

NEIGHBOURHOOD SERVICES SCRUTINY FORUM AGENDA



Wednesday 9 January 2008

at 4.00 pm

**at Belle Vue Community, Sports and Youth Centre, Kendal Road,
Hartlepool**

MEMBERS: NEIGHBOURHOOD SERVICES SCRUTINY FORUM:

Councillors Akers-Belcher, R W Cook, Coward, Cranney, Flintoff, Gibbon, Griffin, Henery, Richardson, Simmons and Turner

Resident Representatives:

Ann Butterfield, Alan Lloyd and Linda Shields

1. APOLOGIES FOR ABSENCE

2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS

3. MINUTES

3.1 To confirm the minutes of the meeting held on 28 November 2007.

4. RESPONSES FROM THE COUNCIL, THE EXECUTIVE OR COMMITTEES OF THE COUNCIL TO FINAL REPORTS OF THIS FORUM

No items.

5. CONSIDERATION OF REQUEST FOR SCRUTINY REVIEWS REFERRED VIA SCRUTINY CO-ORDINATING COMMITTEE

No items.

6. CONSIDERATION OF PROGRESS REPORTS/BUDGET AND POLICY FRAMEWORK DOCUMENTS

- 6.1 Finalised Budget Proposals – Neighbourhood Services Department – *Scrutiny Manager*

7. ITEMS FOR DISCUSSION

Scrutiny Investigation into the Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision

- 7.1 Evidence from the Tees Valley Joint Strategy Unit
- (a) Covering Report – *Scrutiny Manager*
 - (b) Verbal Evidence - *Senior Assistant Director, Tees Valley Joint Strategy Unit*
- 7.2 Evidence from the Tees Valley Health and Transportation Partnership
- (a) Covering Report – *Scrutiny Manager*
 - (b) Verbal Evidence - *Chair of the Tees Valley Health and Transportation Partnership*
- 7.3 Evidence from the North East Ambulance Service NHS Trust
- (a) Covering Report – *Scrutiny Manager*
 - (b) Verbal Evidence - *Assistant Director of Operations (Teesside), North East Ambulance Service NHS Trust*
- 7.4 Public Transport to Hospital Sites - Feedback from Members who undertook Journey(s) between 3 and 16 December 2007
- (a) Covering Report – *Scrutiny Manager*
 - (b) Verbal Evidence from Individual Members of the Neighbourhood Services Scrutiny Forum

8. ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS ARE URGENT

ITEMS FOR INFORMATION

Date of next meeting Wednesday 13 February 2008 at 4.00 pm at Belle Vue Community Sports and Youth Centre, Kendal Road, Hartlepool.

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

MINUTES

28 November 2007

The meeting commenced at 5.00 pm at Belle Vue Community,
Sports and Youth Centre, Hartlepool

Present:

Councillor: Stephen Akers-Belcher (In the Chair)

Councillors: Rob W Cook, Bob Flintoff, Steve Gibbon, Sheila Griffin, Gordon
Henery, Christopher Simmons and Mike Turner

Resident Representatives:
Ann Butterfield and Linda Shields (also

Officers: Charlotte Burnham, Scrutiny Manager
Jayne Brown, Traffic and Transportation Manager
Angela Hunter, Principal Democratic Services Officer

Also Present: Councillor Jonathan Brash, Chair of Adult and Community
Services Scrutiny Forum
Ali Wilson, Hartlepool Primary Care Trust
Kevin Oxley, Hartlepool and North Tees NHS Trust
Peter Wilkinson, Patient and Public Involvement Forum

53. Apologies for Absence

Apologies for absence were received from Councillors Kevin Cranney and
Carl Richardson.

54. Declarations of interest by Members

None.

55. Minutes of the meeting held on 24 October 2007 and 12 November 2007

Confirmed.

56. Responses from the Council, the Executive or Committees of the Council to Final Reports of this Forum

None.

57. Consideration of request for scrutiny reviews referred via Scrutiny Co-ordinating Committee

None.

58. Consideration of progress reports/budget and policy framework documents

None.

59. Scrutiny Investigation into the Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision – Evidence from North Tees and Hartlepool and NHS Trust and North Tees and Hartlepool PCT (*Scrutiny Manager*)

The Scrutiny Manager introduced the representatives from North Tees and Hartlepool NHS Trust and the North Tees and Hartlepool Primary Care Trust (PCT) who were in attendance to give a presentation to Members examining transport links to hospital services and neighbourhood services. Members were informed that the Trust was working towards effectively influencing the appropriate authorities in relation to the creation of local transport strategies. It was acknowledged that there were a number of sites currently being considered for the location of a new hospital and that this issue would be subject to further consultation when appropriate. The representatives of the Trust indicated that it was the intention to build a smaller hospital whilst increasing the level of health care provision within the community.

