

PLEASE NOTE VENUE

PERFORMANCE PORTFOLIO DECISION SCHEDULE



Friday 31st August 2007

at 3.00 pm

in Conference Room 1, Belle Vue Community, Sports and Youth Centre,
Kendal Road

Councillor Hargreaves, Cabinet Member responsible for Performance will consider the following items.

1. **KEY DECISIONS**

None

2. **OTHER ITEMS REQUIRING DECISION**

2.1 Early and Ill-Health Retirements 2006-07 – Annual Report – *Chief Financial Officer and Chief Personnel Officer*

2.2 Implementing the Revised Equality Standard for Local Government – *Chief Personnel Officer*

2.3 Bereavement and Compassionate Leave – *Chief Personnel Officer*

2.4 Working at Home Policy and Procedure – *Chief Personnel Officer*

2.5 Workforce Profile and Monitoring – Annual Report 2006/7 – *Chief Personnel Officer*

3. **REPORTS FOR INFORMATION / DISCUSSION**

3.1 Employee Attendance 2007/8 – 1st Quarter – *Chief Personnel Officer*

3.2 Chief Executive's Departmental Plan 2007/08 – 1st Quarter Monitoring Report – *Assistant Chief Executive and Chief Personnel Officer*

3.3 Corporate Complaints – April to June 2007 – *Assistant Chief Executive*

3.4 View point – Citizen's Panel Results – *Assistant Chief Executive*

4. **REPORTS FROM OVERVIEW OF SCRUTINY FORUMS**

None

PLEASE NOTE VENUE

PERFORMANCE PORTFOLIO

Report To Portfolio Holder

31 August 2007



Report of: Chief Financial Officer and
Chief Personnel Officer

Subject: EARLY AND ILL HEALTH RETIREMENTS
2006-7 – ANNUAL REPORT

SUMMARY

1. PURPOSE OF REPORT

To update the Portfolio Holder on the Council's performance in 2006/7 and future targets in relation to early and ill-health retirements.

2. SUMMARY OF CONTENTS

The report provides details of the Council's performance and future targets in relation to early retirements and ill health retirements.

3. RELEVANCE TO PORTFOLIO MEMBER

Corporate Performance

4. TYPE OF DECISION

This is not a key decision.

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

Noting the report and endorsing of the targets set.

Report of: Chief Financial Officer and
Chief Personnel Officer

Subject: EARLY AND ILL HEALTH RETIREMENTS
2006-7 – ANNUAL REPORT

1. PURPOSE OF REPORT

- 1.1 To update the Portfolio Holder on the Council's performance in 2006/7 and future targets in relation to early and ill health retirements.

2. BACKGROUND

- 2.1 Many of the approvals under the Council's Early Retirement/Redundancy Policy and Scheme are made by officers in line with the Constitution. The Policy and Scheme requires that the cumulative effect of these decisions be reported regularly to members. In addition Corporate Health Best Value Performance Indicators apply to early and ill health retirements. A half yearly report was presented to the Performance Management Portfolio meeting held on 21st December 2006.

3. THE COUNCIL'S PERFORMANCE IN 2006/7

- 3.1 As part of the Best Value regime, the following Corporate Health Performance Indicators have been set:

BVPI14 The percentage of employees retiring early (excluding ill health retirements) as a percentage of the total workforce;

BVPI15 The percentage of employees retiring on the grounds of ill Health as a percentage of the total workforce.

- 3.2 Summary details of performance is set out in the table below:

BVPI Ref	2004/5 Actual Performance	2005/6 Actual Performance	2006/7 Actual Performance	2006/7 Target	2005/6 Upper Quartile Performance
BVPI 14 – Early Retirements	0.41%	0.78%	0.69%	0.40%	0.30%
BVPI 15 – Ill Health Retirements	0.33%	0.13%	0.13%	0.19%	0.13%

- 3.3 A further breakdown of 2006/7 performance by department is attached at Appendix A.
- 3.4 The 2006/7 outturn (0.69%) for early retirements (BVPI 14) was in line with the estimate made in the half yearly report and was well above target. When setting the 2006/7 target it had been anticipated that performance would return to 2004/5 levels. Performance year on year is variable and reflects the lack of Council control over early retirement decisions made by schools and the use of early retirements as a “change” tool.
- 3.5 The 2006/7 outturn figure for ill health retirements (0.13%) was significantly lower than the target (0.19%) and maintains top quartile performance.
- 3.6 In line with the Audit Commission recommendations details of the costs to the Council associated with the release of employees who are members of the Teesside Pension Fund are attached at Appendix B. Table 1 details the early payment of pension costs (the strain on the pension fund) and Table 2 the cost of pension enhancements (added years). In addition Table 3 gives details of redundancy and 66 week payments made to employees who may or may not be members of Teesside Pension Fund. Central monies of £410,000 was available in 2006/7 to fund early retirements / redundancies of which £278,152 was spent. The £131,848 funds not utilised in 2006/7 will be available in 2007/8 with £31,000 already having been committed.

4. 2007/8 AND FUTURE YEARS' INDICATORS AND TARGETS

- 4.1 Each year, three year targets are set for each of the BVPIs. These are set out in the table below:

	2005/6 Upper Quartile Performance	2007/08	2008/09	2009/10
BVPI.14 The percentage of employees retiring early (excluding ill health retirements) as a percentage of the total workforce	0.30%	0.69%	0.69%	0.69%
BVPI.15 The percentage of employees retiring on grounds of ill health.	0.13%	0.13%	0.13%	0.13%

- 4.2 Early retirements only occur after individual employees choose to apply or compulsory redundancies are declared. Since the Council cannot control whether an employee submits an application, the setting (and achievement) of targets is relatively arbitrary, particularly as the Council uses early retirements as part of its change management arrangements and has no control over decisions made

by schools. The targets have been set on a realistic basis to reflect 2006/7 performance in future years.

- 4.3 The future targets for ill health retirements have been set at a level which maintains current upper quartile performance.

5. RECOMMENDATION

- 5.1 That the Portfolio member note the outturn figures for 2006/7 and endorse the targets set for 2007/8 onwards.

Appendix A

Breakdown, by Department, of 2005/06 Early Retirements and Ill Health Retirements

Ref	Definition	CEX	DACS	DRPS	DChS	Schools	DNS	Total	Corporate Target	Upper quartile performance in 2005/6
BVPI 14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of employees in a recognised pension scheme	1.10%	1.68%	0.00%	0.26%	0.56%	0.52%	0.69%	0.40%	0.30%
BVPI 15	The percentage of employees retiring on the grounds of ill-health as a percentage of employees in a recognised pension scheme	0.00%	0.00%	0.00%	0.53%	0.06%	0.26%	0.13%	0.19%	0.13%

Appendix B

TABLE 1 : ANNUAL REPORT OF THE COST OF EARLY PAYMENT OF PENSIONS ('STRAIN ' ON THE PENSION FUND)

TYPE OF RETIREMENT	NO OF EARLY RETIREMENTS IN 2006/07	TOTAL COST OF 2006/07 EARLY RETIREMENTS FUNDED OVER 1 YEAR	TOTAL PAYMENTS TO PENSION FUND FOR 2006/07 EARLY RETIREMENT FUNDED OVER 1 YEAR	TOTAL COST OF 2006/07 EARLY RETIREMENTS FUNDED OVER FIVE YEARS	TOTAL PAYMENTS TO PENSION FUND FOR 2006/07 EARLY RETIREMENTS FUNDED OVER FIVE YEARS	TOTAL 2006/07 OUTSTANDING LIABILITY TO BE FUNDED OVER 4 YEARS FROM 2007/08
	A	B £	C £	D £	E £	F £
REDUNDANCY	12	202,333	202,333	0	0	0
EFFICIENCY	10	160,206	160,206	0	0	0
OTHER	0	-	-	0	0	0
TOTAL	22	362,539	362,539	0	0	0

Table 2 : Annual report of the cost of pension enhancements (added years)

TYPE OF RETIREMENT	NO OF EARLY RETIREMENTS IN 2006/07 WITH ADDED YEARS GRANTED	COST OF 2006/07 ADDED YEARS PENSION GIVEN	COST OF 2006/07 ADDED YEARS LUMP SUM GIVEN	TOTAL CAPITALISED COSTS OF 2006/07 ADDED YEARS PENSION AND LUMP SUM GIVEN	LIABILITY AT 1.4.06 FOR ADDED YEARS PENSION GIVEN IN PREVIOUS YEARS*	LIABILITY AT 1.4.07 FOR ADDED YEARS PENSION GIVEN IN 2006/07 & IN PREVIOUS YEARS	TOTAL PAYMENTS MADE TO PENSION FUND IN RESPECT OF 2006/07 ADDED YEARS SUM GIVEN
	(A)	(B) £	(C) £	(D) £	(E) £	(F) = (B) + (E) £	(G) £
REDUNDANCY	4	1,329	7,487	29,690			7,487
EFFICIENCY	3	4,495	13,487	102,803			13,487
OTHER	0	-	-	-			0
TOTAL	7	5,824	20,974	132,493	176,466	182,290	20,974

*Type of retirement analysis not available.

**TABLE 3 - ANNUAL REPORT ON THE COST OF NON PENSION PAYMENTS
(REDUNDANCY)**

TYPE OF PAYMENT	NO OF EMPLOYEES LEAVING IN 2006/07 (REDUNDANCY)	TOTAL COST OF 2006/07 PAYMENTS MADE FROM CENTRAL FUNDING*	TOTAL COST OF 2006/07 PAYMENTS MADE FROM DEPARTMENTAL FUNDING (EXCL SCHOOL FUNDING)	TOTAL COST OF 2006/07 PAYMENTS MADE
	(A)	(B) £	(C) £	(D)=(B)+(C) £
REDUNDANCY	12	91,287	171,213	262,500
EFFICIENCY	9	186,865	90,346	277,211
66 WEEK	0	-	-	-
TOTAL	21	278,152	261,559	539,711

*Includes £141,695 of Pension Strain and Added Years costs.

PERFORMANCE PORTFOLIO

Report to Portfolio Holder

31st August 2007



Report of: Chief Personnel Officer

Subject: IMPLEMENTING THE REVISED EQUALITY
STANDARD FOR LOCAL GOVERNMENT

SUMMARY

1.0 PURPOSE OF REPORT

To inform the Portfolio Holder of the new revised Equality Standard for Local Government and the financial pressures associated with implementing it.

2.0 SUMMARY OF CONTENTS

The report provides details of the new revised Equality Standard for Local Government and the financial pressures associated with implementing it. .

3.0 RELEVANCE TO PORTFOLIO MEMBER

Corporate Equality Issue.

4.0 TYPE OF DECISION

Non-key decision.

5.0 DECISION MAKING ROUTE

Portfolio Holder only.

6.0 DECISION(S) REQUIRED

To note the report and endorse the actions proposed.

Report of: Chief Personnel Officer

Subject: IMPLEMENTING THE REVISED EQUALITY
STANDARD FOR LOCAL GOVERNMENT

1.0 PURPOSE OF REPORT

To inform the Portfolio Holder of the new revised Equality Standard for Local Government and the financial pressures associated with implementing it.

2.0 BACKGROUND

- 2.1 The Equality Standard is a framework that sets up a way of working within local authorities, which, when fully implemented will mainstream equality into service delivery and employment. In March 2006 the Council declared itself as being at Level 2 and has set itself a target of achieving Level 3 of the Equality Standard for Local Government by March 2008.
- 2.2 The new revised Equality Standard was recently published in May 2007. Following a major review, the Standard has been extended to address six equality strands: age, disability, gender, race, religion/belief and sexual orientation. Since the original standard was developed, new public sector duties have been introduced for race, disability and gender. The new revised Equality Standard is attached at Appendix 1.
- 2.3 The review has led to some simplification and clarification but the general framework has been re-affirmed and remains unaltered. The primary aim of the original Standard was to improve outcomes in employment and service delivery through implementing sound performance management practices. This aim has been given greater emphasis within the revised version whilst the process has been strengthened through a requirement of external assessment and by introduction of an Equality Mark for Local Government. The comparison of the old version to the new is attached at Appendix 2.
- 2.4 Any declarations of Levels 3 and 5 of the Standard are subject to external validation and the award of the Equality Mark by the Improvement and Development Agency (I&DeA) and the Centre for Local Policy Studies (CLPS)
- 2.5 External assessment may involve:
- Peer challenge involving examining the self-assessment documentation, interviewing a cross-section of stakeholders and briefly reporting back to the council on its strengths and weaknesses (expected to be launched in the new year probably April 2008)
 - Equality Mark assessment which is more intense and provides a detailed report of the strengths and weaknesses of the

authority's performance against the Equality Standard. A successful validation will result in the award of the Equality Mark for local government, enabling the authority to display a public award and logo on their documentation.

3.0 'CRITICAL FRIEND' PEER ASSESSMENT

3.1 Earlier this year, the Council commissioned an external but informal 'Critical Friend' Peer Assessment, the findings of which were reported to the previous Portfolio Holder at his meeting held on 26 March 2007. In summary, the findings were that overall, there is strong evidence to support the Council's claim at Level 2 of the Standard. The Council are now well placed to progress a Level 3 claim. In order to achieve Level 3 of the Standard, improvements are needed in 7 areas as follows:

- Member engagement
- Self assessment
- INRA's/DIA's
- Consultation
- Equality Officer
- Lead on Equality
- Information Systems

3.2 The previous Portfolio Holder endorsed an action plan to make the suggested improvements and progress will be reported in the half yearly Diversity Report as well as quarterly via the standard performance management arrangements.

3.3 A key area where improvement is needed is in respect of stakeholder involvement and review. The different types of external assessment outlined in 2.5 above reflects, in part, the extent to which stakeholders are involved in self assessment or review of services via the Equality Impact Assessment process. A successful bid for £24,000 has been made to the Improvement Partnership for 2007/8. This will be used to build capacity amongst stakeholders (so that they have the necessary knowledge, skills and tools) as well as to pay for their time in undertaking this work. The stakeholders will represent all six diversity strands of race, disability, gender, age, sexual orientation, and religion/belief. Whilst the capacity building element will be 'one-off' expenditure, the stakeholders will be involved in self-assessment or review of services on an ongoing basis and additional resources will be needed for this in respect of 2008/9 onwards.

3.4 An Access Strategy Framework is being developed with the aim of setting out the Council's standards in terms of equality of access to services, buildings, employment, education, transport and information. Whilst the first five aspects are specific to one or more departments, the final aspect is a corporate issue. A key element in achieving equality of access is understanding what services are available and how to access them. People whose first language is not English and

those who have learning difficulties are often at a severe disadvantage in accessing Council services as their knowledge and understanding is not as great as others. Communication and translation services are critical to addressing this.

- 3.5 The Council currently has a contract with the Tees Valley and Durham Communication Service (TVDCS) for the provision of communication services for people who are deaf or are hard of hearing. The contract is due for renewal in 2008/9. Currently, departments pay for the actual usage of the service, whilst HR funds the administration fee (approx £3,000 per annum) from reserves. This situation is not sustainable, as the reserves will run out this year. There is no budget to publicise the service to service users.
- 3.6 Whilst some non-contractual arrangements for translation services are available, they are not consistently provided across all departments. In order to address this, it will be necessary to set standards for, and formalise, the provision of translation services, as well ensuring consistent application and publicising widely how these can be accessed. Whilst departments currently fund any translations requested, there is no corporate budget to publicise to service users how to access translation services.
- 3.7 As arrangements are being made to involve stakeholders in the self-assessment process and review of services via the Equality Impact Assessment process, the peer challenge assessment outlined in 2.5 above is expected to be the way to achieve external accreditation of Level 3. Funding has been identified by CEMT to cover the estimated costs for peer challenge, as the Council will need to get validated externally in 2008.
- 3.8 Options for funding the above pressures, including making bids for additional resources as part of the 2008/9 budget round, are currently being explored.

4 RECOMMENDATION

- 4.1 To note the report and endorse the actions proposed.
- 4.2 To note the changes in the revised Equality Standard and to re-affirm the Council's commitment towards the Equality Standard.

Appendix 1

The Equality Standard for Local Government

Foreword

The Equality Standard for local government in England was established in 2001 through a partnership between the Commission for Racial Equality, the Disability Rights Commission, the Equal Opportunities Commission and the DIALOG unit of the Employers' Organisation for local government, with advice from the Audit Commission.

Revised in 2006 following a major review, the Standard has been extended to address six equality strands: age, disability, gender, race, religion/belief and sexual orientation. Since the original Standard was developed, new public sector duties have been introduced for race, disability and gender. The Standard works alongside these public sector duties to promote excellence in the management of equality outcomes.

The revised Standard has again been based on extensive consultation, both with local authorities and other stakeholders. The review has led to some simplification and clarification but the general framework has been affirmed and remains unaltered. The primary aim of the original Standard was always to improve outcomes in employment and service delivery through implementing sound performance management practices. This aim has been given greater emphasis within the revised version whilst the process has been strengthened through a requirement for external assessment and by the introduction of an Equality Mark for Local Government.

The Standard has been developed and revised by Stuart Speeden and Dr Julian Clarke of the Centre for Local Policy Studies at Edge Hill University.

We would like to thank all those who have given their time to this project and those who have contributed, both in writing and in person, to the development of the new Equality Standard.

Improvement and Development Agency
April 2007.

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Executive Summary

The Equality Standard – mainstreaming equality

The Equality Standard is a tool to combat the institutional processes that lead to discrimination as part of the culture, administration and governance that can be found in many public organisations. Prevailing assumptions and practices can set up barriers that prevent fair access to services and equal employment opportunities, which in turn can discriminate against people on the grounds of age, disability, gender, race, religion or belief and sexual orientation. Working with the Equality Standard will enable local authorities to mainstream equality, which will ensure that discriminatory barriers are identified and removed. The revised Standard has been developed to provide a common approach for dealing with all equality strands and this integrated approach is important because it supports the principle that there is no 'hierarchy' of discrimination. This approach will also develop understanding of the inter-relationship between equality issues – individuals do not fit into one neat box, but instead may be affected by more than one aspect of discrimination. Taking a generic approach should not, however, lead to the view that all the equality strands can be dealt with as a single issue – the specific barriers will vary and each strand requires separate consideration. The Standard is intended to be consistent with the changing legislative framework for equality and should help local authorities comply with the equality duties, although they do not take an incremental approach.

What is the Equality Standard?

The Equality Standard provides a way of working in local authorities that makes the mainstreaming of equality into service delivery and employment an issue for all aspects of a local authority's work. By working through the Standard, local authorities will be able to identify disadvantage associated with race, gender, disability, religion or belief, sexual orientation and age (*the six equality strands*) and set targets to eliminate the barriers that create that disadvantage.

Over five levels of development, local authorities will introduce a comprehensive and systematic approach to dealing with equalities which will enable them to **set targets and achieve outcomes appropriate to local need**. These levels cover all aspects of policy-making, service delivery and employment. It will take time, resources and commitment to get these systems in place and local authorities will move at different rates. For this reason, it is important that progress through the levels is monitored and audited in a way that measures the achievement of each level. When an authority reaches Level 5, it will have developed the capacity to engage continuously in the management and improvement of equality and will be able to demonstrate significant outcomes for equality improvement across the authority.

The Equality Mark for Local Government

When an authority reaches Level 3 an external assessment is required to provide the consistency of outcome for the different approaches to self-assessment that councils will have used, such as Peer Challenge or the Equality Mark Award.

Successful validation through the Equality Mark Award scheme will lead to the Equality Mark for Local Government. Under this scheme the authority will maintain the systems and processes established for equality improvement and undergo a systematic validation every three years.

The Standard and the public sector duties

The Equality Standard is a management and policy framework that is designed to support the implementation of equality law and effective policy outcomes. It is not a substitute for the law and authorities should at all times comply with their legal obligations.

Implementing the Equality Standard

The Standard builds on the principles of quality, leadership and community engagement. These are seen as central features of modern local government. Successful implementation of the Standard will depend on a partnership between the council and the community and should involve:

- Councillors – who will
 - provide leadership and support
 - ensure resources are available
 - engage with the local community
 - provide a scrutiny role
- Managers/Unions/ Staff – who will
 - work towards speedy implementation
 - organise and participate in training
 - challenge existing cultures and traditions
 - engage with the community
- Community/ Stakeholders – who will within the
 - work with the equality planning process
 - participate in scrutiny
 - extend knowledge of the Equality Standard community

Working with the community requires more than consultation after significant decisions have been taken. Participation in service design and delivery is crucial if services are to meet the needs of all parts of the community, and authorities should devise a participation strategy that describes how it will involve others in its activities.

The Standard is a framework that can direct change and break down discriminatory barriers, but this can only be achieved through the active engagement; by *all* stakeholders and; in *all* the processes it sets out or their equivalent, depending on local structures.

The Equality Standard framework document describes the context within which the Standard works as follows:

- Local government and equality
- Working with the Equality Standard
- Assessment and validation
- The Equality Standard framework

Extending equalities – beyond gender, disability and race

The Standard was designed to accommodate an extension of its scope beyond gender, disability and race to include anti-discrimination policies for age, sexuality and religion or belief. The revised Standard now makes it a requirement for Local Authorities to incorporate these additional equality strands. Councils can readily adapt the principles to these other categories of equality by extending their equality objectives, targets and monitoring systems. These additional equality objectives, which should be consistent with published guidelines and regulations, can be driven through the self-assessment procedure and will effectively become part of the Performance Management process. A timetable for the integration of the additional equality strands is included in this framework document.

Part I: Introduction

The Equality Standard for Local Government was introduced in 2001 as a tool for mainstreaming the principle of equality in service provision and employment and to combat discrimination associated with race, gender and disability. The main purpose of this revised Equality Standard is to extend its scope to include anti-discrimination and equal treatment for sexual orientation, religion or belief and age. In drawing up a revised Standard we have taken the opportunity to review its performance, operation and practice in order to make modifications and improvements and to set the Standard within the changing context of equality and local governance.

The need for a proactive and systemic approach towards anti-discrimination was underlined by the findings of the Stephen Lawrence Inquiry Report (Macpherson, 1999), which highlighted the way that institutional discrimination can influence how organisations operate and the way services are provided. The report provides the following definition of institutional racism:

“The collective failure of an organisation to provide an appropriate and professional service to people because of their colour, culture and ethnic origin. It can be seen or detected in processes, attitudes and behaviour which amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and racist stereotyping which disadvantage minority ethnic people” (Macpherson, 1999, para 6.34)

This definition powerfully describes organisational practices that can lead to institutional discrimination across the six equality strands.

The Standard is a means for addressing patterns of institutional discrimination that are embedded in the culture of local administration and governance and applies the principles of fairness and equality in employment and service provision.

The Macpherson report has been followed by developments in legislation and integration of equality requirements into the CPA process. Plans to harmonise and extend anti-discrimination legislation and develop new structures for implementation through a single Commission for Equality and Human Rights will further emphasise the importance of equality and diversity within local governance.

Legislation alone will not bring about the changes needed to eliminate discrimination. We must make equality practice an integral part of human resource processes, service planning, service delivery and other areas of local

democratic activity. In other words, equality must become central to improving outcomes for the community and the quality of local government.

Already, local government is working with a number of programmes to improve the quality of local services. The Equality Standard provides an opportunity to complement new initiatives with the council's own equal opportunities policy and with emerging requirements under equality law.

The Equality Standard will:

- **Provide a systematic framework for mainstreaming equality leading to the continuous improvement of outcomes**
- **Help local authorities to meet their obligations under the law**
- **Develop and integrate equality policies and objectives that can be driven through performance management**
- **Encourage engagement with stakeholders inviting challenge and involvement in all management and decision making processes associated with service improvement and accessibility**
- **Encourage the development of anti-discrimination practice and community outcomes appropriate to local circumstances**
- **Provide a basis for tackling all forms of institutionalized discrimination**
- **Provide a timetable for integrating sexual orientation, age, religion and belief**

Local Government and equality

The 1970's and 1980's were decades of tremendous progress in terms of equal opportunities as many authorities developed a strong commitment to equal opportunity and pioneered challenging initiatives, particularly in employment.

Legislation now covers six strands – race, gender, disability, sexual orientation, religion/belief and age – and recognises the role and responsibility of public sector organisations as being at the heart of improving life chances for people who experience disadvantage.

The legal framework is still based on *anti-discrimination* provisions but there has been a major shift towards the creation of positive duties for public bodies, which require them to *promote* good equality practice.

This places councils at the forefront of managing the outcomes that arise from statutory changes. Although the developments are long overdue, there is much evidence to show that in the absence of a structured approach to manage these changes, the outcomes required to meet specified needs often fail to materialise in any meaningful way.

The re-orientation of local government to emphasise service users and customer satisfaction has led to a greater recognition of diversity and equality in providing good quality services as well as in fair employment opportunities. This has been reinforced over the past five years by the presence of the Equality Standard and real progress is being made towards mainstreaming equality in many local authorities. However, there is still a tendency in some councils for equality to be seen primarily as an employment issue focusing on recruitment, conditions of service and training. In these cases responsibility for the equality agenda mistakenly sits within the Human Resources remit. It is important that Chief Executives, Leaders and Cabinet members have a full understanding of the purpose of the Equality Standard and recognise the importance of equality for services as well as employment through mainstreaming equality into all services.

The assessment of a council's performance now explicitly includes equality, diversity and community cohesion. As part of CPA, a local authority will need both a strategy for improvement and good management of the processes in order to show that it is capable of delivering services that meet 'need' and 'expectations' of its service users.

How can the Standard support the delivery of equality in the public sector?

There are important and distinct features of the Equality Standard. Firstly, the Standard emphasises the importance of equality practice in employment and in delivering quality services appropriate to need, and providing access to those services for the whole community. Secondly, the Standard is specifically designed for managing and improving performance in equality for the whole organisation. It provides for ambition, leadership, resource management and service delivery outcomes.

Importantly, while the Standard is concerned with putting in place processes for the management of equality, **the fundamental aim is to deliver continuous improvement that is focused on outcomes** – real changes to equality in employment and service provision, **locally determined and delivered**.

Statutory Equality Duties

Statutory Equality Duties require public authorities to produce Equality Schemes covering race, gender and disability either individually or under the umbrella of a single Equality Scheme.

The Equality Standard can support the effective implementation of the Public Sector Duties for Race, Disability and Gender but it does not automatically produce compliance with the duties at any level. In working with the Standard an authority should, at all times pay due regard to the requirements, in law, of the Duties.

Information on the General and Specific Duties and statutory Codes of Practice can be found on the websites of the equality commissions.

www.eoc.org.uk The Equal Opportunities Commission
www.cre.gov.uk The Commission for Racial Equality
www.drc.gov.uk The Disability Rights Commission

Related legislation

Authorities will have to consider the provisions of other legislation that has anti-discrimination or equality content. Details of current legislation can be found on the IDeA website.

www.idea.gov.uk

Equality as Quality

A modern, high quality service recognises the importance of equality of access to employment opportunities and services. Councils have a duty to provide services that are appropriate to the user in both content

and in the ways in which they are delivered. Rather than assuming that customers should fit with existing service provision structures, services should be built around a robust analysis and understanding of diverse needs, against the context of diverse localities.

An Equality Standard for people and places

The starting point for the Standard is the recognition that local government is legally obliged to provide a fair and equally accessible service to all citizens. This principle is central to the government's agenda to bring local government closer to communities. As well as adapting to the changes in which local services are required to integrate equality considerations, the Equality Standard also takes account of the changing local, national and international legislative and policy environment.

The Standard can be used as a basis for working with partners in the public, private and voluntary sectors; for supporting the work of community forums and promoting citizen engagement.

Working with the Equality Standard

Working with the General and Specific Duties for Race, Gender and Disability

The Standard has been designed to provide a continuing framework that should help you meet the legal duties and go beyond the minimum requirements of compliance to deliver excellence in equality and diversity, and as such should be viewed as an improvement tool. The inclusion of strands beyond race, gender and disability will prepare councils for new legislation and ensure a wider social inclusion agenda. As a result, the Equality Standard and the public sector duties for disability, gender and race complement and support each other, but do not directly relate to each other at specific levels.

Although there is no plan, as yet, to extend the requirement for equality schemes to sexual orientation, religion or belief and age, it is recommended that clear statement be introduced into the Corporate Equality Scheme to address these new strands, based on local circumstances and the requirements at each level of the Standard.

There is no automatic compliance with the law at any level, but if an authority is working positively with the Standard then they should be fully compliant at Level 5. Demonstration of compliance with the law will be a requirement of the assessment and validation processes.

Putting in place the processes for equality management

Following the principles adopted by the government for the modernisation of local government, the Standard seeks to encourage a local response to local circumstances. To do this, the Standard places considerable emphasis on the establishment of key processes within the local authority to make equality a corporate goal and mainstream it into all aspects of the council's work. These are set out in the Standard as five levels of achievement:

- **Level 1:** Commitment to a Comprehensive Equality Policy
- **Level 2:** Assessment and community engagement
- **Level 3:** Setting equality objectives and targets
- **Level 4:** Information systems and monitoring against targets
- **Level 5:** Achieving and reviewing outcomes

Local authorities should use the Equality Standard to ensure that they address equality issues strategically and systematically. While councils differ greatly, the framework on which the Standard has been built recognises and takes account of:

- Differences in the range of services offered according to type of council
- Different levels of activity and experience in the field of equality
- Specific local contexts.

A whole authority approach

Local authorities will be expected to provide evidence that these processes are established. It is likely that within a local authority, services will adopt processes at different rates. The overall assessment will be based on the progress of the entire authority to promote a real corporate commitment to equality. This means that the level achieved by the whole authority is based on the lowest level achieved by any service. It is important, therefore, to develop a reporting system that can identify and support services that are moving up the levels of the Standard more slowly. The e-s@t system is designed to meet this need.

A continuous cycle of equality improvement

In practical terms the Standard will integrate a cycle of management activity using a comprehensive equality policy to establish equality objectives for each service. On the basis of these objectives, service areas will establish equality targets.

Achievement against these targets will be monitored. Progress on the achievement of objectives will be measured and evaluated. Ultimately, the authority should be able to show identifiable outcomes.

Circumstances change and the aim of the Standard is to ensure that councils have an equality system that can respond. Local circumstances should be taken into account at all stages and councils should be able to demonstrate the reasons for their action at all levels. This is to ensure that outcomes are based on real and not perceived need, and will be an important element of the assessment process.

Corporate Equality Schemes

There is strong correspondence between the Standard and the requirements of the General and Specific Duties. Although there is no direct correlation between the public duties and the levels of the Standard, at Level 2 of the Standard authorities should ensure that the Corporate Equality Scheme (formerly described as the Corporate Equality Plan) contains clear and differentiated schemes for race, disability and gender. These schemes will recognise the

differences that give rise to inequalities in service delivery and employment for each group and will set out an approach for tackling them. Also, authorities should ensure that they meet the requirements for monitoring and impact assessment under the Specific Duties.

The Corporate Equality Scheme should contain a timetable for carrying out impact assessment within the authority. This timetable should be based on a screening of all of the authority's activity and should cover all functions, policies and procedures. An assessment of risk of non-compliance with legislation should form the basis for the timetable and should recognise the different risk characteristics of each equality strand. Where there is a high risk associated with an area covered by the Public Sector Duties the impact assessment should be given a high priority.

Organising and conducting impact assessment

The Equality Standard has created a **common template** for conducting impact assessment across the equality strands (The Equality Standard for local government, guidance 3, pages 8-25). Within this framework each equality strand must be given separate consideration and appropriate methods used to explore the equality implications of a service, policy or procedure.

Terminology used in the Public Sector Duties and the Equality Standard in relation to impact assessment can lead to confusion about what is required. The equality impact assessment process can be used as a *predictive* tool, to evaluate the *potential* future impact of a new policy or a change in policy or procedure, before it is implemented.

It can also be used as a *retrospective* assessment, looking at how closely the needs and requirements of the community are being met by an authority's policies and practices. It is an ongoing activity informed by monitoring data, and is used to review equality objectives as part of the organisation's performance management process. Authorities should be using both of these approaches depending on the scope of the impact assessment.

The Corporate Equality Scheme should therefore include arrangements to conduct both predictive and retrospective impact assessments.

Working through self-assessment

The integration of equality objectives within performance management systems will help to drive equality improvement but is not enough by itself to deliver the culture change that is necessary to mainstream equality practice throughout the authority – in all its functions, policies and procedures. It is important to develop an equality self-assessment system to drive the continuous improvement of equality across the

local authority. This system should be accountable through a Corporate Equalities Group (or similar). The Group would be responsible for developing a corporate self-assessment, which is the foundation for external assessment and validation.

Through self-assessment, an equality steering group should be able to make judgments across the authority regarding progress on corporate equality objectives and from these make recommendations about change.

The Equality Standard for local government, guidance 1, page 9

Working with the Standard – developing positive outcomes

While the Equality Standard is designed to embed *systems* for equality improvement, the ultimate objective is to deliver positive *outcomes*: real, measurable improvements in the delivery of services and employment that must be determined locally, according to need and context.

The new positive duties require that schemes are developed to identify the improvements that councils will make towards eliminating discriminatory barriers. The processes put in place by the Standard will enable councils to evidence their progress and mainstream equality through robust performance management.

At Level 3, targets will have been set against which improvement can be measured and at Level 5 an authority should be able to demonstrate significant improvement in outcomes across the authority as required by the positive duties.

Working corporately in the management of equalities

A corporate approach to the implementation of equal opportunity issues is essential to ensure that the Comprehensive Equalities Policy for the authority and the processes involved in the Equality Standard are systematically applied. This approach will promote a shared understanding of equality within the authority, promote the sharing of 'best' practice and provide a set of comparable systems for performance management and self-assessment.

Working on equality with all stakeholders

The Standard builds on the principles of leadership, community engagement and local partnership.

Successful implementation of the Standard will depend on a partnership between the council and the community and should involve:

Councillors	to provide leadership and support to ensure resources are available
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	to engage with the local community to provide a scrutiny role
Managers/Staff/ Trades Unions	to work towards speedy implementation to organise and participate in training to challenge existing cultures and traditions to engage with the community
Community/ Voluntary Sector	to provide external accountability to work with and inform the equality planning process to participate in service design, delivery and scrutiny

Working with community groups in the design and delivery of services will require much more than a consultation exercise; there should be positive engagement. The Standard therefore now requires authorities to develop a participation strategy, which;

- describes the ways in which it will invite local groups to work with the authority
- defines the criteria for selecting those groups
- describes the resources that will be allocated to capacity building within the groups
- produces a set of objectives and terms of reference for the group.
- describes the mechanisms for reporting the group's activities and contribution to council policy and practice
- describes the feedback that the group will receive from the authority

The Standard represents a tool that can bring about change, break down discriminatory barriers and achieve real improvement in outcomes. This can only be achieved through an active engagement in the processes it sets out.

Working in partnership – community leadership in equality

Increasingly, local authorities work through partnership arrangements in the delivery of services and initiatives e.g. Local Strategic Partnerships. Through its community leadership role local authorities can promote the framework of the Equality Standard as a basis for partnership and should encourage partners to develop shared objectives in partnership programmes. Monitoring partnership involvement should be undertaken as part of the local authority's work with the Standard. Where partnerships are involved in the contracting out of services and functions, councils should ensure that contracts meet equal opportunity criteria and are effectively monitored.

Working through procurement and contract

The Equality Standard aims to deliver equal employment and service outcomes in public services whether they are delivered directly or through contracts. Procurement practices should fully embrace the principles of the Standard and contracts should be subject to equality impact assessment, equality objective setting and monitoring. Importantly, contractors should understand the aims of the Equality Standard and should agree to work within those terms. Contract monitoring and management should be designed to secure the delivery of equality objectives.

Common standard for equalities in public procurement

OGC Guidance

Working with the Audit Commission: CPA and Performance Indicators

The Audit Commission measures local authority progress against the Equality Standard through BVPI2a. **The current Indicator applies specifically to race, gender and disability, so reporting of the level of achievement for 2006/7 is only against these strands.**

The CPA process now includes equality and diversity and the Audit Commission has produced a series of toolkits collectively titled 'Knowing your Community' for assessing authority achievement in equality and diversity. These toolkits provide a measure of what an excellent local authority should be achieving. They do not provide an alternative to the Equality Standard but have been developed by the Audit Commission to work alongside the Standard by providing a broad vision of what might be achieved.

Knowing your communities toolkit

Working with Inspection processes

The Standard has been designed to bring equality into the mainstream of policy making within local government and can accommodate those equality performance measures and statutory duties that are mandatory and binding on all local authorities. Nationally driven performance indicators in Education, Social Services and throughout local government should be brought inside the Standard. This will mean that they are equality impact assessed and equality managed.

Working with performance and quality management systems

The Standard has been designed around the principles of quality management and can easily be adapted to work with an existing

system. Local authorities will have developed their own systems to conform to the requirements of the Comprehensive Performance Assessment (CPA) for local government, within which it is important to include the equality objectives and actions.

Extending equalities – beyond gender, disability and race

The Standard was designed around processes that can be extended to implement anti-discrimination policies for age, sexual orientation and religion/belief. Local authorities can readily adapt the principles to these other strands by extending their equality objectives, targets and monitoring systems. These additional equality objectives, which should be consistent with published guidelines on age and sexual orientation, can be driven through self-assessment and will effectively become part of the Equality Standard according to the timetable set out in this revised framework.

The aim is for a phased integration of the new equality strands, which allows local authorities to maintain their progress through the Standard. The broad timetable will require claims at Levels 1 and 2 to include sexual orientation, age, and religion/belief in the BVPI2a return for the year 2007/8. Claims at Level 3 and above should incorporate sexual orientation, age, religion/belief for the BVPI return relating to 2008/9, to allow time for the complexities associated with engagement and data collection for these new strands to be integrated.

Working with inclusion and cohesion

Policies to support social inclusion and community cohesion should complement equality and diversity objectives. The objectives of these policies usually coincide but action on social inclusion and community cohesion should be subject to equality impact assessment and should be continuously monitored for impact once implemented. *Guidance 3* provides a comprehensive toolkit for impact assessment, objective setting and monitoring and local authorities.

[The Equality Standard for local government, guidance 3, pages 4-5](#)

Working with the Equality Standard – resource implications

In order to bring about change, the local authority will need to consider how it will provide the resources needed to implement the Standard. Planning, consultation, training, data-collection and monitoring and importantly, action to redress potential or actual adverse impact will all require resources. The level of resource will be an important factor in determining the rate of progress for implementing the Standard. It is important, therefore, to consider resource levels as part of the equality planning process.

Assessment and Validation

Improvement in an authority's performance on service equity relies on robust performance management, which can produce evidence that outcomes for disadvantaged groups have become more equitable.

Because the Standard supports local determination in setting objectives for different services within a community, it is important that the authority undertakes rigorous self-assessment of its progress that is open to external challenge. And as authorities report their levels of achievement nationally, it is also important that there is a level of consistency in the system for that external assessment.

Peer Challenge

The Agency is developing a Peer Challenge model, initially for authorities at level 3. This will be an examination of the authority's self-assessment process, and meets the criteria for external assessment required by the Standard.

For up-to-date information on this process see the [IDeA Diversity page](#)

In the meantime, authorities will be able to contract a DIALOG consultant to undertake a 'critical friend' role for external assessment at any level.

Equality Mark for local government

A rigorous validation procedure, the Equality Mark Award is based on a model that has been piloted over the past two years.

It is the equivalent to IIP and accredited assessors will conduct a thorough audit of the council's equality performance over a number of days (depending on the size of the authority), and present a report to the authority. Authorities receiving the Award will be entitled to use the Equality Mark logo on their literature.

