

NEIGHBOURHOOD SERVICES SCRUTINY FORUM AGENDA



Wednesday 27 February 2008

at 5.00 pm

**in the Council Chamber,
Civic Centre, 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

No items.

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

- 4.1 Portfolio Holder's Response to the Schools Meals Scrutiny Investigation (*Joint Report of the Director of Neighbourhood Services and Portfolio Holder for Neighbourhoods and Communities Portfolio*)

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 Corporate Plan 2008/09: Proposed Outcomes and Actions – *Director of Neighbourhood Services and Assistant Chief Executive*
- 6.2 Progress Report – Scrutiny Investigation into Public Convenience Provision in Hartlepool – Scrutiny Referral – Action Plan – *Director of Neighbourhood Services*
- 6.3 Kerbside Recycling Collection Service – Six Monthly Update – *Head of Neighbourhood Management*

7. ITEMS FOR DISCUSSION

No items.

8. ISSUES IDENTIFIED FROM FORWARD PLAN

9. ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS ARE URGENT

ITEMS FOR INFORMATION

Date of next meeting Wednesday 19 March 2008 at 4.00 pm at Owton Manor Community Centre, Wynyard Road, Hartlepool.

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

27 February 2008



Report of: Joint Report of Director of Neighbourhood Services and the Portfolio Holder for Neighbourhoods and Communities

Subject: PORTFOLIO HOLDERS RESPONSE TO THE SCHOOL MEALS SCRUTINY INVESTIGATION

1. PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to provide Members of the Neighbourhood Services Scrutiny Forum with feedback on the recommendations from the investigation into 'School Meals', which was reported to Cabinet on 4 February 2008.

2. BACKGROUND INFORMATION

- 2.1 The investigation into 'School Meals' conducted by this Forum falls under the remit of the Neighbourhood Services Department and is, under the Executive Delegation Scheme, within the service area covered by the Neighbourhoods and Communities Portfolio Holder.
- 2.2 On 4 February 2008, Cabinet considered the Final Report of the Neighbourhood Services Scrutiny Forum into 'School Meals'. This report provides feedback from the Portfolio Holder following Cabinet's consideration of, and decisions in relation to this Forum's recommendations.
- 2.3 In addition to this report a further progress report will be produced for Member's consideration six months after the Final Report was considered by Cabinet to enable Members to monitor the implementation of their recommendations.

3. SCRUTINY RECOMMENDATIONS AND EXECUTIVE DECISION

- 3.1 Following consideration of the Final Report, Cabinet approved the recommendations in their entirety. Details of each recommendation and proposed actions to be taken following approval by Cabinet are provided in the Action Plan attached at **Appendix A**.

4. RECOMMENDATIONS

- 4.1 That Members note the proposed actions detailed within the Action Plan, appended to this report (**Appendix A**) and seek clarification on its content where felt appropriate.

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BACKGROUND PAPERS

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

- (i) The Neighbourhood Services Scrutiny Forum's Final Report 'School Meals' considered by Cabinet on 4 February 2008.
- (ii) Decision Record of Cabinet held on 4 February 2008.

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

NAME OF FORUM: Neighbourhood Services Scrutiny Forum

NAME OF SCRUTINY ENQUIRY: School Meals

DECISION MAKING DATE OF FINAL REPORT: Cabinet on 4 February 2008

	RECOMMENDATION	EXECUTIVE RESPONSE / PROPOSED ACTION	LEAD OFFICER	DELIVERY TIMESCALE
(a)	That the Authority congratulates the Catering Service and it is commended for the quality, variety and cost of the service it has provided over the years.	A letter has been sent to the Catering Manager, which will be cascaded to all Cooks and Catering Teams and the comment passed through the departments compliment system.	Denise Ogden	December 2007
(b)	That the Authority fast-tracks the £100k grant funding (<u>otherwise known as 'Jamie Oliver Money'</u>) it receives from the Government to support school dinners, to the Catering Service to meet the higher cost of school meals provision through means other than increased charges for school meals and that this is monitored through performance indicators.	<ul style="list-style-type: none"> Catering Service submits a bid to the Healthy Food in Schools Strategy Group in accordance with the terms and conditions of the Standards Fund grant and subsequent guidance from DCSF. Catering Service works with the Schools Forum to determine on which catering functions the new School Lunch Grant (April 2008) will be used. 	Denise Ogden/ John Collings	January 2008
(c)	That the Catering Manager is involved in the planning and design of any new dining facilities in schools resulting from the Building Schools for the	Head of Neighbourhood Management is a member of the extended project team. Consultation mechanisms are in place to ensure the Catering Manager is fully	BSF Manager	Ongoing