- Members sought clarification on the move of paediatrics and maternity services to the University Hospital of North Tees. It was confirmed that these services were being transferred to North Tees Hospital on 17 December 2007 to enable the maternity unit at Hartlepool to be refurbished and re-opened in March 2008. Members were asked to note that from March 2008 consultant-led maternity services would continue to be based at North Tees with the provision of a specialist midwifery unit at Hartlepool. Members were reassured that should a patient attending the specialist midwifery unit require emergency treatment, this would be provided by either a 'blue-light' transfer to North Tees or by emergency service provision at Hartlepool. It was

noted that the Chief Executive of the North Tees and Hartlepool NHS Trust had been invited to attend the next meeting of the Adult and Community Services and Health Scrutiny Forum on 12 December 2007 to discuss this issue in more detail.

- Clarification was sought by Members on the proposal that a smaller hospital would be built. The representative from the Trust indicated that the University of Hartlepool currently provided 940 beds and it was proposed that a new hospital would provide around 650-700 beds. It was hoped that almost 70% of health care provision would be provided from within the community health care provision with hospital referrals only being required for overnight stay provision.
- Members requested an update on the proposed new health care centre in Park Road. The representative from the Trust indicated that this development would commence in the next couple of months. Members were informed that the Trust had recently been informed that additional funding had been identified for this development and that this would allow additional services to be provided at this facility.
- It was suggested by a Member that the Trust might wish to consider pooling resources with transport providers for the provision of public transport to hospital services. The representative from the Trust indicated that negotiations were on-going with the owners of the Wynyard site with a view to securing additional resources for transport provision to this site, if chosen. It was recognised that NHS funding arrangements were based on the number of patients receiving treatment and if a new site was less accessible, this funding was likely to be reduced. However, the representative from the Trust added that consideration would need to be given to where NHS resources could be taken from in order to contribute to the provision of transport.
- Members were concerned that the Forum was not consulted on the transfer and ultimate change in paediatric and maternity services provided at Hartlepool. The Trust representative apologised that Members had no specific notification in relation to the transfer of these services but had understood that the previous Chief Executive of the Trust had announced the relocation of services although there was no specific mention of paediatric or maternity services or proposed dates.
- In relation to emergency transportation to hospital, a Member sought clarification on the level of ambulance provision in Hartlepool. The representative from the PCT indicated that although she could not provide details in relation to the number of ambulances available at any one time within Hartlepool, she was aware that the ambulance service operated a very sophisticated system that indicated where paramedics were at all times. The ambulance service covered the whole Tees Valley area and as such vehicles and teams were moved around to ensure adequate cover was provided across the region at all times using this system.

- There was concern among Members that the date given for the transfer of services to North Tees did not allow sufficient time for the provision of transport to be examined, especially as a licence to operate public transport was required 53 days prior to implementation. The representative from the Trust informed Members that he was unaware of this rule in relation to the timescale of obtaining a licence and that this was an example of lessons to be learned in relation to partnership working. The representative of the PCT indicated that there was a statutory responsibility for the PCT as far as ensuring transport was provided through appropriate organisations. Members were informed that a meeting had been arranged next week with the Portfolio Holder for Neighbourhoods and Communities and the representatives from the PCT and the Trust to examine the provision of transport from 17 December 2007 and minimise the impact on patients in the town.
- A Member questioned whether there were any plans to reimburse patients who had to pay for their transport to the hospital. The representative from the PCT informed Members that there was eligibility criteria in place in relation to the reimbursement of any travel costs incurred and agreed to provide Members with a copy of this criteria.
- It was noted that the responsibility of the provision of transport to the new hospital needed to be clear in order to ensure transport was made available. The representative from the PCT indicated that emergency transport provision was provided as part of the commissioning process. It was added that if resources were to be provided from within the PCT this would result in a reduction in the resources provided for health care services. The need to ensure health care services were accessible was stressed and this would be helped by provision of more services from community facilities.

The representatives from the North Tees and Hartlepool NHS Trust and the North Tees and Hartlepool PCT were thanked for their presentation and for answering Members questions.

Decision

- (i) Further information would be provided to Members in relation to the eligibility criteria for the reimbursement of travel costs incurred when travelling to hospital appointments.
- (ii) That the evidence gathered today would inform Members when compiling their final report.

61. Scrutiny Investigation into the Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision – Evidence from the Local Public and Patient Involvement Forums (*Scrutiny Manager*)

The Scrutiny Manager informed Members that representatives from the North Tees and Hartlepool NHS Trust Patient and Public Involvement (PPI) Forum and Hartlepool Primary Care PPI Forum were in attendance to provide verbal evidence in relation to the Forum's ongoing investigation.