For further details on the Equality Mark see the [IDeA Diversity page](#)

Part II: The Equality Standard Framework

Level 1
Commitment to a Comprehensive Equality Policy
<p>To achieve Level 1 of the Standard an authority must have adopted a Comprehensive Equality Policy that commits it to achieving equality in race, gender, disability, age, religion or belief and sexual orientation through:</p> <ul style="list-style-type: none"> • Compliance with all relevant legislation • Improving equality practice at both corporate and departmental level • Demonstrating a shared understanding of the Comprehensive Equality Policy to underpin commitment • Earmarking specific resources for improving equality practice • Equality action planning and equality target setting within all departments and service areas • Systematic involvement of stakeholders • A fair employment and equal pay policy • Carrying out impact assessments • Progress monitoring • Audit and scrutiny
These general commitments translate into action in the four substantive areas of the Standard:
Leadership and Corporate Commitment
<ul style="list-style-type: none"> • Formulate and adopt a comprehensive equality policy for the authority covering race, gender, disability, sexual orientation, age and religion/belief • Provide for the review of written policies to bring them in line with current legislation, Employment Regulations and the supporting Codes of Practice • Make a commitment to developing a Corporate Equality Scheme indicating how equality policy will be implemented. The Scheme should incorporate or be consistent with the authority's statutory equality schemes • Make a corporate commitment to carrying out equality impact assessments • Make a commitment to extend equality impact assessments to sexual orientation, age, religion and belief by March 2008 • Make a corporate commitment to a fair employment and equal pay policy • Make a corporate commitment to earmark specific resources for improving equality practice
Community Engagement and Accountability
<ul style="list-style-type: none"> • Make a corporate commitment to develop a corporate participation strategy in relation to appropriate aspects of equality policy during development and review phases • Each department and service area to make a commitment to consultation and

scrutiny in line with the Corporate Equality Scheme

- Make a corporate commitment to develop equality self-assessment and scrutiny as the basis for continuous improvement
 - Each department and service area to commit to engage with designated community, staff and stakeholder groups on its service delivery
 - Make a corporate commitment to consult departments and service areas on equality objectives
 - Each department and service area to commit to processes of equality self-assessment, scrutiny and audit on its service delivery
- Incorporate equality policy as a key theme within local strategies drawn up by the local authority and its partners

Service Delivery and Customer Care

- Departmental and service area commitment to apply the Comprehensive Equality Policy to its service delivery
- Department and service area commitment to implementing equality impact assessment for service delivery
- Commitment to equality action planning in all departments and service areas
- Department and service area commitment to incorporate equality objectives and targets arising from statutory equality schemes in their business plans
- Department and service area commitment to allocate specific resources for improving equality practice

Employment and Training

- Adopt recruitment procedures which use non-discriminatory practices for race gender, disability, sexual orientation, religion or belief, age.
- Commitment to an employment equality assessment of the local labour market, workforce profiling and equal pay review
- Commitment to establish a fair employment and equal pay policy
- Commitment to set employment objectives and targets incorporating the employment related issues from statutory equality schemes
- Commitment to adopt procedures to ensure that publicity for vacancies does not unfairly restrict the range of applicants
- Commitment to produce a standard range of application forms and job descriptions that are clear and explicit
- Commitment to review personnel information system for monitoring suitability, including underpinning the council's statutory monitoring duties
- Commitment to make procedures consistent with employment Codes of Practice
- Commitment to develop a programme of staff training in equality issues

Explanatory notes:

A comprehensive equality policy involves a commitment to review and change local authority practice. This is considerably more than the production of a policy statement. **Commitment involves assessing the existing situation and then planning and initiating of a series of processes** across the local authority and in partnerships with other groups and organisations.

A Comprehensive Equality Policy will include:

- Explicit recognition of all current statutory duties and a commitment to meet them
- Commitment to improve equality practice at both corporate and departmental level
- Earmarking of specific resources for improving equality practice
- Commitment to providing services fairly to all sections of the community
- Identification of groups within the community whose needs are not met by council services to an appropriate standard
- Commitment to community and workforce profiling; monitoring of service usage; equality action planning and equality target setting within all departments and service areas
- Clear lines of responsibility for undertaking the action set out in the policy
- Commitment to systematic consultation and community engagement
- Commitment to a fair employment and equal pay policy
- Progress monitoring
- Audit and scrutiny using national and locally developed performance indicators

The Comprehensive Equality Policy should form a basis for the development of corporate objectives and it is essential that there is a *shared* understanding of the policy across the organisation. This shared understanding across senior officers and service managers is an essential foundation for the development of self-assessment at Level 2.

The development of a corporate group to oversee the implementation of the Equality Standard and the Corporate Equality Scheme should be undertaken. There will be a need to share information and learning across the organisation to ensure a corporate approach and to enable joint activities (internal and external) to take place.

The Corporate Equality Scheme can encompass the three public duties, but each strand must be separately identifiable within the overall scheme. The scheme will set out how the Standard will be

implemented across the local authority, including a time-scale and details of allocated resources.

The Corporate Equality Scheme should contain elements for:

- Equal access to services, for involvement and consultation with staff, councillors and the local community, scrutiny, self-assessment and audit and for equality in employment and pay.

Provision must be made for the new strands (sexual orientation, religion/belief and age) to be included in the Scheme.

Examples of evidence

- Corporate, departmental and service-level policy documents detailing commitment to specific equality objectives and rationale for each commitment
- Documentation showing adoption of both corporate and departmental strategies for implementation of the Standard with time-scales
- Corporate and service objectives built into Best Value Performance Plans and individual service plans
- Corporate and service level arrangements for monitoring action plans
- Training and assessment of managers in mainstreaming the Comprehensive Equality Policy

Level 2
Assessment and Community Engagement
<p>To achieve Level 2 of the Standard an authority will need to demonstrate:</p> <ul style="list-style-type: none"> • That it has developed systems for self-assessment, scrutiny and audit as the basis for continuous improvement • That it has engaged in equality impact assessment • That it has undertaken self-assessment across the authority • That it has involved designated community, staff and stakeholder groups in service planning • That it has engaged in the development of information and monitoring systems • That it has engaged in an equality action planning process for employment, pay and service delivery
These general activities and developments translate into action in the four substantive areas of the Standard:
Leadership and Corporate Commitment
<ul style="list-style-type: none"> • Publish draft Corporate Equality Scheme to deliver the authority's Comprehensive Equality Policy and statutory equality schemes • Produce a risk assessment of local authority services, activities and procedures and develop a prioritised programme of equality impact assessment • Publish an action plan for the extension of equality impact assessment to sexual orientation, religion or belief and age by March 2008 • Demonstrate corporate engagement in the equality impact assessment process • Develop a corporate mechanism for assessing the development of service level equality objectives and targets • Create a corporate structure for overseeing development of information and monitoring systems • Develop a corporate framework for equality consultation and guidance on consultation methods to be adopted within the authority
Community Engagement and Accountability
<ul style="list-style-type: none"> • Ensure that draft Corporate Equality Scheme has been circulated to designated community, staff and stakeholder groups with consultation timetable and is published in an appropriate range of languages and formats • Review equality content of all community strategies (LAAs etc) • Involve designated community, staff and stakeholder groups and the wider community on corporate policy • Involve members, employee representatives, department and service managers on impact assessments and all aspects of the Corporate Equality Scheme • Each department and service area to involve designated community, staff and stakeholder groups on its equality impact assessments and its service delivery • Each department and service area to engage community stakeholders through scrutiny of service delivery

<ul style="list-style-type: none"> • Seek to ensure that the corporate equality policy and objectives are incorporated in partnership and contractual arrangements engaged in by the authority
Service Delivery and Customer Care
<ul style="list-style-type: none"> • Complete prioritised department and service area impact assessments as a basis for the development of equality objectives and targets • Begin development of department and service area equality objectives and targets • Review of services should include the procurement function and all contracted services and partnership arrangements • Each department and service area to establish planning groups for monitoring and information systems • Each department and service area to engage with equality self-assessment and scrutiny on its service delivery
Employment and Training
<ul style="list-style-type: none"> • Develop and adopt fair employment and equal pay policy • Engage in employment equality assessment of the local labour market • Engage in an equal pay review • Adopt a Local Government Workforce Strategy • Adopt procedures to ensure that publicity for vacancies does not unfairly restrict the range of applicants • Produce a standard range of application forms and job descriptions that are clear and explicit • Review personnel information system for monitoring suitability including supporting the council's statutory monitoring duties • Develop a programme of equality training to support the Corporate Equality Scheme and departmental service objectives • Ensure that the training programme is consistent with the training arrangements in the council's statutory equality schemes • Make all employment procedures consistent with current legislation and employment Codes of Practice

Explanatory notes:

In order to develop a clear set of equality objectives it will be important to undertake equality impact assessments of policies, service delivery and employment. Baseline population and employee profiles will need to be researched, against which to provide regularly updated sets of data with regard to gender, ethnicity, disability, sexual orientation, religion/belief and age. Managers will need to be trained and a corporate equality impact assessment plan developed.

Impact assessment

To conduct impact assessments, local authorities will need to put data collection systems in place. Level 3 cannot be achieved until this basic information is accessible to all service departments. These data collection systems should form part of the process for subsequent monitoring of progress towards equality targets.

The equality impact assessment process should involve the systematic participation of community, staff and stakeholder groups, which will play an important part in identifying unmet need and adverse impact. The outcomes from the assessments should be widely publicised and included in the local authority's Corporate/Business Plans.

The authority should develop a mechanism for consulting on, and scrutinising the Corporate Equality Scheme. Work should have already been undertaken on pay review to be in compliance with the NJC agreement between local government employers and the trades unions. Using the framework established under the Corporate Equality Scheme, departments and service areas should begin preparation of equality objectives and targets.

Self-Assessment

Self-assessment is a process all authorities are now familiar with. *Guidance 1: Audit and self-assessment* gives full and systematic information about how self-assessment should be carried out and the methodologies that should be employed.

The Equality Standard for local government, guidance 1: Audit and self-assessment

Examples of evidence

- Report on equality impact assessment training
- Corporate equality impact assessment plan, including arrangements to comply with the consultation and publication of predictive equality impact assessments as required by current legislation.

www.eoc.org.uk The Equal Opportunities Commission
 www.cre.gov.uk The Commission for Racial Equality
 www.drc.org.uk The Disability Rights Commission

- Reports on all equality impact assessments
- Documentation describing objective setting and planning framework
- Corporate Equality Scheme published
- Participation and scrutiny plans developed
- Self-assessment documentation and methodology

Level 3
Setting Equality Objectives and Targets
<p>To achieve Level 3 of the Standard an authority will have to demonstrate:</p> <ul style="list-style-type: none"> • That it has implemented a strategy for participation of designated community, staff and stakeholder groups in setting objectives of employment and service delivery • That it has set equality objectives across the authority for race, gender and disability for employment, pay and service delivery based on impact assessments and participation strategy • By March 2009 it has set equality objectives across the authority for sexual orientation, age, religion or belief for employment, pay and service delivery based on impact assessment and participation strategy • That equality objectives have been translated into action plans with specific targets • That it is developing information and monitoring systems that allow it to assess progress in achieving targets • That action on achieving targets has started • Progress has been verified through self-assessment and scrutiny and has been validated externally through an accredited assessor
These general activities and developments translate into action in the four substantive areas of the Standard:
Leadership and Corporate Commitment
<ul style="list-style-type: none"> • Ensure consistency of Corporate Equality Scheme with statutory equality schemes • Develop a system and timetable for reporting the results of impact assessments • Ensure that all departments and service areas set targets based on equality objectives devised through completed impact assessments and participation of designated community, staff and stakeholder groups • Equality objectives and targets for sexual orientation, age, religion and belief to be set by March 2009 • Establish corporate guidelines for information gathering and equality monitoring • Seek agreement on equality targets with designated community stakeholders and local partners • Establish mechanisms for ensuring that equality targets are delivered by contractors through contract management • Ensure completion of equality action plans at department and service level incorporating performance indicators • Adopt where appropriate national targets/performance indicators as prescribed by Government departments or by the Audit Commission • Implement systems for reviewing progress and revising the Corporate Equality Scheme and departmental action plans • Members and senior officers to endorse action plans as appropriate • Link action planning to performance management and Best Value processes • Ensure that action on achieving targets has started

<ul style="list-style-type: none"> • Ensure that progress has been verified through self-assessment, scrutiny and audit and have been validated externally through an accredited assessor
Community Engagement and Accountability
<ul style="list-style-type: none"> • Develop a strategy for all designated community, staff and stakeholder groups to participate in the development of equality objectives, service design and employment practice • Make all service level and employment objectives and targets available for consultation and scrutiny • Make provision of language services appropriate to designated consultation and scrutiny groups • Consultation is systematically built into equality impact assessment, self-assessment and the equality planning process • Involve designated community, staff and stakeholder groups with scrutiny procedures • Consultation on equality to be linked with the continuing development of community strategies • Publicise how, where and when action on targets will start
Service Delivery and Customer Care
<ul style="list-style-type: none"> • Equality objectives and targets developed within each department/service area for race, gender and disability based on completed impact assessments • Equality objectives and targets developed within each department/service area for sexual orientation, religion and belief and age by March 2009 • Service plans to specifically address the importance of barriers, accessibility and reasonable adjustment in the provision of services • Allocation of appropriate resources to achieve targets • Establish structures of responsibility at departmental and service level to progress action plans • Set timetable within action plans for creating/adapting information and monitoring systems within service areas • For agencies delivering services on behalf of the local authority, include within contracts a requirement to deliver an effective and appropriate service, fairly and without unlawful discrimination • Establish monitoring of contracts to secure equal employment and equal service delivery targets • Start action on departmental and service area targets
Employment and Training
<ul style="list-style-type: none"> • Set employment equality targets for recruitment, staff retention, work force profiles for race, gender and disability • Set employment equality targets for work force profiles for sexual orientation, religion or belief and age according to available data • Conduct an equal pay review and plan for equal pay adjustment • Establish that policies and procedures associated with equality are part of staff handbook and are understood by staff • Establish a system of guidance and training on relevant equality issues to short-listing panels and interviewers

- Ensure that staff and members are aware of action plans and the implications for services and employment
- Provide training for managers on the implementation of the Standard with contractors and partners
- Appraise competency/behaviours to ensure that managers and staff are capable of implementing the Equality Standard, including the new strands of sexual orientation, religion or belief and age
- Provide training for all staff on the detailed implementation of the Equality Standard including action plans and updates on legal and other developments
- Ensure that Local Government Workforce Strategies address equality issues
- Build equality objectives and targets into management appraisal mechanisms
- Provide information and appropriate training on action plans to support scrutiny process
- Start action on all employment and pay targets

Explanatory notes:

The key part of the equality policy process is setting ambitious but realistic targets and planning action to implement those targets. From the corporate equality objectives each service will develop specific targets that relate directly to employment, service planning and associated performance indicators.

Target setting and action planning will be informed by impact assessments, evaluating the existing situation and making political choices about change in the context of available resources and a judgement about what is possible. Many authorities will have been doing data collection consistently. All authorities, however, will need to review their data collection methods and make sure they are consistent with the current national good practice.

Targets for service delivery

An authority will have to review delivery of services within its area. An important part of such a review will be the participation of relevant representative local groups, who should be involved in service design and evaluation. Their input will also inform the information to be gleaned from impact assessments and the most appropriate ways of addressing adverse impact.

Targets for employment

As a major employer, an authority will as a minimum need to see how its workforce (and the way jobs are allocated within it) compares with the profile of the local or the local labour market area. Data collection against which to set targets and measure progress will be neither straightforward nor directly comparable across the six strands. The authority must provide the rationale it has used to set its targets where data is scant and will also have to pay attention to issues of workforce profiles, job segregation and equal pay.

The employment targets and the means of addressing them should be reflected in the People Strategy (or equivalent).

Examples of evidence

- Impact assessment reports
- Documentation linking impact assessments to objectives, targets and action plans
- Targets that specify performance indicators defining outputs/outcomes to be achieved over specified time-frame
- Description of monitoring system for each indicator with monitoring period
- Documentary evidence of engagement with relevant equality groups
- Evidence of data for setting employment targets
- Documentation showing targets built into business plans
- A regularly updated work force profile by ethnicity, gender and disability as a minimum.
- An equal pay review produced and addressed in accordance with nationally negotiated terms.

An external assessment is required to confirm a claim to have achieved Level 3

Level 4
Information systems and monitoring against targets
<p>To achieve Level 4 of the Standard an authority will have to demonstrate that:</p> <ul style="list-style-type: none"> • It is achieved progress across the authority against the targets that it set at Level 3 for race, gender and disability • By 2009, it has achieved progress across the authority against targets for sexual orientation, age, religion and belief • It has developed information and monitoring systems that allow it to assess progress in achieving targets • It is measuring progress against targets and effectively using its information and monitoring systems • Monitoring reports are being produced at specified intervals and circulated to designated consultation and scrutiny groups • It is using the self-assessment process to review and revise targets, monitoring and consultation systems. • Self-assessment includes involvement of designated community, staff and stakeholder groups and seeks external validation through community involvement, peer review or expert opinion • It has continued to carry out equality impact assessments for new policies and where gaps are identified through self-assessment • It has initiated a new round of action planning and target setting • Monitoring systems are providing useful information about progress towards specific targets
<p>These general activities and developments translate into action in the four substantive areas of the Standard:</p>
Leadership and Corporate Commitment
<ul style="list-style-type: none"> • Corporate assessment of adequacy of departmental information and monitoring systems • Set up system for review of service and employment monitoring reports by designated consultation and scrutiny groups • Review targets against monitoring information and produce reports for corporate management team • Prepare reports on progress against policy objectives for council executive/cabinet, scrutiny bodies and audit • Take on board responses from designated consultation and scrutiny groups for revising policy objectives and targets • Self-assess progress against the targets that it set at Level 3 for race, gender and disability • Self-assess progress against the targets that it set at Level 3 for sexual orientation, religion or belief and age by March 2009 • New targets and action plans have been developed through involvement of stakeholders

Community Engagement and Accountability

- Involve designated community, staff and stakeholder groups in deciding what kind of information will be collected and the reasons for it
- Circulate monitoring reports to those groups
- Ensure that the participation strategy demonstrably engages designated groups in review process
- Review by designated groups of progress against targets
- Feed back response on monitoring reports to corporate and departmental teams, to directorate, council committees, employee representatives and members and to community partners
- Require contractors to supply monitoring reports on service delivery and take-up
- Show that consultation and scrutiny are integral to self-assessment process
- New targets and action plans have been developed through involvement with stakeholders

Service Delivery and Customer Care

- All departmental and service level units are using information systems to monitor service outcomes
- Service delivery monitoring reports are produced at specific and regular intervals
- Service delivery monitoring reports are circulated to all designated consultation and scrutiny groups
- Monitoring procedures are applied across contracts and partnerships
- Service Managers are fully involved in the self-assessment process to review and revise targets, monitoring and consultation systems.
- At service level there is demonstrable progress against targets set in action plans for race, gender and disability
- By March 2009, there is demonstrable progress against targets set in action plans for sexual orientation, religion, belief and age
- Report progress on employment targets to directorate members, council committees, members and consultation and scrutiny groups
- Use monitoring to assess achievements against targets set in action plans and feed back results into policy review, targeting and revised action plans
- Establish interdepartmental scrutiny process

Employment and Training

- Use existing or adapted personnel information systems to provide equality data relating to human resource targets (recruitment, promotion, training, grievances, disciplinary action, appraisal, dismissal and other reasons for leaving, retention, and equal pay)
- Produce monitoring reports at regular and specified intervals and circulate to designated consultation and scrutiny groups
- Use equality data to monitor use of all personnel procedures
- Use equality data to monitor the number of staff leaving employment and their reasons for leaving
- Use monitoring reports to assess whether authority employment profiles more closely fit the profile of local labour market

- Self-assessment should demonstrate progress against employment targets
- Reports based on self-assessment sent to directorate members, council committees, members and consultation and scrutiny groups and seek verification
- Report on implementation of pay review recommendations
- Review targets for employment and pay review and agree action plans with designated stakeholders
- Review training needs against service action plans and revise training plan to deliver appropriate competencies/behaviours
- Incorporate targets for revised training programme in staff appraisal

Explanatory notes:

Information systems cannot simply be bolted onto the process of target setting. Equally, monitoring the effect of changes in service delivery should not be an afterthought. Target setting and action planning should have monitoring built in. Effective monitoring checks the progress made towards achieving specific targets and is not a generalised process of information collection.

The process should begin with a community and employee profile or audit, which will establish a baseline for future monitoring. A monitoring programme is set up alongside realistic target setting and workable action plans for achieving those targets. Monitoring change against the baseline data should include an analysis of the results to provide evidence that can be used in future planning.

Measuring Progress

Targets, action planning and monitoring, all have to take place within a well-defined time frame. Time limits need to be made explicit in target setting and action planning documentation.

If it is clear during this process that targets are unrealistic or unachievable for whatever reason, then the target setting stage (level 3) should be revisited to revise targets.

Examples of evidence

- Documentation giving details of monitoring for specific performance indicators
- Monitoring reports on each specified performance indicator
- Report to community and employee representatives on progress against targets
- Documentary evidence of time-series monitoring reports on indicators
- Review of series of monitoring reports and consideration of progress
- Quantitative and qualitative consumer feedback

Level 5
Achieving and reviewing outcomes
<p>To achieve Level 5 of the Standard an authority will have to demonstrate that it has made considerable progress in achieving equal employment and service provision with regard to race, gender and disability. From March 2009, achievement against targets will include those for sexual orientation, religion or belief and age.</p> <p>The authority will need to show that:</p> <ul style="list-style-type: none"> • It has complied with Public Sector Duties for Race, Disability and Gender • It has achieved progress towards the targets that it set at Level 3 • It can demonstrate real outcomes that have improved equality in services and employment • Outcomes have been verified through self-assessment and scrutiny and have been validated externally through an accredited assessor • It has reviewed and revised targets, monitoring and consultation systems with designated community, staff and stakeholder groups • It has initiated a new round of action planning and target setting • Through its achievements it can be seen as an example of good practice for other local authorities and agencies.
<p>This general assessment and review process translates into action in the four substantive areas of the Standard:</p>
Leadership and Corporate Commitment
<ul style="list-style-type: none"> • Demonstrate success in meeting a range of targets across the authority and reviewing those targets for future action planning • Demonstrate real outcomes that have improved equality in services and employment • Benchmark the authority's achievements against comparable others and share its experience in developing good practice. • Produce corporate self-assessment report to verify performance on targets and outcomes • Seek verification of performance and outcomes through scrutiny and audit and have been verified externally through an accredited assessor • Review the Corporate Equality Plan
Community Engagement and Accountability
<ul style="list-style-type: none"> • There is involvement of community and scrutiny bodies in all equality processes • There is increased satisfaction amongst the community and scrutiny bodies with services and progress in meeting targets. • Demonstrate that there is trust and confidence among all stakeholders in the authority's consultation and scrutiny mechanisms • Assess participation strategy through community, staff and stakeholders • Review the consultation, assessment and scrutiny elements of the Corporate Equality Scheme

<ul style="list-style-type: none"> The authority's consultation and scrutiny practice is seen as a model for others
Service Delivery and Customer Care
<ul style="list-style-type: none"> Complete department/service level reviews of target achievement Demonstrate significant equality improvements and outcomes for race, gender and disability Show significant equality improvements and outcomes for sexual orientation, religion/belief and age by March 2009 Accurate service user profiles are being used to inform service changes and improvements Show that an interdepartmental scrutiny process is working effectively Managers have been appraised against service equality objectives and targets Effective systems are in place for managing equality across contracts and partnerships Service Managers are involved in self-assessment and in preparation for external assessment and validation Benchmarking of full range of equality achievements against other authorities in a similar position Review equal access service objectives and targets
Employment and Training
<ul style="list-style-type: none"> Demonstrate movement towards greater equality in the workforce profile and other employment targets The authority can show that it is paying its staff equally for work of equal value Assess results of equal employment and equal pay target achievement Assess continuing relevance of objectives and targets Demonstrate that staff are fully trained in systems for delivering fair employment and equal pay objectives Managers at all levels can demonstrate that fair employment and equal pay objectives are mainstreamed as part of their professional practice Managers have been appraised against employment equality targets and against a competency/behaviours framework Benchmarking of full range of equality achievements against other authorities

Explanatory notes:

At level 3 clear targets should have been set. Performance indicators will have been adopted or developed. Criteria will have been set that make it clear (with a reasonable degree of flexibility) what changes would be necessary to meet a particular target. The authority should be able to demonstrate that it is actually delivering its services on a more equitable basis and that the staff profile has changed to meet employment equality targets.

The review process should work with these criteria to assess how successful the authority has been. At this stage a fundamental/critical review of all aspects of the process should take place. This review should include members, officer and consultative groups and may result in changes to basic equality objectives.

Examples of evidence

- Compliance with Public Sector Duties for Race, Disability and Gender
- Systematic and critical report on action and target achievement (or not)
- Qualitative and quantitative feedback from consumers and consultative groups
- Analytical report of complete cycle of target setting, action planning and monitoring
- Demonstration of improved outcomes for both employment and service delivery

An external assessment is required to confirm a claim to have achieved Level 5

The Equality Mark validation scheme will provide in-depth analysis of the authority's progress against the Equality Standard, followed by an Award from the IDeA. (See page 19.)

Glossary

Audit	A process used by people external to an organisation or department to scrutinise processes and outcomes against pre-set criteria.
Beacon Councils	The scheme that awards Beacon status to those authorities that can demonstrate excellence in an area of activity.
Best Value	Refers to the process outlined in the Local Government Act 1999 that requires local authorities to secure continuous improvement in the delivery of services.
BVPI	Best Value Performance Indicators provide a snapshot of a council's overall performance and progress on achieving continuous improvement in the service delivery performance.
CEP	Corporate Equality Plan
CPA	Comprehensive Performance Assessment
Disability	The Disability Discrimination Act definition of disability: A physical or mental impairment which has a substantial and long term adverse effect on a person's ability to carry out normal day-to-day activities.
Impact assessments	A process whereby councils test the impact of policies on one group within the community.
Local labour market candidates for Area will vary	The geographical area from which particular jobs may be drawn. This area according to requirements of the post.
Mainstreaming	The phrase used to describe the integration of equalities into policy development, implementation, evaluation and review.

Modernising agenda	A shorthand term for the Local Government act 1999 and the Government's plans for the reform of public services.
Peer Challenge	An external assessment of an authority's self-assessment process in relation to a given level of the Equality Standard.
Self-assessment	A process by which organisations measure their own performance against a set of criteria.
Social/Medical Models of the definition of disability	<p>Social Model: acknowledges the restrictions imposed on disabled people by society. Distinguishes between: Disability-barriers created by society. Impairment- medical condition or loss of function.</p> <p>Medical Model- attributes the restriction to disabled people, to their medical condition/impairment and also describes the person in terms of their impairment.</p>
TQM	Total Quality Model- a set of principles or guidelines to follow in order to achieve quality as a whole throughout an organisation.

Appendix 2

Competency Comparison between Old ESLG and the Revised ESLG

OLD ESLG	REVISED ESLG	OLD ESLG	REVISED ESLG
LEVEL 1			
Level 1- Leadership and Corporate Commitment			
Formulate and adopt a comprehensive equality policy for the authority covering race gender and disability		Formulate and adopt a comprehensive equality policy for the authority covering race gender and disability	
Ensure that the written policies are in line with current legislation (Race Relations Act and Race Relations (Amendment) Act, Sex Discrimination Act, Equal Pay Act, Disability Discrimination Act) and Codes of Practice issued by the three equality Commissions		Ensure that the written policies are reviewed to bring them in line with current legislation, Employment Regulations and the supporting Codes of Practice.	
Make a corporate commitment to developing a Corporate Equality Plan (CEP) indicating how equality policy will be implemented. The CEP should incorporate or be consistent with the authority's statutory Race Equality Scheme		Make a commitment to developing a Corporate Equality Scheme indicating how equality policy will be implemented. The Plan should incorporate or be consistent with the authority's statutory equality schemes	
Make a corporate commitment to carrying out a process of equality impact and needs/requirements assessment including those assessments of organisational and individual requirements required for compliance with the DDA,		Make a corporate commitment to carrying out equality impact assessments (including those required by statute)	
Make a corporate commitment to a fair employment and equal pay policy		Make a corporate commitment to a fair employment and equal pay policy	
Make a corporate commitment to earmark specific resources for improving equality practice		Make a corporate commitment to earmark specific resources for improving equality practice	
		Extend the comprehensive equality policy to include a commitment to achieving equality sexual orientation, age, religion and belief by 2007	
		Make a commitment to extend equality impact assessments to sexual orientation, age, religion and belief by 1st April 2007	

Level 1- Consultation and Community Development and Scrutiny	
Corporate commitment to consult with designated community, staff and stakeholder groups on all aspects of equality policy	Make a corporate commitment to consult with designated community, staff and stakeholder groups on appropriate aspects of equality policy during development and review phases
Each department and service area to make a commitment to contribute to the consultation and scrutiny section of the CEP	Each department and service area to make a commitment to consultation and scrutiny in line with the Corporate Equality Scheme
Make a corporate commitment to equality self-assessment, scrutiny and audit	Make a corporate commitment to develop equality self-assessment and scrutiny as the basis for continuous improvement
Each department and service area to commit to engage in consultation with designated community, staff and stakeholder groups on its service delivery	Each department and service area to commit to engage with designated community, staff and stakeholder groups on its service delivery
Make a corporate commitment to consult departments and service areas on equality objectives.	Make a corporate commitment to consult departments and service areas on equality objectives.
Each department and service area to commit to processes of equality self-assessment, scrutiny and audit on its service delivery	Each department and service area to commit to processes of equality self assessment, scrutiny and audit on its service delivery
Incorporate equality policy as a key theme within the 'Community Strategy' drawn up by the local authority and its partners	Incorporate equality policy as a key theme within local strategies drawn up by the local authority and its partners
Make a commitment to establish mechanisms for responding to discrimination and harassment on the grounds of race, disability and gender	
Level 1- Service Delivery and Customer Care	
Departmental and service area commitment to a comprehensive equality policy appropriate to its service delivery	Departmental and service area commitment to apply the Comprehensive Equality Policy to its service delivery
Department and service area commitment to implementing the equality impact 'needs/requirements' assessment for its service delivery including those assessments of organisational and individual requirements required for compliance with the DDA	Department and service area commitment to implementing equality impact assessment for service delivery
Department and service area commitment to developing equal access service plan element of CEP, and to set targets within each department and service area as part of their business plans	Department and service area commitment to incorporate equality objectives and targets arising from statutory equality schemes in their business plans
Department and service area commitment to equality action planning and equality target setting within all departments and service areas	Commitment to equality action planning in all departments and service areas

Department and service area commitment to allocate specific resources for improving equality practice	Department and service area commitment to allocate specific resources for improving equality practice
Level 1- Employment and Training	
Adopt recruitment procedures which use non-discriminatory practices	Adopt recruitment procedures which use non-discriminatory practices for race gender, disability, sexual orientation, religion or belief, age
Commitment to an employment equality assessment of the local labour market area, workforce profiling and equal pay review	Commitment to an employment equality assessment of the local labour market, workforce profiling and equal pay review
Commitment to establish a fair employment and equal pay policy	Commitment to establish a fair employment and equal pay policy
Commitment to establish an equal employment section of the CEP incorporating the employment related issues from the Race Equality Scheme and including those assessments of organisational and individual requirements required for compliance with the DDA	Commitment to set employment objectives and targets incorporating the employment related issues from statutory equality schemes
Commitment to adopt procedures to ensure that publicity for vacancies does not unfairly restrict the range of applicants	Commitment to adopt procedures to ensure that publicity for vacancies does not unfairly restrict the range of applicants
Commitment to produce a standard range of application forms and job descriptions that are clear and explicit	Commitment to produce a standard range of application forms and job descriptions that are clear and explicit
Commitment to review personnel information system for monitoring suitability including underpinning the Council's statutory ethnic monitoring duties	Commitment to review personnel information system for monitoring suitability, including underpinning the council's statutory monitoring duties
Commitment to make procedures consistent with Employment Codes of Practice	Commitment to make procedures consistent with employment Codes of Practice
Commitment to develop a programme of staff training in equality issues	Commitment to develop a programme of staff training in equality issues
LEVEL 2	
Level 2- Leadership and Corporate Commitment	
Publish draft Corporate Equality Action Plan	Publish draft Corporate Equality Scheme to deliver the authority's Comprehensive Equality Policy and statutory equality schemes
Demonstrate corporate engagement in an impact and needs/requirements assessment process	Demonstrate corporate engagement in the equality impact assessment process
Develop corporate mechanism for assessing development of service level equality objectives and targets	Develop a corporate mechanism for assessing the development of service level equality objectives and targets
Create corporate structure for overseeing	Create a corporate structure for overseeing

development of information and monitoring systems	development of information and monitoring systems
Ensure that mechanisms for responding to harassment on the grounds of race, disability and gender are in place	
	Produce a risk assessment of local authority services, activities and procedures and develop a prioritized programme of equality impact assessment
	Publish an action plan for the extension of equality impact assessment to sexual orientation, religion or belief and age
	Develop a corporate framework for equality consultation and guidance on consultation methods to be adopted within the authority
Level 2- Consultation and Community Development and Scrutiny	
Ensure that draft Corporate Equality Action Plan has been circulated to designated community, staff and stakeholder groups with consultation timetable and is published in an appropriate range of languages and formats	Ensure that draft Corporate Equality Scheme has been circulated to designated community, staff and stakeholder groups with consultation timetable and is published in an appropriate range of languages and formats
Review equality content of 'Community Strategy'	Review equality content of community strategies
Engage in consultation with designated community, staff and stakeholder groups and the wider community on all aspects of equality policy	Involve designated community, staff and stakeholder groups and the wider community on corporate policy
Engage in consultation with members, employee representatives, departments and service areas on impact and needs/ requirements assessments and all aspects of the CEP	Involve members, employee representatives, department and service managers on impact assessments and all aspects of the Corporate Equality Scheme
Each department and service area to engage in consultation with designated community, staff and stakeholder groups on its impact and needs/requirements assessments and its service delivery	Each department and service area to involve designated community, staff and stakeholder groups on its equality impact assessments and its service delivery
Seek to ensure that the equality policy and objectives are incorporated in 'partnership' arrangements engaged in by the authority	Seek to ensure that the corporate equality policy and objectives are incorporated in partnership and contractual arrangements engaged in by the authority
Each department and service area to engage with equality self-assessment, scrutiny and audit on its service delivery	
Engage in development of department/ service level equality objectives and targets	

Review of services should include the procurement function and all contracted services and partnership arrangements	
Each department and service area to establish planning groups for monitoring and information systems	
	Each department and service area to engage community stakeholders through scrutiny of service delivery
Level 2- Service Delivery and Customer Care	
Engage in department and service area impact and needs/ requirements assessment	Complete prioritised department and service area impact assessments as a basis for the development of equality objectives and targets
Engage in development of department/ service level equality objectives and targets	Begin development of department and service area equality objectives and targets
Review of services should include the procurement function and all contracted services and partnership arrangements	Review of services should include the procurement function and all contracted services and partnership arrangements
Each department and service area to establish planning groups for monitoring and information systems	Each department and service area to establish planning groups for monitoring and information systems
	Each department and service area to engage with equality self-assessment and scrutiny on its service delivery
Level 2- Employment and Training	
Develop and adopt fair employment and equal pay policy element of CEP	Develop and adopt fair employment and equal pay policy
Engage in employment equality assessment of the local labour market area	Engage in employment equality assessment of the local labour market
Engage in an equal pay review	Engage in an equal pay review
Adopt procedures to ensure that publicity for vacancies does not unfairly restrict the range of applicants	Adopt procedures to ensure that publicity for vacancies does not unfairly restrict the range of applicants
Produce a standard range of application forms and job descriptions that are clear and explicit	Produce a standard range of application forms and job descriptions that are clear and explicit
Review personnel information system for monitoring suitability including supporting the council's statutory ethnic monitoring duties	Review personnel information system for monitoring suitability including supporting the council's statutory monitoring duties
Develop a programme of equality training to support the CEP and departmental service objectives	Develop a programme of equality training to support the Corporate Equality Scheme and departmental service objectives

Ensure that the training programme is consistent with the training arrangements in the council's Race Equality Scheme	Ensure that the training programme is consistent with the training arrangements in the council's statutory equality schemes
Make all employment procedures consistent with current legislation and Employment Codes of Practice	Make all employment procedures consistent with current legislation and employment Codes of Practice
LEVEL 3	
Level 3- Leadership and Corporate Commitment	
Ensure that all departments and service areas set targets based on equality objectives	Ensure that all departments and service areas set targets based on equality objectives devised through completed impact assessments and participation of designated community, staff and stakeholder groups
Establish corporate guidelines/prescriptions for information gathering and equality monitoring	Establish corporate guidelines for information gathering and equality monitoring
Seek agreement on equality targets with partners in local 'partnerships'.	Seek agreement on equality targets with designated community stakeholders and local partners
Establish mechanisms for ensuring that equality targets are met by contractors through contract management	Establish mechanisms for ensuring that equality targets are delivered by contractors through contract management
Ensure completion of equality action plans at department and service level incorporating performance indicators	Ensure completion of equality action plans at department and service level incorporating performance indicators
Adopt where appropriate national targets/performance indicators as prescribed by Government departments or by the Audit Commission	Adopt where appropriate national targets/performance indicators as prescribed by Government departments or by the Audit Commission
Implement systems for reviewing progress and revising the CEP and departmental action plans	Implement systems for reviewing progress and revising the Corporate Equality Scheme and departmental action plans
Members and Senior officers to endorse action plans as appropriate	Members and senior officers to endorse action plans as appropriate
Link action planning to Best Value process	Link action planning to performance management and Best Value processes
Ensure that action on achieving targets has started	Ensure that action on achieving targets has started
	Ensure consistency of Corporate Equality Scheme with statutory equality schemes
	Develop a system and timetable for reporting the results of impact assessments
	Equality objectives and targets for sexual orientation, age, religion and belief to be set

	by March 2009
	Ensure that progress has been verified through self-assessment, scrutiny and audit and have been validated externally through an accredited assessor
Level 3- Consultation and Community Development and Scrutiny	
Make public all service level and employment objectives and targets that are available for consultation and scrutiny	Develop a strategy for all designated community, staff and stakeholder groups to participate in the development of equality objectives, service design and employment Practice
Make provision of language services appropriate to designated consultation and scrutiny groups	Make provision of language services appropriate to designated consultation and scrutiny groups
Consult on involving designated community, staff and stakeholder groups with scrutiny procedures	Involve designated community, staff and stakeholder groups with scrutiny procedures
Consultation on equality to be linked with the continuing development of the 'Community Strategy'	Consultation on equality to be linked with the continuing development of community strategies
Publicise how, where and when action on targets will start	Publicise how, where and when action on targets will start
Completion of a full and systematic consultation process with designated community, staff and stakeholder groups	
	Develop a strategy for all designated community, staff and stakeholder groups to participate in the development of equality objectives, service design and employment practice
	Consultation is systematically built into equality impact assessment, self assessment and the equality planning Process
Level 3- Service Delivery and Customer Care	
Equality objectives and targets developed within each department/service area	Equality objectives and targets developed within each department/service area for sexual orientation, religion and belief and age by March 2009
Service plans to specifically address the importance of barriers, accessibility and reasonable adjustment in the provision of services	Service plans to specifically address the importance of barriers, accessibility and reasonable adjustment in the provision of services
Allocation of appropriate resources to achieve targets	Allocation of appropriate resources to achieve targets

Establish structures of responsibility at departmental and service level to progress action plans	Establish structures of responsibility at departmental and service level to progress action plans
Set timetable within action plans for creating/adapting information and monitoring systems within service areas	Set timetable within action plans for creating/adapting information and monitoring systems within service areas
For agencies delivering services on behalf of the local authority, include within contracts a requirement to deliver an effective and appropriate service, fairly and without unlawful discrimination	For agencies delivering services on behalf of the local authority, include within contracts a requirement to deliver an effective and appropriate service, fairly and without unlawful discrimination
Establish monitoring of contracts to secure equal employment and equal service delivery targets	Establish monitoring of contracts to secure equal employment and equal service delivery targets
Start action on departmental and service area targets	Start action on departmental and service area targets
Complete service element of the CEP and ensure consistency with Race Equality Scheme	
	Equality objectives and targets developed within each department/service area for race, gender and disability based on completed impact assessments
Level 3- Employment and Training	
Set employment equality targets for recruitment, staff retention, work force profiles	Set employment equality targets for recruitment, staff retention, work force profiles for race, gender and disability
Conduct an equal pay review and plan for equal pay adjustment	Conduct an equal pay review and plan for equal pay adjustment
Establish that policies and procedures associated with equality are part of staff handbook and are understood by staff	Establish that policies and procedures associated with equality are part of staff handbook and are understood by staff
Ensure that staff and members are aware of action plans and the implications for services and employment	Ensure that staff and members are aware of action plans and the implications for services and employment
Provide training for managers on the implementation of the standard with contractors and partners	Provide training for managers on the implementation of the Standard with contractors and partners
Build equality objectives and targets into management appraisal mechanisms	Build equality objectives and targets into management appraisal mechanisms
Provide information and appropriate training on action plans to support scrutiny process	Provide information and appropriate training on action plans to support scrutiny process
Establish a system of guidance and training on relevant equality issues to short-listing panels and interviewers	Establish a system of guidance and training on relevant equality issues to short-listing panels and interviewers

