards, licensing, environmental sustainability, cemeteries/crematorium, pest control, healthy eating*

## Technical Services

"We aim to ensure that highways, transportation and civil engineering services are delivered within the Borough of Hartlepool in an effective and efficient manner providing a safer and sustainable environment from which everyone will benefit."

# Neighbourhood Services



*Graham Frankland*  
*Head of Procurement & Property Services*



*Ralph Harrison*  
*Head of Public Protection*



*Alastair Smith*  
*Head of Technical Services*

## Workforce Planning

Neighbourhood Services employs over 1000 employees across the department in the Civic Centre, Bryan Hanson House, Leadbitter Buildings and Church Street. In addition to the staff based within these buildings we have a large number of non-office based staff working at various sites and locations throughout the town in areas such as refuse collection, grounds maintenance, street cleansing and highways. Our Building Cleaning and Catering services operate in over 100 establishments.

The departments workforce development plan contains details of the breakdown of staff throughout the department, and shows how we will deliver key actions to develop the skills and ability of our people and help us to plan for our future workforce requirements.

A number of priorities in relation to the workforce need to be addressed over the coming year, including:

- Job Evaluation
- Appraisal Scheme
- Recruitment & Retention issues in specific posts e.g. Environmental Health and Emergency Planning Officers
- New IT systems, forcing increased knowledge of IT in areas where technology has not traditionally been used

## Medium Term (Key) Priorities

The following Medium Term (Key) Priorities, expand on the departments vision, setting out in more detail the key or major issues facing the department over the next 3-5 years.

	Description	Objective / Action Reference(s)
<b>Departmental / Cross Cutting</b>	Provide customer focused accessible services to the whole community and attain level 3 of the Equality Standard for Local Government.	NSD065
	Deliver continuous improvement throughout the department.	NSD065
	Support the department in achieving Customer focused Services.	NSD054
	Reduce sickness levels across the department	
<b>Neighbourhood Management</b>	Develop an integrated environmental education and enforcement programme for street scene and waste management services	NSD007
	Maintain the viability of school catering in the light of new nutritional standards	NSD010 NSD011 NSD019
	Successfully complete planned increased recycling initiatives	NSD019
	Develop the influencing and planning role of Neighbourhood Management in service delivery	NSD035 NSD036
<b>Emergency Planning</b>	To develop effective response plan(s) to deal with the threat from a pandemic flu outbreak	SC17 SC18
	To develop the role of the Local Resilience Forum, particularly in the area of risk assessment and overseeing that the requirements of the Civil Contingencies Act are met by local responders	
	To develop sustainable strategies to promote business continuity within the local community, particularly in respect of medium and small enterprises	
	To develop sustainable strategies for the provision of information to the public so that they are aware of the risks of emergencies and they can be better prepared to protect themselves.	

## Medium Term (Key) Priorities

## Neighbourhood Services

	Description	Objective / Action Reference(s)
<b>Public Protection</b>	Develop a Hartlepool climate change strategy	NSD034
	Develop and stretch the healthy eating service provision through the delivery of the Local Public Service Agreement (LPSA II) healthy eating initiative	NSD001
	Develop local action plans to deliver the Hartlepool Public Health Strategy	NSD006
<b>Procurement &amp; Property Services</b>	Develop a sustainable and funded maintenance strategy.	EH08
	Develop a sustainable accommodation strategy linked to service asset management plans	
	Further improve the management of the Council's asset base by developing the asset management plan linked to the Capital Strategy.	NSD027
<b>Technical Services</b>	Address issues of contaminated land	NSD024
	Implement actions required as part of the national concessionary travel scheme	NSD016
	Produce Transport Asset Management Plan (TAMP)	NSD026
	Implementation and delivery of the Local Transport Plan (LTP)	EH03 NSD015

## Action Plan

The following action plan details how the department will meet its main objectives over the coming 12 months.

<b>Corporate Plan Objective:</b> CO12 - Be Healthy (Children and young people will be physically, mentally, emotionally and sexually healthy, lead healthy lifestyles and choose not to take illegal drugs)				
<b>Departmental Plan Objective:</b> HC02 - Actively contribute to the health and future well-being of the children of Hartlepool			<b>Associated Risks:</b> ASS4-1.1; SOC4-1.1; SOC4-3.3	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD001	To provide a school meals service which actively contributes to the health and future well-being of the children of Hartlepool.	Mar 08	Doreen Wilkinson	EM209 EM211 LAA 10.6

<b>Corporate Plan Objective:</b> CO16 - To safeguard and improve health and well-being for people working, living and visiting the borough				
<b>Departmental Plan Objective:</b> HC16 - To deliver an effective Health Development and enforcement service.			<b>Associated Risks:</b> SOC4-4.4	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD002	To carry out enforcement duties and deliver high quality services through the efficient and effective use of resources	Mar 08	Sylvia Pinkney	BV 166a BV 166b PH03 PH304 PH308 PH309
NSD003	Provide targeted education and advice on health issues, principally focused on Coronary Heart Diseases.	Mar 08	Sylvia Tempest	
NSD004	To increase access for Hartlepool residents to healthy, affordable food	Mar 08	Sylvia Tempest	
NSD005	To create a 'healthy food standard' for food premises within the borough	Dec 07	Sylvia Tempest	

# Action Plan

## Neighbourhood Services

<b>Corporate Plan Objective:</b> CO16 - To safeguard and improve health and well-being for people working, living and visiting the borough				
<b>Departmental Plan Objective:</b> HC17 - Delivery of the Public Health Strategy and action plan through partnership working			<b>Associated Risks:</b> SOC4-4.4	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD006	Lead on appropriate public health strategy workstreams.	Mar 08	Sylvia Tempest	

<b>Corporate Plan Objective:</b> CO20 - Improve neighbourhood safety and increase public reassurance leading to reduced fear of crime and anti social behaviour				
<b>Departmental Plan Objective:</b> CS06 - Co-ordinate and develop NAP resident forums, ensuring links are made with the Safer Hartlepool Partnership and Neighbourhood Policing.			<b>Associated Risks:</b> ENV4-1.7	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD007	Integrate with the local community and collaborate with other agencies to effectively reduce incidents of crime, the fear of crime and anti-social behaviour	June 07 and on-going	Craig Thelwell	
NSD008	Actively work with Neighbourhood police teams and social behaviour unit to reduce Anti Social Behaviour	April 07 and on-going	Central Neighbourhood Manager	
NSD009	Provide a public lighting service to meet the aspirations of local residents and help to deter anti social behaviour and reduce the fear of crime	Mar 08	Paul Mitchinson	BV215

## Action Plan

<b>Corporate Plan Objective:</b> CO20 - Improve neighbourhood safety and increase public reassurance leading to reduced fear of crime and anti social behaviour				
<b>Departmental Plan Objective:</b> CS07 - Embrace new and existing legislation in developing strategies and initiatives.			<b>Associated Risks:</b> REP4-7.2	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD010	Fully implement powers associated with Clean Neighbourhoods & Environment Act 2005 to reduce key environmental crimes within communities	Oct 07	Craig Thelwell	
<b>Corporate Plan Objective:</b> C025 - Improve the quality of the local environment by having cleaner, greener and safer public, private and community spaces and by reducing the gap in aspects of liveability between the worst wards/ neighbourhoods and the district as whole, with a particular focus on reducing levels of litter and detritus				
<b>Departmental Plan Objective:</b> EH02 - Improve and maintain the design and appearance of the natural and built environment.			<b>Associated Risks:</b> ENV4-1.8	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD011	Investigate all opportunities to ensure the continued provision of New Deal for Communities (NDC) / Neighbourhood Renewal Fund (NRF) environmental services.	Mar 08	Albert Cope	BV 199a BV 218
NSD012	Enhance and improve the appearance of the town by providing an efficient and responsive design service	Sept 07	Colin Bolton	PL131

# Action Plan

## Neighbourhood Services

<b>Corporate Plan Objective:</b> CO25 - Improve the quality of the local environment by having cleaner, greener and safer public, private and community spaces and by reducing the gap in aspects of liveability between the worst wards/neighbourhoods and the district as whole, with a particular focus on reducing levels of litter and detritus				
<b>Departmental Plan Objective:</b> EH02 - Improve and maintain the design and appearance of the natural and built environment.			<b>Associated Risks:</b> ENV4-1.8	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD013	Reduce the amount of derelict and underused land and buildings through the pursuit of regeneration activities	April 07 and on-going	Karen Oliver	

<b>Corporate Plan Objective:</b> CO26 - Provide a sustainable, safe, efficient, effective and accessible transport system				
<b>Departmental Plan Objective:</b> EH03 - Deliver the Hartlepool Local Transport Plan (LTP)			<b>Associated Risks:</b> POL4-2.4; FIN4-2.3	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD014	Reduce road casualties in line with the 2010 target	Mar 08	Mike Blair	BV 99 a-c
NSD015	Implement and deliver the local transport interchange	Nov 08	Alan Coulson	
NSD016	Implement new and existing travel related legislation	Mar 08	Mike Blair	BV 102
<b>Departmental Plan Objective:</b> EH04 - Develop and implement an Integrated Transport Strategy			<b>Associated Risks:</b> POL4-2.5	
NSD017	Develop a corporate approach to the delivery of transport services	Oct 08	Jayne Brown	

## Action Plan

<b>Corporate Plan Objective:</b> CO27 - Make better use of natural resources, reduce greenhouse gases, minimise energy use and reduce the generation of waste and maximise recycling				
<b>Departmental Plan Objective:</b> EH05 - Promote environmental sustainability and develop awareness			<b>Associated Risks:</b> ENV4-1.9	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD018	Promote the efficient use of natural resources within environmental services	March 08	Albert Cope	NS 2
NSD019	Reduce waste and maximise recycling to develop a sustainable environment	Oct 07	Colin Ogden	BV 82 a – d BV 84
NSD020	Promote energy efficiency schemes	Mar 08 and On-going	Keith Lucas	PMI 2 A, B, C
NSD021	Implement recommended actions in Energy Saving Trust Energy Accreditation Award	Mar 08 and on-going	Keith Lucas	PMI 2 A, B, C

# Action Plan

## Neighbourhood Services

<b>Corporate Plan Objective:</b> CO28 - Improve the natural and built environment and ensure the proper planning of the area				
<b>Departmental Plan Objective:</b> EH07 - Improve Physical Access to buildings			<b>Associated Risks:</b> ASS5-1.1; Ass4-3.1; ASS4-3.4; ENV5-1.3; FIN4-3.5	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD022	Complete access to buildings strategy	July 07	Keith Lucas	BV 156
NSD023	Implement the internal Audit Report recommendations on DDA	Nov 07	Keith Lucas	
<b>Departmental Plan Objective:</b> EH08 - Develop an integrated capital and asset strategy to maintain and develop buildings, land, highways and coastal structures			<b>Associated Risks:</b> ASS5-1.1; Ass4-3.1; ASS4-3.4; ENV5-1.3; FIN4-3.5	
NSD024	Improve the town's environment in specific work areas including coastal protection, contaminated land, land drainage and closed landfill sites.	Mar 08	Alan Coulson	BV 216
NSD025	Provide a civil / structural engineering consultancy service conforming to best practice to service the needs of the Council and external clients where appropriate	Mar 08	Alan Coulson	
NSD026	Produce and implement the Traffic Asset Management Plan (TAMP)	Sept 07	Mike Blair	
NSD027	Implement effective asset strategies	Mar 08	Keith Lucas	

## Action Plan

Corporate Plan Objective: CO29 - To promote and develop a sustainable environment				
Departmental Plan Objective: EH14 - To increase community and corporate knowledge and action on environmental sustainability issues			Associated Risks: ENV4-7.1	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD028	Co-ordinate the development and delivery of environmental strategies	Mar 08	Sylvia Tempest	
NSD029	Promote, develop and implement environmental initiatives, campaigns and projects	Mar 08	Sylvia Tempest	
NSD030	Deliver Environmental Awareness courses to local authority staff and community	Mar 08	Sylvia Tempest	
NSD031	To support schools in improving environmental sustainability	Sept 07	Sylvia Tempest	
NSD032	Deliver the Pride in Hartlepool campaign	Mar 08	Sylvia Tempest	
Departmental Plan Objective: EH15 - To give advice on the issues concerning the natural and built environment and to enforce environmental legislation when appropriate			Associated Risks: ENV4-7.1	
NSD033	To provide advice and support to the Environment Partnership and Local strategic partnership	Mar 08	Sylvia Tempest	

# Action Plan

## Neighbourhood Services

Corporate Plan Objective: CO29 - To promote and develop a sustainable environment				
Departmental Plan Objective: EH16 - To work in partnership to develop a climate change strategy and action plan			Associated Risks: ENV4-7.1	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD034	Produce and launch the Hartlepool Climate Change Strategy and action plan.	Mar 08	Sylvia Tempest	

Corporate Plan Objective: CO36 - To empower local people to have a greater voice and influence over local decision making and the delivery of services				
Departmental Plan Objective: SC01 - To establish Neighbourhood Management as a guiding influence in Service Delivery across the Council			Associated Risks: POL4-1.5	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD035	Ensure services are targeted to local needs	Mar 08	David Frame	
NSD036	Development and co-ordinate service provision in line with Neighbourhood Action Plans (NAPs) and neighbourhood consultative forums requirements	Mar 08	David Frame	

## Action Plan

Corporate Plan Objective: CO41 - Creating a fairer world				
Departmental Plan Objective: SC16 - Promote Hartlepool as a Fairtrade town			Associated Risks:	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD037	Promote the use of fair trade products throughout the borough	Mar 08	Sylvia Tempest	LAA 36.1 LAA 36.2

Corporate Plan Objective: CO42 - Ensure communities are well prepared to respond to emergency situations				
Departmental Plan Objective: SC17 - Develop and implement communication strategy			Associated Risks: ICT4-6.1; POL4-6.2; REP4-6.1; REP4-6.2; PER5-1.2	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD038	Develop the Community risk register	Mar 08	Denis Hampson	
NSD039	Provision of effective informative Cleveland Emergency Planning Unit (CEPU) and Local Resilience Forum (LRF)	Mar 08	Denis Hampson	
NSD040	Promotion of Business continuity	Mar 08	Denis Hampson	
NSD041	Conduct comprehensive multi-agency training and exercises	Mar 08	Denis Hampson	
NSD042	Increase involvement of voluntary sector in Emergency Planning	Mar 08	Denis Hampson	

