

PLEASE NOTE VENUE AND TIME

PERFORMANCE PORTFOLIO DECISION SCHEDULE



Friday 28th March 2008

at 3.30 pm

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

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

1. **KEY DECISIONS**

No items

2. **OTHER ITEMS REQUIRING DECISION**

- 2.1 Review of Non-Statutory Fees in the Registration Service – *Assistant Chief Executive*
- 2.2 Occupational Health Services – *Chief Personnel Officer*
- 2.3 Corporate Equality and Diversity Scheme 2008-2011 – *Chief Personnel Officer*

3. **ITEMS FOR INFORMATION**

- 3.1 Viewpoint – Citizen's Panel Results – *Assistant Chief Executive*
- 3.2 Update on Criminal Record Bureau Checks for Elected Members – *Chief Personnel Officer*

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

No items

PERFORMANCE PORTFOLIO HOLDER

28th March 2008



Report of: Assistant Chief Executive

Subject: Review of non statutory fees in the Registration Service

SUMMARY

1. PURPOSE OF REPORT

The purpose of the report is to request an increase in the locally set fees for non statutory services provided by the Register Office.

2. SUMMARY OF CONTENTS

The report briefly describes the current levels of fees and seeks approval for fee increases in all fees for 2008/9.

3. RELEVANCE TO PORTFOLIO HOLDER

The Registration Services form part of this portfolio.

4. TYPE OF DECISION

Non-key

5. DECISION MAKING ROUTE

Decision for portfolio holder.

6. DECISION(S) REQUIRED

The Portfolio Holder is recommended to approve that:-

The Portfolio Holder is recommended to approve the changes to non statutory fees from 1st April and financial procedures as outlined in section 3 and Appendix A.

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Report of: Assistant Chief Executive

Subject: Review of non statutory fees in the Registration Service.

1. PURPOSE OF REPORT

The purpose of the report is to request an increase in the locally set fees for non statutory services provided by the Register Office

2. CURRENT SERVICE

The Council, in conjunction with central government, currently provides the statutory Registration Service based at the Register Office on Raby Road. The provision of statutory ceremonies for marriage and civil partnership in approved premises attract local, non statutory fees.

At present non statutory services are provided including naming and renewal of vows ceremonies which align with the statutory birth and marriage registration provision, and individual citizenship ceremonies and a nationality application checking service, both aligned to the statutory service provided on behalf of the Home Office.

There are two types of ceremony available in the Raby Road premises. A simple statutory ceremony held in 'The Register Office', effectively the office of the Superintendent Registrar, and an enhanced ceremony in 'The Willows' suite. Since the latter was introduced there has been no demand for the former.

Locally set non statutory registration service fees in Hartlepool are set to recover the true cost of providing the individual services whilst ensuring that the services remain affordable to all; fees remain competitive in the North East and indeed nationally based on available data. A comparison table is attached at Appendix C. This fee income is a significant element of our business plan.

There are five distinct groups of fees: marriages and civil partnerships in Approved Premises, including The Willows; alternative civil ceremonies; individual Citizenship ceremonies; Nationality Checking Service and Approval of Premises for Civil Marriage and Civil Partnerships.

3. PROPOSED INCREASES IN NON STATUTORY FEES EFFECTIVE 1ST APRIL 2008

It is proposed that most fees are increased between 2.5% & 5%, broadly in line with inflation, and take account of the levels of fees set by neighbouring authorities.

The exceptions to this approach are outlined below.

A 3 year phased increase, was agreed at Performance Management Portfolio on 29/01/2007, and subject of an update at Performance Management Portfolio on 26/02/2007, for fees for midweek marriages in the Willows. The update report and recommendations agreed a phased increase in fees over a period of time. The decisions from these meetings are included as appendix D. The increase of 14.6% was agreed to recover an increased proportion of the true cost of the service. Fees for ceremonies in The Willows during normal working hours, including Saturday morning, are not set to recover the full true cost of the service but rather achieve a fair and reasonable balance in the market. This does not affect the statutory fee for a ceremony in the Register Office.

New requirements by the Office of the Immigration Services Commissioner for mandatory continuous professional development for nationality advisors have significantly increased costs of providing the Nationality Checking Service. The proposed change in the format of Nationality Checking Service fees seeks to recover this increase in a fair and equitable manner by removing multiple application discounts. This is in line with a move made by the neighbouring nationality checking service provided by Newcastle City Council.

In addition it is recommended that fees for Nationality Checking service are taken at the time of making appointment, and are not refundable. It is clear that some customers are making a number of appointments at different offices as a safeguard, taking up the most convenient appointment and not cancelling the others. This has a detrimental effect on the efficiency of other services.

A move to be able to provide a two tier system for certificate issue meeting the sometimes immediate needs for life event certificates for current legal needs and the less urgent needs of the family history customers can best be met with two fee levels. Current service aims to issue 95% of certificates in 3 working days. The recommended certificate issue proposal will guarantee all certificates in 5 working days at the statutory fee (currently £7.00) and an Express Same Day service for applications made before 2.00pm for the statutory fee plus an additional local fee of £3.00.

The current Marriage Act states that a marriage can only be legally arranged up to twelve months before the intended date. With the increasing popularity of weddings in Approved Premises, where the venues insist on large deposits to hold the date, staff are constantly asked to make provisional bookings up to three years in advance. Maintaining this system is time consuming, particularly when couples change their arrangements. As a result, it is proposed to introduce an advance booking system whereby all bookings made more than twelve months in advance, will pay a non-refundable booking fee of £15. This fee reflects the postage and administrative costs involved.

All the proposed increases are contained in Appendix A and a full list of fees in Appendix B.

4. STATUTORY FEE CHANGES BY CENTRAL GOVERNMENT

Central Government have not yet made any announcement about changes to the statutory fees for 2008/9.

5. RISKS

The income has reduced in recent years, estimated to be down in 2007/8 to £110,000 from the peak in 2005/6 of £128,000. This is in part because changes to passport regulation have worked through the system resulting in less demand for birth certificates. Marriage numbers continue to fall year on year. In 2008/9 the changes to maternity services is expected to further reduce income by approximately £10,000 as the fees for registration and certificate issue will go to Stockton BC because the maternity facility is now located in Stockton, although Hartlepool Registration Service will continue to have undertake most of the work.

Provision of the registration service in Hartlepool is under review in order to address this and other issues. Setting the fees at an appropriate level will help address the falling income. A budget pressure relating to falling income of £17,000 is under consideration as part of the budget process.

6. RECOMMENDATIONS

The Portfolio Holder is recommended to approve the changes to non statutory fees from 1st April and financial procedures as outlined in section 3 and **Appendix A.**

APPENDIX A

N.B. All marriage and civil partnership fees exclude the statutory certificate fee of £3.50 per certificate.

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Marriages and Civil Partnerships in
approved Premises

	2007/8 Fee	Proposed 2008/9 Fee
Office Hours Monday to Friday:	£246.50	£256.50
Out of Office Hours Monday to Friday: and all day Saturday:	£286.50	£296.50
Sundays and Bank Holidays:	£361.50	£376.50

Marriages and Civil Partnerships in
The Willows
(Approved Premise, formerly The Register Office
Marriage Suite)

	2007/8 Fee	Proposed 2008/9 Fee
<i>Mid Week:</i>	£48.00	£55.00
Out of Office Hours Monday to Friday: and Saturday to 11.30 am.:	£76.50	£81.50
Saturday from 12.00 noon to 12.30 pm:	£111.50	£116.50
Saturday from 1.00 pm:	£191.50	£196.50
Sunday / Public Holiday	£291.50	£301.50

Alternative Civil Ceremonies
(i.e. Naming, Renewal, Commitment)

	2007/8 Fee	Proposed 2008/9 Fee
Mid Week:	£145.00	£150.00
Out of Office Hours Monday to Friday: and all day Saturday:	£200.00	£205.00
Sundays and Bank Holidays:	£230.00	£240.00

Individual Citizenship Ceremonies
In the Willows or Register Office

	2007/8 Fee	Proposed 2008/9 Fee
Mid Week:	£53.00	£55.00
Out of Office Hours Monday to Friday: and all day Saturday:	£75.00	£77.00
Sundays and Bank Holidays:	£150.00	£155.00

Individual Citizenship Ceremonies
At an approved premise

	2007/8 Fee	Proposed 2008/9 Fee
Mid Week:	£90.00	£93.00
Out of Office Hours Monday to Friday: and all day Saturday:	£105.00	£108.00
Sundays and Bank Holidays:	£180.00	£185.00

Group citizenship ceremonies are held quarterly at no charge

Alternative civil ceremonies and citizenship ceremonies may also be held in other suitable external premises subject to a brief inspection by the Registration Service Manager in line with the guidance by our partner organisation, Civil Ceremonies Ltd., for an additional fee of **£35.00**.

Approval of premises for
marriage and Civil Partnership.

	2007/8 Fee	Proposed 2008/9 Fee
Initial application / renewal application	£850.00	£875.00
Appeal against refusal to grant	£200.00	£210.00

Nationality Checking service.

	2007/8 Fee	Proposed 2008/9 Fee
Adult single application	£45.00	£45.00
Married or Civil Partnership Couple applying at same time	£60.00	No fee set – charged as 2 adults
Married or Civil Partnership Couple and up to 2 children applying at same time	£70.00	No fee set – charged as 2 adults and up to 2 children
Each child on parent's application	£15.00	£15.00
Each child under 18 applying separately from parents	£15.00	£15.00

Birth Marriage and Death
Certificate issue.

	2007/8 Fee	Proposed 2008/9 Fee
Within five working days	Statutory fee (£7.00)	Statutory fee (£7.00)
Express Same Day Issue additional fee		£3.00

A full list of current fees is attached at **Appendix B**

APPENDIX B

Hartlepool Registration Service Fees 2007/2008

(1 April 2007 to 31 March 2008)

Marriages and Civil Partnerships**Register Office****£40.00 + £3.50 = £43.50**

(Monday to Friday & Saturday morning – statutory fee)

The Willows (decommissioned ceremony room)

Monday to Friday

**£55.00 + £3.50 =
£58.50**

Saturday (up to & including 11.30pm)

**£81.50 + £3.50 =
£85.00**

Saturday (from 12.00noon – 12/30 pm)

**£115.50 + £3.50 =
£118.50**

Saturday (from 1.00 pm)

£196.50 + £3.50 = £200.00

Sunday/Public Holiday

£301.50 + £3.50 = £305.00**Approved Premises**

Monday to Friday

£256.50 + £3.50 = £260.00

Saturday

£296.50 + £3.50 = £300.00

Sunday/Public Holiday

£376.50 + £3.50 = £380.00

Total fees as above include one statutory certificate.
Additional certificates are available at £3.50 each, on the same day.

Other Civil Ceremonies (inc: Naming Ceremonies and Renewal of Vows)

The Willows

Monday to Friday	£150.00
Saturday	£205.00
Sunday /Public Holiday	£240.00

Approved Premises

Monday to Friday	£150.00
Saturday	£205.00
Sunday /Public Holiday	£240.00

Other suitable external premises

Monday to Friday	£185.00
Saturday	£240.00
Sunday /Public Holiday	£275.00

Civil Ceremony fees include one certificate. Additional certificates available at £3.50 each

Approved Premises Licence Fee

Approving premises as venues for Marriage and Civil Partnerships

£875.00

Renewing approval as venues for Marriage and Civil Partnerships

£875.00

Appeal against refusal to issue approval

£235.00

Citizenship Ceremonies – Individual.

*Including new **Citizenship Renewal Ceremonies***

The Willows (decommissioned ceremony room)

Monday to Friday	£55.00
Saturday	£77.00
Sunday /Public Holiday	£155.00

Approved Premises

Monday to Friday	£93.00
Saturday	£108.00
Sunday /Public Holiday	£185.00

Fee applies to an individual ceremony for one person or for all members of one family .

Nationality Checking Service

Adult application (per adult)	£45.00
Each child under 18	£15.00

Life Events certificate Issue

Certificates issued at statutory fees in five working days.

Express same day service additional fee over and above the statutory fee	£ 3.00
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Other Suitable Premises

Inspection of premise for a one off ceremony	£35.00
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APPENDIX C

Comparison of main non statutory fees for Marriages and Civil Partnerships – authorities used for comparison include Durham, Stockton, York, Gateshead, Sunderland, North Tyneside and Stockport

Hartlepool fees 2008/9**The Willows (decommissioned ceremony room)**

		Comparison	Average of fees on other authorities
Monday to		Below	
Friday	£55.00 + £3.50	average	£75.00
Saturday (up to			
& including		Below	
11.30pm)	£81.50+ £3.50	average	£126.67
Saturday (from			
12.00noon –	£115.50 +		
12/30 pm)	£3.50		
Saturday (from	£196.50+	About	
1.00 pm)	£3.50	average	£177.50
Sunday/Public	£301.50 +	Above	
Holiday	£3.50	average	£231.00

Approved Premises

Monday to	£256.50 +	About	
Friday	£3.50	average	£288.33
	£296.50 +	About	
Saturday	£3.50	average	£332.17
Sunday/Public	£376.50 +	About	
Holiday	£3.50	average	£385.83

APPENDIX D

Previous decisions

29/1/2007

Review of non statutory fees in the Registration Service *(Assistant Chief Executive)*

Type of decision

Non key.

Purpose of report

To request an increase in the locally set fees for non statutory services provided by the Register Office.

Issue(s) considered by the Portfolio Holder

The report described the current services and the appendices indicated the current fees and the proposed increases in fees for 2007/8. It was proposed that most fees be increased between 3 and 5%, broadly in line with inflation. The exception to this was a proposal to increase the fees for midweek marriage and civil partnership ceremonies in The Willow s, formerly The Register Office marriage suite, be set to recover an increased proportion of the true cost of the service, in line with fees already set for Saturdays. The current fee being £40 and the proposed increase for 2007/08 was £56.50.

The Portfolio Holder expressed concern in relation to the proposed higher than inflation indicated above and as an alternative agreed the following:

Decision

The Portfolio Holder approved that fees for additional non statutory services be increased as outlined in the Appendix A to the report from 1st April 2007 **with the following exception**; Fees for midweek marriage and civil partnership ceremonies in The Willow s be set to recover an increased proportion of the true cost of the service, and that authority be delegated to the Assistance Chief Executive to oversee the phased-in rise over a three year period as opposed to the proposal in the report that a one off increase of 35% be implemented from April 2007. The Portfolio Holder requested that a report on progress of this issue be brought to a future Portfolio meeting.

26/2/2007

Update on statutory fees in the Registration Service

(Assistant Chief Executive)

Type of decision

Non-key

Purpose of report

To provide the Portfolio Holder with an update on the revision of the locally set fees for non statutory services provided by the Register Office.

Issue(s) considered by the Portfolio Holder

The report briefly described the levels of fees set for mid week ceremonies in the Willows Ceremony Suite at Hartlepool Register Office and the impact on the budgets for 2007/08, 2008/09 and 2009/10.

Decision

The Portfolio Holder noted the phased fee increase and the predicted effect on the budget over the three years, 2007/08, 2008/09 and 2009/10.

PERFORMANCE PORTFOLIO

Report to Portfolio Holder

28 March 2008



Report of: Chief Personnel Officer

Subject: OCCUPATIONAL HEALTH SERVICES

SUMMARY

1.0 PURPOSE OF REPORT

To inform Portfolio Holder of the intention to procure a provider of occupational health services and seek Portfolio Holder's approval to letting the contract on a price/performance basis.

2.0 SUMMARY OF CONTENTS

The report provides background to the planned procurement project and proposes a basis for selecting the successful contractor.

3.0 RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Performance Management.

4.0 TYPE OF DECISION

Non key.

5.0 DECISION MAKING ROUTE

Portfolio Holder only.

6.0 DECISION(S) REQUIRED

The Portfolio Holder is requested to approve the planned procurement project and approve conducting the procurement exercise on the 50:50 price/performance basis proposed.

Report of: Chief Personnel Services Officer

Subject OCCUPATIONAL HEALTH SERVICES

1. PURPOSE OF REPORT

- 1.1 To inform Portfolio Holder of the intention to procure a provider of occupational health services and obtain Portfolio Holder's approval for the procurement exercise and to letting the contract on a price/performance basis is also sought.

2. BACKGROUND

- 2.1 One of the Council's strategic objectives as outlined in the People's Strategy 2006-2009, identifies that the Council will take a proactive approach to the mental, emotional, spiritual and physical health, safety and general well being of all employees and members. It aims to achieve this through pro-active professional advice and clear management responsibilities.
- 2.2 In addition the Council through its performance management system strives to reduce sickness levels. To assist managers and employees it aims to provide attendance management systems that are transparent and supportive to employees who want to be at work and robust for those who do not. The Council is also committed to adjusting working arrangements to support individual needs wherever it is reasonable to do so.
- 2.3 The occupational health service provides health advice to managers and employees to ensure that any health conditions are not aggravated by the employees work. It also ensures that there is improved awareness of other support services available. The service can therefore reduce the threat of potential litigation by reducing the risk that employees' health is affected by the work they undertake on behalf of the Council.
- 2.4 At the current time the Council utilises the services of an occupational health service provider, National Britannia. The current service is well used by managers and employees to provide occupational health advice which allows appropriate sickness case management to help maintain people at work and provide advice on appropriate workplace adjustments.
- 2.5 The current service is provided on a short term contract. In order to provide continuity of the service and to allow closer working between

the service provider and the Council it is proposed that the service is procured on a long term contract. This contract which will be subject to open competition through a tender process will operate for three years with the potential, subject to satisfactory performance, for an extension of a further 2 years.

- 2.6 The Council's Sickness Champions Group has been consulted on the proposed on the proposed service and have been supportive of the proposal.

3. PRE QUALIFICATION STAGE

- 3.1 Initial informal investigations have shown that there are a large number of potential suppliers in the marketplace. However, the Council does not have an approved contractors list that can be used. Therefore it has been deemed necessary to invite initial expressions of interest to begin the selection process. Due to the contract being a service related to health it is exempt from the requirements of the European Directive and consequently will not be advertised in the Official Journal of the European Union
- 3.2 An invitation for Expressions of Interest is to be advertised in the local press and a professional journal by the end of April. A pre qualification questionnaire is to be used for the initial short listing purposes.
- 3.3 Organisations that are short listed will be invited to tender for the contract. It is anticipated that tender returns will be available for opening at the Contract Scrutiny Panel meeting on 30th June 2008.
- 3.4 As price and the quality of product are equally as important it is proposed to conduct the tender exercise using a Price/Performance ratio of 50:50.
- 3.5 The assessment criteria will be based upon the content of the submission and pay particular attention to the experience and competency of the provider as well as the proposed fees. The assessment criteria will be developed in accordance with appropriate procurement rules.

4. RECOMMENDATION

- 4.1 That the Portfolio Holder notes the content of the report and approves the procurement exercise is conducted on the basis of a Price/Performance ratio of 50:50.

PERFORMANCE PORTFOLIO

Report To Portfolio Holder

28th March 2008



Report of: Chief Personnel Officer

Subject: Corporate Equality and Diversity Scheme 2008-2011

SUMMARY

1.0 PURPOSE OF REPORT

To obtain the Portfolio Holder endorsement of the draft Corporate Equality and Diversity Scheme for 2008-11 and the action plan for achieving Level 4 of the Equality Standard for Local Government (BVPI 2a) by March 2011.

2.0 SUMMARY OF CONTENTS

The report provides details on the Council's draft Corporate Equality and Diversity Scheme 2008-11, and actions planned to achieve Level 4 of the Equality Standard for Local Government by March 2011.

3.0 RELEVANCE TO PORTFOLIO MEMBER

Corporate Performance.

4.0 TYPE OF DECISION

This is not a key decision.

5.0 DECISION MAKING ROUTE

Portfolio Holder followed by Cabinet

6.0 DECISION(S) REQUIRED

Endorse the report and action plan.

Report of: Chief Personnel Officer

Subject: Corporate Equality and Diversity Scheme 2008-2011

1. PURPOSE OF REPORT

- 1.1 To obtain the Portfolio Holder endorsement of the draft Corporate Equality and Diversity Scheme for 2008-11 and the action plan for achieving Level 4 of the Equality Standard for Local Government (BVPI 2a) by 2011.

2. BACKGROUND

- 2.1 In order to meet with general and specific duties of Equality legislation, it is mandatory for the authority to write its next strategic Equality & Diversity Scheme. The current Race and Diversity Scheme expires in May 2008.
- 2.2 The Race and Diversity scheme was developed to incorporate all six strands and this was reinforced by the required Disability and Gender schemes being incorporated into it as an interim measure.
- 2.3 In December 2006, the Disability Equality Scheme was added as an addendum to the Corporate Race and Diversity Scheme and in April 2007, the Gender Equality Scheme was similarly developed as an addendum to the Corporate Race and Diversity Scheme.
- 2.4 The Council's Corporate Race and Diversity Scheme 2005-2008 needs to be reviewed in the light of current legislation and codes of practice.
- 2.5 The principle of a single Equality and Diversity Scheme that encompasses all diversity strands was consulted with diverse stakeholders through Talking with Communities, the All Ability forum and the LGBT forum. They have all agreed for the Council to have one scheme with specific action plan to reflect their separate needs.

3.0 Equality and Diversity Scheme

3.1 The Diversity Steering Group (DSG) have considered how best to meet the legislative requirements to have Race, Disability and Gender schemes in one single scheme and

- how these might build upon the recent improvements in service planning and INRA arrangements
- how the Council's approach to moving through the various levels of the Equality Standard will be incorporated
- any possible implications of the Equality Review by the Government including how any possible future requirements for schemes may be addressed
- how the remaining strands (Sexual Orientation, Religion and Age) are to be covered
- how equality is to be mainstreamed into all aspects of the Council's work
- how all six strands may be integrated, particularly where more than one applies e.g. an ethnic minority person with disabilities
- will work within the limited resources available in departments
- the commonality in approach in respect of the arrangements for each equality strand
- the need for action plans which meet the needs of the three strands requiring schemes

3.2 Attached as **Appendix A** is the draft Equality and Diversity Scheme 2008-2011

3.3 Previously, the draft scheme has been endorsed by the Portfolio Holder prior to widespread consultation with the wider community (e.g. via the website, article in the Hartlepool Mail etc) with the final scheme being approved by Cabinet after the local elections. It is proposed that this arrangement is followed again.

4. ACTIONS PLANNED TO ACHIEVE LEVEL 4 OF THE EQUALITY STANDARD BY MARCH 2011

4.1 The Council is expected to declare itself as achieving level 3 of the Equality Standard in March 2008 and has set itself a target of achieving Level 4 by March 2011.

4.2 The Equality Standard provides a systematic framework for mainstreaming equality issues into all aspects of service delivery and employment in all departments. It has 5 levels as follows:-

- Level 1: commitment to a comprehensive Equality Policy
- Level 2: assessment and consultation
- Level 3: setting equality objectives and targets

- Level 4: information systems and monitoring against targets
- Level 5: achieving and reviewing outcomes

Within each level there are substantive areas as follows:

- Leadership & Corporate Commitment
- Consultation and Community Development and Scrutiny
- Service Delivery and Customer Care
- Employment & Training

The Council has already made significant progress in progressing or completing the actions identified in the Corporate Equality and Diversity action plan (Appendix B) as being needed to ensure that the Council progresses from Level 3 of the Equality Standard to Level 4 by March 2011. A detailed action plan to achieve Level 4 is attached. This will be summarised for consultation. During the next three years, detailed actions to supplement the Level 4 action plan will be identified and included in Departmental and Service Plans and will be monitored via standard performance management arrangements.

5. RECOMMENDATION

That the Portfolio Member:

- a) endorses the draft Corporate Equality and Diversity Scheme 2008-11 prior to widespread consultation
- b) endorses the action plan for achieving Level 4 of the Equality Standard for Local Government by March 2011.

Hartlepool Borough Council's Single Equality Scheme Our Strategy for Equality & Diversity (DRAFT)

- 1. Introduction by Mayor**
- 2. Foreword by Chief Executive**
- 3. Introduction**
(Our Vision and commitment- Values, Principles and overall aims)
- 4. Hartlepool –Its people**
- 5. Hartlepool-Its Council**
 - (i) Political Structure of the Council**
 - (ii) Management Structure of the Council**
- 6. Diversity Structure**
- 7. Planned arrangements for supporting the delivery of diversity outcomes**
 - **Community Strategy**
 - **Corporate Access Strategy**
 - **Procurement**
 - **Community Involvement through Consultation and gathering information**
 - **Impact assessments**
 - **Equality Standard and Service planning**
 - **Diversity Monitoring**
 - **Publishing**
- 9. Appendix**
 - 1. Services provided by Chief Executives Department**
 - 2. Services provided by Regeneration and Planning**
 - 3. Services provided by Adult & Community Services**
 - 4. Services provided by Neighbourhood Services**
 - 5. Services provided by Children Services**
 - 6. Legislation and Duty**
 - 7. Corporate Equality and Diversity Plan 2008-2011**

1. Introduction by Mayor

To be inserted

2. Foreword by Chief Executive

To be inserted

3. Introduction:

Our Vision and Commitment- Values, Principles and overall aims

Hartlepool Borough Council is pleased to present the Equality and Diversity Scheme 2008-2011. By Equality we mean treating people fairly and by Diversity we mean by valuing people's differences.