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

NAME OF FORUM: Neighbourhood Services Scrutiny Forum

NAME OF SCRUTINY ENQUIRY: School Meals

DECISION MAKING DATE OF FINAL REPORT: Cabinet on 4 February 2008

	RECOMMENDATION	EXECUTIVE RESPONSE / PROPOSED ACTION	LEAD OFFICER	DELIVERY TIMESCALE
	Future programme.	included in the planning and design of any new facility.		
(d)	That further consultation is undertaken with young people (of all school ages and during term-time) and minority communities of interest or heritage about their views on school meals.	Consultation will be undertaken through the School Nutrition Action Group in schools over a pre-determined programme.	Doreen Wilkinson	Ongoing
(e)	That the Authority further promotes the advice it provides in relation to healthy packed lunches.	HBC Nutritionist provides all schools with literature to support the Government food standards and healthy food choices for all children on packed lunch. Healthy packed lunch workshops have been provided to parents requesting information and support. Parent's evenings are supported with healthy packed lunch displays.	Claire Watson	Ongoing

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

27 February 2008



Report of: Director of Neighbourhood Services and Assistant Chief Executive

Subject: CORPORATE PLAN 2008/09: PROPOSED OUTCOMES AND ACTIONS

1. PURPOSE OF REPORT

- 1.1 To provide the opportunity for the Neighbourhood Services Scrutiny Forum to consider the proposed outcomes and actions for inclusion in the Corporate Plan 2008/09.

2. BACKGROUND INFORMATION

- 2.1 The Government introduced the Best Value regime as part of its programme to modernise local government and the Corporate (Best Value Performance) Plan for 2008/9 must be approved and published by the Council by 30 June 2008. This is the Council's top-level corporate plan. It sets out the Council's top priorities and contributions for delivering the Community Strategy aims in 2008/9.
- 2.2 The Corporate Plan is an important document because it formally communicates the council's vision and priorities. The process for producing the plan has been designed to ensure the risk is minimised and that the Corporate Plan is fit for purpose.
- 2.3 The focus of the Corporate Plan for 2008/9 is on priority activities for improvement at a strategic level rather than day to day service delivery objectives. The operational service delivery objectives are picked up through Departmental service plans which are reported to individual portfolio holders.
- 2.4 At a meeting of the Scrutiny Co-ordinating Committee held on 18 January 2008 it was agreed that the Corporate Plan proposals should be considered by each of the Scrutiny Forums. Each Scrutiny Forum will see the proposals relating to the Community Strategy themes that fall under their remit.

- 2.5 The comments/observations of each Forum will be fed back to the meeting of the Scrutiny Co-ordinating Committee to be held on 14 March 2008 and will be used to formulate the formal Scrutiny response to Cabinet on 28 April 2008.

3 THE CORPORATE PLAN

- 3.1 As in previous years the plan will be produced in two parts. Part 1 describes the Council's overall aim, contributions to the Community Strategy aims and organisational development priorities.
- 3.2 Part 2 will continue to contain the detailed supporting information relating to performance statistics which the Council is required to publish. This will include the Best Value performance indicators for 2007/08 and any future targets for 2008/09, 2009/10 and 2010/11. This information can not be collected until after 31 March 2008, and is therefore not available at present.
- 3.3 **Appendix A** details those outcomes and actions that are proposed for inclusion in the 2008/09 Corporate Plan that fall under the Neighbourhood Services Scrutiny Forum remit.

4 RECOMMENDATIONS

- 4.1 It is recommended that the Neighbourhood Services Scrutiny Forum:-
- (a) considers the proposed outcomes and actions for inclusion in the 2008/09 Corporate Plan as attached at **Appendix A**.
 - (b) formulates any comments and observations to be presented to the meeting of the Scrutiny Co-ordinating Committee to be held on 14 March 2008 to enable a formal response to be presented to the Cabinet on 28 April 2008.