# Action Plan

## Neighbourhood Services

<b>Corporate Plan Objective:</b> CO43 - Ensure Cleveland Emergency Planning unit delivers on behalf of the Council a comprehensive Emergency Planning and resilience service.				
<b>Departmental Plan Objective:</b> SC18 - Deliver the actions identified in the annual plan of the Cleveland Emergency Planning Unit			<b>Associated Risks:</b> ICT4-6.1; POL4-6.2; REP4-6.1; REP4-6.2; PER5-1.2	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD043	Develop and review emergency planning arrangements	Mar 08	Denis Hampson	
NSD044	Undertake level 2 nuclear exercise	July 07	Denis Hampson	

<b>Corporate Plan Objective:</b> CO51 - Develop and Implement Efficiency Strategy				
<b>Departmental Plan Objective:</b> OD18 - Implement 5 year Procurement Plan			<b>Associated Risks:</b> FIN5-1.3	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD045	Complete spend analysis across the Neighbourhood Services Department	June 07	Keith Smith	
NSD046	Review strategic partnership for corporate maintenance and minor works.	Mar 08	Albert Williams	
NSD047	Procure framework agreement for construction, property and highways professional services	Dec 07	Derek Reynolds	
<b>Departmental Plan Objective:</b> NSD063 - Identify and improve business process across the department			<b>Associated Risks:</b> FIN4-5.10	
NSD048	Implement the departmental improvement plan	Mar 08	Angela Read	

## Action Plan

Corporate Plan Objective: CO33 - Balancing Housing supply and demand				
Departmental Plan Objective: EH27 - Pursue a strategic housing market renewal in partnership with Tees Valley Living, Housing Hartlepool and Hartlepool Revival			Associated Risks: SOC4-3.1	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD049	Complete Compulsory Purchase Order on North Central Hartlepool Scheme and transfer land to developer	June 07	Keith Lucas	
NSD050	Complete Compulsory Purchase Order on Mildred Street site and facilitate sale to developer	April 07	Keith Lucas	
NSD051	Complete Compulsory Purchase Order on Mayfair Street site and facilitate sale to developer	April 07	Keith Lucas	
NSD052	Standardise Land Disposal for Social Housing Needs	Mar 08	Keith Lucas	

Corporate Plan Objective: CO09 - Enjoy and achieve - Raise standards achievement and standards of young people in the early years, primary and secondary phases of education.				
Departmental Plan Objective: LL01 - Implement the Building Schools for the Future project plan for 2007/8 including completion of the Strategy for Change			Associated Risks:	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD053	Ensure Neighbourhood Service delivery is promoted through the building schools for the future programme.	Mar 08	Graham Frankland	

# Action Plan

## Neighbourhood Services

<b>Corporate Plan Objective: CO53 - Implement the Communicating with your Council plans</b>				
<b>Departmental Plan Objective: NSD064 - Implement the Communicating with your Council plans</b>			<b>Associated Risks: REP4-7.1</b>	
<b>Ref.</b>	<b>Actions</b>	<b>Milestones</b>	<b>Responsible Officer</b>	<b>Associated Performance Indicators</b>
NSD054	Implement the departmental Customer Services Plan	Mar 08	Angela Read	L105

<b>Corporate Plan Objective: CO54 - Enhance equality and diversity arrangements and mainstream into all council activities</b>				
<b>Departmental Plan Objective: NSD065 - Enhance equality and diversity arrangements and mainstream into all council activities</b>			<b>Associated Risks: SOC4-5.1</b>	
<b>Ref.</b>	<b>Actions</b>	<b>Milestones</b>	<b>Responsible Officer</b>	<b>Associated Performance Indicators</b>
NSD055	Implement the departmental Diversity Action Plan	Mar 08	Carol Davis	
NSD056	Agree 07/08 Diversity Impact Assessment programme	June 07	Carol Davis	
NSD057	Agree Impact Needs Requirement Assessment (INRA) programme to feed into 2008/9 service plans	June 07	Carol Davis	
NSD058	Complete 07/08 Diversity Impact Assessment programme	Mar 08	Carol Davis	
NSD059	Complete 07/08 Impact Needs Requirement Assessment	Mar 08	Carol Davis	

## Action Plan

Corporate Plan Objective: CO56 - Implement the People Strategy and Workforce Development Strategy				
Departmental Plan Objective: NSD066 - Implement the People Strategy and Workforce Development Strategy			Associated Risks: NSD066	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD060	Implement the departmental Workforce development plan	Mar 08	Angela Read	
NSD061	Implement the departmental Health & Safety Plan	Mar 08	Carol Davis	

Corporate Plan Objective: CO57 - Delivery of ICT strategy to support corporate objectives				
Departmental Plan Objective: NSD067 - Review of ICT strategy to ensure links with other corporate objectives			Associated Risks: ICT4-5.1; ICT4-5.2	
Ref.	Actions	Milestones	Responsible Officer	Associated Performance Indicators
NSD062	Produce departmental ICT development plan	Dec 07	Keith Smith	

## Associated Key Risks

Within the action plan each objective has identified risks that could affect the successful implementation of the actions. Those risks are outlined in more detail in the following tables.

Risk Register Ref.	Key risks to achieving departmental service objectives	Priority H/M/L	Procedures/processes/ management arrangements/ controls in place to mitigate identified risks	Method of Review	Review	Responsible Officer
<b>Departmental Plan Objective:</b> <b>HC02 - Actively contribute to the health and future well-being of the children of Hartlepool</b>						
ASS4-1.1 SOC4-1.1	<ul style="list-style-type: none"> <li>Poor condition of school kitchens</li> <li>Provision of nutritionally balanced school meals</li> <li>Lack of staff to undertake initiatives to improve health of children</li> <li>Funding of food nutritionist is temporary</li> </ul>	H	<ul style="list-style-type: none"> <li>Planned programme of improvements and investment through trading</li> <li>New food standards implemented</li> <li>Working with healthy schools co-ordinator in certain areas of implementation.</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly</li> </ul>	June 2007	Doreen Wilkinson
<b>Departmental Plan Objective:</b> <b>HC16 - To deliver an effective Health Development and enforcement service.</b> <b>HC17 - Delivery of the Public Health Strategy and action plan through partnership working</b>						
SOC4-4.4	<ul style="list-style-type: none"> <li>Reduction in funding</li> <li>Insufficient staff to carry out service</li> </ul>	L	<ul style="list-style-type: none"> <li>Close working with Primary Care Trust to ensure effective delivery and avoid duplication.</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly</li> </ul>	June 2007	Ralph Harrison

## Associated Key Risks

Risk Register Ref.	Key risks to achieving departmental service objectives	Priority H/M/L	Procedures/processes/ management arrangements/ controls in place to mitigate identified risks	Method of Review	Review	Responsible Officer
<b>Departmental Plan Objective:</b> <b>CS06 - Co-ordinate and develop NAP resident forums, ensuring links are made with the Safer Hartlepool Partnership and Neighbourhood Policing.</b>						
ENV4-1.7	<ul style="list-style-type: none"> <li>Failure to integrate neighbourhood policing into neighbourhood management</li> </ul>	L	<ul style="list-style-type: none"> <li>Head of Neighbourhood Management sits on the safer Hartlepool Executive and Neighbourhood Policing project board</li> <li>Neighbourhood Managers implement NRF Neighbourhood Actions Plans</li> <li>Police and Community Safety liaison forums</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly</li> </ul>	June 2007	Denise Ogden
<b>Departmental Plan Objective:</b> <b>CS07 - Embrace new and existing legislation in developing strategies and initiatives.</b>						
REP4-7.2	<ul style="list-style-type: none"> <li>Appropriately qualified staff not available / trained to implement legislation</li> </ul>	H	<ul style="list-style-type: none"> <li>Ensure adequate training</li> <li>Ensure appropriately qualified staff are appointed.</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly</li> <li>As new legislation is introduced</li> <li>When new staff are appointed</li> </ul>	March 2007	Craig Thelwell

## Associated Key Risks

Risk Register Ref.	Key risks to achieving departmental service objectives	Priority H/M/L	Procedures/processes/ management arrangements/ controls in place to mitigate identified risks	Method of Review	Review	Responsible Officer
<b>Departmental Plan Objective:</b> <b>EH02 - Improve and maintain the design and appearance of the natural and built environment.</b>						
ENV4-1.8	<ul style="list-style-type: none"> <li>Failure to improve and maintain the design and appearance of the natural and built environment</li> </ul>		<ul style="list-style-type: none"> <li>Financial and performance of services monitored on a regular basis</li> <li>Employ and manage the NRF and NDC environmental task force teams.</li> <li>Corporate working group to reduce the amount of derelict land and underused land and buildings</li> </ul>	<ul style="list-style-type: none"> <li>Regular performance meetings</li> <li>Quarterly update of risk register</li> </ul>	April 07	Denise Ogden
<b>Departmental Plan Objective:</b> <b>EH04 - Develop and implement an Integrated Transport Strategy</b>						
POL4-2.5	<ul style="list-style-type: none"> <li>Limited 'buy-in' for an integrated strategy for the Council</li> <li>Loss of 'O' licence</li> </ul>		<ul style="list-style-type: none"> <li>Discussions taking place to develop strategy</li> </ul>	<ul style="list-style-type: none"> <li>Formal dialogue through transport strategy group</li> <li>Quarterly review of dept risk register</li> </ul>	June 07	Jayne Brown

## Associated Key Risks

Risk Register Ref.	Key risks to achieving departmental service objectives	Priority H/M/L	Procedures/processes/ management arrangements/ controls in place to mitigate identified risks	Method of Review	Review	Responsible Officer
<b>Departmental Plan Objective:</b> <b>EH05 - Promote environmental sustainability and develop awareness</b>						
ENV4-1.9	<ul style="list-style-type: none"> <li>Failure to promote sustainability and develop awareness within council service provision</li> </ul>	L	<ul style="list-style-type: none"> <li>Reduce the amount of peat used in the production of annual bedding plants</li> <li>Reduce the need for the use of metered water within the Stranton garden nursery environment</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly</li> </ul>	June 06	Denise Ogden
<b>Departmental Plan Objective:</b> <b>EH07 - Improve Physical Access to buildings</b> <b>EH08 - Develop an integrated capital and asset strategy to maintain and develop buildings, land, highways and coastal structures</b>						
ASS5-1.1 ASS4-3.1 ASS4-3.4 ENV5-1.3 FIN4-3.5	<ul style="list-style-type: none"> <li>Lack of resources to maintain building stock</li> <li>Failure in asset management planning/maintenance investment leading to poor condition of building stock</li> <li>Failure to carry out testing and ongoing monitoring of the Anhydrite Mine</li> <li>Fail to effectively use and manage property</li> <li>Failure to comply with DDA legislation in Council Buildings</li> </ul>	H	<ul style="list-style-type: none"> <li>Prudential borrowing arrangements in place</li> <li>Strategic asset Management group established</li> <li>Refurbishment / repairs funded by external partners or within the confines of small maintenance budget.</li> <li>Testing and monitoring taking place</li> <li>Accommodation strategy developing</li> <li>Prioritisation of works for capital accessibility improvements</li> </ul>	<ul style="list-style-type: none"> <li>Regular review of asset management issues during quarterly meetings</li> </ul>	April 07	Keith Lucas Alan Coulson

# Associated Key Risks

## Neighbourhood Services

Risk Register Ref.	Key risks to achieving departmental service objectives	Priority H/M/L	Procedures/processes/ management arrangements/ controls in place to mitigate identified risks	Method of Review	Review	Responsible Officer
<b>Departmental Plan Objective:</b> <b>EH14</b> - To increase community and corporate knowledge and action on environmental sustainability issues <b>EH15</b> - To give advice on the issues concerning the natural and built environment and to enforce environmental legislation when appropriate <b>EH16</b> - To work in partnership to develop a climate change strategy and action plan						
ENV4-7.1	<ul style="list-style-type: none"> <li>Pressure on service due to the impact of Climate Strategy</li> <li>Insufficient resource to develop climate strategy and action plan</li> </ul>	M	<ul style="list-style-type: none"> <li>Departmental sustainability plan prepared to mitigate impact</li> <li>Tees Valley climate change officer appointed.</li> <li>Climate Change action plan being prepared</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly review of risk register</li> </ul>	March 07	Sylvia Tempest
<b>Departmental Plan Objective:</b> <b>SC01</b> - To establish Neighbourhood Management as a guiding influence in Service Delivery across the Council						
POL4-1.5	<ul style="list-style-type: none"> <li>Departmental buy-in from other departments of the Council</li> </ul>	H	<ul style="list-style-type: none"> <li>Identification of champions within each department to work with Neighbourhood Actions Plans.</li> <li>Management arrangements in place for co-ordination of service provision through Neighbourhood Management Teams</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing reviews of arrangements in place</li> <li>Quarterly review of risk register</li> </ul>	June 07	David Frame

## Associated Key Risks

Risk Register Ref.	Key risks to achieving departmental service objectives	Priority H/M/L	Procedures/processes/ management arrangements/ controls in place to mitigate identified risks	Method of Review	Review	Responsible Officer
<b>Departmental Plan Objective:</b> <b>SC17</b> - Develop and implement communication strategy <b>SC18</b> - Deliver the actions identified in the annual plan of the Cleveland Emergency Planning Unit						
ICT4-6.1  POL4-6.2  REP4-6.1  REP4-6.2  PER5-1.2	<ul style="list-style-type: none"> <li>Failure / loss of communications to be able to respond to an emergency.</li> <li>Non-compliance with the Civil Contingencies Act (CCA).</li> <li>Failure in emergency plans / plan implementation</li> <li>Loss of confidence in emergency planning service</li> <li>Failure to provide council services during emergency conditions</li> </ul>	H	<ul style="list-style-type: none"> <li>ICT Disaster recovery plan</li> <li>Emergency satellite phones / radios available.</li> <li>Implementation plan approved by Local Resilience Forum (LRF)</li> <li>Multi agency Emergency Planning Unit</li> <li>Community Risk Register approved by LRF</li> <li>Regular reporting and meetings</li> <li>Ongoing customer satisfaction surveys</li> <li>Continuity plans in some services</li> <li>Business continuity champion appointed</li> <li>Work on business continuity plans progressing</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing reviews of arrangements in place</li> <li>Quarterly review of Risk register</li> </ul>	April 07	Denis Hampson