Our Vision and Goal: “Our mission is that Hartlepool will be a prosperous, caring, confident and outward looking community in an attractive environment, realising its potential”

Our approach to equality and diversity is to focus on people who access our services by looking at their whole identity and recognising and valuing that each individual resident, visitor, partner, service provider, service user and employee is unique. The Council is also committed to promoting a community and organisational culture that fully respects and values the diverse differences and needs. The Council promotes equal opportunities and encourages good race and community relations.

What is the Equality & Diversity Scheme?

The Equality and Diversity Scheme is a corporate strategy and plan showing how the Council intends to meet its obligations in relation to all equality strands (race, gender, disability, age, sexual orientation, religion or belief) over the next three years. Since we produced our first Race and Diversity Scheme in 2002 and revised it in 2005, there have been a number of changes to the legal framework that affect equality and diversity in the work we do. Along with changes to public attitudes and best practice these have placed a greater emphasis on public bodies and the Council has to promote equal opportunities and not discriminate when providing services and employing people.

A New Approach

We recognise that although the three equality duties for race, disability and gender are very similar in spirit there are important differences between them. These differences reflect the specific experience of inequality and discrimination of each particular group.

This Equality and Diversity Scheme incorporates our Race and Diversity, Disability Equality and Gender Equality Schemes, which are required by law. However we believe that we need to make a similar commitment to all groups

and therefore extended the scheme to include sexual orientation, religion/belief and age. This single combined Scheme brings together and strengthens the work we have done over the past years. This single Scheme provides us with an opportunity to extend best practice across all areas of the services we provide as a Council.

This Single Equality and Diversity Scheme of the Council aims towards:

- an inclusive society
- a common vision and a sense of belonging for all communities
- diversity being appreciated and valued
- people from different backgrounds getting similar life opportunities by ensuring all council services are accessible without unnecessary barriers and that their provision is free from prejudice and unlawful discrimination and sensitive to the needs of all local communities
- strong and positive relationships being developed between people from different backgrounds
- striving for, and achieving in the longer term, a workforce that reflects the diversity of the population of Hartlepool

(The aims are extracted from the Council's Equality and Diversity Policy).

This Single Equality Scheme explains the positive steps taken by the Council to identify and remove barriers to ensure fair and equal treatment in services and employment for all. It supports a mainstreaming approach to equality by providing a systematic approach to equality issues. By complying with legislative requirements and incorporating the Equality Standard for the Local Government it places all equality strands (race, gender, disability, age, sexual orientation, religion and belief) on an equal footing.

4. Hartlepool – Its people

Hartlepool is located on the North East coast at the eastern end of the Tees Valley. It has a significant port facility and the A19 passes through the Borough. Hartlepool is compact and densely populated, covering an area of 9,386 hectares with a population in 2005 of 90,000. It is relatively isolated from the national transport infrastructure and main markets.

The breakdown of the diverse communities in Hartlepool is as follows:

Age

The age breakdown at 2007 was:

0-4	5-15	16-24	25-59	60-69	70-79	80 plus	All Ages
5,200	12,600	10,400	41,300	9,200	7,100	3,500	89,200
5.8%	14.1%	11.7%	46.3%	10.3%	8.0%	3.9%	100%

Gender

The overall split is 51% female, 49% male. The balance between female and male stays broadly equal until after the age of 70, as men's shorter life expectancy increases the proportion of women.

	0-4	5-15	16-24	25-59	60-69	70-79	80 plus	All Ages
Males	2,700	6,400	5,200	20,100	4,500	3,300	1,300	43,400
Females	2,500	6,200	5,200	21,200	4,700	3,800	2,200	45,800
% Female	48%	49%	50%	51%	51%	54%	63%	51%

Race

Ethnic minority information is cross tabulated with age, country of birth, health economic activity, tenure and other housing characteristics.

Office of the National Statistics (ONS) published some experimental estimates of population by ethnic group in 2006. The data relates to 2004. These suggest that from a total population of 90,100, White groups comprised 88,400 or 98.1% and all other ethnic groups comprised 1,700 or 1.9%.

There has been a gradual increase in migrant population from Eastern Europe along with a very established small migrant community.

All disabilities

The **Health Survey for England** (2003) suggests there are 14,100 people 16 and over with one or more disabilities in Hartlepool. (21%).

3,800 of these have a serious disability. (6% of population 16 plus) and 10,300 (15%) a moderate disability.

The **Labour Force Survey** (2006) suggests that 13,000 (24%) of people of working age in Hartlepool are disabled, 9,100 of these meet both DDA and work limiting definitions of disability.

A further 2,400 (4.5%) of working age meet the DDA definition only and 1,500 (3%) meet the work limiting definition only.

4,300 disabled people are in employment in Hartlepool (a third of all disabled people of working age).

Religion

The only local statistics on religion come from the 2001 Census.

All people	% people stating religion as:						
	Christian	Hindu	Muslim	Sikh	other religions	no religion	religion not stated
88,611	80.7	0.2	0.4	0.0	0.2	9.4	9.1

Sexual Orientation

There are no reliable data on sexual orientation but the Department of Trade and Industry (DTI), in its Regulatory Impact Assessment for the Employment Equality (Sexual Orientation) Regulations 2003, estimated that between 5% and 7% of the population are likely to be affected by the legislation. On this basis, between 3570 and 4998 people aged 16 and over within Hartlepool may be similarly affected by the legislation.

Overall, the population is projected to be fairly stable over the next ten years, with older age groups increasing and younger age groups reducing.

Hartlepool has its strengths, which are less easily measured. It is a close-knit community with a pride and ambition for the town. The multiple nature of the social problems experienced by a large proportion of the population means that a partnership approach, bringing together members of the community, public agencies and other stakeholders, is essential if improvements are to be continued. This is fully recognised by the Council.

5. Hartlepool- It's Council

Hartlepool Council became a unitary authority in 1996. By population, it is the smallest of five small unitary authorities in the Tees Valley sub-region, and is the second smallest unitary council in England.

The Council currently has an Independent elected Mayor and 47 elected members representing 17 wards. The Council adopted a Mayor and Cabinet executive decision making system in May 2002, electing Stuart Drummond. The Mayor was re-elected in May 2005, with an increased majority. For the past 6 years he has led an inclusive coalition Cabinet and his new Cabinet brings together Labour, Independent and Liberal Democrat councillors with decision making delegated to individual portfolio holders and officers where and when appropriate. The portfolios are: Regeneration; Liveability and Housing; Culture, Leisure and Transportation; Performance; Children's Services; Adult and Public Health; and Finance.

(i) Political Structure of the Council

The Council

The Council is composed of an executive function that is made up of the mayor and a cabinet of councillors, and a non-executive function consisting of the remainder of the Council.

Members of the Council are collectively the ultimate policy makers who also represent their communities and their ward and the interests of individual constituents. They therefore have wide ranging responsibilities to individual members of the public, community groups, voluntary organisations and staff within the Council. These responsibilities include taking into account equality and diversity issues whilst

- providing leadership and support,
- contribute to achieving the Council's commitments outlined in the policy statement
- engaging with the local community, and
- ensuring appropriate resources are available to achieve equality and diversity objectives.

The code of conduct for Members of the Council outlined in Hartlepool Borough Council's Constitution makes reference to general obligations for Members to promote equality and diversity and treating others with respect.

The Cabinet

The Cabinet, which consists of the mayor and executive portfolio holders, is responsible collectively or individually for determining new policies and procedures and changes to existing policies and procedures. This includes the Equality and Diversity Scheme, equality & diversity policies and other policies and procedures likely to have a significant impact on service provision, the organisation of the Council and its employees. Cabinet members are therefore ultimately responsible to ensure that all policies,

service plans and procedures reflect and incorporate equality and diversity targets and objectives.

Scrutiny Forums

The Scrutiny Co-ordinating Committee and four Scrutiny Forums provide the opportunity for councillors to review the work of the Cabinet and Council officers, provide policy advice and examine issues of local concern.

Their general roles are:

- to review and/or scrutinise decisions made, or actions taken, in connection with the discharge of any Council functions
- make reports and/or recommendations to the full Council and/or any policy, joint or area committee in connection with the discharge of any functions, and
- to consider any matters affecting the area or its communities.

Members of scrutiny forums must therefore work to contribute to improving equality practices at corporate and departmental levels and ensure robust monitoring and audit and scrutiny processes take place.

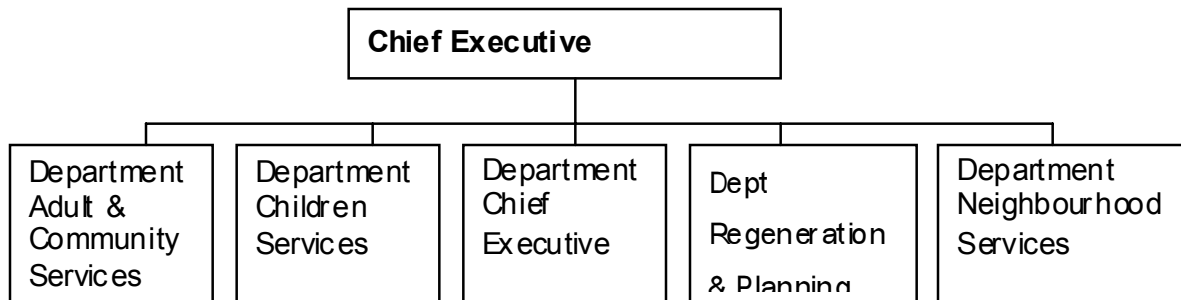
Role of the Ward Councillors

Councillors hold ward surgeries that are available to the public. They offer residents an opportunity to meet their local councillor and discuss individual issues or seek advice and guidance on local council services.

Councillors decide when to hold their surgeries and the dates and venues are publicised in the Council's magazine, Hartbeat. Posters are also displayed in each ward. Further details about ward surgeries can be obtained by contacting the Councillors' Office on 01429 523704.

(ii) Management Structure/arrangements of the Council

Political and managerial leadership has created an organisation capable of achieving its ambitions for the future. The Council underwent a restructure in 2005/6 and now has 5 departments: Chief Executive's, Regeneration and Planning, Adult and Community Services, Neighbourhood Services and Children's Services.



The Chief Executive

The Chief Executive leads the Corporate Management Team of Directors who together provide a lead for strategic support services that deal with Council-wide issues and co-ordinates the activities of all departments. The Chief Executive ensures that equality and diversity is seen as an essential aspect of delivering quality services to the whole community and is addressed in corporate aims and objectives. The Chief Executive has overall responsibility for ensuring appropriate corporate resources are available to achieve equality and diversity objectives.

Directors and Chief Officers are responsible for

- contributing to achieving the Council's commitment towards Equality and Diversity
- working towards implementation of this Scheme and other Council Equality objectives and targets
- implementing Performance Management arrangements into all planning processes and mainstreaming equality and diversity issues within this
- promoting a community and organisational culture that fully respects and values individual and group differences
- earmarking specific resources for improving equality practice
- ensuring systematic consultation takes place when required
- adhering to the equality & diversity policy and the equality in employment policy
- Implementing an equality proof pay and grading structure
- ensuring that diversity impact assessments are carried out as a matter of routine when introducing and reviewing existing services, policies, functions, procedures or systems
- being accountable for ensuring robust monitoring and audit processes are implemented and results are acted upon

- ensuring services are provided in a non-discriminatory manner
- removing barriers to accessing services.

The services provided by each department can be viewed in Appendix 1

6. Diversity Structure of the Council

The Council's constitution details specific responsibilities for Members and Officers in relation to equality and diversity. It places additional responsibilities on Members, the Chief Executive, Directors and Chief Officers and employees. Collectively, the Corporate Management Team (CMT) has responsibility for day-to-day implementation of the Equality and Diversity Scheme. To assist in this role, a specialist group (the Diversity Steering Group) has been set up.

The Diversity Steering Group has a strategic and corporate focus co-ordinating diversity activity and reports to the Corporate Management Team. It comprises of a CMT Diversity Champion (Director), Chief Personnel Officer (Chair), Principal Diversity Officer, HR representatives and Senior Departmental representatives who chair their respective departmental diversity working groups and monitor the progress.

The remit of the DSG is

- To co-ordinate and mainstream all council activity in relation to diversity and equality issues
- To be responsible for setting and achieving targets set in relation to Equality Standard for Local Government
- To provide a strategic and corporate lead in developing policy and making improvements in relation to equality and diversity issues across the Council
- To identify how diversity and equality training needs are met
- To explore funding opportunities in order to support the Council in progressing the work on diversity and equality issues.
- To oversee, and provide help and support on, diversity and equality actions within departments
- To prepare the Council's Equality and Diversity Scheme (including race, disability, gender, age, sexual orientation & religion and belief equality schemes) and monitor progress
- To provide corporate guidance on diversity and equality issues
- In conjunction with the Assistant Chief Executive, to determine and co-ordinate consultation on diversity matters and to respond to corporate issues raised during consultation.

Monitoring arrangements:

An Equality and Diversity Report is published annually, which monitors progress against the Council's Diversity Scheme. In addition half yearly reports are submitted to the Performance Portfolio Holder.

7. Planned arrangements for supporting the delivery of diversity outcomes

This scheme describes how the Council intends to comply with all the relevant Equality legislation and its relevant codes of practice. The Council's commitments to general and specific duties for gender, race and disability equality are outlined in Appendix 7. The Council extends these duties to include sexual orientation, religious belief and age to comply with the equality legislation along with changes to public attitudes and best practice. All policies and procedures relating to these issues will be reviewed at least every three years to ensure they are up to date.

Community Strategy

The Council recognises that it is a community leader in Hartlepool and seeks to work in partnership with other organisations in the delivery of services to promote and develop Hartlepool. We encourage partners to develop shared objectives and work towards shared targets of Strengthening Communities.

One of the principles of the Community Strategy within each of the 7 Objectives includes Equality and Social Inclusion by recognizing the needs of everyone.

The Local Strategic Partnership sets out its aims and objectives in seven themes.

1. Jobs and the Economy
2. Lifelong Learning and Skills
3. Health and Care
4. Community Safety
5. Environment and Housing
6. Culture and Leisure
7. Strengthening Communities

The purpose of the Community Strategy is to bring services closer together and to improve the way they are provided, so that they better reflect the needs of the community. The Strategy is the common planning framework for all services in Hartlepool. It promotes the social, economic and environmental well-being of the town and reinforces sustainability as a principle running through all the plans and strategies for the town.

Many plans and strategies exist or are being prepared for Hartlepool. Sometimes such plans are prepared by a single organisation and often address a narrow range of issues. The Community Strategy shows how the different plans fit together and provides the framework for the Hartlepool Partnership, which is the "Local Strategic Partnership" for Hartlepool consisting of local people, local business, public sector bodies and community and voluntary sector organisations operating in the area. All

members of the Hartlepool Partnership Board are fully committed to the Community Strategy, which strengthens partnership working by ensuring that:-

- all stakeholders in the community have an opportunity to be involved;
- the Partnership Board is representative of all interests, and;
- all key partnerships understand how their work relates to each other.

Corporate Access Strategy

To ensure that Hartlepool residents and visitors get the best in terms of service and support, the Council has developed an Access Strategy framework to establish an inclusive society where members of the public can, in practice, without discrimination - direct or indirect - and regardless of their personal situation (in terms of their ethnicity, disability, age, gender, sexual orientation and religious beliefs) have real and equal access to Council service and support, information, employment, education, transport and buildings, land, sites and other facilities.

There are 6 key themes that the framework addresses:

- Access to Council services and support
- Access to Council Information
- Access to Council employment
- Access to Council education (children and adults)
- Access to Council transport
- Access to Council buildings, land, sites and other facilities

The aim of the Strategy is to establish an inclusive society where all Hartlepool residents and visitors

- have equal access to all Council services and support, information, employment, education, transport and buildings, land, sites and other facilities without discrimination (both direct and indirect) except where statutory restrictions or other eligibility criteria apply
- to ensure that all Hartlepool residents and visitors are aware of what is available/provided and how to access them

Key principles of this strategy are that:

- All Council services are delivered in line with people's needs
- The people of Hartlepool have a right to expect to have an excellent level of service
- That all Council services and support, information, employment, education, transport and buildings, land, sites and other facilities should be accessible to all and where necessary, reasonable adjustments should be made to remove barriers preventing such access

Key Outcomes we anticipate to achieve are that:

- The people of Hartlepool are satisfied that they have equality of access to all Council services, information, employment, education, transport and buildings, land, sites and other facilities
- An inclusive society is created within Hartlepool
- All council services are accessible and that their provision is free from prejudice and unlawful discrimination and sensitive to the needs of all local communities, subject to any statutory restrictions or other eligibility criteria which apply

It is recognised that achievement of some of the key outcomes will take some time and will be subject to the availability of resources to the Council. General priorities for the next 3 years will be outlined in this Equality and Diversity Scheme's Action Plan. The objectives and actions will be identified in Corporate and Departmental Plans cross-referenced to individual Access Strategies. Predictive Impact Assessments (DIA's) will be undertaken whenever significant changes to policies and procedures are being planned and access will be a key feature of such assessments.

Procurement

The Council's Procurement Strategy is aligned with the strategic aims and objectives set out in the Hartlepool Community Strategy, the Council's Corporate Plan and with other corporate and service based strategies and plans that form elements of the Council's strategic framework. Key documents in the framework that relate specifically to the Procurement Strategy include the Council's policy to support diversity and equality, which ensures that Council procurement complies with national and international equality and human rights legislation.

The Council must make sure public money is spent lawfully and is used to support and encourage equality of opportunity and good community relations. There are four main aspects to consider in terms of ensuring equality of opportunity in relation to procurement:

- avoidance of discrimination against a provider
- the requirement on a supplier to be in line with our own equality of opportunity commitment ensuring compliance with legislation by the Council
- avoidance of discrimination against users and potential users of a service.
- and the Council's duty to promote equality.

Contract Officers should ensure that they do not discriminate against providers, who in turn should not discriminate against any of their providers on the grounds of gender, race, disability, age, sexual orientation or religious beliefs. The wording of the contract, advertisements or other description must not discriminate on these grounds. It should not be possible to associate gender, race, disability, age, sexual orientation or religious beliefs with an advertisement or contract.

Appendix A

The Council expects suppliers to:

- operate within employment practices and
- deliver the service or product in a way that is compliant with the legislation and in line with our equal opportunities policies and our duty to promote equality.

Potential providers are therefore provided with a questionnaire about their equal opportunities practice at the selection stage of the procurement process. Additionally equality clauses are inserted into the standard Contract Conditions, to which providers must comply.

Contract officers must consider the impact that the purchase will have on all users or potential users of the product or service, no matter what gender, race, disability, age, sexual orientation and/or religious beliefs. It must not be more difficult for a person to use the product or receive the service because of these reasons.

When developing specifications, contract officers should take account of the results of Impact Needs Requirements Assessments (INRA'S) and incorporate requirements to address any adverse impact or unmet needs.

In order to ensure that providers comply with the four main aspects of ensuring equality in procurement, contracts must contain equality and diversity targets and objectives relating to both the employment policies and actions of the provider within their own organisation, and those related to the actual service that is being provided – the subject of the contract. Contract officers will monitor these equality related targets and objectives as part of the 'normal' contract monitoring process therefore ensuring that equality and diversity issues are imbedded into day-to-day procurement processes.

Community Involvement through Consultation and gathering information

A variety of techniques are used including postal surveys, face-to-face interviews, discussion groups, consultative forums, mystery shopping and e-consultation. Examples of current regular consultations are:

- View point (citizen's panel) – postal and on-line questionnaires
- Talking with Communities (ethnic minority groups) – discussion forum
- Hartgables- with lesbian Gay Bisexual and trans people
- E-consultation system (for general population, employees and View point members) – on line questionnaires and discussions
- General satisfaction surveys (Place Survey) – self completion/postal questionnaires
- Employee Panel – range of techniques
- Employee Surveys – postal and on line surveys

In addition, departments carry out ad hoc consultations to meet their current demands/ needs. These can be through postal surveys, face to face interviews, on-line surveys, discussion groups, consultative meetings, community conferences, residents groups, Neighbourhood Action Plan (NAP) Forums and NAP Youth Forums etc.

The Council also consults and engages with residents through the political process through such mechanisms as:

- Neighbourhood Consultative Forums (local area meetings)
- Scrutiny Forums
- Ward Surgeries and other individual elected member activity

The Council works with partners to use existing groups and consultation mechanisms, for example, the All Abilities Forum (Disabilities), Access Group (disabilities), Access Audit Group (Disabilities) and the 50 Plus Forum, which are run by the voluntary sector. Hartlepool Young Voices Forum represents the youth and takes part in consultations and events.

However we recognize that traditional methods of consultation are not always accessible to all groups in the community. In order to provide effective consultation we will continue to do so in an appropriate way. 'Talking with Communities' initiative has been an effective forum for the Council and other multi-agency groups working in partnership with the Council consult with the BME communities on local services.

A separate diversity consultation section is dedicated in "Your Town Your Say" website. Further information is available on the Council's website using the following link
<http://consultation.hartlepool.gov.uk/inovem/consult.ti/system/text/diversity>

With the setting up of the Improving Life Chances Partnership the Council is hoping to develop and improve consultation mechanisms with people with disabilities, working closely with groups such as the Hartlepool Access Group (Disabilities) and All Abilities Forum (Disabilities) and Hartlepool Access Audit (Disabilities). The emphasis will be on appropriate and accessible consultation. The Learning Disabilities Partnership has increased and promoted consultation with people with learning disabilities and their involvement in decision-making.

We will continue to:

- Go to communities rather than expecting them to come to us
- Use meeting places that are informal, people find comfortable and are easy to get to
- Allow a reasonable timescale for the consultation
- Arrange translation/interpretation services as necessary
- Consult a range of communities and avoid selecting single minority ethnic organizations or individuals.
- Feedback at every event on issues raised at the previous consultation event.

- Encourage pro-active discussions and workshops than just presentations on topics.
- Avoid consultation overload

Consultation guidelines through Consultation toolkits have been produced to help officers in the Council to plan and carry out community consultation effectively. This can range from providing interpreters to help a face to face interview to take place; to producing questionnaires in large print or Braille and ensuring that the Council's e-consultation website is accessible through Brow sealoud on the web-site for people with learning difficulties, dyslexia, mild visual impairment and also to those whose first language is not English. To download Brow sealoud please use the following link <http://www.browsealoud.com/downloads.asp?dl=bl>

The council is currently consulting on a draft compact, which set out for consideration a series of "codes" providing ground rules of good practice for all signatories to strive to achieve. The codes cover:

1. Funding
2. Consultation and Policy
3. Children and Young People
4. Minority and Small Community groups
5. Volunteering Code
6. General support

A Diversity Impact Assessment will now be carried out on the first draft of the Compact and findings fed into the final version

Impact assessments

The Impact Needs/Requirement assessment is a strategic process and is intended to support consideration of equality and diversity issues during the planning process of its service provision across the Council. It is a mechanism to ensure that equality and diversity considerations are integrated within service delivery from the outset.

The Council has adopted the Equality Standard for Local Government, which includes all six strands (race, gender, disability, age, sexual orientation and religion or belief) and has complied with relevant legislation accordingly.

The purpose of carrying out an Impact Needs/Requirement Assessment (INRA) is to identify any adverse or differential impact or unmet needs and therefore provide the basis for creating Equality Objectives and Performance Indicators that will drive improvement and change in delivering better services for all communities in Hartlepool.

Hartlepool Council uses two separate forms and procedures to impact assess so as to assist the departments to assess their services and functions and update this assessment on an annual basis.

1. The INRA is used to identify how closely the needs and requirements of the community are being met by an authority's policies and practices. In simple terminology as an authority assess the services you provide, assess the needs of your service users, assess what sort of impact it has on them and provide services accordingly. It is an ongoing activity informed by monitoring data, and is used to review equality objectives as part of the Council's Performance Management Process. In effect, this is a retrospective impact assessment.
2. The Diversity Impact Assessment (DIA) is a predictive tool to evaluate the potential future impact of a new policy/procedure, changes in the service, introduction of a new service or closure of a service, before it is implemented.

The INRA process requires input from all departments about their functions and is consistent with Corporate Equality and Diversity policies. It looks at consultation (who, when and how) and asks for any evidence of adverse impact, unmet needs or non-compliance with legislative requirements that have been identified. Any actions required to address such deficiencies are identified and included in the service plans with clear objectives and targets. The potential impact of new policies and arrangements based on all six strands are assessed via the DIA process. This enables any adverse impact of new policies and arrangements to be considered and addressed whilst they are being developed.