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BACKGROUND PAPERS

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

Corporate Plan 2008/09 – Proposed Outcomes and Actions
Neighbourhood Services
Theme: Lifelong Learning and Skills

Outcome	Actions
Enjoy and Achieve* (Raise the achievement and standards of children and young people in the early years, primary and secondary phases of education)	Implement the Building Schools for the Future project plan for 2007/08 including completion of the Strategy for Change

Theme: Health and Care

Outcome	Actions
Improved Health	To deliver an effective Health Development and enforcement service
	To improve the health and wellbeing of Hartlepool citizens by implementing the Public Health Strategy and Action Plan
Be Healthy* (Children and young people will be physically, mentally, emotionally and sexually healthy, lead healthy lifestyles and choose not to take illegal drugs)	Actively contribute to the health and future well-being of the children of Hartlepool

Theme: Community Safety

Outcome	Actions
Improved neighbourhood safety and increased public confidence, leading to reduced fear of crime and anti-social behaviour	Co-ordinate and develop NAP resident forums, ensuring links are made with the Safer Hartlepool Partnership and Neighbourhood Policing
	Embrace new and existing legislation in developing strategies and initiatives

Theme: Environment

Outcome	Actions
Improve the quality of the local environment by having cleaner, greener and safer public, private and community spaces.	Improve and maintain the natural and built environment
Provide a sustainable, safe, efficient, effective and accessible transport system	Deliver the Hartlepool Local Transport Plan (LTP)
	Develop and implement an Integrated Transport Strategy
Make better use of natural resources and reduce the generation of waste and maximise recycling	Promote and develop awareness of environmental sustainability
Prepare for the impacts of and secure local and global action to tackle climate change	To increase community and corporate knowledge and action on environmental sustainability issues
	To give advice on the issues concerning the natural and built environment and to enforce environmental legislation when appropriate
	To work in partnership to develop a climate change strategy
Promote community involvement in positive action to reduce poverty through fair trade and promoting peace and security.	Promote Hartlepool as a Fairtrade town

Theme: Housing

Outcome	Actions
Balancing Housing Supply and Demand	Pursue a strategic housing market renewal programme in partnership with Tees Valley Living and key local partners (e.g. Housing Hartlepool and Hartlepool Revival)

Theme: Strengthening Communities

Outcome	Actions
To empower local people to have a greater voice and influence over local decision making and the delivery of services	To establish Neighbourhood Management as a guiding influence in Service Delivery across the Council
Ensure communities are well prepared to respond to emergency situations	Develop and Implement communication strategy

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

27 February 2008



Report of: Director Neighbourhood Services

Subject: PROGRESS REPORT – SCRUTINY
INVESTIGATION INTO PUBLIC CONVENIENCE
PROVISION IN HARTLEPOOL SCRUTINY
REFERRAL - ACTION PLAN

1. PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to provide Members of the Neighbourhood Services Scrutiny Forum with an update on the progress that has been made in relation to the Public Convenience Provision in Hartlepool. The issue was raised at Cabinet on the 22 January 2008.

2. BACKGROUND INFORMATION

- 2.1 During the 2005/6 municipal year the Neighbourhood Services Scrutiny Forum conducted an investigation into Public Convenience Provision in Hartlepool.
- 2.2 On 22 January 2007 Cabinet further considered the implications of the proposed recommendations outlined within the final report of the Forum (initially considered on 25 September 2006). Following Cabinet's decision in relation to the scrutiny investigation an action plan and progress report from the Portfolio Holder for Regeneration, Liveability and Housing was considered by the Forum on 14 February 2007
- 2.3 This report has been produced after the Director of Neighbourhood Services provided Cabinet with an update on progress of the issues of public conveniences on the 22 January 2008.
- 2.4 An updated Action Plan is attached at **Appendix A** with the progress made to date outlined under the proposed action.

3. OVERALL AIM OF THE SCRUTINY INVESTIGATION

- 3.1 Members will recall that the overall aim of the Scrutiny Investigation was to:

To examine public convenience provision in Hartlepool and express, within the prescribed timescale for the referral, a view on the options and proposals presented to Cabinet for the formulation of a sustainable operation and maintenance policy.

4. DEPARTMENTAL RESPONSE TO THE PROGRESS MADE TO DATE UPON THE DELIVERY OF THE ACTION PLAN

- 4.1 Implementation of the Capital investment programme has commenced in line with the scrutiny forums recommendations. Thorpe Street, Pilot Pier and Rocket House facilities have been closed and secured with aesthetic materials. Unfortunately we have had to close the Albert Street facilities earlier than planned due to the high levels of anti-social behaviour and drug abuse, the request to close was received from the Neighbourhood Policing Sergeant for the area.
- 4.2 Negotiations with the Ward Jackson Park café contractor have taken place however the costs of keeping the facilities open are not viable. The opening times of the café in the park are limited and as such additional funding from Cabinet has been approved to enable the redevelopment of the existing facilities.
- 4.3 In respect of the Hartlepool Maritime Experience facilities, further investigations and surveys have been carried out regarding the demolition of this site, however due to the building housing the gas main connection for the overall site this is no longer an option. As a result the Hartlepool Maritime Experience are to use this building as a store, as such the existing toilet facilities within the building will be removed and other building fabric needs made good.
- 4.4 During the course of the detailed design process for a new facility adjacent to the old Rocket House at Seaton Carew.
- 4.5 A number of issues were identified that now make this scheme not financially viable.
- 4.6 The alternative option to this is to demolish the Rocket House facility, backfill and consolidate the site and provide a hard landscape scheme, including seating areas for the public as part of the original budget provided for the new build.
- 4.7 The remainder of the budget will be used to renovate the Clock Tower toilets, which are in close proximity, as part of the overall works to the structure and the master plan for the environmental improvements to the site in general.

