

CULTURE, HOUSING & TRANSPORTATION PORTFOLIO DECISION SCHEDULE



Wednesday 9th November 2005

at 10:00 a.m.

in Committee Room "A"

Councillor R Payne, Cabinet Member responsible for Culture, Housing and Transportation will consider the following items.

1. KEY DECISIONS

1.1 None

2. OTHER ITEMS REQUIRING DECISION

- 2.1 Main Event and Conference Management – *Acting Director of Adult and Community Services*
- 2.2 Loan of Painting 'Youth' by Charles Napier Hemy – *Acting Director of Adult and Community Services*
- 2.3 Mowbray Road – Safer Streets Scheme – *Director of Neighbourhood Services*
- 2.4 A Shared Pedestrian and Cycle Link from Greatham C of E Primary School to Saltaire Terrace (Revised Scheme) - *Director of Neighbourhood Services*
- 2.5 School Crossing Patrol Request – Throston Grange Lane - *Director of Neighbourhood Services*
- 2.6 Supported Bus Service Extensions Services 822 and 828 (Revised Report) - *Director of Neighbourhood Services*
- 2.7 Creation of Additional Business Parking Bays - *Director of Neighbourhood Services*
- 2.8 Local Safety Schemes - *Director of Neighbourhood Services*

3. ITEMS FOR INFORMATION

- 3.1 Beach Lifeguard Season 2005 – *Acting Director of Adult and Community Services*
- 3.2 Learning from Complaints 1st April 2005 – 30th September 2005 – *Acting Director of Adult and Community Services*

4. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS

4.1 None

EXEMPT ITEMS

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

5 **KEY DECISION**

5.1 None

6. **OTHER ITEMS REQUIRING DECISION**

6.1 Appointment of Specialist Contractors to the Capital Programme at the Hartlepool Maritime Experience – (para 8) – *Acting Assistant Director (Community Services)*

**CULTURE, HOUSING AND TRANSPORTATION
PORTFOLIO**

Report To Portfolio Holder
9th November 2005



Report of: Acting Director of Adult and Community Services

Subject: MAIN EVENT AND CONFERENCE
MANAGEMENT

SUMMARY

1.0 PURPOSE OF REPORT

To seek approval for Lesley Strickland, Events Officer within Cultural Services, to undertake an MA in Event and Conference Management.

2.0 SUMMARY OF CONTENTS

An opportunity has arisen for Lesley Strickland, Events Officer, to undertake the above course at the University of Northumbria. The two year course will be of great benefit to Lesley in her role of delivering major community events and supporting Halls management. The course is largely through distance learning and requires no absence from work for tuition, although Lesley would be required to attend two residential weekends. Funding for the first year of the course will be provided through Tees Valley Single Programme, with match funding being required from the local authority in the second year.

3.0 RELEVANCE TO PORTFOLIO MEMBER

The portfolio member has responsibility for issues relating to event management.

4.0 TYPE OF DECISION

Non key

5.0 DECISION MAKING ROUTE

This is an executive decision by the portfolio member

6.0 DECISION(S) REQUIRED

To approve attendance on the course

Report of: Director of Adult and Community Services

Subject: MAIN EVENT AND CONFERENCE
MANAGEMENT

1. PURPOSE OF REPORT

- 1.1 To seek approval for Lesley Strickland, Events Officer within Cultural Services, to undertake an MA in Event and Conference Management.

2. BACKGROUND

- 2.1 Lesley Strickland is Events Officer within the Arts, Museums and Events section. Her role is to deliver the local authority's programme of community events, notably the annual fireworks display at Seaton Carew, and bi-ennial Maritime Festival. She has also co-ordinated delivery of one-off events such as the 2003 Youth Arts Festival and 2005 Tall Ships event. While Lesley has delivered these events very successfully she has had limited specialist training in event management.
- 2.2 An opportunity has arisen for Lesley to undertake an MA in Event and Conference Management through the Cultural Management Unit at Northumbria University, commencing in February 2006. The course comprises modules appropriate to her role in delivering major community events and would be of great benefit in Lesley's supporting role in programming and administration of Halls management at the Town Hall Theatre and Borough Hall.
- 2.3 The course is a two-year flexible distance learning programme in the form of web-based tutorial support. It requires no absence from work for tuition although Lesley would be required to attend two residential weekends. It is anticipated that in accordance with the local authority's training policy, a small amount of study leave (one day) would be granted to assist Lesley in completion of the Masters dissertation.

3. FINANCIAL IMPLICATIONS

- 3.1 Funding for the first year of the MA course (£1984) will be provided through Tees Valley Single Programme (Coastal Arc). This funding is in place for the current year, and is linked to Single Programme outputs relating to staff training. Coastal Arc funding will also cover accommodation and transportation costs for the first residential weekend.

- 3.2 Match funding will required from the local authority in the second year, comprising fees (£1560) and travel/accommodation (£100). It is proposed to fund this support from within the Arts, Museums and Events budget during 2006/7.

4. CONCLUSION

- 4.1 The MA qualification in Events and Conference Management will enable Lesley Strickland to gain new knowledge and skills to better deliver the events programme and support activities in the Town Hall Theatre and Borough Hall. Over half the cost of the course will be met through Single Programme and the course will have a minimal impact on Lesley's work time. It is therefore recommended that approval is given for Lesley to undertake the MA in Events and Conference management.

5. RECOMMENDATIONS

The Portfolio Holder is requested to:

- i) Approved attendance and finance contribution to conference and allow the Officer to undertake the MA in Event and Management.

CONTACT OFFICER: Colin Reid, Acting Cultural Heritage & Grants Officer

**CULTURE, HOUSING AND TRANSPORTATION
PORTFOLIO**

Report To Portfolio Holder
9th November 2005



Report of: Director of Adult & Community Services

Subject: LOAN OF PAINTING 'YOUTH' BY CHARLES
NAPIER HEMY

SUMMARY

1.0 PURPOSE OF REPORT

To inform on possible loan of the painting 'Youth' by Charles Napier Hemy.

2.0 SUMMARY OF CONTENTS

The report focuses on the possible loan of the painting 'Youth' by Charles Napier Hemy for an exhibition of his work at Penlee House, Gallery and Museum, Penzance, Cornwall.

3.0 RELEVANCE TO PORTFOLIO MEMBER

The portfolio member has responsibility for museum issues.

4.0 TYPE OF DECISION

Non key.

5.0 DECISION MAKING ROUTE

This is an executive decision by the portfolio member.

6.0 DECISION(S) REQUIRED

To approve the loan of the painting.

Report of: Director of Adult & Community Services

Subject: LOAN OF THE PAINTING 'YOUTH' BY
CHARLES NAPIER HEMY

1. PURPOSE OF REPORT

1.1 To inform on possible loan of the painting 'Youth' by Charles Napier Hemy from the museum collections.

2. BACKGROUND

2.1 Hartlepool Museums service has been approached to loan the painting 'Youth' by Charles Napier Hemy, which is part of the museums permanent collections for a temporary exhibition of his work next year called "Master of the Sea: Charles Napier Hemy".

2.2 The exhibition is on show at Penlee House Gallery and Museum, Cornwall from 17th June to 9th September 2006.

2.3 The gallery has completed a facilities report – detailing environmental conditions, security, location, access and handling.

2.4 The loan would help raise the profile of the collections of Hartlepool Arts and Museums, as well as giving the opportunity to develop links with other arts organisations.

3. FINANCIAL IMPLICATIONS

3.1 The item will be fully insured by the Penlee House Gallery for the total duration of the loan. All transport costs will be also be covered by Penlee House.

4. RECOMMENDATIONS

4.1 That approval for the loan is given.

**CULTURE, HOUSING AND TRANSPORTATION
PORTFOLIO**

Report to Portfolio Holder
9 November 2005



Report of: Director of Neighbourhood Services

Subject: MOWBRAY ROAD – SAFER STREETS
SCHEME

SUMMARY

1. PURPOSE OF REPORT

1.1 The Portfolio Holder approves for consultation to be carried out with the groups detailed in section 4 and the scheme is implemented subject to no serious objections being raised.

2. SUMMARY OF CONTENTS

2.1 The report details the proposal and the extent of the consultation required.

3. RELEVANCE TO PORTFOLIO HOLDER

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

4. TYPE OF DECISION

4.1 Non-key decision.

5. DECISION MAKING ROUTE

5.1 This is an executive decision by the Portfolio Holder.

6. DECISION(S) REQUIRED

6.1 The Portfolio Holder approves the consultation as detailed.

Report of: Director of Neighbourhood Services

Subject: MOWBRAY ROAD – SAFER STREETS
SCHEME

1. PURPOSE OF REPORT

1.1 The Portfolio Holder approves for consultation to be carried out with the groups detailed in section 4 and the scheme is implemented subject to no serious objections being raised.

2. BACKGROUND

2.1 A speed survey was carried out on Mowbray Road following complaints from residents about the speed of traffic. The survey showed that the 85th percentile speed was 36mph with 52% of vehicles breaking the 30mph speed limit.

3 PROPOSALS

3.1 Since Mowbray Road carries a relatively high volume of traffic and is a bus route it is not appropriate to introduce traditional forms of traffic calming such as road humps.

3.2 Instead, It is proposed to introduce a Vehicle Activated Sign (VAS) on Mowbray Road at the junction with Kesteven Road on the approach to Fens School. When the sign detects a vehicle exceeding the speed limit the sign displays the correct limit (30mph) and a slow down message, during school times this message will flash alternatively with a School Crossing Patrol Sign.

4 CONSULTATION

4.1 Since the proposal is minor and would have little environmental impact on the surrounding area consultation would be limited to the residents of Mowbray Road between Kesteven Road and Catcote Road, The Fens School and Local Ward Councillors.

5. FINANCIAL IMPLICATIONS

5.1 This scheme is estimated to cost £5,000 and will be funded through the Local Transport Plan.

6. RECOMMENDATION

- 6.1 The Portfolio Holder approves for consultation to be carried out with the groups detailed in section 4 and the scheme is implemented subject to no serious objections being raised.

**CULTURE, HOUSING AND TRANSPORTATION
PORTFOLIO**

Report to Portfolio Holder
9 November 2005



Report of: Director of Neighbourhood Services

Subject: A SHARED PEDESTRIAN AND CYCLE LINK
FROM GREATHAM C OF E PRIMARY
SCHOOL TO SALTAIRE TERRACE (REVISED
SCHEME)

SUMMARY

1. PURPOSE OF REPORT

1.1 To inform the Portfolio Holder of the consultation findings on the safer routes to school shared pedestrian and cycle link, to increase levels of walking and cycling to and from Greatham C of E Primary School.

2. SUMMARY OF CONTENTS

2.1 This includes information on the consultation findings of the upgrade of a public right of way to a shared cycle and pedestrian link from Greatham Primary C of E Primary School to Saltaire Terrace.

3. RELEVANCE TO PORTFOLIO MEMBER

3.1 It is the responsibility of the Portfolio Holder.

4. TYPE OF DECISION

4.1 Non-key decision.

5. DECISION MAKING ROUTE

5.1 This is the decision for the Portfolio Holder.

6. DECISION(S) REQUIRED

6.1 To approve, subject to no objections from further consultation, the upgrade of an existing public right of way to a shared pedestrian and cycle link from Greatham C of E Primary School to Saltaire Terrace.