For **critical analysis** purpose an arrangement will be in place (subject to ongoing funding being identified) wherein INRAs and DIAs will be subject to

review and challenged by members of the public from the diverse stakeholders and peer-reviewed by Council employees (inter-departmental). The outcomes of the reviews of these assessments are used to inform the Corporate, department and service plans.

This creates a higher level of internal and external challenge to the Council's diversity assessments.

This process enables the Council to establish community stakeholders' focus groups (representing all diverse communities of Hartlepool) and Council's inter departmental focus groups. The diverse stakeholders and interdepartmental staff focus groups will critically assess the service plans of the council and its impact. This process assists the Council in looking at the impact it has had in providing its services to all diverse communities. It would assist in providing better and more accessible council services meeting the needs of Hartlepool's communities achieved through service improvements identified by the focus groups.

Summaries of INRAs and DIAs are published annually in the Diversity report and actions in the service plans are monitored on a regular basis.

Equality Standard and Service planning

The Council has made a commitment of achieving the Equality Standard. The Standard seeks to encourage a local response to local circumstances while securing an approach that will ensure continuous improvement in equality practice.

A major objective for the Standard is to secure equality as a corporate goal and ensure that equality is considered as part of all aspects of work within and across local government. These are set out in the Standard as five levels of achievement:

- Level 1 – we have made a commitment to a comprehensive equality policy
- Level 2 – we engage and involve our stakeholders in assessing our services
- Level 3 – we set our Equality objectives and targets for services through our diversity impact assessment process
- Level 4 – we set information systems and carry out robust monitoring against the set targets
- Level 5 – we achieve and review our outcomes

The Council has declared Level 3 of the Equality Standard in March 2008 and will be undergoing an external assessment and validation in autumn 2008.

The Council uses the Equality Standard to address equality issues strategically and systematically. The framework on which the Standard has been built recognises and takes account of:

- wide differences in the range of services offered by the Council
- different levels of activity and experience in the field of equal opportunities
- specific local circumstances.

Service Planning (Action Plans): The Equality Standard has been designed around the principles of quality management and can easily be adapted to work with an existing system. The Council has developed its own Performance system to conform to the requirements of the Standard, within which it has included the equality objectives and actions.

A unified approach to service planning applies across the council, ensuring a consistent approach. A number of specific improvements have recently been made including linking diversity planning arrangements (Impact Needs Requirement Assessments (INRAs) with service planning as part of the commitment to embed and mainstream equality in all the services it provides.

The Equality and Diversity Scheme 2008-2011 has a Corporate Equality and Diversity Plan (CEDP). The Corporate Equality and Diversity action plan ([Appendix 1](#)) sets out key actions, which the Council will take to promote equality.

The Corporate Equality and Diversity action plan demonstrates that:

- it has achieved progress across the authority against the targets set at Level 3 of the Standard for race, gender and disability
- by 2009, it will achieve progress across the authority against targets for sexual orientation, age, religion and belief
- it will develop information and monitoring systems that will allow it to assess progress in achieving targets
- it will measure progress against targets and effectively using its information and monitoring systems
- monitoring reports will be produced at specified intervals and circulated to designated consultation and stakeholder groups
- it will continue to use the self-assessment process to review and revise targets, monitoring and consultation systems
- self-assessment will include involvement of designated community, staff and stakeholder groups and will seek external analysis through community involvement, peer review or expert opinion
- it will continue to carry out impact assessments for new policies and where gaps are identified through self-assessment
- it will initiate action planning and target setting
- monitoring systems will be providing useful information about progress towards specific targets.

These above actions will be reflected in the four main themes of:

- Leadership and Corporate Commitment
- Community Engagement and Accountability

- Service Delivery and Customer Care
- Employment and Training

Corporate initiatives on Diversity are being included in the service planning process. The objectives in Corporate Equality and Diversity Plan will provide a framework within which actions can be identified and cascaded down into Departmental and service plans as appropriate.

Actions identified, as part of the each department's completion of their Impact Needs and Requirement Assessment (INRA), will also need to be incorporated into departmental or service plans. The internal and external scrutiny (Stakeholders and interdepartmental focus groups) will have identified and informed the actions through the INRA process. Targets are set through INRAs and service planning process and these are monitored for achievement/non achievement every year. This is monitored through the performance management arrangements and reported regularly to the portfolio holder and the Cabinet.

The action plan has taken into consideration and reflects the priorities of the diverse people and the outcomes are published annually in the Equality and Diversity report.

Diversity Monitoring

In order to progress through all the levels of the Equality Standard for Local Government and achieve targets set in our action plan we need to show that:

- we monitor progress and have corporate guidance on how to do this
- we set targets based on our equality objectives
- we consult and discuss our targets with our partners and stakeholders

The collection and analysis of diversity information will aim to:

- establish whether we offer real equality of opportunity and treatment for our service users and customers
- determine whether our policies on tackling discrimination are working
- enable policy makers and service providers to tackle inequalities and promote equality.

Diversity monitoring not only provides the evidence to show that the above aims have been achieved but also helps our policies to achieve credibility.

Externally, service user and customer monitoring can help us to evaluate whether our policies and the actions that we are taking to support the delivery of the Council's stated aims and objectives are effective. The diversity monitoring process fits closely with the Council's diversity assessments (INRAs and DIAs). Monitoring will enable us:

- to find out if our equality and diversity policies are working
- to find out which groups are using our services (and how satisfied they are with them)

- to determine whether we are offering equality of opportunity and treatment to all groups
- to highlight areas where we are not complying with our equality and diversity policy
- to enable the Council to find solutions and make changes, rather than using guesswork or assumptions
- to provide evidence that we know who our users and non-users are, and that we have found out what their needs are
- to avoid what could be costly complaints of discrimination, by making sure that we identify problems and issues at an early stage
- to improve our reputation as a good and fair provider of services.

In addition there are legislative drivers, which compel us to collect and analyse diversity data. It is essential that monitoring information be used to inform practice. If data shows, for example, that a service is not being equitably used by the whole community it will be important to find out why this is so and take any necessary action. This may need different techniques to those used to identify the gap, for example discussing with community representatives and groups.

Diversity monitoring is part of continually improving council services, service planning and performance management. Departments and service areas are, therefore, expected to report annually as part of their diversity assessments (DIA's/INRA's - Diversity Impact Assessments/Impact Needs Requirement Assessments) on the results of monitoring they have undertaken and diversity objectives, actions, performance indicators and targets that have been established.

Annual Reporting and Publishing

The Cabinet, Portfolioholder and Corporate Management Team will endorse the Equality and Diversity Scheme. The Chief Personnel Officer takes overall responsibility for the Equality and Diversity Scheme and the Diversity Steering Group is responsible for implementing the scheme and monitoring progress.

The Council will on an annual basis publish a report containing a summary of

- The actions it has taken to fulfil its equality duty
- What the authority has done to eliminate discrimination and promote equality of opportunity
- Whether it is meeting its targets?
- Summary of INRA's and DIA's undertaken
- Planned actions

The report will be incorporated into the Annual Diversity report and published to demonstrate the Council's commitment to making progress on equality for people and allow the Council's employees and the community to assess how successfully the Council is delivering equality.

The Equality and Diversity Scheme will be published and made accessible to the whole community.

APPENDIX 1 CHIEF EXECUTIVES DEPARTMENT

The Chief Executives Department is headed by the Chief Executive and in the main provides services to other departments within the Council. These services include financial accounting and auditing, legal services, IT services and personnel matters including recruitment of employees. Within the Chief Executive's Department there are four divisions, Corporate Strategy, Finance, Human Resources and Legal. The Chief Executive's Management Team comprises the head of each division and meets every four weeks. Every six weeks they meet with the Corporate Management Team.

The main functions that directly affect the public that each division is responsible for include:

Corporate Strategy

Planning and carrying out consultation to gather the views of the public, organising and keeping a record of Council meetings, undertaking scrutiny investigations requested by Councillors, registration of births, deaths, overseeing arrangements for civil marriages and partnerships and citizenship ceremonies.

Finance

Collect the Council tax from residents, business rates from businesses, receive and process housing and council tax benefits claims.

Human Resources

As well as dealing with all personnel matters the division also runs the Hartlepool Connect contact centre based in the Civic Centre and supports Councillors in undertaking their duties.

Legal

Manage all litigation and legal processes relating to personal services such as child protection and property and development

APPENDIX 2

REGENERATION AND PLANNING DEPARTMENT

The purpose of the Regeneration and Planning Services Department is to eliminate disadvantage in the community by delivering a range of services that will enable the regeneration of Hartlepool to continue, further develop the local economy and provide employment opportunities for people of the town. In addition the department promotes the Council's strategic lead role in relation to Community Safety.

Community Strategy

The Community Strategy Division provides the secretariat for the Hartlepool Partnership, the Borough's Local Strategic Partnership, which brings together a wide range of partners to look at what local services and developments are needed in Hartlepool and how these can best be provided. The Division also coordinates work on the Community Strategy, the Local Area Agreement (LAA), Neighbourhood Renewal and Sustainable Development. It contributes towards bid submissions for additional financial resources for the Borough Council and the Hartlepool Partnership.

Planning and Economic Development

The Planning and Economic Development Division provides a comprehensive planning service, as well as support for businesses and tourism within the town. The division is made up of the four sections of Building Control, Development Control, Landscape Planning and Conservation and Economic Development.

Regeneration

The Regeneration Division comprises the Urban Policy Section, which plays the leading role in the preparation of town-wide planning policies, regeneration strategies and regeneration programmes, and represents Hartlepool's interests in regional and sub-regional policy and strategic developments, including the Regional Spatial Strategy, Regional Economic Strategy and the Tees Valley Partnership.

Community Safety

Community Safety and Prevention Division is responsible for the Council's contribution to partnership working in relation to crime and disorder, anti-social behaviour, drugs and youth offending. This involves co-ordination of the statutory Safer Hartlepool Partnership, which is responsible for delivering the community safety theme in the Community Strategy. The division also provides the Council's strategic lead role in relation to community safety.

Housing

The Housing Division is responsible for administering the Council's housing services including the Housing, Housing Renewal and Homelessness Strategies. The Division works in partnership to produce a Sub-Regional Housing Strategy, the Affordable Housing Programme, working with

Registered Social Landlords to build housing in the town and to develop the Housing Partnership. In addition, they work with the Regeneration Division to deliver those aspects of the Regeneration Strategy relating to housing and with Adults and Community Services to deliver the Supporting People Programme. They also have a responsibility for assisting and monitoring Housing Association developments. There are three separate service areas: strategic housing, private sector housing and housing advice.

APPENDIX 3

ADULT AND COMMUNITY SERVICES

The Department of Adult and Community Services was created in June 2005 to encourage comprehensive and collaborative links across a wide number of services and agencies. The department is structured around three key areas: adult services, community services and support services and aims to provide greater opportunities for people to learn; to be better able to access relevant vocational, cultural and leisure activities; and for care to be delivered in a responsive, person-centred way.

The various social care teams within the Adult and Community Services Department assist, enable and, where eligible, provide services for people of all ages who are vulnerable or at risk, and to their carers.

The groups of people the department provide a service to include:

- Older People
- People with physical disabilities or sensory loss
- People with learning disabilities
- People with mental health problems
- People who care for relatives/friends (adults & young people)

Much of the work of Community Services is undertaken in collaboration with external partners and significant funding is sourced from regeneration schemes, government agencies and income generation to support a range of innovative schemes and services through:

- Adult Education
- Libraries
- Sports and Recreation
- Cultural Heritage
- Museums
- Strategic Arts
- Parks and Countryside

Support Services provide specialist assistance at departmental level. The aim of Support Services is to maintain and improve services for those who use them, and ensure that the department works effectively within the wider local authority. Support Service functions include:

- Planning and delivery of the Supporting People programme
- Safeguarding Adults and complaints for the department
- Management information and information technology
- Financial planning and management
- Commissioning, contracting and procurement processes
- Workforce planning and development
- Development Section covering policy, public engagement and public information

APPENDIX 4 NEIGHBOURHOOD SERVICES

The purpose of the Neighbourhood Services Department is to work hand in hand with communities and to provide and develop a range of services that will improve the quality of life for people living in Hartlepool Neighbourhoods.

Emergency Planning

The Emergency Planning Unit works across four local authorities (Hartlepool, Stockton, Middlesbrough, and Redcar and Cleveland Boroughs). The Unit aims to ensure that appropriate levels and standards of resilience and civil protection are in place for a wide range of emergencies, complementing and supporting the emergency services. The unit also undertakes Business Continuity Management (BCM) across the four authorities

Neighbourhood Management

Neighbourhood Managers are a key link between service providers and local communities, working with residents, elected Ward Members and many agencies, including the Police, Schools, Health Authorities, etc, on issues affecting neighbourhoods. The Neighbourhood Management Division provides neighbourhood managed services, including horticulture, street cleansing; highway services; environmental enforcement; school catering; refuse collection and disposal; building cleaning; and client services to the people living, visiting and working in Hartlepool.

Procurement & Property Services

The Procurement & Property Services Division is responsible for the Council's building management and maintenance; building consultancy; land and property management; procurement; and logistics functions. The division plays the lead role in ensuring the Council makes best use of its land and property assets in terms of service delivery, accessibility and financial return whilst developing a strategic procurement capacity to deliver value for money and achieve community aims.

Public Protection

The Public Protection Division's role is to protect and enhance the well-being of Hartlepool people by effective application of Public Protection legislation, education and maximising funding opportunities. Comprising of the Consumers Services Section and the Environmental Standards Section the division undertakes statutory and non-statutory functions including trading standards, licensing, environmental health, health promotion and pollution, noise and pest control. The division leads on the Council's Community Environmental Action initiative Pride in Hartlepool and the Council's open markets and cemeteries/crematorium service are also situated in this division.

Technical Services

The Technical Services Divisions is responsible for ensuring that highways, transportation and civil engineering services are delivered within the Borough of Hartlepool in an effective and efficient manner providing a safer and sustainable environment for everyone to benefit from". The services provided

by the Division include engineering consultancy, coastal defences, watercourses', contaminated land, local transport plan, social transport' and vehicle repair and maintenance.

APPENDIX 5

CHILDREN'S SERVICES DEPARTMENT

Children's Services is committed to improving the outcomes for children and young people in the town in relation to the five Every Child Matters outcomes. The department covers a broad range of work with children and young people covering children's Social Services, Education, the Youth Service, Sure Start, Connexions and the Children's Fund. The department is committed to working with a wide range of partners in the town, including children and young people, to ensure that we make a difference to the lives of our young people.

Performance and Achievement

The Performance and Achievement division is responsible for the 'Enjoy and Achieve' and 'Economic Well-being' outcomes of Every Child Matters. The division also has leads on school improvement, curriculum development and enrichment, social inclusion, workforce development, regeneration activities and Children's services' performance management and self-evaluation.

Safeguarding and Specialist Services

The Safeguarding and Specialist Services division is responsible for the 'Be Healthy' and 'Stay Safe' outcomes of Every Child Matters. This division has responsibility for services to children in need, particularly children who are in need of protection or care or have a disability. They also represent Children's Services on Hartlepool's Local Safeguarding Children Board, a forum where local agencies work in partnership to safeguard children and promote their welfare. The division also provides services to children and young people over 11 years such as supporting those leaving foster care, fostering and adoption.

Planning and Service Integration

The Planning and Service Integration Division of the Children's Services Department has responsibility for a diverse range of preventative services such as Sure Start, extended schools and Children's Centre development, Special Educational Needs, Educational Psychology, Access to Learning, Connexions and the Youth Service, Commissioning and the Children's Fund. The division takes the lead on planning such as service planning and the Children and Young People's Plan. Priorities also include taking forward the 'make a positive contribution' outcome of Every Child Matters.

Resources and Support Services

The Resources and Support Services Division of the Children's Services Department provides much of the infrastructure through which the Department functions. As well as administering the Individual Schools Budget, and the Children's Services budget, the division is also responsible for planning provision of school places and admissions, ICT and performance data management as well as a wide range of administrative and pupil support functions.

APPENDIX 6 LEGISLATION AND DUTY

Gender Equality

The Equality Act 2006 amends the **Sex Discrimination Act 1975** to place a statutory duty on all public authorities, when carrying out their functions, to have due regard to the need:

- To eliminate unlawful discrimination and harassment
- To promote equality of opportunity between men and women

This is known as the 'general duty' and came into effect in April 2007.

The Gender Recognition Act came into effect in April 2005. This outlines the act and implications for employers. The new Gender Equality Duty also includes specific guidance on transgender issues, which this scheme takes into account. The Sex Discrimination (Gender Reassignment) Regulations 1999 already includes some protection for transgendered people on the grounds of gender reassignment or potential gender reassignment in employment and vocational training.

The Gender Equality Duty (GED) came into force in April 2007 and requires public authorities to promote gender equality and eliminate sex discrimination. Instead of depending on individuals making complaints about sex discrimination, the duty places the legal responsibility on public authorities to demonstrate that they treat men and women fairly. The duty will affect policymaking, public services, such as transport, and employment practices such as recruitment and flexible working.

The duties set out a framework to assist public authorities in planning, delivering and evaluating action to meet the general duty and to report on these activities.

Hartlepool Borough Council is committed to implementing gender equality in employment and service provision and complying with current legislation, the former Equal Opportunities Commission codes of practice (the current Equality and Human Rights Commission), Best Value requirements and any future equality legislation. This commitment includes trying to eliminate any form of discrimination or unfair treatment that may occur because of a person's gender, marital status, sexual orientation or because of gender reassignment. In its role as an employer, the Council will agree annual action plans that will contain actions and targets specifically aimed at addressing gender and associated work-life balance issues. The Council is also committed to complying with equal pay legislation. As a service provider, the Council will address gender issues through departmental service planning arrangements and carry out consultation exercises with relevant interest groups as well as other public bodies, voluntary, community and trade union

groups. All plans and services will be monitored and regularly reviewed to conform to legal requirements. Hartlepool Borough Council's progress towards achieving the agreed targets will be published annually.

Race Equality

The Race Relations (Amendment) Act 2000 imposes general and specific duties upon all councils to promote race equality in respect of all public service functions. The general duty requires the Council to aim to eliminate unlawful racial discrimination, promote equality of opportunity, and promote good relations between people of different racial groups. The specific duties require the Council to produce a Race Equality Scheme and put in place arrangements to monitor and report on race equality issues in relation to employment and training.

The Council is committed to ensuring that direct, indirect or institutional discrimination on the grounds of race does not occur in any of the functions it performs as an employer or as a service provider. We aim to promote equality of opportunity and good relations between people of different racial backgrounds. The Council will strive to ensure that the workforce will reflect the ethnic diversity of the population of Hartlepool and will ensure a responsive and appropriate service for all service users.

The requirements of a Race Equality Scheme and an annual progress report will be produced in keeping with the Council's overall commitment to equality and diversity. We will aim to comply with current legislation, the former Commission for Racial Equality codes of practice (current Equality and Human Rights commission), Best Value performance requirements and any future legislative changes.

Disability Equality

Disability Discrimination Amendment Act 2005 introduces a positive duty on public bodies to promote equality for disabled people.

From the 1st of October 2006 part III of the Disability Discrimination Act 1995 (DDA) and also, the new Disability Equality Duty (2005) makes it unlawful to discriminate against disabled people in terms of access to the employment and the services we provide. It places a general duty on public authorities to promote disability equality. Under the new duty, and through all relevant functions, public authorities are required to have due regard to the need to:

- promote equality of opportunity between disabled people and other people
- eliminate discrimination that is unlawful under the DDA
- eliminate harassment of disabled people that is related to their disabilities
- promote positive attitudes towards disabled people
- encourage participation by disabled people in public life

- take steps to take account of disabled people's disabilities, even where that involves treating disabled people more favourably than others.

The Council is committed to pursuing disability equality in its capacity as an employer and service provider. The Council recognizes that the barriers faced by people with disabilities are often the result of the environmental factors rather than the individual's impairment or medical condition.

The Council aims to tackle disability discrimination in a practical way. It is committed to developing policies that actively promote opportunities and so prevent discrimination-taking place.

Meeting this duty is not necessarily about changes to buildings or adjustments for individuals. It is, however all about mainstreaming equality for people with disabilities, into the culture of the Council in practical and demonstrated ways. This means considering people with disabilities and disability equality in everything from the outset, rather than focusing on individualised responses to specific people with disabilities.

The Council will comply with current legislation, the former Disability Rights Commission codes of practice (current Equality and Human Rights Commission), Best Value performance requirements and any future legislative changes. In terms of employment, the annual corporate equality and diversity plan will contain specific references to disability to ensure that any discriminatory practices are addressed and equality for people with disabilities is promoted. As a service provider the Council will ensure that issues affecting people with disabilities are addressed within departmental service planning through Impact Assessments.

APPENDIX B

Corporate Equality Plan 2008-2011 (DRAFT)

Target to meet Level 4 of the Equality Standard for Local Government by March 2011

Equality Standard Actions	Action Classification	Cross Reference to Actions	Checklist	Milestone	Responsible Officer/Group	Progress Reports
4.1.0 Leadership & Corporate commitment						
4.1.1 Publish Equality and Diversity Scheme (including corporate equality action plans)			<ul style="list-style-type: none"> Publish Equality and Diversity Scheme Publish on intranet & internet 	June 2008 July 2008	Chief Personnel Officer/VK	Portfolio holder in March'08 Consultation widely April and May 08 Cabinet in June 08
4.1.2 Corporate assessment of adequacy of departmental information and monitoring systems	Information systems	4.2.1 4.2.6 4.3.1 4.3.4	<ul style="list-style-type: none"> Develop Equality Scorecards. Current Corporate assessment arrangements of the adequacy of departmental/service information and equality monitoring systems through Covalent. 	March 2009 March 2010	Peter Turner (lead) /VK/DSG	Guidance on monitoring system is in place. Data Quality Policy in place. Depts have prioritized on services to be monitored.
4.1.3 Set up system for review of service and employment	Reporting arrangements	4.1.4 4.1.5 4.2.2	<ul style="list-style-type: none"> Critical challenge project in place. Review required once funding is 	March 2009	VK/PT/ WS	Critical Challenge project in place

monitoring reports by designated consultation and scrutiny groups		4.2.4 4.2.5 4.2.7 4.3.2 4.3.3 4.3.8	established. <ul style="list-style-type: none"> Review Local Joint Consultative Committee involvement in employment monitoring reports 	March 2009	In Place
4.1.4 Review targets against monitoring information and produce reports for corporate management team	Reporting arrangements		<ul style="list-style-type: none"> Identify Equality scorecards for consideration by CMT/members/stakeholders/ consultation groups 	Quarterly PT (lead), VK/ DSG	
4.1.5 Prepare reports on progress against policy objectives for council executive/cabinet, scrutiny bodies and audit	Reporting arrangements		<ul style="list-style-type: none"> Identify what is in place and incorporate Equality scorecards into regular (quarterly performance reports), diversity reports to Performance Portfolio Holder, Cabinet & Scrutiny 	DSG to set targets PT (lead), VK/ DSG	
4.1.6 Take on board responses from designated consultation and scrutiny groups for revising policy objectives and targets	Consultation And Service planning and management	4.1.9 4.2.3 4.2.4	<ul style="list-style-type: none"> Review and revise service planning. 	? 2009 VK/Liz Crookston/DSG Peter Turner/VK/DSG	