One of the PPI representatives informed Members that he lived in the Trimdon in the District of Durham and it had proven extremely difficult to attend hospital appointments, especially as far away as James Cook Hospital using public transport. The Chair of the Forum indicated that this was a very pertinent point and would be picked up through consultation and liaison with the local authorities responsible for outlying areas. The importance was noted of the need to ensure transport links go further than the immediate local authority area with the formalisation of links with surrounding partners through joined up working. A Member noted that the provision of transport to a hospital outside the Hartlepool would be an additional burden on local authorities budgets but questioned whether the denial of transport would be a breach of human rights.

An additional problem faced by patients was the lack of information available. It was added that reception staff in doctors' surgeries and hospitals should be made more aware of the public transport provision available. Although it was recognised that there was a transport 'help-line' that patients could contact, it proved expensive to use.

The representatives from the PPI Forum were thanked for their attendance and their contribution to the Forum's investigation.

Decision

That the evidence gathered today would inform Members when compiling their final report.

62. Any Other Business

As part of this investigation, it had been suggested that a site visit be undertaken to the local hospitals by Members to enable first hand experience of local transport provision to be gained. It was noted that the logistics of organising this along with the aim of getting a 'real' view was difficult. It was therefore suggested that Members make their own arrangements to travel to a local hospital of their choice at a time suitable for them. Members were requested to let the Scrutiny Manager know their preferred date and time of travel as well as hospital to be visited to enable co-ordination of appropriate

routes and times of travel in order to gain a full view. All costs incurred to Members would be reimbursed upon the production of receipts. A check-list was available from the Scrutiny Manager for all Members to complete who wished to undertake these journeys. It was hoped that all such journeys would be complete by the week ending 12 December 2007.

Decision

Any Members wishing to undertake a visit to one of the local hospitals using public transport should inform the Scrutiny Manager with a view to all visits being complete before the week ending 12 December 2007.

STEPHEN AKERS-BELCHER

CHAIRMAN

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

9 January 2008



Report of: Scrutiny Manager

Subject: NEIGHBOURHOOD SERVICES DEPARTMENT:
BUDGET AND POLICY FRAMEWORK
CONSULTATION PROPOSALS 2008/09

1. PURPOSE OF REPORT

- 1.1 To provide the opportunity for the Neighbourhood Services Scrutiny Forum to consider the Neighbourhood Services departmental pressures, contingencies, terminating grants, priorities and efficiencies, as part of the Budget and Policy framework consultation proposals for 2008/09.

2. BACKGROUND INFORMATION

- 2.1 At a meeting of the Scrutiny Co-ordinating Committee held on 2 November 2007, consideration was given to the Executive's Initial Budget and Policy Framework Consultation Proposals for 2008/09. At this meeting it was agreed that the initial consultation proposals would be considered on a departmental basis by the appropriate Scrutiny Forum. This occurred during November 2006.
- 2.2 The comments/observations of each Forum were fed back to the additional meeting of the Scrutiny Co-ordinating Committee held on 21 November 2007 and were used to formulate the formal Scrutiny response to Cabinet on 21 December 2007.
- 2.3 The comments/observations made by the Scrutiny Co-ordinating Committee were taken into consideration by Cabinet during the finalisation of its finalised Budget and Policy Framework Proposals for 2008/09 on 21 December 2007. The Executive's finalised proposals were considered by the Scrutiny Co-ordinating Committee on 4 January 2008 and repeating the process previously implemented have again been referred to the appropriate Scrutiny Forum for consideration on a departmental basis.
- 2.4 As such attached as **Appendices A to E** are the Neighbourhood Services departmental pressures, contingencies, terminating grants, priorities and efficiencies. Any alterations / additions (following the Cabinet's meeting of 21 December 2007) will be made verbally during this meeting.

- 2.5 To assist Members of this Scrutiny Forum in the consideration of the Neighbourhood Services departmental proposals, arrangements have been made for the Director of Neighbourhood Services to be in attendance and an invitation to this meeting has also been extended to the relevant Portfolio Holder (attendance subject to availability).

3. RECOMMENDATIONS

- 3.1 It is recommended that the Neighbourhood Services Scrutiny Forum:-
- (a) considers the Neighbourhood Services departmental pressures, contingencies, terminating grants, priorities and efficiencies as part of the Budget and Policy Framework consultation proposals for 2008/09; and
 - (b) formulates any comments and observations to be presented by the Chair of this Scrutiny Forum to the additional meeting of the Scrutiny Co-ordinating Committee to be held on 18 January 2008 to enable a formal response to be presented to the Cabinet on 11 February 2008.