Report of: Director of Neighbourhood Services

Subject: A SHARED PEDESTRIAN AND CYCLE LINK
FROM GREATHAM C OF E PRIMARY
SCHOOL TO SALTAIRE TERRACE (REVISED
SCHEME)

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of the consultation findings on the safer routes to school shared pedestrian and cycle link, to increase levels of walking and cycling to and from Greatham C of E Primary School.

2. BACKGROUND

- 2.1 A travel survey undertaken with pupils of Greatham C of E Primary School, as part of the development of their school travel plan indicates that there is great potential for increasing levels of walking and cycling. 64% of pupils currently walk to school whereas 36% travel by car. However, a vast majority, 67% of pupils would prefer to cycle to school, with 91% owning a bicycle.
- 2.2 The school have used their Government school travel plan capital grant to install a cycle storage facility with a capacity of 14 bicycles, to help achieve the target within their school travel plan, to increase levels of cycling of year 6 pupils by 10% by September 2006. Additional initiatives included within the travel plan to increase levels of walking are the promotion of park and stride schemes and the participation in walking promotion campaigns, such as walk to school week.

3. CONSULTATION

- 3.1 Consultation to upgrade the link was undertaken with a variety of key stakeholders including the school, parents and pupils, residents living within Saltaire Terrace and Hillview, Hartlepool Access Group, The Ramblers Association, Hartlepool Borough Council Traffic Liaison Group, Greatham Parish Council and the Ward Councillor.
- 3.2 On the 5 September 2005 a letter and a copy of the design plan (see **Appendix B**) was hand delivered to residents living within Saltaire Terrace and Hillview, inviting comments on the scheme by Tuesday 20 September 2005. No objections were made.

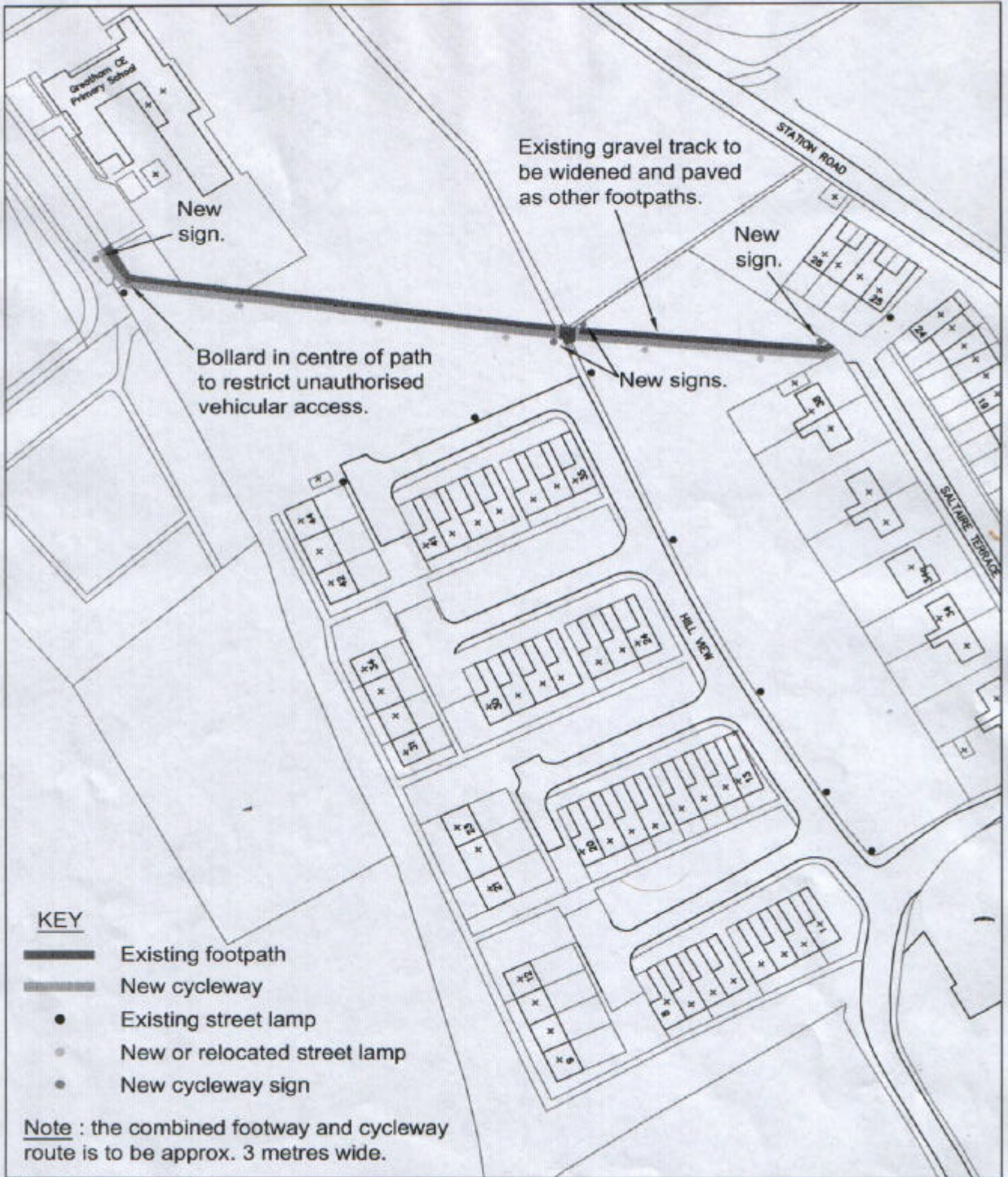
- 3.3 A council representative attended Greatham Primary School on Monday 12 and Tuesday 13 September 2005. One resident came to the school to provide comments. The resident requested that the existing lamp column between house numbers 37 and 38 remain, as it lights the alleyway. The resident asked that we note that the canopy of the trees block the majority of the light from the street lamps, along the path to the rear of Greatham School and suggested lower lighting may be more appropriate, as opposed to cutting back the trees. The final design will ensure that the street lamp lighting the alleyway remains and that the footway is adequately lit.
- 3.4 A letter and copy of the design plan was sent to the Greatham Ward Councillor. The Councillor asked that consideration is made regarding the possible replacement of the play area and the possible works regarding a new turning circle at the playground end of Saltaire Terrace.
- 3.5 HBC Parks and Countryside Manager advised that there would be no conflict with the existing playground and the new widened path.
- 3.6 A Council representative attended the Parish Council meeting on the 27 September 2005 and the South Forum. No formal objections were noted to the scheme.
- 3.7 HBC Legal Section have advised that, as the proposed cycleway will cross a public right of way (Greatham No 8) under the conditions of the Cycle Tracks Act 1984, this section of footpath requires a legal process which will take approximately three months to complete.

4. FINANCIAL IMPLICATIONS

- 4.1 Due to budget constraints the scheme has been amended (see **Appendix A**). Further consultation will be undertaken with the residents in the neighbouring area and any objections received will be reported back prior to any works commencing.
- 4.2 The scheme will be funded through the Local Transport Plan.

5. RECOMMENDATION

- 5.1 The Portfolio Holder approves, subject to no objections from further consultation, the upgrade of an existing public right of way to a shared pedestrian and cycle link from Greatham C of E Primary School to Saltaire Terrace.



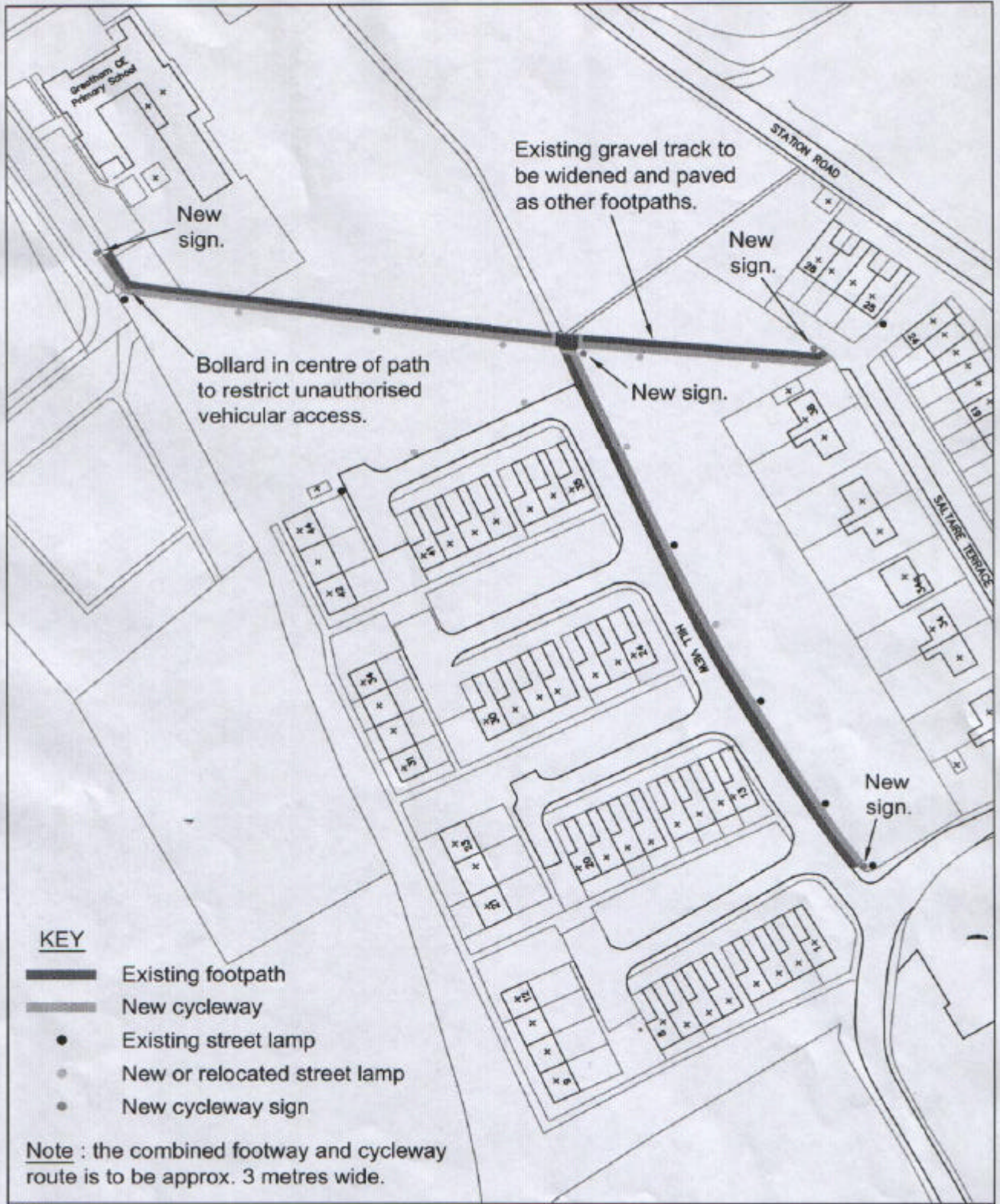
Title **APPENDIX A :**
Proposed SRTS Pedestrian & Cycle Link to Greatham School - Revised Scheme



BOROUGH OF HARTLEPOOL
 NEIGHBOURHOOD SERVICES DEPARTMENT


ACTING HEAD OF TECHNICAL SERVICES : Nick Clennett
 Hanson House, Lynn Street, Hartlepool TS24 7BT. Tel. (01429) 266522

Drawn	SJT	Date	Oct 05
Scale	1:1250		
Drg.No.	PR190/C/02		



- KEY**
- Existing footpath
 - New cycleway
 - Existing street lamp
 - New or relocated street lamp
 - New cycleway sign

Note : the combined footway and cycleway route is to be approx. 3 metres wide.