4.1.7 Self-assess progress against the targets that it set at Level 3 for race, gender and disability	Self assessment	4.1.8 4.2.7	<ul style="list-style-type: none"> Validation process 	Feb 2009	Self assessment sub group (MH//CD/PT/VK)	
4.1.8 Self-assess progress against the targets that it set at Level 3 for sexual orientation, religion or belief and age by March 2009	Self assessment		<ul style="list-style-type: none"> Validation process Self assess – report it in Annual Equality & Diversity report on the progress against these three strands. 	March 2009	VK/DSG/all departments	
4.1.9 New targets and action plans have been developed through involvement of stakeholders	Service planning and management And Consultation	4.1.6 4.2.8 4.3.1 4.3.5 4.3.9	<ul style="list-style-type: none"> Review INRA/ Service planning guidance to ensure the process of the Peer review and stakeholders review /consultations on services and policy feeds the equality actions in service plans 	March 2009	PT (lead), VK and all departments	
4.2.0 Community Engagement and Accountability						
4.2.1 Involve designated community, staff and stakeholder groups in deciding what kind of information will be collected and the	Information systems		<ul style="list-style-type: none"> Review information gathered/collected (and reason for collecting) with designated community, staff and stakeholder groups. Set up staff focus groups 	? March 2010	DSG All departments	Corporate Monitoring guidance provided

reasons for it			as and when needed		
4.2.2 Circulate monitoring reports to designated consultation and scrutiny groups	Reporting arrangements		<ul style="list-style-type: none"> Consult/discuss methodology of providing monitoring reports with the stakeholder and consultation groups Incorporate agreed methodology providing monitoring reports to the stakeholders and consultation groups 	<p>?? 2009 Liz Crookston (lead)/PT/VK</p> <p>??Annually from 2010 All departments</p>	
4.2.3 Ensure that the participation strategy demonstrably engages designated consultation and scrutiny groups in review process	Consultation		<ul style="list-style-type: none"> Review the scrutiny arrangements currently being established Make pilot project permanent Respond to review outcomes 	March 2010	Liz Crookston/VK/D SG/ Corporate Consultation group
4.2.4 Review by designated consultation and scrutiny groups of progress against targets	Reporting arrangements And Consultation		<ul style="list-style-type: none"> Review progress against targets with all designated groups and organisations Review the composition/participation of groups/representatives annually. 	March 2010 Annually	Liz Crookston (lead), VK
4.2.5 Feed back response on	Reporting arrangements		<ul style="list-style-type: none"> Report on feedback on the progress against 	Annually	Liz Crookston/VK

monitoring reports to corporate and departmental teams, to directorate, council committees, employee representatives and members and to community partners			targets to CMT, DMT, SCC, employees and partners <ul style="list-style-type: none"> Establish arrangements in the Council for feeding back responses to monitoring reports considered by the stakeholder groups. 		
4.2.6 Require contractors to supply monitoring reports on service delivery and take-up	Information systems		<ul style="list-style-type: none"> Identify contracts which require contractors to supply monitoring reports Audit provision of monitoring reports 	March 20 09 March 20 10	Graham Frankland(lead)/ Corporate Procurement Group
4.2.7 Show that consultation and scrutiny are integral to self-assessment process	Reporting arrangements And Self assessment		<ul style="list-style-type: none"> Self- assessment process must evidence consultation and scrutiny 	Annually	VK/LC/DSG All departments
4.2.8 New targets and action plans have been developed through involvement with stakeholders	Service planning and management		<ul style="list-style-type: none"> Incorporate summary in Equality and Diversity reports 	Annually	VK/PT/DSG All departments

4.3.0 Service Delivery and Customer Care					
4.3.1 All departmental and service level units are using information systems to monitor service outcomes	Information systems And Service planning and management		<ul style="list-style-type: none"> Consider whether Audit can include this as part of their audit programme 	Annually All departments	
4.3.2. Service delivery monitoring reports are produced at specific and regular intervals	Reporting arrangements		<ul style="list-style-type: none"> Ensure monitoring reports included for specific services to relevant bodies – (CMT, DMT, PfH, Cabinet, SCC) Incorporate Equality scorecards into performance management arrangements 	<ul style="list-style-type: none"> Half yearly and annually in Equality and Diversity reports. INRA specific service progress to DMT/ CMT/ All departments	

4.3.3 Service delivery monitoring reports are circulated to all designated consultation and scrutiny groups	Reporting arrangements		<ul style="list-style-type: none"> • Circulate Service delivery monitoring reports to all designated consultation and scrutiny groups- use of website • Publish summaries of the results of monitoring or made available to the public through website and E&D reports 	FFH etc Half yearly and annually in Equality and Diversity reports	All departments	
4.3.4 Monitoring procedures are applied across contracts and partnerships	Information systems		<ul style="list-style-type: none"> • Contract management – Ensure monitoring procedures in place and respond to audit. • Linked to LAA actions. 	March 2010	All departments	
4.3.5 Service Managers are fully involved in the self-assessment process to review and revise targets, monitoring and consultation systems	Service planning and management		<ul style="list-style-type: none"> • Demonstrate service managers are involved in the INRA process, setting targets through consultation and monitoring 	March 2010	All departments .	
4.3.6 At service level there is demonstrable progress against	Self assessment		<ul style="list-style-type: none"> • Demonstrate progress made against targets set for race, gender and 	March 2009	All departments .	

targets set in action plans for race, gender and disability			disability through monitoring systems	March 2010 March 2011	
4.3.7 By March 2009, there is demonstrable progress against targets set in action plans for sexual orientation, religion, belief and age	Self assessment		<ul style="list-style-type: none"> Set targets in dept/service plans (through INRA process) for sexual orientation, religion, belief and age 	March 2009 All departments .	
4.3.8 Report progress on employment targets to directorate members, council committees, members and consultation and scrutiny groups	Reporting arrangements		?? DSG to discuss (VK to establish whether we need this action as it is done corporately by HR)	All departments	
4.3.9 Use monitoring to assess achievements against targets set in action plans and feed back results into policy review, targeting and revised action plans	Service planning and management		<ul style="list-style-type: none"> Use monitoring information to assess targets in action plans Feed back into the policy review process the assessment based on monitoring information 	PT/DSG decide on setting target dates All departments	
4.3.10 Establish interdepartmental scrutiny process			<ul style="list-style-type: none"> Set up an Internal Peer review inter-departments 	?March 2009 All departments	Established through Critical Challenge Project

4.4. 0 Employment & Training					
4.4.1 Use existing or adapted personnel information systems to provide equality data relating to human resource targets (recruitment, promotion, training, grievances, disciplinary action, appraisal, dismissal and other reasons for leaving, retention, and equal pay)			<ul style="list-style-type: none"> The personnel information system is set up/adapted for providing detailed reports relating to equality targets: recruitment, reasonable adjustments, training, development, retention, and progression and equal pay Review workforce monitoring information Review workforce profile information Undertake Equal pay audits Establish Equality Scorecard Review capability procedures to ensure compliance with Part II of the DDA 	<p>? March 2010</p> <p>HR/WS/AO</p> <p>Annually</p> <p>HR/WS/AO</p> <p>Annually</p> <p>HR/WS/AO</p> <p>Annually</p> <p>HR/WS/AO</p> <p>Annually</p> <p>HR/AO/HR advisors</p> <p>March 2009</p>	
4.4.2 Produce monitoring reports at regular and specified intervals and circulate to designated			<ul style="list-style-type: none"> Refer to 4.1.3 	<p>Annually</p> <p>HR/WS/AO</p>	

consultation and scrutiny groups					
4.4.3 Use equality data to monitor use of all personnel procedures			<ul style="list-style-type: none"> • Use equality monitoring data to assess use of all personnel procedures and feed into the INRA process • Undertake audit on HR procedures • Monitor all procedures by race, gender, disability, age, sexual orientation, religion/belief and family status 	? Annually	HR/WS/AO Annually
4.4.4 Use equality data to monitor the number of staff leaving employment and their reasons for leaving			<ul style="list-style-type: none"> • Implement Leavers questionnaire. • Use the Equality monitoring data to monitor the number of staff leaving employment and their reasons for leaving • Carry out equality monitoring of 'turnover' by race, gender, disability, age, religion/belief, sexual orientation and length of service 	Annually	HR/WS/AO

4.4.5 Use monitoring reports to assess whether authority employment profiles more closely fit the profile of local labour market			<ul style="list-style-type: none"> Assess and report on monitoring workforce profile 	Annually HR/WS	
4.4.6 Self-assessment should demonstrate progress against employment targets			<ul style="list-style-type: none"> Demonstrate progress against employment targets Include in monitoring reports 	Annually HR/WS/AO	
4.4.7 Reports based on self-assessment sent to directorate members, council committees, members and consultation and scrutiny groups and seek verification			<ul style="list-style-type: none"> Employment monitoring reports are produced at specified intervals and circulated to designated consultation and scrutiny groups <p>Refer to 4.1.3 and 4.4.2 and 4.4.6</p>	Annually HR/WS and as required to PfH, CMT, DMT, Scrutiny, Cabinet	
4.4.8 Report on implementation of pay review recommendations			<ul style="list-style-type: none"> Implement revised Pay and Grading structure backdated to 1.04.07 Respond to findings of Equal pay 	Sept 2008 HR/WS	
4.4.9 Review targets for employment and pay review and agree action plans with designated			<ul style="list-style-type: none"> Targets and action plans for employment and pay to be reviewed by consulting with the stakeholders 	?? WS to decide on target dates HR/WS	

stakeholders			Refer to 4.4.8		
4.4.10 Review training needs against service action plans and revise training plan to deliver appropriate competencies/ behaviours			<ul style="list-style-type: none"> • Monitor provision and take-up of training courses by race, gender, disability and family status • Conduct a regular audit or review of the existing qualifications and training needs of your employees 	Annually (?Skills audit)	HR/WS/LA and other departments HR/WS/LA
4.4.11 Incorporate targets for revised training programme in staff appraisal			<ul style="list-style-type: none"> • Set targets for training programme in staff appraisal 	Annually	HR/WS/LA
4.4.12 Meet the training needs of staff appropriately			<ul style="list-style-type: none"> • Demonstrate that the training needs are being appropriately met by all staff • Ensure provision of Equality training is included in annual training plans 	Annually	HR/WS/LA
4.4.13 Renew and review Equality and Diversity Policy and Equality in Employment Policy and others			Refer to 4.3.3	2010	WS/VK/HR advisors

PERFORMANCE PORTFOLIO

Report to Portfolio Holder

28th March 2008



Report of: Assistant Chief Executive

Subject: VIEWPOINT – CITIZEN'S PANEL RESULTS

SUMMARY

1.0 PURPOSE OF REPORT

- 1.1. To inform the Portfolio Holder of the results of the 22nd phase of Viewpoint, Hartlepool Borough Council's Citizen's Panel that was distributed in July 2007.
- 1.2. To report on the use of past Viewpoint results.

2.0 SUMMARY OF CONTENTS

- 2.1 A report of the results achieved in the latest Viewpoint questionnaire that included Transport; An Annual Report for the Council; The Museum of Hartlepool; Contacting the Council about Environmental Services; and Kerbside Collections. Feedback on the use of previous Viewpoint results is also included.

3.0 RELEVANCE TO PORTFOLIO MEMBER

- 3.1 The Portfolio Member has responsibility for consultation issues.

4.0 TYPE OF DECISION

- 4.1 Non-key.

5.0 DECISION MAKING ROUTE

- 5.1 Portfolio Holder meeting 28th March 2008

6.0 DECISION (S) REQUIRED

- 6.1 That the results of the survey be noted.

Report of: Assistant Chief Executive

Subject: 22nd PHASE OF VIEWPOINT – CITIZEN'S PANEL RESULTS

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of the results from the 22nd phase of View point that was distributed to panel members in July 2007.
- 1.2 To provide some information on the use of past View point results.

2. BACKGROUND

- 2.1 View point, Hartlepool Borough Council's Citizen's Panel, is one of the ways that the Council consults and involves local people in the governance of Hartlepool. It is a statistically balanced panel of local people who receive questionnaires at regular intervals throughout the year, asking for their views on a variety of local issues facing the Council and Hartlepool as a whole.
- 2.2 The aim of View point is to ensure that the Council listens to the community and involves local people in the Council's decision making. There are often important issues on which the Council needs to consult with the local population and discover what the community's priorities are for the future.
- 2.3 Each phase of View point covers various topics and within this phase there were questions on:
 - Transport
 - An Annual Report for the Council
 - The Museum of Hartlepool
 - Contacting the Council about Environmental Services
 - Kerbside Collections
- 2.4 The results from this survey will also help us to understand some of the responses received through the Best Value Performance Indicator (BVPI) survey carried out in November 2006.
- 2.5 The results have been reported back to the relevant departments within the council and will be reported back to View point members via a regular View point newsletter. A copy of the overall report has also been placed in the members' library, in all public libraries across the Borough for public access and has been placed on the Council's website.
- 2.6 This report includes a summary of the main results and, attached as **appendix A**, is the full results report

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

- 3.1 The latest survey was carried out in July 2007, using a self-completion questionnaire returned via the Royal Mail postal system. Panel members had four weeks to complete the questionnaire and return it in the post paid envelope provided. A reminder letter was sent out to those who had not returned their questionnaire after a set period of time.
- 3.2 A questionnaire was sent out to all active members of the panel which, in this instance, equated to 1202 individuals. A response rate of 67 per cent was achieved with 795 questionnaires being returned.
- 3.3 The data obtained through Viewpoint surveys are weighted for analysis purposes. This is because, although the full panel is statistically balanced to provide a representative sample for Hartlepool, not all View point members complete the questionnaire at each phase. Therefore, to receive a better representative result the data is weighted slightly by age, gender and geographical location. As a result, even though 795 questionnaires were completed for the 22nd phase of View point, the results are weighted to represent up to 1200 members.
- 3.4 A small number of cases (14) was excluded from the sample because they were ineligible, due to either the panel member having moved away from the area or having died. A further group indicated that they no longer wished to participate with View point, often due to ill health.
- 3.5 View point 22 was the third citizen panel survey where members were given the option to answer on-line using the Council's new e-consultation system: Your Town, Your Say. For Viewpoint 22, 253 members expressed an interest in filling out their surveys on-line, and 62 members completed their surveys on-line. The on-line response rate is expected to increase in subsequent surveys, as we perfect the timetabling of the paper mail out and the email invitation for View point, and as on-line View point surveys become more established. This is part of the development of the Council's e-consultation system.

TRANSPORT

- 3.6 View point members were asked some questions about what methods of transport they use to get to various places, such as work, college or University, the doctors or the University Hospital of Hartlepool, Hartlepool town centre or when travelling outside of Hartlepool (e.g. to other town centres). They were also asked how easy or difficult they find it to travel to these places and how often they make these journeys. Overall, View point members were more likely to travel to these different places by car and were least likely to use the train, a

taxi or cycle. When asked how easy View point members found it to travel to a range of different places, the majority (between 77% and 89%) said they found it very or fairly easy.

- 3.7 Viewpoint members were asked to say where they are most likely to be travelling to, if they use a car instead of walking or cycling for short journeys (journeys that could be completed on foot in around 10 minutes). Half of Viewpoint members told us that they travel to the shops in their car instead of walking or cycling and a third said they use the car for the short journey into the Town Centre. A quarter told us they use the car instead of walking or cycling to go to the University Hospital of Hartlepool (25%) or to see their doctor (24%). A quarter (24%) of Viewpoint members told us that they walk or cycle for short journeys. When asked to tell us how often they make short journeys in a car instead of walking or cycling, a third of members said they did this once or twice a week, a fifth said around five times a week and a similar number does so one or two times a month
- 3.8 Nearly six out of ten members thought that an improved bus service and facilities would help to reduce traffic congestion in Hartlepool. Forty-four per cent thought that a better train service and facilities would help and nearly four out of ten (37%) members thought that more information about bus, rail, walking and cycle travel options would help.
- 3.9 Members were asked to think about the local bus service and about cycling and tell us what they think the two main priorities should be for the Council for each. In relation to the local bus service, Viewpoint members were most likely to say the Council should concentrate on making bus fares cheaper (43%), more frequent bus journeys (30%) or make journeys shorter or more direct (25%). In relation to cycling, members were most likely to say the Council should build more separate cycle paths (49%), provide more secure parking (42%) and improve road safety (41%).

AN ANNUAL REPORT FOR THE COUNCIL

- 3.10 Viewpoint members were told how every year the Council publishes a range of documents which provides the public with information about what the Council has achieved over the past year, what the Council hopes to achieve over the following year, where the Council obtained funding from and what the Council has spent this on. Members were asked if they thought it would be a good idea to have an additional document which includes all of this information in one place, which would be produced in addition to how the information is currently provided.
- 3.11 Overall, a third (34%) of respondents thought that it would be useful for the Council to produce an Annual Report in addition to how the information is currently provided, a third thought that it would not be

useful for the Council to produce an annual report, and a third of respondents told us they had no strong feelings about this issue.

THE MUSEUM OF HARTLEPOOL

- 3.12 Viewpoint members were asked to say if they had ever visited the Museum of Hartlepool or any other museum. Nearly nine out of ten members said that they have visited the Museum of Hartlepool (87%) or any other museum (88%) in the past. When asked how many times they visit a museum, the majority of respondents visit a museum less than once a year (Museum of Hartlepool: 41%; any other museum: 37%) or once or twice a year (Museum of Hartlepool: 39%; any other museum: 37%).
- 3.13 We asked members to tell us what periods or objects they would find interesting and would like to see at the Museum of Hartlepool. Overall, Viewpoint members told us they would like to see things from the Victorian and the British Empire (45%) and objects about maritime and ships (35%). A third (33%) of Viewpoint members told us they would like to see things about science and industry and a similar number told us they would be interested in the Saxon and Viking period.
- 3.14 Next, Viewpoint members were asked to tell us what they would like to see included in the new permanent display at the Museum of Hartlepool. Nearly three quarters (73%) of respondents told us that they would like more about important events that happened in Hartlepool in the past. Two thirds of members said they would like the Museum of Hartlepool to tell the story of people from the town from the past, and six out of ten members said they would like to see stories of the important people of the town, such as Ralph Ward Jackson, Sir William Grey and St Hilda.

CONTACTING THE COUNCIL ABOUT ENVIRONMENTAL SERVICES

- 3.15 The majority of Viewpoint members told us they had not contacted the Council in the last twelve months about various environmental services. For those Viewpoint members that have contacted the Council about environmental services, they are more likely to do so via the phone. For those members who had contacted the Council in the last 12 months, the majority (85%) said they thought the Council treated them fairly, politely and correctly.

KERBSIDE COLLECTIONS

- 3.16 Viewpoint members were asked how easy they find the different types of kerbside collection services to use. Overall, Viewpoint members were most likely to say that they find the green and brown bins easy or very easy to use (87% and 85% respectively). The white bag was most often found to be hard or very hard to use (11%).

- 3.17 Viewpoint members are most satisfied with the brown bin kerbside collection in terms of the recycling container, reliability of the collection and the level of street cleanliness after the collection. Members were more likely to say they were dissatisfied with the white bag provided for recycling and the level of street cleanliness after this collection.
- 3.18 Viewpoint 22 asked members about their satisfaction with the green bin kerbside collection service. This question was similar to a question asked in the 2006/07 Best Value Performance Indicator (BVPI) General Household Survey carried out in November 2006. It is important to note that any comparisons drawn between the two surveys should be made with caution as the questions were asked differently and the methodologies behind the BVPI survey and the Viewpoint surveys are not identical.
- 3.19 In the 2006/07 BVPI survey, slightly more respondents told us that they were either satisfied or very satisfied with the bin provided for their general household waste than was the case for Viewpoint 22 members in July 2007. However, the same proportion of respondents (13%) said they were dissatisfied with their general household waste bin in the 2006/07 BVPI survey and in the Viewpoint 22 survey. Viewpoint members were slightly more likely to tell us that they were neither satisfied nor dissatisfied with the bin provided for their general household waste (green bin).
- 3.20 Viewpoint 22 also asked members to tell us how satisfied they were with the level of street cleanliness/tidiness after the green bin collection; this is similar to a question asked in the 2006/07 BVPI General Household Survey.
- 3.21 In the 2006/07 BVPI survey, satisfaction with the bin provided for their general household waste was slightly higher than for Viewpoint 22 members. Again, Viewpoint members were slightly more likely to tell us that they were neither satisfied nor dissatisfied with how clean and tidy the street is following this waste collection. The proportion of respondents who said they were dissatisfied with how clean and tidy the street is following the waste collection is slightly lower in this Viewpoint survey than it was in the 2006/07 BVPI survey.
- 3.22 Since 2005, the proportion of respondents telling us that they recycle various household items has increased and the proportion saying they do not recycle has decreased. Members were more likely to tell us that they recycle glass (80%) and paper (79%) every time. Viewpoint members from the North area of Hartlepool are most likely to say that they don't recycle various household items.
- 3.23 Viewpoint members were asked to tell us what, if anything, discourages them from recycling. Forty-five per cent of Viewpoint members did not answer this question. A third (32%) of all

respondents told us they have nowhere to store the extra boxes, bins and bags, and a quarter (24%) said they do not like cleaning items before recycling.

4. FEEDBACK FROM PREVIOUS VIEWPOINT SURVEYS

4.1 One of the main aims of the Viewpoint panel is to provide service departments with useable information to assist in service development and delivery. The Corporate Strategy Division has been getting feedback from departments on how View point results have been used and how they have influenced how services are provided. This information will be fed back to Viewpoint members to keep them up to date on how their contribution is being used.

4.2 The feedback provided in this report is from consultation topics covered in View point 19 (April 2006) and View point 21 (July 2006).

Preparing for Emergencies, Viewpoint 19, April 2006

4.3 Viewpoint members were asked some questions about 'Preparing for Emergencies', on behalf of the Cleveland Emergency Planning Unit.

4.4 These questions asked Viewpoint members to tell us if they had heard about the Emergency Planning Unit and if they remembered receiving a 'Prepare for Emergencies' leaflet that was delivered to every home in the area.

4.5 The results from these questions showed that the majority (74%) of Viewpoint members remembered receiving the 'Prepare for Emergencies' leaflet and thought that it contained useful information about emergency planning and how to be better prepared should a major emergency occur.

4.6 The results from these questions also showed that many people had not heard about the Cleveland Emergency Planning Unit, and as a result the Emergency Planning Unit has been doing more to raise awareness about itself and what it does on behalf of the Council and the public, through a number of methods.

4.7 Viewpoint members were told how the Cleveland Emergency Planning Unit has developed its website, including linking it to the council's website. Other awareness raising has included articles in various media outlets and attending some public forums. Viewpoint members have also been told how the Cleveland Emergency Planning Unit produced a briefing note which was released after the coach crash outside the English Martyrs School last July, which received positive media coverage and acknowledged the role played by the Unit.

Foster Caring - View point 19, April 2006

- 4.8 Some questions were included in Viewpoint about Foster Caring to find out what people think about foster caring, if they had seen any recent advertising about foster caring – and where they would like to see this type of information, and what Viewpoint members thought would encourage more people to become foster carers.
- 4.9 Results from this Viewpoint showed that only nine percent of Viewpoint members had given some thought to being a foster carer. The results also showed that Viewpoint members did not know how to become a foster carer and seven out of ten members were not aware if foster care allowances would affect benefit payments.
- 4.10 Only a quarter of Viewpoint members had seen or heard recent advertising about foster care. When asked where they would like to see future advertising, three quarters said they would notice adverts or information for foster care in articles or features in local newspaper and magazines, and just half of Viewpoint members said they would notice leaflets delivered through their doors or posters displayed around Hartlepool.
- 4.11 As a result, over the past year the fostering service advertised more robustly and prominently in the Hartlepool Mail and included information in two major Hartlepool Borough Council leaflet drops in 2008 (emergency planning and community tax) which will be delivered to every residential and business property within Hartlepool.
- 4.12 Also, as a result of over seven out of ten Viewpoint members telling us they did not know if foster care allowances affected benefits, improvements have been made to the benefits advice available in relation to foster carers, and current foster carers have been informed about this.

Healthy Eating - Viewpoint 21, July 2006

- 4.13 In July 2006, Viewpoint members were asked some questions about 'Healthy Eating', including questions about member's food choices and about knowledge of healthy food.
- 4.14 The Viewpoint results showed that only one third of Viewpoint members eat five portions of fruit and vegetables a day and only a quarter drink the recommended two litres of water every day.
- 4.15 In January 2008 Steven Carter joined the Healthy Eating Team as a Weight Management Coordinator to help tackle the rising obesity level in the town. Viewpoint members have been provided with Steven's contact details in a recent Viewpoint newsletter and have been told how the Weight Management Coordinator will be working closely with residents to encourage them to adapt their diet to be more balanced and varied.

- 4.16 The results from these questions also showed that six out of ten Viewpoint members thought there are inconsistencies with healthy eating information and messages that are available. Viewpoint members have been told in a recent Viewpoint newsletter how the Weight Management Coordinator will be addressing these concerns and ensuring that all messages delivered in the town are quality assured.