Contact Officer:- Charlotte Burnham – Scrutiny Manager
Chief Executive's Department - Corporate Strategy
Hartlepool Borough Council
Tel: 01429 523 087
Email: charlotte.burnham@hartlepool.gov.uk

BACKGROUND PAPERS

No background papers were used in the preparation of this report.

NEIGHBOURHOOD SERVICES – SCHEDULE OF BUDGET PRESSURES 2008/2009

Appendix A

	<p>Legislative requirement of the Energy Performance of Buildings (Certificates and inspections) Regs 2007.</p> <p>Requirments are survey, data collection, certification, reporting, training, software.</p> <p>Gas Inspections (post previously frozen) – need to comply fully with Gas Safety Regulations. Regular inspection regime production of risk assessments, log book and monitoring of contractors.</p> <p>Legionella management – New national guidance as a result of the outcome of the Barrow.</p>	R	<p>Non compliance with legislation, potential prosecution and damage to reputation, health and safety risks to staff and public.</p>	65		<p>As part of new legionella policy, training awareness to be introduced together with design checks and contractor management to meet ne Health & Safety guidelines.</p> <p>Introduction of regular inspection and monitoring of contractors who work on heating systems.</p> <p>All public buildings and schools will have an energy survey and report and an energy efficiency certificate. This will be used to target energy efficiency measures and reduce our Carbon Footprint as part of the Climate Change Action Plan.</p> <p>Performance will be measured by completion of tasks such as inspections, certification and contractor compliance.</p>	L
	<p>Service charge on shopping centre car parks.</p>	R	<p>This is part of the leasing arrangements so this cost must be paid to the shopping centre.</p>	47		<p>There would be no service improvement as this is a contractual payment.</p>	S
	<p>Waste management/ refuse collection - introduction of a new refuse round by developing the shuttle service into a standard collection round to service the expansion of the town and new housing developments. Refuse and recycling rounds are servicing 6,800 premises per round, national average is 6,000, anticipated growth is between 375 to 500 dwellings per annum over the next 4 years.</p>	R	<p>To be reviewed.</p>	60			D

Appendix A

	Waste management/ recycling collection - we have recently retendered the dry recyclable kerbside collection service, tenders have returned £200,000 over and above existing revenue budgets.	R	Recycling target will not be met. Additional landfill costs. Two thirds of town on alternate collection one third not.	80		Recycling targets met. Increase in L.A.T.'s.	S
	Waste management/increased recycling When AWC was approved by cabinet 12.4.06 there was a funding gap for 2007/8 of £140,827, where it was agreed this would be funded by £93k WPEG and selling of LATS to the value of £50K, unfortunately the LATS market is stagnant.	R	The service will overspend by £55K.	55			L
	Waste disposal - increase in landfill tax £8.00/te.	R	Legislative rise, therefore unavoidable	164			L
	Coast Protection.	R	Continued deterioration of coast protection structures leading to a breach and loss of land behind the structures	250		Improvement in the coast protection assets and decreasing risk of major breaches	O
			TOTAL RED RISKS	721			
	Street cleansing - adoption of new developments such as Drakes Park, Relton Way, Bakers Mead, Hart Lane, Elwick Rise, Seaton.	A	Reduction in cleansing standards throughout the borough due to increased work load on existing services, resulting in a detrimental effect on BV119 indicator.	45		Increased cleansing provision would maintain current standards and assist in achieving BV119 targets.	D
	Building cleaning - the addition of council admin buildings on the service continues to place a strain on existing resources, whilst some monies were received last year this was insufficient. A breakdown per building is available. If this cannot be sourced, resources will have to be cut and redundancies made.	A	Reduction in basic standards and frequencies of cleaning will lead to a fundamental erosion of the service. This will impact on hygiene standards and will necessitate a reduction in staffing levels leading to potential redundancies.	26		Standards and levels of hygiene maintained at acceptable levels. Averts the need for staff redundancies.	O

Appendix A

	Grounds maintenance / grass cutting - the grass cutting season has lengthened over the years due to the changes in weather conditions, we have seen an increase from 15 cuts to 20 cuts per annum.	A	No increase in grass mowing frequency will result in customer dissatisfaction with the service as a result of long grass increased grass on paths, unkempt appearance of town and increase in machinery failure and repairs due to machinery not being able to cope with increased work load of mowing long grass.	56		Will be able to maintain the standard of grass cutting as required and expected by our service users and visitors.	O
	Grounds maintenance/commuted sums commuted sum monies finished 2006/7 no increase in revenue budgets creating a pressure on existing budgets. Middle Warren £48k and Relton Way £10k.	A	Decrease in standard of maintenance carried out throughout the town due to increased work load on existing resources.	56		Will enable new developments to be maintained to an acceptable standard without deflecting resources from existing provision.	O
	Operating budgets for admin buildings:- Windsor Offices - rent to be paid to shopping centre.	A	Reduction of maintenance to public buildings to fund the unavoidable pressure	15		Ensure all fees in respect of Windsor Offices are budgeted and ensure maintenance funds are used for that specific purpose.	S
			TOTAL AMBER RISKS	198			
			TOTAL ALL RISKS	919	0		