<p>APPENDIX B : Proposed SRTS Pedestrian & Cycle Link to Greatham School</p>		
	<p>BOROUGH OF HARTLEPOOL NEIGHBOURHOOD SERVICES DEPARTMENT</p>	<p>Drawn SJT Date Aug 05</p>
	<p>ACTING HEAD OF TECHNICAL SERVICES : Nick Clennett Hanson House, Lynn Street, Hartlepool TS24 7BT. Tel. (01429) 266522</p>	<p>Scale 1:1250</p>
		<p>Drp.No. PR190/C/01</p>

**CULTURE, HOUSING AND TRANSPORTATION
PORTFOLIO**

Report to Portfolio Holder
9 November 2005



Report of: Director of Neighbourhood Services

Subject: SCHOOL CROSSING PATROL REQUEST -
THROSTON GRANGE LANE

SUMMARY

1. PURPOSE OF REPORT

1.1 To inform the Portfolio Holder of the request to establish a School Crossing Patrol warden on Throston Grange Lane.

2. SUMMARY OF CONTENTS

2.1 This report details:

- nationally agreed criteria for the establishment and evaluation of potential new School Crossing Patrol sites, and;
- the survey information collected in relation to the request for of a new School Crossing Patrol site on Throston Grange Lane.

3. RELEVANCE TO PORTFOLIO HOLDER

3.1 The Portfolio Holder has responsibility for the Road Safety function.

4. TYPE OF DECISION.

4.1 Non-key decision.

5. DECISION MAKING ROUTE.

5.1 This is an executive Portfolio Holder decision.

6. DECISION(S) REQUIRED.

6.1 To confirm officer advice not to establish a School Crossing Patrol site on Throston Grange Lane at the current time.

Report of: Director of Neighbourhood Services

Subject: SCHOOL CROSSING PATROL REQUEST -
THROSTON GRANGE LANE

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of the request to establish a School Crossing Patrol warden on Throston Grange Lane.

2. BACKGROUND

- 2.1 The request to establish a new School Crossing Patrol warden was received from two parents whose children attend Throston Primary School and have to cross Throston Grange Lane.

- 2.2 The parents report that due to the increased traffic flows on Throston Grange Lane as a result of the Middle Warren housing development, that they find it difficult to cross the road. It is also reported that an increased number of children are now crossing as a direct result of the housing estate being developed.

- 2.3 In order to establish a new School Crossing Patrol site there are certain criteria that must be first met. The traffic volumes (V) and the number of children crossing (C) at a particular location must be counted. This is done by taking the busiest traffic and pedestrian flows across a thirty-minute peak period and then applying these values to the equation:

$$P \times (V \times V)$$

Where, **P**= number of unaccompanied child pedestrian and
V = the total number of vehicles counted over the busiest 30 minute period.

If this value exceeds 4 million then the establishment of a School Crossing Patrol is justified subject to a satisfactory risk assessment in order to ensure that the safety of the warden and other users is not compromised.

- 2.4 The Road Safety Section has undertaken extensive vehicle and pedestrian surveys on Throston Grange Lane during September 2005 – the results of which are set out in **Appendix 1**.

The busiest 30 minute period is **8.05 – 8.35 am, V = 301, P = 4**
When the results are applied to the equation **P x (V x V)**

$$4 \times (301 \times 301) = 362,404$$

Or,

0.36 million

- 2.5 The nationally agreed criteria for the establishment of a new School Crossing Patrol site is 4 million.

3. FINANCIAL IMPLICATIONS

- 3.1 The revenue cost of establishing a School Crossing Patrol is £3,500 per annum.
- 3.2 The capital costs of introducing a site are in the region of £1,500 to cover the cost of undertaking a formal risk assessment, erecting signing and guardrail, installing footway drop crossings, the advertising and painting of any Traffic Regulation Order required and the purchase of the uniform.
- 3.3 The current revenue School Crossing Patrol budget is unable to sustain any further sites without additional funding being allocated

4. CONSIDERATION OF ISSUES

- 4.1 The Middle Warren housing development is expanding on a regular basis and currently very few children attending Throston Primary School actually cross Throston Grange Lane. Therefore, on a term-by-term basis travel patterns and vehicle flows will be monitored in order to determine any changes in travel patterns.
- 4.2 In the current climate the Road Safety Section experiences great difficulties in recruiting and retaining School Crossing Patrol staff. Therefore, as we have experienced in the past, any sites with very low usage have often resulted in sites being very difficult to fill.

5. RECOMMENDATIONS

- 5.1 That the Portfolio Holder notes the report and the findings of the survey and confirms that, at this current time, a School Crossing Patrol site is not justified on Throston Grange Lane.
- 5.2 That Road Safety staff continue to monitor Throston Grange Lane to determine any changes in the travel patterns of children attending Throston Primary School and report back annually at the time of the yearly new school intake.

Appendix 1

Date Survey 13 September 2005
Time of Survey 8.00-8.50am
Weather Sunny, Fine
Location Throston Grange Lane at Conway Walk - counts taken approx 75metres either side of the proposed crossing point

Time	Vehicles	Unaccompanied Children	Adults with Children	Adults
8.00-8.05	33			1
8.05-8.10	32	2		1
8.10-8.15	35	1		1
8.15-8.20	50	1		1
8.20-8.25	81		1+1	1
8.25-8.30	69			4
8.30-8.35	34			
8.35-8.40	59			
8.40-8.45	42			1
8.45-8.50	40			
Totals	301 (V)	4 (P)	1+1	10

**CULTURE, HOUSING AND TRANSPORTATION
PORTFOLIO**

Report to Portfolio Holder
9 November 2005



Report of: Director of Neighbourhood Services

Subject: SUPPORTED BUS SERVICE EXTENSIONS
SERVICES 822 & 828 (REVISED REPORT)

SUMMARY

1. PURPOSE OF REPORT

- 1.1 To provide information to the Portfolio Holder regarding the proposed diversion of Stagecoach service 3 via Hucklehoven Way, and possible alternatives.

2. SUMMARY OF CONTENTS

- 2.1 This report provides details of the proposed diversion of Stagecoach service 3 via Hucklehoven Way, and possible alternative options.

3. RELEVANCE TO PORTFOLIO MEMBER

- 3.1 It is the responsibility of the Portfolio Holder.

4. TYPE OF DECISION

- 4.1 Non-key decision.

5. DECISION MAKING ROUTE

This is an executive decision of the Portfolio Holder.

6. DECISION(S) REQUIRED

- 6.1 A decision is required relating to school buses serving Brierton School, and Hucklehoven Way

Report of: Director of Neighbourhood Services

Subject: SUPPORTED BUS SERVICE EXTENSIONS
SERVICES 822 & 828 (REVISED REPORT)

1. PURPOSE OF REPORT

1.1 To provide information to the Portfolio Holder regarding the proposed diversion of Stagecoach service 3, and possible alternatives.

2. BACKGROUND

2.1 As a result of the revised Stagecoach bus timetables effective from 20 March 2005, the commercial bus service 3 was revised resulting in the loss of services operating along Hucklehoven Way.

2.2 Ward Councillors have expressed concern that school pupils from the Burbank Street area do not have access to a local bus service to and from school, particularly those attending Brierton and English Martyrs.

2.3 Existing Council supported bus services operate from Seaton Carew to the two schools. This includes services 822, 828 and 829:

- Service 828 links Seaton Carew with Brierton and English Martyrs in the morning and afternoon;
- Service 822 returns children from Brierton in the afternoon terminating in Seaton Carew;
- Service 829 provides two morning journeys from Seaton Carew to Brierton and English Martyrs, and one return journey in the afternoon.

2.4 At the last meeting of the Portfolio held on 5 October the Portfolio Holder requested that quotes be sought from Stagecoach for the diversion of one service 3 journey via Hucklehoven Way in the morning and evening, to allow school pupils in the Burbank Street area direct access to Brierton School.

3. CONSIDERATION OF THE ISSUES

3.1 Stagecoach have been approached to provide a quote for the diversion of one service 3 journey via Hucklehoven Way in the morning and evening. Unfortunately Stagecoach have stated that a diversion of the service 3 is not possible due to interworking with other services leaving insufficient time for a diversion to take place.

- 3.2 The only options now left are now those that was presented to the meeting on 5 October 2005.
- 3.3 The following options were discussed with Stagecoach before the 5 October meeting. These were as follows:
- **Option 1** - An additional service 822 journey operating from Hucklehoven Way at 8am picking up at the following points:

Hucklehoven Way	0800
Wainwright Walk	0804
Seaton Carew	0806
Elizabeth Way	0808
Golden Flatts School	0811
Owton Lodge	0812
Brierton School	0820

The existing afternoon 822 journey from Brierton, which departs at 3.18pm, is extended from the existing terminus at Wainwright Walk in Seaton Carew to Huckelhoven Way. (Note: although Brierton's finishing time has been brought forward to 3.15pm Monday to Wednesday, and 2.35pm Thursday to Friday, the school have made provisions for pupils to remain on the school premises until the 3:18pm bus is due to depart)

- **Option 2** - To cater for pupils attending English Martyrs School living in the Burbank Street area, the 8.25am Service 828 departure from Wainwright Walk would start from Hucklehoven Way, with the 3.38pm departure from English Martyrs being extended from Wainwright Walk to Hucklehoven Way. These journeys formerly catered for Brierton and English Martyrs pupils but, since the school time changes, would only be suitable for English Martyrs pupils.

Pupil Numbers

- 3.4 There are no pupils living in the Burbank Street/Huckelhoven area who are entitled to free school travel to any school. However, a small number of pupils attending Brierton and English Martyrs reside in the area who are not entitled to free travel, but may want to use fare paying school bus services. There are 88 school pupils in Seaton Carew entitled to free school travel to English Martyrs school, but none to Brierton. It is anticipated that the above changes should not cause any overcrowding on any of the service 822 and 828 journeys.

Alternative Travel Choices

- 3.5 The Burbank Street area is within fifteen minutes walking distance of York Road where the Stagecoach Service 6 offers at least eight buses an hour which travel along Catcote Road, stopping directly outside Brierton School and close to English Martyrs at the top of Oxford Road.

4. FINANCIAL IMPLICATIONS

- 4.1 The financial cost to these changes would be as follows:

- **Option 1** £9,360 per school year
- **Option 2** £3,510 per school year
- **Option 1+2** £12,870 per school year

- 4.2 It is anticipated that these revised services would not start until late October at the earliest, thus only two terms funding from this years Bus Revenue Support budget would be required. This equates to £7,722 for Options 1 and 2 until the end of March 2006. Existing funding could cover this cost, for the two-term period, but could not pay for the entire school year. This would also mean that there would be no contingencies remaining within the budget to cover any additional increases, for example increased cost brought about by the high cost of fuel. Future years would produce an additional budget pressure of around £5,148 for a school year if both options were implemented.

- 4.3 Alternatively only option 1 could be adopted which would cost around £5,616 until the end of March, which could be covered by existing funding, but could not pay for the entire school year. In addition an additional annual budget pressure of around £3,744 would be created. Once again there would be no contingencies left in the budget.