5. FUNDING

- 5.1 A report identifying the changes to the original action plan went to Cabinet on 22 January or requesting additional funding to support the improvements.
- 5.2 The overall budget allocated for the public convenience works was £405,000; an additional £188,000 has been approved by Cabinet to support the new development.

6. RECOMMENDATION

- 6.1 That Members note the progress to date in relation to the delivery of the Action Plan, and where felt appropriate seek clarification upon the achievement / non achievement of the delivery timescales / recommendations.

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BACKGROUND PAPERS

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

- (i) Neighbourhood Services Scrutiny Forum – *Final Report on Public Convenience Provision in Hartlepool* considered by Cabinet on 25 September 2006
- (ii) Cabinet Minute and Decision Record from 25 September 2006 and 8 January 2007.
- (iii) Neighbourhood Services Scrutiny Forum – *Portfolio Holders Response to the Public Convenience in Hartlepool Scrutiny Referral* 14 February 2007.

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

NAME OF FORUM: Neighbourhood Services Scrutiny Forum – 27 February 2008

NAME OF SCRUTINY ENQUIRY: Provision of Public Conveniences In Hartlepool

DECISION MAKING DATE OF FINAL REPORT: (Cabinet on 8 January 2007)

RECOMMENDATION	EXECUTIVE RESPONSE / ACTION ACHIEVED	LEAD OFFICER	DELIVERY TIMESCALE
<p>(1) That in relation to each of the options and proposals put forward as part of the Cabinet Referral (as outlined in the report considered by Cabinet on the 12 April 2006) the Forum:-</p> <p>(a) Supports the proposals for the:-</p> <p>i) Closure of the Thorpe Street, Pilot Pier and Rocket House facilities and their securing with aesthetic materials</p> <p>ii) Building of a new facility adjacent to the old Rocket House site and closure of the Clock Tower site</p>	Closed July 2007	D Ogden	Completed
	During the course of the detailed design process a number of issues were identified that now make this scheme both operationally and financially not viable.	D Ogden	Early summer - 2008
	The alternative option to this is to	D Ogden	Summer 2008

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

NAME OF FORUM: Neighbourhood Services Scrutiny Forum – 27 February 2008

NAME OF SCRUTINY ENQUIRY: Provision of Public Conveniences In Hartlepool

DECISION MAKING DATE OF FINAL REPORT: (Cabinet on 8 January 2007)

RECOMMENDATION	EXECUTIVE RESPONSE / ACTION ACHIEVED	LEAD OFFICER	DELIVERY TIMESCALE
<p>iii) Undertaking of only essential maintenance to Clock Tower facility to keep them functioning until the new facilities are up and running</p> <p>iv) Refurbishment and upgrade the</p>	<p>demolish the Rocket House facility, backfill and consolidate the site and provide a hard landscape scheme including seating areas for the public, with part of the original budget provided for the new build.</p> <p>The remainder of the budget will be used to renovate the Clock Tower toilets which are in close proximity, as part of the overall works to the structure and the master plan for the environmental improvements to the site in general.</p> <p>Refer to 1 (ii) above.</p> <p>Condition has deteriorated since the</p>	<p>D Ogden</p>	<p>2007 - Ongoing</p>

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

NAME OF FORUM: Neighbourhood Services Scrutiny Forum – 27 February 2008

NAME OF SCRUTINY ENQUIRY: Provision of Public Conveniences In Hartlepool

DECISION MAKING DATE OF FINAL REPORT: (Cabinet on 8 January 2007)

RECOMMENDATION	EXECUTIVE RESPONSE / ACTION ACHIEVED	LEAD OFFICER	DELIVERY TIMESCALE
<p>Lighthouse (Heugh Battery) facilities.</p> <p>v) Undertaking of no work to the Albert Street facility.</p> <p>vi) Taking no action in respect of the Seaton Park facilities other than essential maintenance.</p>	<p>survey was first carried out, further inspection has identified guttering, doors and pump need replacing. Will provide update at meeting.</p> <p>Closed due to request received from Neighbourhood Policing and high level of drug usage/drug related litter. The site has been added to the security contract. "This facility is closed" signs have been installed.</p> <p>The site is earmarked to be demolished as part of the college development.</p> <p>This facility is not available to the public as is within the bowls compound. Pavilion sanitary fittings and partitions removed, area cleared for use as a store room / housing the irrigation for</p>	<p>D Ogden</p> <p>D Ogden</p>	<p>2007 Completed</p> <p>2007 Completed</p>