# Associated Key Risks

## Neighbourhood Services

Risk Register Ref.	Key risks to achieving departmental service objectives	Priority H/M/L	Procedures/processes/ management arrangements/ controls in place to mitigate identified risks	Method of Review	Review	Responsible Officer
<b>Departmental Plan Objective:</b> OD18 - Implement 5 year Procurement Plan						
FIN5-1.3	<ul style="list-style-type: none"> <li>Failure to implement National Procurement Strategy</li> </ul>	L	<ul style="list-style-type: none"> <li>Corporate Procurement group established to drive implementation of National and local strategy requirements. Procurement strategy developed and baseline developed with progress and performance being monitored. Collaborative link with NE centre of excellence &amp; Tees Valley Authorities. E Procurement needs identified as part of IEG4. %year procurement plan in place with linked projects. Contract procedure rules updated</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly review of risk register, annual service planning process, supervising arrangements</li> </ul>	Quarterly DDR review and annual service plan process.	Graham Frankland
<b>Departmental Plan Objective:</b> NSD063 - Identify and improve business process across the department						
FIN4-5.10	<ul style="list-style-type: none"> <li>Management &amp; Staff support</li> <li>Release of staff and provision of appropriate training</li> <li>Projects not identified</li> </ul>	M	<ul style="list-style-type: none"> <li>DMT direction &amp; support</li> <li>Training for staff to lead in BPR</li> <li>Develop and implement improvement plan</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly progress review of Improvement plan</li> </ul>	July 07	Angela Read
<b>Departmental Plan Objective:</b> NSD064 - Implement the Communicating with your Council plans						
REP4-7.1	<ul style="list-style-type: none"> <li>Consistent approach in dealing with customers</li> </ul>	L	<ul style="list-style-type: none"> <li>Customer care strategy in place</li> <li>Improved complaints handling independent from service.</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly progress review of strategy</li> </ul>		Angela Read

## Associated Key Risks

Risk Register Ref.	Key risks to achieving departmental service objectives	Priority H/M/L	Procedures/processes/ management arrangements/ controls in place to mitigate identified risks	Method of Review	Review	Responsible Officer
<b>Departmental Plan Objective:</b> EH27 - Pursue a strategic housing market renewal in partnership with Tees Valley Living, Housing Hartlepool and Hartlepool Revival						
SOC4-3.1	<ul style="list-style-type: none"> <li>Protracted negotiations through land tribunal in relation to Compulsory Purchase Orders could delay progress.</li> <li>Unable to agree land disposal policy</li> </ul>		<ul style="list-style-type: none"> <li>Valuations provided by qualified valuers</li> <li>Negotiations with vendors to agree offer as appropriate</li> <li>Policy to be written and agreed for the standardised land disposal of Social Housing</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly risk review</li> </ul>	June 06	Keith Lucas
<b>Departmental Plan Objective:</b> NSD065 - Enhance equality and diversity arrangements and mainstream into all council activities						
SOC4-5.1	<ul style="list-style-type: none"> <li>Lack of management 'buy-in'</li> <li>Pressures on officer time</li> <li>Lack of consultation</li> <li>No link to service planning</li> </ul>		<ul style="list-style-type: none"> <li>Departmental working group in place</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly progress review</li> <li>Monthly meetings of Departmental Working group</li> </ul>	April 07	Carol Davis

# Associated Key Risks

## Neighbourhood Services

Risk Register Ref.	Key risks to achieving departmental service objectives	Priority H/M/L	Procedures/processes/ management arrangements/ controls in place to mitigate identified risks	Method of Review	Review	Responsible Officer
<b>Departmental Plan Objective:</b> <b>NSD066</b> - Implement the People Strategy and Workforce Development Strategy						
NSD101	<ul style="list-style-type: none"> <li>Financial constraints</li> <li>Pressure on officer time</li> <li>Lack of opportunity</li> <li>Lack of support</li> </ul>		<ul style="list-style-type: none"> <li>Costed training plan agreed by DMT</li> <li>PDP's agreed at beginning of year</li> <li>Variety of training resources in place eg LMDP, NVQ's LRC, Modern Appr. scheme</li> </ul>	<ul style="list-style-type: none"> <li>On going review of training methods and courses</li> <li>Feedback from courses examined</li> </ul>	April 07	Angela Read
<b>Departmental Plan Objective:</b> <b>NSD067</b> - Review of ICT strategy to ensure links with other corporate objectives						
ICT4-5.1 ICT4-5.2	<ul style="list-style-type: none"> <li>Failure of ICT systems</li> </ul>		<ul style="list-style-type: none"> <li>Review performance in team meetings and ICT group</li> <li>Undertake backups to ensure appropriate service levels continue.</li> </ul>	<ul style="list-style-type: none"> <li>On-going review of performance</li> </ul>	April 07	Keith Smith
<b>Departmental Plan Objective:</b> <b>EH03</b> - Deliver the Hartlepool Local Transport Plan (LTP)						
POL4-2.4 FIN4-2.3	<ul style="list-style-type: none"> <li>Failure to submit local transport plan APR</li> <li>Failure to maintain highways infrastructure to acceptable standard resulting in additional cost implications through insurance claims</li> </ul>	H	<ul style="list-style-type: none"> <li>Requirement as a key action within service plan</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly</li> </ul>	April 07	Mike Blair

## Best Value Performance Indicators

PI Reference	PI Description	Previous Outturn 2005/6	Current Performance 2006/7		Future Targets			Responsible Officer
			Target	Outturn	2007/8	2008/9	2009/10	
BV99a(i)	Road Accident Casualties: KSI all people. Number of people killed or seriously injured (KSI) in road traffic collisions.	49	45.45	39	42	38	35	Peter Frost
BV99a(ii)	Road Accident Casualties: KSI all people. Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the previous year.	-12.5	-7.34	-20.4	-7.8	-8.5	-9.2	Peter Frost
BV99a(iii)	Road Accident Casualties: KSI all people. Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average.	6.1	-1.62	-15.6	-9.3	-17.0	-24.6	Peter Frost
BV99b(i)	Road Accident Casualties: KSI children. Number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions.	10	8.36	5	8	7	7	Peter Frost
BV99b(ii)	Road Accident Casualties: KSI children. Percentage change in the number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions since the previous year.	-33.33%	-16.4	-50.0	-6.0	-6.2	-6.6	Peter Frost

## Best Value Performance Indicators

The following tables detail Performance Indicators that will be used to measure how well the department is performing against both national (Best Value) and local targets as well as toward achieving the objectives and actions set out earlier in this document.

PI Reference	PI Description	Previous Outturn 2005/6	Current Performance 2006/7		Future Targets			Responsible Officer
			Target	Outturn	2007/8	2008/9	2009/10	
BV82a(i)	% of the total tonnage of household waste arising which have been sent by	13.84%	15%	17.03%	19%	20%	21%	Colin Ogden
BV82a(ii)	Total tonnage of household waste arising which have been sent by the Authority	5440.42kg	5927 kg	7143.03 kg	8208.99kg	8900.27kg	9625.65kg	Colin Ogden
BV82b (i)	The % of household waste sent by the Authority for composting or treatment by	7.81%	9%	10.67%	12%	13%	14%	Colin Ogden
BV 82b(ii)	The tonnage (kg) of household waste sent by the Authority for composting or treatment by anaerobic digestion.	3071.51 kg	3663 kg	4474.86kg	5184.63kg	5785.18kg	6417.10kg	Colin Ogden
BV 82c(i)	% of the total tonnage of household waste arising which have been used to recover heat, power and other energy	70.7%	70%	63.96%	62%	61%	60%	Colin Ogden

## Best Value Performance Indicators

PI Reference	PI Description	Previous Outturn 2005/6	Current Performance 2006/7		Future Targets			Responsible Officer
			Target	Outturn	2007/8	2008/9	2009/10	
BV82c(ii)	Tonnage (kg) of household waste arising which have been used to recover heat, power and other energy sources	27765.5 kg	28491	26,827.30 kg	26,787.24kg	27,145.85kg	27,501.86kg	Colin Ogden
BV82d(i)	% of household waste arising which have been landfilled	7.65%	6%	8.35%	7%	6%	5%	Colin Ogden
BV82d(ii)	The tonnage (kg) of household waste arising which have been landfilled	3,006.48kg	2,442kg	3,501.63kg	3,024.36 kg	2,670.08 kg	2,291.82 kg	Colin Ogden
BV84a	No. of kgs. of household waste collected per head of the population	436.32kg	452kg	466.08kg	480.08kg	494.48kg	509.32kg	Colin Ogden
BV84b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of population	-2.56%	3%	6.82%	3%	3%	3%	Colin Ogden

## Best Value Performance Indicators

PI Reference	PI Description	Previous Outturn 2005/6	Current Performance 2006/7		Future Targets			Responsible Officer
			Target	Outturn	2007/8	2008/9	2009/10	
BV86	Cost of waste collection per household	£36.26	£38.48	48.07	54.36	55.99	57.67	Colin Ogden
BV87	Cost of waste disposal per tonne municipal waste	£37.60	£40.45	29.38	30.77	31.68	32.62	Colin Ogden
BV91a	% of households resident in the authority's area served by kerbside collection of recyclables	100%	100%	100%	100%	100%	100%	Colin Ogden
BV91b	% of households residents in the authority's area served by kerbside collection of at least two recyclables	100%	100%	100%	100%	100%	100%	Colin Ogden
BV199a	The proportion of relevant land and highways (that is assessed as having combined deposits of litter and detritus that fall below an acceptable level.	17.02%	14%	13.5%	11%	10%	9%	Albert Cope
BV199b	The proportion or relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible.	2.42%	3%	2%	2%	2%	2%	Albert Cope

# Best Value Performance Indicators

[illegible]

## Best Value Performance Indicators

PI Reference	PI Description	Previous Outturn 2005/6	Current Performance 2006/7		Future Targets			Responsible Officer
			Target	Outturn	2007/8	2008/9	2009/10	
BV215a	The average number of days taken to repair a street light fault, which is in the control of the local authority.	1.6 days	1.6 days	1.49days	1.6 days	1.6 days	1.6 days	Bob Golightly
BV215b	The average number of days taken to repair a street light fault, which is in the control of a Distribution Network Operator (DNO)	22.62 days	21 days	20.61days	18 days	16 days	14 days	Bob Golightly
BV166a	Environmental Health checklist of best practice	100%	100%	100%	100%	100%	100%	Sylvia Pinkney
BV166b	Trading Standards checklist of best practice	100%	100%	100%	100%	100%	100%	Sylvia Pinkney
BV156	The % of authority buildings open to the public where all areas are suitable for and	20%	28%	29.63%	38%	42%	46%	Keith Lucas

## Best Value Performance Indicators

PI Reference	PI Description	Previous Outturn 2005/6	Current Performance 2006/7		Future Targets			Responsible Officer
			Target	Outturn	2007/8	2008/9	2009/10	
BV99b(iii)	Road Accident Casualties: KSI children. Percentage change in the number of children killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average.	-15.3	-29.15	-57.6	-33.4	-37.5	-41.7	Peter Frost
BV99c(i)	Road Accident Casualties: Slight injuries. Number of people slightly injured in road traffic collisions.	304	305	298	300	295	290	Peter Frost
BV99c(ii)	Road Accident Casualties: Slight injuries. Percentage change in the number of people slightly injured in road traffic collisions since the previous year.	-0.33	0.33	-2.0	-1.6	-1.7	-1.7	Peter Frost
BV99c(iii)	Road Accident Casualties: Slight injuries. Percentage change in the number of people slightly injured in road traffic collisions since the 1994-98 average.	-21.56	-5.83	-23.1	-22.6	-23.9	-25.2	Peter Frost
BV100	Temporary Road Closure. Number of days of temporary traffic controls, or road closure, on traffic sensitive roads, caused by roadworks, per km of traffic sensitive road.	0	0	0	0	0	0	Peter Frost

# Best Value Performance Indicators

## Neighbourhood Services

PI Reference	PI Description	Previous Outturn 2005/6	Current Performance 2006/7		Future Targets			Responsible Officer
			Target	Outturn	2007/8	2008/9	2009/10	
BV165	Pedestrian crossings with facilities for disabled people. The percentage of pedestrian crossings with facilities for disabled people, as a proportion of all crossings in the local authority area.	86.4%	100%	92.1%	100%	100%	100%	Peter Frost
BV102	Passenger Journeys on Buses. Number of local bus passenger journeys originating in the authority area undertaken each year.	5,592,176	5,924,790	5,831,393	5,931,140	5,869,350	5,750,370	Mike Blair
BV187	Percentage of the category 1, 1a and 2 Condition of surface footway	14.97%	14%	19%	18%	17%	16%	Mike Blair
BV216a	Number of 'sites of potential concern', with respect to land contamination	939	940	932	933	934	935	Alan Coulson
BV216b	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'	13%	14%	15%	15%	16%	16%	Alan Coulson
BV217	Percentage of pollution control improvements to existing installations completed on time	91%	90%	100%	95-100%	95-100%	95-100%	Adrian Hurst

## Best Value Performance Indicators

PI Reference	PI Description	Previous Outturn 2005/6	Current Performance 2006/7		Future Targets			Responsible Officer
			Target	Outturn	2007/8	2008/9	2009/10	
BV223	Percentage of the local authority principal road network where structural maintenance should be considered.	11.1	11.5	1.9	1.5	1.6	1.7	Mike Blair
BV224a	Percentage of the non-principal classified road network where maintenance should be considered.	23.18	23.5	9.50	9.00	9.50	10.00	Mike Blair
BV224b	Percentage of the unclassified road network where structural maintenance should be considered.	16.51	35	24.30	23.00	23.50	24.00	Mike Blair

# Performance Indicators

## Customer Satisfaction Surveys

During 2006/7 a number of surveys were conducted, measuring user satisfaction in relation to a number of services the department delivers. The results of these surveys are included in the table below.

PI Reference	PI Description	Previous Outturn 2003/4	Current Performance 2006/7		Future Target	Responsible Officer
			Target	Outturn	2009/10	
BV89	User satisfaction with street cleanliness	73%* (55%)	57%	77%* (59%)	(65%)	Albert Cope
BV90a	User satisfaction for Household Waste Collection	89%	90%	72%	90%	Colin Ogden
BV90b	User Satisfaction for Waste Recycling (local facilities)	98%* (80%)	85%	91%* (73%)	(85%)	Colin Ogden
BV90c	User Satisfaction for Waste Disposal (local tips)	82%	85%	89 %	90%	Colin Ogden
BV103	User Satisfaction with Public Transport information	82%	80%	84%	86%	Mike Blair
BV104	User Satisfaction with Local Bus Service	74%	70%	78%	80%	Mike Blair

\* Data adjusted for deprivation by Audit Commission. Figures in brackets are the unadjusted figures.