- 4.4 If these service revisions were to proceed effective monitoring of patronage would take place.

5. RECOMMENDATION

- 5.1 As a result of the financial cost and the limited numbers of pupils involved, it is recommended that no action is taken in this instance to extend or provide extra school bus journeys from Hucklehoven Way/Burbank Street area.

**CULTURE, HOUSING AND TRANSPORTATION
PORTFOLIO**

Report to Portfolio Holder

9 November 2005



Report of: Director of Neighbourhood Services

Subject: CREATION OF ADDITIONAL BUSINESS
PARKING BAYS

SUMMARY

1. PURPOSE OF REPORT

1.1 To examine the possibility of creating additional permit controlled business parking bays, to meet demand of several businesses operating within controlled parking zones.

2. SUMMARY OF CONTENTS

2.1 This report proposes to extend the designated business parking area of the Dalton Street to accommodate a further 4 parking bays.

3. RELEVANCE TO PORTFOLIO HOLDER

3.1 The Portfolio Holder has responsibility for Traffic and Transport issues.

4. TYPE OF DECISION

4.1 This is a non key decision.

5. DECISION MAKING ROUTE

5.1 This is an executive Portfolio Holder decision.

6. DECISION(S) REQUIRED

6.1 To approve the creation of business permit controlled parking bays in Dalton Street.

Report of: Director of Neighbourhood Services

Subject: CREATION OF ADDITIONAL BUSINESS
PARKING BAYS

1. PURPOSE OF REPORT

- 1.1 To examine the possibility of creating additional permit controlled business parking bays, to meet demand of several businesses operating within controlled parking zones.

2. BACKGROUND

- 2.1 There are currently several areas of business permit controlled parking bays which are located throughout the town centre. The zones are generally created in order to assist businesses operating within parking controlled areas where frequent use of transport is an essential requirement to the operation of the business. This allows businesses the opportunity to function without the restrictions imposed by the controlled zone and provides dedicated parking availability for operational staff however the bays are not intended to be used by commuter staff.
- 2.2 Accommodating the needs of such businesses has always proved to be difficult, particularly in permit controlled areas, however creating a limited number of dedicated business spaces has allowed the demands of the businesses to be met without detrimentally affecting parking availability within controlled zones or creating congestion in restricted areas. The popularity of such bays has however increased interest and demand now exceeds availability. The number of businesses currently on the waiting list suggests that there is a need to extend some of the current sites.
- 2.3 At present several businesses have expressed concern, and in some cases have suggested possible sites for inclusion. In many cases the proposed sites are impracticable due to conflicting usage or previous agreements, however a change of circumstances to some of the residential controlled areas could now allow for further business bays to be accommodated in some streets.

2.4 The proposed changes at Dalton Street have seen a considerable number of residential properties become unoccupied, yet the area still retains residents only parking status. Although longer term, housing will be developed as part of the “new deal programme”, it may be possible to extend the current number of business bays to cover the immediate parking problems of businesses trading from the York Road area.

2.5 A plan showing the proposed layout of bays is shown as **Appendix 1**.

3. FINANCIAL IMPLICATIONS

3.1 There would be a minimal cost associated with extending the business bays, which would be met in full from the Parking Services budget, and would be recovered by the annual permit charge.

4. CONSIDERATION OF ISSUES

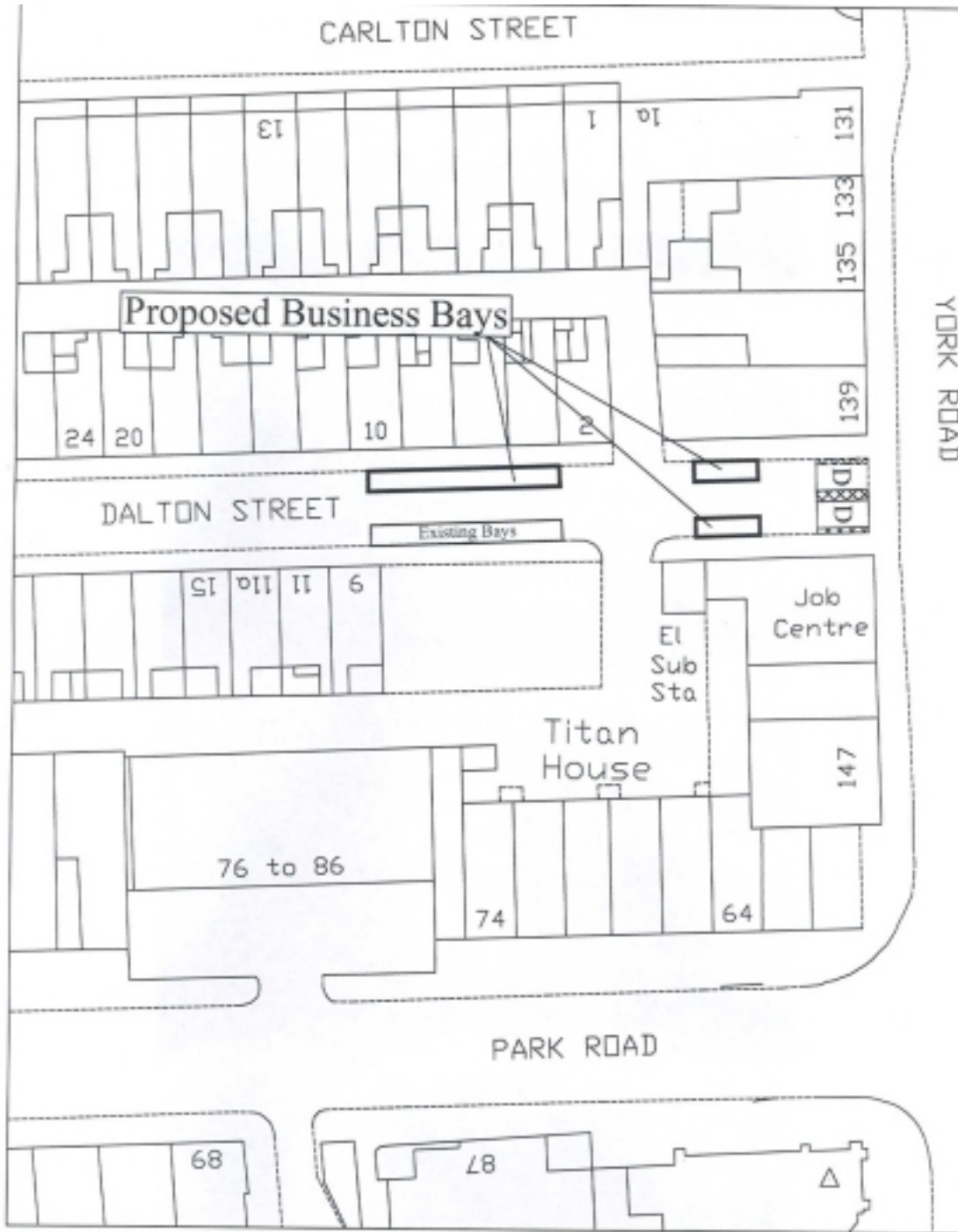
4.1 There are currently several businesses who have expressed an interest in the use of business bays. The lack of availability and minimal turnover of existing designated bays would suggest that the creation of additional business bays would be welcomed.

4.2 There are now a minimal amount of occupied residential properties in Dalton Street and the proposed business bays should not therefore conflict with the remaining residential demands.

5. RECOMMENDATIONS

5.1 That the creation of 4 additional business bays in Dalton Street be approved.

5.2 That the necessary changes to the Traffic Regulation Order be advertised as part of the legal procedure, with any objections being referred back to the Portfolio Holder for further consideration.



TITLE		DRAWN		CHECKED	
Proposed Business Bays - Dalton Street		M.R.		P.H.	
HARTLEPOOL BOROUGH COUNCIL		SCALE		DATE	
DEPT. OF ENVIRONMENT & DEVELOPMENT		1:500		Oct '05	
HEAD OF HIGHWAYS AND TRANSPORTATION: L.PARKER		DRG. NO.		REV.	

**CULTURE, HOUSING AND TRANSPORTATION
PORTFOLIO**

Report To Portfolio Holder
9th November 2005



Report of: Director of Neighbourhood Services

Subject: Local Safety Schemes

SUMMARY

1. PURPOSE OF REPORT

1.1 To seek approval for the proposed traffic calming guidelines and prioritise the potential schemes for future years.

2. SUMMARY OF CONTENTS

2.1 The report details the proposed traffic calming guidelines, this year's schemes, and potential sites for future schemes identified through both road casualty data and from community concern.

3. RELEVANCE TO PORTFOLIO HOLDER

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

4. TYPE OF DECISION

4.1 Non key.

5. DECISION MAKING ROUTE

5.1 This is an executive decision by the Portfolio Holder.

6. DECISION(S) REQUIRED

6.1 That the traffic calming guidelines and prioritisation of future schemes be approved.

Report of: Director of Neighbourhood Services

Subject: Local Safety Schemes

1. PURPOSE OF REPORT

- 1.1 To seek approval for the proposed traffic calming guidelines and prioritise the potential schemes for future years.

2. BACKGROUND

- 2.1 In 2000, as part of the 10 year national Road Safety Strategy, the Government set casualty reduction targets for all local authorities across the country, with targets to reduce casualties from the 1994 - 98 average by the following totals:-

- 40% reduction in the number of people killed or seriously injured.
- 50% reduction in the number of children killed or seriously injured.
- 10% reduction in the slight casualty rate.

Current performance is shown in Appendix 1.

- 2.2 A wide range of strategies are employed in Hartlepool to help achieve these targets, including:-

- Local safety schemes on routes and at junctions.
- Mass action safety schemes.
- Traffic calming schemes.
- Safety Camera sites.
- Road safety training and publicity.
- Pedestrian crossing improvements.
- Cycling facilities.
- Enforcement of parking regulations.

- 2.3 It is extremely important that Hartlepool achieves these casualty reduction targets. Should that fail to be the case, then the Council's Local Transport Plan funding and Corporate Performance Assessment rating could be affected. This PI is a floor target for Neighbourhood Renewal Fund and forms part of the Environment Block assessment for the CPA.

- 2.4 It is recommended therefore that only schemes which are likely to make a demonstrable impact on sites where there have been accidents which caused fatal or serious injuries are developed for next years programme at this stage. Further analysis is necessary to identify other

potential sites which could contribute to a reduction in the number of people killed or seriously injured on the roads of Hartlepool before approving next year's programme.

3. CONSIDERATION OF ISSUES

3.1 In order to demonstrate a consistent approach when assessing traffic calming requests, approval is sought for the guidelines outlined overleaf.

3.2 In order for traffic calming measures to be considered, the following criteria will need to be met:-

- A record of speed related casualties. Or,
- A speeding problem to have been identified from survey results as follows:-

85th percentile up to 30mph – No action recommended.

85th percentile 31 – 34mph – Recommend traffic calming if speed related casualties are occurring.

85th percentile 35mph and over – Recommend some form of traffic calming.

- No vertical deflection measures (speed humps, etc) to be considered on the strategic network, so as not to have a negative impact on the emergency services.
 - The views of the emergency services must be taken into account at the design stage of all schemes, through the Council's Traffic Liaison Group.
 - Special circumstances, such as the presence of a school or playground on the road, may lead to the criteria being relaxed.
 - Consultation must be undertaken with all properties along the affected road.
- 3.3 Once a road has been assessed and some form of traffic calming has been found to be justified, sites will be prioritised on the above basis – number of casualties, level of speeding recorded, presence of a school, etc.