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

NAME OF FORUM: Neighbourhood Services Scrutiny Forum – 27 February 2008

NAME OF SCRUTINY ENQUIRY: Provision of Public Conveniences In Hartlepool

DECISION MAKING DATE OF FINAL REPORT: (Cabinet on 8 January 2007)

RECOMMENDATION	EXECUTIVE RESPONSE / ACTION ACHIEVED	LEAD OFFICER	DELIVERY TIMESCALE
vii) Demolition and making good of the site at the Ward Jackson Park facilities. The toilets at the café to be made available to all public during the opening hours of the park	<p>the bowling green.</p> <p>Negotiations with café contractor have taken place; however, the costs of keeping the facilities open are not viable, also the facilities are not vandal proof and could be subject to ASB.</p> <p>The opening times of the café in the park are limited, therefore this option was found not to be feasible due to the cost of opening the facility at off peak times.</p>	D Ogden	2007 Ongoing
	<p>The suggested alternative is to upgrade the existing toilet facility within the park to current standards. The estimated total cost for this work is £42,900 excluding fees etc.</p>	D Ogden	Summer 2008

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

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NAME OF SCRUTINY ENQUIRY: Provision of Public Conveniences In Hartlepool

DECISION MAKING DATE OF FINAL REPORT: (Cabinet on 8 January 2007)

RECOMMENDATION	EXECUTIVE RESPONSE / ACTION ACHIEVED	LEAD OFFICER	DELIVERY TIMESCALE
<p>vii) Maintenance and improvements to the facilities at Rossmere Park;</p> <p>ix) Demolition and making good the site in the Upper Burn Valley, with the development of a policy for the provision of public conveniences in the Burn Valley to be looked into.</p> <p>x) Maintenance of the Lower Burn Valley facility.</p> <p>xi) Introduction of adequate heating, together with routine and planned maintenance to the Stranton Cemetery main facility.</p> <p>xii) Maintenance of existing facilities</p>	<p>An order has been placed and it is anticipated the contractor will be on site soon.</p> <p>Negotiations with the Bowling Association to manage these facilities have not come to fruition. Therefore the facility will be demolished and the site made good.</p> <p>Maintenance of the Lower Burn Valley facility continues.</p> <p>Heating, together with routine and planned maintenance to the Stranton Cemetery main facility has been introduced.</p> <p>Ongoing.</p>	<p>D Ogden</p> <p>J Mennear</p> <p>D Ogden</p> <p>D Ogden</p> <p>D Ogden</p>	<p>Spring 2008</p> <p>2007 ongoing</p> <p>2008 Completed</p> <p>Completed</p> <p>2007 ongoing</p>

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

NAME OF FORUM: Neighbourhood Services Scrutiny Forum – 27 February 2008

NAME OF SCRUTINY ENQUIRY: Provision of Public Conveniences In Hartlepool

DECISION MAKING DATE OF FINAL REPORT: (Cabinet on 8 January 2007)

RECOMMENDATION	EXECUTIVE RESPONSE / ACTION ACHIEVED	LEAD OFFICER	DELIVERY TIMESCALE
<p>at West View Cemetery; and</p> <p>xiii) Demolition of the Hartlepool Maritime Experience facility and the marketing of the site with any capital receipt to be reinvested for the improvement of public convenience provision.</p>	<p>It was identified that the main gas meter house for the Hartlepool Maritime Experience is situated in this building. Therefore, if the building were to be demolished the gas main would need to be re-routed and a new meter house constructed. This would add a significant cost to the demolition work in addition to the operational disruption to the site.</p> <p>In discussions with the Adult and Community Services Department it was suggested that the Hartlepool Maritime Experience toilet block be retained and used by them but adapted for store space etc. The museums service requested this as they have a significant</p>	D Ogden	Spring 2008

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

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NAME OF SCRUTINY ENQUIRY: Provision of Public Conveniences In Hartlepool

DECISION MAKING DATE OF FINAL REPORT: (Cabinet on 8 January 2007)