NEIGHBOURHOOD SERVICES – SCHEDULE OF 2008/09 BUDGET PRESSURES TO BE TREATED AS CONTINGENCY ITEMS

Appendix B

	Increase in building energy costs (nominal value to highlight potential).	R	Risk is unavoidable and is red. Depends on scale of increase - to be dealt with at outturn.	150		Energy prices have been rising in the past although 2007/08 has seen some stabilisation. There is a need to fund any increases.	M
	Under recovery of parking fines and car parking charges.	R	If car parking income plus the set revenue budget did not match the cost of running the service, then there would have to be redundancies in the service.	131		Staffing for service provision would remain at current levels.	VL
	Concessionary fares (estimate).	R	This is a statutory obligation imposed on all Local Authorities by the Government.	46		There would be no service improvement as this is a contractual obligation.	H
	Waste management/ collection service - replacement blue box collection containers, Wheeled bins and Poly bags.	R	Ongoing pressure on current budgets. Will overspend.	50		Efficient service. Responsive to customer needs.	H
Street Lighting	Increase in energy costs (maybe included corporately).	R		112			M
	Additional budet for work done on corporate property (e.g. accommodation strategy etc).	R	Key work on accommodation and disposal strategies and the future shape of the authority will not be completed. Under recovery of Technical Officer's salaries.	100		Staff undertaking corporate work will be resourced to eliver on key areas of the Council's development and efficiency strategy.	H
Customer Services (36741)	Additional work for EHO's re inspections under the ships sanitation regulations. All ships sanitation inspections must now be undertaken by qualified EHO's.	A	Request for ships sanitation inspections must be undertaken whilst ship is in port. Knock on effect on other workload e.g. food inspections. Service possibly called in for audit.	5		Compliance with statutory obligations.	VL

Appendix B

Customer Services (36741)	Enforcement of home information packs will result in problems as additional work with no additional resources. Government have provided funding to authorities as from 2005/06 in grant settlement, but no additional funds have been allocated to the Trading Standards Service.	A	Not responding to complaints. No proactive work on encouraging sellers and agents to comply with statutory requirements. Avoidance of services being called for audit.	5		Compliance with obligations to enforce statutory requirements.	VL
	Removal of toxic waste.	R	This is a statutory function under the Highways Act so HBC must arrange for the removal of toxic waste.	15		There would be no service improvement as this is a contractual payment.	H
	Neighbourhood action/ collection of stray dogs - Provision of 24/7 facility for collecting stray dogs, once the Police relinquish their responsibility.	R	Under the CNEA 2005, the Council will have a statutory duty to provide this service once Ministers agree a date. Failure to provide this service is therefore not an option, but without additional funding other aspects of environmental enforcement will have to be rationalised to the detriment of the team and its users.	10		It is envisaged the service will involve stray dogs being collected from members of the public - a clear improvement on the present system where the public have to take them to the central police station. As an entirely new service, response times have yet to be determined, but these will form the basis of any future PI's.	L
	School catering - The banning of certain items of food in both primary and secondary schools has seen an increase in food costs, since the restrictions have been implemented we have seen a rise of 16% in food costs, whereas previously it was 3%.	A	Without assistance it is likely that the service will not make it's rate of return, but will in fact finish the year end in deficit.	35		Will assist the service implement the Government's new standards and will ultimately improve the long term health of the children of Hartlepool. Should the service cease it is likely that the current health & obesity problems will escalate.	M
				659	0		