3.4 A number of schemes have been identified for implementation this year and these are detailed in the table overleaf:-

LOCATION	SCHEME	ESTIMATED COST
Masefield Road <i>*Approved 5 Oct '05.</i>	Speed cushions and 20mph zone outside Rift House Primary School.	£15,000
Mowbray Road <i>*Approval to consult 9 November '05.</i>	Vehicle Activated Sign outside Fens School.	£5,000
West View Road *7/9/05, Middleton Road *5/10/05, York Road (at Lowthian Road) * 15/9/04, and Station Lane * 5/10/05.	Provision of 4 No. zebra crossings.	£10,000 per crossing
A689 Area Study *Approved 15 September '04.	Rossmere Way pedestrian island and A689 crossing point improvements.	£45,000
Mass action at give way junctions *Traffic Regulation Orders to be approved under delegated powers.	Double yellow lines at junctions to improve visibility, sites identified from road casualty data.	£2,000
Oxford Road local safety scheme *Approved 7 September '05.	Formalised parking bays, crossing point improvements and traffic calming on Cornwall Street.	£75,000
Kingsley Avenue/ Blakelock Road *Approved 5 October '05.	Anti-skid surfacing, central hatching, coloured surfacing/ SLOW markings, improved signing.	£5,000
	TOTAL COST	£187,000

* Refers to date of approval at Culture, Housing and Transportation Portfolio.

3.5 A budget of £187,000 was allocated for Local Safety Schemes from this year's Local Transport Plan Allocation and the above schemes fully utilise that budget.

3.6 The issue of 20mph limits outside schools is also currently being reviewed by the Council's Scrutiny Co-ordinating Committee. Three areas are currently under consideration:-

- **Rift House School, Masefield Road** – High speeds recorded during surveys added to road safety concerns near to the school. Consultation has taken place and the scheme was approved at

Culture, Housing and Transportation Portfolio on 5 October. The scheme will be implemented this financial year, funded from the Local Transport Plan allocation.

- **Clavering School, Clavering Road** – High speeds also recorded during surveys. Proposed speed cushions and 20mph limit outside of school. No funding is available at present, but the scheme has been fed into the programme of potential schemes listed in Appendix 2.
- **Kingsley School, Kingsley Avenue** – Traffic calming scheme was implemented last year, and 20mph limit will be introduced to cover this area. There will only be a minimal cost of around £500 for this as the physical measures are already in place, all that is required are the signs. The cost will be borne by the Council's traffic management budget.

- 3.7 All potential new sites currently identified are detailed in Appendix 2. A report is to be tabled on an annual basis, with any new sites identified from updated casualty data or new speed surveys included for consideration.
- 3.8 Road casualty data is investigated on a regular basis to determine any new trends or locations giving cause for concern. Speed surveys are also being carried out on a weekly basis throughout the town.
- 3.9 Consequently, potential sites are likely to be added to the list on a regular basis, and then reported to the Portfolio Holder towards the end of each year, to seek approval for the following year's schemes.
- 3.10 The number of accidents should always be a higher priority than the level of speeding recorded. Whilst speed of traffic can cause people concern, and also increases the potential for accidents to take place, sites where accidents are already occurring should be treated as a higher priority. The Council has been set casualty reduction targets by the government (as outlined in part 2 of this report) and as a result resources should first be targeted towards areas where they can make the biggest difference to casualty levels.

4. FINANCIAL IMPLICATIONS

- 4.1 Funding is allocated each year from the Local Transport Plan and it is proposed that the sites are worked through in order of priority, as far as the budget will allow.
- 4.2 It is anticipated that next year's allocation will be similar to this year's, around the £180,000 - £190,000 mark, and therefore, approval is sought to begin development of next year's schemes. This will be done in accordance with the order of priority approved in the table at Appendix 2. A further report will be presented to the Portfolio Holder in February 2006 identifying a more detailed list of schemes which can be considered for action in 2006/7, including the current schemes and

some further options which are targeted at directly reducing the number of people killed or seriously injured on the roads of Hartlepool.

5. OFFICER ADVICE

- 5.1 That the Portfolio Holder confirms the programme for implementation in 2005/6, approves the traffic calming guidelines and notes that no further funding is available for Local Safety Schemes this financial year.
- 5.2 That the Portfolio Holder approves that officers should commence work on designing schemes for priorities 1 and 2 in Appendix 2 so that schemes can commence early in the new financial year.
- 5.3 That no further schemes for 2006/7 are to be considered until a further report is brought back with a range of options in February 2006 and that any other concerns raised by Members before then are investigated by officers and considered at that meeting alongside all of the other options for the 2006/7 Local Safety Schemes Programme.

APPENDIX 1

People Killed or Seriously Injured																	
	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Hartlepool	36	44	41	50	52	36	32	41	41	45	41						
A19	1	2	0	4	1	5	2	5	1	11	8						
Sum Total	37	46	41	54	53	41	34	46	42	56	49	0	0	0	0	0	0
TARGET					46.20	44.66	43.12	41.58	40.04	38.50	36.96	35.42	33.88	32.34	30.80	29.26	27.72
94 - 98 average					46.20												

Children Killed or Seriously Injured																	
	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Hartlepool	11	13	8	13	14	9	6	11	13	16	10						
A19	0	0	0	0	0	0	0	0	0	0	0						
Sum Total	11	13	8	13	14	9	6	11	13	16	10	0	0	0	0	0	0
TARGET					11.80	11.31	10.82	10.32	9.83	9.34	8.85	8.36	7.86	7.37	6.88	6.38	5.90
94 - 98 average					11.80												

People Slightly Injured																	
	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Hartlepool	385	359	384	398	317	280	285	283	287	279	276						
A19	20	18	4	32	21	35	0	18	12	26	28						
Sum Total	405	377	388	430	338	315	285	301	299	305	304	0	0	0	0	0	0
TARGET					387.60	384.37	381.14	377.91	374.68	371.45	368.22	364.99	361.76	358.53	355.30	352.07	348.84
94 - 98 average					387.60												

LOCATION	No. OF x ACCIDENTS	SPEEDS* RECORDED	SPECIAL CIRCUMSTANCES	PRIORITY
Newburn Bridge	1 fatal 1 serious 5 slight	35mph		1
Victoria Road (York Rd – A689)	1 serious 8 slight	N/A	High pedestrian usage.	2
Marlowe Road	1 serious 5 slight	35.6mph		3
King Oswy Drive (shops area)	1 serious 2 slight	34.6mph	All pedestrian accidents.	4
Hart Lane (Outside Sacred Heart School)	1 serious 1 slight	32.4mph	Request for controlled crossing outside school.	5
Park Avenue (The Parade – Cresswell Rd)	3 slight	36.8mph	Children crossing to and from the park.	6
Westbrooke Avenue	1 serious	37.7mph		7
Clavering area (Westwood Way, Bamburgh Rd, Clavering Rd, Woodstock Way).	2 slight	39.2, 35.5, 36, 34mph Av. 36.2mph	School on Clavering Road.	8
Eskdale Road	1 slight	35.8mph	School.	9
Park Avenue (Elwick Rd – The Parade)	0	40mph	Children crossing to and from the park.	10
Cleveland Road	1 slight	37mph	Request for pedestrian island.	11
Chester Road (Jesmond Rd – Thornhill Gdns)	1 slight	37mph		12
Front Street, Greatham	1 slight	32.4mph		13
Caledonian Road	1 slight	32.2mph		14
Elwick village	0	37mph		15
Burn Road (adjacent to Vicarage Court)	1 slight	24.5mph	Request for pedestrian island. Above average numbers of elderly residents crossing from nearby sheltered housing.	16
Owton Manor Lane (Kintra Rd – Kirriemuir Rd)	0	33mph		17

x Accidents over the previous 3 years.

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

**CULTURE, HOUSING AND TRANSPORTATION
PORTFOLIO**

Report to Portfolio Holder
9th November 2005



Report of: Acting Director of Adult and Community Services

Subject: BEACH LIFEGUARD SEASON 2005

SUMMARY

1. PURPOSE OF REPORT

To update the Portfolio Holder on the Beach Lifeguard season for 2005.

2. SUMMARY OF CONTENTS

This is the first full season of the reinstated lifeguard service. Lifeguards were recruited using a range of advertising and all posts filled. There were 10 reported aquatic incidents and 1,306 reported other incidents varying from minor first aid to giving general safety advice.

3. RELEVANCE TO PORTFOLIO HOLDER

Lifeguards fall within the responsibility of the Culture, Housing and Transportation Portfolio Holder.

4. TYPE OF DECISION

Non-key decision.

5. DECISION MAKING ROUTE

Culture, Housing and Transportation Portfolio Holder 9 November 2005.

6. DECISION(S) REQUIRED

To note the report on the lifeguard season 2005.

Report of: Acting Director of Adult and Community Services

Subject: LIFEGUARD SEASON 2005

1. PURPOSE OF REPORT

1.1 To update the Portfolio Holder on the recent lifeguard season.

2. BACKGROUND

2.1 In 2004, The Royal Life Saving Society (RLSS) was commissioned to undertake a beach safety assessment identifying various aspects of running a beach lifeguard service, based on this report Hartlepool Borough Council decided to reinstate the beach lifeguard.

2.2 The decision was taken that the service should not only operate for the schools summer holidays but also include May and Spring Bank Holidays and the weekends from May Bank Holiday up to the school summer holidays from 10 am to 6 pm.

2.3 For the 2004 season the lifeguards operated for the summer holiday period only due to the limited time available to set up the service. Consequently this is the first full season of operation.

2.4 The level of cover recommended by the Royal Life Saving Society (RLSS) is:

Seaton Carew (between the North Shelter and the Coach Park)
Four lifeguards with five at peak times, inclusive of at least one supervisor

Headland Beaches (Fish Sands and Block Sands) between 10am to 6pm.
Four Lifeguards, inclusive of at least one supervisor

2.5 In August 2005 the RLSS was also commissioned to conduct a mystery visit of the service as an independent audit and check of service provision

3. RECRUITMENT AND TRAINING

3.1 Advertising for the vacancies was undertaken through the normal outlets, but in addition a radio advert and flyers were produced. Monitoring was not undertaken regarding the success of the different forms or advertising, however all lifeguard positions were filled successfully. Every Lifeguard from the 2004 season re-applied for a position, all were successful.

3.2 The Lifeguard Staffing Levels required to provide the cover as recommended by the Royal Life Saving Society was:

- | | |
|--|----|
| - Beach Lifeguard Supervisors | 3 |
| - Beach Lifeguards (inclusive of 3 relief Supervisors) | 11 |
| - Casual Beach Lifeguards | 6 |

3.2 All the Lifeguards and supervisors are trained to:

- RLSS National Beach Lifeguard Qualification (NBLQ)
- RYA Personal Watercraft Certificate

Additionally the Supervisors are also trained in:

- RYA VHF Radio Certificate
- Quad bike Training
- Towing of trailers training
- First Aid at Work training
- 4 x 4 off road training

3.4 In addition to the initial training required, all Lifeguards have to undergo compulsory in-house training. Ongoing training was delivered on Wednesday mornings, including a pool and theory session at Mill House Leisure Centre then a beach session at Seaton Carew, a total of 4 hours training was conducted which was incorporated into the shift patterns, averaging 6-8 hours training per month.