Start action on all employment and pay targets	Start action on all employment and pay targets
Complete employment section of the CEP and ensure consistency with the Race Equality Scheme	
Training for all staff involved in recruitment on the Equality Standard, setting service objectives, action planning, and monitoring, consistent with the training arrangements set out in the race equality scheme	
	Set employment equality targets for work force profiles for sexual orientation, religion or belief and age according to available data
	Appraise competency/behaviours to ensure that managers and staff are capable of implementing the Equality Standard, including the new strands of sexual orientation, religion or belief and age
	Provide training for all staff on the detailed implementation of the Equality Standard including action plans and updates on legal and other developments
	Ensure that pay and workforce strategies address equality issues
LEVEL 4	
Level 4- Leadership and Corporate Commitment	
Use corporate information system to assess adequacy of departmental information and monitoring systems	Corporate assessment of adequacy of departmental information and monitoring systems
Set up system for review of service and employment monitoring reports by designated consultation and scrutiny groups	Set up system for review of service and employment monitoring reports by designated consultation and scrutiny groups
Review targets against monitoring information and produce reports for corporate management team	Review targets against monitoring information and produce reports for corporate management team
Prepare reports on progress against policy objectives for council executive/cabinet, scrutiny bodies and audit	Prepare reports on progress against policy objectives for council executive/cabinet, scrutiny bodies and audit
Take on board responses from designated consultation and scrutiny groups for revising policy objectives and targets	Take on board responses from designated consultation and scrutiny groups for revising policy objectives and targets
The authority has made arrangements for the external scrutiny of the progress of action plans	
	Self-assess progress against the targets that

	it set at Level 3 for race, gender and disability
	Self-assess progress against the targets that it set at Level 3 for sexual orientation, religion or belief and age by March 2009
	New targets and action plans have been developed through involvement of stakeholders
Level 4- Consultation and Community Development and Scrutiny	
Consult with designated community, staff and stakeholder groups about what kind of information will be collected and the reasons for it	Involve designated community, staff and stakeholder groups in deciding what kind of information will be collected and the reasons for it
Circulate monitoring reports to designated consultation and scrutiny groups	Circulate monitoring reports to designated consultation and scrutiny groups
Undertake a consultation process that demonstrably engages designated consultation and scrutiny groups in review process	Ensure that the participation strategy demonstrably engages designated consultation and scrutiny groups in review process
Review by designated consultation and scrutiny groups of progress against targets	Review by designated consultation and scrutiny groups of progress against targets
Feed back response on monitoring reports to corporate and departmental teams, to directorate, council committees, employee representatives and members and to 'Community Strategy' partners	Feed back response on monitoring reports to corporate and departmental teams, to directorate, council committees, employee representatives and members and to community partners
Require contractors to supply monitoring reports on service delivery and take-up	Require contractors to supply monitoring reports on service delivery and take-up
	Show that consultation and scrutiny are integral to self-assessment process
	New targets and action plans have been developed through involvement with stakeholders
Level 4- Service Delivery and Customer Care	
All departmental and service level units are using information systems and effective and adequate equality monitoring procedures	All departmental and service level units are using information systems to monitor service outcomes
Procedures are applied across contracts and partnerships	Monitoring procedures are applied across contracts and partnerships
Service delivery monitoring reports are produced at specific and regular intervals	Service delivery monitoring reports are produced at specific and regular intervals
Service delivery monitoring reports are circulated to all designated consultation and scrutiny groups	Service delivery monitoring reports are circulated to all designated consultation and scrutiny groups
Report progress on employment targets to	Report progress on employment targets to

directorate members, council committees, members and consultation and scrutiny groups	directorate members, council committees, members and consultation and scrutiny groups
Use monitoring to assess achievements against targets set in action plans and feed back results into policy review, targeting and revised action plans	Use monitoring to assess achievements against targets set in action plans and feed back results into policy review, targeting and revised action plans
Establish interdepartmental scrutiny process	Establish interdepartmental scrutiny process
	By March 2009, there is demonstrable progress against targets set in action plans for sexual orientation, religion, belief and age
	At service level there is demonstrable progress against targets set in action plans for race, gender and disability
	Service Managers are fully involved in the self-assessment process to review and revise targets, monitoring and consultation systems
Level 4- Employment and Training	
Use existing or adapted personnel information systems to provide equality data relating to human resource targets (recruitment, promotion, training, grievances, disciplinary action, appraisal, dismissal and other reasons for leaving, retention, and equal pay)	Use existing or adapted personnel information systems to provide equality data relating to human resource targets (recruitment, promotion, training, grievances, disciplinary action, appraisal, dismissal and other reasons for leaving, retention, and equal pay)
Produce monitoring reports at regular and specified intervals and circulate to designated consultation and scrutiny groups	Produce monitoring reports at regular and specified intervals and circulate to designated consultation and scrutiny groups
Use equality data to monitor use of all personnel procedures	Use equality data to monitor use of all personnel procedures
Use equality data to monitor the number of staff leaving employment and their reasons for leaving	Use equality data to monitor the number of staff leaving employment and their reasons for leaving
Use monitoring reports to assess whether authority employment profiles more closely fit the profile of local labour market area	Use monitoring reports to assess whether authority employment profiles more closely fit the profile of local labour market
Report on implementation of pay review recommendations	Report on implementation of pay review recommendations
Report progress on employment targets to directorate members, council committees, members and consultation and scrutiny groups	
Meet the training needs of staff appropriately	
	Self-assessment should demonstrate progress against employment targets

	Reports based on self-assessment sent to directorate members, council committees, members and consultation and scrutiny groups and seek verification
	Review targets for employment and pay review and agree action plans with designated stakeholders
	Review training needs against service action plans and revise training plan to deliver appropriate competencies/ behaviours
	Incorporate targets for revised training programme in staff appraisal
LEVEL 5	
Level 5- Leadership and Corporate Commitment	
Able to demonstrate success in meeting a range of targets across the authority and for reviewing those targets for future action planning	Demonstrate success in meeting a range of targets across the authority and reviewing those targets for future action planning
The authority's performance is benchmarked against comparable others and its experience shared with others in developing good practice.	Benchmark the authority's achievements against comparable others and share its experience in developing good practice.
Review the Corporate Equality Plan	Review the Corporate Equality Plan
Corporate review of targets for future action planning completed	
	Demonstrate real outcomes that have improved equality in services and employment
	Produce corporate self-assessment report to verify performance on targets and outcomes
	Seek verification of performance and outcomes through scrutiny and audit and have been verified externally through an accredited assessor
Level 5- Consultation and Community Development and Scrutiny	
There is increased involvement of community and scrutiny bodies and increased satisfaction with services and progress in meeting targets	There is involvement of community and scrutiny bodies in all equality processes
Positive results from consultation with designated community, staff and stakeholder groups in assessing how far they think targets have been met and were relevant to their needs/requirements and concerns	There is increased satisfaction amongst the community and scrutiny bodies with services and progress in meeting targets
Demonstrate that there is trust and	Demonstrate that there is trust and

confidence among all stakeholders in the authority's consultation and scrutiny mechanisms	confidence among all stakeholders in the authority's consultation and scrutiny mechanisms
Assess methods of consultation and involvement with community, staff and stakeholders	Assess participation strategy through community, staff and stakeholders
Review the consultation, assessment and scrutiny elements of the CEP. The authority's consultation and scrutiny practice is benchmarked against comparable others and its experience shared with others in developing good practice	Review the consultation, assessment and scrutiny elements of the Corporate Equality Scheme
	The authority's consultation and scrutiny practice is seen as a model for others
Level 5- Service Delivery and Customer Care	
Complete department and service level reviews of target achievement	Complete department/service level reviews of target achievement
Accurate service user profiles are being used to inform service changes and improvements	Accurate service user profiles are being used to inform service changes and improvements
Initiate interdepartmental scrutiny process	Show that an interdepartmental scrutiny process is working effectively
Managers have been appraised against service equality targets	Managers have been appraised against service equality objectives and targets
Effective systems are in place for managing equality across contracts and partnerships	Effective systems are in place for managing equality across contracts and partnerships
Benchmarking of full range of equality achievements against other authorities in a similar position	Benchmarking of full range of equality achievements against other authorities in a similar position
Review equal access service objectives and targets	Review equal access service objectives and targets
Demonstration by managers that a full range of equality objectives are mainstreamed as part of their professional practice	
	Demonstrate significant equality improvements and outcomes for race, gender and disability
	Show significant equality improvements and outcomes for race, gender and faith and belief by March 2009
	Service Managers are involved in self-assessment and in preparation for external assessment and validation
Level 5- Employment and Training	

Demonstrate movement towards greater equality in the workforce profile and other employment targets	Demonstrate movement towards greater equality in the workforce profile and other employment targets
The authority can show that it is paying its staff equally for work of equal value	The authority can show that it is paying its staff equally for work of equal value
Complete human resource assessment of results of equal employment and equal pay target achievement	Assess results of equal employment and equal pay target achievement
Complete assessment of target relevance in terms of full range of equality target achievement and changing circumstances	Assess continuing relevance of objectives and targets
Demonstrate that staff are fully trained in the systems for delivering full range of fair employment and equal pay objectives	Demonstrate that staff are fully trained in systems for delivering fair employment and equal pay objectives
Managers at all levels can demonstrate that full range of fair employment and equal pay objectives are mainstreamed as part of their professional practice	Managers at all levels can demonstrate that fair employment and equal pay objectives are mainstreamed as part of their professional practice
Managers have been appraised against employment equality targets	Managers have been appraised against employment equality targets and against a competency/behaviours framework
Benchmarking of full range of equality achievements against other authorities	Benchmarking of full range of equality achievements against other authorities

Number of Competencies of a) Old ESLG v b) Revised ESLG:

a) Level	Number of Competencies	b) Level	Number of Competencies
1	28	1	29
2	25	2	28
3	37	3	43
4	27	4	37
5	25	5	30
Total	142	Total	167

PERFORMANCE PORTFOLIO

Report to Portfolio Holder

31 August 2007



Report of: Chief Personnel Officer

Subject: BEREAVEMENT AND COMPASSIONATE
LEAVE

SUMMARY

1. PURPOSE OF REPORT

To obtain the Portfolio Holder's endorsement of the updated bereavement and compassionate leave provision.

2. SUMMARY OF CONTENTS

The report provides details of the new provisions available to employees under bereavement and compassionate leave, with the aim of improved and sustainable work-life strategies which meet customer needs, corporate goals and enhance the quality of life for individuals.

3. RELEVANCE TO PORTFOLIO MEMBER

Corporate issue.

4. TYPE OF DECISION

Non-key decision.

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

That the Portfolio Holder approves the updated bereavement and compassionate leave provision.

Report of: Chief Personnel Officer

Subject: BEREAVEMENT AND COMPASSIONATE LEAVE

1. PURPOSE OF REPORT

- 1.1 To obtain Portfolio Holder endorsement of the updated provisions for bereavement and compassionate leave (attached marked Appendix 1) and the amended Caring for Children and Caring for Adults leave schemes. (attached marked Appendices 2 and 3).

2. BACKGROUND

- 2.1 Hartlepool Borough Council is committed to diversity and equality of opportunity as well as to efficient and effective working arrangements. As part of this commitment, the Council recognises that effective work/life balance plays an important part in achieving equality at work and good employee relations.
- 2.2 Work/life balance promoting practices can improve morale and productivity ensuring services benefit from the skill and experience of their staff. Helping employees to combine work and other commitments satisfactorily can be good, not only for employees, but also for the authority.
- 2.3 It was recognised that compassionate leave is covered through the carers' leave schemes however; there was a gap in anything stipulating bereavement leave.
- 2.4 The carers leave schemes have been revised and updated to include only reference to compassionate leave.
- 2.5 Employees will be granted compassionate leave in accordance with the Caring for Adults and Caring for Children leave schemes.
- 2.6 Employees will be granted bereavement leave in accordance with the revised provisions.
- 2.7 It is recommended that the bereavement and compassionate leave provisions also apply to schools, subject to school adoption.
- 2.8 The Single Table Group and the Corporate Management Team have been consulted on the arrangements.

3. PROPOSALS

- 3.1 The caring for adults and children leave schemes have been revised and updated to include all references to the new provisions for bereavement and compassionate leave.

- 3.2 Corporate Management Group and the Trade Unions have endorsed the approach being taken.

4. FINANCIAL IMPLICATIONS

- 4.1 Nil

5. PUBLICITY ARRANGEMENTS

- 5.1 The revised arrangements will be widely publicised to employees via News line, the Intranet, e-mail, notice boards etc and via the trade unions.

6. RECOMMENDATION

- 6.1 That the Portfolio Holder:
- a) endorse the updated provisions for bereavement and compassionate leave.
 - b) endorse the updated caring for adults and caring for children leave schemes.

7. CONTACT OFFICER

- 7.1 The Contact Officer is Alison J Swann. HR Adviser.

Appendix 1

**Bereavement leave**

Any reference to bereavement leave has been removed from the caring for adults and caring for children leave schemes. It is recommended that this also applies to schools.

- **All** employees are eligible to half a day's leave to attend a funeral.
- A manager **may** grant at their discretion upto a maximum of 3 days paid leave and in exceptional circumstances 5 days paid leave (this includes the half a day outlined above).
- To determine whether an employee is to be granted this additional Bereavement Leave then the following criteria will be taken into consideration:
 - a) the closeness of the employees' relationship to the deceased.
NB. "close relative" or the actual family member/relationship have not been defined e.g. mother, father, uncle etc as it is felt that from a diversity perspective this would be too narrow, particularly in today's climate e.g. same sex relationships/civil partnerships.
 - b) the degree to which the employee is involved in responsibilities arising from the bereavement e.g. death certificate, funeral arrangements, house sale / clearance
 - c) In situations where an employee requires additional time due to the geographical location of the funeral, then the employee must make their own provision for this i.e. annual leave, flexi-leave or unpaid leave.
- It is not necessary for bereavement leave to be taken as one block.

HARTLEPOOL BOROUGH COUNCIL



**CARING FOR CHILDREN LEAVE SCHEME
(INCLUDING PARENTAL LEAVE AND TIME OFF FOR
DEPENDANTS (CHILDREN ONLY))**

HUMAN RESOURCES DIVISION

Updated: July 2007

CORPORATE CARING FOR CHILDREN LEAVE SCHEME
INCLUDING PARENTAL LEAVE AND TIME OFF FOR DEPENDANTS
(CHILDREN ONLY)

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1. **RELATIONSHIP WITH THE COUNCIL'S SUPPORT FOR EMPLOYEES WITH CARING RESPONSIBILITIES POLICY**

- 1.1 This scheme is governed by, and operates within the Council's **Support for Employees with Caring Responsibilities** policy. The Scheme should be read in conjunction with within the Council's **Support for Employees with Caring Responsibilities** policy. In the event of any conflict, the Council's **Support for Employees with Caring Responsibilities** policy takes precedence

2. **PURPOSE OF CARING FOR CHILDREN LEAVE SCHEME INCLUDING PARENTAL LEAVE AND TIME OFF FOR DEPENDANTS (CHILDREN ONLY)**

- 2.1 The purpose of the Caring for Children Leave scheme is to provide a coherent scheme to enable staff to meet their caring responsibilities and to comply with regulations relating to **Parental Leave** and **Time off for Dependants**.
- 2.2 The purpose of **Parental Leave** is to care for a child (including an adopted child). This means looking after the welfare of a child and can include making arrangements for the good of the child. Caring for a child does not necessarily mean being with the child 24 hours a day. The leave might be taken simply to enable the parents to spend more time with young children. Examples of the way leave might be used include:-
- to spend more time with the child in early years;
 - to accompany a child during a stay in hospital;
 - checking out new schools;
 - settling a child into new childcare arrangements;
 - to enable a family to spend more time together, for example, taking the child to stay with grandparents
- 2.3 The purpose of **Time Off for Dependants (Children only)** is to enable employees to take a reasonable amount of time off work to deal with the immediacy of certain unexpected or sudden emergencies in relation to children and to make any necessary longer term arrangements. Examples of such unexpected or sudden emergencies include where the child :
- Is ill and needs the employee to look after them for the immediate periods
 - Is involved in an accident or is assaulted
 - Needs the employee to arrange their longer term care
 - Needs the employee to deal with an unexpected disruption or breakdown in care, such as a childminder failing to turn up, unexpected closure or temporary cessation of school or nursery or other similar form of regular provision
 - Goes into labour
 - Is involved in an unexpected incident during school hours

- Needs accompanying to a GP, dentist, clinic or hospital appointment (excluding routine check-ups where these can be organised around working arrangements)
- Compassionate leave. Reasons linked to bereavement
See Bereavement Leave

3. TYPES OF LEAVE, ELIGIBILITY AND HOW THEY OPERATE

3.1 General

- 3.1.1 The arrangements in this scheme bring together and build upon the rights of employees under the Parental Leave and Time off for Dependents Regulations. Leave under this scheme is separated into **Emergency and other Short Term Leave, Longer Term Leave** and **Parental Leave**. All common features are detailed below
- 3.1.2 Employees are entitled to a separate period of **Caring for Children Leave** in respect of each child, for example an employee who has parental responsibility for twins has a separate entitlement for each twin.
- 3.1.3 It is not necessary for employees to be living with the child to qualify for **Caring for Children Leave**
- 3.1.4 Both mothers and fathers can qualify for **Caring for Children Leave**
- 3.1.5 To be eligible for **Caring for Children Leave** employees must be either:
- a) those specified in the **Parental Leave** regulations, i.e.
 - natural mothers
 - fathers who are
 - named on the birth certificate or
 - were married to the mother at the time of the birth or
 - where the court orders that the father has parental responsibility or
 - the father and mother have entered into a formal “parental responsibility agreement” or
 - adoptive parents of children adopted on or after 15 December 1994
 - others who acquire parental responsibility either by
 - being appointed guardian to care for the child if their parent dies or
 - obtaining a Residence Order from a Court stating the child lives with them

b) those recognised locally i.e.

- foster carers who have had a child placed with them for at least a year
- prospective adoptive parents (i.e. prior to placement)
- prospective foster carers (i.e. prior to placement)
- grandparents with a significant parenting role (to be determined by the Chief Personnel Services Officer)
- step-parents
- partners of those with parental responsibility

3.1.7 The pension implications of taking Caring for Children Leave are detailed in the employee guidance booklet Guidance Booklet.

3.2 Emergency and other Short Term Leave

3.2.1 Emergency and other Short Term Leave applies where employees need to take a reasonable amount of time off work to deal with the immediacy of certain unexpected or sudden emergencies in relation to a child (up to age 18) who is dependant on the employee and to make any necessary short arrangements. Examples of an emergency or other short term need include where a child (up to age 18) is dependant upon the employee and the child

- is ill and needs the employee to look after them for the immediate periods
- is involved in an accident or is assaulted
- needs the employee to arrange their longer term care
- needs the employee to deal with an unexpected disruption or breakdown in care, such as a childminder failing to turn up, unexpected closure or temporary cessation of school or nursery or other similar form of regular provision
- goes into labour
- is involved in an unexpected incident during school hours
- is involved in other unspecified, unexpected or sudden emergencies
- needs accompanying to a GP, dentist, clinic or hospital appointment (excluding routine check-ups where these can be organised around working arrangements)
- is involved in any other unforeseeable or unexpected occurrence which necessitates an immediate response from the employee and which cannot be addressed whilst the employee is at work
- Compassionate leave. Reasons linked to bereavement
See Bereavement Leave

3.2.2 Employees may take up to 5 working days (pro rata for part time employees) paid **Emergency and Other Short Term Leave** at normal pay per child each annual leave year. Once this entitlement has been utilised employees may take annual leave or up to 5 working days (pro rata for part time employees) unpaid **Emergency and Other Short Term Leave**. All paid and unpaid **Emergency and Other Short Term Leave** taken will be deducted from **Parental Leave** entitlement. Any situation where an employee exhausts **Parental Leave** entitlement but the employees continues to require additional time off will be considered sympathetically. Feasible short term alternatives such as short term flexible working, advancement of annual leave etc will be considered in accordance with the Flexible Working Policy and Procedure.

A meeting should be held involving the employee, his/her representative (where appropriate), line manager and a Personnel representative (where appropriate) to discuss options before any decisions are made.

3.2.3 Every attempt will be made by the employee to give as much notice as practicable when making a request for, the reason for, and likely duration of any **Emergency and Other Short Term Leave**. In exceptional circumstances where it is not possible to contact the manager prior to taking **Emergency and Other Short Term Leave**, the employee should contact their manager on their return to work (or earlier if possible)

3.2.4 Where more than one employee has responsibility for a child, entitlement to **Emergency and Other Short Term Leave** is normally be restricted to only one of the employees in respect of any one situation, although in some circumstances it may be appropriate (as determined by the Chief Personnel Services Officer, in conjunction with the appropriate Director) for both employees to be entitled for example a serious accident or equivalent

3.3 Longer Term Leave

3.3.1 Longer Term Leave applies where an employee needs to take a reasonable amount of time off work to deal with the longer term effects of certain unexpected or sudden emergencies in relation to a child (up to age 18) who is dependant upon the employee or to be with a child who is ill. Examples of a longer term need include where a child (up to age 18) is dependant upon the employee and the child

- is ill and needs the employees help to look after them for more extended periods
- the employee needs to stay with the child during an operation and in the recovery period
- the employee is providing care until longer term care, once arranged, starts to be provided

3.3.2 Employees may take up to 5 working days (pro rata for part time employees) paid **Longer Term Leave** at normal pay per child each annual leave year. Once this entitlement has been utilised employees may take annual leave or up to 5 working days (pro rata for part time employees) **unpaid Longer Term Leave**. All paid and unpaid leave taken will be deducted from **Parental Leave** entitlement. Any situation where an employee exhausts **Longer Term Leave** or annual leave entitlement but the employees continues to require additional time off will be considered sympathetically. Feasible short term alternatives such as flexible working, advancement of annual leave etc and long term alternatives such as flexible working, working from home, reduced hours will be considered in accordance with the **Flexible Working Policy and Procedure**. A meeting should be held involving the employee, his/her representative (where appropriate), line manager and a Personnel representative (where appropriate) to discuss options before any decisions are made.

3.3.3 Where more than one employee has responsibility for a child, entitlement to **Longer Term Leave** is normally be restricted to only one of the employees in respect of any one situation, although in some circumstances it may be

appropriate (as determined by the Chief Personnel Services Officer, in conjunction with the appropriate Director) for both employees to be entitled.

- 3.3.4 Applications for **Longer Term Leave** should be made on the application form included with the employee guidance booklet Guidance Booklet
- 3.3.5 The Council will not unreasonably refuse requests for **Longer Term Leave**
- 3.3.6 Eligible employees will be entitled to take up to 2 weeks **Longer Term Leave** per annum.
- 3.3.7 Where a child has a declared life expectancy of one year or less, entitlement under 3.3.6 above shall be extended to one year

3.4 Parental Leave

- 3.4.1 Eligible employees may take up to 13 weeks **Parental Leave** in respect of a child or up to 18 weeks for a child for whom Disability Living Allowance has been awarded.
- 3.4.2 **Parental Leave** taken at a previous employer will be deducted from entitlement under this scheme, as will any paid or unpaid **Emergency and Other Short Term Leave** taken in accordance with paragraph 3.2.2. above and any paid or unpaid **Longer Term Leave** taken in accordance with paragraph 3.3.2. above
- 3.4.3 When considering the way that **Parental Leave** is to be taken, full account will be taken of the need to have adequate staffing cover
- 3.4.4 Employees wishing to take **Parental Leave** must notify their manager using the application form included with the employee guidance booklet. Every attempt will be made by the employee to give as much notice as possible with a minimum of seven days' notice before the day on which s/he proposes to start and finish the leave.
- 3.4.5 Employees will be required to provide proof of eligibility to **Parental Leave** when first requesting this
- 3.4.6 **Longer Term Leave** or **Parental Leave** may be granted to employees who have not given the required notice in special circumstances at the Council's discretion. Such discretion shall not be unreasonably withheld
- 3.4.7 Every attempt will be made by the employing authority to avoid postponement, although this may be necessary where service delivery would be unduly disrupted. In any event, **Parental Leave** shall not be postponed for more than three months except in exceptional circumstances.
- 3.4.8 Postponement may not be used where employees in the particular circumstances outlined below have requested **Parental Leave**:
 - Following Maternity Support Leave. The unpredictability of the timing of childbirth will also have implications for notice. Employees expecting to take **Maternity Support Leave** immediately followed by **Parental Leave** should discuss their likely requirements for **Parental Leave** with their managers in advance of the birth of the child.

- **Following Maternity Leave.** Where **Parental Leave** is taken as a full-time block of leave following maternity leave, an employee shall not be required to refund monies paid under Part 2 Paragraph 11.5(b)(iv) of the NJC for Local Government Services conditions of service (or similar provisions in other conditions of service) unless she does not return to local authority employment for a period of at least three months after the end of the leave period.

3.4.9 Where it is necessary to postpone **Parental Leave**, where service delivery would be unduly disrupted, the following guidelines should be followed:-

- (i) The employee shall be consulted with a view to coming to an agreement over alternatives. These might include:
- a different pattern of leave – e.g. part-time rather than full-time;
 - a shorter or longer period of leave
 - alternative dates within the three month period

Where there is no agreement, the employee shall be permitted to take a period of leave of the same duration and beginning on a date determined in consultation with the employee no later than three months after the originally notified start date, providing the child has not reached his/her eighteenth birthday.

Following consultation, and not more than seven days after the employee's notice was given to the authority, the authority shall give the employee notice in writing of the postponement which states the reasons for it and specifies the date on which the agreed period of leave will begin and end

- 3.4.9 All Parental Leave shall be unpaid (as per the regulations) unless it is taken as either **Emergency and other Short Term Leave** or **Longer Term Leave**, in which case employees will be paid in accordance with paragraphs 3.2.2 and 3.3.2 respectively
- 3.4.10 **Parental Leave** may be granted to employees who have not given the required notice in special circumstances at the Council's discretion. Such discretion shall not be unreasonably withheld.
- 3.4.11 The Council will be sympathetic to flexible **Parental Leave** taking arrangements as requested by employees
- 3.4.12 Any situation where an employee exhausts **Parental Leave** entitlement but the employee continues to require additional time off will be considered sympathetically. Applications for practical, feasible alternatives such as flexible working, working from home, reduced hours will be considered in accordance with the **Flexible Working Policy and Procedure**. A meeting should be held involving the employee, his/her representative (where appropriate), line manager and a Personnel Services representative (where appropriate) to discuss options before any decisions are made.
- 3.4.13 **Parental Leave** may be taken:
- As a single block of 13 weeks (or 18 weeks for a disabled child)

- As a number of shorter periods of a minimum of half a day
- In exceptional circumstances, in patterns which provide a part-time or reduced hours working arrangement for a period of time equivalent to take 13 weeks as a single block (or 18 weeks for a disabled child)

3.4.14 Providing the employee meets the relevant eligibility criteria, **Parental Leave** may be taken immediately following **Combined Paternity and Maternity Support Leave**, **Adoption Leave** and **Maternity Support Leave**

4. EMPLOYEE GUIDANCE BOOKLET

4.1 Further guidance for employees will be provided in guidance booklets Guidance Booklet

HARTLEPOOL BOROUGH COUNCIL



CARING FOR ADULTS LEAVE SCHEME

HUMAN RESOURCES DIVISION

Updated: July 2007

CORPORATE CARING FOR ADULTS LEAVE SCHEME

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RELATIONSHIP WITH THE COUNCIL'S SUPPORT FOR EMPLOYEES WITH CARING RESPONSIBILITIES POLICY

This scheme is governed by, and operates within the Council's **Support for Employees with Caring Responsibilities** policy. The Scheme should be read in conjunction with the Council's **Support for Employees with Caring Responsibilities** policy. In the event of any conflict, the Council's **Support for Employees with Caring Responsibilities** policy takes precedence.

PURPOSE OF CARING FOR ADULTS LEAVE SCHEME

The purpose of the **Caring for Adults Leave Scheme** is to provide a mechanism whereby employees can care for others dependant upon them (excluding children – See the **Caring for Children Leave Scheme**). This may involve employees taking a reasonable amount of time off work to deal with the immediacy of certain unexpected or sudden emergencies in relation to dependants and to make any necessary short and longer term arrangements. Examples of an emergency or other short term need include where an adult is dependant upon the employee and the dependant adult

- is ill and needs the employees help to look after them for the immediate periods
- is involved in an accident or is assaulted
- needs the employee to arrange their longer term care
- needs the employee to deal with an unexpected disruption or breakdown in care, such as a nurse failing to turn up, unexpected closure or temporary cessation of day centre or other similar form of regular provision
- goes into labour
- needs accompanying to a GP, dentist, clinic or hospital appointment (excluding routine check-ups where these can be organised around working arrangements)
- is involved in any other unforeseeable or unexpected occurrence which necessitates an immediate response from the employee and which cannot be addressed whilst the employee is at work
- Compassionate leave. Reasons linked to bereavement
See Bereavement Leave

Examples of a longer term need include where an adult is dependant upon the employee and the dependant adult

- is ill and needs the employees help to look after them for more extended periods
- is in hospital and the employee needs to stay with him/her
- needs looking after following an operation
- is waiting for longer term care, once arranged, to start to be provided
- is involved in any other unforeseeable or unexpected occurrence which necessitates an immediate response from the employee and which cannot be addressed whilst the employee is at work

TYPES OF LEAVE, ELIGIBILITY AND HOW THEY OPERATE

General

Leave under this scheme is separated into **Emergency and Other Short Term Leave** and **Longer Term Leave**

Employees are entitled to a separate period of **Caring for Adults Leave** in respect of each person (excluding children) who are dependant upon them.

It is not necessary for employees to be living with the dependant to qualify for **Caring for Adults Leave**

The pension implications of taking **Caring for Adults Leave** are detailed in the employee **Guidance Booklet**.

To be eligible for **Caring for Adults Leave** employees must be responsible for providing care to a dependant, defined as follows

- Husbands
- Wives
- Sons/Stepsons
- Daughters/Stepdaughters
- Partners
- Parents/Parents in law
- Someone living with the employee as part of the family (but excluding tenants, lodgers or boarders or live-in housekeepers etc who are not part of the family)
- Someone who reasonably relies upon the employee even though he/she does not live in the same household (e.g. an aunt who lives nearby) or may not be a member of the family (e.g. an elderly neighbour)

Emergency and other Short Term Leave

Emergency and Other Short Term Leave may be taken where an adult is dependant upon the employee and the dependant adult

- is ill and needs the employee to look after them for the immediate
- periods (for example up to half a day until alternative arrangements can be put in place)
- is involved in an accident or is assaulted
- needs the employee to arrange their longer term care
- needs the employee to deal with an unexpected disruption or breakdown in care, such as a nurse failing to turn up,
- unexpected closure or temporary cessation of day centre or other similar form of regular provision
- goes into labour
- is involved in other unspecified, unexpected or sudden emergencies
- needs accompanying to a GP, dentist, clinic or hospital appointment

- (but excluding routine check-ups where these can be organised around working arrangements)
- Compassionate leave. Reasons linked to bereavement
See Bereavement Leave

Employees may take up to 5 working days (pro rata for part time employees) paid **Emergency and Other Short Term Leave** at normal pay per dependant adult each annual leave year. Once this entitlement has been utilised employees may take annual leave or up to 5 working days (pro rata for part time employees) unpaid **Emergency and Other Short Term Leave**. Any situation where an employee continues to require additional time off will be considered sympathetically. Feasible short term alternatives such as flexible working, advancement of annual leave etc and long term alternatives such as flexible working, working from home, reduced hours will be considered in accordance with the **Flexible Working Policy and Procedure**. A meeting should be held involving the employee, his/her representative (where appropriate), line manager and a Personnel representative (where appropriate) to discuss options before any decisions are made

Every attempt will be made by the employee to give as much notice as practicable when making a request for, the reason for, and likely duration of any **Emergency and Short Term Leave**. In exceptional circumstances where it is not possible to contact the manager prior to taking **Emergency and Short Term Leave**, the employee should contact their manager on their return to work (or earlier if possible)

Where more than one employee has responsibility for a dependant, entitlement to **Emergency and Short Term Leave** is normally restricted to only one of the employees in respect of any one situation, although in some circumstances it may be appropriate for both employees to be entitled for example a serious accident or equivalent

Longer Term Leave

Longer Term Leave may be taken where

- the dependant adult is ill and needs the employees help to look after them for more extended periods
- the dependant adult needs settling into a care home
- the dependant adult needs looking after in the recovery period following an operation
- the dependant adult is waiting for longer term care to start to be provided

Employees may take up to 5 working days (pro rata for part time employees) paid **Longer Term Leave** at normal pay per dependant adult each annual leave year. Once this entitlement has been utilised employees may take annual leave or up to 5 working days (pro rata for part time employees) **unpaid Longer Term Leave**. Any situation where an employee continues to require additional time off will be considered sympathetically. Feasible short term alternatives such as flexible working, advancement of annual leave etc and long term alternatives such as flexible working, working from home, reduced hours will be considered in accordance with the **Flexible Working Policy and Procedure**. A meeting should be held involving the employee, his/her representative (where appropriate), line manager and a

Personnel representative (where appropriate) to discuss options before any decisions are made

Where more than one employee has responsibility for a dependant entitlement to **Longer Term Leave** is normally be restricted to only one of the employees in respect of any one situation, although in some circumstances it may be appropriate for both employees to be entitled

Applications for **Longer Term Leave** should be made on the application form included with the employee guidance booklet **Guidance Booklet**

The Council will not unreasonably refuse requests for **Longer Term Leave**

Eligible employees will be entitled to take up to 2 weeks **Longer Term Leave** per annum.

Where a dependant has a declared life expectancy of one year or less, entitlement under 3.3.6 above will be extended to one year

Any situation where an employee exhausts **Longer Term Leave** entitlement but the employee continues to require additional time off will be considered sympathetically. Applications for practical, feasible alternatives such as flexible working, working from home, reduced hours will be considered in accordance with the **Flexible Working Policy and Procedure**. Discussions should be held involving the employee, his/her representative (where appropriate), line manager and a representative of Personnel Services to discuss options before any decisions are made.

4. EMPLOYEE GUIDANCE BOOKLET

- 4.1 Further guidance for employees will be provided in guidance booklets **Guidance Booklet**

PERFORMANCE PORTFOLIO

Report to Portfolio Holder

31 August 2007



Report of: Chief Personnel Officer

Subject: WORKING AT HOME POLICY & PROCEDURE

SUMMARY

1. PURPOSE OF REPORT

To obtain the Portfolio Holder's endorsement of the updated Working at Home Policy and Procedure.

2. SUMMARY OF CONTENTS

The report provides details of the new provisions available for Working at Home through Information, Communication and Technology (ICT) whilst incorporating changes in employment legislation, with the aim of providing a work-life balance to the mutual benefit of the individual, business and society.

3. RELEVANCE TO PORTFOLIO MEMBER

Corporate issues.

4. TYPE OF DECISION

Non-key decision.

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

That the Portfolio Holder approves the updated Working at Home Policy and Procedure.

Report of: Chief Personnel Officer

Subject: WORKING AT HOME POLCY AND
PROCEDURE

1. PURPOSE OF REPORT

- 1.1 To obtain Portfolio Holder endorsement of the updated Working at Home Policy and Procedure (attached marked Appendix 1).

2. BACKGROUND

- 2.1 Hartlepool Borough Council is committed to diversity and equality of opportunity as well as to efficient and effective working arrangements. As part of this commitment, the Council recognises that effective work/life balance plays an important part in achieving equality at work and good employee relations.
- 2.2 Work/life balance promoting practices can also improve morale and productivity ensuring those services benefit from the skill and experience of staff free to work effectively and develop their full potential. Helping employees to combine work and other commitments satisfactorily can be good, not only for employees, but also for the authority.
- 2.3 The Council recognises that there may, on occasion, be circumstances when it would be beneficial or convenient to staff and/or the authority for staff to work at home in order to complete particular tasks. It also recognises that not all posts lend themselves to any form of home working so unfortunately not all staff may be offered this. Working at home is currently neither obligatory nor a right.
- 2.4 It is not possible at present to offer home working to staff generally as the requirements of some jobs are not suitable for such arrangements and the supporting framework is not in place. This policy and procedure does not cover staff working permanently at home or teleworking since this is to be the subject of separate guidance in future. It is intended to cover only temporary or ad hoc needs, which managers have agreed could be met by some home working.

3. PROPOSALS

- 3.1 The proposals are supported by Information Communication and Technology (ICT) and agreed in principle by the Trade Unions. The policy has been revised and updated to include all references to new ICT policies and procedures as well as the ICT provision available to those employees who work from home on an ad hoc basis.
- 3.2 Corporate Management Group and the Trade Unions have been consulted on the arrangements and have endorsed the approach being taken.

4. FINANCIAL IMPLICATIONS

- 4.1 The cost to a department is £225 per employee per annum participating in the scheme and will be met from departmental budgets.

5. PUBLICITY ARRANGEMENTS

- 5.1 The revised arrangements will be widely publicised to employees via New sline, the Intranet, e-mail, notice boards etc and via the trade unions.

6. RECOMMENDATION

- 6.1 That the Portfolio Holder:
a) endorse the updated Working at Home Policy and Procedure.

7. CONTACT OFFICER

- 7.1 The Contact Officer is Alison J Sw ann. HR Adviser.

Appendix 1

HARTLEPOOL BOROUGH COUNCIL



WORKING AT HOME

POLICY AND PROCEDURE

Human Resources Division

Updated JUNE 2007

WORKING AT HOME POLICY AND PROCEDURE

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8. Misuse of the Working at Home Policy and Procedure

1. INTRODUCTION

- a) Hartlepool Borough Council is committed to diversity and equality of opportunity as well as to efficient and effective working arrangements. As part of this commitment, the Council recognises that effective work/life balance plays an important part in achieving equality at work and good employee relations.
- b) Work/life balance promoting practices can also improve morale and productivity ensuring those services benefit from the skill and experience of staff free to work effectively and develop their full potential. Helping employees to combine work and other commitments satisfactorily can be good, not only for employees, but also for the authority.

2. PRINCIPLES

The Council recognises that there may, on occasion, be circumstances when it would be beneficial or convenient for staff and/or the authority for staff to work at home in order to complete particular tasks. Examples are a special project or temporary domestic difficulties. It also recognises that not all posts lend themselves to any form of home working so unfortunately not all staff may be offered this. Working at home is currently neither obligatory nor a right. However, special consideration will be given, in certain circumstances. (Also see Flexible Working Policy).

It is not possible at present to offer home working to staff generally as the requirements of some jobs are not suitable for such arrangements and the supporting framework is not in place. This policy and procedure does not cover staff working permanently at home or teleworking since this is to be the subject of separate guidance in future. It is intended to cover only temporary or ad hoc needs, which managers have agreed should be met by some home working.

3. QUALIFYING CONDITIONS

Agreement to work at home is dependent upon certain conditions being met, these being that the member of staff:

- considers the needs of the service as being paramount.
- has gained prior approval from his/her manager;
- has work which is suitable to be done at home at that time;
- does not have appointments on Council premises at that time and/or is not needed on Council premises for cover or other purposes,
- has notified both his/her manager and appropriate administrative staff of her/his hours of work and location;
- is considered to be able to work without on site supervision,
- has left a contact telephone number and is available to be contacted during normal working hours;
- is prepared to attend Council premises if this is possible and it becomes necessary as requested by her/his manager;

- has prior approval before any expenses are incurred on behalf of the Council.