RECOMMENDATION	EXECUTIVE RESPONSE / ACTION ACHIEVED	LEAD OFFICER	DELIVERY TIMESCALE
	(b) Disagrees with the proposed course of action for the former Seaton Baths site and recommends that the facility be improved in terms of its general condition and more specifically its disabled access externally and disabled facilities.	<p>shortage of storage space.</p> <p>This option gives the building a new and necessary use, and negates the requirement for a major gas main diversion.</p> <p>Works will include any essential works to maintain the integrity of the fabric.</p> <p>Concern was previously expressed regarding the implications of the closure of these facilities in terms of public health and the distance between public conveniences along the Coastal Arc. It had therefore been agreed to refurbish these at an estimated cost of £70k.</p> <p>However, a tender for the works has been received in the sum of £136k</p>	<p>D Ogden</p> <p>2007/2008</p> <p>D Ogden / G Frankland</p> <p>Summer 2008</p>

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

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NAME OF SCRUTINY ENQUIRY: Provision of Public Conveniences In Hartlepool

DECISION MAKING DATE OF FINAL REPORT: (Cabinet on 8 January 2007)

RECOMMENDATION	EXECUTIVE RESPONSE / ACTION ACHIEVED	LEAD OFFICER	DELIVERY TIMESCALE
	<p>which is substantially higher than anticipated. To compound this it has been discovered that the drainage system has problems. The facility has a septic tank which requires ongoing maintenance and the drainage from the urinals is not connected to the system at all, and drains into the ground. The site has no parking facilities.</p> <p>It is therefore suggested that this facility be demolished, the area made good and landscaped to match the existing with a new facility built near the car park adjacent the Newburn Bridge. The site lies outside the conservation area and can therefore be developed via a more straightforward design.</p> <p>Ongoing.</p>		

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

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NAME OF SCRUTINY ENQUIRY: Provision of Public Conveniences In Hartlepool

DECISION MAKING DATE OF FINAL REPORT: (Cabinet on 8 January 2007)

RECOMMENDATION	EXECUTIVE RESPONSE / ACTION ACHIEVED	LEAD OFFICER	DELIVERY TIMESCALE
	To be incorporated into public convenience policy (see 2 below).	D Ogden	Summer 2008
(2) That a policy be established for the future provision of public conveniences requiring:- (i) That the location of public conveniences in Hartlepool be concentrated in tourist areas, i.e. the Headland, Seaton and the Marina (ii) That all public conveniences provided by Hartlepool Borough	To be incorporated into public convenience policy. To be incorporated into public convenience policy.	D Ogden D Ogden	Ongoing

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

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NAME OF SCRUTINY ENQUIRY: Provision of Public Conveniences In Hartlepool

DECISION MAKING DATE OF FINAL REPORT: (Cabinet on 8 January 2007)

RECOMMENDATION		EXECUTIVE RESPONSE / ACTION ACHIEVED	LEAD OFFICER	DELIVERY TIMESCALE
	Council comply with the requirements of the Disability Discrimination Act and where this is not possible facilities be closed and/or replaced			
(3)	That the location of public conveniences, and their opening times, be better advertised, in particular with improved signage on the Marina giving directions to the conveniences in Hartlepool Maritime Experience	To be incorporated into public convenience policy.	D Ogden / J Mennear	2008
(4)	That in relation to future provision on the Marina a study be undertaken to assess the most appropriate locations before any new facilities are provided	To be incorporated into public convenience policy	D Ogden J Mennear	Summer 2008 and Ongoing
(5)	That options for the provision of public conveniences in the Burn Valley be explored further	See 1 (ix) and (x)	D Ogden / J Mennear	Summer 2008

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

NAME OF FORUM: Neighbourhood Services Scrutiny Forum – 27 February 2008

NAME OF SCRUTINY ENQUIRY: Provision of Public Conveniences In Hartlepool

DECISION MAKING DATE OF FINAL REPORT: (Cabinet on 8 January 2007)

	RECOMMENDATION	EXECUTIVE RESPONSE / ACTION ACHIEVED	LEAD OFFICER	DELIVERY TIMESCALE
(6)	That the feasibility of the provision of facilities through partnership working and the identification of resources through sponsorship funding, advertising in facilities, and charging be explored	To be incorporated into public convenience policy.	D Ogden / G Frankland / J Mennear	Summer 2008 and Ongoing
(7)	That any capital receipts that may result from the disposal of a public convenience be re-invested for improvements to the service	To be incorporated into public convenience policy.	D Ogden / J Mennear	Ongoing
(8)	That the Hartlepool Access Group and the Councils Access Officer be fully involved in proposals for the adaptation/improvement of older, and building of new, facilities to ensure compliance with the requirements of the Disability Discrimination Act	DDA/unisex facilities have been included, costed up within the schedule of all works. To be incorporated into public convenience policy.	D Ogden / G Frankland	Ongoing
(9)	That as part of the Civic Centre Refurbishments Programme the	Not feasible due to head height.	G Frankland	Completed