## Local Area Agreement (LAA) Performance Indicators

Indicator No	Indicator Description	Baseline and year	2006/7 Outturn	Future Target 2007/8	Responsible Officer
LAA E13	Tonnage of household waste recycled or composted	6605.41 tonnes 2003/4	11,617.89 tonnes	9590 tonnes	Colin Ogden
LAA E17	Reduction in the percentage of municipal waste land filled.	18% 2005/6	10.5%	10%	Colin Ogden
LAA E18	Increase in the percentage of municipal waste recycled	22% 2005/6	25.62%	27%	Colin Ogden
LAA 36.1	Number of retail establishments offering Fairtrade as an alternative	18	19	20	Sylvia Tempest
LAA 36.2	Number of catering establishments offering Fairtrade as an alternative	9	12	12	Sylvia Tempest
LAA 10.6	Number of schools achieving the new Healthy Schools Status (Performance with reward)	36 by 2009	15	10	Sylvia Tempest
LAA E9	Number of bus passenger journeys in Hartlepool	6,527,710 (2003/4)	5,831,393	6,285,040	Ian Jopling
LAA E10	Percentage of respondents satisfied with the provision of local bus services	65% (2003/04)	78%	65%	Ian Jopling
LAA E11	Number of people killed or seriously injured	46.2 (1994-98 Average)	41 (2006)	32.34 (2007)	Ian Jopling

# Local Area Agreement (LAA) Performance Indicators

## Neighbourhood Services

Indicator No	Indicator Description	Baseline and year	2006/7 Outturn	Future Target 2007/8	Responsible Officer
LAA E12	Number of children killed or seriously injured	11.8 (1994-98 Average)	5	7.37	Ian Jopling
LAA E16	The percentage annual increase in the number of schools with an approved school travel plan required to achieve 100% STP coverage by March 2010	57.5% 23 schools (March 2006)	65% 26 schools (March 2007)	77.5% 31 schools (March 2008)	Ian Jopling
LAA E4	The percentage of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable level. (Neighbourhood Renewal narrowing the gap)	19% (2005/6)	15.4%	12%	Albert Cope
LAA E5	Percentage of people who think litter and rubbish in the streets is a problem in their area.	51% (2004)	46%	44%	Albert Cope
LAA E6	Percentage of people who think litter and rubbish in the streets is a problem in their area (Neighbourhood Renewal narrowing the gap)	59% gap of 8% (2004)	57%	50%	Albert Cope
LAA E7	Increase the proportion of people satisfied with their local area as a place to live	78% (2002)	83%	85%	Albert Cope
LAA E8	Increase the proportion of people satisfied with their local area as a place to live (Neighbourhood Renewal narrowing the gap)	77% (2002)	78%	82%	Albert Cope

## Local Performance Indicators

Indicator No	Indicator Description	2005/6 outturn	2006/7 Target	2006/7 Outturn	Future Target 2007/8	Responsible Officer
PL131	Legionella inspections on time - 100% of all corporate	100%	100%	100%	100%	Colin Bolton
PH04(i)	% of high risk trading standards inspections carried out.	99%	100%	100%	100%	Sylvia Pinkney
PH04(ii)	Percentage of high risk food premises (Category C & E) inspected	99%	100%	100%	100%	Sylvia Pinkney
L105	The percentage of formal complaints responded to within 15 working days	100%	100%	96%	100%	Steve Russell
PH304	% High risk trading standards inspections carried out	99%	100%	100%	100%	Sylvia Pinkney
PH08	Percentage of Health & Safety premises due to be inspected that were inspected.	90%	100%	95%	100%	Sylvia Pinkney
L102	Average number of days per employee lost due to sickness across the Neighbourhood Services Department	13.34 days	10.77 days	13.56 days	10.19 days	Dave Stubbs

## Local Performance Indicators

Indicator No	Indicator Description	2006/7 Target	2006/7 Outturn	Future Target 2007/8	Responsible Officer
PH308	Consumer satisfaction index of trading standards service.	100%	91.4%	100%	Sylvia Pinkney
PH309	Business satisfaction index of trading standards service	100%	97.8%	100%	Sylvia Pinkney
EM209	Percentage take up of school meals - Primary schools	63%	63%	60%	Doreen Wilkinson
EM211	Percentage take-up of school meals - secondary schools	63%	62.1%	65%	Steve Russell

## Appendix 1 - Service Plans

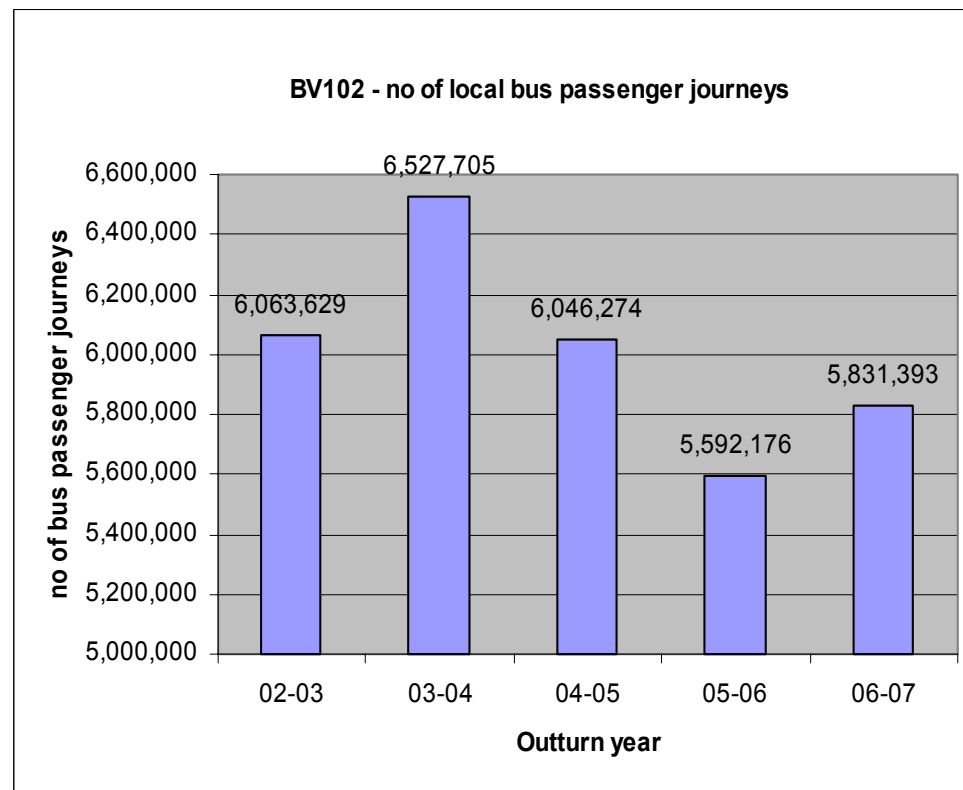
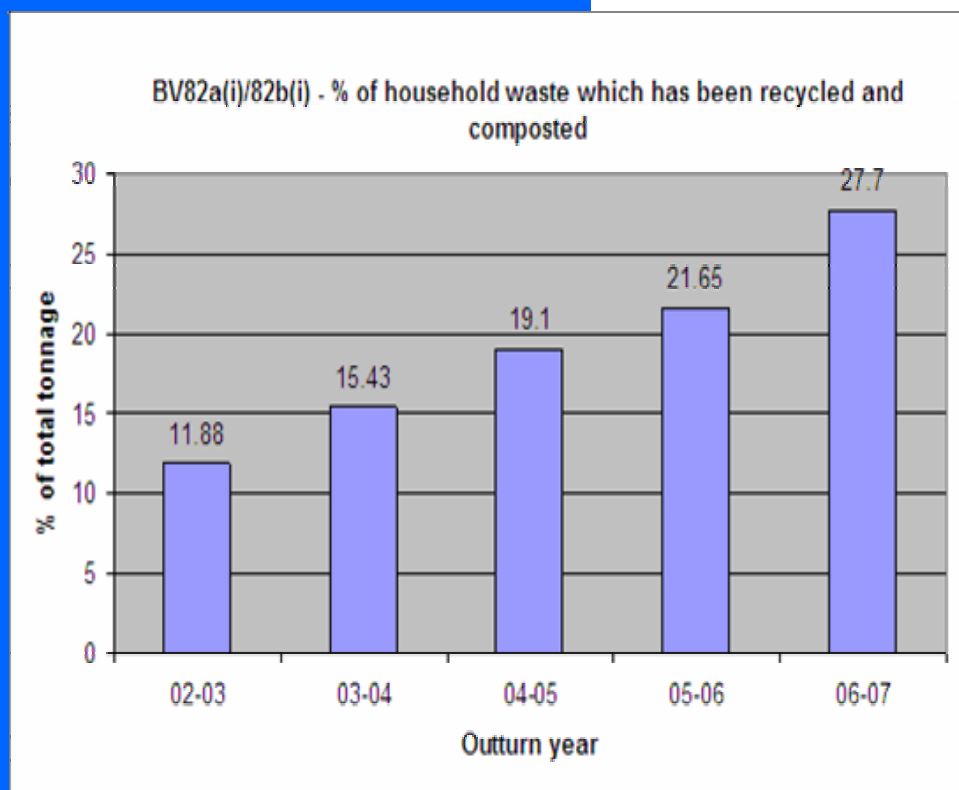
Division / Service Plan	Lead Officer / Contact Number	Areas covered
<b>Emergency Planning</b>		
Emergency Planning	Denis Hampson (01642 221121)	Plan produced by Cleveland Emergency Planning Unit covering the four local authorities of the former county of Cleveland
<b>Finance &amp; Business Development</b>		
Finance & Business Development	Keith Smith (3104)	Finance support; Information and Communication Technology, Admin support within Church Street Depot
<b>Neighbourhood Management</b>		
Clean & Green	Albert Cope (3811)	Horticulture, street cleansing, public conveniences
Waste Management	Colin Ogden (3806)	Refuse collection & recycling
Neighbourhood Enforcement	Craig Thelwell (3370)	Environmental action, community wardens
Highway Services	Paul Mitchinson (3706)	Street Lighting, Road & Footpath repairs
Neighbourhood Management	David Frame (3034)	Area based services
Catering	Doreen Wilkinson (3850)	School and civic catering
Client Services	John Brownhill (3807)	Building Cleaning, Plant & Vehicle training, Schools horticulture, Civic attendants
<b>Procurement &amp; Property Services</b>		
Logistics	Fred Davison (3813)	Depot, Stores and Security Services
Building Management & Maintenance	Albert Williams (3396)	Maintenance and management of public buildings
Building Consultancy	Colin Bolton (3399)	Architects, M&E, QS Services
Property & Asset Management	Keith Lucas (3237)	Valuation, estates and property management

## Appendix 1 - Service Plans

Division / Service Plan	Lead Officer / Contact Number	Areas covered
<b>Public Protection</b>		
Consumer Services	Sylvia Pinkney (3315)	Food standards and safety, infectious disease, health & safety at work, animal health, port health, water quality, trading standards, licensing
Environmental Standards	Sylvia Tempest (3316)	Pollution, noise, pest control, environmental stewardship, open markets, health promotion, cemeteries and crematorium
<b>Service Development</b>		
Service Development	Carol Davis (3853)	Admin support, workforce development, performance management, customer services
<b>Technical Services</b>		
Engineering Consultancy	Alan Coulson (3242)	Civil and structural engineering, environmental issues (including coastal protection, contaminated land and land drainage), safety camera partnership, road safety, project management
Traffic & Transportation	Mike Blair (3252)	Traffic, transportation, car parking, traffic management, asset management
Finance & Administration	Sue Ayre (3574)	Finance and administration for Technical Services
Transport Services	Jayne Brown (3526)	Workshop, vehicle procurement, welfare transport, vehicle hire

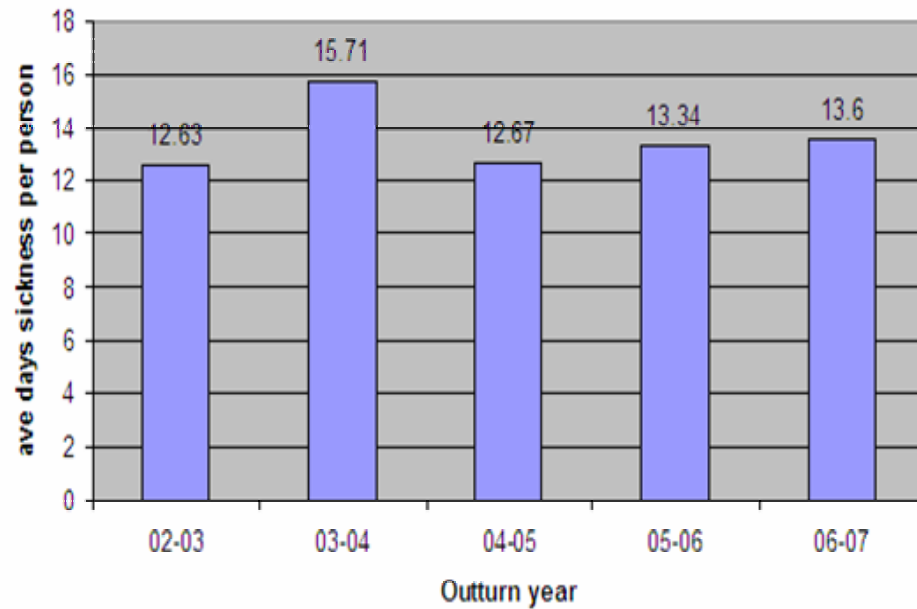
## Appendix 2 - Performance History

The following charts illustrate the performance over the last five years of a selection of Performance Indicators.