4. REQUESTS FOR WORKING AT HOME

Permission is required for each occasion that an employee wishes to work at home and/or agreement of the employee is required for each occasion when the manager wishes to suggest home working as a solution. The employee should make any request to his/her manager and serious consideration will be given to requests. A decision regarding the suitability of working at home will take into account all relevant circumstances. If the decision is made not to allow the individual to work at home, this will be communicated to him/her as soon as possible, giving the reasons for the decision. Whilst approval can be given for working at home temporarily for personal reasons, if work needs permit, managers should not agree to lengthy or inappropriate arrangements which will obviously not permit work. For example whilst exceptionally work might be able to be combined with being at home for one day to be available for a doctor's visit to a sick relative, it is unlikely to be able to be combined with actively caring for small children or any other activity not conducive to work. However, it might be possible, for example, for a member of staff who normally works 4 hours in the morning to reach agreement for a particular occasion or period to work at home for 2 hours in the morning and then 2 hours in the afternoon to permit them to pick up children or elderly relatives from school or day-care for lunch. Managers need to exercise judgement taking all circumstances into account. Human Resources can advise on requests with an eye to promoting corporate consistency and equality.

5. WORKING ARRANGEMENTS

5.1 Workload

Where the decision is made to allow the individual to work at home, the work/project to be completed will be agreed in advance with the manager who can then check that sufficient progress has been made to an acceptable standard.

5.2 Council Equipment

The costs associated with supplying and supporting computers at home means that at present the Council is not providing pcs to staff working at home on an occasional basis. In some cases teams have a pool of laptop computers and staff may be able to borrow one of these occasionally to work at home. Any equipment provided by the Council for the purpose of working at home will continue to be owned and maintained by the Council. The member of staff is required to take reasonable care of all equipment, to keep it secure and to use it in accordance with operating instructions and in line with the Council's Email and Internet policy. Staff may use their own pc or other equipment at home if they are happy to do so but at present the Council cannot insure this or otherwise pay for it.

5.3 Security

Staff working at home are required to take reasonable precautions to safeguard Council equipment and information and to take particular care with confidential and/or sensitive information which should be stored securely at all times and in accordance with Information and Security Policy and Usage of Portable Equipment policy.

Employees with portable information processing equipment shall protect them from the threat of theft or damage and ensure that controls such as power on passwords, encrypted data and passworded documents are in place to prevent information from being intercepted. Employees with portable equipment should endeavour to keep the items secure at all times without jeopardising their own safety

The Council's Disciplinary Procedure may be invoked where employees with portable equipment do not take adequate safeguarding measures to protect the equipment from theft or damage.

Appropriate records of portable equipment (e.g. identification number, model description, custodian of equipment etc.) shall be maintained by each service area.

Any authentication tokens (e.g. dongles) must be adequately secured by the user.

When not in use, portable equipment should be kept appropriately secured or in locked storage.

The Council's insurance will cover:-

Council equipment providing that it is transported and kept safely. For example lap tops should be transported in car boots or hidden from view, should not be stored in open view at home and should not be carried for lengthy distances. Any losses, damage or thefts must be reported to the relevant manager, and the Council's Insurance section, immediately or as soon as is reasonably practicable.

5.4 Personal Details and Safety

For their own privacy and safety, it is strongly recommended that staff do not to release their home address or telephone number to non-members of staff. Staff are also prohibited from meeting clients/customers or other staff members at home for work purposes. In the event that the member of staff feels that there is a possible exception to this, they must gain prior approval from their manager.

5.5 Health and Safety

The Council has a duty to protect staff health and safety in accordance with the provisions of the Health and Safety at Work etc Act 1974, this also includes the Electricity at Work Regulations 1989,

the Management of Health and Safety at Work Regulations 1999, the Health and Safety (Display Screen Equipment) Regulations 1992, the Manual Handling Operations Regulations 1992, the Provision and Use of Work Equipment Regulations 1998 and the Control of Substances Hazardous to Health Regulations 1999 (COSHH).

Staff are required to comply with the Council's Health and Safety Policy while they are working at home and to take reasonable care of their own health, safety and welfare, and that of any third party with whom they come into contact while working at home.

Under the Management of Health and Safety at Work Regulations the Council is required to carry out a risk assessment of the workplace. This assessment could be undertaken by the homeworker for their place of work as long as they have adequate information and training on how to undertake the assessment. There is a model risk assessment form provided by the Health and Safety Unit which can be used for the assessment.

The homeworkers who will regularly use computers and other equipment which have display screens are subject to the Display Screen Equipment Regulations and as such it is necessary for a specific risk assessment to be undertaken. A further form has been developed for this purpose which should be completed by the homeworker.

5.6 Supervision

The relevant manager throughout the period of working at home will maintain regular contact with, and supervision of, the member of staff. The work to be completed should be agreed and then checked on completion.

6. ICT Support

6.1 ICT Provision

To enable effective home working it was decided to build a portfolio of solutions that would cater for the different types of home working:

- Permanent Home working is when an officer becomes based at home, only returning for meetings etc.
- Working at Home is likely to be an arrangement that allows an officer to work at home on a temporary basis for a pre-agreed number of day(s) in the working week.
- *Ad-Hoc* working caters for staff that may work at home for a limited period of time while completing a specific piece of work.

This policy applies to those staff that work, at home either from an *ad-hoc* basis or where there is a pre-arrangement between manager and employee for a pre agreed number of day(s) in the working week on a temporary basis.

In order to meet the demands of this type of home working a provision has been made by ICT, which will allow users who have their own PC and broadband to connect to the HBC network using a secure connection across the Internet. This option negates the need for users to have to carry a laptop home with them on the occasion they wish to work at home by enabling users to connect from any PC with a suitable Internet connection.

6.2 Broadband Usage

The Council's Information Security and Intranet/Internet and email Policies must be adhered to when using Hartlepool Borough Council equipment whilst working at home. This is no different to that applicable to office-based employee. Direct connection to the Internet of any Hartlepool Borough Council provided device is specifically prohibited. Connecting to the corporate network will only permit Internet connectivity.

6.3 Equipment Usage and Provision

Personal software must not be added to any Hartlepool Borough Council equipment. Software already installed must not be removed, reconfigured or disabled without instruction from Northgate Information Solutions.

6.4 Support

Support will be given from the ICT helpdesk 0845 3304278. This support is restricted in the following ways:

Support will only be available during standard office hours (Mon – Thurs, 8.30 to 5.00, Fri, 8.30 to 4.30)

If problem cannot be resolved remotely, equipment must be brought to the Civic Centre for Northgate to resolve.

- If problem occurs at on Council premises support will be provided at these premises.
- Support staff will not visit individual's homes.

Separate consideration will be given to the provision of support to home workers with a disability.

7. Reporting sickness absence

In the event that the member of staff becomes sick during the period when working at home then the normal Council sickness reporting rules must be followed.

8. Misuse of the working at home policy & procedures

Failure to comply with the above, or misuse of the conditions, could result in disciplinary action being taken, and if a serious offence were proven, could result in termination of employment.

If a member of staff is unsure of any aspect of the policy or procedure, advice from the Manager, Human Resources or Trade Union representative should be sought.

PERFORMANCE PORTFOLIO

Report To Portfolio Holder

31 August 2007



Report of: Chief Personnel Officer

Subject: WORKFORCE PROFILE AND MONITORING –
ANNUAL REPORT 2006/7

SUMMARY

1. PURPOSE OF REPORT

To update the Portfolio Holder on the Council's workforce profile performance in 2006/7, how it compares to the local population and applicants for jobs in 2006/7, actions taken during the period and planned future actions and targets.

2. SUMMARY OF CONTENTS

The report provides details of the Council's workforce profile performance in 2006/7, how it compares to the local population and applicants for jobs in 2006/7, actions taken during the period and planned future actions and targets.

3. RELEVANCE TO PORTFOLIO HOLDER

Corporate Performance

4. TYPE OF DECISION

Non Key

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

Note the report and endorse planned actions and targets.

Report of: Chief Personnel Officer

Subject: WORKFORCE PROFILE AND MONITORING –
ANNUAL REPORT 2006/7

1. PURPOSE OF REPORT

- 1.1 To update the Portfolio Holder on the Council's workforce profile performance in 2006/7, how it compares to the local population and applicants for jobs in 2006/7, actions taken during the period and planned future actions and targets.

2. BACKGROUND

- 2.1 The Council's Equality and Diversity in Employment Policy includes a commitment to "strive for a workforce that reflects the diversity of the population of Hartlepool". The Race Relations (Amendment) Act 2000 and Disability Discrimination Act 2005 stipulate that the Council has a responsibility to monitor employees and applicants for employment (by racial group and by disability). The Equal Opportunities Commission recommend that similar monitoring be undertaken in respect of gender disability and age. Corporate Health Best Value Performance Indicators (BVPI) apply to the workforce in terms of gender, ethnicity and disability. The Equality Standard for Local Government (BVPI 2a) requires profiling of the Council workforce and the local labour market with a view to comparisons being made and action being taken to reduce any differences. Table 1 details the relevant aspects of the various levels and the progress the Council is making. The Council has set a target of achieving Level 3 of the Standard by 2007/8 and this report is evidence of progress being made towards this target being met.

Table 1

Level	Level definitions	Evidence Required	Progress
Level 1	1.4.2 Commitment to an employment equality assessment of the Local Labour Market Area, workforce profiling and equal pay review	Commitment made	Complete
Level 2	2.4.2 Engage in employment equality assessment of the Local Labour Market area 2.4.3 Engage in workforce profiling and an equal pay review	Plan and action Local Labour Market area assessment Corporate Equality plan contains plans for workforce profiling and equal pay review	Complete Complete

Level 3	3.4.2 Set employment equality targets for recruitment, staff retention, workforce profiles	Employment targets, informed by Local Labour Market area assessment and workforce profiling	Targets set (in this report) in respect of recruitment and retention), based on LLMA assessment and workforce profiling
Level 4	4.4.5 Use monitoring reports to assess whether authority employment profiles more closely fit the profile of Local Labour Market Area	Produce monitoring reports and circulate to designated consultation and scrutiny groups	Monitoring reports produced where workforce profiling and target setting in place
Level 5	5.4.1 Demonstrate movement towards greater equality in the workforce profile and other employment targets	Use monitoring reports to assess whether employment profiles increasingly correspond to LLMA profiles, respond to representation within the recruitment process and respond to access to training and development opportunities Demonstrate measurable increase in the number of employees with a disability/from a BME within the workforce	Demonstrable increase in employees with a disability

- 2.2 This report is restricted to the Council's workforce profile and recruitment activity and sets targets in respect of narrowing the gap between the local population of working age and the Council's workforce profile. The report does not address retention, training or development issues, although the latter two are addressed as part of the Workforce Development annual report.
- 2.3 This is the second annual report covering both the workforce profile and recruitment activity. Prior to that, an annual report covered the workforce profile only.
- 2.4 In 2004 the Joint Strategy Unit (JSU) were commissioned to provide updated census data in relation to gender, disability, ethnicity and age of the local, sub regional, regional and national population of working age in order that comparisons can be made with the workforce. This has recently been updated. Unfortunately the BVPIs are based on Census data in respect of the ethnicity and disability profile of the local population (BVPI 16b and BVPI 17b) and therefore the most up to date information is not used. Except in respect of BVPI indicators, the updated JSU information is used for comparative purposes. The JSU information in relation to age is not compatible with the available workforce information and therefore census data has been used for comparative purposes.

- 2.5 The recruitment analysis includes all jobs advertised between 1 April 2006 and 31 March 2007. It excludes applicants for jobs where HR are not involved in the recruitment process (i.e. non Head teacher jobs in schools and many weekly paid jobs in the Council) and also posts advertised internally only (as recruiting from internal candidates only will not alter the workforce profile). Analysis of the applicants for posts is limited to those where the applicants provide monitoring information.
- 2.6 Interpretation of the results has been undertaken in accordance with joint guidance regarding the approach to be taken when monitoring schools recruitment data issued by the former Employers Organisation (now Local Government Employers), Department for Education and Skills and Commission for Race Equality. The guidance (which is specific to schools but has general applicability) is as follows

Factor	Comparison or benchmark
Applicants for posts	Teachers: ethnicity of teachers in the region or in comparable LEA's, using information published in DfES publication 'School Workforce in England' Support Staff: economically active population
Applicants shortlisted	Use 4/5ths rule to compare "success rates" of white applicants selected for interview with black and minority ethnic applicants
Candidates appointed	Use 4/5ths rule to compare "success rates" of white applicants with black and minority ethnic applicants

- 2.7 The remainder of the report is structured into sections dealing with

- gender (section 3)
- disability (section 4)
- ethnicity (section 5) and
- age (section 6)

- 2.8 Within sections 3-6 information is provided in respect of

- BVPI Performance information and future targets
- Workforce Profile compared to the labour markets and future targets
- Applicants for jobs advertised externally during 2006/7
- Actions undertaken during 2006/7
- Actions planned for 2007/8

The government has recently announced that BVPI17b -The percentage of the working age population from minority ethnic communities ihas been deleted from the BVPI set for 2007/8 and therefore does not need

to be reported. BVPI17x -The percentage of staff from minority ethnic communities compared with the percentage of working age population from minority ethnic communities is based upon BVPI17b and therefore also does not need to be reported. From 2008/9 there will be no requirement to report any BVPI's although there may be other performance measures. In view of this it is intended to continue to report BVPI1b and BVPI 17x in 2007/8 and to review all BVPI's as to whether they should be replaced by local PI's in 2008/9.

3. GENDER

- 3.1 As part of the Best Value regime, the Corporate Health Performance Indicator is the percentage of top 5% of earners that are women (BVPI11a). In 2006/7 performance of 49.15% was achieved and upper quartile position maintained. This is detailed in Table 2, along with performance data in respect of 2004/5 and 2005/6 and future targets in respect of 2007/8, 2008/9 and 2009/10.

Table 2

BVPI Ref	2004/5 Actual Perfor- mance	2005/6 Actual Perfor- mance	2005/6 Upper quartile Perfor- mance	2006/7 Actual Perfor- mance	2006/7 Target	2007/8 Target	2008/9 Target	2009/10 Target
BVPI11a – Senior Women	47.55%	50.44%	48.09%	49.15%	50.44%	49.30%	49.30%	49.30%

Further analysis by department is attached at Appendix 1

- 3.2 Compared to previous years, the top 5% performance has decreased to just below the local population profile. Future year targets have been set to reflect the local population. Given the smallness of the gap, no specific actions are planned in this respect.
- 3.3 The workforce gender profile compared to local, regional and national population of working age is detailed in Table 3.

Table 3

Breakdown by Gender	Males and females of working age (%age)		
	Males of working age (%age)	Females of working age (%age)	
Hartlepool Borough Council (All employees) in 2006/7	100	25.71	74.29
Hartlepool Borough Council (All employees) at 1.4.07	100	25.40	74.60
Hartlepool Borough Council (Top	100	50.85	49.15

5% of employees) at 1.4.07

Hartlepool Borough	100	50.7	49.3
Tees Valley	100	50.8	49.2
North East	100	51.0	49.0
England & Wales	100	51.4	48.6

Further analysis by department is attached at Appendix 1

- 3.4 The percentage of top 5% of employees who are male exceeds the percentage of males in the local community. The top 5% of employees who are female represents top quartile performance. The percentage of all employees who are male has decreased (reversing the trend in the previous year) whereas the percentage of all employees who are male needs to increase significantly if the workforce is to reflect the gender profile of the local population of working age. A year on year target of maintaining the current gender split has been set to reverse the previous year's trend and allow time for better trend information to be available. The future targets for males and females in the workforce are set out in Table 4.

Table 4

PI Ref	Gender	2007/8 Target	2008/9 Target	2009/10 Target
LPI HR 2a	Male	25.4%	25.4%	25.4%
LPI HR 2b	Female	74.6%	74.6%	74.6%

In order to achieve the targets, planned actions are detailed in paragraph 3.8.

- 3.5 Details of applicants' gender and their relative success in obtaining a job during 2006/7 are detailed in Table 5.

Table 5

Stage	Male Applicants	Female Applicants	All applicants	4/5ths rule met?
%age (no.) of applications received	37.98% (820)	62.02% (1339)	100.00% (2159)	N/A
%age (no.) of applicants shortlisted	26.95% (221)	27.18% (364)	28.58% (617)	Yes
%age (no) of shortlisted applicants who were appointed	27.15% (60)	23.90% (87)	23.83% (147)	Yes

Further analysis by department is attached at Appendix 2

- 3.6 Given the gender profile of the workforce it is perhaps unsurprising that there are significantly more females than males who apply for jobs with the Council. There is no evidence, at Council level, of discrimination against male applicants at either the shortlisting or appointment stages. Further investigation is needed to identify whether this applies equally across all departments of the Council.

- 3.7 As the gender (female) profile of the workforce was very close to (top 5% of earners) or significantly exceeded (whole workforce) the profile of the local population of working age, no specific actions were planned or undertaken in 2006/7 in respect of gender.
- 3.8 In order to achieve the targets set in 3.1 and 3.4 above, the following actions are proposed for 2007/8
- Further investigation of monitoring data by department
 - Implement the Workforce Development Strategy
 - Development of Gender Equality Scheme
 - Work towards achieving level 3 of the Employment section of the Equality Standard for Local Government by March 2008

4. DISABILITY

- 4.1 As part of the Best Value regime, the Corporate Health Performance Indicators are

BVPI11c The percentage of top 5% of earners who have a disability

BVPI16a The percentage of staff with disabilities

BVPI16b The percentage of the working age population with disabilities (based on Census 2001 data)

BVPI16x The percentage of staff with disabilities, compared with the percentage of the working age population with disabilities (BVPI16a divided by BVPI16b)

Performance in relation to each of the indicators is detailed in Table 6, along with performance data in respect of 2004/5 and 2005/6 and future targets in respect of 2007/8, 2008/9 and 2009/10.

Table 6

BVPI Ref	2004/5 Actual Perfor- mance	2005/6 Actual Perfor- mance	2005/6 Upper quartile Perfor- mance	2006/7 Actual Perfor- mance	2006/7 Target	2007/8 Target	2008/9 Target	2009/10 target
BVPI11c – Senior Employees with a Disability	1.68%	6.79%	3.14%	8.03%	7.95%	9.22%	9.22%	9.22%
BVPI16a – Employees with a disability	2.53%	4.41%	2.75%	5.25%	4.42%	5.41%	5.57%	5.73%

BVPI16b – Local Population with a disability (source: Census 2001)	22.14%	22.14%	N/A	22.14%	22.14%	22.14%	22.14%	22.14%
BVPI16x – Comparison between BVPI16a and BVPI16b	10.30%	11.42%	N/A	23.71%	19.96%	24.44%	25.16%	25.88%

Further analysis by department is attached at Appendix 3

4.2 It is pleasing to note that performance in relation to the top 5% of earners and the whole workforce has improved significantly, exceeded targets and improved BVPI16a and BVPI11c top quartile performance. In the main this is due to a significant increase in the number of employees with disabilities (from 146 to 194). The number of employees declaring whether they have/do not have a disability also increased significantly, although not to the same extent. This followed a survey of school employees, in accordance with revised Government guidance, resulting in a significant improvement in the performance within schools. Performance in relation to BVPI16b is determined by the 2001 Census and BVPI16x is calculated by reference to BVPI16a and BVPI16b. As such, performance in BVPI16a translates directly into performance in BVPI16x. Given the extent of the increase, future years targets have been set to maintain and slightly improve current performance, whilst recognising that the workforce does not reflect the local population. In order to achieve the targets, planned actions are detailed in paragraph 4.8.

4.3 The workforce disability profile compared to local, regional and national population of working age is detailed in Table 7.

Table 7

Breakdown by disability (Tables 3a, 3b and 4)	Males and females who are DDA & Work Limited (%age)	Males who are DDA & Work Limited (%age)	Females who are DDA & Work Limited (%age)
Hartlepool Council (All employees) in 2005/6	4.41	8.36	3.02
Hartlepool Council (All employees) in 2006/7	5.25	9.30	3.94
Hartlepool Council (Top 5% of	6.79	14.31	2.17

**earners) in 2005/6
Hartlepool Council (Top 5% of
earners) in 2006/7**

	8.03		
Hartlepool Borough	24.3	24.4	24.0
Tees Valley	21.9	22.7	21.0
North East	23.5	24.5	22.5
England & Wales	18.7	18.7	18.7

Further analysis by department is attached at Appendix 3

- 4.4 As BVPI 16a relates to the whole workforce, there is not a need to set a separate target to reduce the difference between the workforce and the local population of working age as this has been taken into account when setting the BVPI target
- 4.5 Details of disabled/not disabled applicants and their relative success in obtaining a job during 2005/6 is detailed in Table 8.

Table 8

Stage	Applicants with no declared disability	Applicants with a declared disability	All Applicants	4/5ths rule met?
%age (no.) of applications received	98.22% (1762)	1.78% (32)	100.00% (1794)	N/A
%age (no.) of applicants shortlisted	29.40% (518)	25.00% (8)	29.32% (526)	Yes
%age (no.) of shortlisted applicants who were appointed	27.41% (142)	50.00% (4)	27.76% (146)	Yes

Further analysis by department is attached at Appendix 4

- 4.6 The percentage of applicants from disabled people is less than the disability profile of the workforce and consideration has been given in the Recruitment Review and the review of the Workforce Development Plan as to how the number of applicants with a disability can be increased. Whilst there is no evidence, at Council level, of discrimination against applicants with a disability at shortlisting and appointment, further investigation is needed to identify this applies across all departments of the Council.
- 4.7 As the disability profile of the workforce was not close to reflecting the profile of the local population of working age, the following actions were undertaken in 2006/7
- Survey of school employees to ensure up to date monitoring information
 - Development of the Disability Equality Scheme
 - Promotion of the Equality Standard for Local Government

- Continue to provide placements for the ILM project for those on Incapacity Benefit

4.8 In order to achieve the targets set in 4.1 above, the following actions are proposed for 2007/8

- Continue to provide placements for the ILM project for those on Incapacity Benefit
- Undertake recruitment review
- Implement ongoing monitoring arrangements in respect of school employees
- Implementation of Exit Interview monitoring
- Work towards achieving level 3 of the Employment section of the Equality Standard for Local Government by March 2008
- Establish a system of guidance/training on relevant equality issues for appointment panels
- Improve access to Employment opportunities
- Further investigation of monitoring data by department

5. ETHNICITY

5.1 As part of the Best Value regime, the Corporate Health Performance Indicators are

- BVPI11b The percentage of top 5% of earners from black and minority ethnic communities
- BVPI17a The percentage of staff from minority ethnic communities
- BVPI17b The percentage of the working age population from minority ethnic communities (based on Census 2001 data)
- BVPI17x The percentage of staff from minority ethnic communities compared with the percentage of working age population from minority ethnic communities (BVPI17a divided by BVPI17b)

Performance in relation to each of the indicators is detailed in Table 9, along with performance data in respect of 2005/6 and 2006/7 and future targets in respect of 2007/8, 2008/9 and 2009/10.

Table 9

BVPI Ref	2004/5 Actual Perfor- mance	2005/6 Actual Perfor- mance	2005/6 Upper quartile Perfor- mance	2006/7 Actual Perfor- mance	2006/7 Target	2007/8 Target	2008/9 Target	2009/10 Target
BVPI11b – Senior Ethnic Minority	0.0%	1.15%	3.68%	1.16%	2.31%	2.31%	2.31%	2.31%

Employees								
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BVPI17a – Employees from Minority Ethnic Communities	0.6%	0.8%	5.6%	0.8%	0.8%	0.9%	0.9%	1.0%
BVPI17b – Local Working Age Population from Minority Ethnic Communities (source: Census 2001)	1.1%	1.1%	N/A	1.1%	1.1%	1.1%	1.1%	1.1%
BVPI17x – Comparison between BVPI17a and BVPI17b	54.55%	63.64%	N/A	72.73%	72.73%	72.73%	81.81%	90.91%

Further analysis by department is attached at Appendix 5

5.2 Performance in relation to employees from black and minority ethnic groups (top 5% and whole workforce) has remained static, although the number of employees declaring they are from a black and minority ethnic group has increased from 24 to 28 and one of these employees (from Childrens' Services) features in the top 5% of earners. Performance in relation to BVPI17b is determined by the 2001 Census and BVPI17x is calculated by reference to BVPI17a and BVPI17b. As such, performance in BVPI17a translates directly into performance in BVPI17x. Performance in respect of BVPI17a and BVPI17x continued to represent bottom quartile performance, although achievement of a workforce which represented the local population would not be sufficient to improve this in respect of BVPI17a. The future years targets assume an increase, year on year, in the number of employees from black and minority ethnic groups and that one of these over the three year period will be a top 5% earner. In order to achieve the targets, planned actions are detailed in paragraph 5.8.

5.3 The workforce ethnic profile compared to local, regional and national population of working age is detailed in Table 10.

Table 10

Breakdown by Ethnicity	Males and females who are from an ethnic minority community (%age)	Males who are from an ethnic minority community (%age)	Females who are from an ethnic minority community (%age)
Hartlepool Council (All employees) in 2005/6	0.8	0.9	0.7

Hartlepool Council (All employees) in 2006/7	0.8	1.2	0.6
Hartlepool Council (Top 5% of earners) in 2005/6	1.15	1.15	0.0
Hartlepool Council (Top 5% of earners) in 2006/7	1.16	1.16	0.0
Hartlepool Borough	1.2	1.2	1.2
Tees Valley	2.8	2.9	2.7
North East	2.5	2.6	2.4
England & Wales	9.0	8.6	9.4

Further analysis by department is attached at Appendix 5

- 5.4 As BVPI 17a relates to the whole workforce, there is not a need to set a separate target to reduce the difference between the workforce and the local population of working age as this has been taken into account when setting the BVPI target
- 5.5 Details of disabled/not disabled applicants and their relative success in obtaining a job during 2005/6 is detailed in Table 11.

Table 11

Stage	Applicants from White Backgrounds	Applicants from Minority Ethnic Backgrounds	All Applicants	4/5ths rule met?
%age (no.) of applications received	98.63% (1798)	1.37% (25)	100.00% (1823)	N/A
%age (no.) of applicants shortlisted	29.14% (524)	24.00% (6)	29.07% (530)	Yes
%age (no.) of shortlisted applicants who were appointed	28.82% (151)	33.33% (2)	28.87% (153)	Yes

Further analysis by department is attached at Appendix 6

- 5.6 It is pleasing to report that the percentage of applicants from BME communities is greater than the BME profile of the workforce and the local population. There is no evidence at Council level of discrimination against applicants with a BME background at shortlisting or appointment stage (although this is based on small numbers). Further monitoring is needed to identify whether this applies across all departments of the Council.
- 5.7 As the ethnicity profile of the workforce is not close to reflecting the profile of the local population of working age, the following actions were undertaken in 2006/7

- Survey of school employees to ensure up to date monitoring information
- Promotion of the Equality Standard for Local Government

5.8 In order to achieve the targets set in 5.1 above, the following actions are proposed for 2007/8

- Provision of placement opportunities for people from minority ethnic communities
- Undertake recruitment review
- Implement ongoing monitoring arrangements in respect of school employees
- Implementation of Exit Interview monitoring
- Consultation event planned with minority groups in April 2007
- Development, and distribution, of guidance to employees on reporting discrimination, bullying and harassment
- Work towards achieving level 3 of the Employment section of the Equality Standard for Local Government by March 2008
- Update Race Equality Scheme
- Further investigation of monitoring data by department

6. AGE

6.1 There are no age related Corporate Health Performance Indicators as part of the Best Value regime, although local performance indicators have recently been developed.

6.2 The workforce age profile compared to local, regional and national population of working age is detailed in Tables 12 (males and females), Table 13 (males only) and Table 14 (females only).

Table 12

Breakdown by Working Age (Males and Females) Source: Census 2001							
	Males and females aged 16-17	Males and females aged 18-24	Males and females aged 25-34	Males and females aged 35-44	Males and females aged 45-54	Males and females aged 55-64	Males and females aged 65+
PI Ref	LPI HR1a	LPI HR1b	LPI HR1c	LPI HR1d	LPI HR1e	LPI HR1f	LPI HR1g
Hartlepool Council in 2005/6	0.36	5.90	18.88	29.60	29.80	15.36	0.11
Hartlepool Council in 2006/7	0.18	5.87	17.78	29.80	29.98	15.80	0.60
Council Target in 2006/7	0.37	6.02	19.25	29.00	29.20	15.64	0.11
Hartlepool Borough	4.64	12.05	20.20	24.50	21.58	17.03	N/A
Tees Valley	4.52	12.70	20.41	24.00	21.52	16.84	N/A
North East	4.08	13.39	20.38	23.61	21.54	17.00	N/A

England & Wales	3.93	13.15	22.32	23.31	20.72	16.57	N/A
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Further analysis by department is attached at Appendix 7

Table 13

Breakdown by Working Age (Males only)	Males aged 16-17	Males aged 18-24	Males aged 25-34	Males aged 35-44	Males aged 45-54	Males aged 55-64	Males aged 65+
Source: Census 2001							

PI Ref	LPI HR1a	LPI HR1b	LPI HR1c	LPI HR1d	LPI HR1e	LPI HR1f	LPI HR1g
Hartlepool Council in 2005/6	0.43	7.56	16.25	27.28	29.28	18.77	0.43
Hartlepool Council in 2006/7	0.00	7.07	16.14	27.23	29.06	19.63	0.87
Hartlepool Borough	4.71	11.82	19.59	24.50	22.17	17.21	N/A
Tees Valley	4.60	12.78	19.92	23.78	21.91	17.01	N/A
North East	4.17	13.55	20.06	23.48	21.80	16.94	N/A
England & Wales	4.08	13.28	22.10	23.30	20.74	16.50	N/A

Further analysis by department is attached at Appendix 7

Table 14

Breakdown by Working Age (Females only)	Females aged 17	Females aged 18-24	Females aged 25-34	Females aged 35-44	Females aged 45-54	Females aged 55-64	Females aged 65+
Source: Census 2001							

PI Ref	LPI HR1a	LPI HR1b	LPI HR1c	LPI HR1d	LPI HR1e	LPI HR1f	LPI HR1g
Hartlepool Council in 2005/6	0.33	5.32	19.79	30.40	29.98	14.17	0.00
Hartlepool Council in 2006/7	0.24	5.46	18.34	30.68	30.29	14.49	0.51
Hartlepool Borough	4.58	12.27	20.78	24.49	21.03	16.85	N/A
Tees Valley	4.44	12.63	20.87	24.22	21.15	16.68	N/A
North East	3.99	13.24	20.69	23.74	21.29	17.05	N/A
England & Wales	3.78	13.02	22.54	23.33	20.70	16.63	N/A

Further analysis by department is attached at Appendix 7

- 6.3 The workforce profile continues to be lower than the local community for people under age 35 and higher for people aged between 35 and 54. Perhaps more worryingly, the 'gap' between the two has widened for both age groups for the second year running and the targets set have generally not been achieved. There is also an increase in the number of employees remaining in employment beyond age 65, as encouraged by the Age Regulations.

- 6.4 Year on year targets (as detailed in Table 15) of maintaining the current profile and hence stemming the trend towards an ageing workforce have been set

Table 15

Age Group	2007/8 target (%)	2008/9 target (%)	2009/10 target (%)	Local population (%)
16-17	0.18	0.18	0.18	4.64
18-24	5.87	5.87	5.87	12.05
25-34	17.78	17.78	17.78	20.20
35-44	29.80	29.80	29.80	24.50
45-54	29.98	29.98	29.98	21.58
55-64	15.80	15.80	15.80	17.03
65+	0.60	0.60	0.60	N/A

- 6.5 Details of applicants by age and their relative success in obtaining a job during 2005/6 is detailed in Table 16.

Table 16

Stage	Aged 16-24	Aged 25-34	Aged 35-44	Aged 45-54	Aged 55-65+	All Applicants
%age (no.) of applications received	39.32% (786)	25.31% (506)	20.21% (404)	11.45% (229)	3.70% (74)	100.00% (1999)
%age (no.) applicants shortlisted	22.39% (176)	30.63% (155)	29.70% (120)	29.69% (68)	29.73% (22)	27.06% (541)
%age (no.) shortlisted applicants who were appointed	21.02% (37)	27.10% (42)	25.00% (30)	26.47% (18)	13.64% (3)	24.03% (130)

Further analysis by department is attached at Appendix 8

- 6.6 Whilst it is pleasing to report that more applications were received from young people under the age of 25, their success rate was generally much lower than applicants from other age groups, perhaps reflecting their lack of work experience. Work is ongoing to address this.
- 6.7 As the age profile of the workforce is not close to reflecting the profile of the local population of working age, the following actions were undertaken in 2006/7
- Implementation of the Employment Equality (Age) Regulations 2006, including ensuring adverts do not discriminate on the grounds of age and that the placing of adverts facilitates applications from people of all ages

- Promotion of the Equality Standard for Local Government

6.8 In order to achieve the targets set in 6.4 above, the following actions are proposed for 2007/8

- Consultation with people of all ages
- Work towards achieving level 3 of the Employment section of the Equality Standard for Local Government by March 2008
- Further investigation of monitoring data by department

7. RECOMMENDATION

7.1 That the Portfolio Member note the report and endorse the targets set.

Appendix 1

Gender Performance Indicators 2005/6 (Profiled by Department)

a) Best Value Performance Indicators

Top 5% of workforce (BVPI 11a)	CEX	DACS	DRPS	DChS	Schools	DNS	Whole Council	Hartlepool Borough – whole population
Percentage of top 5% earners who are female at 31.3.06	27.01%	64.91%	26.67%	65.96%	N/A	30.84%	49.15%	49.3%
Percentage of top 5% earners who are male at 31.3.06	72.99%	35.09%	73.33%	34.04%	N/A	69.16%	50.85%	50.7%

b) Other Performance Indicators

Whole workforce	CEX	DACS	DRPS	DChS	Schools	DNS	Whole Council	Hartlepool Borough
Percentage of workforce who are female at 1/4/2006	72.30%	76.53%	61.46%	82.40%	81.70%	58.53%	74.60%	49.3%
Percentage of workforce who are male at 1/4/2006	27.70%	23.47%	38.54%	17.60%	18.30%	41.47%	25.40%	50.7%

Appendix 2

Gender Breakdown of Applicants April 2005 – March 2006

a) Numbers of applicants

	Schools	CEX	DRP	DNS	DChS	DACS	Overall Council
Male applicants							
Made application	5	74	30	239	162	136	820
Shortlisted	1	18	18	47	54	34	221
Shortlisted applicants who are appointed	1	4	2	8	13	10	60
Female Applicants							
Made application	19	157	113	87	463	439	1339
Shortlisted	7	56	45	31	118	162	364
Shortlisted applicants who are appointed	1	15	16	8	32	35	87
All Applicants							
Made application	26	327	251	729	986	916	2159
Shortlisted	8	101	09	132	267	294	585
Shortlisted applicants who are appointed	2	32	28	30	70	85	147

b) Percentage of applicants

	Schools	CEX	DRP	DNS	DChS	DACS	Overall Council
Male applicants							
Made application	20.83%	32.03%	20.98%	73.31%	25.92%	23.65%	37.98%
Shortlisted	20.00%	24.32%	60.00%	19.67%	33.33%	25.00%	26.95%
Shortlisted applicants who are appointed	100.00%	22.22%	11.11%	17.02%	24.07%	29.41%	27.15%
Female Applicants							
Made application	79.17%	67.97%	79.02%	26.69%	74.08%	76.35%	62.02%
Shortlisted	36.84%	35.67%	39.82%	35.63%	25.49%	36.90%	27.18%
Shortlisted applicants who are appointed	14.29%	26.79%	35.56%	25.81%	27.12%	21.60%	23.90%
All Applicants							
Made application	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Shortlisted	30.77%	30.89%	35.86%	18.11%	27.08%	32.10%	27.10%
Shortlisted applicants who are appointed	25.00%	31.68%	31.11%	22.73%	26.22%	28.91%	25.13%

Appendix 3

Disability Related Performance Indicators 2005/6 (Profiled by Department)

Ref	Definition	CEX	DACS	DRPS	DChS	Schools	DNS	Hartlepool Council	Hartlepool Borough
									22.14%
BVPI 11c	Percentage of top 5% of earners with a disability	0.00%	0.00%	16.67%	7.56%	N/A	11.33%	8.04%	
	Percentage of employees with a disability								22.14%
BVPI 16a		8.03%	7.16%	8.02%	4.84%	3.81%	5.1%	5.25%	
	The percentage of the working age population with disabilities (based on Census 2001 data)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	22.14%
BVPI 16b	The percentage of staff with disabilities, compared with the percentage of the working age population with disabilities (BVPI16a								N/A
BVPI 16x	divided by BVPI16b)	36.27%	32.32%	36.25%	21.86%	17.21%	23.06%	23.70%	

Appendix 4

Breakdown of Applicants by Disability – April 2005 – March 2006

a) Numbers of applicants

Apr - Mar

Actual

Disabled Applicants	Schools	CEX	DRP	DNS	DChS	DACS	Total
Made application	0	5	2	7	10	8	32
Shortlisted	0	5	1	0	0	2	8
Shortlisted applicants who are appointed	0	2	1	0	0	1	4
Not Disabled Applicants							
Made application	24	214	134	274	580	536	1762
Shortlisted	8	60	56	64	149	181	518
Shortlisted applicants who are appointed	2	15	18	14	42	51	142
All Applicants							
Made application	24	219	136	281	590	544	1794
Shortlisted	8	65	57	64	149	183	526
Shortlisted applicants who are appointed	2	17	19	14	42	52	146

b) Percentage of applicants

Percentage - Apr - Mar

Disabled Applicants	Schools	CEX	DRP	DNS	DChS	DACS	Total
Made application	0.00%	2.28%	1.47%	2.49%	1.69%	1.47%	1.78%
Shortlisted	0.00%	100.00%	50.00%	0.00%	0.00%	25.00%	25.00%
Shortlisted applicants who are appointed	0.00%	40.00%	100.00%	0.00%	0.00%	50.00%	50.00%
Not Disabled Applicants							
Made application	100.00%	97.72%	98.53%	97.51%	98.31%	98.53%	98.22%
Shortlisted	33.33%	28.04%	41.79%	23.36%	25.69%	33.77%	29.40%
Shortlisted applicants who are appointed	25.00%	25.00%	32.14%	21.88%	28.19%	28.18%	27.41%
All Applicants							
Made application	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Shortlisted	33.33%	29.68%	41.91%	22.78%	25.25%	33.64%	29.32%
Shortlisted applicants who are appointed	25.00%	26.15%	33.33%	21.88%	28.19%	28.42%	27.76%

Appendix 5

Ethnicity Related Performance Indicators 2005/6 (Profiled by Department)

		CEX	DACS	DRPS	DChS	Schools	DNS	Hartlepool Council	Hartlepool Borough
	Percentage of top 5% of earners who are from an black and minority ethnic background	0.00%	0.00%	0.00%	2.54%	N/A	0.00%	1.15%	1.1%
BVPI 11b	Percentage of employees from ethnic minority communities							0.8%	1.1%
BVPI 17a	The percentage of the working age population from minority ethnic communities (based on Census 2001 data)	0.7%	0.7%	4.9%	1.3%	0.4%	0.3%	N/A	1.1%
		N/A	N/A	N/A	N/A	N/A	N/A		
BVPI 17b	The percentage of staff from minority ethnic communities compared with the percentage of working age population from minority ethnic communities (BVPI17a divided by BVPI17b)								N/A
BVPI 17x		63.64%	63.64%	445.45%	118.18%	36.36%	27.27%	72.73%	

Appendix 6

Breakdown of Applicants by Ethnicity – April 2005 – March 2006

a) Numbers of applicants

	Schools	CEX	DRP	DNS	DChS	DACS	Total
Apr - Mar							
Actual							
White Applicants							
Made application	23	215	133	313	571	543	1798
Shortlisted	8	63	57	66	145	185	524
Shortlisted applicants who are appointed	2	18	19	16	43	53	151
Ethnic Minority Applicants							
Made application	1	2	1	6	9	6	25
Shortlisted	0	1	0	2	2	1	6
Shortlisted applicants who are appointed	0	0	0	0	0	0	0
All Applicants							
Made application	24	217	134	319	580	549	1823
Shortlisted	8	64	57	68	147	186	530
Shortlisted applicants who are appointed	2	18	19	16	45	53	153

b) Percentage of applicants

	Schools	CEX	DRP	DNS	DChS	DACS	Total
Percentage - Apr - Mar							
White Applicants							
Made application	95.83%	99.08%	99.25%	98.12%	98.45%	98.91%	98.63%
Shortlisted	34.78%	29.30%	42.86%	21.09%	25.39%	34.07%	29.14%
Shortlisted applicants who are appointed	25.00%	28.57%	33.33%	24.24%	29.66%	28.65%	28.82%
Ethnic Minority Applicants							
Made application	4.17%	0.92%	0.75%	1.88%	1.55%	1.09%	1.37%
Shortlisted	0.00%	50.00%	0.00%	33.33%	22.22%	16.67%	24.00%
Shortlisted applicants who are appointed	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
All Applicants							
Made application	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Shortlisted	33.33%	29.49%	42.54%	21.32%	25.34%	33.88%	29.07%
Shortlisted applicants who are appointed	25.00%	28.13%	33.33%	23.53%	30.61%	28.49%	28.87%