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

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NAME OF SCRUTINY ENQUIRY: Provision of Public Conveniences In Hartlepool

DECISION MAKING DATE OF FINAL REPORT: (Cabinet on 8 January 2007)

RECOMMENDATION		EXECUTIVE RESPONSE / ACTION ACHIEVED	LEAD OFFICER	DELIVERY TIMESCALE
	feasibility of the installation of a hoist for disabled adults within the Civic Centre's public conveniences be explored			
(10)	That there be a requirement as part of the planning process (Section 106 Agreements) for the provision of, or access to, public conveniences that meet the conditions of the Disability Discrimination Act	To be incorporated into public convenience policy.	R Teece	Ongoing
(11)	That Parish Councils should be given the opportunity to take over the provision of public conveniences for which closure is the proposed course of action, with a requirement that they meet the conditions of the Disability Discrimination Act	To be incorporated into public convenience policy.	D Ogden	Ongoing
(12)	That the use of small 'annex' facilities which can be attached to larger public	Each facility will be evaluated; concern has been expressed by the police due	D Ogden	Completed

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

NAME OF FORUM: Neighbourhood Services Scrutiny Forum – 27 February 2008

NAME OF SCRUTINY ENQUIRY: Provision of Public Conveniences In Hartlepool

DECISION MAKING DATE OF FINAL REPORT: (Cabinet on 8 January 2007)

	RECOMMENDATION	EXECUTIVE RESPONSE / ACTION ACHIEVED	LEAD OFFICER	DELIVERY TIMESCALE
	conveniences and left open when the main facility closes be explored (para. 12.4 (a) refers)	to drug use and anti social behaviour.		
(13)	That where public conveniences are closed and not demolished alternative uses for the buildings be explored	The Hartlepool Maritime Experience facilities cannot be demolished to a gas main, as a result the building will now be used as a store for the site.	D Ogden	Ongoing
(14)	That the Council should look at innovative ways of delivering the service with higher quality facilities. The Forum supported the closure where necessary of some older, less accessible, facilities to make this possible	To be incorporated into public convenience policy, e.g., a 'comfort break' agreement with businesses around the town, specifically in tourist areas and the town centre.	D Ogden	Ongoing
(15)	That the prudential borrowing arrangement proposed be continued in the future to assist in funding public convenience provision in the longer term and that any savings identified	Agreed.	D Ogden	Completed

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

NAME OF FORUM: Neighbourhood Services Scrutiny Forum – 27 February 2008

NAME OF SCRUTINY ENQUIRY: Provision of Public Conveniences In Hartlepool

DECISION MAKING DATE OF FINAL REPORT: (Cabinet on 8 January 2007)

RECOMMENDATION		EXECUTIVE RESPONSE / ACTION ACHIEVED	LEAD OFFICER	DELIVERY TIMESCALE
	from the revenue budget as a result of changes to public convenience provision be reinvested in the service.			

NEIGHBOURHOOD SERVICES SCRUTINY FORUM

27 February 2008



Report of: Head of Neighbourhood Management

Subject: KERBSIDE RECYCLING COLLECTION SERVICE
SIX MONTHLY UPDATE

1. PURPOSE OF REPORT

- 1.1 To update the forum on the activities undertaken since we last met, and to advise members on the appointment of the contractor for the Kerbside Recycling Collection Service.

2. BACKGROUND

- 2.1 Members will recall at its meeting on 10 April 2007, the Neighbourhood Services Scrutiny Forum agreed they would monitor the kerbside recycling service rather than directly scrutinise the service, through the provision of six monthly progress reports.

3. CONTRACT POSITION

- 3.1 At the 4 July meeting I advised Members that the service was out to tender and we were awaiting the outcome of evaluation.
- 3.2 Two tenders were received and noted by the Contract Scrutiny Panel on 8 May 2007.
- 3.3 Redcar & Cleveland Borough Council together with ourselves undertook a joint desk top evaluation based on quality and price and carried out interviews to clarify any issues identified in the tender submission and to receive a presentation as to the method of operation. Middlesbrough Borough Council received the tenders as part of a market testing exercise and extended their existing contract to terminate at the same time as the new contract to enable future contracts to be procured across the Tees Valley.
- 3.4 The Councils in-house service provided costs to be evaluated at the same time as the tender evaluation following the Council's procurement

guidelines. Unfortunately, even though the Neighbourhood Services Scrutiny Committee had expressed a view the service be provided by the in-house team, the set up and ongoing revenue costs did not make this a viable option. This will, however, be something we will continue to consider over the length of this contract.