5. RECOMMENDATIONS

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

CORPORATE STRATEGY



HARTLEPOOL
BOROUGH COUNCIL

Twenty-second Viewpoint Survey Results Overall Report

Lisa Anderson

November 2007

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1. INTRODUCTION

Background

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

Aims of Viewpoint

- 1.4 The aims of the survey are:
 - To listen to the community
 - To involve local people in the Council's decisions and in its policy planning and reviews
 - To consult the panel regularly on important local issues
 - To discover what are the community priorities for future Council activities
 - The specific areas covered in this phase of Viewpoint included:
 - Transport
 - An Annual Report for the Council
 - The Museum of Hartlepool
 - Contacting the Council about Environmental Services
 - Kerbside Collections

2. METHODOLOGY

- 2.1 Viewpoint was launched in August 1999 with a recruitment campaign under the original name of Viewpoint 1000. A random sample of 10,000 residents was selected from the electoral register and each resident was sent the self-completion recruitment questionnaire. The recruitment questionnaire was developed to capture all the necessary background information needed to obtain a representative sample of the total population.
- 2.2 Just under 2,500 people from the 10,000 sample volunteered to take part in Viewpoint 1000 and from this group, the panel of 1,000 was selected to mirror the Hartlepool community as closely as possible. A range of variables was used to produce a balanced sample including gender, age and geographical location.
- 2.3 The panel is refreshed at regular intervals and in 2007 a third of the panel was refreshed. We sent out over 4,900 recruitment questionnaires to a random selection of people from the edited electoral register, from which we received an adequate number of returns. We also contacted Viewpoint members who were on the pool and asked them if they still wanted to take part. When the BVPI survey was completed in 2003 and in 2006 respondents were asked if they would be interested in taking part in the Viewpoint panel and during this recruitment exercise they were invited to join the refreshed panel. This re-recruitment process helps avoid the problems of drop-out, consultation fatigue and respondents becoming local government “experts”. The panel currently stands at approximately 1200 members.
- 2.4 The setting up of this type of panel gives the authority the advantage of access to a large group of people from across the community who have agreed to be involved in consultation exercises several times a year. The disadvantage that this type of consultation brings is that, because all panel members are volunteers, there is a possibility that they may not be typical of the community as a whole. However, every effort has been made to ensure that the panel members represent the demographic make up of the area and to include all sectors of the community.
- 2.5 In practice most surveys are weighted as it is rare to achieve samples of population that are perfectly representative of a community. It was therefore decided that the data would be weighted for analysis purposes. The main potential weakness of the survey is differential response rates, because although the full panel is statistically balanced, not all Viewpoint members return the questionnaire at each phase. There is a tendency for certain groups to be less likely to respond than other e.g. young male respondents. Therefore to achieve a better representative result the data was weighted slightly by age, gender and geographical location. However when the weighted and unweighted results were compared there was very little difference in the overall results and the weighting did not come into effect until small minority groups were examined.
- 2.6 In July 2007, the latest survey was carried out using a self-completion questionnaire returned via the postal system. Initially, panel members had three

weeks to complete the questionnaire and return it in the post paid envelope provided. However, due to the recent postal strikes we extended the deadline by a further four weeks to allow plenty of time for surveys to be received, completed and sent back. A reminder letter was sent out to those who had not returned the questionnaire after a set period of time.

The Sample

- 2.7 A questionnaire was sent out to all active members of the panel, which equated to 1202 individuals.

Response Rates

- 2.8 A response rate of 66.9 per cent was achieved. A small number of cases were excluded from the sample because they were ineligible, due to either the panel member having moved house or having died. A further group indicated that they no longer wished to participate in the Viewpoint initiative, often due to ill health. These exclusions resulted in a possible sample of 1188 with a total of 795 questionnaires being returned.

Table 2.1 Response Rates

	Number of Cases
Total Sample	1202
Unsuitable/Ineligible Cases	14
Total Possible Sample	1188
Completed Questionnaires	795
No Response	393
Response Rate	66.9%

The Report

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

3. TRANSPORT

KEY FINDINGS

- Viewpoint members were more likely to travel to various places using the car and were least likely to say they use the train, a taxi or cycle.
- When asked how easy members find it to travel to various places, the majority (between 77% & 89%) said they found it very or fairly easy.
- Half of Viewpoint members told us that they travel to the shops in their car instead of walking or cycling and a third of members said they use the car for the short journey into the Town Centre.
- Nearly six out of ten members thought that an improved bus service and facilities would help to reduce traffic congestion in Hartlepool and just under half thought that a better train service and facilities would help.
- Viewpoint members told us that they thought the Council should concentrate on making cheaper bus fares and more frequent bus journeys to improve the local bus service.
- Members then told us that they thought the Council should concentrate on building more separate cycle paths and provide more secure cycle parking to improve cycle facilities.

- 3.1 Viewpoint members were told how the Council wanted to understand more about the types of transport they use and the journeys they make. The Council also wanted to know what would encourage Viewpoint members to use different methods of transport, such as buses or cycling.

Travelling to Different Places

- 3.2 The first three questions asked Viewpoint members to tell us what methods of transport they use to get to various places, how easy or difficult they find it to travel to these places and how often respondents make these journeys.
- 3.3 Overall, Viewpoint members were more likely to travel to various places using the car and were least likely to use the train, a taxi or cycle. When asked how easy Viewpoint members found it to travel to these different places, the majority (between 77% and 89%) said they found it very or fairly easy.
- 3.4 A proportion of Viewpoint members did not answer the first three questions or told us that they did not apply to them, and so they have been excluded from the below analysis.
- 3.5 Where responses are less than 0.5% or where no responses have been received, these have been removed from the individual bulleted lists. For full information on these three question see Tables 3.1, 3.2 & 3.3, Charts 3.1, 3.2 & 3.3 (pg 13 – 15) or see Appendix 2 .

Travelling to Work

How you usually travel to work: (N=710)

- 3.6 The vast majority (81%) of Viewpoint members travel to work by car. Nine per cent of Viewpoint members walk to work and six per cent take the bus. The detailed results show that respondents from socio-economic group AB were more likely to travel to work by car (93%) than respondents from other socio-economic groups (C1: 84%, C2: 73% & DE: 62%).

- Car - 81 per cent (574 respondents)
- Walk - 9 per cent (63 respondents)
- Bus - 6 per cent (40 respondents)
- Cycle - 3 per cent (19 respondents)
- Train - 2 per cent (11 respondents)
- Taxi - 1 per cent (4 respondents)

How easy or difficult do you find it to travel to work: (N=753)

- 3.7 When asked how easy or difficult respondents find it to travel to work, the majority (85%) said they found it very or fairly easy with only nine per cent saying they found it very or fairly difficult to travel to work. The detailed results show that respondents who are employed part time were more likely to say they found it very or fairly easy to travel to work (91%) compared to respondents employed full time (83%).

- Very easy - 61 per cent (462 respondents)
- Fairly easy - 24 per cent (181 respondents)
- Neither easy nor difficult - 6 per cent (44 respondents)
- Fairly difficult - 5 per cent (40 respondents)
- Very difficult - 3 per cent (25 respondents)

How often do you travelling to work? (N=1090)

- 3.8 Viewpoint members were asked to tell us how often they make the journey to work. Six out of ten members travel to work five times a week, and a third of members told us they never travel to work. Men were slightly more likely to say they travel to work around five times a week (66%, compared to 56% for women).

- Around five times a week - 61 per cent (664 respondents)
- One or two times a week - 7 per cent (74 respondents)
- One or two times a month - 1 per cent (5 respondents)
- Never - 32 per cent (347 respondents)

Travelling to College / University

How do you usually travel to college / university: (N=219)

- 3.9 Three out of five (61%) Viewpoint members travel to college / university by car. Sixteen per cent walk and fifteen per cent take the bus. Respondents living in South areas of Hartlepool were more likely to say they use the car to get to college / university (78%), than respondents from Central (49%) or North (60%) areas of Hartlepool.

- Car - 61 per cent (134 respondents)
- Walk - 16 per cent (35 respondents)
- Bus - 15 per cent (33 respondents)
- Train - 4 per cent (8 respondents)
- Taxi - 3 per cent (5 respondents)
- Cycle - 2 per cent (4 respondents)

How easy or difficult do you find it to travel to college / university: (N=260)

- 3.10 When asked how easy or difficult respondents find it to travel to college / university, the majority (83%) said they found it very or fairly easy with only six per cent saying they found it very or fairly difficult. The detailed results show that respondents from Central areas of Hartlepool were more likely to say they found it either very or fairly easy to travel to college / university (87%) than respondents from South (79%) or North (81%) areas of Hartlepool.

- Very easy - 49 per cent (127 respondents)
- Fairly easy - 34 per cent (87 respondents)
- Neither easy nor difficult - 11 per cent (30 respondents)
- Fairly difficult - 5 per cent (14 respondents)
- Very difficult - 1 per cent (2 respondents)

How often do you travel to College / University? (N=1011)

- 3.11 Viewpoint members were asked to tell us how often they make the journey to college / university. Nearly eight out of ten members told us that they never travel to college / university. Of those members that do travel to college or university, nine per cent go around five times a week and six per cent go one or two times a week. Unsurprisingly, the majority of Viewpoint members who go to college or university around five times a week are aged between 17 and 24 years (45%, compared to up to 7 % for respondents from other age groups).

- Around five times a week - 9 per cent (86 respondents)
- One or two times a week - 6 per cent (60 respondents)
- One or two times a month - 3 per cent (32 respondents)
- One or two times a year - 2 per cent (23 respondents)
- Less often than once a year - 2 per cent (21 respondents)
- Never - 78 per cent (788 respondents)

Travelling to the Doctor

How do you usually travel to the doctor: (N=1087)

- 3.12 Two thirds of Viewpoint members travel to the doctor by car. A fifth (21%) of respondents walk and a tenth take the bus. Respondents living in Central areas of Hartlepool were more likely to say they walk to the doctors (37%), than respondents from South (8%) or North (15%) areas of Hartlepool.

- Car - 66 per cent (719 respondents)
- Walk - 21 per cent (231 respondents)
- Bus - 10 per cent (106 respondents)
- Taxi - 2 per cent (19 respondents)
- Cycle - 1 per cent (10 respondents)

How easy or difficult do you find it to travel to the doctor: (N=1123)

- 3.13 When asked how easy or difficult respondents find it to travel to the doctors, the majority (89%) said they found it very or fairly easy with only five per cent saying they found it very or fairly difficult.

- Very easy - 62 per cent (698 respondents)
- Fairly easy - 27 per cent (304 respondents)
- Neither easy nor difficult - 6 per cent (62 respondents)
- Fairly difficult - 5 per cent (50 respondents)
- Very difficult - 1 per cent (9 respondents)

How often do you travel to the doctor? (N=1040)

- 3.14 Viewpoint members were asked to tell us how often they make the journey to the doctors. Over half of members told us that they travel to the doctors one or two times a year, and twenty-eight per cent go to the doctors one or two times a month. Respondents aged sixty-five years and over were more likely to say they do to the doctors one or two times a month than respondents from other age groups (50%, compared to between 16% and 37%).

- One or two times a week - 1 per cent (15 respondents)
- One or two times a month - 28 per cent (314 respondents)
- One or two times a year - 54 per cent (611 respondents)
- Less often than once a year - 15 per cent (174 respondents)
- Never - 2 per cent (26 respondents)

Travelling to the University Hospital of Hartlepool

How do you usually travel to Hartlepool Hospital: (N=1057)

- 3.15 Three quarters of Viewpoint members travel to the University Hospital of Hartlepool by car. Twelve per cent take the bus, and eight per cent walk. Respondents living in North areas of Hartlepool were more likely to say they walk to the hospital (17%) than respondents from South (2%) or Central (6%) areas of Hartlepool. Also, respondents from South areas of Hartlepool were more likely to use the car (85%) than respondents from Central (73%) or North (67%) areas of Hartlepool.

- Car - 75 per cent (789 respondents)
- Bus - 12 per cent (130 respondents)
- Walk - 8 per cent (89 respondents)
- Taxi - 4 per cent (40 respondents)
- Cycle - 1 per cent (8 respondents)

How easy or difficult do you find it to travel to Hartlepool Hospital: (N=1110)

- 3.16 When asked how easy or difficult respondents find it to travel to University Hospital of Hartlepool, the majority (84%) said they found it very or fairly easy with only eight per cent saying they found it very or fairly difficult. The detailed results show that respondents with a disability were more likely to find it difficult to get to the hospital (19%) than respondents without a disability (6%).

- Very easy - 56 per cent (621 respondents)
- Fairly easy - 28 per cent (311 respondents)
- Neither easy nor difficult - 8 per cent (91 respondents)
- Fairly difficult - 6 per cent (67 respondents)
- Very difficult - 2 per cent (20 respondents)

How often do you travel to Hartlepool Hospital? (N=1141)

- 3.17 Two out of five (41%) Viewpoint members say they go to the University Hospital of Hartlepool one or two times a year and a similar number go less often than once a year (38%). The detailed results show that respondents with a disability are more likely to go to the hospital one or two times a year than respondents without a disability (51% & 39% respectively).

- Around five times a week - 3 per cent (33 respondents)
- One or two times a week - 3 per cent (29 respondents)
- One or two times a month - 11 per cent (122 respondents)
- One or two times a year - 41 per cent (467 respondents)
- Less often than once a year - 38 per cent (435 respondents)
- Never - 5 per cent (55 respondents)

Travelling to Hartlepool Town Centre

How do you usually travel to Hartlepool Town Centre: (N=1102)

- 3.18 Six out of ten (63%) Viewpoint members travel to Hartlepool Town Centre by car, two out of ten (18%) travel to the town centre on foot, and a further sixteen per cent take the bus. Respondents from South areas of Hartlepool were more likely to travel to the town centre by car (77%) than respondents from North (68%) or Central (48%) areas of Hartlepool. Respondents from Central areas of Hartlepool were more likely to say they walk to the town centre (38%) than respondents from South (4%) or North (6%) areas of Hartlepool.

- Car - 63 per cent (698 respondents)
- Walk - 18 per cent (194 respondents)
- Bus - 16 per cent (173 respondents)
- Taxi - 2 per cent (22 respondents)
- Cycle - 1 per cent (15 respondents)

How easy or difficult do you find it to travel to Hartlepool Town Centre: (N=1144)

- 3.19 When asked how easy or difficult respondents find it to travel to Hartlepool Town Centre, the majority (88%) said they found it very or fairly easy with only six per cent saying they found it very or fairly difficult. Women were more likely to say they found the journey into Hartlepool Town Centre easy (93%) than men (82%).

- Very easy - 58 per cent (658 respondents)
- Fairly easy - 30 per cent (346 respondents)
- Neither easy nor difficult - 7 per cent (77 respondents)
- Fairly difficult - 5 per cent (56 respondents)
- Very difficult - 1 per cent (8 respondents)

How often do you travel to Hartlepool Town Centre? (N=1170)

- 3.20 Over half of Viewpoint members go to Hartlepool Town Centre one or two times a week and a third go one or two times a month. Twelve per cent of Viewpoint members go to the town centre around five days a week.

- Around five times a week - 12 per cent (137 respondents)
- One or two times a week - 51 per cent (599 respondents)
- One or two times a month - 32 per cent (369 respondents)
- One or two times a year - 4 per cent (45 respondents)
- Less often than once a year - 1 per cent (6 respondents)
- Never - 1 per cent (15 respondents)

Travelling Outside of Hartlepool

How do you usually travel outside of Hartlepool: (N=1071)

- 3.21 Eight out of ten Viewpoint members travel outside of Hartlepool by car. Eleven per cent take the bus, and six per cent take the train. The detailed results show that respondents from the AB socio-economic group were more likely to travel outside of Hartlepool by car (92%, compared to 66% for DE).

- Car - 82 per cent (880 respondents)
- Bus - 11 per cent (120 respondents)
- Train - 6 per cent (62 respondents)
- Walk - 1 per cent (5 respondents)

How easy or difficult do you find it to travel outside of Hartlepool: (N=1119)

- 3.22 When asked how easy or difficult respondents found it to travel outside of Hartlepool, the majority (77%) said they found it very or fairly easy with only nine per cent saying they found it very or fairly difficult. The detailed results show that respondents with a disability were more likely to find it difficult to travel outside of Hartlepool (21%) than respondents without a disability (7%).

- Very easy - 38 per cent (422 respondents)
- Fairly easy - 39 per cent (436 respondents)
- Neither easy nor difficult - 15 per cent (162 respondents)
- Fairly difficult - 6 per cent (64 respondents)
- Very difficult - 3 per cent (36 respondents)

How often do you travel outside of Hartlepool? (N=1161)

- 3.23 Over half of Viewpoint members travel outside of Hartlepool one or two times a month and a quarter go one or two times a year. Eleven per cent of respondents with a disability said they never travel outside of Hartlepool (compared to 1% for respondents without a disability)

- Around five times a week - 6 per cent (64 respondents)
- One or two times a week - 25 per cent (286 respondents)
- One or two times a month - 53 per cent (611 respondents)
- One or two times a year - 12 per cent (144 respondents)
- Less often than once a year - 2 per cent (28 respondents)
- Never - 3 per cent (29 respondents)

Table 3.1 Could you please tell us how you usually travel to the following places.

	Car	Bus	Train	Taxi	Cycle	Walk	Number of Respondents
	%	%	%	%	%	%	(No.)
Work	81	6	2	1	3	9	(710)
College / University	61	15	4	3	2	16	(219)
Doctor	66	10	#	2	1	21	(1087)
University Hospital of Hartlepool	75	12	-	4	1	8	(1057)
Hartlepool Town Centre	63	16	-	2	1	18	(1102)
When travelling outside of Hartlepool	82	11	6	#	-	1	(1071)

Chart 3.1 Could you please tell us how you usually travel to the following places.

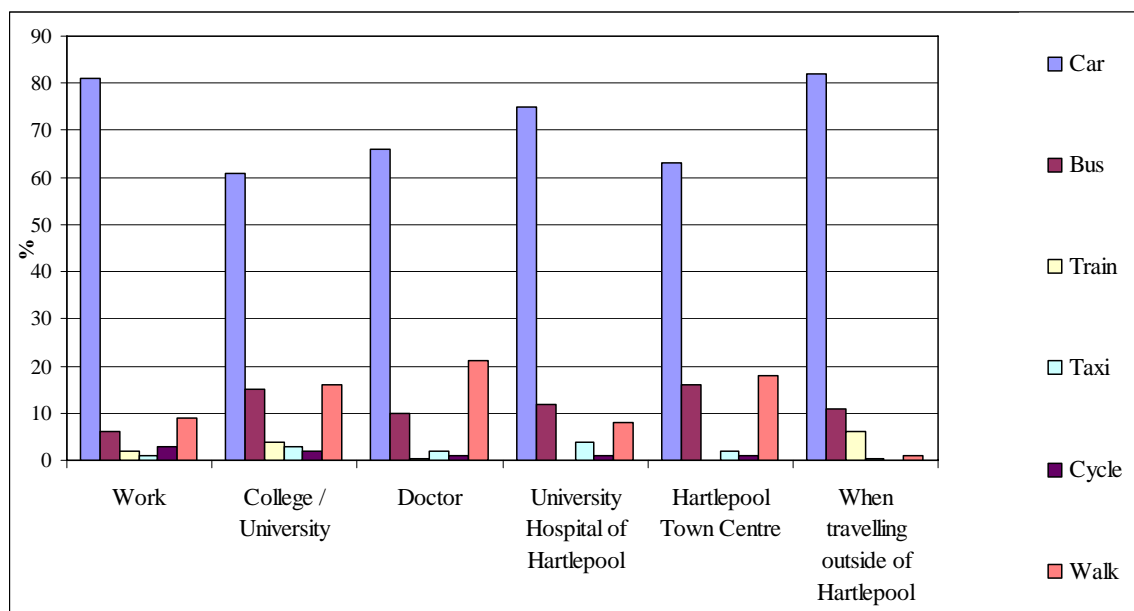


Table 3.2 Now could you tell us how easy or difficult you find it to travel to these places.

	Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult	Number of Respondents
	%	%	%	%	%	(No.)
Work	61	24	6	5	3	(753)
College / University	49	34	11	5	1	(260)
Doctor	62	27	6	5	1	(1123)
University Hospital of Hartlepool	56	28	8	6	2	(1110)
Hartlepool Town Centre	58	30	7	5	1	(1144)
When travelling outside of Hartlepool	38	39	15	6	3	(1119)

Chart 3.2 Now could you tell us how easy of difficult you find it to travel to these places.

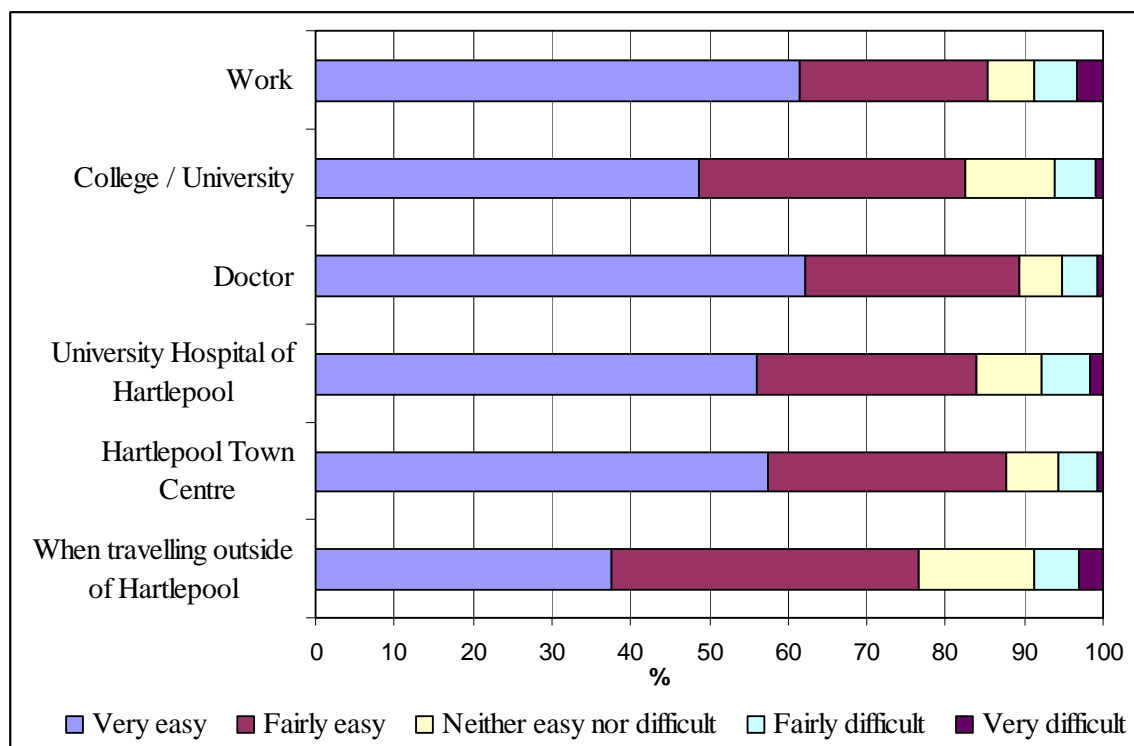
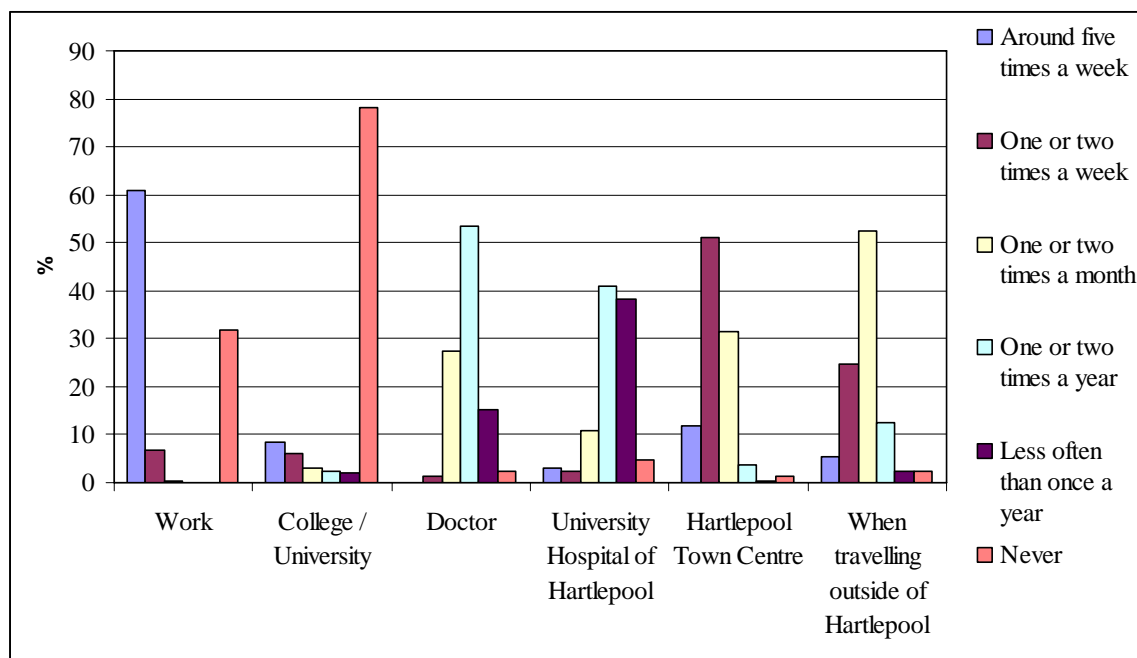


Table 3.3 Thinking about the different places you travel to, please tell us how often you make these journeys.