Appendix 7

Age Related Performance Indicators 2005/6 (Profiled by Department)**a) Males only**

Male workforce	CEX	DACS	DRPS	DChS	Schools	DNS	Hartlepool Council	Hartlepool Borough
Percentage of male workforce aged less than 18 in 2005/6	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	4.71%
Percentage of male workforce aged 18-24 in 2005/6	8.64%	9.76%	6.33%	4.71%	8.12%	5.36%	7.07%	11.82%
Percentage of male workforce aged 25-34 in 2005/6	16.05%	17.68%	24.05%	8.24%	24.06%	8.67%	16.14%	19.59%
Percentage of male workforce aged 35-44 in 2005/6	43.21%	25.00%	20.25%	28.24%	22.61%	30.10%	27.23%	24.50%
Percentage of male workforce aged 45-54 in 2005/6	18.52%	26.22%	35.44%	42.35%	23.19%	33.42%	29.06%	22.17%
Percentage of male workforce aged 55-64 in 2005/6	13.58%	18.90%	12.66%	16.47%	20.87%	22.19%	19.63%	17.21%
Percentage of male workforce aged 65 and above in 2005/6	0.00%	2.44%	1.27%	0.00%	1.16%	0.26%	0.87%	N/A
Percentage of male overall workforce in 2005/6	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

b) Females only

Female workforce	CEX	DACS	DRPS	DChS	Schools	DNS	Hartlepool Council	Hartlepool Borough
Percentage of female workforce aged less than 18 in 2005/6	0.00%	0.75%	0.00%	0.26%	0.00%	0.54%	0.24%	4.58%
Percentage of female workforce aged 18-24 in 2005/6	10.28%	6.37%	10.48%	5.64%	5.02%	2.68%	5.46%	12.27%
Percentage of female workforce aged 25-34 in 2005/6	20.56%	12.17%	23.39%	17.95%	23.48%	8.41%	18.34%	20.78%
Percentage of female workforce aged 35-44 in 2005/6	34.11%	27.72%	28.23%	29.74%	30.40%	34.17%	30.68%	24.49%
Percentage of female workforce aged 45-54 in 2005/6	27.10%	30.71%	29.84%	29.23%	28.96%	35.60%	30.29%	21.03%
Percentage of female workforce aged 55-64 in 2005/6	7.94%	20.41%	8.06%	16.67%	11.87%	18.43%	14.49%	16.85%
Percentage of female workforce aged 65 and above in 2005/6	0.00%	1.87%	0.00%	0.51%	0.26%	0.18%	0.51%	N/A
Percentage of female overall workforce in 2005/6	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

c) Males and Females

Whole workforce	CEX	DACS	DRPS	DChS	Schools	DNS	Hartlepool Council	Hartlepool Borough
Percentage of workforce aged less than 18 in 2005/6	0.00%	0.57%	0.00%	0.21%	0.00%	0.32%	0.18%	4.64%
Percentage of workforce aged 18-24 in 2005/6	9.83%	7.16%	8.87%	5.47%	5.59%	3.79%	5.87%	12.05%
Percentage of workforce aged 25-34 in 2005/6	19.32%	13.47%	23.65%	16.21%	23.59%	8.52%	17.78%	20.20%
Percentage of workforce aged 35-44 in 2005/6	36.61%	27.08%	25.12%	29.47%	28.97%	32.49%	29.80%	24.50%
Percentage of workforce aged 45-54 in 2005/6	24.75%	29.66%	32.02%	31.58%	27.90%	34.70%	29.98%	21.58%
Percentage of workforce aged 55-64 in 2005/6	9.49%	20.06%	9.85%	16.63%	13.53%	19.98%	15.80%	17.03%
Percentage of workforce aged 65 and above in 2005/6	0.00%	2.01%	0.49%	0.42%	0.43%	0.21%	0.60%	N/A
Percentage of overall workforce in 2005/6	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Breakdown of Applicants by Age – April 2005 – March 2006

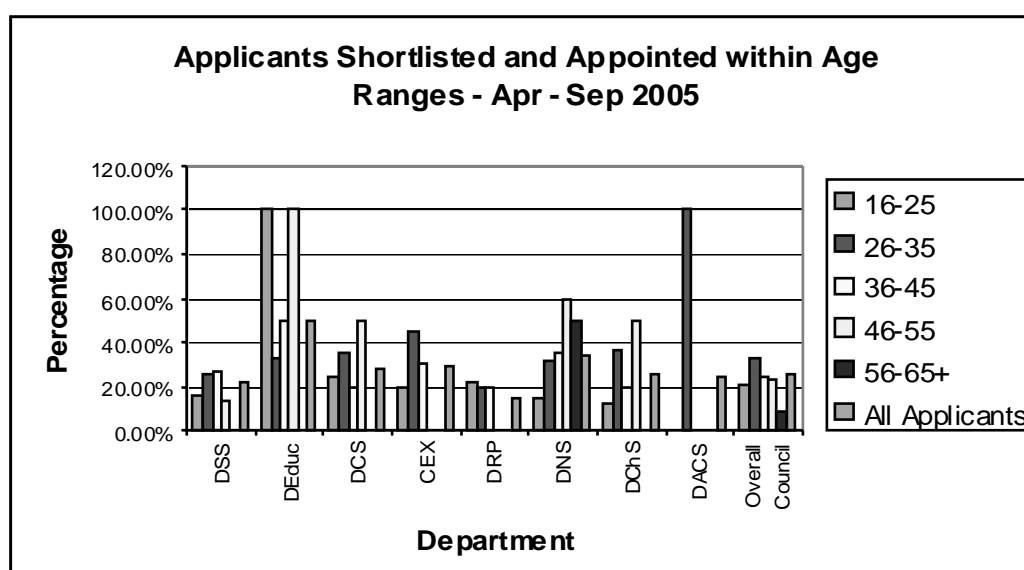
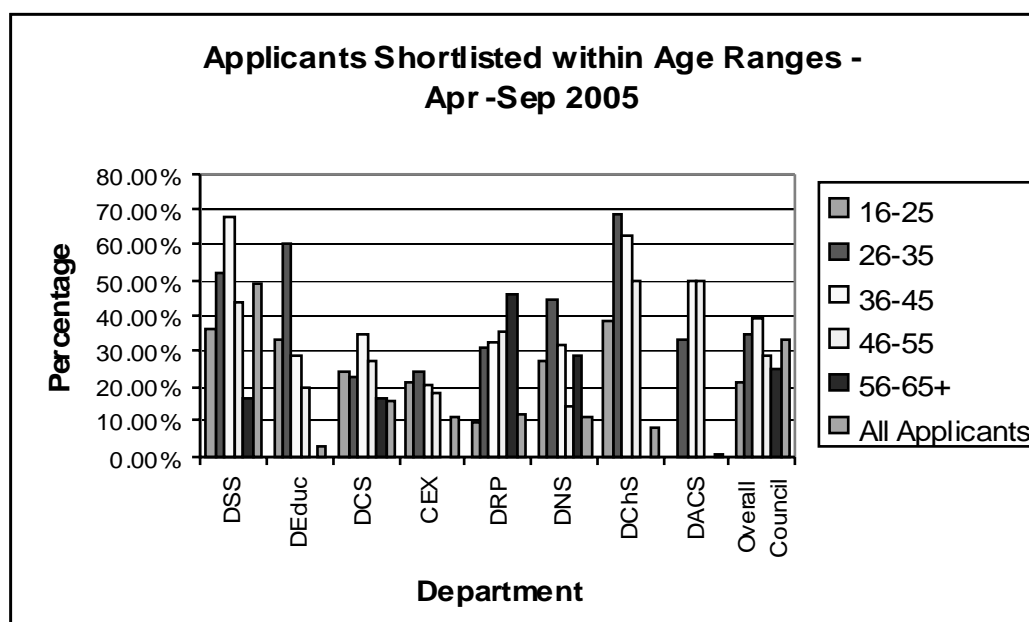
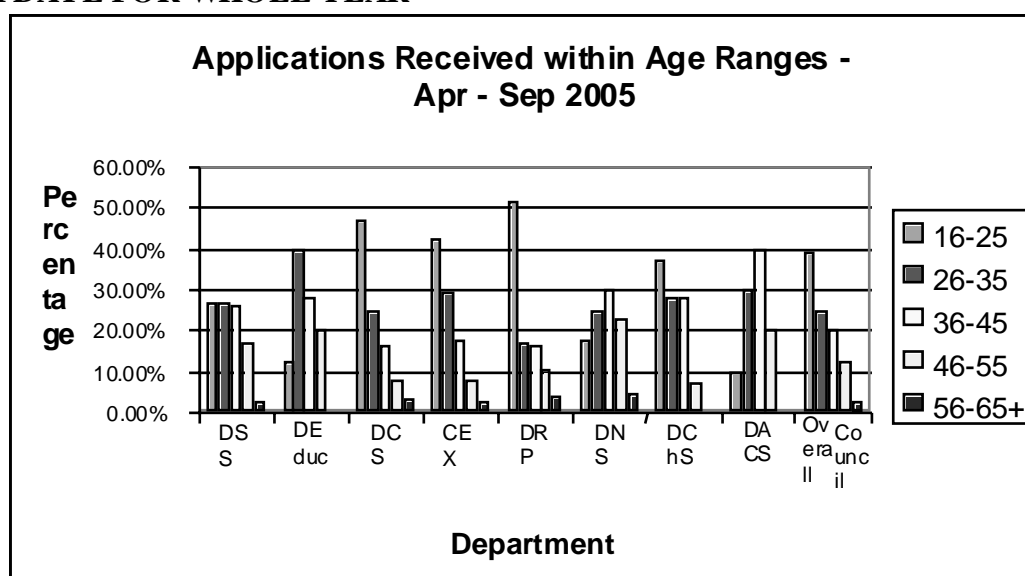
a) Number of Applicants

	Schools	CEX	DRP	DNS	DChS	DACS	Total
Apr – Mar							
Actual							
16-24 applicants							
Made application	3	76	21	50	140	162	786
Shortlisted	1	29	12	10	29	45	176
Shortlisted applicants who are appointed	1	11	2	3	12	23	37
25-34 Applicants							
Made application	14	59	42	44	185	100	506
Shortlisted	4	17	15	11	43	33	155
Shortlisted applicants who are appointed	0	1	6	1	8	14	42
35-44 Applicants							
Made application	5	30	124	45	129	100	404
Shortlisted	3	5	13	10	29	36	120
Shortlisted applicants who are appointed	1	1	2	2	9	13	30
45-54 Applicants							
Made application	2	15	29	35	89	61	229
Shortlisted	2	6	9	11	25	28	68
Shortlisted applicants who are appointed	0	1	4	2	9	6	18
56-65 Applicants							
Made application	0	6	6	12	14	11	74
Shortlisted	0	1	3	3	8	1	22
Shortlisted applicants who are appointed	0	0	1	0	1	0	3
All Applicants							
Made application	26	327	251	729	986	916	1999
Shortlisted	8	101	90	132	240	294	541
Shortlisted applicants who are appointed	2	32	28	30	69	85	130

b) Percentage of Applicants

	Schools	CEX	DRP	DNS	DChS	DACS	Total
Percentage - Apr - Mar							
16-24 applicants							
Made application	11.54%	23.24	8.37	6.86			
Shortlisted	33.33%	38.16	57.14	20.00			
Shortlisted applicants who are appointed	100.00%	37.93	16.67	30.00			
25-34 Applicants							
Made application	53.85%	18.04	16.73	6.04			
Shortlisted	28.57%	28.81	35.71	25.00			
Shortlisted applicants who are appointed	0.00%	5.88	40.00	9.09			
35-44 applicants							
Made application	19.23%	9.17	9.56	6.17			
Shortlisted	60.00%	16.67	54.17	22.22			
Shortlisted applicants who are appointed	33.33%	20.00	15.38	20.00			
45-54 applicants							
Made application	7.69%	4.59	11.55	4.80			
Shortlisted	100.00%	40.00	31.03	31.43			
Shortlisted applicants who are appointed	0.00%	16.67	44.44	18.18			
55-65+ applicants							
Made application	0.00%	1.83	2.39	1.65			
Shortlisted	0.00%	16.67	50.00	25.00			
Shortlisted applicants who are appointed	0.00%	0.00	33.33	0.00			
All Applicants							
Made application	100.00%	100.00	100.00	100.00			
Shortlisted	30.77%	30.89	35.86	18.11			
Shortlisted applicants who are appointed	25.00%	31.68	31.11	22.73			

UPDATE FOR WHOLE YEAR



PERFORMANCE PORTFOLIO

Report to Portfolio Holder

31 August 2007



Report of: Chief Personnel Officer

Subject: EMPLOYEE ATTENDANCE 2007/8
1st QUARTER

SUMMARY

1. PURPOSE OF REPORT

To update the Portfolio Holder on performance up to the first quarter of 2007/8 and actions taken in relation to employee absence.

2. SUMMARY OF CONTENTS

The report provides details of employee absence for the first quarter of 2007/8 and actions taken.

3. RELEVANCE TO PORTFOLIO MEMBER

Corporate issues.

4. TYPE OF DECISION

Non-key decision.

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

Note the report.

Report of: Chief Personnel Officer

Subject: EMPLOYEE ATTENDANCE 2007/8 -
1ST QUARTER

1.0 PURPOSE OF REPORT

- 1.1 To update the Portfolio Holder on performance up to the first quarter of 2007/8 and actions taken in relation to employee absence.

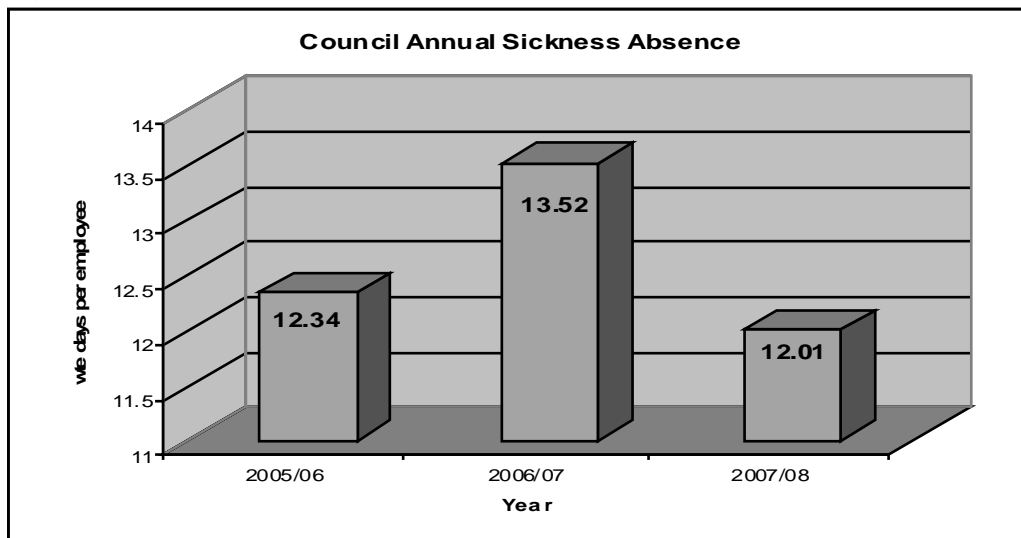
2.0 BACKGROUND

- 2.1 The extent to which employees are absent from work due to illness has a direct impact on the quality, level and cost of the provision of services. As such the Government has included BVPI12 – The number of working days/shifts lost due to sickness absence in its group of Corporate Health Performance Indicators.

3.0 THE COUNCIL'S PERFORMANCE FOR THE 1ST QUARTER OF 2007/8

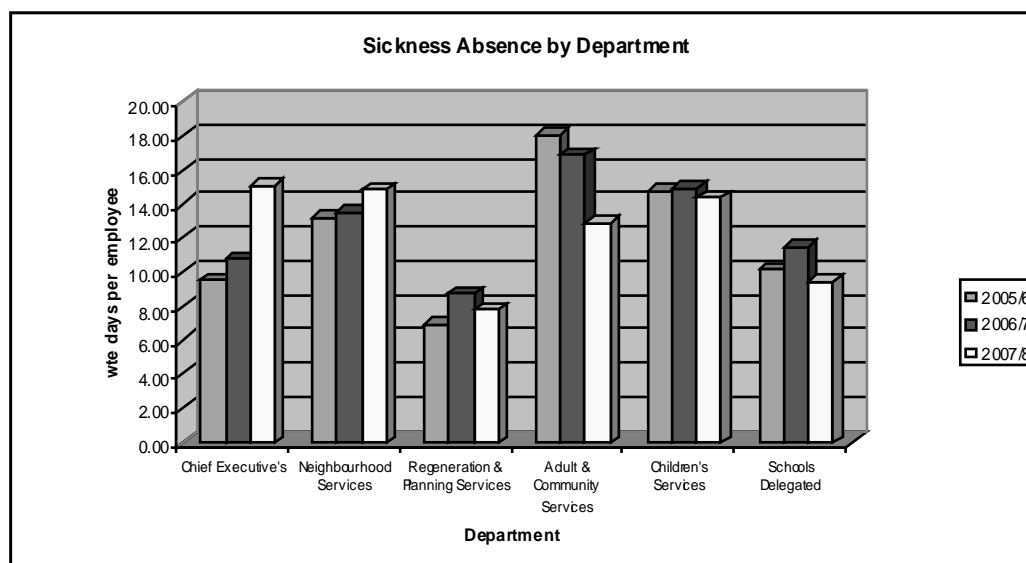
- 3.1 The target figure for 2007/8 for the Council is 11.05 days absence per FTE employee. The end of year prediction at the end of the 1st quarter is 12.01 FTE average days sickness per employee per annum as illustrated in Figure 1 below. This shows a very encouraging downturn in the sickness figures and highlights the results of many of the initiatives undertaken by the Council to manage sickness absence. However, it is important to continue the focus in this area to enable the Council to achieve its target of 11.05 FTE average sickness per employee for the 2007/8 year.

Figure 1



- 3.2 Figure 2 below illustrates the actual performance for the 1st quarter of each Department and Schools. As we can see there has been a sharp decline in sickness absence in Schools and Adult & Community Services, and also a decline in two other Departments of the Council. The increases in two other Departments is a result of an unfortunate and unavoidable series of long term ill health (not work related) cases in the Chief Executive's Department and also a suspected adverse reaction to new conditions of employment in Neighbourhood Services.

Figure 2



- 3.3 Table 1 below illustrates the 1st quarter (April to June) average sickness absence days per FTE employee and a comparison of performance at the 1st quarter in the last 2 years. Again the results in 2007/8 show an encouraging decline in sickness compared to the first quarters of the previous two years.

Table 1

Sickness Rate	2005/6	2006/7	2007/8
1 st Quarter	11.23	12.17	11.16

4.0 ACTIONS UNDERTAKEN IN THE 1st QUARTER OF 2007/8

- 4.1 A number of actions were undertaken during the first quarter of 2007/8 which are expected to help to achieve the target including:

- Regular meetings of Sickness Champions Group

- The Sickness Champions Group have reviewed their terms of reference to ensure they are achieving maximum impact
- High level of focus on Sickness Absence rates across the Council
- Departments implementing their own targets and actions to reduce sickness absence levels
- Improved case management for all individuals across the Council and a planning process for future actions
- Continued improvement of Occupational Health Services
- Corporate Management Team Briefings in August 2007 communicated key areas of sickness absence management to all managers

5.0 ACTIONS PLANNED FOR 2007/8

5.1 A number of actions are planned during the second quarter of 2007/8 and beyond, that is expected to help in achieving sickness targets in the future. These are set out below.

- Departments are recognising the high rates and the need to manage sickness absence so awareness of the issues is far greater
- Following the success of the pilot Absence Management training courses undertaken in Adult & Community Services earlier in the year, an evaluation will establish possible roll-out of this programme to other Departments
- The new Occupational Health Service will proactively promote and market employee support initiatives which will impact on options for employees who fall ill and hopefully impact on the sickness absence rates. This has been delayed due to unavoidable employee structure changes within the service.
- Continued review of flexible working measures, including home working, may impact on the rates in the future

6.0 RECOMMENDATIONS

6.1 That employee absence in the first quarter of 2007/8 and actions taken or planned, be noted.

PERFORMANCE PORTFOLIO

Report to Portfolio Holder

31st August 2007



Report of: Assistant Chief Executive and Chief Personnel Officer

Subject: CHIEF EXECUTIVE'S DEPARTMENTAL PLAN 2007/08 – 1ST QUARTER MONITORING REPORT

SUMMARY

1. PURPOSE OF REPORT

To inform the Portfolio Holder of the progress made against the Chief Executive's Departmental Plan 2007/08 in the first quarter of the year.

2. SUMMARY OF CONTENTS

The progress against the actions contained in the Chief Executive's Departmental Plan 2007/08 and the first quarter outturns of key performance indicators.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Member has responsibility for performance management issues.

4. TYPE OF DECISION

Non-key.

5. DECISION MAKING ROUTE

Portfolio Holder meeting 31 August 2007.

6. DECISION REQUIRED

Achievement on actions and indicators be noted

Report of: Assistant Chief Executive and Chief Personnel Services Officer

Subject: CHIEF EXECUTIVE'S DEPARTMENTAL PLAN 2007/08 – 1ST QUARTER MONITORING REPORT

PURPOSE OF REPORT

1. To inform the Portfolio Holder of the progress made against the key actions identified in the Chief Executive's Departmental Plan 2007/08 and the progress of key performance indicators for the period up to 30 June 2007.

BACKGROUND

2. The Performance Management Portfolio Holder agreed the Chief Executive's Departmental Plan in June 2007.
3. The Chief Executives Department is split into four divisions, with Corporate Strategy and Human Resources reporting to the Performance Portfolio Holder. Issues relating to the Finance and Legal Services Divisions are reported separately to the Finance and Efficiency Portfolio Holder.
4. The Chief Executive's Departmental Plan 2007/08 sets out the key tasks and issues within an Action Plan to show what is to be achieved by the department in the coming year. The plan also describes how the department contributes to the Organisational Development Improvement Priorities as laid out in the 2007/08 Corporate Plan. It provides a framework for managing the competing priorities, communicating the purpose and challenges facing the department and monitoring progress against overall Council aims.
5. The Council recently introduced an electronic Performance Management Database for collecting and analysing corporate performance. In 2007/08 the database will collect performance information detailed in the Corporate Plan and the five Departmental Plans.
6. Each Division has also produced a Divisional Plan, detailing the key tasks and issues facing each division in the coming year. Each plan contains an action plan, detailing how each individual division intends to contribute to the Organisational Development Priorities contained in the Corporate Plan, as well as the key tasks and priorities contained in

the Chief Executives Departmental Plan. Divisional Chief Officers will have the lead responsibility for managing performance of issues and tasks identifies in their divisional plans. Where appropriate, issues can be escalated for consideration by CEMT.

FIRST QUARTER PERFORMANCE

7. This section looks in detail at how the Corporate Strategy Division and Human Resources Division have performed in relation to the key actions and performance indicators that were included in the Chief Executives Departmental Plan 2007/08.
8. On a quarterly basis officers from across the department are asked, via the Performance Management database, to provide an update on progress against every action contained in the Departmental Plan and, where appropriate, every Performance Indicator.
9. Officers are asked to provide a short commentary explaining progress made to date, and asked to traffic light each action based on whether or not the action will be, or has been, completed by the target date set out in the Departmental Plan. The traffic light system is: -

Red
Amber
Green

- Action/PI not expected to meet target

- Action/PI expected to be meet target

- Action/PI target achieved

10. Within the Corporate Strategy and Human Resources Divisions there were a total of 108 actions and 23 Performance Indicators identified in the 2007/08 Departmental Plan. Table 1, below, summarises the progress made, to the 30 June 2007, towards achieving these actions and PIs.

Table 1 – Corporate Strategy/Human Resources progress summary

	Corporate Strategy		Human Resources	
	Actions	PIs	Actions	PIs
Green	13	0	5	0
Amber	59	6	29	3
Red	1	0	1	0
Annual	n/a	0	n/a	14
Total	73	6	35	17

11. A total of 18 actions (17%) have already been completed, and a further 88 (81%) are on target to be completed by the target date. A total of 2 actions (2%) have been assessed as not being on target, and more information can be found in the relevant sections below.

12. It can also be seen that of the 23 Performance Indicators included in the plan, 14 of them can only be collected, and reported, on an annual basis. Of the remaining 9 indicators all have been assessed as being on target.

Corporate Strategy Division

13. The Plan contained 73 actions that were the responsibility of the Corporate Strategy Division. At the end of the first quarter a total of 13 had been completed (18%), and a further 59 (81%) were assessed as being on target to be completed by the target date. However, 1 action (1%) has been assessed as not expected to be completed by the due date. Table 2 below details this action, together with a comment explaining why the deadline will not be met and a proposed new completion date.

Table2: Corporate Strategy Actions not completed on target/not on target

Ref	Action	Date to be Completed	Comment
Objective: Implement Corporate Communications Strategy Action Plan			
CED065	Improving corporate communications with employees Jul 07		Considering instant messaging for home and remote workers. Originally looking at Lotus Sametime but on hold now until decision is made on future usage of Lotus Notes. Proposed revised completion date of Dec 07 when current notes licence expires.

14. The Plan also contained 6 Performance Indicators that were the responsibility of the Corporate Strategy Division. All 6 of these have been assessed as being on target.
15. Within the first quarter of 2007/08 the Corporate Strategy Division completed a number of actions, including: -
- The results of the BVPI General Survey have been analysed and reported to Portfolio Holder
 - The Overview and Scrutiny Annual report has been presented to Full Council.

Human Resources Division

16. The Plan contained 35 actions that were the responsibility of the Human Resources Division. As at 30 June a total of 5 (14%) had been completed, and a further 29 (83%) were on target to be completed by the target date stated in the plan. However, 1 action (3%) has been assessed as not being on target to be completed by the due date.

Table 3 below details this actions, together with a comment explaining why the deadline has not been met.

Table3: Human Resources Actions not completed on target/not on target

Ref	Action	Date to be Completed	Comment
Objective: Develop links with partner organisations including voluntary and community sector			
CED219	Implement Contact Centre Partnership Working Action Plan	Sep 07	Work delayed until existing services embedded

17. The Plan also contained 17 Performance Indicators that were the responsibility of the Human Resources Division. 14 of these indicators are collected on an annual basis and therefore there is no update available at this time. Of the remaining three indicators, all have been assessed as being on target.

18. Within the first quarter of 2007/08 the Human Resources Division completed a number of actions, including: -

- The Contact Centre Communications Action Plan has been finalised
- The Employee Wellbeing structure has been reviewed.

Recommendations

19. It is recommended that Portfolio Holder: -

- agrees the proposed revision to the completion date as detailed in Table 2
- notes the achievement of key actions and first quarter outturns of performance indicators

PERFORMANCE PORTFOLIO

Report to Portfolio Holder

31st August 2007



Report of: Assistant Chief Executive

Subject: CORPORATE COMPLAINTS – APRIL TO JUNE 2007

SUMMARY

1. PURPOSE OF REPORT

To report to the Portfolio Holder on corporate complaints performance for the first quarter of 2007/8. It also provides information on recent recommendations from the Local Government Ombudsman on complaints and partnership arrangements.

2. SUMMARY OF CONTENTS

The report covers performance information on numbers of complaints, timescales for investigation and outcomes of investigations for formal complaints dealt with in the first quarter of 2006/07. It also discusses a new report from the Local Government Ombudsman on “Local partnerships and citizen redress” and how the authority will deal with that report.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Member has responsibility for performance management issues.

4. TYPE OF DECISION

Non-key

5. DECISION MAKING ROUTE

Portfolio Holder meeting on 31st August 2007

6. DECISION(S) REQUIRED

That the report be noted.

Report of: Assistant Chief Executive

Subject: CORPORATE COMPLAINTS – APRIL TO JUNE 2007

1. PURPOSE OF REPORT

- 1.1 To report to the Portfolio Holder on corporate complaints performance for the first quarter of 2007/8. It also provides information on recent recommendations from the Local Government Ombudsman on complaints and partnership arrangements.

2. FORMAL COMPLAINTS INFORMATION – April – June 2007

- 2.1 In the first quarter of 2007/08, a total of 20 formal corporate complaints were recorded by departments and 1 social care complaint. The Neighbourhood Services Department had 6 complaints, the Finance Division of the Chief Executive's Department dealt with 5 complaints, the Adult and Community Services Department dealt with 5 corporate complaints and 1 social care complaint. In the same period of 2006/07, 11 corporate complaints were recorded. There does not appear to have been an increase in any particular department, rather a small increase in all departments with the exception of Regeneration & Planning Services which had no complaints at all. (See Appendix 1 for detailed figures)
- 2.2 The social care complaints received by the Adult & Community Services and Children's Services Departments are dealt with under statutory procedures which differ from the corporate procedure in terms of time scales and investigative process. However, for the sake of completeness, basic statistics on numbers of complaints received are included in this report for the first time. It is hoped that this will give the Portfolio Holder an overall picture of complaints levels across the authority.

Meeting deadlines

- 2.3 The corporate complaints procedure has a deadline of 15 days for reporting back to a complainant with a written response to their complaint, after a thorough investigation. For social care complaints, deadlines vary depending on the level of the complaint- within 10 working days for the Local Resolution stage, 25 working days for the Formal Investigation stage and 30 working days for the Complaint Review Panel stage. Prompt investigation is always a priority for all types of complaints, but in some cases the complexity of a complaint and/or the number of people to be contacted during the investigation can mean that the deadline cannot be met. In the first quarter of 2007/08, the deadline was met in 86 percent of cases. This is slightly better than the figure for the same quarter in 2006/07 of 82 percent of investigations completed within the deadline.
- 2.4 At the Performance Portfolio Holder meeting in June 2007, the Portfolio Holder expressed an interest in how Hartlepool's performance on meeting deadlines compares with that of other local authorities locally. Having made enquires with

neighbouring authorities, it has proved impossible to find good comparators for this council. As there are no statutory guidelines on deadlines, each authority is free to set its own deadlines and targets. For example, Stockton Borough Council aims to respond to all complaints within 10 working days. Middlesbrough Council has a target of 20 working days for Stage 1 complaints (informal complaints) and 25 days for Stage 2 complaints (formal complaints). Redcar & Cleveland has 10 days for Stage 1 complaints and 25 days for Stage 2 complaints. This makes meaningful comparison with HBC's target of 15 working days for formal complaints very difficult.

Outcomes of complaints investigations

- 2.5 When a complaint investigation has been completed, a judgement is made by the investigating officer as to whether the authority has been at fault, and hence the complaint is upheld fully or in part, or not. In the first quarter of 2007/08, 6 complaints (29%) were fully upheld and 4 cases (19%) were partly upheld. This is a slight variance from the figures for the first quarter of 2006/07 of 27 percent fully upheld and 26 percent partly upheld.

Remedies for complaints

- 2.6 Departments are asked to provide information on what remedies have been offered to people whose complaints have been upheld either in part or in full. In some cases, a remedy can put a complainant in the position they would have been in but for the Council's error, e.g. by cancelling planned enforcement action, by re-considering an assessment or by reimbursing costs incurred due to a Council error. In other cases, a direct remedy of this sort is not possible but apologies are given, and explanations provided as to how the problem arose and of the action taken to prevent the problem recurring.

Learning from complaints

- 2.7 Complaints can provide useful information on how a service is performing and what problems are being experienced by service users. Departments provide information on what lessons have been learnt from the complaints that they have received and what actions have been taken to prevent their recurrence. In the first quarter of 2007/08, wherever possible, departments have taken action. For example, signage has been improved; consultation planned on service provision; staff reminded of service standards; and liaison/communication between departments examined.

3. REPORT FROM LOCAL GOVERNMENT OMBUDSMAN – “Local partnerships and citizen redress”

- 3.1 In June 2007, the Portfolio Holder received a report on the Local Government Ombudsman's (LGO) annual letter to the Council on complaints performance. This letter included advance notice of a special report to be published by the LGO on “Local partnerships and citizen redress”. This report has now been published.

The report

- 3.2 The report looks at the difficulties that can be encountered with complaints when local authorities deliver services or discharge their functions through partnerships and provides guidance on how these problems can be overcome by good governance arrangements that include an effective protocol for complaints handling.

3.3 The Ombudsman has identified the sort of problems that can be experienced by some complainants in dealing with partnership services as:

- a lack of information about how to register a complaint;
- confusion among staff and the public about responsibilities and process; and
- a lack of any formalised process for handling complaints from the public (as distinct from disputes between the partners).

3.4 The report provides guidance on:

- drawing up a complaints protocol - to include setting up a complaints process, supporting the complainant, defining responsibilities, monitoring & review, redress, and training; and
- complaints protocols and governance arrangements – looking at the principles of good governance in local partnerships and within local authorities.

3.5 The Ombudsman encourages authorities to avoid an overly bureaucratic approach being taken and proposes that the implementation of the recommendations should be reasonable and proportionate, taking into account the wide variations in scale, structure and objectives that exist between partnerships.

Next steps for the Council

3.6 It is important that the Council takes a proportionate approach to this matter and aims, where possible to build on existing practice whilst taking account of the guidance published. The next steps for the Council are to:

- review the partnerships in which the authority is currently involved and check arrangements for complaints handling;
- assess existing arrangements for dealing with complaints and any current protocols;
- develop any necessary protocols
- consider any views from the Scrutiny Panel involved in the Review of Partnerships;
- report back to the Performance Portfolio Holder
- agree and implement proposed solutions

4. RECOMMENDATIONS

That the report be noted and the next steps identified in section 3.6 be endorsed.

5. BACKGROUND PAPERS

Corporate Complaints - April to June 2006 - Report to the Performance Management Portfolio Holder, 21st August 2006.

Hartlepool Borough Council Corporate Complaints Procedure.

Local Partnerships and Redress, Advice and Guidance from the Local Government Ombudsman, July 2007.

6. CONTACT OFFICER

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APPENDIX 1 – COMPLAINTS MONITORING – April 1st – June 30th 2007

	NUMBER	MEETING DEADLINES		OUTCOMES		
	Total no. of complaints	Reported on within deadline	Reported outside deadline	Not upheld	Upheld in part	Upheld
CHIEF EXECUTIVE'S						
Corporate Strategy	1	1	-	1	-	-
Finance	5	4	1	2	-	3
Human Resources	1	1	-	-	1	-
Legal	1	1	-	-	1	-
TOTAL FOR CHIEF EXEC'S	8	7	1	3	2	3
ADULT & COMMUNITY SERVICES						
Corporate complaints	5	3	2	1	2	2
Social Care complaints	1	1	-	-	-	1
TOTAL FOR ADULT & COMM SERVICES	6	4	2	1	2	3
CHILDREN'S SERVICES						
Corporate complaints	1	1	-	1	-	-
Social Care complaints	0	-	-	-	-	-
TOTAL FOR CHILDREN'S SERVICES	1	1	-	1	-	-
REGENERATION & PLANNING SERVICES	0	-	-	-	-	-
NEIGHBOURHOOD SERVICES	6	6	-	6	-	-
TOTAL NUMBER OF COMPLAINTS	21	18	3	11	4	6
		82%	18%	45%	26%	27%

PERFORMANCE PORTFOLIO

Report to Portfolio Holder

31st August 2007



Report of: Assistant Chief Executive

Subject: **VIEWPOINT – CITIZEN'S PANEL RESULTS**

SUMMARY

1.0 PURPOSE OF REPORT

- 1.1. To inform the Portfolio Holder of the results of the 21st phase of Viewpoint, Hartlepool Borough Council's Citizen's Panel that was distributed in January 2007.
- 1.2. To provide some information about an Open Spaces consultation event.
- 1.3. To report on the use of past Viewpoint results.

2.0 SUMMARY OF CONTENTS

- 2.1 A report of the results achieved in the latest Viewpoint questionnaire that included Healthy Eating; Highways Management; Building Control; Council-Run Community Centres; and Consulting with the Public.

3.0 RELEVANCE TO PORTFOLIO MEMBER

- 3.1 The Portfolio Member has responsibility for consultation issues.

4.0 TYPE OF DECISION

- 4.1 Non-key.

5.0 DECISION MAKING ROUTE

- 5.1 Portfolio Holder meeting 24th August 2007

6.0 DECISION (S) REQUIRED

- 6.1 Results of the survey be noted.

Report of: Assistant Chief Executive

Subject: **21st PHASE OF VIEWPOINT – CITIZEN'S
PANEL RESULTS**

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of the results from the 21st phase of Viewpoint that was distributed to panel members in January 2007.

2. BACKGROUND

- 2.1 Viewpoint, Hartlepool Borough Council's Citizen's Panel, is one of the ways that the Council consults and involves local people in the governance of Hartlepool. It is a statistically balanced panel of local people who receive questionnaires at regular intervals throughout the year, asking for their views on a variety of local issues facing the Council and Hartlepool as a whole.
- 2.2 The aim of Viewpoint is to ensure that the Council listens to the community and involves local people in the Council's decision making. There are often important issues on which the Council needs to consult with the local population and discover what the community's priorities are for the future.
- 2.3 Each phase of Viewpoint covers various topics and within this phase there were questions on:
- Healthy Eating;
 - Highways Management;
 - Building Control;
 - Council-Run Community Centres;
 - Consulting with the Public.
- 2.4 The results from this survey will help us to understand some of the responses received through the BVPI survey.
- 2.5 The results have been reported back to the relevant departments within the council and will be reported back to Viewpoint members via a regular Viewpoint newsletter. A copy of the overall report has also been placed in the members' library, in all public libraries across the Borough for public access and has been placed on the Council's website.
- 2.6 This report includes a summary of the main results and, attached as appendix A, is the full results report.

3. SUMMARY OF MAIN RESULTS FROM THE LATEST PHASE OF VIEWPOINT

- 3.1 The latest survey was carried out in January 2007, using a self-completion questionnaire returned via the Royal Mail postal system. Panel members had four weeks to complete the questionnaire and return it in the post paid envelope provided. A reminder letter was sent out to those who had not returned their questionnaire after a set period of time.
- 3.2 A questionnaire was sent out to all active members of the panel, which in this instance equated to 1305 individuals. A response rate of 68 per cent was achieved with 879 questionnaires being returned.
- 3.3 A small number of cases (14) were excluded from the sample because they were ineligible, due to either the panel member having moved away from the area or having died. A further group indicated that they no longer wished to participate with Viewpoint, often due to ill health.
- 3.4 Viewpoint 21 was the second citizen panel survey where members were given the option to answer on-line using the Council's new e-consultation system: Your Town, Your Say. In total, over 200 members have expressed an interest in filling out their surveys on-line, and 71 members completed their surveys on-line. The on-line response rate is expected to increase in subsequent surveys, as we perfect the timetabling of the paper mail out and the email invitation for Viewpoint, and as on-line Viewpoint surveys become more established. This is part of the development of the Council's e-consultation system.

Healthy Eating

- 3.5 Viewpoint members were told how the Council's Healthy Eating Team is responsible for promoting healthy eating across Hartlepool by providing information and advice on food issues. Members were also told how they support local organisations and communities to develop their own healthy eating initiatives. The Council wanted to find out what the people of Hartlepool's food choices are and about their knowledge regarding healthy eating.
- 3.6 Viewpoint members were presented with a list of activities which can prevent heart disease and were asked to tell us which three things they thought the Healthy Eating Team should concentrate on. Viewpoint members were most likely think that Hartlepool Borough Council should concentrate on encouraging children to eat a healthy diet (52%) to prevent heart disease. Members were also more likely to think that the Council should concentrate on establishing more smoke free zones in public places (48%) and on having healthy food options available in more venues (47%).