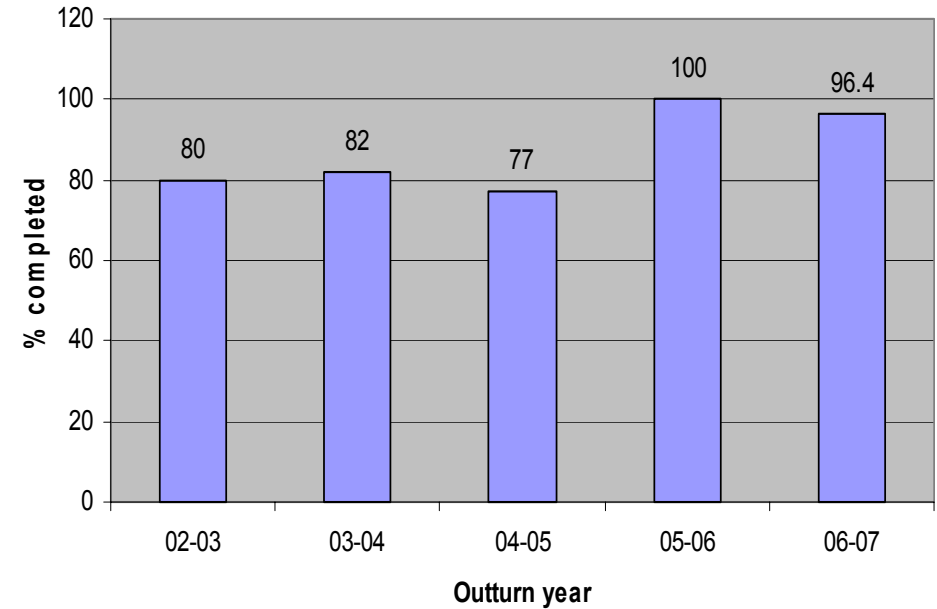


## Appendix 2 - Performance History

L102 - Average no of days lost due to sickness across the  
Neighbourhood Services Department



L105 - % of complaints to the Neighbourhood Services Department  
responded to within 15 working days



**This document is also available in other languages, large print, and audio format on request, ☎ 01429 523136.**

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে এবং অডিও টেপ আকারেও অনুরোধে পাওয়া যায়।

本文件也可应要求，制作成其它语文或特大字体版本，也可制作成录音带。

ئەم بەلگەيە ھەروەھا بە زمانەکانی کە، بە چاپی درشت و بە شریتی تەسجیل دەس دەکەویت

Bu belge çeşitli dillere çevrilmiş olup, isterseniz iri harflerle basılmış şeklini ve kasetini de size gönderebiliriz.



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## **NEIGHBOURHOOD AND COMMUNITIES PORTFOLIO**

Report to Portfolio Holder  
18 June 2007



**Report of:** Head of Technical Services

**Subject:** MAKING SPACE FOR WATER, INTEGRATED  
URBAN DRAINAGE – DEFRA PILOT STUDY  
(LEAD BY NORTHUMBRIAN WATER LTD)

---

### **SUMMARY**

#### **1. PURPOSE OF REPORT**

- 1.1 To advise of the Making Space for Water initiative entitled “Integrated Urban Drainage”, its objectives, progress to date, and implications for Local Authorities.
- 1.2 To seek approval to a public meeting for consultation with interested stakeholders.

#### **2. SUMMARY OF CONTENTS**

- 2.1 Report for information and action.

#### **3. RELEVANCE TO PORTFOLIO HOLDER**

- 3.1 Central Government is grant funding a study led by Northumbrian Water Limited (NWL) seeking to understand how to optimise, and possibly streamline the current procedures, strategies, practices and organisations which currently contribute to the provision and ongoing maintenance of urban drainage infrastructure in the UK.
- 3.2 The private statutory sewerage undertakers (NWL in this region), the Environment Agency and Local Authorities are all important players in the infrastructure provision process and changes could have onerous legal, financial, organisational and resource implications for local authorities.

#### **4. TYPE OF DECISION**

- 4.1 This is a non-key decision.

**5. DECISION MAKING ROUTE**

- 5.1 This is an executive decision made by the Portfolio Holder.

**6. DECISION(S) REQUIRED**

- 6.1 Authorise (at no cost to the Council) the advertisement and arrangement of a public meeting at a suitable local venue (preferably the Historic Quay) in the near future.

**Report of:** Head of Technical Services

**Subject:** MAKING SPACE FOR WATER, INTEGRATED  
URBAN DRAINAGE – DEFRA PILOT STUDY  
(LEAD BY NORTHUMBRIAN WATER LTD)

---

**1. PURPOSE OF REPORT**

- 1.1 To advise of the Making Space for Water initiative entitled “Integrated Urban Drainage”, its objectives, progress to date, and implications for Local Authorities.
- 1.2 To seek approval to a public meeting for consultation with interested stakeholders.

**2. BACKGROUND**

- 2.1 In late 2006, as part of the Making Space for Water initiative, Defra announced the intention to fund 15 representative studies around the country entitled “Integrated Urban Drainage”. They invited all the statutory sewerage undertakers in England to bid for grant funding to undertake an area specific study.
- 2.2 The study was to examine the complex inter-relationships in a specific area to identify both the good and bad aspects in achieving environmentally viable, cost effective, sustainable, technically safe from flooding and legally sound urban drainage systems and to suggest possible strategic improvements.
- 2.3 There are many interests often conflicting:
  - (i) Government bodies;
  - (ii) legislation;
  - (iii) private sewerage undertakers (in this area NWL);
  - (iv) the Environment Agency;
  - (v) the Local Authority Planning, Engineering and other associated departments;
  - (vi) the many developers and commercial interests;
  - (vii) householders;

(viii) private stakeholder groups.

2.4 After an initial meeting in late 2006 between NWL, Mott McDonald (NWLs framework consultant), the Environment Agency and Hartlepool Borough Council to discuss the suitability of the Hartlepool district, potential for partnership working and a bid strategy, NWL assembled and submitted a bid to Defra for one of the 15 study packages on offer.

2.5 This bid was successful and commenced in early 2007.

### 3. OBJECTIVES

3.1 To examine by way of study of selective areas the present drainage problems hindering developments, both large and small, and their drainage infra-structure provision.

3.2 To assess the awareness of, and availability of the necessary information to inform the problems and decision making processes e.g. Local Authority aerial photos were not known to NWL.

3.3 To assess the legislative framework and barriers it presents:

- e.g. should planning consultation with NWL be statutory?
- various licence arrangements and the Data Protection Act prevent free interchange of information.

3.4 To consider the issues between stakeholders:

- e.g. the unclear status of major storm water infrastructure and who is responsible for its maintenance.

3.5 Consider and assess how best to adapt to the inevitable consequences of climate change in the context of urban drainage provision.

3.6 To assess the value of the Local Authority Strategic Flood Risk Assessment in informing and delivering acceptable development areas.

3.7 To examine the process of infrastructure provision and delivery of development safe from flooding (to an accepted probability criteria called the return period).

3.8 To provide a strategic assessment of the provision of urban drainage systems to optimise and improve the current procedures, practices and organisations.

- 3.9 To assess and improve partnership communication between all stakeholders.

#### **4. PROGRESS**

- 4.1 The study is programmed to take 12 months, and broadly consists of data collection, selection of site specific local areas, involvement of wider stakeholders by public meeting, assessment of problems and solutions, and presentation of results to Defra.

- 4.2 To date the data collection is largely complete and specific areas within Hartlepool have been selected for detailed study.

- 4.3 These are as follows:

- (i) Middle Warren/Slake catchment (includes the General Hospital) in the northern area of the town;
- (ii) Valley Drive/Burn Valley catchment in the central area;
- (iii) Queens Meadow/Stell catchment in the southern area.

- 4.4 Study of these has commenced and it is desirable to now involve the many interested stakeholders by arranging a public consultation meeting in the near future.

- 4.5 It is proposed to hold this meeting in the Historic Quay facility (subject to availability) in late June/early July if possible. The meeting will be hosted by Mott MacDonald (Northumbrian Water's framework consultant) who will present progress to date and invite stakeholders participation.

- 4.6 Defra have a public web site ([www.defra.gov.uk](http://www.defra.gov.uk)) containing news items and updates for those with internet access.

#### **5. FINANCIAL IMPLICATIONS**

- 5.1 The study itself is totally Defra grant funded and imposes no burden upon the Council.

- 5.2 However, the results of the Defra consideration of these 15 pilot studies have the potential to impose changes upon Local Authorities planning regimes, and many other departments within the Council in addition to legislative changes affecting other organisations.

- 5.3 The effects of these would have to be assessed as they are announced and cannot be predicted at this stage.

**6. RECOMMENDATIONS**

- 6.1 Authorise (at no cost to the Council) the advertisement and arrangement of a public meeting at a suitable local venue (preferably the Historic Quay) in the near future.

## **NEIGHBOURHOODS AND COMMUNITIES PORTFOLIO**

Report to Portfolio Holder  
18 June 2007



**Report of:** Head of Technical Services

**Subject:** CRITERIA FOR SUPPORTING BUS  
SERVICES

---

### **SUMMARY**

#### **1. PURPOSE OF REPORT**

- 1.1 To provide information on the development of a scoring system in order to evaluate supported bus services and guide priorities for the introduction of new contracts.

#### **2. SUMMARY OF CONTENTS**

- 2.1 This report provides information on a proposed scoring system for supported bus services.

#### **3. RELEVANCE TO PORTFOLIO HOLDER**

- 3.1 The Portfolio Holder has responsibility for traffic and transportation issues.

#### **4. TYPE OF DECISION**

- 4.1 This is a non-key decision.

#### **5. DECISION MAKING ROUTE**

- 5.1 This is an executive decision made by the Portfolio Holder.

#### **6. DECISION(S) REQUIRED**

- 6.1 That the Portfolio Holder authorises officers to consult with stakeholders to refine the proposed scoring system to aid the prioritisation of supported bus services.

**Report of:** Head of Technical Services

**Subject:** CRITERIA FOR SUPPORTING BUS SERVICES

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**1. PURPOSE OF REPORT**

- 1.1 To provide information on the development of a scoring system in order to evaluate supported bus services and guide priorities for the introduction of new contracts.

**2. BACKGROUND**

- 2.1 As the Portfolio Holder is aware, the Council is currently re-tendering the existing supported bus contracts for a one-year period that will come into effect on the 26 August 2007. This tendering process was commenced following an independent review of the Council's supported bus services. A report entitled *'Review of Secured Services First Stage Report – Analysis and Options'* was published in December 2006.
- 2.2 At the meeting of Portfolio on 20 February 2007, a report was presented summarising the findings of this review and a recommended approach. This review identified that the continued de-registering of commercial services (particularly evenings) would create a crisis for the Council's secured services budget. Faced with such a situation and a constrained budget, this would require some difficult political decisions.
- 2.3 The review identified that the current criteria for assessing supported services are not considered appropriate for Hartlepool as they appear to be geared more towards a larger county-type area with multiple centres and settlement types. This is understandable as the criteria were originally adopted from the former Cleveland County Council.
- 2.4 For a geographically compact unitary authority such as Hartlepool, the consultant recommended that a more focussed means of measurement is appropriate. This included the development and adoption of a formal approach to quantifying the overall value-for-money (financial and social) derived from supported services. This uses a points-based system with preset criteria to assess the value of contracts.

### **3. CONSIDERATION OF THE ISSUES**

- 3.1 Independent consultants were subsequently appointed in March 2007 to carry out further analysis of the Council's supported bus service and to propose a scoring system in order to evaluate contracts. This would act as a guide by which priorities for new supported bus service contracts could be assessed.
- 3.2 A suggested points scoring system against each criterion is provided in **Appendix 1**. This shows the principles of scoring on a small network such as Hartlepool.

### **4. CONSULTATION**

- 4.1 A decision regarding how many points are allocated and on what criteria would need to be made by the Council. This decision could follow consultation with internal and external stakeholders on the relative merit of each element.

### **5. FINANCIAL ISSUES**

- 5.1 Scoring the utility of each option against preset criteria would provide a needs based approach to selecting those services that the Council can fund within an overall budget.

### **6. RECOMMENDATION**

- 6.1 That the Portfolio Holder authorises officers to consult with stakeholders to refine the proposed scoring system to aid the prioritisation of supported bus services.

## APPENDIX 1

**Suggested Hartlepool Criteria for Supported Services**

Points	Criterion	Notes
0 to 20	<p>Average no. of passenger journeys per departure with at least one trip end within Hartlepool Borough (actual or estimated)</p> <p>&gt;15 – 20 points</p> <p>10 to 15 – 15 points</p> <p>6 to 10 – 10 points</p> <p>3 to 5 – 5 points</p> <p>1 or 2 – 2 points</p>	Actual usage is preferable. High usage may result in commercial registration. Estimates used if no actual figures available or for new services.
0 to 30	<p>Cost per passenger trip</p> <p>&lt;20p - 30 points</p> <p>20 to 39p - 25 points</p> <p>40 to 79p - 20 points</p> <p>80p to £1 - 15 points</p> <p>£1.01 to £2 - 10 points</p> <p>£2.01 to £5 - 5 points</p> <p>&gt;£5 - 0 points</p>	<p>Secured services will include a range of cost per passenger.</p> <p>Some contracts could be achievable at low cost through de-minimis arrangements.</p> <p>Services supported by government grants are assessed on the basis of cost to HBC per trip.</p>
0 to 10	Deprivation index of wards served. Score 10 for any ward in most deprived 10%, 5 for those above the Borough average or 0 otherwise.	Ignore wards in close proximity to the Town Centre.
0 to 5	Safety of alternative walking route Graded - 5 for no safe alternative and 0 for safe alternative	The safety of pedestrians and cyclists in using the best available route.
0 to 5	Walking distance to bus stop. Score 0 for 300m or less; 2 for 300 to 400m or 5 for over 400m.	Greatest acceptable walking distance is 400m. Walk routes in the urban area should be on adopted highway.
0 to 10	Major destinations served: Score 2 each for Headland, Seaton Carew and school sites; Score 5 for Hartlepool Centre; Score 10 for Hartlepool Hospital.	<p>All areas of the Borough should have at least an hourly link to Hartlepool Town Centre.</p> <p>Through services to Hartlepool Hospital afforded priority.</p>
0 to 5	Key facilities: Score 3 for major supermarket or local health centre; Score 5 for employment area	Social inclusion criteria.
0 to 15	<p>Proportion of elderly residents living near to line of route:</p> <p>19.5% or more - 15 points</p> <p>12.5 to 19.5% - 10 points</p> <p>6.5 to 12.5% - 5 points</p> <p>Under 6.5% - 0 points</p>	<p>Social inclusion criteria.</p> <p>Assumed correlation between elderly population and car ownership.</p> <p>The highest percentage predicted of wards on the line of route is used.</p>

## **NEIGHBOURHOODS AND COMMUNITIES PORTFOLIO**

Report to Portfolio Holder  
18 June 2007



**Report of:** Head of Technical Services

**Subject:** REVISED LTP BUDGET ALLOCATIONS FOR  
2007/08

---

### **SUMMARY**

#### **1. PURPOSE OF REPORT**

- 1.1 To provide information on the local transport capital outturn expenditure in 2006/07 and seek approval for the revised LTP budget allocations and programme for integrated transport and structural maintenance in 2007/08.