	Around 5 times a week	1-2 times week	1-2 times month	1-2 times year	Less than once a year	Never	Number of Respondents
	%	%	%	%	%	%	(No.)
Work	61	7	1	-	-	32	(1090)
College / University	9	6	3	2	2	78	(1011)
Doctor	-	1	28	54	15	2	(1040)
University Hospital of Hartlepool	3	3	11	41	38	5	(1141)
Hartlepool Town Centre	12	51	32	4	1	1	(1170)
When travelling outside of Hartlepool	6	25	53	12	2	3	(1161)

Chart 3.3 Thinking about the different places you travel to, please tell us how often you make these journeys.



Short Journeys

- 3.24 Viewpoint members were told how we were interested in finding out how often they use their cars for short journeys. It was explained to Viewpoint members that by ‘short journeys’ we meant journeys that could be completed on foot in around 10 minutes.
- 3.25 Around one fifth of Viewpoint members have previously told us that they do not have a car. Viewpoint members without a car were asked to miss the next two questions out. Therefore, the analysis for the next two questions will omit ‘no responses’ and ‘don’t know’ answers.
- 3.26 Viewpoint members were asked to tell us – if they use a car instead of walking or cycling for short journeys, where are they most likely to be travelling to. Half of Viewpoint members told us that they travel to the shops in their car instead of walking or cycling and a third said they use the car for the short journey into the Town Centre. A quarter told us they use the car instead of walking or cycling to go to the University Hospital of Hartlepool (25%) or to see their doctor (24%). A quarter (24%) of Viewpoint members told us that they walk or cycle for short journeys. See Table 3.4 for more information.

Table 3.4 If you use a car instead of walking or cycling for short journeys, where are you most likely to be travelling to?

	%	(No.)
Shops	50	(503)
Hartlepool Town Centre	34	(341)
Doctor	28	(284)
University Hospital of Hartlepool	25	(249)
None of the above, I walk or cycle for short journeys	24	(239)
Work	24	(235)
School run	10	(100)
College / University	4	(41)
Other	#	#
(N=1003)		

- 3.27 Viewpoint members were then asked to think about these short journeys and tell us how often they make them in a car instead of walking or cycling. A third of Viewpoint members told us they use their car instead of walking or cycling for short journeys one or two times a week. A fifth of members make short journeys with their car around five times a week and a similar number does so one or two times a month. See Table 3.5 for more information.
- 3.28 The detailed results show that men are slightly more likely than women to make short journeys in their car one or two times a week (37% and 30% respectively). Also, respondents with a disability were more likely to say they make short journeys in their cars around five times a week (27%, compared to 20% for Viewpoint members without a disability).

Table 3.5 If you use a car instead of walking or cycling for short journeys, where are you most likely to be travelling to?

	%	(No.)
Around five times a week	21	(216)
One or two times a week	34	(337)
One or two times a month	21	(215)
One or two times a year	9	(90)
Less often than once a year	2	(19)
Never	13	(130)
(N=1008)		

Traffic Congestion and Pollution

- 3.29 Viewpoint members were told how the Council is concerned about increasing traffic congestion and pollution. We wanted to know what Viewpoint members thought would help to reduce traffic congestion in Hartlepool.
- 3.30 Nearly six out of ten members thought that an improved bus service and facilities would help to reduce traffic congestion in Hartlepool. Forty-four per cent thought that a better train service and facilities would help and nearly four out of ten (37%) members thought that more information about bus, rail, walking and cycle travel options would help.
- 3.31 Though this, we can see that the opinion of the majority Viewpoint members is to improve public travel services, facilities and information to tackle the problem of traffic congestions. Thirty-four Viewpoint members even suggested more 'Park and Ride' services in the 'other' category. See Table 3.6 for more information.

Table 3.6 What, if anything, do you think would help to reduce traffic congestion in Hartlepool?

	%	(No.)
Improved bus service and facilities	58	(694)
Better train service and facilities	44	(533)
More information about bus, rail, walking and cycle travel options	37	(448)
New developments in more accessible locations	31	(374)
By developing more cycle routes and facilities	30	(360)
Increased size of existing roads and junctions	29	(247)
More road space for buses, cyclists and pedestrians	26	(313)
Increased car parking charges in the town centre	8	(98)
None of the above	8	(89)
More park and ride (suggested in the other category)	3	(34)
Other	#	#
(N=1200)		

Local Bus Service

- 3.32 Members were asked to think about the local bus service and tell us what they think the two main priorities should be for the Council.
- 3.33 Viewpoint members were more likely to say the Council should concentrate on making cheaper bus fares (43%), more frequent bus journeys (30%) and shorter journeys with more direct routes (25%). See Table 3.7 for more information.

Table 3.7 Thinking about the local bus service, what do you think should be the TWO main priorities for the Council?

	%	(No.)
Cheaper bus fares	43	(511)
More frequent bus journeys	30	(364)
Shorter journeys/more direct routes	25	(295)
Improve security at bus stops and on buses 23	23	(274)
Improve information at bus stops	22	(265)
Buses arriving on time	17	(203)
Use buses that are easy to get on and off (low floor buses)	17	(199)
Improve bus shelters	13	(152)
Make bus routes easier to understand	13	(151)
Cleaner vehicles	7	(83)
No answer	3	(41)
None of the above	2	(28)
(N=1200)		

Cycling

- 3.34 Finally, Viewpoint members were asked to think about cycling and tell us what they think the two main priorities should be for the Council.
- 3.35 Respondents were more likely to say the Council should build more separate cycle paths (49%), provide more secure parking (42%) and improve road safety (41%). See Table 3.8 for more information.

Table 3.8 Thinking about cycling, what do you think should be the TWO main priorities for the Council?

	%	(No.)
Build more separate cycle paths	49	(559)
Provide more secure cycle parking	42	(477)
Improve road safety	41	(466)
Give cyclists more priority on roads	20	(230)
Improve information / maps of cycle routes	16	(187)
Encourage employers to provide more changing / shower facilities	15	(168)
None of the above	8	(87)
(N=1149)		

4. AN ANNUAL REPORT FOR THE COUNCIL

KEY FINDINGS

- A third of respondents thought it would be useful for the Council to produce an Annual Report in addition to how the information is currently provided;
- A third of Viewpoint members thought that it would not be useful for the Council to produce an annual report; and
- A third of respondents told us they had no strong feelings about this issue.

- 4.1 Viewpoint members were told how every year the Council publishes a range of documents which provides the public with information about what the Council has achieved over the past year, what the Council hopes to achieve over the following year, where the Council obtained funding from and what the Council has spent this on.
- 4.2 The Council wanted to find out if Viewpoint members thought it would be a good idea to have an additional document which includes all of this information in one place, which would be produced in addition to how the information is currently provided.
- 4.3 Overall, a third (34%) of respondents thought that it would be useful for the Council to produce an Annual Report in addition to how the information is currently provided, a third thought that it would not be useful for the Council to produce an annual report, and a third of respondents told us they had no strong feelings about this issue. See Table 4.1 for more information.
- 4.4 The detailed results show that men were more likely than women to say they thought it would be useful for the Council to produce an Annual Report (42% & 26% respectively). Women were more likely to tell us that they had no strong feelings about this than men (41% and 30% respectively).

Table 4.1 Do you think it would be useful for the Council to produce an Annual Report?

	%	(No.)
Yes	34	(402)
No	30	(359)
I have no strong feelings about this	36	(424)
(N=1185)		

5. THE MUSEUM OF HARTLEPOOL

KEY FINDINGS

- Nearly nine out of ten members told us they have visited the Museum of Hartlepool or any other museum in the past.
- The majority of Viewpoint members visit a museum less than once a year or once or twice a year, and eight per cent of Viewpoint members visit the Museum of Hartlepool at least once a month.
- Over eight out of ten members thought the Museum of Hartlepool was good.
- Viewpoint members were more likely to tell us that the last time they visited the Museum of Hartlepool they went with other friends/family from Hartlepool, and they went because they wanted to see either a permanent or temporary exhibition.
- When asked what stops them from visiting the Museum of Hartlepool, members were most likely to say that they don't know what's on or that they have no time/are too busy to visit.
- When asked what periods or objects they would find interesting, Viewpoint members told us they would like to see things from the Victorian and the British Empire and objects about maritime and ships.
- Viewpoint members would most like to see more at the Museum of Hartlepool about important events that happened in Hartlepool in the past

- 5.1 Viewpoint members were told how the Museum's and Heritage service have an amazing opportunity to improve some of the permanent displays on show at the Museum of Hartlepool. The Museum's and Heritage service wanted to find out Viewpoint members thoughts on museums and the Museum of Hartlepool, including when and why they visit museums, what they think of the Museum of Hartlepool now, and what the Council could do to make this museum even better.

Visiting the Museum of Hartlepool and other museums

- 5.2 Viewpoint members were asked to tell us if they had ever visited the Museum of Hartlepool or any other museum. Nearly nine out of ten members told us they have visited the Museum of Hartlepool (87%) or any other museum (88%) in the past. See Table 5.1 for more information.
- 5.3 The detailed results show that Viewpoint members from socio-economic group DE were more likely to say they have not visited the Museum of Hartlepool (17%, compared to 9% for AB socio-economic group) or any other museum (18%, compared to 6% for AB socio economic group) in the past.

Table 5.1 Have you ever visited the Museum of Hartlepool or any other museum?

	Museum of Hartlepool		Other Museums	
	%	(No.)	%	(No.)
Yes	87	(1004)	88	(932)
No	13	(147)	12	(127)
(N=1151)		(N=1058)		

- 5.4 Respondents were then asked to tell us how many times they visit a museum. The majority of respondents visit a museum less than once a year (Museum of Hartlepool: 41%; any other museum: 37%) or once or twice a year (Museum of Hartlepool: 39%; any other museum: 37%). See Table 5.2 for more information.

Table 5.2 If yes [have you ever visited the Museum of Hartlepool or any other museum], could you please tell us how many times you visit a museum?

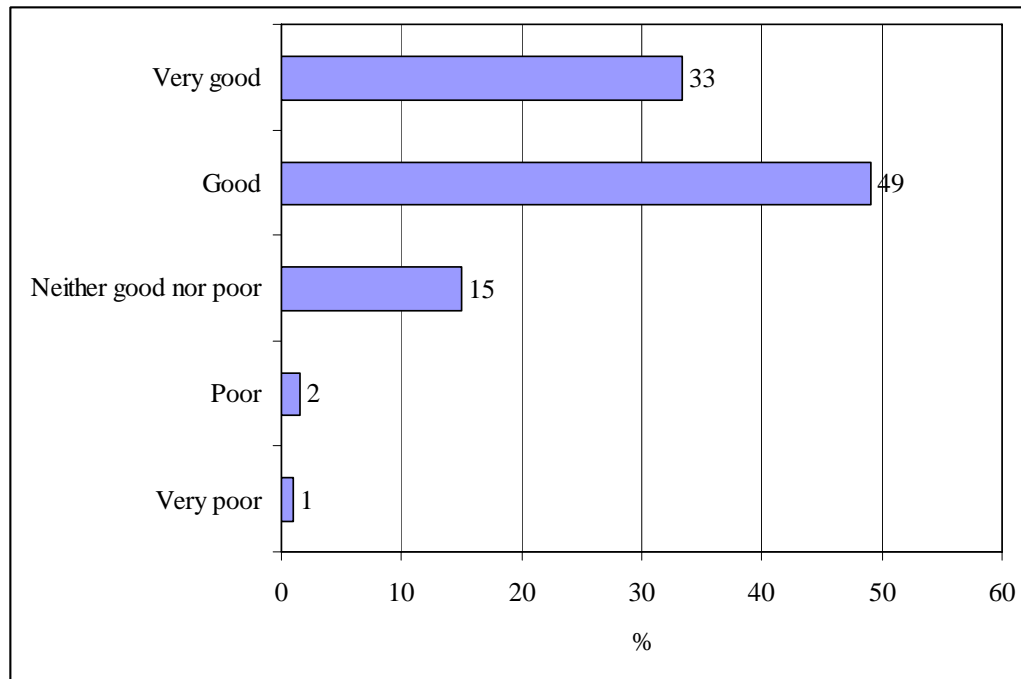
	Museum of Hartlepool		Other Museums	
	%	(No.)	%	(No.)
At least once a month	8	(74)	6	(51)
Once or twice a year	39	(368)	37	(314)
More than once a year	11	(101)	16	(131)
Less than once a year	41	(384)	37	(308)
Never	1	(13)	5	(40)
(N=941)		(N=843)		

- 5.5 The detailed results show that respondents aged 65 years and over were more likely to say they visit the Museum of Hartlepool once or twice a year (42%, compared to 15% for respondents aged between 17 – 24), and respondents aged between 17 and 24 were more likely to say they visit a museum less often than once a year (62%, compared to 29% for respondents aged 65 years and over).

Thoughts about the Museum of Hartlepool

- 5.6 Respondents were asked to tell us what they thought about the Museum of Hartlepool if they had visited it in the last 12 months. Overall, seven-hundred and thirty-five members answered this question and over eight out of ten (82%) thought the Museum of Hartlepool was either good or very good; only three per cent thought it was poor or very poor. See Chart 5.1 for more information.
- 5.7 The detailed results show that Viewpoint members aged between 17 and 24 were more likely to say they thought the Museum of Hartlepool was neither good nor poor (31%, compared to between 11% - 16% for other age groups).

Chart 5.1 If you have visited the Museum of Hartlepool in the last 12 months, please tell us what you thought of it?



- 5.8 Viewpoint members were then asked to tell us if they thought the museum was good or poor, why this is. The majority of comments received from Viewpoint members were positive.
- 5.9 Viewpoint members thought there were interesting (219 respondents) and informative (93 respondents) displays and that the Museum was well laid out (77 respondents). Only two main negative comments were received about the Museum of Hartlepool. These said that the Museum was not very interesting (5 respondents) and that the Museum needed more interactive displays (4 respondents). See Table 5.3 for more information.

Table 5.3 **If you thought the museum was good or poor, please use the space below to tell us why this is.**

	Number of Comments
+ Interesting displays	219
+ Informative displays	93
+ Well laid out	77
+ Friendly staff	38
+ Clean	22
+ Free admission	17
+ Good for providing local history	14
+ Lots for children to do	6
- Not very interesting	5
+ Entertaining	5
- Needs more interactive displays	4
+ Good range of exhibitions	4
Other	12
(N=403)	

Visiting the Museum of Hartlepool

- 5.10 Viewpoint members were asked to think about the last time they visited the Museum of Hartlepool to tell us who they went with. The majority of Viewpoint members (41%) went with other family or friends from Hartlepool, 23 per cent took their children to see an exhibition and 19 per cent went with other family or friends from outside of Hartlepool. See Table 5.4 for more information.
- 5.11 The detailed results show that male Viewpoint members were more likely to visit the Museum of Hartlepool by themselves than female respondents (18% and 10% respectively). Also, Viewpoint members aged 75 years and over are more likely to go to the Museum by themselves (34% compared to 6% for 17-24 year olds).

Table 5.4 Thinking about the last time you visited the Museum of Hartlepool, who did you go with?

	%	(No.)
With other family/friends from Hartlepool	41	(315)
Brought my children to see an exhibition	23	(180)
With other family/friends from outside of Hartlepool	19	(145)
By myself	14	(104)
No answer	3	(24)
Work (suggested in the 'other' category)	1	(8)
School visit (suggested in the 'other' category)	1	(7)
(N=773)		

- 5.12 Viewpoint members were then asked to think about the last time they visited the Museum of Hartlepool and tell us why they visited. Seven out of ten respondents went to the Museum of Hartlepool to see either a permanent or temporary display. See Table 5.5 for more information.
- 5.13 The detailed results show that men were more likely to visit the museum of Hartlepool than women to see the permanent (41% and 31% respectively) or temporary (39% and 32% respectively) exhibitions.

Table 5.5 Thinking about the last time you visited the Museum of Hartlepool, could you tell us why you visited?

	%	(No.)
Went to see the permanent displays	35	(272)
Wanted to see a temporary exhibition	35	(271)
Children wanted to go	19	(148)
Was just passing by	17	(128)
No specific reason	17	(128)
No answer	5	(41)
Other	2	(18)
(N=773)		

Barriers to visiting the Museum of Hartlepool

- 5.14 Viewpoint members were asked to tell us what, if anything, stops them from visiting the Museum of Hartlepool. Nearly four out of ten (38%) respondents told us that nothing listed in the question stopped them from visiting the Museum of Hartlepool. A quarter of respondents told us they did not know what was on and a fifth said they had no time or were too busy to visit the Museum of Hartlepool.

Table 5.6 What, if anything, stops you from visiting the Museum of Hartlepool

	%	(No.)
None of the above	38	(455)
Don't know what's on	25	(295)
No time, too busy	21	(254)
Nothing I particularly want to see	15	(176)
No interested in the permanent display	7	(86)
None of the temporary exhibitions interest me	5	(57)
Nothing	5	(57)
Not enough for children to do or see	5	(55)
Cost	4	(53)
Open hours don't suit me	3	(39)
Museums are boring places	3	(32)
Lack of transport	2	(29)
Too far away from where I live	1	(17)
My children wouldn't be interested	1	(11)
Cleanliness	1	(5)
The condition of the buildings and its facilities	#	#
Other	#	#
(N=1200)		

The Museum of Hartlepool's Future Permanent Display

- 5.15 We asked members to tell us what periods or objects they would find interesting and would like to see at the Museum of Hartlepool. Overall, Viewpoint members told us they would like to see things from the Victorian and the British Empire (45%) and objects about maritime and ships (35%). A third (33%) of Viewpoint members told us they would like to see things about science and industry and a similar number told us they would be interested in the Saxon and Viking period.
- 5.16 The detailed results showed that women were more likely to say they would like to see displays about fashion and clothing (28%, compared to 7% for men), jewellery (19%, compared to 3% for men) and children's toys (25%, compare to

10% for men). Men were more likely to say they would like to see displays about the maritime / ships (47%, compared to 25% for women), military / war (35%, compared to 18% for women), and science and industry (46% compared to 22% for women).

Table 5.7 Below is a list of different periods in history and objects that you might expect to find out about or see in Museums. Please could you tell us what FIVE things from this list you would find most interesting and would like to see at the Museum of Hartlepool.

	%	(No.)
The Victorians and the British Empire (1800 – 1900AD)	45	(539)
Maritime / ships	35	(420)
Science and industry	33	(398)
The Saxons and Vikings (400 – 1000AD)	32	(381)
The Medieval Period (1000 – 1600AD)	28	(337)
The Romans (50 – 400AD)	28	(335)
The 20 th Century	28	(333)
Military / war	26	(312)
Georgian and the Industrial Revolution (1700 – 1800AD)	25	(302)
Before the Romans came to England (up to 50AD)	24	(284)
Dinosaurs	23	(279)
Arts and painting	21	(251)
Children's toys	18	(220)
Fashion and clothing	18	(219)
The modern world	17	(209)
Pastimes and holidays	17	(198)
Jewellery	11	(134)
Ceramics and pottery	9	(105)
No answer	5	(57)
Don't know	4	(43)
None of the above interest me	2	(24)
(N=1200)		

- 5.17 Next, Viewpoint members were asked to tell us what they would like to see included in the new permanent display at the Museum of Hartlepool. Nearly three quarters (73%) of respondents told us that they would like more about important events that happened in Hartlepool in the past. Two thirds of members said they would like the Museum of Hartlepool to tell the story of people from the town from the past, and six out of ten members said they would like to see stories of the important people of the town, such as Ralph Ward Jackson, Sir William Grey and St Hilda. See Table 5.8 for full results.
- 5.18 The detailed results show that women were more likely than men to say they would like to touch replica objects when the real thing is too fragile (39% & 27% respectively), to have lots for children to do and see (60% & 46% respectively) and have lots of things for adults to do and see (47% & 39% respectively)

Table 5.8 The Museum of Hartlepool is planning to change its permanent display. Which of the following, if any, would you like to see included in the new permanent display?

	%	(No.)
More about important events that happened in Hartlepool in the past	73	(874)
Telling the story of people from the town from the past	66	(795)
Stories of the important people of the town, (such as Ralph Ward Jackson, Sir William Grey & St Hilda)	61	(726)
Being able to see original objects	55	(664)
Having lots for children to do and see	53	(639)
Having lots of things for adults to do and see	43	(518)
Touching replica objects when the real thing is too fragile	34	(405)
Videos to watch	33	(390)
Telling the story of people from the town now	32	(384)
Computers with additional information	25	(305)
Touching original objects	20	(241)
Lots of information for me to read	17	(205)
No answer	6	(66)
Other	#	#
(N=1200)		

Encouraging People to Visit the Museum of Hartlepool

- 5.19 The next question asked Viewpoint members to tell us what else, if anything, would encourage them to visit the Museum of Hartlepool. Thirty-six members told us that more advertising and promoting of the Museum would encourage them to visit; twenty-eight people said more variety of exhibitions, and twenty-two people said more interactive displays. See Table 5.9 for more information.

Table 5.9 If you thought the museum was good or poor, please use the space below to tell us why this is.

	Number of Comments
More advertising / promotion of the Museum	36
More variety of exhibitions	28
More interactive displays	22
Hold more events there	13
Include more modern technology	6
Other	41
(N=134)	

- 5.20 Finally, Viewpoint members were asked to let us know any other thoughts or comments they may have about the Museum of Hartlepool. Only one main comment was received where twenty-four people mentioned more advertising and promotion of the Museum.

6. CONTACTING THE COUNCIL ABOUT ENVIRONMENTAL SERVICES

KEY FINDINGS

- The majority of Viewpoint members had not contacted the Council in the last twelve months about various environmental services.
- For those Viewpoint members that have contacted the Council about environmental services, they are more likely to do so via the phone
- Eighty-five per cent of Viewpoint members said they thought the Council treated them fairly, politely and correctly when they contacted the Council about an environmental service and fifteen per cent said they did not think the Council treated the fairly, politely and correctly.
- The main reasons given for saying they did not think the Council had treated them fairly, politely and correctly were in relation to staff being unhelpful, rude and unsympathetic, that no-one answered the phone when they rang or no action was taken after they had contacted the Council.

- 6.1 Viewpoint members were told how the Neighbourhood Services Department is responsible for delivering a wide range of service that have a big impact upon the day to day quality of life for the people of Hartlepool. These services include street lighting, refuse collection, recycling and street cleansing. We wanted to know if Viewpoint members had contacted the Council about environmental services in the last twelve months and if so whether they feel they were treated fairly, politely and correctly.

Contacting the Council

- 6.2 Viewpoint members were presented with a list of environmental services, and were asked to tell us if they had contacted the Council in the last twelve months about these services, and if so, how did they contact the Council. This question was repeated from Viewpoint 15, which was carried out in March 2005.
- 6.3 Overall, in both 2005 and 2007 respondents told us they are more likely to contact the Council by phone for all ten environmental services they were asked about. However, the vast majority of respondents (between 71% & 95% in 2005 and 57% & 93% in 2007) have not contacted the Council in the past 12 months.
- 6.4 Since 2005, there has been a shift away from respondents contacting the Council through visiting the Civic Centre to contacting the Council via phone. There has also been a reduction in the number of respondents telling us they have not contacted the Council for the various environmental services.
- 6.5 Where responses were less than 0.5% or where no responses were received, these have been removed from the individual tables. For more information on this question see Appendix 2.

Refuse Collection

- 6.6 In 2007, nearly six out of ten (57%) members told us they had not contacted the Council about refuse collection in the last 12 months; this is a reduction from seventy-one per cent in 2005. Also, in 2007 four out of ten (39%) members contacted the Council about refuse collection via phone compared to twenty per cent in 2005. In 2005 Viewpoint members were more likely to tell us that they contacted the Council about refuse collection through visiting the Civic Centre (12%, compared to 2% in 2007). See Table 6.1 for more information.
- 6.7 In 2007, the detailed results show that women were more likely to contact the Council about refuse collection by phone than men (44% & 34% respectively), as were Viewpoint members from Central areas of Hartlepool (44%, compared to 36% for South and North areas of Hartlepool).

Table 6.1 Thinking about the last 12 months how have you contacted the Neighbourhood Services Department for refuse collection?

	2007 %	2005 %
Civic Centre	2	12
Housing Hartlepool Office (asked in 2005 only)	/	3
By phone	39	20
By email	1	#
Not contacted / don't use	57	71
	(N=1028)	(N=1050)

6.8

Street Lighting

- 6.5 In 2007, nearly eight out of ten (79%) members told us they had not contacted the Council about street lighting in the last 12 months (compared to 83% in 2005). In 2007, two out of ten (19%) members contacted the Council via phone, compared to one out of ten (11%) in 2005. Also, in 2005 members were more likely to tell us that they contacted the Council about street lighting by visiting the Civic Centre (7%, compared to 1% in 2007). See Table 6.2 for more information.

Table 6.2 Thinking about the last 12 months how have you contacted the Neighbourhood Services Department for street lighting?