- 3.7 Half (50%) of Viewpoint members thought there is enough information on how to eat healthily, however six out of ten (57%) thought there are inconsistencies with healthy eating information and messages that are given out. Over half (51%) of Viewpoint members said they know where to get professional advice on healthy eating. Two thirds (65%) of Viewpoint members said it is easy to find healthy foods at local shops, however half (50%) of Viewpoint members think it is expensive to buy healthy foods in local shops. The majority (83%) of Viewpoint members said they know how to cook healthy foods and meals. Six out of ten (62%) members thought there are healthy food choices available at schools; a third of members (35%) thought there are healthy food choices available at their work place; and over half (54%) thought there are healthy food choices available at cafes and restaurants.
- 3.8 Seven out of ten (72%) members told us they eat breakfast everyday. Two thirds (65%) of Viewpoint members have three meals a day every day, and over a third (35%) have five portions of fruit and vegetables a day every day. Just under half (48%) of members said they cook meals using fresh ingredients every day and a quarter (26%) said they drink two litres of water every day; however 18 per cent of members admit to never drinking two litres of water a day. Four out of ten (41%) members eat oily fish such as sardines, herring, mackerel, trout and salmon once or twice a week. Over a quarter (26%) of Viewpoint members said they did not know if they eat more than six grams of salt a day; however, four out of ten (40%) members said they never eat more than six grams of salt a day. Finally, forty-four per cent of members said they never drink more than the recommended safe levels of alcohol per week.
- 3.9 Two thirds (64%) of Viewpoint members told us that they know where to go for information and advice on diet and health, and the majority (74%) of members said they would go to a Doctor or Practice Nurse for this information.

Highways Management

- 3.10 Viewpoint members were told how the Council is responsible for the upkeep of the majority of roads, pavements and road signs across the borough. Members were told how the Council is interested in finding out Viewpoint member's views and opinions of the service provided both in their local neighbourhood and across Hartlepool as a whole in relation to the condition of roads, pavements, road signs and the litter collection service for streets and open spaces.
- 3.11 Viewpoint members were asked to tell us how satisfied or dissatisfied they were with the condition of roads, pavements, road signs and litter collection service for streets and open spaces in their local neighbourhood and in Hartlepool as a whole. Overall, members were more likely to be satisfied or very satisfied with the condition of road

signs both in their local area (64%) and in Hartlepool as a whole (62%), and were more likely to be dissatisfied or very dissatisfied with the condition of pavements in their local neighbourhood (52%) and roads in Hartlepool as a whole (55%).

- 3.12 If respondents had told us that they were dissatisfied with the condition of roads, pavements, road signs or the litter collection service for streets and open spaces, we asked them to tell us why this was. One-thousand and thirty-four members answered this question. The topics Viewpoint members most often made negative comments about was the amount of litter on streets and open spaces (192 respondents) and the lack of road maintenance/potholes in roads (119 respondents).

Building Control

- 3.13 Viewpoint members were told how Building Regulations are national regulations that must be followed when doing building work, such as the construction of new buildings, alterations or extensions, and loft conversions. The Council wanted to know why Viewpoint members think some people do not apply for building regulations. Viewpoint members were asked to answer the questions even if they have never applied for building regulations in the past, as the Council is interested in their views and opinions.
- 3.14 The majority of Viewpoint members (93%) said they had heard about 'building regulations' prior to receiving this survey, and two fifths (39%) said they have applied for building regulations in the past. Members were more likely to say they had applied for building regulations in the past if they lived in South Hartlepool (49%, compared to 40% for Central and 27% for North Hartlepool).
- 3.15 When asked if members know what building works people can do to their homes without applying for building regulations, the majority (71%) said no, they did not know what works can be done without building regulations.
- 3.16 Viewpoint members were told how the 'One Stop Shop' is an easy way to find out if they need planning permission or building regulations for building work. Members were then asked if they had ever heard of the 'One Stop Shop'. Three quarters of respondents (74%) said that they had not heard of the 'One Stop Shop'.
- 3.17 Viewpoint members were asked where they would go if they wanted some information on building regulations. Members were most likely to tell us that they would contact the planning service at the Council (64%). Forty-four per cent of members would speak to a builder and forty per cent would talk to people who have had similar work done.
- 3.18 Viewpoint members were asked to tell us why they think people do not apply for building regulations. Three out of five members (62%)

thought that people might not know they need to apply for building regulations. Fifty-seven per cent said that people might think they can get away with not applying for building regulations and a similar number (57%) said people might not apply in case the Council refuses the suggested building alterations.

Council-Run Community Centres

- 3.19 The Council was interested in finding out Viewpoint members' views about Council-run community centres. Viewpoint members were asked some questions about these centres to find out whether they or a member of their family had used one in the last year, and if so, what they thought about them.
- 3.20 Viewpoint members were presented with a list of Hartlepool's seven Council-run community centres: Bridge Community Centre, Burbank Community House, Jutland Road Community Centre, Owton Manor Community Centre, Throston Grange Community Centre, Seaton Community Centre, and West View Community Centre.
- 3.21 Members were asked to tell us whether they or any member of their family had used one of these centres in the past 12 months. The majority (84%) of Viewpoint members told us that they have not used any of the Council-run community centres in the past 12 months, or did not answer the question. Eighty-three members have used Owton Manor Community Centre and fifty members have used West View Community Centre in the past 12 months.
- 3.22 Viewpoint members were then asked to tell us how often they or any member of their family had used a Council-run community centre in the last 12 months. Again, over eight out of ten (82%) Viewpoint members said they had never used a Council-run community centre. Out of the Viewpoint members who said they had used a Council-run community centre in the past 12 months, just under half (47%) said they have used one once or twice a year, and a third (35%) use one at least once a week. This means that only nine per cent of Viewpoint members use Council-run community centres once or twice a year and six per cent of all Viewpoint members use them at least once a week.
- 3.23 Viewpoint members were then asked to tell us how satisfied or dissatisfied they were with the service provided from Council-run community centres. Out of the one-hundred and eighty-seven members who told us how satisfied they were with Council-run community centres, over three quarters (76%) were either satisfied or very satisfied. Less than five per cent were dissatisfied or very dissatisfied.
- 3.24 Viewpoint members were asked to tell us what they use Council-run community centres for. Out of the members who told us they use Council-run community centres, three out of ten members said they

use them for sporting activities, and two out of ten members said they use the centres for parties and functions, or council meetings and neighbourhood forums.

- 3.25 When asked what, if anything, stops people from using Council-run community centres, half (50%) of Viewpoint members told us that there was nothing in particular that stops them, they just don't use them, and three out of ten (31%) said they don't use the centres as they do not know what's on.

Consulting with the Public

- 3.26 Viewpoint members were told how Hartlepool Borough Council uses many different methods for consulting with residents of Hartlepool including Viewpoint, focus groups, and talking to resident groups and service users. The Council wanted to find out if Viewpoint members felt the Council listens to them when consulting, and takes on board member's views and opinions when making decisions. The results from these questions will help us understand some of the responses received through the BVPI survey.
- 3.27 Viewpoint members were asked to tell us if they agreed or disagreed with four statements about Hartlepool Borough Council consulting with the public. Opinions on how well the Council consults appear to be divided.
- 3.28 When asked whether Viewpoint members thought the Council listens to the concerns of local residents, opinions were split, with a third (34%) of members agreeing that the Council listens to the concerns of local residents, and a third disagreeing (33%). When asked if members thought 'Hartlepool Borough Council is out of touch with what local people want', four out of ten (44%) members thought the Council is out of touch, and one in five (20%) did not. Viewpoint members were asked if they thought the Council keeps residents informed about what they are doing. Again, results were split, with a third (35%) saying they did think the Council keeps residents informed about what they are doing, and a third (34%) did not. Finally, members were asked to tell us if they thought 'Hartlepool Borough Council regularly asks local people about their views and opinions on various local issues'. Four out of ten (43%) members said they did think the Council regularly asks local people about their views and opinions, and three out of ten (28%) members disagreed.
- 3.29 Viewpoint members aged between 35 and 54 were more likely to respond positively about the council. For example, they were more likely to agree or strongly agree with the statement 'Hartlepool Borough Council listens to the concerns of local residents' (39%), and were more likely to disagree or strongly disagree with the statement 'Hartlepool Borough Council is out of touch with what local people want' (24%) than respondents from other age groups. Also, Viewpoint

members with children under the age of 18 living in the household were more likely to be positive about the Council than Viewpoint members without children under the age of 18 living in the household.

- 3.30 Viewpoint members were told how one method the Council uses to consult members of the public is Neighbourhood Consultative Forums, which are held every 8 weeks within each of the three neighbourhood areas across the Borough (North, Central and South). The Council wanted to know if Viewpoint members had heard of Neighbourhood Consultative Forums. Over a third (36%) of Viewpoint members said yes, they had heard of Neighbourhood Consultative Forums, and two thirds (64%) said no, they had not heard of them. When asked whether they have attended a Neighbourhood Consultative Forum in the last 12 months, only 47 Viewpoint members (4%) answered positively.

4. OPEN SPACES CONSULTATION EVENT

- 4.1 In March 2007, the Adult and Community Services Department of Hartlepool Borough Council wanted to explore the attitudes and values of local people in relation to different types of open spaces. A sample of Viewpoint members were invited to take part in discussion groups on this topic. In total, 19 Viewpoint members took part in three discussion groups, one each at the Central Library, at Mill House Leisure Centre, and at West View Community Centre.
- 4.2 The groups started by looking at a map of Hartlepool and used it to identify the spaces they use most often before discussing the strengths and weaknesses of these spaces.
- 4.3 Ward Jackson is the most used space, and many aspects of it were praised, including the pond, the café, and safety when using it, for instance. The groups identified that improvements can be made to Ward Jackson Park in terms of provision for children with disabilities and in the toilet facilities.
- 4.4 The marina development is popular especially with younger people, and is seen as making a huge difference to the area although there are still regrets about the loss of traditional industries.
- 4.5 The new sports centre at Headlands is widely praised by those who use it, but Mill House is seen as needing attention. People were concerned at the proposed closure of Eldon Grove, which they see as well used. The biggest concern people have is that the leisure facilities and open spaces are not keeping pace with new developments. There are also strong views about the need for more teenage facilities.

- 4.6 The groups mentioned how maintenance of some open spaces is patchy, and isn't helped by people misusing some of them, for instance by parking cars, or by riding quad bikes, and by the grass cuttings being left after cutting. Safety is also a concern that keeps people away from some of the spaces, including cemeteries and local nature reserves.

5. CLEVELAND POLICE AUTHORITY FEEDBACK

- 5.1 In July 2006, we asked Viewpoint members some questions on behalf of Cleveland Police Authority. We wanted to find out residents views and opinions on Neighbourhood Policing, whether they felt they have a say over local policing, and about the new alcohol and licensing laws.

Neighbourhood Police Teams

- 5.2 In April 2006, Neighbourhood Policing was launched in every ward in Hartlepool to bring communities, police and partners closer together. The aim of Neighbourhood Policing is to make communities feel safe and secure by reducing crime and anti-social behaviour. Through Neighbourhood Policing, police staff will be visible and accessible to members of the public.
- 5.3 As part of Neighbourhood Policing, Neighbourhood Police Teams were set up, which consists of at least one Police Officer and one Police Community Support Officer (PCSO) per ward. The aim is to ensure that residents know who their local police officers are, how to contact them and what they are doing to address local crime and disorder priorities.
- 5.4 In June 2006 we asked Viewpoint members if they knew who their Neighbourhood Police Officer is and their local PCSO is. The vast majority of Viewpoint members told us that they did not. As a result of this, promotional work has been undertaken across the whole of Hartlepool to ensure that all communities know who their local police officer and PCSO are. This has included:
- Information leaflets delivered to every household by neighbourhood officers;
 - Adverts in the Local Authority free magazine, Hartbeat; and
 - A publicity campaign involving a local marketing company, including 'one year in' promotional work and a monthly column in the Hartlepool Mail.

- 5.5 Cleveland Police Force has also included links to neighbourhood policing information on their website - <http://www.clevelandpolice.org.uk>, which includes information about:

- Neighbourhood Watch;
- Domestic Violence;
- Crime Prevention;
- Community Safety;
- 'Where to find us' (Hartlepool Police Offices); and
- Neighbourhood Policing.

Influence Local Policing

- 5.6 In June 2006, Viewpoint members were asked if they think they have a say about what happens with local policing, and six out of ten members said they did not think they have a say at all about local policing.
- 5.7 As a result of this, improvements have been made in communicating with the general public. These improvements can be seen through Neighbourhood Watch, Business Watch, and Boat Watch, all of which pass information to key members of the community who can pass the information onto others. These schemes have all been expanded, meaning there are more pairs of eyes and ears to watch out for crime and anti-social behaviour and work with the police in combating it.

Alcohol, Licensing and Anti-Social Behaviour

- 5.8 Viewpoint members were told how in November 2005 new licensing laws came into effect which introduced tougher penalties for premises that contribute to alcohol related disorder. Members were asked if they thought drunkenness and drunken behaviour in Hartlepool had increased, stayed the same or reduced since these new licensing laws came into effect.
- 5.9 In June 2006, half of Viewpoint members said they thought drunkenness and drunken behaviour in Hartlepool had stayed the same, a quarter said they thought it had got worse and a similar number said they did not know whether drunkenness and drunken behaviour in Hartlepool had increased, stayed the same or reduced since these new licensing laws came into effect.
- 5.10 In order to target alcohol related anti-social behaviour across the town, Cleveland Police are running a targeted operation (Operation Asp) in partnership with the press, youth workers, health workers, and the courts, to name but a few partners. This operation identifies offenders and hot spot areas as well as outlets for the illegal sale of alcohol to young people. High profile visits to off-licences, planned sweeps through hot spot areas as a means of reassuring the community, identifying problems and offenders are also part of the operation.

Finally, Cleveland Police will work in partnership with the magistrates' courts in Hartlepool to administer high impact reprimands and final warnings, as appropriate, to offenders.

Cleveland Police Consultation Event

- 5.11 Finally, Viewpoint members have been told in the latest newsletter how Cleveland Police and Cleveland Police Authority hold an annual public meeting in Hartlepool to find out what you think about policing in your local area. This year's public meeting will take place on Tuesday 2nd October 6-8pm at the Sir William Gray Suite on the Historic Quay, and Viewpoint members have been invited along to help shape your local police service.

6. RECOMMENDATIONS

- 6.1 It is recommended that the Portfolio Holder note the results.

CORPORATE STRATEGY



HARTLEPOOL
BOROUGH COUNCIL

Twenty-first Viewpoint Survey Results Overall Report

Lisa Anderson

June 2007

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1. INTRODUCTION

Background

- 1.1 Viewpoint, Hartlepool Borough Council's Citizens' Panel, is one of the ways that the Council consults and involves local people in the governance of Hartlepool. It is a statistically balanced panel of local people who receive questionnaires at regular intervals throughout the year, asking for their views on a variety of local issues facing the Council and Hartlepool as a whole.
- 1.2 The panel was refreshed in 2005 with one third of the panel being replaced to ensure that each member only serves for a limited period of time. The refreshment was done by sending out a recruitment questionnaire to a number of Hartlepool residents who were selected at random from the electoral roll. From the returns approximately 1200 local residents, with characteristics matching the profile of the local population, were selected for Viewpoint. The panel members are kept informed of the findings of the Viewpoint project, and what the Council is doing in response, via a regular newsletter. A section of the panel is refreshed on a regular basis to ensure that each member serves for a limited time.
- 1.3 This report details the results from the latest questionnaire, which was distributed in January 2007.

Aims of Viewpoint

- 1.4 The aims of the survey are:
 - To listen to the community
 - To involve local people in the Council's decisions and in its policy planning and reviews
 - To consult the panel regularly on important local issues
 - To discover what are the community priorities for future Council activities
 - The specific areas covered in this phase of Viewpoint included:
 - Healthy Eating
 - Highways Management
 - Building Control
 - Council-Run Community Centres
 - Consulting with the Public

2. METHODOLOGY

- 2.1 Viewpoint was launched in August 1999 with a recruitment campaign under the original name of Viewpoint 1000. A random sample of 10,000 residents was selected from the electoral register and each resident was sent the self-completion recruitment questionnaire. The recruitment questionnaire was developed to capture all the necessary background information needed to obtain a representative sample of the total population.
- 2.2 Just under 2,500 people from the 10,000 sample volunteered to take part in Viewpoint 1000 and from this group, the panel of 1,000 was selected to mirror the Hartlepool community as closely as possible. A range of variables was used to produce a balanced sample including gender, age and geographical location.
- 2.3 The panel is refreshed at regular intervals and in 2005 a third of the panel was refreshed. We sent out 4,200 recruitment questionnaires to a random selection of people from the edited electoral register, from which we received an adequate number of returns. We also contacted Viewpoint members who were on the pool and asked them if they still wanted to take part. When the BVPI survey was completed in 2003 and 2006, respondents were asked if they would be interested in taking part in the Viewpoint panel and during this recruitment exercise they were invited to join the refreshed panel. This re-recruitment process helps avoid the problems of drop-out, consultation fatigue and respondents becoming local government “experts”. The panel currently stands at approximately 1200 members.
- 2.4 The setting up of this type of panel gives the authority the advantage of access to a large group of people from across the community who have agreed to be involved in consultation exercises several times a year. The disadvantage that this type of consultation brings is that, because all panel members are volunteers, there is a possibility that they may not be typical of the community as a whole. However, every effort has been made to ensure that the panel members represent the demographic make up of the area and to include all sectors of the community.
- 2.5 In practice most surveys are weighted as it is rare to achieve samples of population that are perfectly representative of a community. It was therefore decided that the data would be weighted for analysis purposes. The main potential weakness of the survey is differential response rates, because although the full panel is statistically balanced, not all Viewpoint members return the questionnaire at each phase. There is a tendency for certain groups to be less likely to respond than other e.g. young male respondents. Therefore to achieve a better representative result the data was weighted slightly by age, gender and geographical location. However when the weighted and unweighted results were compared there was very little difference in the overall results and the weighting did not come into effect until small minority groups were examined.

- 2.6 In January 2007, the latest survey was carried out using a self-completion questionnaire returned via the postal system. Panel members had four weeks to complete the questionnaire and return it in the post paid envelope provided. A reminder letter was sent out to those who had not returned the questionnaire after a set period of time.

The Sample

- 2.7 A questionnaire was sent out to all active members of the panel, which equated to 1305 individuals.

Response Rates

- 2.8 A response rate of 68.1 per cent was achieved. A small number of cases were excluded from the sample because they were ineligible, due to either the panel member having moved house or having died. A further group indicated that they no longer wished to participate in the Viewpoint initiative, often due to ill health. These exclusions resulted in a possible sample of 1291 with a total of 879 questionnaires being returned.

Table 2.1 Response Rates

	Number of Cases
Total Sample	1305
Unsuitable/Ineligible Cases	14
Total Possible Sample	1291
Completed Questionnaires	879
No Response	412
Response Rate	68.1%

The Report

- 2.9 All percentages in all tables are rounded to the nearest whole number. In some tables the total number of respondents may be less than the total number of returned questionnaires. This is because some respondents may choose not to answer a particular question. In some instances the number of responses is greater than 100 per cent due to the fact that respondents have been asked to choose multiple answers.

3. HEALTHY EATING

KEY FINDINGS

- Over half (52%) of Viewpoint members thought that the Council should concentrate on encouraging children to eat a healthy diet to prevent heart disease.
- Eighty-three per cent of Viewpoint members agreed or strongly agreed with the statement 'I know how to cook healthy foods and meals'
- Seventy-two per cent of Viewpoint members eat breakfast everyday.
- Two fifths (42%) never drink more than the recommended safe levels of alcohol per week.
- Over a quarter of Viewpoint members (26%) did not know if they eat more than six grams of salt a day
- Two thirds (64%) of members said they know where to go for information and advice on diet and health. Of these, 75% said they would go to a Doctor or Practice Nurse for this information.

- 3.1 Viewpoint members were told how the Council's Healthy Eating Team is responsible for promoting healthy eating across Hartlepool by providing information and advice on food issues. Members were also told how they support local organisations and communities to develop their own healthy eating initiatives. The Council wanted to find out what the people of Hartlepool's food choices are and about their knowledge regarding healthy eating.

Heart Disease

- 3.2 Viewpoint members were presented with a list of activities which can prevent heart disease, and members were asked to tell us which three things they thought the Healthy Eating Team should concentrate on.
- 3.3 Viewpoint members were most likely think that Hartlepool Borough Council should concentrate on encouraging children to eat a healthy diet (52%) to prevent heart disease. Members were also more likely to think that the Council should concentrate on establishing more smoke free zones in public places (48%) and on having healthy food options available in more venues (47%). See Table 3.1 for full results.

Table 3.1 Please tell us which THREE things from the following list you feel we should be concentrating on in Hartlepool to help prevent heart disease:

	%	(No.)
Encourage children to eat a healthy diet	52	(627)
Establish more smoke free zones in public places	48	(572)
Healthy food options available in more venues	47	(559)
Provide a wider range of activities across the town to help keep people physically active	45	(534)
Provide easy access to stop smoking services	28	(336)
Provide more information and support about activities that can benefit our health	20	(242)
Provide cooking skills classes to encourage healthy eating	19	(226)
Provide more healthy eating education to all residents who want it	16	(190)
Encourage breastfeeding of babies	16	(187)
No answer	3	(34)
(N=1200)		

- 3.4 The detailed results show that men were more likely than women to say that the Council should concentrate on providing easy access to stop smoking services (32% and 25% respectively) and in establishing more smoke free zones in public places (51% and 45% respectively). Also, women were more likely than man to say the Council should concentrate on encouraging breastfeeding of babies (19% compared to 12% for men).
- 3.5 When asked which one of these activities should be given the highest priority in Hartlepool to help prevent heart disease, members were more likely to say 'establish more smoke free zones in public places' (20%) and 'encourage children to eat a healthy diet' (19%). See Table 3.2 for full results.

Table 3.2 And which ONE do you think should be given the highest priority in order to help prevent heart disease in Hartlepool?

	%	(No.)
Establish more smoke free zones in public places	20	(235)
Encourage children to eat a healthy diet	19	(228)
Provide a wider range of activities across the town to help keep people physically active	17	(203)
Healthy food options available in more venues	14	(169)
Provide easy access to stop smoking services	11	(128)
Provide more information and support about activities that can benefit our health	5	(56)
Provide cooking skills classes to encourage healthy eating	5	(61)
Provide more healthy eating education to all residents who want it	4	(46)
Encourage breastfeeding of babies	2	(21)
No answer	4	(52)
(N=1200)		

- 3.6 Respondents living in South Hartlepool were more likely to select ‘encourage children to eat a healthy diet’ (24%) than respondents from Central (19%) or North (15%) Hartlepool. Also men were more likely than women to prioritise ‘establish more smoke free zones in public places (22% and 17% respectively).

Heart Disease Statements

- 3.7 Viewpoint members were presented with nine statements about ways to prevent and reduce heart disease. Members were asked to indicate whether they agreed or disagreed with these statements. Overall, members were more likely to agree or strongly agree with the statement ‘I know how to cook healthy foods and meals’ (83%) and were least likely to agree or strongly agree with the statement ‘I don’t know where to get professional advice on healthy eating’ (51%).

‘There isn’t enough information on how to eat healthily’

- 3.8 Three out of ten (29%) Viewpoint members agreed or strongly agreed with this statement and half (50%) disagreed or strongly disagreed. One fifth (22%) neither agreed nor disagreed with the statement ‘there isn’t enough information on how to eat healthily’.

• Strongly agree	-	5 per cent (56 respondents)
• Agree	-	24 per cent (279 respondents)
• Neither agree nor disagree	-	22 per cent (248 respondents)
• Disagree	-	39 per cent (447 respondents)
• Strongly disagree	-	11 per cent (126 respondents)

- 3.9 The detailed results show that respondents from AB socio-economic groups were more likely to disagree or strongly disagree with this statement (62%) than respondents from DE socio-economic groups (38%).

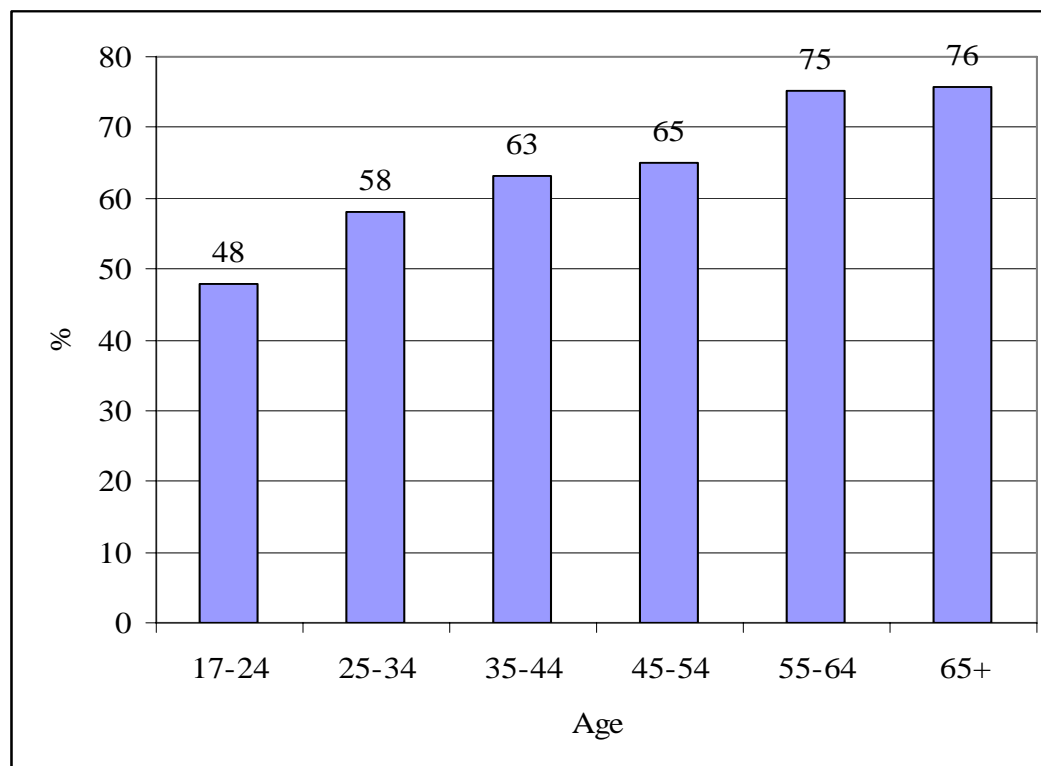
‘It is easy to find healthy foods at local shops’

- 3.10 Two thirds (65%) of Viewpoint members agreed or strongly agreed with this statement and twenty-three per cent disagreed or strongly disagreed.

• Strongly agree	-	13 per cent (147 respondents)
• Agree	-	53 per cent (610 respondents)
• Neither agree nor disagree	-	12 per cent (145 respondents)
• Disagree	-	19 per cent (221 respondents)
• Strongly disagree	-	4 per cent (41 respondents)

- 3.11 Women were more likely to agree or strongly agree with the statement ‘it is easy to find healthy foods at local shops’ than men (70% and 60% respectively). Also, the detailed results show that Viewpoint members aged 65 years and over were more likely to agree or strongly agree with this statement than Viewpoint members aged between 17 and 24 (76% and 48% respectively). See Chart 3.1 for more information.

Chart 3.1 **How much do you agree or disagree with the statement ‘It is easy to find healthy foods at local shops’.** Chart shows responses for ‘agree’ or ‘strongly agree’ by age.



‘It is expensive to buy healthy foods in local shops’

3.12 Half of respondents (50%) agree or strongly agree with this statement and three out of ten members (31%) disagreed or strongly disagreed with the statement ‘it is expensive to buy healthy foods in local shops’.

- Strongly agree - 14 per cent (157 respondents)
- Agree - 36 per cent (421 respondents)
- Neither agree nor disagree - 19 per cent (219 respondents)
- Disagree - 26 per cent (302 respondents)
- Strongly disagree - 5 per cent (62 respondents)

3.13 The detailed results show that respondents aged between 17 and 24 were more likely to agree or strongly agree with this statement than respondents from any other age group (65% compared to between 41 – 51% for other age groups).

‘I know how to cook healthy foods and meals’

- 3.14 Eighty-three per cent of Viewpoint members agreed or strongly agreed with the statement ‘I know how to cook healthy foods and meals’. Viewpoint members were more likely to agree or strongly agree with this statement out of all nine statements. Only eight per cent of respondents disagreed or strongly disagreed with this statement.

• Strongly agree	-	33 per cent (382 respondents)
• Agree	-	50 per cent (577 respondents)
• Neither agree nor disagree	-	9 per cent (107 respondents)
• Disagree	-	6 per cent (68 respondents)
• Strongly disagree	-	3 per cent (29 respondents)

- 3.15 The detailed results show that women were more likely to agree with this statement (87% and 78% respectively) than men. The detailed results also showed that respondents aged between 17 and 24 were less likely to agree or strongly agree with the statement ‘I know how to cook healthy foods and meals’ than respondents from any other age group (65% compared to between 81 – 90% for other age groups).

‘I don’t know where to get professional advice on healthy eating’

- 3.16 Three out of ten Viewpoint members agreed or strongly agreed with this statement, and over half (51%) of Viewpoint members disagreed or strongly disagreed. Viewpoint members were more likely to disagree or strongly disagree with this statement out of all nine statements, indicating that they know where to go to get professional advice on healthy eating.

• Strongly agree	-	6 per cent (65 respondents)
• Agree	-	25 per cent (282 respondents)
• Neither agree nor disagree	-	19 per cent (210 respondents)
• Disagree	-	39 per cent (439 respondents)
• Strongly disagree	-	12 per cent (129 respondents)

- 3.17 Viewpoint members aged between 17 and 34 were more likely to agree or strongly agree with this statement (41%) than respondents from other age groups (between 22% - 32%), indicating that this age group are less likely to know where to go to get professional advice on healthy eating.

'There are healthy food choices available at schools'

- 3.18 Four-hundred and twenty-two respondents either did not answer this question, or answered 'don't know' to the statement 'there are healthy food choices available at schools'. This may be due to Viewpoint members not having children of school age, or simple due to them not knowing what food choices are available at schools.
- 3.19 Out of the Viewpoint members who responded to this question, excluding the 'don't know' responses, over three out of five members (62%) agreed or strongly agreed with this statement.
- Strongly agree - 9 per cent (70 respondents)
 - Agree - 53 per cent (413 respondents)
 - Neither agree nor disagree - 28 per cent (216 respondents)
 - Disagree - 8 per cent (63 respondents)
 - Strongly disagree - 2 per cent (15 respondents)
- 3.20 Viewpoint members with children under the age of 18 in the household were more likely to disagree or strongly disagree with this statement than members without children under the age of 18 in the household (15% and 6% respectively)

'There are healthy food choices available at my work place'

- 3.21 Three hundred and ninety-four respondents either did not answer this question, or answered 'don't know' to the statement 'there are healthy food choices available at my work place'. This may be due to Viewpoint members being unemployed, their place of employment not serving food, or simple due to them not knowing what food choices are available at their work places.
- 3.22 Out of the Viewpoint members who answered this question, excluding the 'don't know' responses, results were mixed. A third of Viewpoint members (35%) agreed or strongly agreed with this statement, a similar number (34%) disagreed or strongly disagreed, and a third (31%) neither agreed nor disagreed with this statement.
- Strongly agree - 7 per cent (54 respondents)
 - Agree - 29 per cent (230 respondents)
 - Neither agree nor disagree - 31 per cent (252 respondents)
 - Disagree - 21 per cent (170 respondents)
 - Strongly disagree - 13 per cent (100 respondents)
- 3.23 The detailed results show that respondents from AB socio-economic groups were more likely to agree or strongly agree with this statement (37%) than respondents from other socio-economic groups (between 31% and 35%).

‘There are healthy food choices available at cafes and restaurants’

- 3.24 Over half (54%) of respondents agreed or strongly agreed with the statement ‘there are healthy food choices available at cafes and restaurants’. One fifth of members (20%) disagreed or strongly disagreed with this statement and a quarter (25%) neither agreed nor disagreed.

• Strongly agree	-	5 per cent (55 respondents)
• Agree	-	49 per cent (548 respondents)
• Neither agree nor disagree	-	25 per cent (280 respondents)
• Disagree	-	20 per cent (226 respondents)
• Strongly disagree	-	2 per cent (20 respondents)

- 3.25 Respondents aged 65 years and over were more likely to agree or strongly agree with the statement ‘there are healthy food choices available at cafes and restaurants ‘ (61%) compared to members from other age groups (between 47% - 57%).

‘There are inconsistencies with healthy eating information/messages that are given out’

- 3.26 Fifty-seven per cent of respondents agreed or strongly agreed with this statement. One in five (20%) members disagreed or strongly disagreed with the statement ‘there are inconsistencies with healthy eating information/messages that are given out’ and a similar number (23%) neither agreed nor disagreed.

• Strongly agree	-	13 per cent (141 respondents)
• Agree	-	45 per cent (495 respondents)
• Neither agree nor disagree	-	23 per cent (256 respondents)
• Disagree	-	17 per cent (187 respondents)
• Strongly disagree	-	3 per cent (32 respondents)

- 3.27 The detailed results show that men were more likely to agree or strongly agree with this statement than women (62% and 53% respectively). Also, respondents aged 65 years and over were more likely to agree or strongly agree with this statement (70%) than members from other age groups (between 50% - 64%).

Healthy Lifestyle Choices

- 3.28 Viewpoint members were presented with ten healthy lifestyle choices, and were asked to tell us how often they did these various activities. Overall, members were more likely to say they eat breakfast everyday (72%), and never drink more than the recommended safe levels of alcohol per week (42%). Also, over a quarter of Viewpoint members (26%) did not know if they eat more than six grams of salt a day.

- 3.29 With the exception of the healthy lifestyle choice ‘eat more than six grams of salt day’, these choices have been analysed excluding the ‘don’t know’ responses and the none responses. The question about salt intake was the only healthy lifestyle choice where there was a high response for ‘don’t know’ and therefore the figures have been included in the analysis as it indicates a wide proportion of Viewpoint members do not monitor their salt intake.

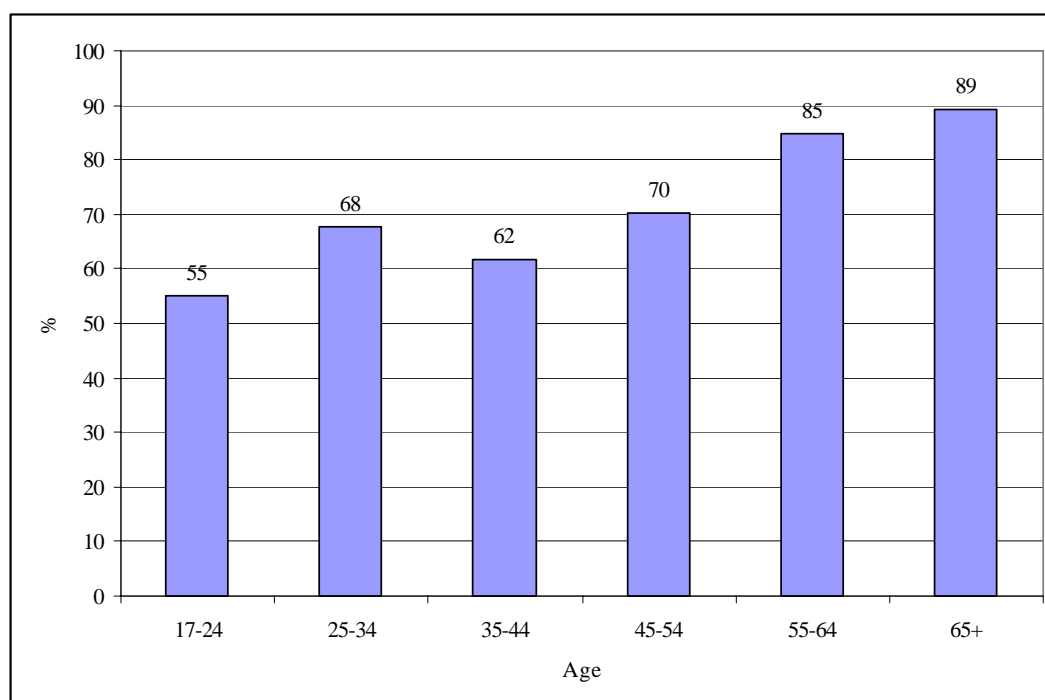
‘Eat Breakfast’

- 3.30 The majority (72%) of Viewpoint members said they eat breakfast everyday. Viewpoint members were most likely to say they eat breakfast everyday than any of the other healthy lifestyle choices.

- Every day - 72 per cent (859 respondents)
- Once or twice a week - 17 per cent (204 respondents)
- Once or twice a month - 3 per cent (38 respondents)
- Less often than once a month - 2 per cent (19 respondents)
- Never - 6 per cent (68 respondents)

- 3.31 Viewpoint members aged 65 years and over were more likely to say they eat breakfast everyday (89%) compared to members aged 17 to 24 years (55%). See Chart 3.2 for more information.

Chart 3.2 How often do you eat breakfast? Chart displays responses for ‘everyday’ by age.



‘Have three meals a day’

3.32 Two thirds (65%) of members have three meals a day every day, and one in five (20%) have three meals a day once or twice a week.

- Every day - 65 per cent (769 respondents)
- Once or twice a week - 20 per cent (238 respondents)
- Once or twice a month - 4 per cent (41 respondents)
- Less often than once a month - 3 per cent (39 respondents)
- Never - 8 per cent (93 respondents)

3.33 The detailed results show that respondents with children under the age of 18 living in the household are less likely to say they have three meals a day every day (58%) than respondents without children under the age of 18 living in the household (69%).

‘Eat oily fish such as sardines, herring, mackerel, trout and salmon’

3.34 Two out of five (41%) members eat oily fish such as sardines, herring, mackerel, trout and salmon once or twice a week. One in five members (19%) say they never eat oily fish. This may in part be due to some Viewpoint members being vegetarians.

- Every day - 4 per cent (44 respondents)
- Once or twice a week - 41 per cent (488 respondents)
- Once or twice a month - 24 per cent (280 respondents)
- Less often than once a month - 13 per cent (156 respondents)
- Never - 19 per cent (219 respondents)

3.35 Respondents living in South Hartlepool were more likely to say they eat oily fish once or twice a week (49%) than respondents from Central (38%) or North (37%) Hartlepool.

‘Have five portions of fruit and vegetables a day’

3.36 Just under half (47%) of Viewpoint members have five portions of fruit and vegetables a day once or twice a week, and over a third of members have five portions every day.

- Every day - 35 per cent (418 respondents)
- Once or twice a week - 47 per cent (555 respondents)
- Once or twice a month - 9 per cent (110 respondents)
- Less often than once a month - 3 per cent (39 respondents)
- Never - 5 per cent (64 respondents)

3.37 Women were more likely than men to eat five portions of fruit and vegetables a day (41% and 29% respectively). Also, respondents aged between 65 and 74 were more likely to eat five portions a day (51% compared to 15% for respondents aged between 17 – 24).

‘Cook meals using fresh ingredients’

3.38 Just under half (48%) of Viewpoint members cook meals using fresh ingredients every day, and a similar number (43%) do it once or twice a week.

- Every day - 48 per cent (565 respondents)
- Once or twice a week - 43 per cent (507 respondents)
- Once or twice a month - 5 per cent (65 respondents)
- Less often than once a month - 2 per cent (22 respondents)
- Never - 2 per cent (29 respondents)

3.39 The detailed results show that women are more likely to cook meals using fresh ingredients every day (55%) than men (40%), as are respondents aged over 65 years (62% compared to 20% of 17-24 year olds).

‘Drink two litres of water a day (eight glasses)’

3.40 Over a third (36%) of Viewpoint members drink two litres of water a day once or twice a week, and a quarter (26%) drink it every day. However, eighteen per cent of members say they never drink two litres of water a day.

- Every day - 26 per cent (306 respondents)
- Once or twice a week - 36 per cent (422 respondents)
- Once or twice a month - 12 per cent (135 respondents)
- Less often than once a month - 8 per cent (96 respondents)
- Never - 18 per cent (209 respondents)

3.41 Respondents from North Hartlepool were more likely to say they drink two litres of water every day (28%) than respondents from Central (27%) or South (24%) Hartlepool.

‘Order takeaways / eat fast food’

3.42 Results were broadly split when asked how often members eat takeaways or fast food. Only one Viewpoint member said they eat takeaways or fast food everyday.