#### **2. SUMMARY OF CONTENTS**

- 2.1 The report provides details of the 2007/08 local transport capital allocations, the revised budget allocations and the actual allocations as from May 2007.

#### **3. RELEVANCE TO PORTFOLIO HOLDER**

- 3.1 The Portfolio Holder has responsibility for traffic and transportation issues.

#### **4. TYPE OF DECISION**

- 4.1 This is a non-key decision.

#### **5. DECISION MAKING ROUTE**

- 5.1 This is an executive decision made by the Portfolio Holder.

#### **6. DECISION(S) REQUIRED**

- 6.1 That the Portfolio Holder approves the revised distribution of local transport capital funding for 2007/08.

**Report of:** Head of Technical Services

**Subject:** REVISED LTP BUDGET ALLOCATIONS FOR 2007/08

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## 1. PURPOSE OF REPORT

- 1.1 To provide information on the local transport capital outturn expenditure in 2006/07 and seek approval for the revised LTP budget allocations and programme for integrated transport and structural maintenance in 2007/08.

## 2. BACKGROUND

- 2.1 At the Culture, Leisure and Transportation meeting dated 20 February 2007, the local transport capital allocation for 2007/08 was reported for Integrated Transport and Structural Maintenance and approval given for the proposed budget allocations.
- 2.2 At this time, many schemes from the 2006/07 allocation were yet to be completed and it was not possible to report on the exact funding to be carried forward to 2007/08. The 2006/07 final outturn expenditure and funding to be carried forward is as follows:

	<u>2006/07</u>		<u>2007/08</u>
	<u>Allocation</u>	<u>Expenditure</u>	<u>Allocation</u>
Integrated Transport Block	1,204	1,241	1,197
Maintenance of Roads & Bridges	880	880	818
Carried Forward from Previous Year	1,903	-	1,866
<i>Total</i>	<i>3,987</i>	<i>2,121</i>	<i>3,881</i>

## 3. CONSIDERATION OF THE ISSUES

### Integrated Transport

- 3.1 Virtually all schemes have been delivered as planned, except for the Hartlepool Transport Interchange. This scheme is responsible for the significant level of funding carried forward from 2006/07. There have also been several changes to the allocation of funding to other schemes to that previously reported. This is a result of an increase/decrease in the actual cost compared to the estimated scheme cost has required a re-evaluation of budgets in 2007/08.

- 3.2 **Appendix 1** provides the original and revised budget allocations together with a reason for the change.

Structural Maintenance

- 3.3 There are no changes to the allocations for the structural maintenance of highways and bridges in 2007/08.

**4. CONSULTATION**

- 4.1 Extensive consultation with stakeholders and the public was undertaken as an integral part of the developing Hartlepool's second Local Transport Plan (2006-2011). The revised distribution of funding is based on the original allocation set out in the LTP document (Table 10.4) with the changes highlighted in this report.

**5. FINANCIAL ISSUES**

- 5.1 The revised allocation is based on the local transport capital settlement announced in December 2006 with the addition of funding carried forward from 2006/07.

**6. RECOMMENDATION**

- 6.1 That the Portfolio Holder approves the revised distribution of local transport capital funding for 2007/08.

## APPENDIX 1

**Revised LTP Capital Budget Allocations for 2007/08 (£'000)**

Scheme Type	Scheme	Original Budget	Revised Budget	Comments
Bus Priority Schemes	Bus Quality Corridor (York Road Ph2)	252	<b>414</b>	Increase in estimated scheme cost
Bus Infrastructure Schemes	Improvements to existing bus stops	100	<b>96</b>	Re-allocation to other budgets
Public Transport Interchange	Hartlepool Transport Interchange	1,800	<b>1,742</b>	Expenditure in 2006/7 was greater than anticipated
Cycling Schemes	Cycle tracks	100	<b>70</b>	Re-allocation to other budgets
	Cycle lanes	45	<b>25</b>	Re-allocation to other budgets
	Cycle route signage	5	<b>5</b>	
Travel Plans	Work place travel plans	15	<b>13</b>	Re-allocation to other budgets
	School travel plans	15	<b>13</b>	Re-allocation to other budgets
Local safety Schemes	Safer routes to school	80	<b>55</b>	Expenditure in 2006/7 was greater than anticipated
	Public transport CCTV	10	<b>10</b>	
	Street lighting	70	<b>52</b>	
	Other safety schemes	50	<b>64</b>	Expenditure in 2006/7 was greater than anticipated
	Safer streets initiative	20	<b>20</b>	Scheme carried forward to 2007/08
Road Crossings	Clavering area traffic management	10	<b>12</b>	Increase in estimated scheme cost
	Uncontrolled crossings	30	<b>30</b>	
Traffic Management and traffic Calming	Other traffic management schemes	40	<b>40</b>	
	Parking lay-bys	25	<b>50</b>	Scheme carried forward to 2007/08
	Speed activated signs	10	<b>10</b>	
	Highway signage improvements	10	<b>0</b>	
	School 20mph schemes	10	<b>20</b>	Scheme completed in 2006/07
	Neighbourhood Forums	30	<b>30</b>	Scheme carried forward to 2007/08
Local Road Schemes	Junction improvements	90	<b>80</b>	Re-allocation to other budgets
Miscellaneous Schemes	Car park improvements	50	<b>50</b>	
	Road safety and education	20	<b>14</b>	Re-allocation to other budgets
	Motor cycle training	20	<b>21</b>	Increase in estimated scheme cost
	Smarter travel awareness	10	<b>10</b>	
	Shop mobility	40	<b>40</b>	
	LTP monitoring	5	<b>4</b>	
	Dial-a-ride	0	<b>60</b>	Re-allocation to other budgets
	Retentions	0	<b>13</b>	Scheme carried forward to 2007/08
				Expected expenditure in 2007/08
<b>Total</b>		<b>2,997</b>	<b>3,063</b>	

## **NEIGHBOURHOODS AND COMMUNITIES PORTFOLIO**

Report to Portfolio Holder  
18 June 2007



**Report of:** Head of Technical Services

**Subject:** SERVICE 401 - HARTLEPOOL/STOCKTON  
COUNTRYSIDE BUS

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### **SUMMARY**

#### **1. PURPOSE OF REPORT**

- 1.1 To provide information on the withdrawal of external funding for Service 401 - Hartlepool/Stockton Countryside Bus.

#### **2. SUMMARY OF CONTENTS**

- 2.1 This report provides information on Service 401 including destinations served, cost of operation and patronage. It also includes justification provided to the Council for the withdrawal of funding for the service in 2007.

#### **3. RELEVANCE TO PORTFOLIO HOLDER**

- 3.1 The Portfolio Holder has responsibility for traffic and transportation issues.

#### **4. TYPE OF DECISION**

- 4.1 This is a non-key decision.

#### **5. DECISION MAKING ROUTE**

- 5.1 This is an executive decision made by the Portfolio Holder.

#### **6. DECISION(S) REQUIRED**

- 6.1 That the Portfolio Holder notes the content of this report and authorises officers to explore other opportunities to improve access to countryside sites in partnership with other local authorities and organisations.

**Report of:** Head of Technical Services

**Subject:** SERVICE 401 - HARTLEPOOL/STOCKTON  
COUNTRYSIDE BUS

---

**1. PURPOSE OF REPORT**

- 1.1 To provide information on the withdrawal of external funding for Service 401 - Hartlepool/Stockton Countryside Bus.

**2. BACKGROUND**

- 2.1 Since 1996, the Council has supported the operation of a countryside leisure bus service to improve access from the urban area to the surrounding countryside for residents, particularly children and families from deprived wards.
- 2.2 The service operates each Wednesday and Friday during the six week school summer holiday period. It provides access to a number of recreational and countryside venues including Ward Jackson Park, Summerhill Woodland Park, Billingham Beck Ecology Park and Castle Eden Walkway.
- 2.3 In 2003, the Hartlepool service was integrated with the Stockton Borough Council Countryside Bus to provide a single, through service for Stockton and Hartlepool residents. The service is marketed as the 'Badger Bus', Service 401.
- 2.4 The 2006 service operated along the following route; Hart Haswell Walkway, via Ward Jackson Park, Hartlepool Town Centre, Owton Manor, Billingham Beck Valley, Wynyard Woodland Park, Preston Park and Thornaby Town Centre. The service was tendered by Hartlepool Borough Council with promotional material published by Stockton Borough Council.

**3. CONSIDERATION OF THE ISSUES**

- 3.1 On the 21 May 2007, Stockton Borough Council informed the Council that they were not in a position to be able to commit to the scheme for summer 2007. Stockton consider that their element of the funding could be better spent elsewhere, for example improving access from schools to country sites in partnership with the Tees Forest.

- 3.2 The justification given is the relatively low number of passenger journeys and the fact that the bus is used predominantly by Hartlepool residents, despite significant efforts to market the service to as wide an audience as possible. Patronage of the service has also proved to be very weather dependant.
- 3.3 The total cost of providing the service in 2006 was £14,000. This included the bus operator payment (£11,760) as well as associated marketing and promotion. This cost was split equally between Hartlepool and Stockton Borough Councils.
- 3.4 A total of 1,248 passenger journeys were made over the 11 days of operation, an average of 113 per day. This equates to seven passengers per journey, each of two hours' duration. The total subsidy per passenger (excluding marketing and promotion) is £9.42 compared to an average of £1.09 for Hartlepool's current supported bus contracts.
- 3.5 Given the late notice of withdrawing external funding, it is now not possible to complete the tender process, register the service and undertake publicity to enable service to operate in July 2007.

#### **4. CONSULTATION**

- 4.1 Given the late notice of the withdrawal of external funding, it has not been possible to undertake any consultation.

#### **5. FINANCIAL ISSUES**

- 5.1 Non-operation of the service in 2007 would provide a cost saving of approximately £6,000 for the Council's supported bus services revenue budget in 2007/08. This saving could be used towards offsetting the anticipated increase in the cost for the new supported bus service contracts to commence on the 26 August 2007.

#### **6. RECOMMENDATION**

- 6.1 That the Portfolio Holder notes the content of this report and authorises officers to explore other opportunities to improve access to country sites in partnership with other local authorities and organisations.

## **NEIGHBOURHOODS AND COMMUNITIES PORTFOLIO**

Report to Portfolio Holder  
18 June 2007



**Report of:** Head of Technical Services

**Subject:** LOCAL SAFETY SCHEMES

---

### **SUMMARY**

#### **1. PURPOSE OF REPORT**

- 1.1 To report the list of potential safety schemes following a review of updated road casualty data.

#### **2. SUMMARY OF CONTENTS**

- 2.1 The report details the updated list and the investigations that have taken place into the Hartlepool road casualty figures.

#### **3. RELEVANCE TO PORTFOLIO HOLDER**

- 3.1 The Portfolio Holder has responsibility for Traffic and Transportation issues.

#### **4. TYPE OF DECISION**

- 4.1 Non key.

#### **5. DECISION MAKING ROUTE**

- 5.1 This is an executive decision by the Portfolio Holder.

#### **6. DECISION(S) REQUIRED**

- 6.1 That the updated safety scheme list be approved and that a scheme be developed for the number 1 scheme on the list, Hart Lane. Details of the scheme to be reported to a future meeting.

**Report of:** Head of Technical Services

**Subject:** LOCAL SAFETY SCHEMES

---

**1. PURPOSE OF REPORT**

- 1.1 To report the list of potential safety schemes following a review of updated road casualty data.

**2. BACKGROUND**

- 2.1 Safety schemes are prioritised primarily on the basis of the number of casualties, followed by the level of speeding recorded during surveys (**Appendix 1**).

- 2.2 Additional sites are assessed on a regular basis, and any found to have a casualty problem or high speeds recorded during surveys are reported to Portfolio seeking approval to be added to the list at the appropriate position.

- 2.3 The top 5 locations on the updated list were highlighted as a result of investigating the updated road casualty data. All 5 had a similar accident record and so more detailed investigation was carried out into the nature of the accidents. They were then separated into 3 categories:-

- (i) **Those which were uncontrollable** - Trailer falls off vehicle, passenger falls off bus etc;
- (ii) **Those down to driver error** - Driver fails to see red light, driver fails to stop for parked vehicle etc, and;
- (iii) **Those where the introduction of safety measures would make a significant impact** - Pedestrian runs into path of vehicle, driver pulls into other lane etc.

The 5 locations were then given a points system based on these categories (**Appendix 2**).

- 2.4 As a result of this new points system, the top 2 accidents changed in priority from the original list, Hart Lane (Dunston Road – Duke Street) has now become 1<sup>st</sup> on the list, with Catcote Road (Elwick Road – Brierton Lane) being moved to 2<sup>nd</sup>.

- 2.5 In addition, a number of the accidents at the Catcote Road site related to children from Brierton School, which is earmarked for closure in 2 years time. The vastly reduced number of child pedestrians in the area will, therefore, significantly reduce the potential for accidents of this nature.

### **3. CONSIDERATION OF ISSUES**

- 3.1 Where sites have a similar number of accidents recorded, then analysis of this nature helps to demonstrate that schemes put forward will have the greatest impact in casualty reduction terms.
- 3.2 The Council is required to demonstrate to the Department for Transport that schemes are focused primarily on casualty reduction, in order to give the best possible opportunity of meeting the 2010 casualty targets.

### **4. FINANCIAL IMPLICATIONS**

- 4.1 The Hart Lane scheme would be funded by the Local Transport Plan.
- 4.2 Other safety schemes are developed in partnership with Neighbourhood Action Plans, New Deal for Communities and Neighbourhood Forums wherever possible.

### **5. RECOMMENDATION**

- 5.1 That the updated safety scheme list be approved, along with the development of a scheme for the section of Hart Lane from Dunston Road to Duke Street. The detailed scheme proposals will be reported to a future Portfolio meeting.