	2007 %	2005 %
Civic Centre	1	7
Bryan Hanson House	#	1
Housing Hartlepool Office (asked in 2005 only)	/	1
By phone	19	11
By email	1	1
Not contacted / don't use	79	83
	(N=879)	(N=1013)

- 6.6 The detailed results show that men were more likely to contact the Council about street lighting by phone than women (23% & 15% respectively). Respondents from Central areas of Hartlepool were less likely to use the phone to contact the Council about street lighting (15%, compared to 21% for both South and North areas of Hartlepool).

Pest Control

- 6.7 In 2007, nearly nine out of ten (87%) members told us they had not contacted the Council about pest control in the last 12 months. This is similar to the 2005 figure (91%). One out of ten (11%) members contacted the Council via phone in 2007, compared to six per cent in 2005. Finally, in 2005, four per cent of Viewpoint members contacted the Council about pest control through visiting the Civic Centre (compared to 1% in 2007). See Table 6.3 for more information.

Table 6.3 Thinking about the last 12 months how have you contacted the Neighbourhood Services Department for pest control?

	2007 %	2005 %
Civic Centre	1	4
By phone	11	6
Not contacted / don't use	87	91
	(N=852)	(N=980)

Car Parking

- 6.8 In 2007, over eight out of ten (84%) members told us they had not contacted the Council about car parking in the last 12 months. This is a slight reduction on the 2005 figure of nine out of ten respondents (90%). In 2007, one out of ten (9%) members have contacted the Council via phone compared to one out of twenty (5%) members in 2005. See Table 6.4 for more information.
- 6.9 The detailed results show that respondents from North Hartlepool are more likely to say they have not contacted the Council about car parking in the last 12 months (91%, compared to 83% for South and 80% for Central areas of Hartlepool).

Table 6.4 Thinking about the last 12 months how have you contacted the Neighbourhood Services Department for car parking?

	2007 %	2005 %
Civic Centre	1	2
Bryan Hanson House	4	4
Housing Hartlepool Office (asked in 2005 only)	/	1
By phone	9	5
By email	1	-
Through Councillor	1	1
Not contacted / don't use	84	90
	(N=863)	(N=964)

Recycling

- 6.10 In 2007 two thirds (65%) of members told us they had not contacted the Council about recycling in the last 12 months. This is a large drop from the 2005 figure of eight out of ten (81%) members. In 2007, a third (32%) of respondents had contacted the Council via phone about recycling compared to fourteen per cent in 2005. In 2005, six per cent of respondents contacted the Council about recycling by visiting the Civic Centre. See Table 6.5 for more information.
- 6.11 The detailed results show that respondents with a disability are more likely to contact the Council by phone about recycling than respondents without a disability (38% & 31% respectively).

Table 6.5 Thinking about the last 12 months how have you contacted the Neighbourhood Services Department for recycling?

	2007 %	2005 %
Civic Centre	1	6
Housing Hartlepool Office (asked in 2005 only)	/	1
By phone	32	14
By email	1	#
Not contacted / don't use	65	81
	(N=937)	(N=1002)

Street Cleaning

- 6.12 In 2007 eighty-five per cent of members told us they had not contacted the Council about street cleaning in the last 12 months (compared to 88% in 2005), and one in ten (11%) had contacted the Council via phone (compared to 7% in 2005). In 2005, Viewpoint members were slightly more likely to say they contacted the Council about street cleaning by visiting the Civic Centre than in 2007 (6% & 2% respectively). See Table 6.6 for more information.
- 6.13 The detailed results show that respondents from South areas of Hartlepool are more likely to say they had not contacted the Council about street cleaning in the last 12 months (89%, compared to 84% for Central and North areas of Hartlepool).

Table 6.6 Thinking about the last 12 months how have you contacted the Neighbourhood Services Department for street cleaning?

	2007 %	2005 %
Civic Centre	2	6
By phone	11	7
By email	1	#
Through Councillor	1	1
Not contacted / don't use	85	88
	(N=863)	(N=1005)

Dog fouling

- 6.14 In 2007, nine out of ten (90%) of members told us they had not contacted the Council about dog fouling in the last 12 months (compared to 94% in 2005), and seven per cent had contacted the Council via phone (compared to 3% in 2005). See Table 6.7 for more information.
- 6.15 The detailed results show that respondents from Central areas of Hartlepool were slightly more likely to contact the Council by phone in relation to dog fouling (9%) than respondents from South (6%) or North (6%) areas of Hartlepool. Also, women were more likely to use the phone to contact the Council about dog fouling than men (10% and 4% respectively).

Table 6.7 Thinking about the last 12 months how have you contacted the Neighbourhood Services Department for dog fouling?

	2007 %	2005 %
Civic Centre	1	2
Housing Hartlepool Office (asked in 2005 only)	/	1
By phone	7	3
Through Councillor	2	1
Not contacted / don't use	90	94
	(N=847)	(N=972)

Fly Tipping

- 6.16 In 2007, over nine out of ten (92%) members told us they had not contacted the Council about fly tipping in the last 12 months (compared to 95% in 2005), and six per cent have contacted the Council via phone (compared to 3% in 2005). See Table 6.8 for more information.
- 6.17 The detailed results show that respondents with a disability were more than twice as likely to contact the Council by phone about fly tipping (13%, compared to 6% for respondents without a disability).

Table 6.8 Thinking about the last 12 months how have you contacted the Neighbourhood Services Department for fly tipping?

	2007 %	2005 %
Civic Centre	1	2
Housing Hartlepool Office (asked in 2005 only)	/	1
By phone	6	3
Through Councillor	1	#
Not contacted / don't use	92	95
	(N=839)	(N=967)

Pot Holes

- 6.18 In 2007 nine out of ten (90%) members told us they had not contacted the Council about pot holes in the last year (compared to 94% in 2005), and six per cent had contacted the Council via phone (compared to 3% in 2005).

Table 6.9 Thinking about the last 12 months how have you contacted the Neighbourhood Services Department for pot holes?

	2007 %	2005 %
Civic Centre	1	2
By phone	6	3
By email	1	#
Through Councillor	2	1
Not contacted / don't use	90	94
	(N=843)	(N=974)

Grass Cutting

- 6.19 Viewpoint members were asked to tell us if they had contacted the Council about grass cutting in the last twelve months, and if so, how they contacted the Council. This environmental service was not asked about in 2005.
- 6.20 Over nine out of ten (93%) members told us they had not contacted the Council about grass cutting in the last year, and three per cent had contacted the Council via phone. See Table 6.10 for more information.
- 6.21 The detailed results show that respondents from South areas of Hartlepool were more likely to contact the Council about grass cutting via any method (7%) than respondents from Central (3%) or North (4%) areas of Hartlepool.

Table 6.10 Thinking about the last 12 months how have you contacted the Neighbourhood Services Department for grass cutting?

	2007 %
Civic Centre	2
By phone	4
By email	1
Through Councillor	1
Not contacted / don't use	93
	(N=842)

Were you treated Fairly, Politely and Correctly?

- 6.22 Viewpoint members were then asked, if they had contacted the Council about environmental services in the last 12 months did they feel they were treated fairly, politely and correctly? Five-hundred and forty-seven respondents did not answer this question or told us they did not know if they were treated fairly, politely and correctly. These responses have been excluded from the below analysis.
- 6.23 Overall, eighty-five per cent of respondents said they thought the Council treated them fairly, politely and correctly when they contacted the Council about an environmental service and fifteen per cent said they did not think the Council treated the fairly, politely and correctly.
- Yes - 85% (555 respondents)
 - No - 15% (97 respondents)
- 6.24 If respondents told us they did not think the Council treated them fairly, politely and correctly they were asked to tell us why this was. In total, 21 comments were received. Thirteen comments were in relation to staff being unhelpful, rude and unsympathetic, two people told us that no-one answered the phone when they rang and two people told us that no action was taken after they had contacted the Council. See Appendix 2 for more information.

7. KERBSIDE COLLECTIONS

KEY FINDINGS

- Overall, Viewpoint members were more likely to say they find the green and brown bins easy to use, and the white bag hard to use.
- Viewpoint members are most satisfied with the brown bin kerbside collection in terms of the recycling container, reliability of the collection and the level of street cleanliness after the collection.
- Members were more likely to say they were dissatisfied with the white bag provided for recycling and the level of street cleanliness after this collection.
- Members were more likely to tell us that they recycle glass (80%) and paper (79%) every time.
- The majority of Viewpoint members told us that they never recycle food waste for compost (55%) and Viewpoint members from North areas of Hartlepool were more likely to tell us that they don't recycle various household items.
- Since 2005 the proportion of respondents telling us that they recycle various household items has increased, and the proportion saying they do not recycle has decreased.

- 7.1 Viewpoint members were told how in 2006, Hartlepool residents recycled 28% of their waste and that this needs to be increased to 40% by 2010. In order to reach this target, alternative weekly collection of waste and recycling will be extended to all Hartlepool households by October 2007. The Council wanted to know if Viewpoint members are satisfied or dissatisfied with kerbside collections for recycling and waste.

Using Kerbside Collections

- 7.2 First of all, Viewpoint members were asked if they used the kerbside collections for waste and recycling. Understandably, Viewpoint members were most likely to say they use their green bin for the kerbside collection of household waste (93%). Out of the kerbside collections which collect recyclables, Viewpoint members were most likely to tell us that they have and use their blue box (86%) and blue bag (85%). Viewpoint members from North areas of Hartlepool were more likely to tell us that they have the blue box and blue bag kerbside collections but don't use them.
- 7.3 Viewpoint members were then asked how easy they find the service to use. Overall, Viewpoint members were more likely to say they find the green and brown bins easy or very easy to use (87% and 85% respectively), and the white bag hard or very hard to use (11%).

Using Blue Bag Kerbside Collection

- 7.4 The majority of Viewpoint members (85%) have the blue bag kerbside collection and use it. Eight per cent of members have this kerbside collection but don't use it, and a further seven per cent told us they do not have this collection. See Table 7.1 for more information (pg 39). The detailed results show that members from North areas of Hartlepool were more likely to say they have this collection but don't use it (11%) than members from South (5%) or Central (8%) areas.
- 7.5 Nearly eight out of ten (79%) members told us that they find the blue bag kerbside collection easy or very easy to use, and nine per cent said they find it hard or very hard to use. See Table 7.2 for more information (pg 40). The detailed results show that female respondents were more likely to say they found this kerbside collection easy or very easy to use (84%) than male respondents (75%).

Using Blue Box Kerbside Collection

- 7.6 Again, the majority of Viewpoint members (86%) told us that they have this kerbside collection and they use it. Eight per cent of Viewpoint members have this collection and do not use it and six per cent told us that they do not have this kerbside collection. See Table 7.1 for more information. The detailed results show that respondents from North areas of Hartlepool were more likely to tell us that they have this kerbside collection but don't use it than respondents from South or Central areas of Hartlepool (13%, 5% & 7% respectively).
- 7.7 Over eight out of ten (81%) Viewpoint members told us they find this kerbside collection easy or very easy to use and eight per cent told us that they found it hard or very hard to use. See Table 7.2 for more information. Again, the detailed results show that women were more likely to say they found this kerbside collection easy or very easy to use (84%) compared with men (78%).

Using White Bag Kerbside Collection

- 7.8 Three quarters (75%) of Viewpoint members told us they have this kerbside collection and they use it. Four per cent of Viewpoint members said they have this kerbside collection and don't use it and over one in five (21%) Viewpoint members told us that they do not have this kerbside collection. See Table 7.1 for more information. The detailed results shows that respondents from North areas of Hartlepool were more likely to tell us that they don't have this kerbside collection (41%, compared to 4% for South & 21% for Central areas of Hartlepool). Men were also more likely to tell us that they have this kerbside collection but do not use it (5% compared to 2% for women).
- 7.9 Just under eight out of ten (78%) Viewpoint members told us that they found this kerbside collection easy or very easy to use. However, over one in ten (11%) said they found it hard or very hard to use. Viewpoint members were more likely to say they found this kerbside collection hard or very hard to use than any other kerbside collection. Eighty per cent of women said they found this kerbside collection easy or very easy to use compared with seventy-five per cent for men.

Using Brown Bin Kerbside Collection

- 7.10 Seventy-three per cent of Viewpoint members told us that they have this kerbside collection and they use it. Four per cent said they have the collection but they do not use it and nearly a quarter of Viewpoint members (23%) said they do not have this kerbside collection. See Table 7.1 for more information. The detailed results show that respondents from North areas of Hartlepool were more likely to tell us that they don't have this kerbside collection (45%, compared to 4% for South & 23% for Central areas of Hartlepool). Also, men were more likely to say they have this collection but do not use it (5% compared to 3% for women).
- 7.11 Eighty-five per cent of Viewpoint members said they find this kerbside collection easy or very easy to use and only four per cent said they find it hard or very hard to use. See Table 7.2 for more information. The detailed results show that respondents with a disability were more likely to say they found this kerbside collection hard or very hard to use (13%, compared with 3% for respondents without a disability).

Using Green Bin Kerbside Collection

- 7.12 Over nine out of ten (93%) Viewpoint members told us that they have this kerbside collection and use it, and seven per cent of members said they do not have this kerbside collection. See Table 7.1 for more information. The detailed results show that Viewpoint members from North areas of Hartlepool were more likely to tell us that they do not have this kerbside collection (12%, compared to 1% for South and 6% for Central areas of Hartlepool).
- 7.13 Viewpoint members were more likely to tell us that they found this collection either easy or very easy to use than any other collection (87%). Only four per cent of Viewpoint members told us they found this collection hard or very hard to use. See Table 7.2 for more information. Again, respondents with a disability were more likely to say they found this kerbside collection hard or very hard to use (7% compared with 3% for respondents without a disability).

Table 7.1 Could you tell us if you use the following kerbside collections:

	Have collection and use it		Have collection but don't use it		Do not have this collection		Number of respondents
	%	(No.)	%	(No.)	%	(No.)	(No.)
Blue bag	85	(974)	8	(95)	7	(77)	(1146)
Blue box	86	(983)	8	(94)	6	(69)	(1146)
White bag	75	(822)	4	(40)	21	(232)	(1094)
Brown bin	73	(790)	4	(42)	23	(253)	(1084)
Green bin	93	(1080)	#	#	7	(77)	(1158)

Table 7.2 Now could you tell us how easy did you find the service to use:

	Very easy	Easy	Neither easy nor hard	Hard	Very hard	Number of respondents
	%	%	%	%	%	(No.)
Blue bag	56	24	12	5	4	(1008)
Blue box	57	25	11	5	3	(1021)
White bag	51	27	12	7	3	(838)
Brown bin	61	25	10	3	2	(804)
Green bin	63	24	9	3	1	(1079)

Satisfaction with Kerbside Collection

- 7.14 Next, we wanted to find out how satisfied or dissatisfied Viewpoint members were with various aspects of the kerbside collection service. Overall, Viewpoint members appear to be most satisfied with the brown bin kerbside collection in terms of the recycling container, reliability of the collection and the level of street cleanliness after the collection. Members were more likely to say they were dissatisfied with the white bag provided for recycling and the level of street cleanliness after this kerbside collection.
- 7.15 There are three Tables of results supporting this section. Tables 7.3, 7.4 & 7.5 can be found on pages 44 & 45

Satisfaction with Blue Bag Kerbside Collection

- 7.16 Viewpoint members were asked to tell us how satisfied they were with the blue bag provided for paper recycling. Overall, nearly seven out of ten (69%) Viewpoint members told us they were satisfied with the bag provided. See Table 7.3 for more information. The detailed results show that women were more likely to be satisfied with this recycling container than men (73% and 63% respectively).
- 7.17 When asked how satisfied they were with the reliability of this kerbside collection nearly eight out of ten (79%) members said they were satisfied. See Table 7.4 for more information. The detailed results show that women were more likely to say they are satisfied with the reliability of this collection than men (83% and 73% respectively).
- 7.18 Finally, Viewpoint members were asked to tell us how satisfied they were with the level of street cleanliness/tidiness after the collection and over six out of ten (61%) said they were satisfied with this. See Table 7.5 for more information. The detailed results show that respondents from North areas of Hartlepool were more likely to say they are dissatisfied with the level of street cleanliness after this collection (24%) than respondents from South (18%) or Central (20%) areas of Hartlepool.

Satisfaction with Blue Box Kerbside Collection

- 7.19 Viewpoint members were asked to tell us how satisfied they were with the blue box provided for glass and tin recycling. Overall, over seven out of ten (72%) Viewpoint members told us they were satisfied with the bag provided. See Table 7.3 for more information. The detailed results show that women are more satisfied with this recycling container than men (75% and 69% respectively).
- 7.20 When asked how satisfied they were with the reliability of this kerbside collection nearly eight out of ten (79%) members said they were satisfied. See Table 7.4 for more information. The detailed results show that women were more likely to say they are satisfied with the reliability of this collection than men (84% and 74% respectively).
- 7.21 Finally, Viewpoint members were asked to tell us how satisfied they were with the level of street cleanliness/tidiness after the collection and six out of ten (60%) said they were satisfied with this. See Table 7.5 for more information. The detailed results show that respondents from North areas of Hartlepool are least likely to say they are satisfied with the level of street cleanliness after this kerbside collection (15%) than respondents from South (22%) or Central (22%) areas of Hartlepool.

Satisfaction with White Bag Kerbside Collection

- 7.22 Viewpoint members were asked to tell us how satisfied they were with the white bag provided for cardboard and plastic. Overall, Viewpoint members were least likely to say they were satisfied with this recycling container (65%) and most likely to say they were dissatisfied (21%). See Table 7.3 for more information. The detailed results show that respondents living in North areas of Hartlepool were more likely to say they were dissatisfied with this recycling container (25%, compared to 21% for Central and 18% for South areas of Hartlepool).
- 7.23 When asked how satisfied they were with the reliability of this kerbside collection eight out of ten (80%) members said they were satisfied. See Table 7.4 for more information. The detailed results show that respondents living in North (76%) areas of Hartlepool were less likely to say they were satisfied with the reliability of this collection than respondents from South (82%) or Central (80%) areas of Hartlepool.
- 7.24 Finally, Viewpoint members were least likely to say they are satisfied with the level of street cleanliness/tidiness after this collection (47%) and most likely to say they are dissatisfied (34%). See Table 7.5 for more information. The detailed results show that respondents from North Hartlepool were more likely to say they were dissatisfied with the level of street cleanliness after this kerbside collection (40%) than respondents from South (28%) or Central (35%) areas of Hartlepool.

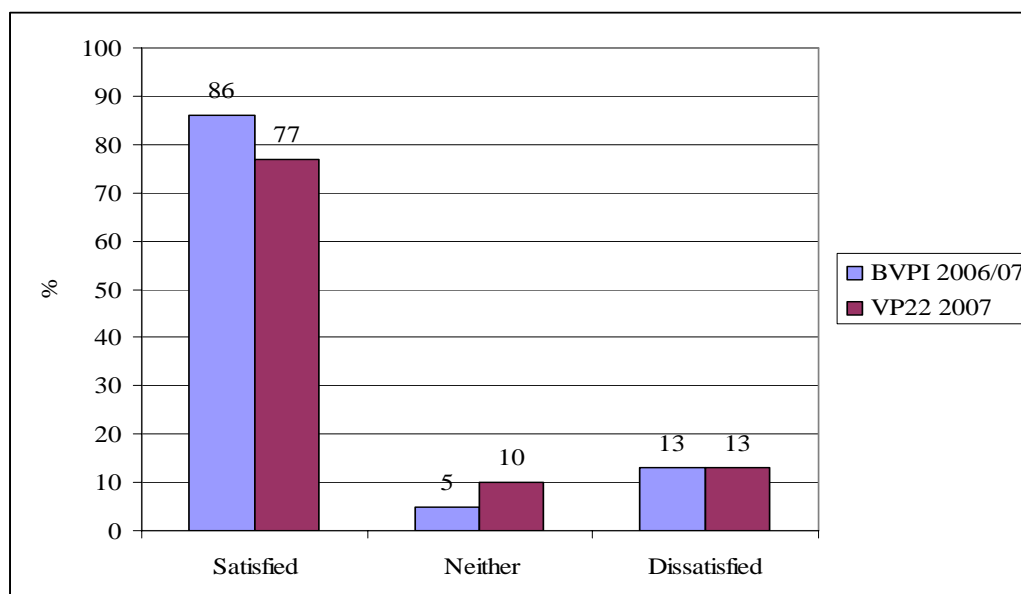
Satisfaction with Brown Bin Kerbside Collection

- 7.25 Viewpoint members were most likely to tell us they are satisfied with the brown bin provided for garden waste (82%) and least likely to tell us they are dissatisfied with this recycling container (9%). See Table 7.3 for more information. The detailed results show that women are more satisfied with this recycling container than men (87% and 77% respectively).
- 7.26 When asked how satisfied they were with the reliability of this kerbside collection Viewpoint members again were most likely to tell us they were satisfied (85%) compared to the reliability of other kerbside collections. Only four per cent of Viewpoint members told us they were dissatisfied with the reliability of this collection. See Table 7.4 for more information.
- 7.27 Finally, Viewpoint members were most likely to say they were satisfied with the level of street cleanliness/tidiness after this collection (69%) and least likely to say they were dissatisfied (13%). See Table 7.5 for more information. Respondents from Central areas of Hartlepool were slightly more likely to say they are dissatisfied with the level of street cleanliness after this collection (15%) than respondents from South (10%) or North (13%) areas of Hartlepool.

Satisfaction with Green Bin Kerbside Collection

- 7.28 Viewpoint members were asked to tell us how satisfied they were with the green bin provided for household waste. Overall, nearly eight out of ten (77%) Viewpoint members told us they were satisfied with the bin provided. See Table 7.3 for more information.
- 7.29 A similar question was asked in the 2006/07 Best Value Performance Indicator (BVPI) General Household Survey. It is important to note that any comparisons drawn between the two surveys should be made with caution as the questions were asked differently and the methodologies behind the BVPI survey and the Viewpoint surveys differ.
- 7.30 In the 2006/07 BVPI survey, slightly more respondents told us that they were either satisfied or very satisfied with the bin provided for their general household waste. However, it is important to note that the same proportion of respondents (13%) said they were dissatisfied with their general household waste bin in the 2006/07 BVPI survey and in the Viewpoint 22 survey. Viewpoint members were slightly more likely to tell us that they were neither satisfied nor dissatisfied with the bin provided for their general household waste (green bin). See Chart 7.1 for more information.
- 7.31 From the Viewpoint 22 survey, the detailed results show that respondents living in Central Hartlepool are more likely to say they are dissatisfied with the green bin (13%) than respondents from South (8%) or North (9%) areas of Hartlepool.

Chart 7.1 Please indicate whether you are satisfied or dissatisfied with the bin provided for your general household waste?



- 7.32 When asked how satisfied they were with the reliability of this kerbside collection over eight out of ten (82%) members said they were satisfied. See Table 7.4 for more information.
- 7.33 Finally, Viewpoint members were asked to tell us how satisfied they were with the level of street cleanliness/tidiness after the collection and over six out of ten (63%) members said they were satisfied with this. See Table 7.5 for more information. Respondents from the South areas of Hartlepool were less likely to say they were dissatisfied with the level of street cleanliness after this collection (12%) than respondents from Central (22%) or North (21%) area of Hartlepool.
- 7.34 A similar question was asked in the 2006/07 Best Value Performance Indicator (BVPI) General Household Survey. Again, it is important to note that direct comparisons between the two surveys should be made cautiously as the questions were asked differently and the methodologies differ.
- 7.35 In the 2006/07 BVPI survey, slightly more respondents told us that they were either satisfied or very satisfied with the bin provided for their general household waste. Again, Viewpoint members were slightly more likely to tell us that they were neither satisfied nor dissatisfied with how clean and tidy the street is following this waste collection. It is also important to note that the proportion of respondents who said they were dissatisfied with how clean and tidy the street is following the waste collection is slightly lower from this Viewpoint survey than it was in the 2006/07 BVPI survey. See Chart 7.2 for more information.

Chart 7.2 Please indicate whether you are satisfied or dissatisfied with how clean and tidy the street is following the waste collection?