NEIGHBOURHOOD SERVICES – SCHEDULE OF GRANT REGIMES TERMINATING DURING 2007/2008 - PROBABILITY 3

Appendix C

Grant Title	Does Council need to consider mainstreaming the grant? Please state Yes/No and provide brief justification.	Risk - Red, Amber, Green	Probability 1 = Likely to continue, 2 = may	Grants Terminating during 2007/08						
				Risk Impact of not funding Pressure	Value of Grant terminating in 2007/2008	Value of resulting budget pressure in 2008/09	Total number staff employed (permanent contract/permanent owing to roll forward of contract/fixed term)	Provisional estimated cost of making staff redundant based on HBC employment	Funding available to fund redundancy costs	Service improvement to be achieved by funding grant (including details of current performance and target for 2007/2008 performance)
NDC Environmental task force	Yes	R	3	The NDC have funded the ETF for 5 years now, employing 6 operatives together with vehicles and appropriate equipment focusing on residential areas within the NDC area. The loss of this team will have a substantial impact on the cleanliness of the town. NDC may provide £45k in 2008/09.	£'000 188	£'000 143	6	£'000 33.0	£'000 0.0	Has now run for 5 years focusing on residential area within the NDC area. This valuable asset has enabled the authority to improve on BV199, an area which has been picked up by CPA inspectors, ENCAMS and the Performance Management Portfolio holder as an area of concern.
Climate change Officer Post	Yes	R	3	The govt stated that 'Climate Change is considered to be the biggest challenging facing the global community today' and the issue has risen to the top of the Government's agenda over the last twelve months. HBC has Climate Change identified as a strategic risk.	25	25	1	0.0	0.0	In order to meet the growing expectations of members, colleagues and residents a Climate Change Officer post is considered to be the most efficient way of developing and implementing the Climate Change Strategy & Action Plan for Hartlepool.
				SUB-TOTAL - NEIGHBOURHOOD	213	168	7.0	33.0	0.0	

NEIGHBOURHOOD SERVICES – SCHEDULE OF BUDGET PRIORITIES 2008/2009

Appendix D

	The Council needs to replace the Corporate Property Database. There will be an ongoing maintenance and licence cost	R	The Council will have difficulty in fulfilling new property performance requirements in CPA use of resources. Asset management development will be severely constrained	22		The adoption of the CIPFA IPF system brings modernisation, functionality and expansion to provide Council wide access (via an authority wide licence) and links to Integra
	Increase in hanging and barrier baskets provision. (no budget ever provided).	A	Removal of all hanging and barrier baskets due to lack of funds to maintain and service.	25		Maintain and increase present floral displays to enhance the appearance of the town for both residents and visitors alike which would contribute to greater tourist satisfaction.
			TOTAL RED PRIORITIES	47		
Environmental Standards (10189)	Out of hours noise service (following summer pilot). Value based on an 8 hour 3 day service	A	There is increasing pressure to provide an out of hours service for noise complaints	37		A four weekend pilot has been very successful, approximately five complaints per night were addressed and a substantial number (approximately 35) of outstanding noise complaints were resolved as a result of the additional monitoring and action.
			TOTAL AMBER PRIORITIES	37		
			Total	84	0	

NEIGHBOURHOOD SERVICES DEPARTMENT PROPOSED EFFICIENCIES

APPENDIX E

Budget Heading	Description of Efficiency/Saving	Risk - Red, Amber, Green	Risk Assessment of implementing efficiency/saving	Impact of efficiency/saving service performance)	Value of efficiency/saving £'000's
1010/36740	Restructure of Senior Management of Public Protection	G	Alternative but inadequate management arrangements of Public Protection functions could result in inefficiencies and not meeting performance standards in several statutory functions	Minimal impact provided adequate arrangements are in place, otherwise not meeting PI's could result in external auditing of the service by eg. FSA	35
	Do not increase costs through inflation where possible	A	small risk	Some revenue budgets pressured	164
	School crossing patrol - remove from controlled crossings	A	Some public reaction	N/A	32
	Xmas lights - full sponsorship	A	Sponsorship may not be achieved	Possible reduction in standard	18
	Restructure B.H.H admin team	G	Increased workload on other staff	Reduced admin performance	18
	Not replacing Technical Officer when he retires in April 2008	G	Increased workload on other staff	Reduced Technical performance	28
	Reorganise drug related litter service	A	Possible injury to people who find litter	Drug litter will not be collected after 8pm	10
	Rationalise highway inspection team	A	Insurance claims may rise	Inspections may not be completed on time	25
	Redesign staffing in transport section	A	Minimal	Management capacity reduced. Increased workload on remaining staff	55
	Don't replace one member of admin team in civic centre	A	Workload too high - deadlines missed	Increased workload for remaining staff	17
	Redesign of building management and maintenance services (including energy)	A	Building management services (including energy) efficiencies may not be achieved	Workload on remaining staff members / change of services to customers	37
	Restructuring of licensing service in Public Protection	A	Taxi inspections not carried out on time	Performance indicators will suffer and criticism from licence holders	12
TOTAL OF 3% EFFICIENCIES					451

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

9 January 2008



Report of: Scrutiny Manager

Subject: TRANSPORTATION LINKS TO HOSPITAL
SERVICES AND NEIGHBOURHOOD SERVICES
DEPARTMENT TRANSPORTATION PROVISION –
EVIDENCE FROM TEES VALLEY JOINT STRATEGY
UNIT – COVERING REPORT

1. PURPOSE OF REPORT

- 1.1 To inform Members that a representative from Tees Valley Joint Strategy Unit (TVJSU) will be in attendance to provide evidence at today's meeting in relation to this Forum's ongoing investigation into Transportation Links to Hospital Services and Neighbourhood Services Department Transportation Provision.