LOCATION	No. OF x ACCIDENTS	SPEEDS* RECORDED	SPECIAL CIRCUMSTANCES	PRIORITY
Hart Lane (Dunston Rd – Duke St)	1 serious 13 slight	32.4mph	Request for controlled crossing outside school.	1
Catcote Road (Elwick Rd – Brierton Lane)	2 serious 15 slight		2 schools.	2
Grange Rd (Wooler Rd – York Rd)	1 serious 13 slight			3
Victoria Road (York Rd – A689)	12 slight	N/A	High pedestrian usage.	4
A689 (West of Sapper's Corner)	1 fatal 6 slight			5
King Oswy Drive (West View Road – Speeding Drive)	2 serious 3 slight	34.6mph	2 schools.	6
Owton Manor Lane/ Wynyard Rd (Kilmarnock Rd – Kilmarnock Rd)	1 serious 6 slight	33mph		7
The Front, Seaton (Elizabeth Way – Warrior Drive)	1 serious 5 slight			8
Front Street, Greatham	1 serious 4 slight	32.4mph		9
Easington Road (West View Rd – King Oswy Drive)	2 serious	49mph. <b>See note 1</b>	Safety Camera Partnership complaint site.	10
Westbrooke Avenue	1 serious 2 slight	37.7mph		11
Marlowe Road	5 slight	35.6mph		12
Caledonian Road	3 slight	32.2mph		13
Chester Road (Jesmond Rd – Thornhill Gdns)	2 slight	37mph		14

LOCATION	No. OF <sup>x</sup> ACCIDENTS	SPEEDS* RECORDED	SPECIAL CIRCUMSTANCES	PRIORITY
Clifton Avenue	2 slight	35.8mph		15
Park Avenue (Elwick Rd – Cresswell Rd)	1 slight	38mph	Children crossing to and from the park.	16
Elwick village	1 slight	37mph		17
Cleveland Road	0	37mph	Request for pedestrian island.	18
Eamont Gardens	1 slight	25 mph		19
Burn Road (adjacent to Vicarage Court)	1 slight	24.5mph	Request for pedestrian island. Above average numbers of elderly residents crossing from nearby sheltered housing.	20
Pedestrian crossing facility Holdforth Road	0	34.0mph	Petition received	21
Mowbray Road	0	31mph		22

<sup>x</sup> Accidents over the previous 3 years.

\* Figures are 85<sup>th</sup> percentile speeds – The speed at which 85% of traffic is travelling at or below.

**Note 1 – Posted limit of 40mph. Recorded speed 22.5% above limit. Clavering area 20.7% above limit.**

## 2.7 APPENDIX 2

3 points			2 points	1 point
(Catcote Road, Elwick Road - Brierton Lane)				
Accident Ref	Location	Possible Safety issues	Driver Error	Uncontrollable
H104084	200m north of Brierton Lane	< 16 Casualty stepped out		
H105159	Entrance to Brierton School	< 16 Casualty stepped out		
H105227	150m north of Brierton Lane		Driver failed to stop (Shunt)	
H105057	Oxford Road Ped. Crossing	< 16 Casualty stepped out		
H104094	NR English Martyrs School			Trailer falls off
H105162	20m south of Elwick Road			Driver loses control
H106029	ADJ to English Martyrs School		Driver failed to stop (Shunt)	
H106035	Junc. With Tynebrooke		Driver failed to stop (Shunt)	
H105011	Junc. With Marlowe Rd			Ped. Slipped and fell onto car
H104175	Junc. With Oxford Road		Driver failed to stop (Shunt)	
H104182	Oxford Road Ped. Crossing		Driver failed to stop (Ped crossing)	
H106012	Oxford Road Ped. Crossing		Driver failed to stop (Ped crossing)	
H105150	Junc. With Macaulay Road		Driver overtakes turning vehicle	
H104263	Junc. With Masefield Road		Driver failed to stop and skids	

9 points

16 points

3 points

**28 points**

## 2.7 APPENDIX 2

3 points			2 points	1 point
(Hart Lane, Dunston Road - Duke Street)				
Accident Ref	Location	Possible Safety issues	Driver Error	Uncontrollable
H105207	Junc. With Hart Avenue	Drove into path of vehicle		
H106100	Junc. With Tunstall Avenue	pulled out to see round vehicle		
H106133	50m east of Serpentine Road		Driver failed to stop (Shunt)	
H106138	80m east of Hart Avenue			Driver loses control
H106202	Junc. With Tunstall Avenue		Driver failed to stop (Shunt)	
H104230	Junc. With Serpentine Road	< 16 Casualty stepped out		
H104086	Junc. With Serpentine Road		Driver failed to stop (Shunt)	
H106016	Junc. With Serpentine Road		Driver failed to stop (Shunt)	
H106044	Junc. With Thornhill Gardens		Driver drove into rear of vehicle	
H104080	Junc. With Duke Street	< 16 Casualty stepped out		
H104222	Junc. With Duke Street		Driver fails to see red light	
H105068	Junc. With Jesmond Road		Driver fails to see vehicle	
H106002	Junc. With Serpentine Road	< 16 Casualty stepped out		
H106227	Junc. With Duke Street		Driver fails to see red light	

15 points

16 points

1 point

**32 points**

## 2.7 APPENDIX 2

3 points			2 points	1 point
(Grange Road, Woller Road - Murry Street)				
Accident Ref	Location	Possible Safety issues	Driver Error	Uncontrollable
H104043	Junc. With Mulgrave Road	Driver Pulled out into other lane		
H104110	Junc. With Linden Grove	Driver Pulled out into other lane		
H104114	Junc. With Thornville Road	< 16 Casualty stepped out		
H104260	Junc. With Mulgrave Road	Casualty stepped out into path of vehicle		
H105029	Junc. With Mulgrave Road		Driver fails to see vehicle	
H105040	Just after Mulgrave Road			Pedestrian Slipped off bus
H106166	Outside Number 40	Casualty stepped out into path of vehicle		
H106178	Just after Mulgrave Road	Driver Pulled out into other lane		
H106196	Outside Number 32	<16 casualty is hit by vehicle (on footpath)		
H104211	Junc. With Granvill Avenue		Vehicle pulls into path of vehicle	
21 points			4 points	1 point
			26 points	

## 2.7 APPENDIX 2

3 points			2 points	1 point
(Victoria Road, Murry Street to A689)				
Accident Ref	Location	Possible Safety issues	Driver Error	Uncontrollable
H105211	Junc. With Avenue Road		Driver overtakes turning vehicle	
H106051	Junc. With Victoria Road		Driver failed to stop (Shunt)	
H104015	10m west of York Road			Drunk Pedestrian walks into vehicle
H104016	20m west of York Road	Casualty stepped out into path of vehicle		
H104112	Junc. With York Road	Casualty stepped out into path of vehicle		
H105063	Junc. With Victoria Road		Driver failed to stop (Shunt)	
H105169	Outside Grand Hotel			Passenger falls off bus
H104136	Opposite Grand Hotel			Passenger falls off bus
H104152	Junc. With York Road	Casualty stepped out into path of vehicle		
9 points			6 points	3 points
18 points				

## 2.7 APPENDIX 2

3 points			2 points	1 point
(A689, West of Sappers Corner)				
Accident Ref	Location	Possible Safety issues	Driver Error	Uncontrollable
H105021	opp. entrance to Claxton Farm		Driver fails to see cyclist	
H105054	600m north of Newton Bewley	Vehicle protruding into road from central reserve		
H104124	Newton Bewley			Driver loses control
H105172	Newton Bewley	Vehicle protruding into road from central reserve		
H105174	Outside Blue Bells PH		Vehicle pulls out into path of vehicle	
H104065	Junc. With Dalton Back Lane		Vehicle pulls into path of vehicle	
H104109	Junc. With Dalton Back Lane		Vehicle pulls into path of vehicle	
H105212	Junc. With Dalton Back Lane	Vehicle protruding into road from central reserve		

9 points

8 points

1 point

**18 points**

## **NEIGHBOURHOODS AND COMMUNITIES PORTFOLIO**

Report to Portfolio Holder  
18 June 2007



**Report of:** Head of Technical Services

**Subject:** LOCH GROVE - PETITION FOR TARMACING  
OF VERGES

---

### **SUMMARY**

#### **1. PURPOSE OF REPORT**

- 1.1 To advise on the receipt of a petition from residents of Loch Grove asking for the grass verges in the grove to be replaced by parking bays or tarmac.

#### **2. SUMMARY OF CONTENTS**

- 2.1 Details of the contents of the petition.

#### **3. RELEVANCE TO PORTFOLIO HOLDER**

- 3.1 The Portfolio Holder has responsibility for traffic and transportation issues.

#### **4. TYPE OF DECISION**

- 4.1 This is a non-key decision.

#### **5. DECISION MAKING ROUTE**

- 5.1 This is an executive decision made by the Portfolio Holder.

#### **6. DECISION(S) REQUIRED**

- 6.1 That receipt of the petition is noted.

**Report of:** Head of Technical Services

**Subject:** LOCH GROVE - PETITION FOR TARMACING  
OF VERGES

---

**1. PURPOSE OF REPORT**

- 1.1 To advise on the receipt of a petition from residents of Loch Grove asking for the grass verges in the grove to be replaced by parking bays or tarmac.

**2. BACKGROUND**

- 2.1 A petition has been received, through the South Neighbourhood Forum, (copy to be made available at meeting), asking for consideration to be given to the replacement of the existing grass verges with parking bays or tarmac.
- 2.2 The basis of the request is that the grove is too narrow to accommodate parking on the road together with the free movement of traffic along it at the same time. This results in car owners parking on the verges causing damage to them.
- 2.3 Residents are also parking in the turning head at the top of the grove preventing vehicles turning around.

**3. CONSIDERATION OF ISSUES**

- 3.1 Every year each of the three Forum areas receive monies from the Local Transport Plan towards the implementation of schemes for the improvement of parking in areas such as this. This can be used to either create parking lay-bys or to tarmac grass verges to prevent damage from vehicle over riding. In addition to this each Forum has a small works budget which can also contribute to this type of scheme.
- 3.2 Prioritisation of schemes is carried out by the Neighbourhood Management Teams.

**4. FINANCIAL IMPLICATIONS**

- 4.1 The estimated costs of the works are £3,956.

**5. RECOMMENDATION**

- 5.1 That receipt of the petition is noted and that the Neighbourhood Manager adds the scheme to the list of those identified for the South Area.

## **NEIGHBOURHOODS AND COMMUNITIES PORTFOLIO**

Report to Portfolio Holder  
18 June 2007



**Report of:** Head of Technical Services

**Subject:** SCHOOL SAFETY SCHEME AND  
CYCLEPATH IMPROVEMENT WORKS – KING  
OSWY DRIVE

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### **SUMMARY**

#### **1. PURPOSE OF REPORT**

- 1.1 To seek approval for the proposals to implement a 20mph speed limit and associated traffic calming on King Oswy Drive in the vicinity of Barnard Grove school and carry out improvement works to the cyclepath in the same vicinity

#### **2. SUMMARY OF CONTENTS**

- 2.1 The report details the background to the schemes and the proposals put forward.

#### **3. RELEVANCE TO PORTFOLIO HOLDER**

- 3.1 The Portfolio Holder has responsibility for traffic and transportation issues.

#### **4. TYPE OF DECISION**

- 4.1 This is a non-key decision.

#### **5. DECISION MAKING ROUTE**

- 5.1 This is an executive decision made by the Portfolio Holder.

#### **6. DECISION(S) REQUIRED**

- 6.1 The Portfolio holder approves the implementation of the schemes.

**Report of:** Head of Technical Services

**Subject:** SCHOOL SAFETY SCHEME AND  
CYCLEPATH IMPROVEMENT WORKS – KING  
OSWY DRIVE

---

**1. PURPOSE OF REPORT**

- 1.1 To seek approval for the proposals to implement a 20mph speed limit and associated traffic calming on King Oswy Drive in the vicinity of Barnard Grove school and carry out improvement works to the cyclepath in the same vicinity.

**2 BACKGROUND**

- 2.1 Several years ago the National Cycle route 14 was constructed in Hartlepool. A section of the cycleway went along King Oswy Drive. This section of cycleway was constructed in such a way that numerous obstructions remained along its path such as trees and street furniture. Cars parking either partially or fully on the cycleway also provided obstructions to the cyclists.
- 2.2 Funding is available to carry out improvement works to the cycle route, due to the costs of these works the improvements will be carried out over several years. It is proposed to carry out the first phase this year between Barnard Grove and Speeding Drive. In order to minimise disruption to residents the scheme has been combined with providing a 20 mph speed limit on King Oswy Drive in the vicinity of Barnard Grove School.
- 2.3 This is in accordance with Neighbourhood Services Scrutiny Forum report on the inquiry into 20mph speed limits outside schools. The outcome of the inquiry recommended that 20mph limits with associated traffic calmings should be implemented on all suitable roads outside schools.

### 3. PROPOSALS

#### Cycleway

- 3.1 It is proposed to realign the cycle way between Barnard Grove School and Speeding Drive (**Appendix 1**). This will be carried out by providing a 1.8 metre footway, a 2.0 metre wide cycleway, and any remaining space outside residents houses would be set aside for parking. The repositioning of the cycleway will considerably reduce the number of obstacles encountered and allow residents to park on the tarmac path without obstructing cyclists.

#### Road Safety Scheme

- 3.2 It is proposed to provide a 20mph speed limit on King Oswy Drive between Barnard Grove to a point just south of Weymouth Drive (**Appendix 1**). A series of 5 speed cushions will be introduced to physically enforce the speed limit. Speed cushions are a type of road hump, which allow emergency vehicles to straddle the cushion. This allows emergency vehicles to travel unimpeded.
- 3.3 In order to keep parked vehicles out of the 'school zone' further parking restrictions will be introduced which will compliment existing restrictions. These will help maintain sight lines for the school crossing patrol and remove parked cars from junctions. The restrictions will operate during school arrival and leaving times only other than at road junctions where a 24 hour restriction will apply.

### 4. CONSULTATION

- 4.1 Residents, Local Ward Councilors and Barnard Grove School were sent plans showing 4 possible traffic calming schemes and informed of the proposals to improve the cycleway. They were requested to indicate their preferred option and comments on consultation sheets supplied. Consultees were also invited to attend an event held at Barnard Grove School, this event attracted approximately 40 residents and from this it was evident that a significant number of residents were opposed to certain elements of the schemes.
- 4.2 Residents returned 48 consultation sheets, the most popular option was to implement speed cushions and a 20mph speed limit, this received 29 votes, 8 residents indicated that no option was suitable, the other options received minor support
- 4.3 From the comments received it was evident that a significant number of residents were against the relocation of the southbound bus stop, the introduction of minor build outs and the reinstatement of the grass verge. These elements of the scheme have subsequently been removed.