- 3.5 Abitibi Recycling were awarded a 28 month contract commencing 15 October 2007, for Hartlepool Borough Council. The new contract includes back street collections, improved customer service and performance reports.

4. OPERATIONAL ISSUES

- 4.1 At the July meeting Members referred to the types of complaints received from residents in relation to the standards of service provided, recognising there were some teething problems to be expected with the new collection service, but that procedures were required to ensure consistency in service delivery across the town. Where we have had problems we have worked to resolve them. Protocols have been introduced to assist operatives and our contractor in carrying out the service.
- 4.2 Our training programme has been reviewed from Induction through to service operations. A new Induction pack has been developed. The Service Improvement Group continues to meet to discuss operation issues and service complaints which are fed into our training programme. A bespoke training session has been arranged for our own staff and the contractor, ensuring a consistent message is cascaded to all, which will be introduced following completion of job evaluation.
- 4.3 Where crews have had difficulties in accessing streets to collect waste due to parked cars the contractor and our staff are advised to collect the bins from where they are presented. However, if the problem continues then staff are instructed to door knock properties to find the owner of the vehicle requesting it be moved, and when that is not possible the Enforcement Team are informed and letters are sent out to residents asking for assistance on refuse collection days.
- 4.4 Crews are instructed to return containers to either the kerbside or the appropriate presentation point, we will continue to train staff and educate the public where necessary. The importance of securing blue bags after the collections has been reiterated to the contractor. We will continue to monitor this.
- 4.5 The Council introduced a no side waste policy in 2000, when wheeled bins were first introduced. I acknowledge we do experience some problems with this policy, however, in order for the authority to achieve its recycling targets and the new waste minimisation target set by government this policy has to be enforced. We collect all recyclable materials presented at the kerbside or appropriate presentation point, but not residual or garden waste side waste.

The promotion of Home Composting is a priority for the section during 2008/09.

- 4.6 Council policy provides for large families, i.e., where there are five adults or a family of six living in one property to request a 360 ltr bin, standard provision is 240 ltr. Alternatively small families can request a smaller 140 ltr bin.
- 4.7 Our Waste Minimisation and Recycling education programme consisting of various leaflets, stickers for domestic waste containers and school programmes continues to be implemented. We are looking where possible to introduce media campaigns across the Tees Valley. Where a family of less than six is struggling with side waste we arrange a home visit, where together we go through their waste advising what can and cannot be recycled. This service has received a positive response from residents.
- 4.8 Funding of educational materials has previously been provided by central government. As of this coming year 2008/09 this funding has been mainstreamed within the main government grant settlement.
- 4.9 The use of alternative receptacles continues to be investigated, members will recall we have changed the white poly bag to include a weighted base; the blue bag continues to be a concern for some residents but not all.
- 4.10 The use of Bring Recycling Centres and maintenance responsibilities were also discussed at the July meeting. I can advise we have agreed to tender the collection of recyclable materials from the bring centre service in partnership with our Tees Valley neighbours, which we expect to be procured this spring. We will look to improve the bring centre provision across the town ensuring they are in suitable areas, which may involve a rationalisation exercise, signage and litter bin provision will be included within the improvement programme.
- 4.11 We continue to investigate options to include additional recycling materials to the Kerbside Collection Service; it is likely TetraPaks will be included this year.

5 SERVICE PERFORMANCE

- 5.1 The introduction of alternate weekly collections has encountered operational problems and customer satisfaction has reduced. Early indications are showing an improvement. Customer satisfaction in refuse collection prior to the introduction of alternate weekly collections was 90%, which reduced to 72% during the first phase of implementation following the Scrutiny investigation last summer, residents have been surveyed through Viewpoint 1000 and customer satisfaction has increased to 82%.
- 5.2 Our recycling performance has increased from 15.24% to 32.33% since the introduction of alternate weekly collections.

- 5.3 The National Waste Strategy for 2007 has introduced new and more stringent targets.
- 5.4 Recycling targets have increased; we are expected to recycle 40% of all household waste by 2010 and 45% by 2015.
- 5.5 The amount of waste sent to landfill in 2006/07 was 8.04%. We are in the top performance for all waste management targets, apart from recycled waste. However, I anticipate this will change due to the implementation of alternate weekly collections as the vast amount of the public support this new service.

6. RECOMMENDATIONS

- 6.1 Members are requested to note the report.