2. BACKGROUND INFORMATION

- 2.1 Members will recall that at the meeting of this Forum on 19 September 2007, the Terms of Reference and Potential Areas of Inquiry / Sources of Evidence for this Scrutiny investigation were approved by the Forum.
- 2.2 Consequently, a representative from TVJSU has been invited to attend this meeting to provide evidence to the Forum. The TVJSU was set up in 1996 to carry out a number of functions on behalf of Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland, and Stockton-on-Tees Borough Councils. Of particular relevance to this investigation is the 'Strategic Transport Planning and Technical Support' function.
- 2.3 Consequently, Members may wish to seek responses to the following key questions during this evidence gathering session:-
- (a) What is your role as a key stakeholder in the sub-region in terms of transport links to hospital sites?

- (b) What are your views on / involvement in the various planning exercises and work streams conducted under recent reviews of hospital services in the Tees Valley in relation to transportation links to hospital sites, in particular, the role and successes of the Tees Valley Health and Transport Partnership?
- (c) What are your views on access to existing hospital sites outside of the town?
- (d) What is the role of TVJSU in accessibility planning in relation to potential hospital sites?
- (e) How, in your view, can the Local Authority and partner organisations maximise the effectiveness of transportation links to existing, and new, hospital sites?

3. RECOMMENDATIONS

- 3.1 That Members note the content of the report and question the representative of the TVJSU appropriately.

Contact Officer:- Charlotte Burnham – Scrutiny Manager
Chief Executive's Department - Corporate Strategy
Hartlepool Borough Council
Tel: 01429 523087
Email: charlotte.burnham@hartlepool.gov.uk

BACKGROUND PAPERS

The following background papers were used in the preparation of this report:-

<http://www.doh.gov.uk>

<http://www.nhsconfed.org>

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

9 January 2008



Report of: Scrutiny Manager

Subject: TRANSPORTATION LINKS TO HOSPITAL
SERVICES AND NEIGHBOURHOOD SERVICES
DEPARTMENT TRANSPORTATION PROVISION –
EVIDENCE FROM TEES VALLEY HEALTH AND
TRANSPORTATION PARTNERSHIP – COVERING
REPORT

1. PURPOSE OF REPORT

- 1.1 To inform Members that a representative from Tees Valley Health and Transportation Partnership (TVH&TP) will be in attendance to provide evidence at today's meeting in relation to this Forum's ongoing investigation into Transportation Links to Hospital Services and Neighbourhood Services Department Transportation Provision.

2. BACKGROUND INFORMATION

- 2.1 Members will recall that at the meeting of this Forum on 19 September 2007, the Terms of Reference and Potential Areas of Inquiry / Sources of Evidence for this Scrutiny investigation were approved by the Forum.
- 2.2 Consequently, a representative from TVH&TP has been invited to attend this meeting to provide evidence to the Forum. With anticipated future changes to the provision of health services in the region and increasing demands for travel between health care sites, the Strategic Health Authority, NHS Trusts, Primary Care Trusts and local authorities recognised the need to work together to develop a strategy to improve access to health care and develop sustainable transport services. This resulted in the formation of the TVH&TP was set up in 2003 to bring together the all the organisations interested, and having a role in, in improving access to health care.

2.3 Consequently, Members may wish to seek responses to the following key questions during this evidence gathering session:-

- (a) What are your views on / involvement in the various planning exercises and work streams conducted under recent reviews of hospital services in the Tees Valley in relation to transportation links to hospital sites, in particular, the role and successes of the Tees Valley Health and Transport Partnership?
- (b) What are your views on access to existing hospital sites outside of the town?
- (c) What is the role of TVH&TP in accessibility planning in relation to potential hospital sites?
- (d) How, in your view, can the Local Authority and partner organisations maximise the effectiveness of transportation links to existing, and new, hospital sites?