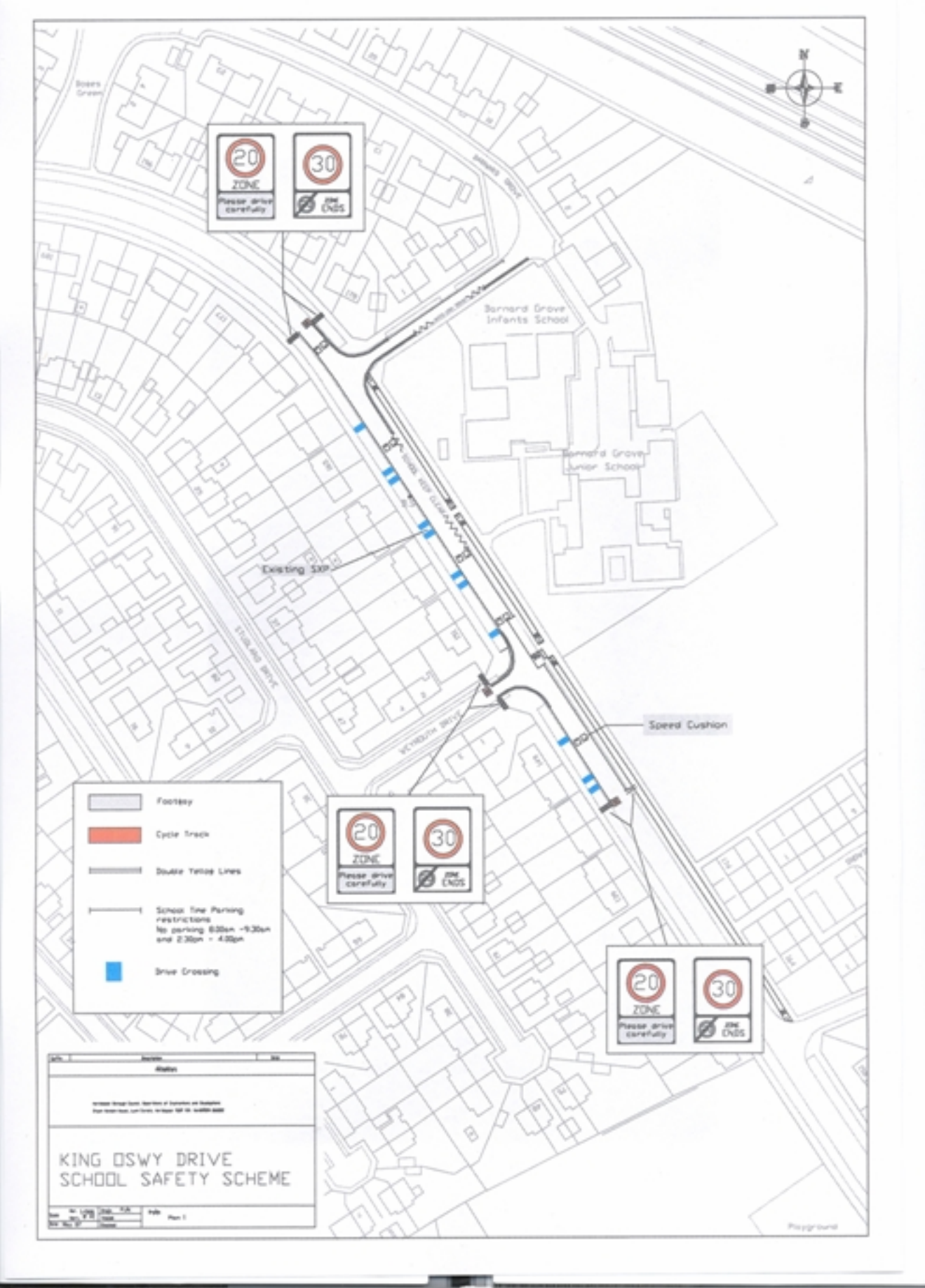
- 4.4 The Emergency Services were consulted through the Traffic Liaison Group and raised no concerns with the proposals so long as speed cushion type road humps were being proposed.
- 4.5 The Highways Services Manager has also been consulted, as this road is part of the snow clearance and gritting route. The construction of speed cushions would prevent snow ploughing on this section of road, but gritting would still be able to take place.

## **5. FINANCIAL IMPLICATIONS**

- 5.1 The schemes would be funded through the Local Transport Plan:
  - (a) Traffic Calming and 20 mph speed limit £8000;
  - (b) Cycleway Improvements - £60,000.

## **6. RECOMMENDATION**

- 6.1 That the proposals outlined in section 3 of the report are approved.



## **NEIGHBOURHOODS AND COMMUNITIES PORTFOLIO**

Report to Portfolio Holder  
18 June 2007



**Report of:** Head of Technical Services

**Subject:** UNION STREET – PROPOSED ONE WAY  
STREET

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### **SUMMARY**

#### **1. PURPOSE OF REPORT**

- 1.1 To seek approval for the proposals to introduce a one way system on Union Street.

#### **2. SUMMARY OF CONTENTS**

- 2.1 The report details the background to the scheme and the proposals put forward.

#### **3. RELEVANCE TO PORTFOLIO HOLDER**

- 3.1 The Portfolio Holder has responsibility for traffic and transportation issues.

#### **4. TYPE OF DECISION**

- 4.1 This is a non-key decision.

#### **5. DECISION MAKING ROUTE**

- 5.1 This is an executive decision made by the Portfolio Holder.

#### **6. DECISION(S) REQUIRED**

- 6.1 The Portfolio holder approves the implementation of the schemes.

**Report of:** Head of Technical Services

**Subject:** UNION STREET – PROPOSED ONE WAY STREET

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## 1. PURPOSE OF REPORT

- 1.1 To seek approval for the proposals to introduce a one way system on Union Street.

## 2 BACKGROUND

- 2.1 Union Street is a narrow road linking Northgate and Durham Street. There are regular conflicts between cars traveling in opposing directions. Because of the limited number of parking spaces in the area it would be preferable to reduce this conflict by introducing a one way system rather than removing parking spaces.
- 2.2 Part of the planning consent for the Doctors Surgery included the condition that a one way system should be provided at the Developers expense.

## 3. PROPOSALS

- 3.1 It is proposed to introduce a one way system on Union Street, traffic will be required to travel in a westerly direction Durham Street – Northgate (see **Appendix 1**).

## 4. CONSULTATION

- 4.1 Residents, Business's and Local Ward Councilors were sent plans showing the proposals 9 replies were returned, of which only one objection was received. The objector claimed the following:
- (i) A one way system would increase traffic on Durham Street - There would be an increase in traffic on Durham Street due to these proposals however this would be relatively small and the potential benefits to road safety and general traffic management of the area would outweigh the potential minor increase in traffic.
  - (ii) A one way system would increase the potential for accidents at both the Northgate and Durham Street junctions - I would disagree with this statement and suggest that these junctions would be safer since the number of potential maneuvers from each junction had been reduced.

- (iii) A large number of signs would be required to legally enforce the one way system - In total 11 signs would be required to sign this scheme in accordance with Department of Transport guidelines.

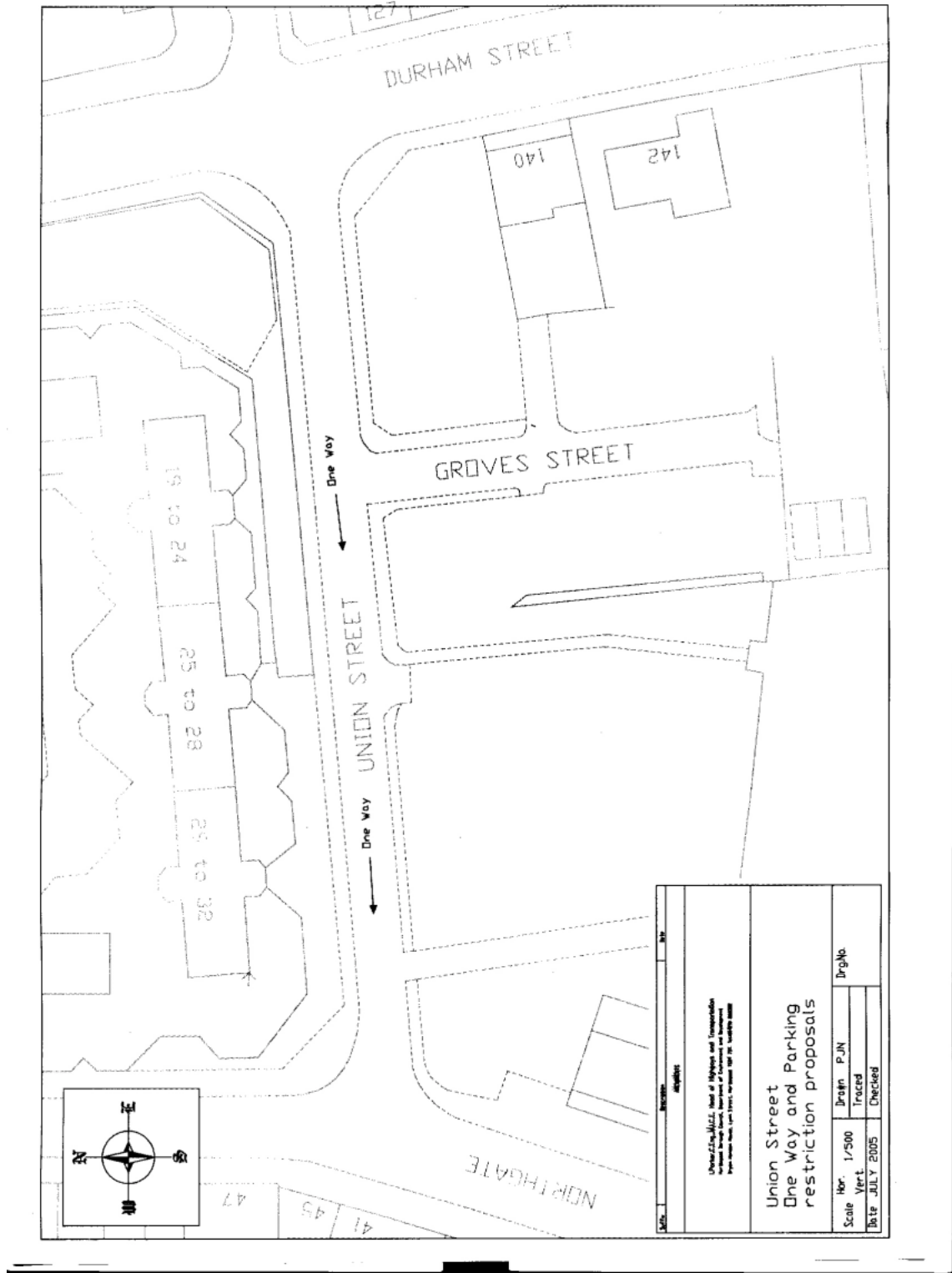
4.2 The Emergency Services have been consulted and have no objections to the proposed one way system.

## **5. FINANCIAL IMPLICATIONS**

5.1 This scheme would be funded at the Developers expense.

## **6. RECOMMENDATION**

6.1 That the proposal outlined in section 3 of the report is approved.



## **NEIGHBOURHOOD AND COMMUNITIES PORTFOLIO**

Report To Portfolio Holder  
18 June 2007



**Report of:** Head of Technical Services

**Subject:** KINROSS GROVE - PETITION FOR  
CONVERSION OF GRASSED AREA INTO  
ROAD AND CAR PARKING AREA

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### **SUMMARY**

#### **1. PURPOSE OF REPORT**

- 1.1 To advise on the receipt of a petition from residents of Kinross Grove asking for the grassed area outside their properties to be converted into an access road and car parking facilities.

#### **2. SUMMARY OF CONTENTS**

- 2.1 Details of the contents of the petition

#### **3. RELEVANCE TO PORTFOLIO HOLDER**

- 3.1 It is the responsibility of the Portfolio Member.

#### **4. TYPE OF DECISION**

- 4.1 Non-key

#### **5. DECISION MAKING ROUTE**

- 5.1 This is an executive decision by the Portfolio Holder.

#### **6. DECISION(S) REQUIRED**

- 6.1 That receipt of the petition be noted

**Report of:** Head of Technical Services

**Subject:** KINROSS GROVE- PETITION FOR  
CONVERSION OF GRASSED AREA INTO  
ROAD AND CAR PARKING AREA

---

## **1. PURPOSE OF REPORT**

- 1.1 To advise on the receipt of a petition from residents of Kinross Grove asking for the grassed area outside their properties to be converted into an access road and car parking facilities.

## **2. BACKGROUND**

- 2.1 A petition has been received, through the South Neighbourhood Forum, (copy to be made available at meeting), asking for consideration to be given to the replacement of the existing grassed area, outside 13 to 18 Kinross Grove (see Appendix 1), to be converted into an access road and car parking facilities.
- 2.2 The basis of the request is that youth's are congregating on the grassed area outside residential properties where they are *"digging up clump's of earth from the ground and throwing these clumps at resident's windows and doors..."*.
- 2.3 Problems are also being experienced in respect of football being played on the grassed area, where the ball is hitting windows and residents.
- 2.4 Concerns have also been raised concerning the distance that elderly residents have to walk to gain access to a vehicle.

## **3. CONSIDERATION OF ISSUES**

- 3.1 Every year each of the three Forum areas receive monies from the Local Transport Plan towards the implementation of schemes for the improvement of parking in areas such as this. This is usually used to either create parking lay-bys or to tarmac grass verges to prevent damage from vehicle over riding. Each Forum also has a small works budget which can be used to contribute to schemes such as this.

- 3.2 Due to the narrowness of the grassed area it would not be feasible to create parking bays. This is due to the fact that the overall width required to do this is 10.4m (4.8m bay + 6.0m for manoeuvrability) and only 7.4 m is available.
- 3.3 The only option in this case would be to create a 4.8m wide road running between Kinross Grove and Kirriemuir Road with a parking lay-by on one side.
- 3.4 A full road construction of this type is very expensive and it is unlikely that the monies received by the South area forum will be enough to undertake these works.

#### **4. FINANCIAL IMPLICATIONS**

- 4.1 The estimated costs of the works is £75,000

#### **5. RECOMMENDATIONS**

- 5.1 That receipt of the petition is noted and consideration be given to this request if funding becomes available at a future date.