- Every day - Less than one per cent (1 respondent)
- Once or twice a week - 20 per cent (242 respondents)
- Once or twice a month - 31 per cent (368 respondents)
- Less often than once a month - 26 per cent (309 respondents)
- Never - 23 per cent (268 respondents)

3.43 Viewpoint members aged between 17 and 24 were more likely to say that they order takeaways or eat fast food once or twice a week (41%) than respondents from other age groups (between 3% and 29%).

‘Eat late at night’

3.44 Again, results were broadly split when asked how often members eat late at night and only six per cent of Viewpoint members said they do this everyday.

- Every day - 6 per cent (71 respondents)
- Once or twice a week - 27 per cent (324 respondents)
- Once or twice a month - 19 per cent (228 respondents)
- Less often than once a month - 18 per cent (211 respondents)
- Never - 30 per cent (352 respondents)

3.45 Men were more likely to say they eat late at night once or twice a week than women (35% and 21% retrospectively) as were respondents aged between 17 and 24 (55% compared to between 6% - 37% for other age groups).

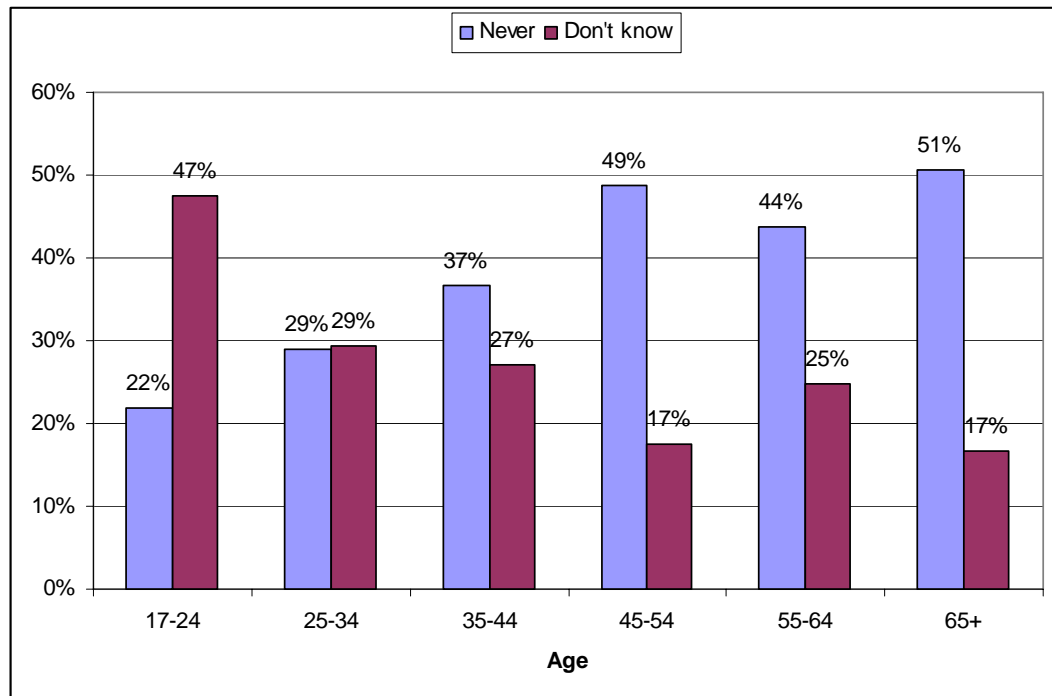
‘Eat more than six grams of salt a day’

3.46 Over a quarter of respondents said they did not know if they eat more than six grams of salt a day. This was the only healthy lifestyle choice where there was a high response for ‘don’t know’ and therefore the figures have been included in the analysis. Two out of five members (40%) said they never eat more than six grams of salt a day.

- Every day - 3 per cent (35 respondents)
- Once or twice a week - 11 per cent (125 respondents)
- Once or twice a month - 10 per cent (115 respondents)
- Less often than once a month - 11 per cent (130 respondents)
- Never - 40 per cent (477 respondents)
- Don’t know - 26 per cent (306 respondents)
- No answer - 1 per cent (12 respondents)

3.47 The detailed results show that Viewpoint members aged between 17 and 24 were more likely to say they did not know if they eat more than six grams of salt a day (47%) than respondents from other age groups (between 15% and 29%). The detailed results also show the opposite result for respondents saying they never eat more than six grams of salt a day (51% for 65 years and over compared to 22% for 17-24 year olds). See chart 3.3 for more information.

Chart 3.2 How often do you eat more than six grams of salt a day? Chart displays responses for 'never' and 'don't know' by age.



'Drink more than the recommended safe levels of alcohol per week'

3.48 Forty-four per cent of Viewpoint members said they never drink more than the recommended safe levels of alcohol per week. However, one in five (21%) members admit to drinking more than the safe levels less often than once a month, and a similar number (19%) say they drink more than the safe levels of alcohol per week once or twice a month.

- Every day - 2 per cent (22 respondents)
- Once or twice a week - 13 per cent (157 respondents)
- Once or twice a month - 19 per cent (224 respondents)
- Less often than once a month - 21 per cent (252 respondents)
- Never - 44 per cent (520 respondents)

3.49 Men were more likely to say they drink more than the recommended safe levels of alcohol per week than women. Seventeen per cent of male Viewpoint members say they exceed recommended limits once or twice a week (compared to 10% for women). Over half (53%) of women say they never exceed recommended safe levels of alcohol compared to 35% of men.

Where to go for Information about Diet

- 3.50 Viewpoint members were then asked if they know where to go for information and advice on diet and health. Two thirds (64%) of Viewpoint members said yes, they did know where to go for this information.
- 3.51 The 686 respondents who said they knew where to go for information and advice on their diet and their health were asked to tell us where they would go. Five-hundred and ten respondents said they would go to a Doctor or Practice Nurse for this information. See Table 3.3 for full results.

Table 3.3 If yes, please tell us in the space below where you would go for information and advice on your diet and your health

	Number of Comments
Doctor/Practice Nurse	510
Internet	234
Library	97
Books	53
Dietician	47
Newspapers / magazines	44
Hospital	31
No answer	30
Other	27
TV	23
Chemist	23
Health food shops	18
Community centres	13
Work	10
NHS Direct	7
Gym / sports club	7
(N=686)	

4. HIGHWAYS MANAGEMENT

KEY FINDINGS

- Respondents were more likely to be satisfied or very satisfied with the condition of roads (35%), pavements (32%), road signs (64%) and the litter collection service for streets and open spaces (43%) in their local neighbourhood than in Hartlepool as a whole.
- Respondents were more likely to be dissatisfied with the condition of pavements in their local neighbourhood (52%) and roads in Hartlepool as a whole (55%)
- Viewpoint members were most likely to be dissatisfied with litter and the lack of road maintenance/potholes in roads.

- 4.1 Viewpoint members were told how the Council is responsible for the upkeep of the majority of roads, pavements and road signs across the borough. Members were told how the Council is interested in finding out Viewpoint members views and opinions of the service provided both in their local neighbourhood and across Hartlepool as a whole in relation to the condition of roads, pavements, road signs and the litter collection service for streets and open spaces.

Satisfaction with the Condition of Roads, Pavements and Road Signs

- 4.2 Viewpoint members were asked to tell us how satisfied or dissatisfied they were with the condition of roads, pavements, road signs and litter collection service for streets and open spaces in their local neighbourhood and in Hartlepool as a whole. Overall, members were more likely to be satisfied or very satisfied with the condition of road signs both in their local area (64%) and in Hartlepool as a whole (62%), and were more likely to be dissatisfied or very dissatisfied with the condition of pavements in their local neighbourhood (52%) and roads in Hartlepool as a whole (55%).
- 4.3 Charts 4.1, 4.2, 4.3 & 4.4 that follow display responses for 'satisfied', which includes satisfied & very satisfied responses, and 'dissatisfied' (including dissatisfied & very dissatisfied responses) by region of Hartlepool.

Roads

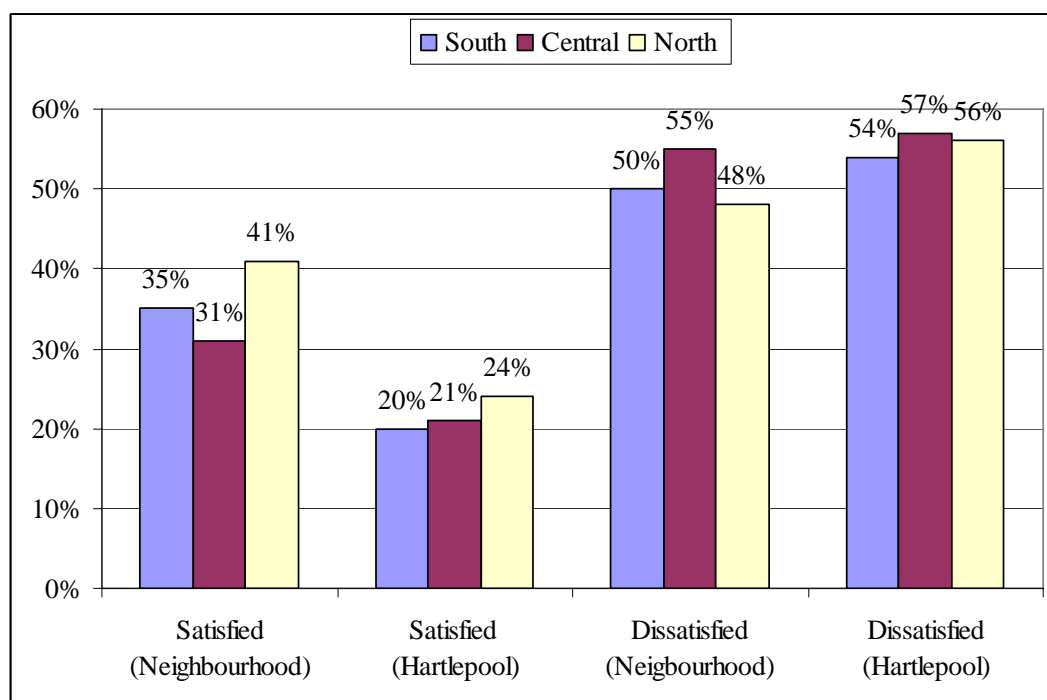
- 4.4 Over a third (35%) of Viewpoint members said they were satisfied or very satisfied with the condition of roads in their local area, and one fifth (22%) were satisfied or very satisfied with the condition of roads in Hartlepool as a whole. Just over half of respondents were dissatisfied or very dissatisfied with the condition of roads in their local neighbourhood or in Hartlepool as a whole (51% and 55% respectively). See Table 4.1 for more information.

Table 4.1 How satisfied or dissatisfied are you with the condition of roads in your local neighbourhood and in Hartlepool as a whole?

	Local neighbourhood		Hartlepool	
	%	(No.)	%	(No.)
Very satisfied	4	(52)	2	(20)
Satisfied	31	(362)	20	(229)
Neither satisfied nor dissatisfied	14	(159)	23	(268)
Dissatisfied	31	(359)	35	(408)
Very dissatisfied	21	(246)	20	(234)
(N=1177)			(N=1160)	

4.5 The detailed results show that respondents living in North Hartlepool were more likely to be satisfied or very satisfied with the condition of roads in their local neighbourhood (41%) and in Hartlepool as a whole (24%). Respondents from Central Hartlepool were more likely to be dissatisfied or very dissatisfied with the condition of roads in their local area (55%) and in Hartlepool as a whole (57%), than respondents from South (50% & 54%) or North (48% & 56%) Hartlepool. See Chart 4.1 for more information.

Chart 4.1 How satisfied or dissatisfied are you with the condition of the roads in your local neighbourhood and in Hartlepool as a whole?



Pavements

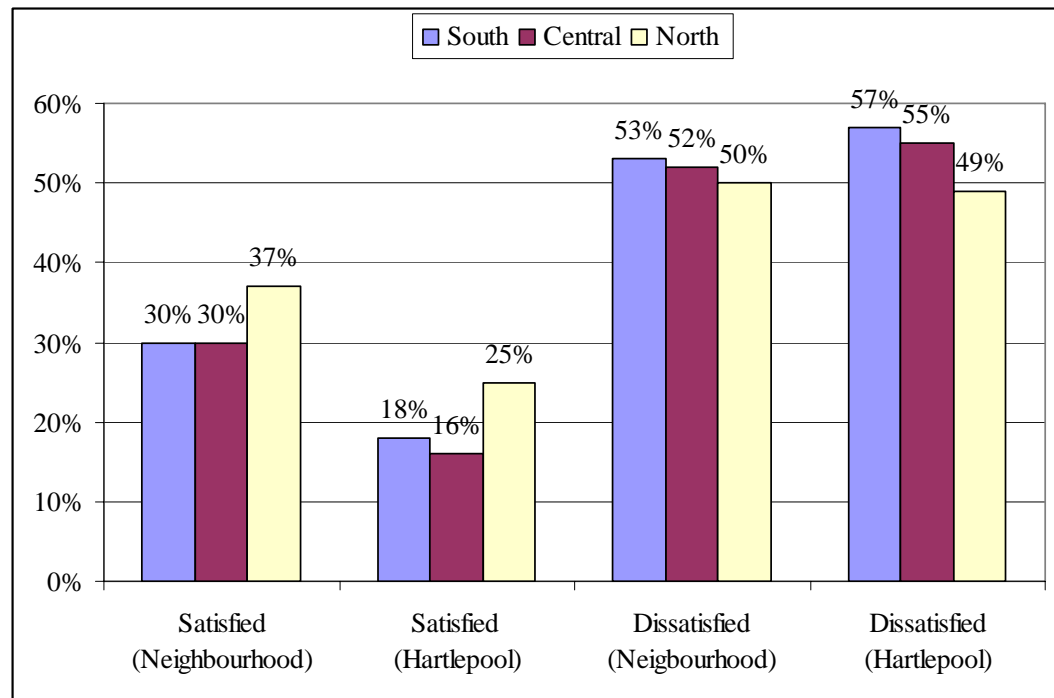
- 4.6 A third (32%) of members were satisfied or very satisfied with the condition of pavements in their local area, and one fifth (19%) were satisfied or very satisfied with the condition of pavements in Hartlepool as a whole. Just over half of respondents were dissatisfied or very dissatisfied with the condition of pavements in their local neighbourhood or in Hartlepool as a whole (52% and 54% respectively). See Table 4.2 for more information.

Table 4.2 How satisfied or dissatisfied are you with the condition of pavements in your local neighbourhood and in Hartlepool as a whole?

	Local neighbourhood		Hartlepool	
	%	(No.)	%	(No.)
Very satisfied	3	(38)	1	(12)
Satisfied	29	(341)	18	(212)
Neither satisfied nor dissatisfied	16	(192)	27	(309)
Dissatisfied	34	(400)	38	(434)
Very dissatisfied	18	(208)	16	(187)
	(N=1180)		(N=1153)	

- 4.7 The detailed results show that respondents living in North Hartlepool were again more likely to be satisfied or very satisfied with the condition of pavements in their local neighbourhood (37%) and in Hartlepool as a whole (25%). Respondents from South Hartlepool were more likely to be dissatisfied or very dissatisfied with the condition of pavements in their local area (53%) and in Hartlepool as a whole (57%). See Chart 4.2 for more information.

Chart 4.2 **How satisfied or dissatisfied are you with the condition of the pavements in your local neighbourhood and in Hartlepool as a whole?**



Road Signs

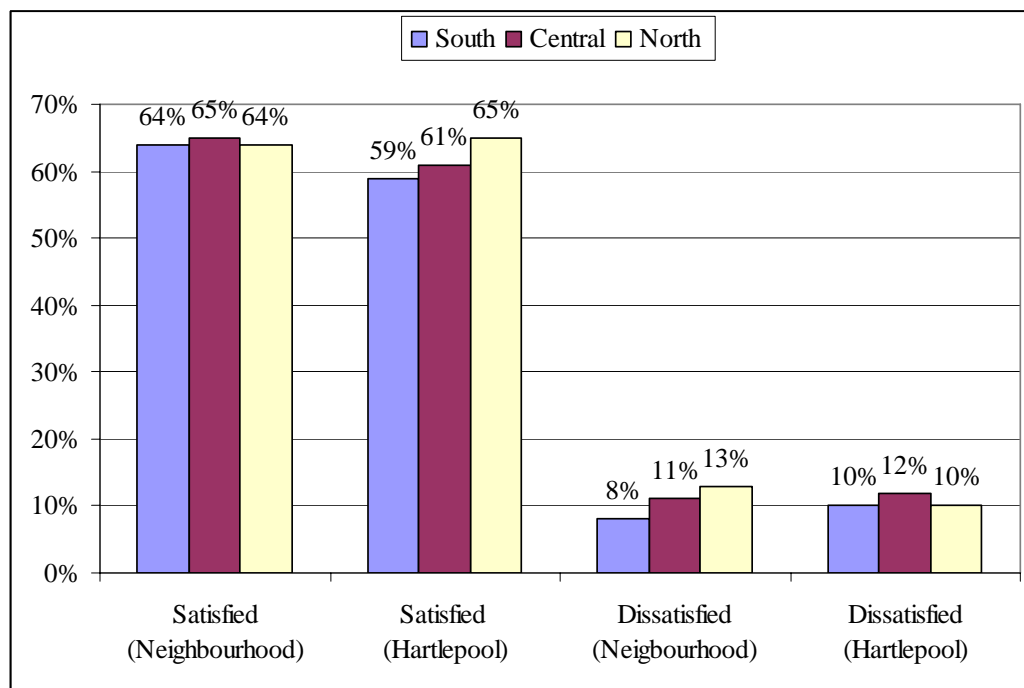
- 4.8 Two thirds of Viewpoint members were satisfied or very satisfied with the condition of road signs in their local neighbourhood (64%) and in Hartlepool as a whole (62%). Only one in ten were dissatisfied or very dissatisfied with road signs in their local neighbourhood (10%) and in Hartlepool as a whole (11%). See Table 4.3 for more information.

Table 4.3 **How satisfied or dissatisfied are you with the condition of road signs in your local neighbourhood and in Hartlepool as a whole?**

	Local neighbourhood		Hartlepool	
	%	(No.)	%	(No.)
Very satisfied	7	(80)	5	(62)
Satisfied	57	(668)	56	(654)
Neither satisfied nor dissatisfied	25	(296)	27	(316)
Dissatisfied	8	(89)	8	(98)
Very dissatisfied	3	(32)	3	(29)
(N=1164)			(N=1160)	

- 4.9 The detailed results show that respondents from North Hartlepool were more likely to be satisfied or very satisfied with the condition of road signs in Hartlepool as a whole (65%), and dissatisfied or very dissatisfied with the condition of the pavements in their local neighbourhood (13%).

Chart 4.3 How satisfied or dissatisfied are you with the condition of the pavements in your local neighbourhood and in Hartlepool as a whole?



Litter collection service

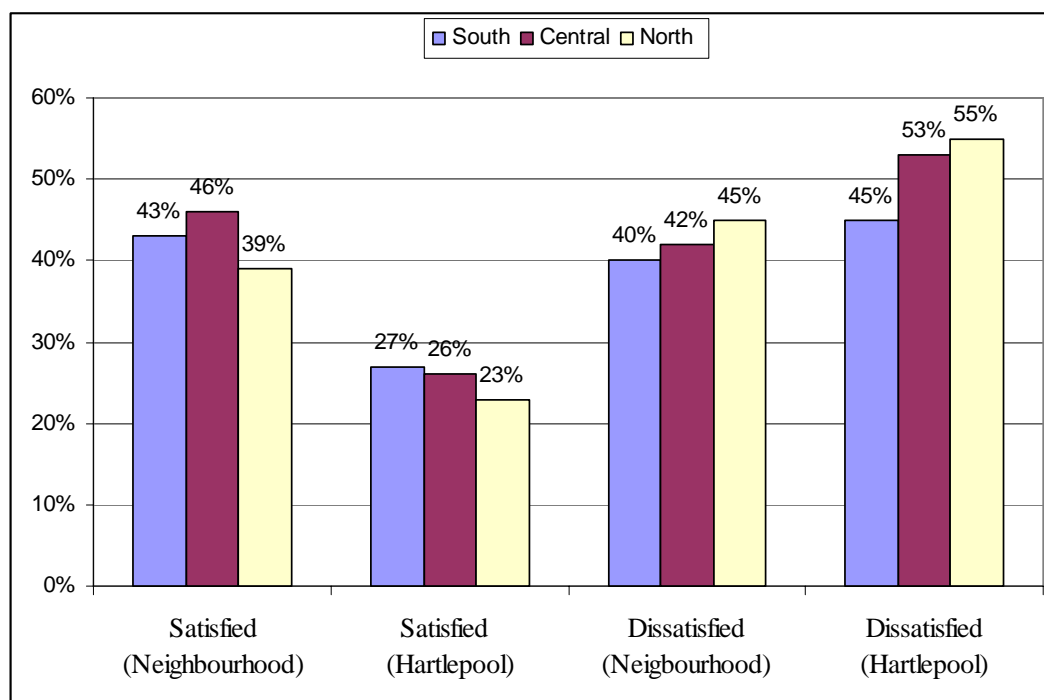
- 4.10 It was explained to Viewpoint members how the Council is responsible for cleaning the streets and open spaces in Hartlepool in order to keep the town clear of litter and refuse. Members were asked to tell us how satisfied or dissatisfied they were with this litter collection service.
- 4.11 Two fifths of respondents said they were satisfied or very satisfied with the litter collection service in their local neighbourhood (43%) and a similar number said they were dissatisfied or very dissatisfied (42%). Only a quarter (25%) of respondents were satisfied or very satisfied with this service in Hartlepool as a whole, and over half (51%) were dissatisfied or very dissatisfied. See Table 4.4 for more information.

Table 4.4 How satisfied or dissatisfied are you with the litter collection service in your local neighbourhood and in Hartlepool as a whole?

	Local neighbourhood		Hartlepool	
	%	(No.)	%	(No.)
Very satisfied	6	(72)	2	(22)
Satisfied	37	(433)	23	(268)
Neither satisfied nor dissatisfied	15	(179)	24	(274)
Dissatisfied	26	(306)	35	(402)
Very dissatisfied	16	(191)	16	(182)
		(N=1181)		

- 4.12 Respondents from Central Hartlepool were more likely to be satisfied or very satisfied with the litter collection service for streets and open spaces in their Neighbourhood (46%), than respondents from South (43%) or North (39%) Hartlepool. Viewpoint members from North Hartlepool were more likely to be dissatisfied with the litter collection service for streets and open spaces in their local neighbourhood (45%) and in Hartlepool as a whole (55%).

Chart 4.3 How satisfied or dissatisfied are you with the condition of the pavements in your local neighbourhood and in Hartlepool as a whole?



- 4.13 If respondents had told us that they were dissatisfied with the condition of roads, pavements, road signs or the litter collection service, we asked them to tell us why this was. One-thousand and thirty-four members answered this question. Viewpoint members were most likely to say they are dissatisfied with litter (192 respondents) and the lack of road maintenance/potholes in roads (119 respondents).

Table 4.5 If you have answered dissatisfied to any of the above questions, please use the space provided below to tell us why you are dissatisfied and where the problems are.

	Number of Comments
Litter	192
Lack of road maintenance/potholes in roads	119
Mess left after refuse/recycling collections	91
Poor condition of pavements	91
Other comments	82
Litter near fast food shops	58
Dog fouling	57
There is no street cleaning	44
Over flowing bins/not enough bins	41
Need to have weekly refuse collection	34
Litter around schools	31
Need to educate people more	25
Marina is poor	25
Seaton Carew is a mess	23
Untidy shrubs/flower beds	21
Tidier grass verges	18
Road signs are confusing	15
Catcote Road is poor	15
Elwick is poor	12
Fly tipping	11
Litter in Hart Lane	10
Poor pavements in York road	7
Headland is shabby	6
Lack of road signs	6
(N=1034)	

5. BUILDING CONTROL

KEY FINDINGS

- The majority of Viewpoint members (92%) said they had heard about 'building regulations' prior to receiving this survey;
- Two fifths (39%) of members told us they have applied for building regulations in the past;
- The majority (71%) of members said they did not know what works they can do to their homes without applying for building regulations;
- Viewpoint members were most likely to think they do not have to apply for building regulations for interior works, conservatories and garages, and non structural works;
- Three quarters (74%) of members had not heard of the 'One Stop Shop';
- Members were more likely to say they would contact the planning service at the Council (64%) for information on building regulations;
- Three out of five members (62%) thought that people do not apply for building regulations as they might not know they need to apply for them.

- 5.1 Viewpoint members were told how Building Regulations are national regulations that must be followed when doing building work, such as the construction of new buildings, alterations or extensions, and loft conversions. The Council wanted to know why Viewpoint members think some people do not apply for building regulations. Viewpoint members were asked to answer the questions even if they have never applied for building regulations in the past, as the Council is interested in their views and opinions.

Building Regulations

- 5.2 The majority of Viewpoint members (93%) said they had heard about 'building regulations' prior to receiving this survey. Respondents aged between 17 and 24 were less likely to say they had heard of 'building regulations' than respondents from other age groups (76%, compared to between 89% and 98%).
- 5.3 Two fifths (39%) of Viewpoint members said they have applied for building regulations in the past. Members were more likely to say they had applied for building regulations in the past if they lived in South Hartlepool (49%, compared to 40% for Central and 27% for North Hartlepool).
- 5.4 When asked if members know what building works people can do to their homes without applying for building regulations, the majority (71%) said no, they did not know what works can be done without building regulations. One-hundred and seventy-seven Viewpoint members (15%) said yes, they knew what building works they can do to their home without applying for building regulations.

- 5.5 The one-hundred and seventy-seven Viewpoint members who told us that they knew what building works they can do to their home without applying for building regulations were asked to tell us what these works are. One-hundred and fifty-six comments were received. Viewpoint members were most likely to think they do not have to apply for building regulations for interior works (42 respondents), conservatories and garages (36 respondents), and non structural works (32 respondents). Full results can be seen in Table 5.1.

Table 5.1 If you have answered yes, please use the space below to tell us what building works you think you can do to your home without applying for building regulations.

	Number of Comments
Interior works	42
Conservatories / garages	36
Non structural works	32
Windows / doors	18
Non permanent structures	13
Other	9
Constructions under a certain height	4
Structures close to existing buildings	2
(N=177)	

One Stop Shop

- 5.6 Viewpoint members were told how the ‘One Stop Shop’ is an easy way to find out if they need planning permission or building regulations for building work. Members were then asked if they had ever heard of the ‘One Stop Shop’. Three quarters of respondents (74%) said that they had not heard of the ‘One Stop Shop’.

Information on Building Regulations

- 5.7 Viewpoint members were asked if they wanted some information on building regulations where would they go for it? Members were most likely to tell us that they would contact the planning service at the Council (64%). Forty-four per cent of members would speak to a builder and forty per cent would talk to people who have had similar work done. See Table 5.2 for more information.
- 5.8 Respondents living in North Hartlepool were less likely to say they would contact the planning service at the Council than respondents living in South or Central Hartlepool (57%, 65% and 68% respectively).

Table 5.2 If you wanted some information on Building regulations, where would you go for it?

	%	(No.)
Contact the Planning service at the Council	64	(762)
Would speak to a builder	44	(522)
Would talk to people who have had similar work done	40	(477)
Look on the Council's website	37	(443)
Contact the Building Control service at the Council	33	(396)
Contact the Council through 'One Stop Shop'	33	(390)
Look on other websites, e.g. the Planning Portal	14	(167)
Don't know	7	(78)
Libraries	6	(72)
I know enough about building regulations already	3	(34)
Other	2	(29)
No answer	1	(8)
(N=1200)		

Why People do not apply for Building Regulations

- 5.9 Viewpoint members were then asked to tell us why they think people do not apply for building regulations. Three out of five members (62%) thought that people might not know they need to apply for building regulations. Fifty-seven per cent said that people might think they can get away with not applying for building regulations and a similar number (57%) said people might not apply in case the Council refuses the suggested building alterations. See Table 5.3 for more information.
- 5.10 Respondents from Central Hartlepool were more likely to say they thought people did not apply for building regulations in case the Council placed restrictions on the suggested building alterations (52%, compared to 42% for South and 36% for North Hartlepool). Central Hartlepool residents were also more likely to think that people did not apply for building regulations as they think they can get away with not applying for them (64%, compared to 55% for South and 51% for North Hartlepool).

Table 5.3 If you wanted some information on Building regulations, where would you go for it?

	%	(No.)
People might not know they need apply for building regulations	62	(747)
People might think they can get away with not applying for building regulations	57	(686)
The Council might refuse suggested building alterations	57	(681)
People might be concerned about the cost of applying for building regulations	56	(670)
The Council might place restrictions on suggested building alterations	44	(529)
It takes too long to get building regulations	36	(426)
Don't know	7	(79)
No answer	4	(51)
Other	0.4	(4)
(N=1200)		

6. COUNCIL-RUN COMMUNITY CENTRES

KEY FINDINGS

- Eighty-four per cent of Viewpoint members said they have not used any Council-run community centres in the last 12 months;
- Viewpoint members were most likely to use Owton Manor (83 respondents) and West View (50 respondents) Community Centres;
- Just under half (47%) of Viewpoint members who have used a Council-run community centre have used one once or twice a year, and a third (35%) use one at least once a week;
- The majority of users (76%) were either satisfied or very satisfied with the service provided by Council-run community centres.

- 6.1 The Council was interested in finding out Viewpoint members views about Council-run community centres. Viewpoint members were asked some questions about these centres to find out whether they or a member of their family had used one in the last year, and if so, what they thought about them.

Hartlepool's Council-Run Community Centres

- 6.2 Viewpoint members were presented with a list of Hartlepool's seven Council-run community centres, and were asked to tell us whether they or any member of their family had used one of these centres in the past 12 months.
- 6.3 The majority (84%) of Viewpoint members told us that they have not used any of the Council-run community centres in the past 12 months, or did not answer the question. Eighty-three members have used Owton Manor Community Centre and fifty members have used West View Community Centre in the past 12 months. See Table 6.1 for more information.
- 6.4 Respondents living in Central Hartlepool were more likely to tell us that they have not visited any Council-run community centre in the last 12 months (85%, compared to 76% for South and 77% for North Hartlepool).
- 6.5 Viewpoint members from South Hartlepool were more likely to say they had used a Council-run community centre in the past 12 months (19%) compared to members from Central (13%) and North (16%) Hartlepool.
- 6.6 Also, respondents aged between 35 and 44 were more likely to say they had used a Council-run community centre in the past 12 months (22%, compared to between 11% and 17% for other age groups). Finally, Viewpoint members with children under the age of 18 living in the household were more likely to say they had used a Council-run community centre in the past 12 months (20% compared to 13% for members without children under the age of 18 living in the household).

Table 6.1 Have you, or any members of your family used any of these Council-run Community Centres in the past 12 months?

	%	(No.)
None	80	(957)
Owton Manor Community Centre	7	(83)
No answer	4	(51)
West View Community Centre	4	(50)
Throston Grange Community Centre	3	(34)
Seaton Community Centre	3	(30)
Burbank Community House	2	(22)
Jutland Road Community Centre	1	(16)
Bridge Community Centre	0.7	(9)
(N=1200)		

How Often Members Use Council-Run Community Centres

- 6.7 Viewpoint members were then asked to tell us how often they, or any member of their family had used a Council-run community centre in the last 12 months. Again, over eight out of ten (82%) Viewpoint members said they had never used a Council-run community centre. Out of the Viewpoint members who said they had used a Council-run community centre in the past 12 months, just under half (47%) said they have used one once or twice a year, and a third (35%) use one at least once a week. See Table 6.2 for more information.

Table 6.2 How often have you, or any member of your family used a Council-run community centre in the last 12 months?

	All respondents		Users
	%	(No.)	%
Five times a week	0.3	(3)	2
At least once a week	6	(69)	35
At least once a month	3	(34)	17
Once or twice a year	9	(94)	47
Never	82	(880)	-
(N=1080)			(N=200)

Satisfaction With Council-Run Community Centres

6.8 Viewpoint members were then asked to tell us how satisfied or dissatisfied they were with the service provided from Council-run community centres. Out of the one-hundred and eighty-seven members who told us how satisfied they were with Council-run community centres, over three quarters (76%) were either satisfied or very satisfied. Less than five per cent were dissatisfied or very dissatisfied.

- Very satisfied - 23 per cent (43 respondents)
- Satisfied - 53 per cent (100 respondents)
- Neither satisfied nor dissatisfied - 20 per cent (37 respondents)
- Dissatisfied - 4 per cent (7 respondents)
- Very dissatisfied - 0.5 per cent (1 respondent)

6.9 The detailed results show that Viewpoint members aged between 35 and 44 years old were most likely to be satisfied or very satisfied with the service provided by Council-run community centres (94%, compared with between 51% and 80% for other age groups). Also, Viewpoint members with children under the age of 18 years living in the household were more likely to be satisfied or very satisfied with this service (84%) than respondents without children under the age of 18 living in the household (71%).

6.10 Respondents were asked to tell us why they were satisfied or dissatisfied with Council-run community centres. Eighty-two Viewpoint members answered this question. Thirty-four members told us that they were good, 23 people said Council-run community centres were clean and eleven people said the staff were helpful. Full results can be seen in Table 6.3.

Table 6.3 If you were satisfied or dissatisfied with the service provided by Council-run community centres in the last 12 months, please tell us why this was.

	Number of Comments
Good	34
Clean	23
Staff helpful	11
Poor heating	5
Needs refurbishment	3
Poor toilets	3
Other	3
(N=82)	

Using Council-Run Community Centres

- 6.11 Viewpoint members were asked to tell us what they use Council-run community centres for. Three out of ten members said they use them for sporting activities, and two out of ten members said they use the centres for parties and functions, or council meetings and neighbourhood forums. See Table 6.4 for more information.

Table 6.4 What do you use Council-run Community Centres for?

	%	(No.)
Sporting activities	30	(60)
Parties / Functions	20	(40)
Council meetings / Neighbourhood forums	20	(40)
Dance classes	10	(19)
Blood donation sessions	12	(25)
Other	12	(24)
None of these	11	(21)
Parent & toddler groups	8	(17)
Youth clubs	8	(16)
Baby clinics	4	(8)
No answer	5	(10)
(N=200)		

- 6.12 When asked what, if anything, stops members from using Council-run community centres, half (50%) of Viewpoint members told us that there was nothing in particular that stops them, they just don't use them, and three out of ten (31%) said they don't use the centres as they do not know what's on. See Table 6.5 for more information.

Table 6.5 What, if anything, stops you from using Council-run community centres?

	%	(No.)
None of these / just don't use them	50	(604)
Don't know what's on	31	(366)
Too far away from where I live	10	(117)
Lack of appropriate facilities	5	(57)
Opening / closing hours	5	(55)
The condition of the buildings and its facilities	4	(51)
Lack of transport	4	(50)
Cleanliness	3	(35)
Cost	3	(32)
Staff friendliness	1	(15)
Other	1	(13)
No answer	13	(152)
(N=1200)		

- 6.13 Finally, Viewpoint members were asked if there are any activities they would like to see provided at Council-run community centres. Out of the 155 members responded, 55 members said they would like to see sport activities provided at Council-run community centres and 22 members said they would like to see youth facilities.

Table 6.6 Are there any activities you would like to see provided at Council-run community centres?

	Number of Comments
Sports	55
Youth facilities	22
Yoga/Tai Chi/Pilates	12
Life management skills	10
Dancing	10
Parent/toddler classes	10
Child clubs	7
Other	52
(N=155)	

7. CONSULTING WITH THE PUBLIC

KEY FINDINGS

- Forty-four per cent of Viewpoint members agreed or strongly agreed with the statement ‘Hartlepool Borough Council is out of touch with what local people want’;
- When asked if members agreed with various statements about the Council and consultation Viewpoint members aged between 35 and 54 were more likely to respond positively about the council, as were members with children under the age of 18 living in the household;
- Sixty-four per cent of Viewpoint members said they had not heard of Neighbourhood Consultative Forums;
- When asked whether Viewpoint members have attended a Neighbourhood Consultative Forum in the last 12 months, only 47 Viewpoint members (4%) said yes.

- 7.1 Hartlepool Borough Council uses many different methods for consulting with residents of Hartlepool including Viewpoint, focus groups, and talking to resident groups and service users. The Council wanted to find out if Viewpoint members felt the Council listens to them when consulting, and takes on board members views and opinions when making decisions.

Statements about Consulting with the Public

- 7.2 Viewpoint members were asked to tell us if they agreed or disagreed with four statements about Hartlepool Borough Council consulting with the public. The results for all four statements were largely split. However, Viewpoint members were more likely to say they agreed or strongly agreed with the statement ‘Hartlepool Borough Council is out of touch with what local people want’ (44%).
- 7.3 Viewpoint members aged between 35 and 54 were more likely to respond positively about the council. For example, they were more likely to agree or strongly agree with the statement ‘Hartlepool Borough Council listens to the concerns of local residents’ (39%), and were more likely to disagree or strongly disagree with the statement ‘Hartlepool Borough Council is out of touch with what local people want’ (24%) than respondents from other age groups.
- 7.4 Also, Viewpoint members with children under the age of 18 living in the household were more likely to be positive about the Council than Viewpoint members without children under the age of 18 living in the household.

‘Hartlepool Borough Council listens to the concerns of local residents’

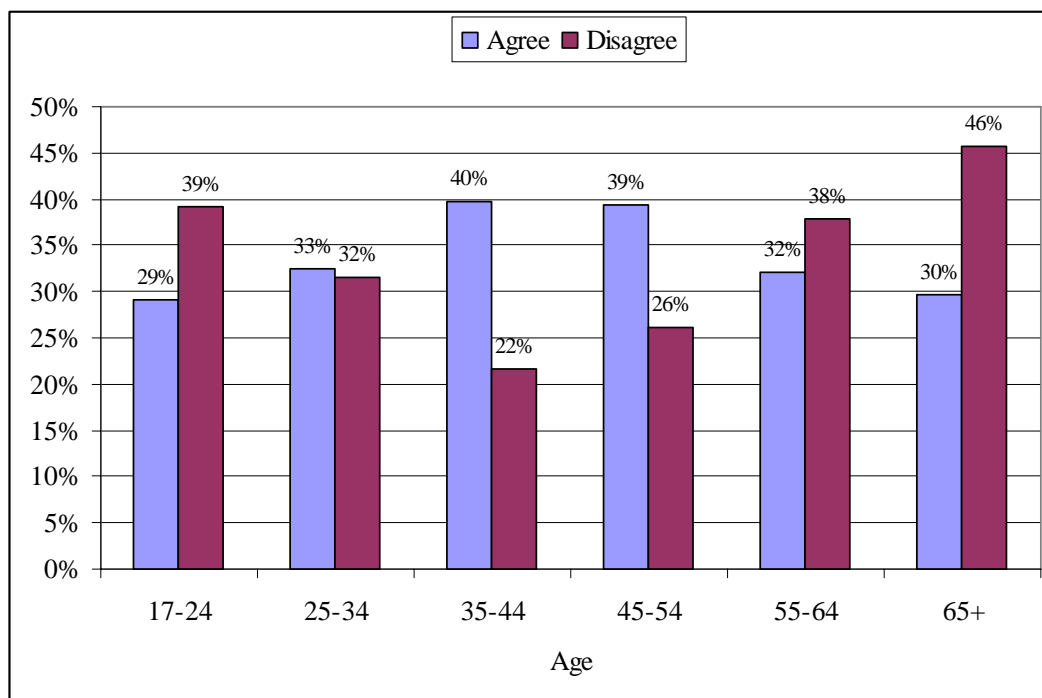
7.5 First of all, Viewpoint members were asked to tell us if they agree or disagree with the statement ‘Hartlepool Borough Council listens to the concerns of local residents’. Results were split, with a third (34%) of respondents saying they agree or strongly agree with this statement, a third (33%) saying they disagree or strongly disagree and a third (33%) saying they neither agree or disagree.

- Strongly agree - 2 per cent (19 respondents)
- Agree - 33 per cent (355 respondents)
- Neither agree nor disagree - 33 per cent (358 respondents)
- Disagree - 25 per cent (272 respondents)
- Strongly disagree - 8 per cent (87 respondent)

7.6 The detailed results show that Viewpoint members with children under the age of 18 living in the household were more likely to agree or strongly agree with this statement (41%) and less likely to disagree or strongly disagree (25%) than members without children under the age of 18 living in the household (30% for agree or strongly agree and 37% for disagree or strongly disagree).