4. INCIDENT STATISTICS

4.1 There were 10 reported aquatic incidents and 1,306 reported other incidents varying from minor first aid to giving general safety advice.

4.2 Beach lifeguards responded to 10 water based incidents 8 of which were regular wading rescues; the other two incidents are as follows:

- Thursday May 5th – At Seaton Carew two youths in inflatable rings got caught in a rip current and were drifting out to sea. Two Lifeguards swam out to rescue the boys with torpedo buoys.
- Sunday July 10th – A non-swimmer climbed from the Pilot Pier onto the rocks below, then jumped onto another rock resulting in him being stranded. A Lifeguard paddled out to rescue the child using the malibu rescue board.

4.3 In addition there was five major land based first aid incidents, which included:

- Two incidents of people falling down the stairs at Fish Sands. These were checked by the Well-being Team and Coastal Engineers, the incidents were found to be inconclusive as the first person was wearing flip flops at the time of the fall and the other person was intoxicated.

- A severe asthma attack
- Choking child
- A head injury, due to a fall from a horse.

4.4 Additionally there was range of other minor incidents and advice that were dealt with, these are detailed in **APPENDIX 1.**

4.5 A total of 1,316 reported incident occurred most of these were either advisory and/or preventative actions. This was considerably higher than last years statistics possibly as a result of the increased time the Lifeguards were operational and improved weather conditions.

4.6 Although there were a number of visits from the Dog Wardens to Seaton Carew, dog owners in the ban areas still prove to be a problem.

5. MYSTERY VISIT BY THE ROYAL LIFESAVING SOCIETY

5.1 The mystery visit by the Royal Life Saving Society (RLSS) occurred on the 17th and 18th August. On these particular days the weather was hot and sunny, averaging 26 / 27C and sea conditions were calm. All beaches were moderately busy with a variety of activities taking place including beach games, sun bathing, swimming, use of inflatables etc

A summary of the observations are:

- Pleased to see progress continuing with the paddling pool area, dog bins, lifeguard base, beach access points, gates etc.
- There is, at all sites a general feeling and reassurance of a Beach Lifeguard presence and service. The Lifeguards are presentable at all sites and receive on going in-service training.
- Recommendation of additional training on scanning and patrolling skills with an emphasis on interaction with the public.
- The main equipment at Seaton Carew needs to be controlled carefully so that lifeguards and the public do not see these as "toys".

6. RECOMMENDATIONS

The Portfolio Holder is requested to:

- i) Note the report

CONTACT OFFICER: James Gilchrist, Parks and Countryside Manager

Background Papers

Cabinet Report 22/3/04 Beach Lifeguarding

APPENDIX 1

Seaton Incidents	No. Of Times
Dog owners in the dog ban area	250
Inflatable warnings	113
Red flag warnings	82
Unauthorised vehicles on the beach	72
Incoming tide warnings	47
Horses in patrol area	33
Jet ski users in bathing area	22
Minor first aid	20
Swimmers out of bathing area	18
Lost children	9
Surfers in bathing area	7
Wading rescues	5
Anti social behaviour	4
People consuming alcohol	4
Lost person	3
Major first aid	3
Fishing in bathing area	3
Parental advice	3
Police calls	3
RSPCA call outs	3
Power boats in bathing area	3
Non motorised vessel in bathing area	3
Marine stings	2
Needles found on the beach	2
Bather in surfing area	2
Jelly fish warnings	1
Major rescue	1
Other safety advice	77
Various other incidents	17

Ctd ...

Headland Incident	No. Of Times
Dog owners in Lifeguard patrolled areas	158
Inflatable Warnings	59
People jumping/diving off breakwaters	54
Minor first aid	36
Anti social behaviour	29
Incoming tide warnings	26
Youths jumping from town wall	13
Parental advice	11
Jet ski users in bathing area	10
Jelly fish warnings	6
Fishing in bathing area	6
Wading rescues	3
Major first aid	2
People consuming alcohol	2
Needles found on the beach	2
Swimmers in shipping channel	1
Lost children	1
Swimmers out of bathing area	1
Major rescue	1
Other incidents	12
Other safety advice	71
Marine stings	0

**CULTURE, HOUSING AND TRANSPORTATION
PORTFOLIO**

Report To Portfolio Holder
9th November 2005



Report of: Acting Director of Adult and Community Services

Subject: LEARNING FROM COMPLAINTS
1st APRIL 2005 – 30th SEPTEMBER 2005

SUMMARY

1. PURPOSE OF REPORT

The purpose of the report is to provide an overview of the operation of the Department's Complaints and Representations Procedures including lessons learned.

2. SUMMARY OF CONTENTS

The report covers the period from 1st April 2005 to 30 September 2005, with a summary of activities within each service area resulting in complaints, concerns and compliments received during the reporting period. The report also reviews the Department's performance in the handling and management of complaints.

3. RELEVANCE TO PORTFOLIO MEMBER

Portfolio member oversight of the performance of the Culture, Housing and Transportation Portfolio.

4. TYPE OF DECISION

4.1 Non-key decision.

5. DECISION MAKING ROUTE

Culture, Housing and Transportation Portfolio Holder 9th November 2005.

6. DECISION(S) REQUIRED

6.1 To receive the report – no decision required.

Report of: Acting Director of Adult and Community Services

Subject: LEARNING FROM COMPLAINTS
1st APRIL 2005 – 30th SEPTEMBER 2005

1. PURPOSE OF REPORT

1.1 Within the context of Government expectations, and also the Department's quality strategy, the report provides the following information for the period 1 April 2005 to 31 September 2005.

- A summary of complaints, concerns and compliments received within the reporting period.
- Evidence of learning following complaint closure.

2. OBJECTIVES AND PERFORMANCE INDICATORS

2.1 National Social Services Objectives

- C/A8.0 To actively involve users and carers in planning and in tailoring Individual packages of care and to ensure effective mechanisms are in place to handle complaints.
- C/A8.1 To demonstrate that the views of children and families are actively sought and used in the planning, delivery and reviews of services.
- C/A8.2 To demonstrate that the satisfaction of users with services provided is increasing.

2.2 Local Objectives

Strengthening Communities:

- Empower individuals, groups and communities, and increase the involvement of citizens in all decisions that affect their lives.

Health and Care:

- Ensure access to highest quality health, social care and support services, and improve the health, life expectancy and well being of the community.

Lifelong Learning and Skills:

- Help all individuals, groups and organisations realise their full potential, ensure the highest quality opportunities in education, lifelong learning and training, and raise standards of attainment.

Culture and Leisure:

- Ensure a wide range of good quality, affordable and accessible leisure, and cultural opportunities.

3. BACKGROUND

- 3.1 The Government places an expectation on all local authorities to monitor the operation and effectiveness of their complaints procedures, including how complaints are used to improve services and delivery.
- 3.2 The Adult and Community Services Department was established in July 2005 bringing together parts of the former Community Services Department and the Adults units of Social Services. The reporting period thus includes a transitional period and as such seeks to combine two separate systems in relation to both the management and recording of Representations and Complaints.
- 3.3 The Department operates two distinct complaints procedures:
- **The former Social Services Department Complaints Procedure** (The National Health Service and Community Care Act 1990 require Councils to have procedures for dealing with complaints made with respect to the discharge of social service functions). **Appendix 1** to the report details a set of 16 performance standards originally defined by the Social Services Inspectorate, now known as the Commission for Social Care Inspection which provide the practical framework on which the Social Services Complaints Procedures are based
 - **A Corporate Complaints Procedure** (non statutory procedure which is based on good practice guidance as directed by the Local Government Ombudsman) which applies to services including those provided by libraries, leisure, cultural services and adult education)
- 3.4 The requirements, stages and terminology used within each complaints procedure are different. However, an area of commonality is the requirement to consider and capture lessons learned by way of implementing practice changes following complaint closure.
- 3.5 The former Social Services Complaints Procedure provides a framework to enable the provision of regular information bulletins and reports on complaints activity and lessons learned. This ensures links are established between the complaints framework and DMT's role in

overseeing Departmental quality and performance. Complaints relating to Libraries, Leisure, Cultural Services and Adult Education are currently not part of this framework.

- 3.6 Managers within Community Services and Adult Education work within the parameters of the Corporate Complaints Procedure. However, a number of informal complaints and representations are being recorded outside of the corporate procedure. There is scope to review the representations systems to ensure a consistent approach is applied to across all service areas.
- 3.7 A review of the former Social Services Complaints Procedure is currently underway. This will take account of legislative changes as a result of the Health and Social Care (Community Health and Standards) Act 2003. It was intended that the new regulations would come into force with effect from the 1st of April 2005. However, the Government has postponed the implementation date until late 2005/6.
- 3.8 Since July 2005 the Quality and Review Team have continued to provide transitional support to the Children's Services Department. This includes logging and recording of Children's complaints. It is envisaged that during the next reporting period full transfer will occur to the Children's Department.

4. ANALYSIS OF COMPLAINTS, CONCERNS AND COMPLIMENTS

4.1.1 Complaints Received

- 4.1.2 The Department managed **20** complaints within the reporting period, **2** of which were ongoing prior to April to September 2005.

<u>Complaints</u>	<u>Period</u>	<u>No.</u>
Adult Care (Statutory Complaints Procedure)	1.4.2005 to 30.9.2005	10
Corporate Procedure (Libraries, Leisure, Cultural Services and Adult Education)	1.4.2005 to 30.9.2005	8
	Sub Total	18
Adult Care complaints ongoing prior to 1.4.2005		2
	Total	20

- 4.1.3 A summary of the individual complaints received by each business unit during the reporting period is detailed at **Appendix 2**.
- 4.1.4 In addition to the **20** Adult and Community Services Complaints, a further **14** Children's complaints were co-ordinated by the Quality and Review Team under the transitional Support Service arrangements. The statistics and associated outcomes are not contained within this report.

- 4.1.5 Within Adult Care Services the majority of complaints were attributed to the Older Persons Service. Two broad areas of dissatisfaction emerge across the complaints, these being the quality of service provided and issues surrounding Care Workers.
- 4.1.6 In respect of the Corporate Complaints received during the reporting period, an equal number were attributed to Mill House Leisure Centre, the Historic Quay and Town Hall Services. These complaints encompass a broad range of areas in which there are no overriding themes.
- 4.1.7 In comparison to the same period last year, both Adult Care and Corporate complaints have increased by **1** respectively.
- 4.1.8 The Department closed **11** complaints and withdraw **1** from the Adult Care statutory complaints framework. **8** remain ongoing at the close of the reporting period (4 Adult Care, 4 Community Services).
- 4.1.9 Of the **11** complaints closed, **10** were resolved at the first stages of both the Corporate and former Social Services Complaints Procedures This demonstrates that the Department is achieving satisfactory resolution of complaints.
- 4.1.10 In reviewing the outcome of each closed complaint the Department upheld **7**, partially upheld **2**, and did not uphold **2**. The overall learning outcomes associated with each complaint are detailed at **Section 5** of the report.
- 4.1.11 It is important to note that one of the Adult Care Service complaints closed within the reporting period consisted of 13 sub elements of complaint. This complaint was complex and subject to a Stage 2 independent external investigation.