3. RECOMMENDATIONS

3.1 That Members note the content of the report and question the representative of the TVH&TP appropriately.

Contact Officer:- Charlotte Burnham – Scrutiny Manager
Chief Executive's Department - Corporate Strategy
Hartlepool Borough Council
Tel: 01429 523087
Email: charlotte.burnham@hartlepool.gov.uk

BACKGROUND PAPERS

The following background papers were used in the preparation of this report:-

<http://www.doh.gov.uk>
<http://www.nhsconfed.org>

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

9 January 2008



Report of: Scrutiny Manager

Subject: TRANSPORTATION LINKS TO HOSPITAL
SERVICES AND NEIGHBOURHOOD SERVICES
DEPARTMENT TRANSPORTATION PROVISION –
EVIDENCE FROM NORTH EAST AMBULANCE
SERVICE NHS TRUST – COVERING REPORT

1. PURPOSE OF REPORT

- 1.1 To inform Members that a representative from the North East Ambulance Service NHS Trust will be in attendance to provide evidence at today's meeting in relation to this Forum's ongoing investigation into Transportation Links to Hospital Services and Neighbourhood Services Department Transportation Provision.

2. BACKGROUND INFORMATION

- 2.1 Members will recall that at the meeting of this Forum on 19 September 2007, the Terms of Reference and Potential Areas of Inquiry / Sources of Evidence for this Scrutiny investigation were approved by the Forum.
- 2.2 Consequently, a representative from the North East Ambulance Service NHS Trust has been invited to attend this meeting to provide evidence to the Forum. The Ambulance Trust provides two main types of services, these are:-
- 1) **Accident and Emergency Services** - The Accident and Emergency Service is provided for patients who need emergency or urgent medical help. The service is normally accessed by members of the public who dial 999 or in response to urgent requests from doctors on behalf of their patients.
 - 2) **Patient Transport Service** - Patient Transport Services (PTS) are an extremely important part of the Trust's activities. Each day Patient

Transport services undertake over 4,000 patient journeys to outpatient clinics, day surgery units and other health related appointments.

2.3 Members may wish to seek responses to the following key questions during this evidence gathering session:-

- (a) What is your role as a key stakeholder / service provider in terms of transport links to hospital sites?
- (b) What are your roles and responsibilities under statutory and regulatory framework for transport links to hospital sites?
- (c) What are your views on / involvement in the various planning exercises and work streams conducted under recent reviews of hospital services in the Tees Valley in relation to transportation links to hospital sites, in particular, the role and successes of the Tees Valley Health and Transport Partnership?
- (d) What are your views on access to existing and potential hospital sites outside of the town?
- (e) What information is available to patients and relatives about the services you provide to existing hospital sites?
- (f) How, in your view, can the Local Authority and partner organisations maximise the effectiveness of transportation links to existing, and new, hospital sites?

3. RECOMMENDATIONS

3.1 That Members note the content of the report and question the representative of the North East Ambulance Service NHS Trust appropriately.

Contact Officer:- Charlotte Burnham – Scrutiny Manager
Chief Executive's Department - Corporate Strategy
Hartlepool Borough Council
Tel: 01429 523087
Email: charlotte.burnham@hartlepool.gov.uk

BACKGROUND PAPERS

The following background papers were used in the preparation of this report:-

<http://www.doh.gov.uk>

<http://www.nhsconfed.org>

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

9 January 2008



Report of: Scrutiny Manager

Subject: PUBLIC TRANSPORT TO HOSPITAL SITES –
FEEDBACK FROM MEMBERS WHO
UNDERTOOK JOURNEY(S) BETWEEN 3 AND 16
DECEMBER 2007

1. PURPOSE OF THE REPORT

- 1.1 To facilitate a discussion amongst Members of this Forum in relation to their journey(s) undertaken by public transport to hospital sites, as part of their on-going investigation into the Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision.

2. BACKGROUND INFORMATION

- 2.1 Members will recall that at the meeting of this Forum on 19 September 2007, the Terms of Reference and Potential Areas of Inquiry / Sources of Evidence for this Scrutiny investigation were approved by the Forum.
- 2.2 Consequently, it was agreed that to enable Members to gain a hands on experience of the issue under 'scrutiny', that Members of this Scrutiny Forum would undertake a journey (any time between 3 and 16 December 2007) to either the University Hospital of Hartlepool, the University Hospital of North Tees or the James Cook University Hospital via public transport at a time that suited their personal commitments.
- 2.3 Those Members who were interested in participating in this exercise were requested to complete a brief questionnaire either during or immediately after their journey, to enable their findings to be reported back to this meeting. Copies of which will be circulated during the actual discussion of this report.

3. RECOMMENDATION

- 3.1 That Members of this Forum discuss their findings / overall experience of their journey(s) undertaken during 3 and 16 December 2007 by public transport to hospital sites, as part of their on-going investigation into the Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision.

Contact Officers: - Charlotte Burnham – Scrutiny Manager
Chief Executive's Department - Corporate Strategy
Hartlepool Borough Council
Tel: 01429 523 087

Email: charlotte.burnham@hartlepool.gov.uk

BACKGROUND PAPERS

No background papers were used in the preparation of this report.