7.7 The detailed results also show that Viewpoint members aged between 35 and 54 were more likely to agree or strongly agree (39%) with this statement, and were less likely to disagree or strongly disagree (24%), compared to members from other age groups. See Chart 7.1 for more information.

Chart 7.1 Please tell us how much you agree or disagree with the statement ‘Hartlepool Borough Council listens to the concerns of local residents’. Chart shows responses for ‘agree’ or ‘strongly agree’ and ‘disagree’ or ‘strongly disagree’ by age.



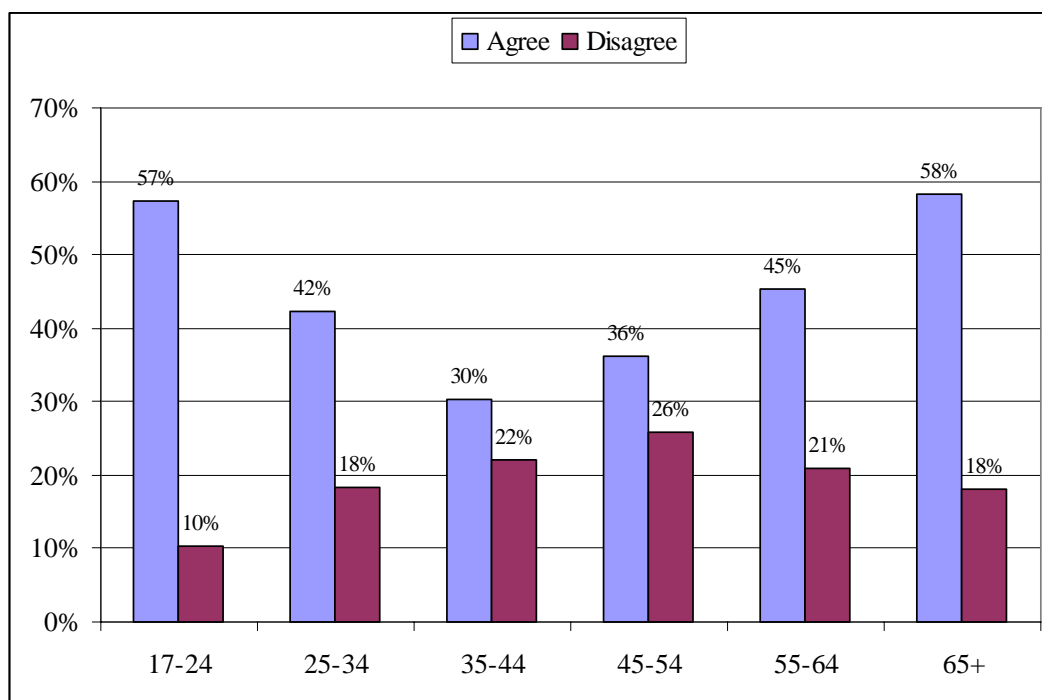
‘Hartlepool Borough Council is out of touch with what local people want’

7.8 When asked whether Viewpoint members agree or disagree with the statement ‘Hartlepool Borough Council is out of touch with what local people want’, 44 per cent of Viewpoint members agreed or strongly agreed. Only one in five (20%) disagreed or strongly disagreed. Viewpoint members were more likely to agree or strongly agree with this statement out of all four statements. Again a large proportion (37%) neither agreed nor disagreed with this statement.

- Strongly agree - 10 per cent (112 respondents)
- Agree - 33 per cent (362 respondents)
- Neither agree nor disagree - 37 per cent (396 respondents)
- Disagree - 19 per cent (203 respondents)
- Strongly disagree - 1 per cent (14 respondent)

7.9 Viewpoint members with children under the age of 18 living in the household were less likely to agree or strongly agree with this statement (35%) than respondents without children under the age of 18 living in the household (48%). The detailed results show that Viewpoint members aged between 35 and 54 were more likely to disagree or strongly disagree with this statement (24%) and were less likely to agree or strongly agree (33%) than respondents from other age groups. See Chart 7.2 for more information.

Chart 7.2 Please tell us how much you agree or disagree with the statement ‘Hartlepool Borough Council is out of touch with what local people want’. Chart shows responses for ‘agree’ or ‘strongly agree’ and ‘disagree’ and ‘strongly disagree’ by age.



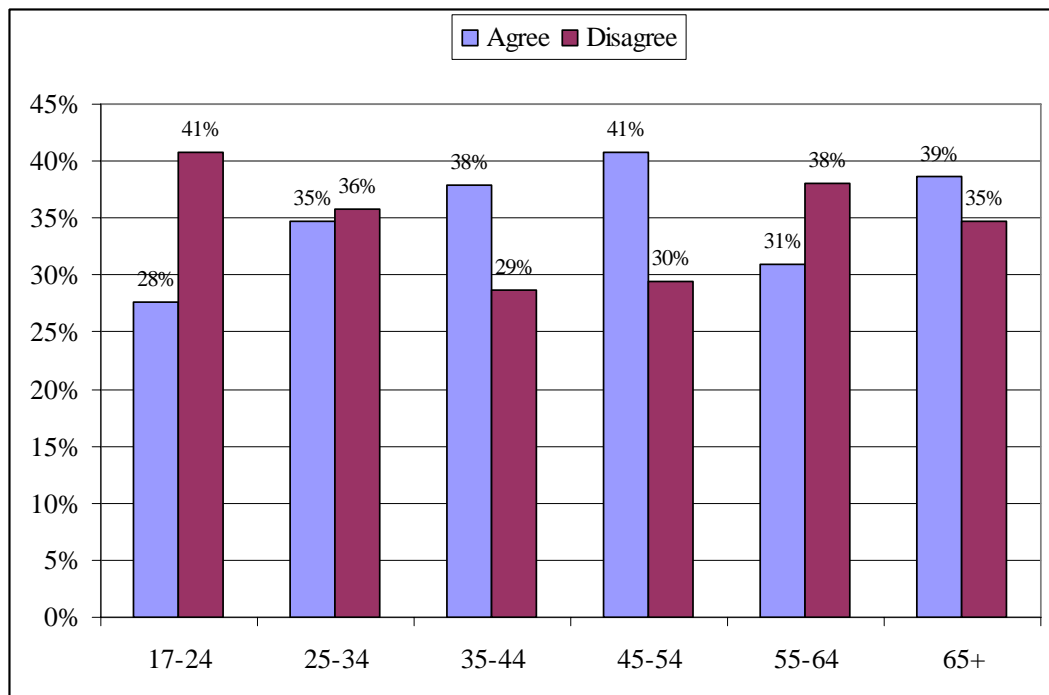
‘Hartlepool Borough Council keeps residents informed about what they are doing’

7.10 When asked how much members agree or disagree with the statement ‘Hartlepool Borough Council keeps residents informed about what they are doing’, results were split. A third (35%) agreed or strongly agreed, a third (34%) disagreed or strongly disagreed and a third (30%) neither agreed nor disagreed with this statement.

- Strongly agree - 2 per cent (22 respondents)
- Agree - 34 per cent (381 respondents)
- Neither agree nor disagree - 30 per cent (339 respondents)
- Disagree - 27 per cent (299 respondents)
- Strongly disagree - 7 per cent (80 respondent)

7.11 The detailed results show that respondents aged between 45 and 54 were more likely to agree or strongly agree with this statement (41%) than members from other age groups. Also, respondents aged between 35 and 54 were less likely to disagree or strongly disagree with this statement (29%).

Chart 7.3 Please tell us how much you agree or disagree with the statement ‘Hartlepool Borough Council keeps residents informed about what they are doing’. Chart shows responses for ‘agree’ or ‘strongly agree’ and ‘disagree’ and ‘strongly disagree’ by age.



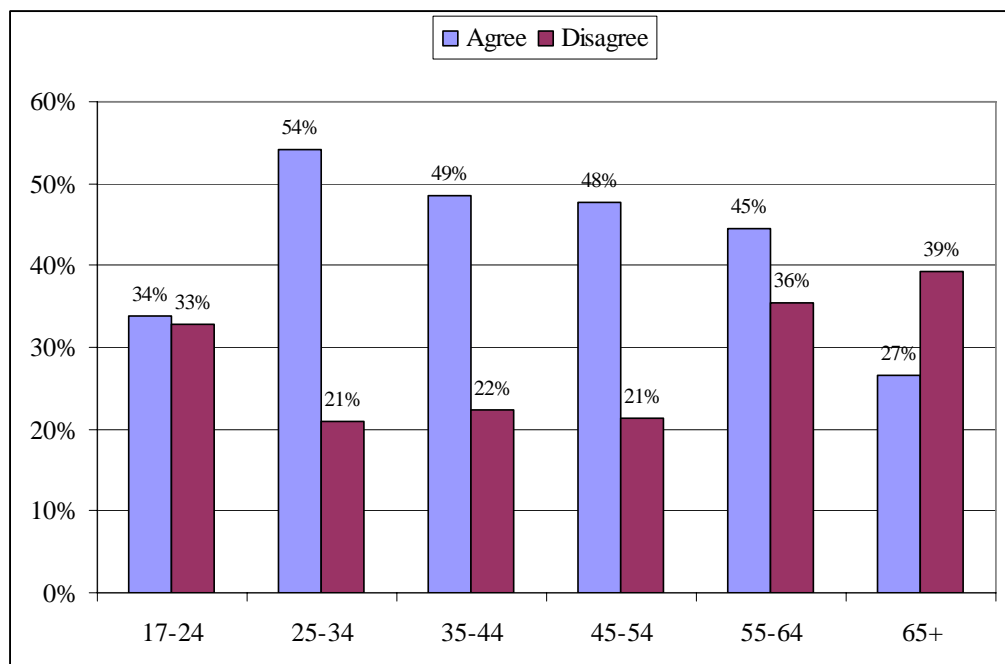
‘Hartlepool Borough Council regularly asks local people about their views and opinions on various local issues’

7.12 Finally, Viewpoint members were asked to tell us how much they agree or disagree with the statement ‘Hartlepool Borough Council regularly asks local people about their views and opinions on various local issues’. Four out of ten (43%) members agreed or strongly agreed with this statement. Three out of ten (28%) members disagreed or strongly disagreed and a similar number (29%) neither agreed or disagreed with this statement.

- Strongly agree - 4 per cent (44 respondents)
- Agree - 39 per cent (435 respondents)
- Neither agree nor disagree - 29 per cent (322 respondents)
- Disagree - 22 per cent (246 respondents)
- Strongly disagree - 6 per cent (69 respondent)

7.13 The detailed results show that just under half (49%) of Viewpoint members with children under the age of 18 living in the household agreed or strongly agreed with this statement (compared to 39% for members without). Also, Viewpoint members aged between 25 and 34 were more likely to agree or strongly agree (54%) with the statement ‘Hartlepool Borough Council regularly asks local people about their views and opinions on various local issues’ than members from other age groups. See Chart 7.4 for more information.

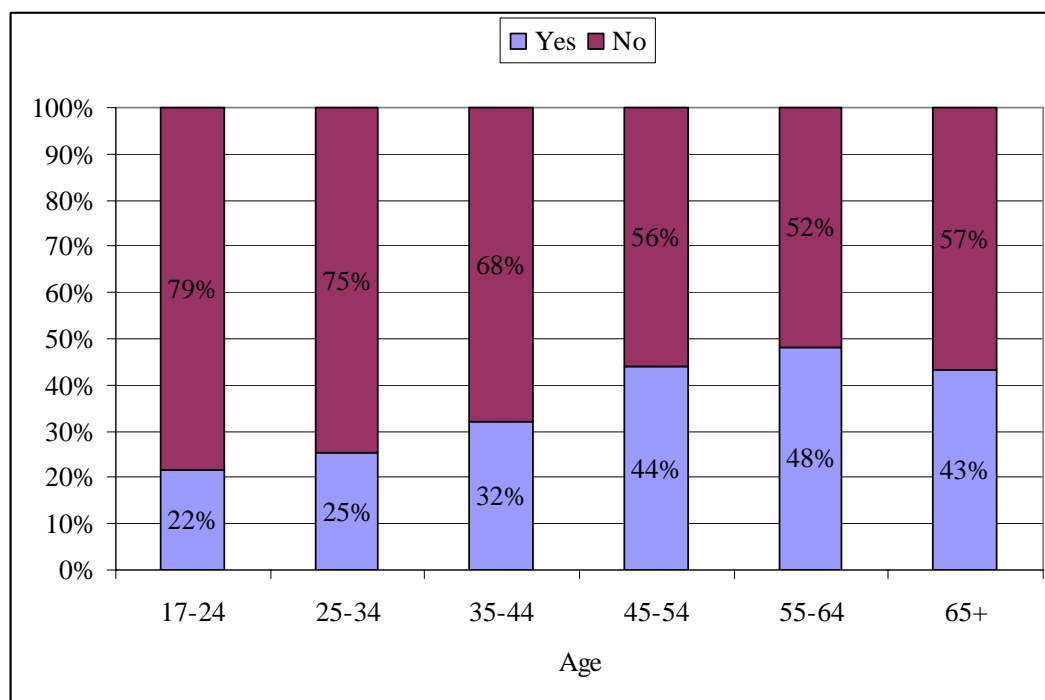
Chart 7.4 Please tell us how much you agree or disagree with the statement ‘Hartlepool Borough Council regularly asks local people about their views and opinions on various local issues. Chart shows responses for ‘agree’ or ‘strongly agree’ and ‘disagree’ and ‘strongly disagree’ by age.



Neighbourhood Consultative Forums

- 7.14 Viewpoint members were told how one method the Council uses to consult members of the public is Neighbourhood Consultative Forums, which are held every 8 weeks within each of the three neighbourhood areas across the Borough (North, Central and South).
- 7.15 The Council wanted to know if Viewpoint members had heard of Neighbourhood Consultative Forums. Over a third (36%) of Viewpoint members said yes, they had heard of Neighbourhood Consultative Forums, and two thirds (64%) said no, they had not heard of them.
- 7.16 Viewpoint members in Central Hartlepool were more likely to say they had heard of Neighbourhood Consultative Forums (43%) than members from South (34%) or North (32%) Hartlepool.
- 7.17 Also, Viewpoint members aged between 17 and 24 were least likely to say they had heard of Neighbourhood Consultative Forums (22%), compared to members aged between 55 and 64 (48%). See Chart 7.5 for more information

Chart 7.5 'Have you heard of these Neighbourhood Consultative' Forums? By age.



- 7.18 When asked whether Viewpoint members have attended a Neighbourhood Consultative Forum in the last 12 months, only 47 Viewpoint members (4%) said yes. Viewpoint members from Central Hartlepool were slightly more likely to say they had attended a Forum in the last 12 months (5%, compared to 4% for South and 3% for North Hartlepool).

- 7.19 The 47 members who said they had attended a Neighbourhood Consultative Forum in the last 12 months were asked to tell us what they thought of it. Sixteen members said the Forum was good, however seven members thought it was a waste of time and six members thought there was too much Councillor involvement. See Table 7.1 for more information.

Table 7.1 If you have attended a Neighbourhood Consultative Forum please tell us what you thought of the meeting.

	Number of Comments
Good	16
No answer	9
Waste of time	7
Too much Councillor involvement	6
Eventful	3
No-one there/too few turned up	3
Other	4
(N=47)	

- 7.20 Finally, Viewpoint members were asked if they could suggest ways to improve how the council consults with people and listens to their views. Thirty-five members said that more consultation is required and the same number of members said that the Council should take more notice of residents.

Table 7.2 Are there any ways you can suggest for improving how the Council consults with people and listens to their views?

	Number of Comments
More consultation is required	35
Take more notice of residents	35
Should advertise events/forums more	29
Through newsletters	22
Hold forums at night when people can attend	20
Through the local paper	12
More visits from Councillors	9
Websites	8
Councillors should attend meetings	6
Viewpoint is good	6
More action is required	6
Other	38
(N=213)	

APPENDIX 1

BACKGROUND INFORMATION ON RESPONDENTS

Table A1 Age of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
17 to 24	11	(134)	8	67
25 to 34	16	(197)	10	90
35 to 44	20	(238)	19	168
45 to 54	18	(211)	18	157
55 to 64	14	(165)	23	203
65 to 74	12	(148)	16	138
75+	9	(107)	6	54
No answer	/	/	Less than 1	2
Total	100	(1200)	100	(879)

Table A2 Sex of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
Female	53	(634)	55	(484)
Male	47	(566)	45	(395)
Total	100	(1200)	100	(879)

Table A3 Location of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
North	32	(382)	27	(239)
Central	38	(457)	39	(346)
South	30	(361)	33	(294)
Total	100	(1200)	100	(879)

Table A4 Economic activity of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
Employed full-time	44	(531)	41	(360)
Employed part-time	9	(109)	10	(86)
Unemployed	3	(32)	3	(23)
Retired	23	(276)	26	(225)
Full-time student	7	(79)	5	(43)
Self employed	4	(47)	4	(35)
Permanently sick or disabled	5	(54)	6	(49)
Other (inc. housewife/husband)	6	(69)	6	(56)
No answer	Less than 1	(3)	Less than 1	(2)
Total	100	(1200)	100	(879)

Table A5 Car ownership of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
One car	56	(671)	58	(508)
Two or more cars	23	(281)	24	(209)
No car	20	(242)	18	(157)
No answer	1	(6)	1	(5)
Total	100	(1200)	100	(879)

Table A6 Disability of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
Yes – disabled	15	(182)	16	(142)
No – not disabled	84	(1009)	83	(729)
No answer	1	(9)	1	(8)
Total	100	(1200)	100	(879)

Table A8 Socio Economic Group of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
AB	23	(281)	23	(206)
C1	26	(318)	25	(224)
C2	23	(274)	24	(207)
DE	20	(242)	21	(181)
Don't Know / No Answer	7	(85)	7	(61)
Total	100	(1200)	100	(879)

Social Group Definitions:

<i>Social group</i>		<i>Occupation of Chief wage earner</i>
A	Upper middle class	Higher managerial, administrative or professional
B	Middle class	Intermediate managerial, administrative or professional
C1	Lower middle class	Intermediate or clerical and junior managerial, administrative or professional
C2	Skilled working class	Skilled manual workers
D	Working class	Semi and unskilled manual workers
E	Those at the lowest levels of subsistence	Long term unemployed (6+ months), State pensioners, etc. with no earnings, Casual workers and those without a regular income

APPENDIX 2

FULL RESULTS



Viewpoint Your Views are Important

This latest Viewpoint questionnaire seeks your views on a variety of local issues. It aims to find out what you and others from across the community think about these matters so that we can take your views into account when making decisions that affect your daily life. The questionnaire should only take about 10 to 15 minutes to complete. The issues covered this time include:

**Healthy Eating
Highways Management
Building Control
Council-Run Community Centres
Consulting with the Public**

There are no right or wrong answers to any of the questions; we just want to find out what you think of our services and other important issues that affect your daily lives. If you can't complete a question or feel you don't want to answer a particular question, don't worry, just leave it blank and move on to the next one.

When you have completed the questionnaire please return it to us in the enclosed reply paid envelope, no stamp required, by **2nd March 2007**.

We will look at what the Viewpoint members say and the Council's response in the next Viewpoint Newsletter, which you receive with your next Viewpoint questionnaire.

All the information you provide is confidential and we will never pass your name or address to any other organisation. What's more, if at any time you wish to leave Viewpoint, for whatever reason, simply let us know.

If you require any further information, need a large print questionnaire or any help filling it in, then please contact

Lisa Anderson

at

**Hartlepool Borough Council
Civic Centre, Hartlepool, TS24 8AY
Telephone: (direct line) 01429 523584**

VP21, 68.1% response rate, 879 completed questionnaires

Healthy Eating

The Council's Healthy Eating Team is responsible for promoting healthy eating across Hartlepool by providing information and advice on food issues. They also support local organisations and communities to develop their own healthy eating initiatives. The Council's Healthy Eating team is interested in finding out what the people of Hartlepool's food choices are and about their knowledge regarding healthy eating.

If you would like any further information on this topic please contact Claire Watson on **(01429) 523358** or via e-mail **Claire.Watson@hartlepool.gov.uk**

- The following list of activities are ways of improving the health of Hartlepool people because they all help prevent heart disease. Please tell us which THREE things from the following list you feel we should be concentrating on in Hartlepool to help prevent heart disease: (PLEASE TICK UP TO THREE BOXES)**

Encourage breastfeeding of babies	15.6%
Provide easy access to stop smoking services	28%
Provide cooking skills classes to encourage healthy eating	18.8%
Healthy food options available in more venues e.g. workplace canteens, restaurants, cafes, schools etc.	46.6%
Establish more smoke free zones in public places e.g. shopping centres, restaurants, lesiure facilities	47.7%
Provide a wider range of activities across the town to help keep people physically active	44.5%
Encourage children to eat a healthy diet	52.3%
Provide more information and support about activities that can benefit our health	20.1%
Provide more healthy eating education to all residents who want it	15.8%
No answer	2.8%

- And which ONE do you think should be given the highest priority in order to help prevent heart disease in Hartlepool? (PLEASE TICK ONE BOX ONLY)**

Encourage breastfeeding of babies	1.7%
Provide easy access to stop smoking services	10.7%
Provide cooking skills classes to encourage healthy eating	5.1%
Healthy food options available in more venues e.g. workplace canteens, restaurants, cafes, schools etc.	14.1%
Establish more smoke free zones in public places e.g. shopping centres, restaurants, lesiure facilities	19.6%
Provide a wider range of activities across the town to help keep people physically active	16.9%
Encourage children to eat a healthy diet	19%
Provide more information and support about activities that can benefit our health	4.7%
Provide more healthy eating education to all residents who want it	3.9%
No answer	4.3%

3. **Healthy eating is one way of helping to prevent and to reduce heart disease. Thinking about healthy eating, please look at each of the issues below and tell whether you agree or disagree with each statement. (PLEASE TICK ONE BOX ON EACH LINE)**

	Strongly agree %	Agree %	Neither agree nor disagree %	Disagree %	Strongly disagree %	Don't know %	No answer %
a) There isn't enough information on how to eat healthily	4.7	23.2	20.7	37.2	10.5	0.9	2.7
b) It is easy to find healthy foods at local shops	12.2	50.8	12.1	18.4	3.4	0.6	2.5
c) It is expensive to buy healthy foods in local shops	13.1	35.1	18.2	25.2	5.2	1	2.2
d) I know how to cook healthy foods and meals	31.8	48.1	8.9	5.7	2.4	0.7	2.4
e) I don't know where to get professional advice on healthy eating	5.4	23.5	17.5	36.5	10.7	3	3.3
f) There are healthy food choices available at schools	5.8	34.5	18	5.3	1.2	32	3.2
g) There are healthy food choices available at my workplace	4.5	19.1	21	14.2	8.4	19.4	13.5
h) There are healthy food choices available at cafes and restaurants	4.6	45.6	23.3	18.9	1.7	3.4	2.6
i) There are inconsistencies with healthy eating information/messages that are given out	11.8	41.3	21.3	15.6	2.7	4.4	3

4. Please could you tell us how often you usually do the following...
(PLEASE TICK ONE BOX ON EACH LINE)

	Every day %	Once or twice a week %	Once or twice a month %	Less often than once a month %	Never %	Don't know %	No answer %
a) Eat breakfast	71.6	17	3.2	1.6	5.6	0	1.1
b) Have three meals a day	64.1	19.8	3.5	3.2	7.8	0	1.6
c) Eat oily fish such as sardines, herring, mackerel, trout and salmon	3.7	40.7	23.3	13	18.3	0	1
d) Have five portions of fruit and vegetables a day	34.8	46.3	9.2	3.2	5.3	0.5	0.7
e) Cook meals using fresh ingredients	47.1	42.3	5.4	1.8	2.4	0.2	0.7
f) Drink two litres of water a day (eight glasses)	25.5	35.1	11.2	8	17.4	1.7	1
g) Order takeaways / eat fast food	0.1	20.2	30.7	25.7	22.3	0.2	0.9
h) Eat late at night	5.9	27	19	17.6	29.3	0	1.1
i) Eat more than six grams of salt a day	2.9	10.5	9.6	10.8	39.8	25.5	1
j) Drink more than the recommended safe levels of alcohol per week*	1.8	13.1	18.7	21	43.4	1	1

* Recommended safe levels of alcohol per week are 21 units for men and 14 units for women. One unit of alcohol is equal to half a pint of beer or one small glass of wine.

5. Would you know where to go for information and advice on your diet and your health?

Yes	57.1%	GO TO Q6
No	31.5%	GO TO Q7
Don't know	7.4%	GO TO Q7
No answer	4%	

6. If yes, please tell us in the space below where you would go for information and advice on your diet and your health. (N = 686)

Doctor/Practice Nurse	74.4%	TV	3.4%
Internet	34.1%	Chemist	3.3%
Library	14.2%	Health Food Shops	2.6%
Books	7.7%	Community Centres	1.9%
Dietician	6.8%	Work	1.5%
Newspapers/magazines	6.4%	NHS Direct	1.1%
Hospital	4.6%	GYM/Sports Club	1%
No answer	4.4%	Other	3.9%

Highways Management

The Council is responsible for the up keep of the majority of roads, pavements and road signs across the borough. It is responsible for inspecting the roads and carrying out any necessary safety repairs. It also carries out a programme of planned projects such as roads and pavement reconstruction and surfacing. The Council is interested in finding out people's views and opinions of the service provided both in their local neighbourhood and across Hartlepool as a whole.

If you would like any further information on this topic please contact Alec Gough on (01429) 523585 or via e-mail alec.gough@hartlepool.gov.uk

7. How satisfied or dissatisfied are you with the condition of the roads in:

a) Your local neighbourhood?

b) Hartlepool as a whole?

(PLEASE TICK ONE BOX IN EACH COLUMN)

	a) Local neighbourhood	b) Hartlepool as a whole
Very satisfied	4.3%	1.6%
Satisfied	30.1%	19.1%
Neither satisfied nor dissatisfied	13.3%	22.3%
Dissatisfied	29.9%	34%
Very dissatisfied	20.5%	19.5%
Don't know	0.4%	1.2%
No Answer	1.5%	2.2%

8. How satisfied or dissatisfied are you with the condition of the pavements in:

a) Your local neighbourhood?

b) Hartlepool as a whole?

(PLEASE TICK ONE BOX IN EACH COLUMN)

	a) Local neighbourhood	b) Hartlepool as a whole
Very satisfied	3.1%	1%
Satisfied	28.4%	17.7%
Neither satisfied nor dissatisfied	16%	25.8%
Dissatisfied	33.4%	36.1%
Very dissatisfied	17.4%	15.5%
Don't know	0.4%	2.0%
No answer	1.3%	1.9%

9. How satisfied or dissatisfied are you with the condition of the road signs in:

- a) Your local neighbourhood?**
b) Hartlepool as a whole?

(PLEASE TICK ONE BOX IN EACH COLUMN)

	a) Local neighbourhood	b) Hartlepool as a whole
Very satisfied	6.6%	5.2%
Satisfied	55.7%	54.5%
Neither satisfied nor dissatisfied	24.6%	26.4%
Dissatisfied	7.4%	8.2%
Very dissatisfied	2.7%	2.4%
Don't know	1.6%	1.5%
No answer	1.4%	1.9%

10. The Council is responsible for cleaning the streets and open spaces in Hartlepool in order to keep the town clear of litter and refuse. Please tell us how satisfied or dissatisfied you are with the litter collection service in:

- a) Your local neighbourhood?**
b) Hartlepool as a whole?

(PLEASE TICK ONE BOX IN EACH COLUMN)

	a) Local neighbourhood	b) Hartlepool as a whole
Very satisfied	6%	1.8%
Satisfied	36.1%	22.3%
Neither satisfied nor dissatisfied	14.9%	22.8%
Dissatisfied	25.5%	33.5%
Very dissatisfied	16%	15.2%
Don't know	0.1%	2.4%
No answer	1.5%	2%

11. If you have answered dissatisfied to any of the above questions, please use the space provided below to tell us why you are dissatisfied and where the problems are.

Litter	18.2%	Lack of road maintenance/	11.3%
Mess left after refuse/recycling collections	8.6%	potholes in roads	
Litter near fast food shops	5.5%	Poor condition of pavements	8.6%
No street cleaning	4.2%	Dog fouling	5.4%
Need to have weekly refuse collection	3.3%	Over flowing bins/not enough bins	3.9%
Need to educate people more	2.4%	Litter around schools	3%
Seaton Carew is a mess	2.2%	Marina is poor	2.4%
Tidier grass verges	1.7%	Untidy shrubs/flower beds	2%
Catcote Road is poor	1.4%	Road signs are confusing	1.4%
Fly Tipping	1%	Elwick Road is poor	1.1%
Poor pavements in York Road	0.7%	Litter in Hart Lane	0.9%
Lack of road signs	0.6%	Headland is shabby	0.6%
		Other	7.8%

Building Control

Building Regulations are National Regulations that must be followed when doing building work. Building Regulations apply to the construction of new buildings, alterations and extensions (including loft conversions) and changes of use of buildings. People carrying out such work must apply for Building Regulation approval and this is usually obtained from the Council.

We would like to find out why you think some people do not apply for building regulations, and where you would like to find more information on building regulations.

Whether or not you have applied for building regulations in the past, the Council is still interested in your views and opinions as a resident of Hartlepool. However if you feel unable to answer any of the questions please feel free to move on to the next section.

If you would like any further information on this topic please contact Garry Hutchison on (01429) 523290 or via e-mail garry.hutchison@hartlepool.gov.uk

12. Before receiving this survey, had you heard of 'Building Regulations'?

Yes	89%
No	6.7%
Don't know	1.8%
No answer	2.5%

13. Have you ever applied for building regulations in the past?

Yes	36.6%
No	58.3%
Don't know	2.3%
No answer	2.8%

14. Do you know what building works you can do to your home without applying for building regulations?

Yes	14.7%	GO TO Q15
No	70.8%	GO TO Q16
Don't know	11.5%	GO TO Q16
No answer	2.9%	

15. If you answered yes, please use the space below to tell us what building works you think you can do to your home without applying for building regulations. (N = 177)

No answer	23.8%	Interior works	23.5%
Conservatories/garages	20.2%	Non structural works	18%
Windows/doors	10%	Non permanent structures	7.4%
Constructions under a certain height	2.3%	Structures close to existing buildings	1.4%
Other	5.3%		

The 'One Stop Shop' is an easy way to find out if you need planning permission or building regulations for building work. If you are thinking about carrying out some building alterations, all you need to do is write, call or email the Council explaining what work you are thinking of carrying out, and you will receive a reply within ten working days telling you if you need planning permission or building regulations for this work.

16. Have you ever heard of the 'One Stop Shop'?

Yes	25.3%
No	71.4%
Don't know	1.2%
No answer	2.1%

If you want to contact the 'One Stop Shop' you can do so by calling (01429) 284317, emailing developmentcontrol@hartlepool.gov.uk or writing to: The Development Control Manager, Bryan Hanson House, Hanson Square, Hartlepool, TS24 7BT.

17. If you wanted some information on Building Regulations, where would you go for it? (PLEASE TICK ALL THAT APPLY)

Contact the Planning service at the Council	63.5%
Contact the Building Control service at the Council	33%
Look on the Council's website	36.9%
Contact the Council through 'One Stop Shop'	32.5%
Look on other websites, e.g. the Planning Portal (www.planningportal.gov.uk)	13.9%
Libraries	6%
Would speak to a builder	43.5%
Would talk to people who have had similar work done	39.7%
I know enough about Building Regulations already	2.8%
Don't know	6.5%
Other (Please specify _____)	0.6%
No answer	2.4%

18. Why do you think people do not apply for building regulations? (PLEASE TICK ALL THAT APPLY)

People might be concerned about the cost of applying for building regulations	55.8%
It takes too long to get building regulations	35.5%
The Council might refuse suggested building alterations	56.8%
The Council might place restrictions on suggested building alterations	44.1%
People might not know they need to apply for building regulations	62.2%
People might think they can get away with not applying for building regulations	57.2%
Don't know	6.6%
Other (Please specify _____)	0.4%
No answer	4.2%

Council-Run Community Centres

The Council is interested in finding out your views about Council-run Community Centres. We would like to ask you some questions about these Centres to find out whether you or a member of your family have used these facilities in the last year, and if so, what you thought about them. We would also like to find out your views on what activities you would like to see provided in the future.

If you would like any further information on this topic please contact Dave Miles on (01429) 523403 or via e-mail dave.miles@hartlepool.gov.uk

19. Have you, or any members of your family used any of these Council-run Community Centres in the past 12 months? (PLEASE TICK ALL THAT APPLY)

Bridge Community Centre	0.7%
Burbank Community House	1.8%
Jutland Road Community Centre	1.3%
Owton Manor Community Centre	6.9%
Throston Grange Community Centre	2.9%
Seaton Community Centre	2.5%
West View Community Centre	4.2%
None	79.7%
No answer	4.2%

20. How often have you, or any members of your family used a Council-run Community Centre from the above list in the last 12 months? (PLEASE TICK ONE BOX ONLY)

Five times a week	0.3%	GO TO Q21
At least once a week	5.7%	GO TO Q21
At least once a month	2.9%	GO TO Q21
Once or twice a year	7.8%	GO TO Q21
Never	73.3%	GO TO Q24
Don't know	5.4%	GO TO Q24
No answer	4.6%	

21. If you have used Council-run Community Centres in the last 12 months, overall how satisfied or dissatisfied are you with the service provided? (PLEASE TICK ONE BOX ONLY) (N = 200)

Very satisfied	21.5%	GO TO Q22
Satisfied	49.8%	GO TO Q22
Neither satisfied nor dissatisfied	18.4%	GO TO Q23
Dissatisfied	3.3%	GO TO Q22
Very dissatisfied	0.5%	GO TO Q22
Don't know	5.4%	GO TO Q23
No answer	1.2%	

- 22. If you were satisfied or dissatisfied with the service provided by Council-run Community Centres in the last 12 months, please use the space below to tell us why this was. (N = 200)**

No answer	65.7%	Good	17.1%
Clean	11.5%	Staff helpful	5.6%
Poor heating	2.6%	Needs Refurbishment	1.7%
Poor toilets	1.5%	Other	1.5%

- 23. What do you use Council-run Community Centres for? (N = 200)**
(PLEASE TICK ALL THAT APPLY)

Council meetings / Neighbourhood Forums	20.2%
Dance classes	9.7%
Sporting activities	29.9%
Baby clinics	4.2%
Parent & toddler groups	8.3%
Parties / Functions	20%
Youth club	7.9%
Blood donation sessions	12.3%
None of these	10.6%
Other (Please specify_____)	12%
No answer	4.9%

- 24. What, if anything, stops you from using Council-run Community Centres?**
(PLEASE TICK ALL THAT APPLY)

Cost	2.7%
Cleanliness	2.9%
Opening / closing hours	4.6%
Too far away from where I live	9.7%
Lack of appropriate facilities	4.8%
Don't know what's on	30.5%
Lack of transport	4.2%
Staff friendliness	1.2%
The condition of the buildings and its facilities	4.3%
None of these / just don't use them	50.3%
Other (Please specify_____)	1.1%
No answer	12.7%

- 25. Are there any activities you would like to see provided at Council-run Community Centres? If so, please tell us about them in the space provided below.**

No answer	87.1%
Sports	4.6%
Youth facilities	1.9%
Yoga/Tai Chi/Pilates	1.2%
Life Management Skills	0.9%
Dancing	0.8%
Parent/toddler classes	0.8%
Child Clubs	0.6%
Other	4.3%

Consulting with the Public

The Council uses many different methods of consulting with residents of Hartlepool some of which involve using Viewpoint members for surveys and focus groups. We also talk to resident groups and service users as well as running events and exhibitions on local issue in the shopping centre, community centres and in other public places.

26. The Council would like to know if people feel that the Council consults with local people, taking their views and opinions on board when making decisions. Please look at the statements and tell us how much you agree or disagree with each statements.

Hartlepool Borough Council.....

a)listens to the concerns of local residents

Strongly Agree	1.6%
Agree	29.5%
Neither agree nor disagree	29.8%
Disagree	22.7%
Strongly disagree	7.3%
Don't know	6.4%
No answer	2.7%

b)is out of touch with what local people want

Strongly Agree	9.3%
Agree	30.2%
Neither agree nor disagree	33%
Disagree	16.9%
Strongly disagree	1.2%
Don't know	6.4%
No answer	3.1%

c)....keeps residents informed about what they are doing

Strongly Agree	1.8%
Agree	31.7%
Neither agree nor disagree	28.2%
Disagree	24.9%
Strongly disagree	6.7%
Don't know	4.8%
No answer	1.8%

d)....regularly asks local people about their views and opinions on various local issues

Strongly Agree	3.7%
Agree	36.3%
Neither agree nor disagree	26.9%
Disagree	20.5%
Strongly disagree	5.8%
Don't know	4.8%
No answer	2.0%

27. One method that the Council uses is Neighbourhood Consultative Forums. These are held every 8 weeks within each of the three neighbourhood areas across the Borough (North, Central and South). The Council would like to know if:

a) You have heard of these Neighbourhood Consultative Forums?

Yes	35.7%
No	62.3%
No answer	2%

b) Have you attended one of these in the last 12 months?

Yes	3.9%
No	93.1%
No answer	3%

c) If you have attended a Neighbourhood Consultative Forum please tell us what you thought of the meeting. (N = 47)

Good	34.7%
No answer	20%
Waste of time	14.1%
Too much Councillor involvement	13.2%
Eventful	6.2%
No one there/too few turned up	6%
Other	7.7%

28. Are there any ways you can suggest for improving how the Council consults with people and listens to their views. Please use the space below to give us your ideas and suggestions.

No answer	82.3%
More consultation is required	2.9%
Take more notice of residents	2.9%
Should advertise events/forums more	2.4%
Through newsletters	1.8%
Hold forums at night when people can attend	1.7%
Through the local paper	1%
More visits from Councillors	0.7%
Websites	0.7%
Councillors should attend meetings	0.5%
Viewpoint is good	0.5%
More action is required	0.5%
Other	3.2%

And finally.....

Please use the space below to suggest any subject that you would like to see covered in future Viewpoint surveys or any further comments you would like to make Viewpoint in general.

No answer	76.6%
Anti-social behaviour	2.2%
Health care/future of the hospital	2.2%
Recycling	2%
Level of Council Tax	1.9%
Car parking	1.5%
Leisure facilities	1.1%
Dog Fouling	1.1%
Environmental issues	0.8%
Tourism	0.7%
Refuse collection	0.7%
Role of Councillors	0.7%
The Council/Council spending	0.7%
Tall Ships Event	0.6%
Volume of traffic/traffic congestion	0.6%
Litter/street cleaning	0.6%
Youth facilities	0.5%
Viewpoint is good	0.5%
Drugs/alcohol	0.5%
Public transport	0.5%
Other	9.9%

Thank you for completing this round of Viewpoint please return the questionnaire in the post-paid envelope by 2nd March 2007.

By completing this questionnaire you give Hartlepool Borough Council the authority to collect and retain information about you. The information collected about you will be held securely and will be processed to produce statistical reports. No personal data will be disclosed. In order to run Viewpoint Citizens Panel, the Council has entered into a contract with ADTS, and will share the information with that organisation.

For the purposes of provision of this service, ADTS acts as a department of the Council and is bound by the contract to treat your information confidentially. Hartlepool Borough Council is the Data Controller for the purposes of the Data Protection Act.

Viewpoint

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

यह दस्तावेज़ यदि आपको किसी अन्य भाषा या अन्य रूप में चाहिये, या आपको आनुवाद-सेवाओं की आवश्यकता हो तो हमसे संपर्क करें

(Hindi)

إذا أردت هذه الوثيقة بلغة أخرى أو بطريقة أخرى، أو إذا كنت بحاجة إلى خدمات مترجم، فنرجو أن تقوم بالاتصال بنا.

(Arabic)

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

(Bengali)

本文件可以翻譯為另一語文版本，或製作成另一格式，如有此需要，或需要傳譯員的協助，請與我們聯絡。

(Cantonese)

ئەگەر دەتەوێ ئەم بەلگەییەت بە زمانیکی کە یا بە فۆرمیکی کە هەبێ، یا بیویستت بە مۆترجم هەبێ، تکایە پەیوەندیمان پێوە بکە

(Kurdish)

Jeżeli chciałoby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

(Polish)

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

(Urdu)