4.2 Timescale

- 4.2.1 The Department has a statutory obligation to respond to Adult Care complaints within 28 calendar days of receipt. In respect of corporate complaints the local authority sets a deadline of 15 working days.
- 4.2.2 In reviewing the Department's overall performance against timescales for response, **91%** of complaints were responded to within the specified time scales. **Appendix 3** to the report provides a breakdown of performance by each respective business unit.

4.3 Concerns

- 4.3.1 During the reporting period the Quality and Review Team were notified of **17** concerns.

4.3.2 Of the **17** concerns **8** were attributed to Adult Care Services, the majority of which related to dissatisfaction with the quality of care provided by Independent Sector Care Providers. Adult Care concerns have increased by **6** in comparison to the previous reporting period (1 September 2004 to 31 March 2005). **Appendix 4** to the report provides summary information in relation to each concern.

4.3.3 In respect of concerns within the former Community Services Department **9** concerns were logged with the Quality and Review Team. It is noted that future recording arrangements may enable adopting a consistent and uniform approach to data capture across the new Adult and Community Services Department.

4.4 Compliments

4.4.1 A total of **89** compliments were received during the reporting period. **51** related to Adult Care Services, **26** to Libraries and **12** to sports and recreation services. Quality of care and the provision of an excellent standard of service attracted the most compliments. A summary of the Adult Care compliments are detailed at **Appendix 5**.

5. LESSONS LEARNED FOLLOWING COMPLAINT CLOSURE

5.5.1 The Department recognises that an important aspect of complaints management is the capacity to learn lessons, with learning occurring at each separate stage of the Complaints process.

5.5.2 Overall, the broader aspects of the Department's learning during the reporting period include:

- The importance of staff carrying out regular equipment inspections to avoid potential injury to service users.
- Reinforcing with staff the importance of ensuring all case transfer arrangements are documented in writing to all relevant parties.
- Improving quality assurance systems to account for visits/missed calls to service users by home care staff.
- Reinforcing with staff the need to verify the status of service users within information management systems.
- Reinforcing with staff the need to follow Departmental procedures.
- Service users requiring specialist care services should always be given the opportunity to consider direct payments.

5.5.3 A summary of each complaint closed, together with lessons learned, and actions implemented in respect of both the Corporate and Adult

Care Statutory Complaints Procedure are provided at **Appendix 6** and **7** to the report.

6. CONCLUSIONS/WAY FORWARD

- 6.1 In comparison to the previous half year (April 2004 to September 2004) complaints have slightly increased.
- 6.2 Business Units must be congratulated on their skilled efforts in resolving **92%** of complaints at the first stage of the both the former Social Services and Corporate Complaints Procedures. This demonstrates that Operational Managers are continuing to proactively address complaints with the aim of constructive resolution as close to the point of service delivery as possible.
- 6.3 Business Units have performed well in meeting the prescribed timescales for response to complainants in **90%** of cases.
- 6.4 Due to an increasing number of Independent Sector Provider complaints/concerns work is currently underway with the Commissioning Section to jointly develop a Best Practice Guide on the handling of Independent Sector Complaints. Also, two complaints training sessions have been carried out with representatives of the Independent Sector during the reporting period.
- 6.5 It has been acknowledged that a number of differing systems exist to capture information regarding complaints, compliments and concerns, there would appear to be scope for further development with Managers in specifying evidence of learning in a clear and concise way.
- 6.6 Work will be required within the new Adult and Community Services Department to harmonise current discrete frameworks operating in relation to Representations and Complaints. To this end a nominated Senior Officer is now responsible to co-ordinate complaints and ensure the Corporate Complaints Procedure is followed. This will enable uniform application of the handling of Corporate Complaints, ensuring that the following responsibilities within Adult and Community Services may be fulfilled:
- Managers to acknowledge corporate complaints within 5 working days.
 - Managers to monitor and record equal opportunities.
 - Managers to respond to corporate complaints within 15 working days.
 - A nominated Senior Officer to review responses to complainants Complainant responses to include reference to the complainant's right to appeal to Council members.
 - Promotion of access to the corporate complaints procedure through public information/leaflets.

- Consideration of special needs/diversity issues (people with learning disabilities, and people whose first language is not English).

7. DECISION REQUIRED

- 7.1 That the report be received and the summary of representations and statistical information be noted.

SOCIAL SERVICES STATUTORY COMPLAINTS PROCEDURE

INSPECTORATE (SSI) STANDARDS

1. Local authority social services departments (SSD's) assist individual service users by providing information about the availability of services and eligibility for them.
2. The complaints procedures are organised and publicised so that service users or their representatives are able to complain about the quality or nature of the delivery of services by the social services departments.
3. Social services departments' complaints procedures show adherence to the principles of equal opportunities legislation and the policies adopted by the Local Authority social services committee.
4. The SSD manages and resources its complaints procedures in recognition of their importance in responding to user concerns and in contributing to service improvement.
5. Members of the social services committee and all SSD staff are informed about the working of the complaints procedures and the requirements it places on staff.
6. Clear procedures and guidelines exist for recording and registering complaints.
7. Clear procedures and management arrangements exist for investigating formal complaints.
8. The SSD has set up a review system for complaints that have not been settled at the formal stage and the complainant is not satisfied with the outcome or the way in which it was dealt with.
9. The Local Authority has an effective system for appointing independent people in terms of the Children Act 1989 who have the ability to make their views known and provide an objective element in the SSD's considerations.
10. The complaints procedures can be accessed by anyone who might want to make representations including complaints.
11. Complaints are resolved as close as possible to the point of service delivery where they arise.
12. The SSD resolves complaints within the appropriate timescales.
13. All SSD staff and other authorised people operating the complaints procedure have due regard for confidentiality of information.
14. The outcome of complaints investigations is communicated to those in the SSD with a legitimate need to know.
15. Systems have been developed to monitor the handling of complaints received and evaluate the implications for the development of the system and the delivery of services.
16. An annual report on the quantity of complaints and the adequacy of the procedures is presented to the SS committee.

(Social Services Inspectorate, 1996)

**Adult and Community Services - Complaints Received by Business Unit
1 April 2005 to 30 September 2005**

ADULT CARE SERVICES – STATUTORY COMPLAINTS						
Ref	Receipt Date	Team	Complaint Summary	No. Elements	Gender	Ethnicity
Support Services Division						
SO0223	23/08/2005	Commissioning	The complainant (Ms GP), the daughter of a service user (Mr CB), resident in a residential home is unhappy with several issues relating to the care provided to him during his stay. Also unhappy with the attitude of a member of staff at the home.	4	Female	White British
Learning Disability/Welfare to Work						
SO0213	19/05/2005	Havelock Social Work Team	The complainant (Mr GTF), a service user, is unhappy with the service provided. (COMPLAINT SUBSEQUENTLY WITHDRAWN FROM FRAMEWORK)	N/A	Male	White British
SO0224	14/09/2005	LD Social Work Team	The complainant (Mr RP), the father of a service user, is unhappy with the involvement of two social workers in the case and the application of the Vulnerable Adults Procedure.	6	Male	White British
Integrated Adult Mental Health Service						
SO0216	10/06/2005	MH Community Resource Team	The complainant, (Mrs VD), the relative of a service user, alleges that her daughter's DLA claim was never sent by the Social Worker and, as a consequence, is unhappy with the service provided.	3	Female	White British
Older People						
SO0207	12/04/2005	Care Management Team 1 North	The complainant (Mrs AB), a service user, alleges that the Care Worker did not arrive to the allocated lunchtime call as part of her care package.	1	Female	White British
SO0219	12/07/2005	Care Management Team 1 North	The complainant (Mrs ST) is unhappy that two different carers from two different teams arrived to meet her care needs.	1	Female	White British
SO0221	21/07/2005	Care Management Team 1 North	The complainant (Mrs MH) is unhappy that she has had a variety of carers since 14 June and would like her original carer who has looked after her for 13 years to be reinstated.	1	Female	White British
SO0225	21/09/2005	Care Management Team 1 North	The complainant (Mr RP), a service user alleges that his care worker fell asleep on a waking night call and, as a consequence, the complainant missed his midnight medication.	1	Male	White British
SO0226	27/09/2005	Occupational Therapy	The complainant (Mrs CS), the daughter of a service user alleges that the OT who visited the service user claimed that it was too early for an assessment and the best time would be	1	Female	Not Recorded

Adult and Community Services - Complaints Received by Business Unit
1 April 2005 to 30 September 2005

Ref	Receipt Date	Team	Complaint Summary	No. Elements	Gender	Ethnicity
			after Christmas.			
Older People Continued						
SO0227	06/06/2005	Long Term Review Team	The Complainant (Ms MC) the daughter of a service user is unhappy with the care provided to her mother in a residential care home (lack of care, attention to medical issues and missing personal belongings).	6	Female	White British
Sub Total (10)						
CORPORATE COMPLAINTS						
Ref	Receipt Date	Team	Complaint Summary	No. Elements	Gender	Ethnicity
Libraries						
CS00046	20/06/2005	Cromwell Street	The complainant (Mrs C) is unhappy that a letter was issued in error from the Mobile Library regarding an overdue book.	1	Female	Not Recorded
Sports and Recreation						
CS00045	14/06/2005	Mill House Leisure Centre	Complainant (AQ) feels that ladies only classes at Mill House Leisure Centre are sexist.	1	Male	Not Recorded
CS00047	15/08/2005	Mill House Leisure Centre	The complainant (YA) alleges that her daughter climbed onto a seat (no back on the seat) within the Spectator Gallery area which resulted in an injury.	1	Female	Not Recorded
Culture, Heritage and Grants						
CS00049	16/09/2005	Historic Quay	The complainant (Mrs LD) expressed disappointment that the Trincomalee was closed during a visit to the Maritime Experience.	1	Female	Not Recorded
CS00050	26/09/2005	Town Hall	The complainant (Mrs AW) is unhappy that the Town Hall bar remained open throughout a performance rather than during the interval.	1	Female	Not Recorded
CS00051	26/09/2005	Maritime Experience	The complainant (JS) alleges a Security Guard (contacted by Hartlepool Borough Council) used offensive language to a pupil	1	Female	Not Recorded

**Adult and Community Services - Complaints Received by Business Unit
1 April 2005 to 30 September 2005**

			of Dyke House School during a visit to the Maritime Experience.			
Ref	Receipt Date	Team	Complaint Summary	No. Elements	Gender	Ethnicity
Culture, Heritage and Grants continued						
CS00052	30/09/2005	Town Hall	The complainant (Mrs SC) is unhappy that the Town Hall bar remained open throughout a performance rather than during the interval (This complaint is in addition to CS00050)	1	Female	Not Recorded
Parks and Countryside						
CS00048	07/09/2005	Allotments	The complainant (Mr T) was unhappy that he was issued a Notice to Quit after his payment was matched to the wrong invoice.	1	Male	Not Recorded
Adult Education						
None Received						
Sub Total (8)						
Overall, 18 Complaints received 1 April to 30th September 2005						

**ADULT AND COMMUNITY SERVICES
PERFORMANCE TIMESCALES**

CLOSED COMPLAINTS – 1ST APRIL 2005 TO 30TH SEPTEMBER 2005

Service Area	Complaint Reference	Stage	No. of Days taken to Close Complaint	Target (No. days)	Comments (over timescale)
Adult Care – Older People	SO0199	2	126	28	A complex complaint containing 13 sub elements of dissatisfaction. This case was subject to a Stage 2 independent external investigation.
	SO0205	1	23	28	
	SO0207	1	16	28	
	SO0227	1	23	28	
	SO0219	1	14	28	
	SO0221	1	22	28	
Adult Care – Mental Health	SO216	1	27	28	
Corporate Complaints					
Mill House Leisure	CS00045	1	14	15	
	CS00047	1	1	15	
Parks & Countryside	CS00048	1	1	15	
Libraries	CS00046	1	1	15	
Total No. of Complaints Closed	11				

Note:

- Adult Care complaints are subject to a statutory response time scale of 28 calendar days.
- Corporate complaints are subject to a local authority deadline of 15 working days.
- Overall performance against response times within reporting period is 91%

**Adult Care Services Concerns
1 April 2005 – 26 September 2005**

Business Unit	Concern	Receipt Date	Status	Actions
Support Services (Commissioning)	The daughter of a service user (Mrs S B) was unhappy that a care assistant had opened her mother's private post without this being stipulated in the Care Plan. The Home Care is provided by an Independent provider contracted with HBC.	05/04/05	Active	Independent provider will: <ul style="list-style-type: none"> • Develop a supervision checklist to ensure care workers fully appreciate the importance of recording information. • Use next training session to discuss communication issues • Develop standard paragraphs for future responses • SSD to arrange complaints training for managers to reinforce our requirements • Update their complaints policy and procedure • Ensure a satisfaction survey is sent to complainants and next steps explained
Support Services (Commissioning)	The son of a service user (Mr W D) is unhappy with the care provided to his mother in a residential home. Issues include attitude and care provided by staff and that medical attention was not sought early enough by the home.	18/5/05	Active	Awaiting Information
Support Services (Commissioning)	A service user (Mr J B P) believes the conduct of a care assistant has been outside her role of providing care to him through a contracted Independent Home Care Agency.	23/6/05	Closed	The independent provider has disciplined a member of staff in line with their procedures.
Support Services (Commissioning)	Concerns raised from ex employee of a residential home (Anon) regarding staffing and equipment levels.	26/7/05	Closed	Issues dealt with as part of a monitoring visit with provider.

Adult Care Services Concerns Continued

Business Unit	Concern	Receipt Date	Status	Actions
Older Persons	The daughter of a service user (Mrs O-B) feels that there was poor quality of care and lack of communication whilst her mother was in hospital. Issues relate to both care and lack of communication provided by SSD and North Tees and Hartlepool NHS Trust.	11/5/05	Closed	Even in relation to CH Care cases we may still have a role to ensure Health Services explain circumstances more clearly.
Older Persons	The niece of service user (Ms N K) is unhappy with various care management decisions and communications with neighbour regarding her aunt's care.	2/08/05	Closed	Care Managers have been advised that if they cannot contact next of kin during the day it is best to take the mobile home and contact them that evening to maintain good communication lines.
Older Persons	Friend of service user (Mrs M B) is concerned that she is being pressurised to accept residential care. She feels this is causing her undue stress.	03/08/05	Closed	Awaiting Information.
Total (7)				

3.2
APPENDIX 5

Adult Care Services - Nature of Compliments 1st April 2005 to 30 September 2005							
Team	Gesture of Thanks	Newspaper Acknowledgement	Visits	Professional Thanks	Quality of Care/Support	Standard of Service	Total per Team
Care Management Team Central	1		1		3	3	8
Care Management Team North	1	1	1		5	2	10
Care Management Team South	2				4	5	11
Disability & Sensory Loss Team	2				2	2	6
Homecare Team (Central)				1			1
Intermediate Care Team, Swinburne		1			2	1	4
Learning Disability Care Management Team				1			1
Long Term Care Management Team	2				1		3
Mult-link Team	1					1	2
Occupation Therapy						1	1
Rapid Response Team		1					1
The Firs					1		1
Homecare and Rapid Response*					1		1
Rapid Response, Mobile Rehabilitation Home Care (South)*					1		1
Grand Total	9	3	2	2	20	15	51

* Denotes that compliment is given to more than one team.

Adult and Community Services Department
Learning From Complaints
Complaints Closed During 1st April 2005 to 30th September 2005

Ref	Team	Complaint Summary	Response Date	Outcome	Lessons Learned	Actions Proposed or Changes Implemented as a consequence of Learning Lessons
Stage 1 Adult Care Complaints Closed						
Older People						
SO0205	Care Management Team 1 North	The complainant (Mr MR), the son of a service user, telephoned to complain that the carer had failed to call on two specific dates and said that this had also happened on previous occasions.	21/04/2005	Upheld	Staffing arrangements need to be re-explored to maximise resource. Staff to be more aware of the accountability of their role in delivering personal care.	Guidance sought from Human Resources Division regarding contractual arrangements. Staff informed via team meeting about professional accountability and prospect of non payment if they do not attend future calls. Record keeping improved - layout to master timesheet amended to ensure staff are fully aware of their calls. Staff member apologised in person to service user
SO0207	Care Management Team 1 North	The complainant (Mrs AB), a service user, alleges that the Care Worker did not arrive to the allocated lunchtime call as part of her care package.	28/04/2005	Upheld	Change in working practice required, to manage rapid response focus.	Registered Managers and Supervisors will check calls on all weekly timesheets ensuring a more efficient service. Also, they will develop identified smaller working groups ensuring each service user has 3 or 4 named workers.
SO0219	Care Management Team 1 North	The complainant (Mrs ST) is unhappy that two different carers from two different teams arrived to meet her care needs.	26/07/2005	Upheld	Care Managers to ensure transfer arrangements are confirmed in writing to the service user and their family.	The Team Manager has reinforced to staff the importance of ensuring that all parties are informed of any changes when transferring care packages from in house homecare to the

Adult and Community Services Department
Learning From Complaints
Complaints Closed During 1st April 2005 to 30th September 2005

Ref	Team	Complaint Summary	Response Date	Outcome	Lessons Learned	independent provider. Actions Proposed or Changes Implemented as a consequence of Learning Lessons
Stage 1 Adult Care Complaints Closed						
Older People continued						
SO0221	Care Management Team 1 North	The complainant (Mrs MH) is unhappy that she has had a variety of carers since 14 June and would like her original carer who has looked after her for 13 years to be reinstated.	12/08/2005	Not Upheld	If there is a need to change carers of long standing cases, transitional calls will be made to introduce the new carer. However this will not apply to rapid response cases due to the nature of this work.	None Recorded
SO0227	Long Term Review Team	The Complainant (Ms MC) the daughter of a service user is unhappy with the care provided to her mother in a residential care home (QM).	29/6/2005	Upheld	The learning from this complaint was linked directly to the Residential Home following completion of the department's investigation into the complaint.	July 2005 - corrective action plan compiled jointly by the Commissioning Team and the Residential Home. Improvement actions focused on the following areas: <ul style="list-style-type: none"> • Recruitment & Selection • Induction training • Staff Roles/Responsibilities • Training • Supervision • Medication • care Plans • Communication <p>3.8.2005 – Monitoring visit by the Commissioning Team to the</p>

Adult and Community Services Department
Learning From Complaints
Complaints Closed During 1st April 2005 to 30th September 2005

Ref	Team	Complaint Summary	Response Date	Outcome	Lessons Learned	Actions Proposed or Changes Implemented as a consequence of Learning Lessons
						Residential Home.
Stage 1 Adult Care Complaints Closed						
Integrated Adult Mental Health Service						
SO0216	Mental Health Community Resource Team	The complainant, (Mrs VD) the relative of a service user, alleges that her daughter's DLA claim was never sent by the Social Worker, and as a consequence, is unhappy with the service provided.	07/07/2005	Partially Upheld (Stage 1)	<p>The complex nature of people with a dual diagnosis can be dealt with more appropriately in an integrated service rather than within two separate services.</p> <p>When dealing with service users, clerical staff should check information systems to verify their status and care-coordinator as it is note always evident by who seems to be most involved.</p> <p>It is advisable wherever possible for the service user or carer to be responsible for posting applications regarding benefit. This will ensure that care co-ordinators are not held responsible for applications that for whatever reason are received or mislaid.</p>	<p>Hartlepool is developing a dual diagnosis service proposal and implementation plan (Sept 2005).</p> <p>Issue discussed, and process re-identified with clerical staff during staff meeting. Recorded within minutes of meeting.</p>
Corporate Complaints Closed						
Parks & Countryside						
CS00048	Allotments	The complainant (Mr T) was unhappy that he was issued with a Notice to Quit his allotment after his	07/09/2005	Upheld	Staff to ensure financial management systems are checked in order to provide accurate payment details.	The payment has now been matched to the correct invoice and the Notice to Quit was withdrawn.

Adult and Community Services Department
Learning From Complaints
Complaints Closed During 1st April 2005 to 30th September 2005

Ref	Team	Complaint Summary	Response Date	Outcome	Lessons Learned	Actions Proposed or Changes Implemented as a consequence of Learning Lessons
		payment was matched to the wrong invoice.				Apology provided in writing.
Corporate Complaints Closed						
Sports and Recreation						
CS00045	Mill House	Complainant (AQ) feels that ladies only classes at Mill House Leisure Centre are sexist.	30/06/2005	Not Upheld	None Recorded	None Recorded
CS00047	Mill House	The complainant (YA) outlined that she had visited the Mill House Leisure Centre with her daughter on 15.8.05. The complainant alleges that her daughter climbed onto a seat which has no back on it within the Spectator Gallery area which resulted in an injury.	16/08/2005	Upheld	To ensure regular equipment inspections are carried out to prevent possible injury to service users.	Spectator Gallery – The broken seats have been moved to one area of the Gallery and that area has been isolated from use. Apology provided in writing. Reinforced with staff the need to carry out regular equipment inspections.
Libraries						
CS00046	Cromwell Street	The complainant (Mr C) is unhappy that a letter was sent to him in error from the Mobile Library regarding an overdue book.	21/06/2005	Upheld	Office move to the Carnegie Building should alleviate further system errors.	System error - apology provided in writing.

Note: 10 Stage 1 closures during the reporting period.

Adult and Community Services Department
Learning From Complaints
Stage 2 Complaints Closed During 1st April 2005 to 30th September 2005

Ref	Team	Complaint Summary	Stage 2 Response Date	Stage 2 Outcome	Stage 2 Lessons Learned
Stage 2 Adult Care Complaints Closed					
Older People					
SO0199	Care Management Team 3 South	<p>The complainant (Mr IF), a carer, is unhappy about the provision and review of his mother's care including the failure of care workers to carry out defined detailed tasks.</p> <p>(13 elements of complaint identified)</p>	17/06/2005	<p>3 elements upheld 5 elements partially upheld 5 elements not upheld</p>	<p>When there is a request for a much more specific service than the one usually provided by a Local Authority, then earlier consideration should be given to the use of a Direct Payment. This would provide the service user and carer with the opportunity to purchase the exact service they require to meet their needs.</p> <p>Where there are some concerns about apparent differences between the requirements of a service user and those of a carer, then the work should be allocated to two different social workers to provide the appropriate level of support to both parties.</p> <p>That Independent Providers must retain records for a period of not less than 3 years. Records are returned to the local authority on termination of contract.</p> <p>That Independent Providers must report concerns about health, hygiene and storage of food to Care Managers.</p> <p>Provider public information literature must be explicit in terms of contract responsibilities.</p>