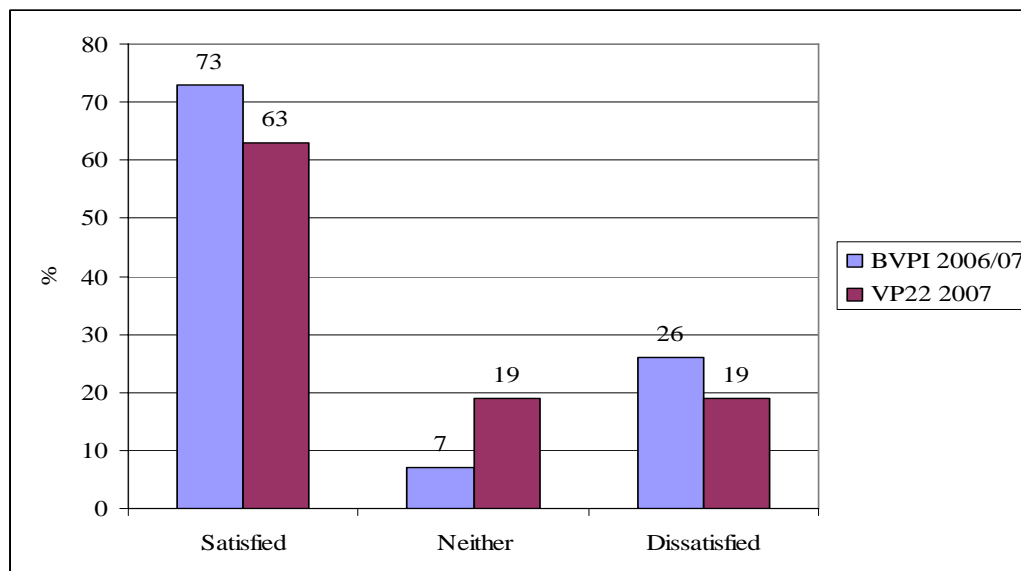


Table 7.3 How satisfied or dissatisfied are you with the bins, boxes and bags provided for your recycling?

	Satisfied		Neither		Dissatisfied		Number of respondents (No.)
	%	(No.)	%	(No.)	%	(No.)	
Blue bag	69	(694)	12	(120)	19	(195)	(1009)
Blue box	72	(730)	14	(145)	14	(140)	(1014)
White bag	65	(542)	14	(120)	21	(173)	(835)
Brown bin	82	(655)	9	(72)	9	(69)	(795)
Green bin	77	(831)	10	(107)	13	(136)	(1075)

Table 7.4 How satisfied or dissatisfied are you with the reliability of the collection?

	Satisfied		Neither		Dissatisfied		Number of respondents (No.)
	%	(No.)	%	(No.)	%	(No.)	
Blue bag	79	(793)	11	(115)	10	(101)	(1009)
Blue box	79	(804)	12	(126)	9	(86)	(1016)
White bag	80	(672)	10	(85)	10	(83)	(839)
Brown bin	85	(683)	11	(87)	4	(35)	(806)
Green bin	82	(894)	11	(121)	7	(74)	(1089)

Table 7.5 How satisfied or dissatisfied are you with the level of street cleanliness/tidiness after the collection?

	Satisfied		Neither		Dissatisfied		Number of respondents
	%	(No.)	%	(No.)	%	(No.)	(No.)
Blue bag	61	(614)	19	(189)	20	(206)	(1010)
Blue box	60	(610)	20	(199)	20	(208)	(1016)
White bag	47	(387)	20	(167)	34	(279)	(832)
Brown bin	69	(551)	18	(141)	13	(102)	(794)
Green bin	63	(673)	19	(201)	19	(199)	(1073)

Improvements to Kerbside Collections

- 7.36 Viewpoint members were asked to tell us if they felt there are any improvements that could be made to the kerbside collection service. In total, five-hundred and ten comments were made. Viewpoint members were most likely to suggest that the Council ensure the street is left tidy after the kerbside collection (162 comments) and for the Council to collect the green bin every week (139 comments). Full results can be seen in Table 7.6.

Table 7.6 Do you feel that there are any improvements that could be made to the kerbside collection service? If so please use the space below to tell us about them.

	Number of Comments
Ensure street left tidy after collection	162
Collect green bin every week	139
Put bags / bins / boxes back where collected from	77
Ensure blue bags / boxes are replaced when missing	27
Bags are too flimsy	17
Should recycle plastics	14
Ensure collection is on time	12
Empty bins properly	10
Need to have a bigger brown bin	7
Need a bigger blue bag	7
Blue boxes should be fitted with lids	6
Other	43
(N=510)	

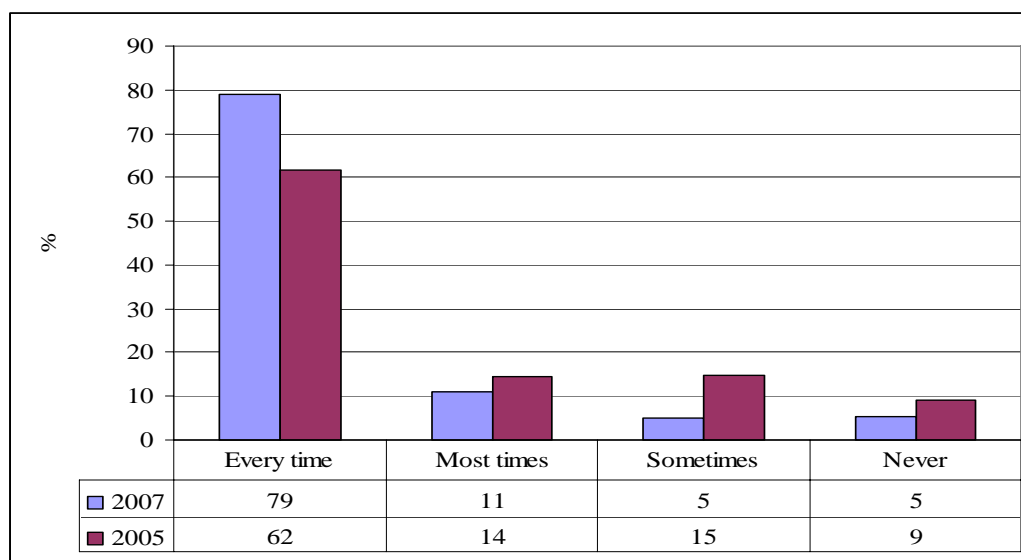
Disposing of Household Items

- 7.37 Next we asked members about how often they recycle various household items such as paper, glass and plastic. Overall, Viewpoint members were more likely to tell us they recycle glass (80%) and paper (79%) every time. Also, the majority of Viewpoint members told us that they never recycle food waste for compost (55%). Viewpoint members from North areas of Hartlepool were more likely to tell us that they don't recycle various household items. For detailed results, see Table 7.7. These questions have been repeated from a 2005 Viewpoint and so, where applicable, a comparison has been made between the two survey results.

Paper

- 7.38 In 2005, only six out of ten Viewpoint members told us they recycle paper every time and nine per cent said they never recycle paper. In 2007 the number of respondents telling us they recycle paper such as newspapers and magazines every time has increased to nearly eight out of ten, and the proportion of respondents saying they never recycle paper has decreased to five per cent. See Chart 7.3 for more information.
- 7.39 Respondents aged between seventeen and twenty-four were least likely to tell us they recycle paper every time (67%, compared to between 71% - 96% for respondents from other age groups).

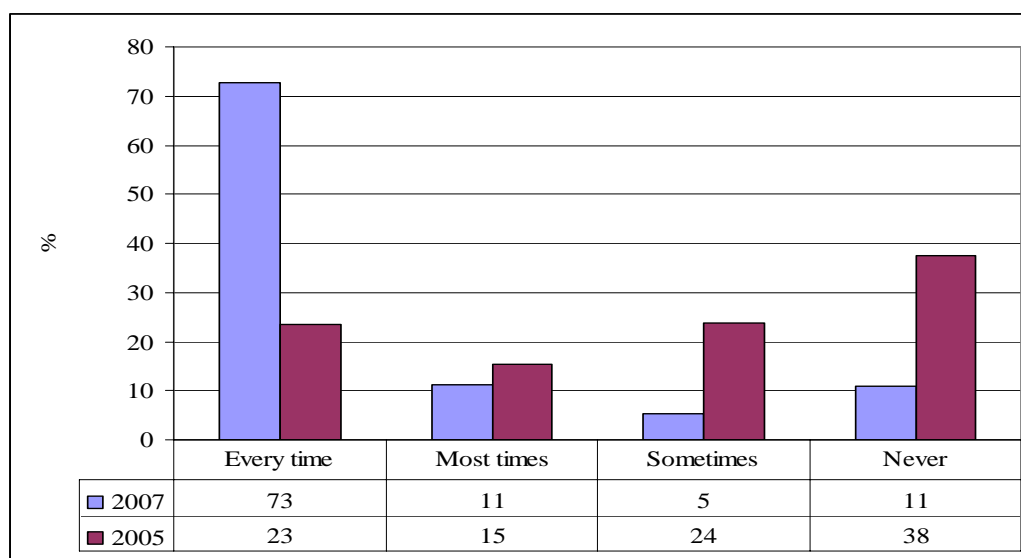
Chart 7.3 When you dispose of paper, how often do you recycle it?



Card/Cardboard

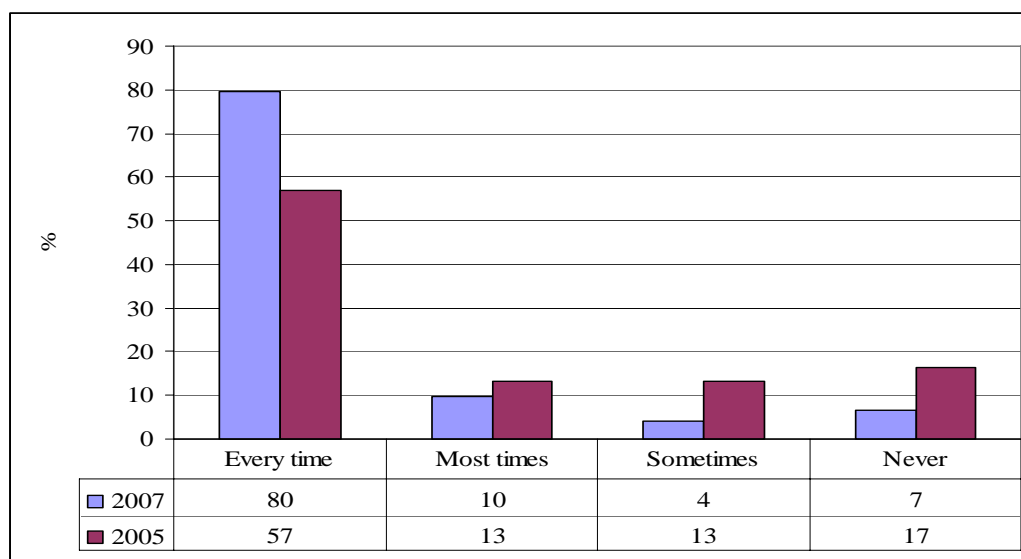
- 7.40 In 2005, less than a quarter of members told us they recycle card and cardboard every time, and four out of ten members told us that they never recycle card or cardboard. The proportion of Viewpoint members telling us that they recycle card or cardboard every time has more than tripled, and in 2007 nearly three quarters of members said they recycle this household item every time. Also, the proportion of respondents saying they never recycle card or cardboard has reduced to eleven per cent. See Chart 7.4 for more information.
- 7.41 Respondents from North Hartlepool were most likely to tell us that they never recycle card and cardboard (18%, compared to 12% for Central and 3% from South areas of Hartlepool).

Chart 7.4 When you dispose of card/cardboard, how often do you recycle it?

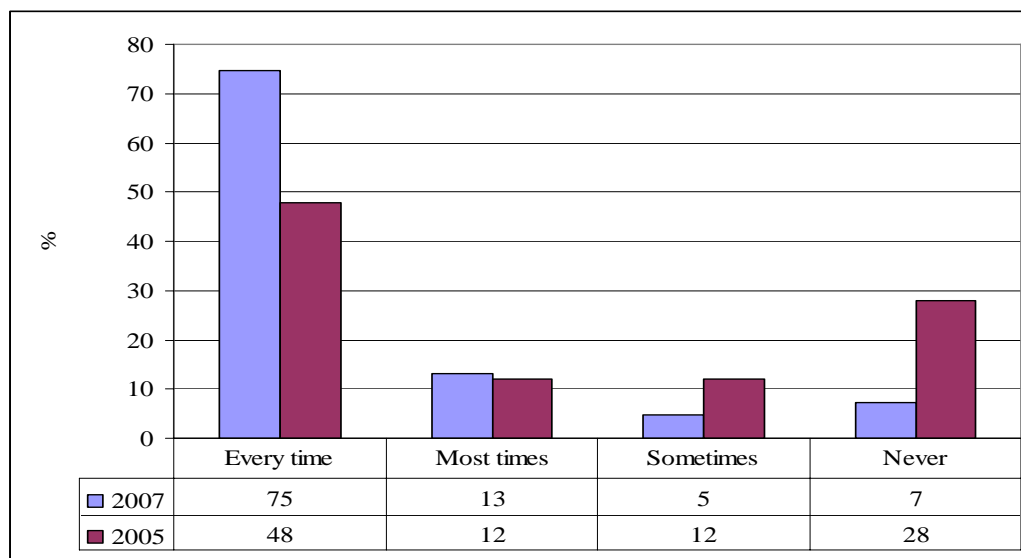


Glass

- 7.42 In 2005 less than six out of ten Viewpoint members told us they recycle glass every time, and nearly two out of ten members said they never recycle glass. In 2007 Viewpoint members were most likely to tell us they recycle glass every time (80%). In 2007, seven per cent of Viewpoint members told us that they never recycle glass. See Chart 7.5 for more information.
- 7.43 Respondents from North areas of Hartlepool were more likely to say they never recycle glass than respondents from Central or South areas of Hartlepool (10%, 7% and 3% respectively).

Chart 7.5 When you dispose of glass, how often do you recycle it?**Food & Drink Cans/Tins**

- 7.44 In 2005, less than half of Viewpoint members told us that they recycle food and drink cans and tins every time, and twenty-eight per cent of respondents told us that they never recycle this household item. This has improved, and in 2007 three quarters (75%) of Viewpoint members told us that they recycle food and drink cans and tins every time, and only seven per cent said they never recycle this item. See Chart 7.6 for more information.

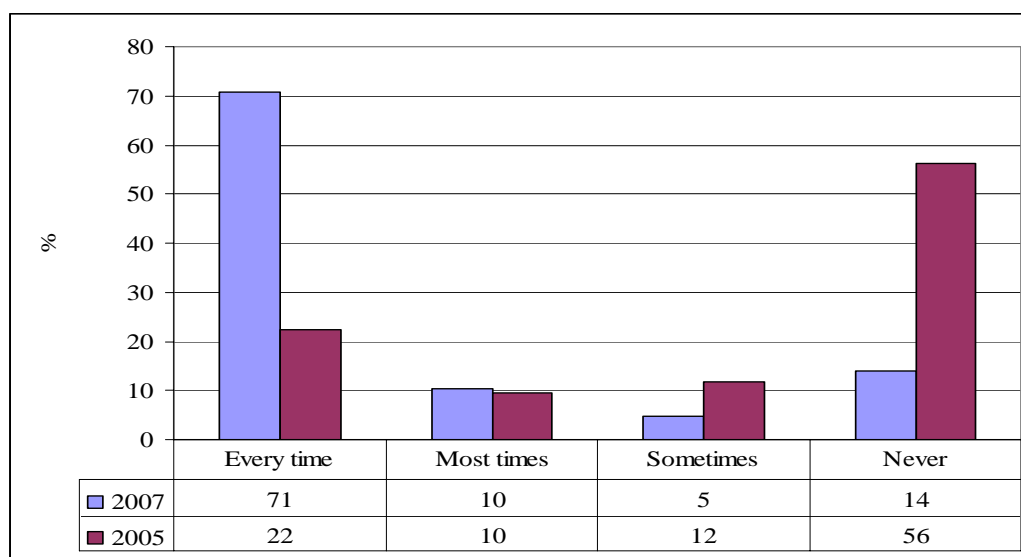
Chart 7.6 When you dispose of food and drink cans/tins, how often do you recycle it?

- 7.45 Again, respondents from North (10%) and Central (9%) areas of Hartlepool were most likely to say they never recycle food and drink cans and tins (compared to 2% for South areas of Hartlepool).

Plastic Containers

- 7.46 In 2005, one out of five members said they recycle plastic containers such as drinks bottles, every time and nearly six out of ten members told us that they never recycle this household item. Since 2005, there has been a substantial improvement in the number of respondents telling us that they recycle plastic containers, and in 2007 seven out of ten Viewpoint members (71%) told us that they recycle plastic containers such as drinks bottles every time, and only fourteen per cent of Viewpoint members said they never recycle plastic containers. See Chart 7.7 for more information.
- 7.47 Almost a quarter (24%) of Viewpoint members from North areas of Hartlepool told us that they never recycle plastic containers. This is compared to fifteen per cent for respondents from Central areas of Hartlepool and three per cent for Viewpoint members from South areas of Hartlepool.

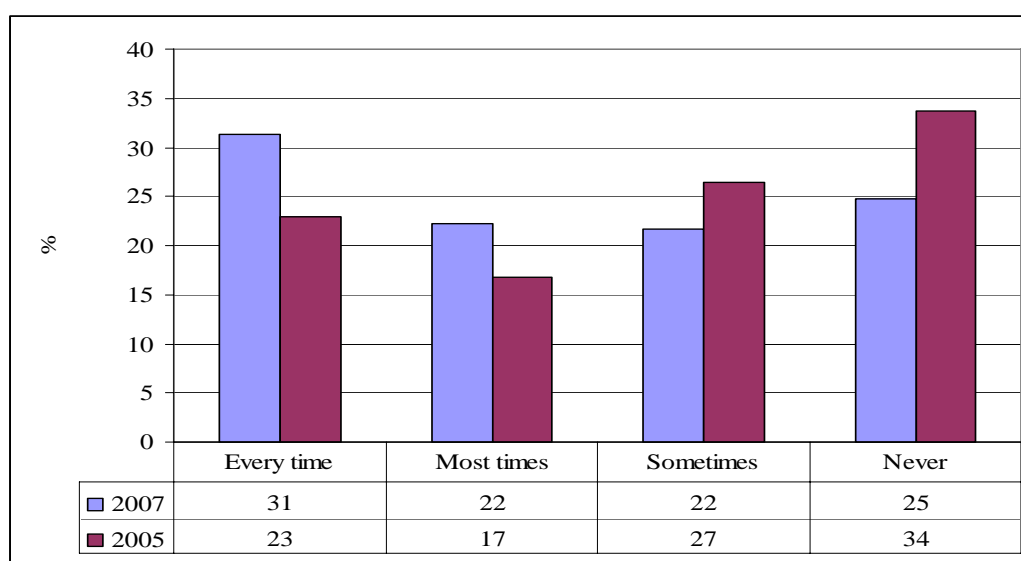
Chart 7.7 When you dispose of plastic containers, how often do you recycle it?



Textiles

- 7.48 Again, there has been an improvement in the proportion of people telling us that they recycle this household item every time from twenty-three per cent in 2005 to thirty-one per cent in 2007. Also, in 2007 over four out of ten (44%) members told us they recycle textiles most times or sometimes. The proportion of respondents telling us that they never recycle textiles has reduced from a third (34%) in 2005 to a quarter (25%) in 2007. See Chart 7.8 for more information.
- 7.49 Respondents aged between seventeen and twenty-four were more likely to say they never recycle textiles (38%) than respondents from any other age group (between 16% - 26%).

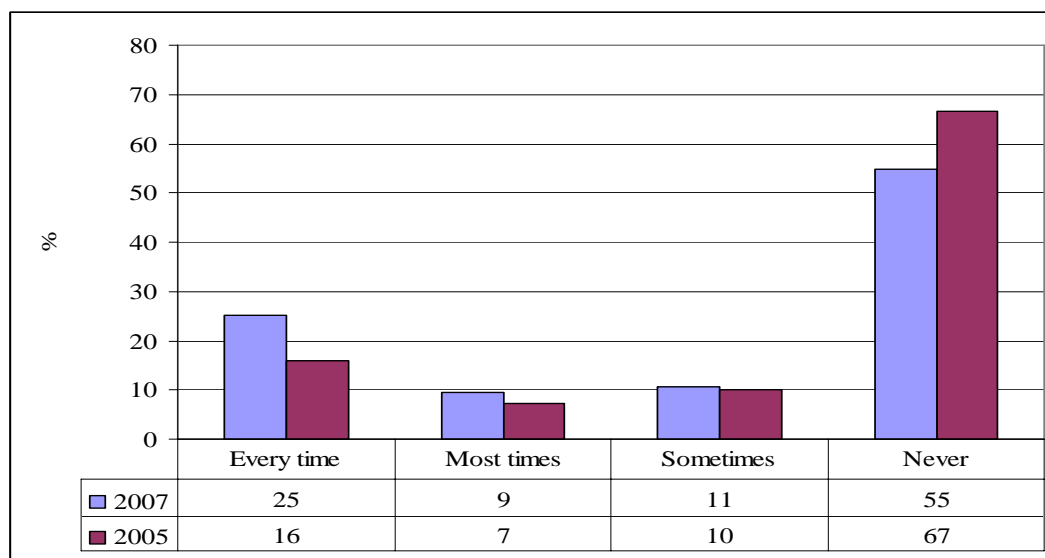
Chart 7.8 When you dispose of textiles, how often do you recycle it?



Food Waste for Compost

- 7.50 In 2005, only sixteen per cent of Viewpoint members told us that they recycled food waste for compost every time. This has increased to a quarter of Viewpoint members in 2007. Also, in 2005, over a third of Viewpoint members said they never recycle food waste for compost which has decreased to just over half (55%) in 2007. Viewpoint members were most likely to say they never recycle food waste for compost out of all the disposable household items asked about. See Chart 7.9 for more information
- 7.51 Respondents from South areas of Hartlepool were more likely to tell us they recycle food waste for compost every time (31%) than respondents from Central (26%) or North (19%) areas of Hartlepool.

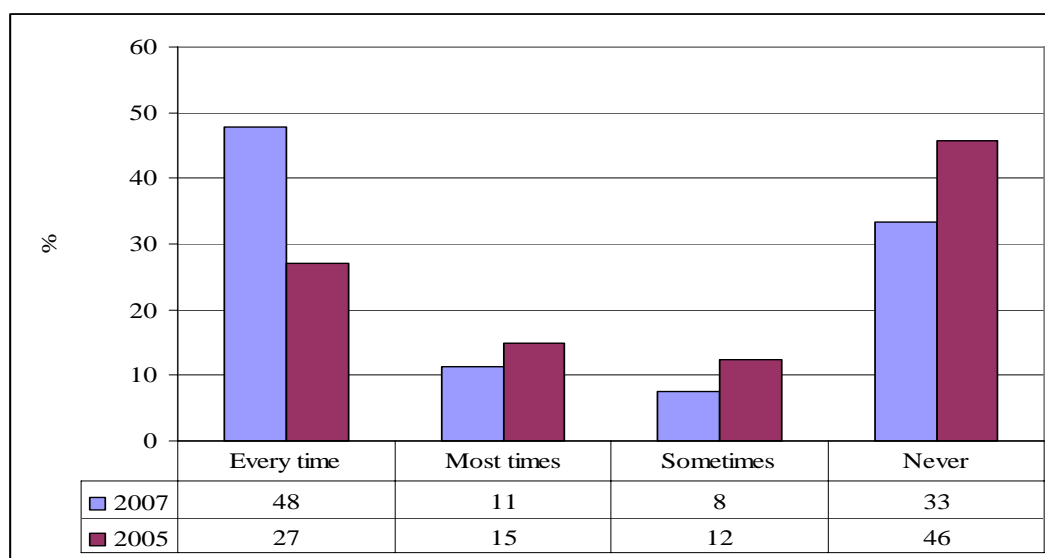
Chart 7.9 When you dispose of food waste for compost, how often do you recycle it?



Garden Waste for Compost

7.52 In 2005 less than one in three respondents told us that they recycle garden waste for compost every time. This has increased to just under half (48%) in 2007. The proportion of respondents who said they never recycle garden waste for compost has reduced from forty-six per cent in 2005 to a third of respondents in 2007. See Chart 7.10 for more information.

Chart 7.10 When you dispose of garden waste for compost, how often do you recycle it?



- 7.53 Respondents from South areas of Hartlepool were more likely to tell us they recycle garden waste for compost every time (55%) compared to respondents from Central (48%) and North (40%) areas of Hartlepool.

How Important is it to Recycle?

- 7.54 Next, Viewpoint members were asked to tell us how important they think it is to recycle the rubbish that households produce.
- 7.55 Overall, in 2007 ninety-six per cent of Viewpoint members told us that they think it is either very or fairly important to recycle the rubbish that households produce (compared to 97% in 2005) and only four per cent of Viewpoint members think it is either not very important or not at all important to recycle the rubbish that households produce (compared to 3% in 2005). See Table 7.8 for full results.
- 7.56 Since 2005 there has been a shift away from respondents thinking it is fairly important to recycle the rubbish that households produce towards thinking it is very important in 2007. See Chart 7.11 for more information.
- 7.57 The detailed results show that women were more likely than men to think it is either very or fairly important to recycle the rubbish that households produce (99% and 94% respectively). Also, respondents from South areas of Hartlepool were slightly more likely to think it is very or fairly important to recycle the rubbish that households produce compared to respondents from Central or North areas of Hartlepool (98%, 96% & 95% respectively).

Chart 7.11 How important do you think it is to recycle the rubbish that households produce?

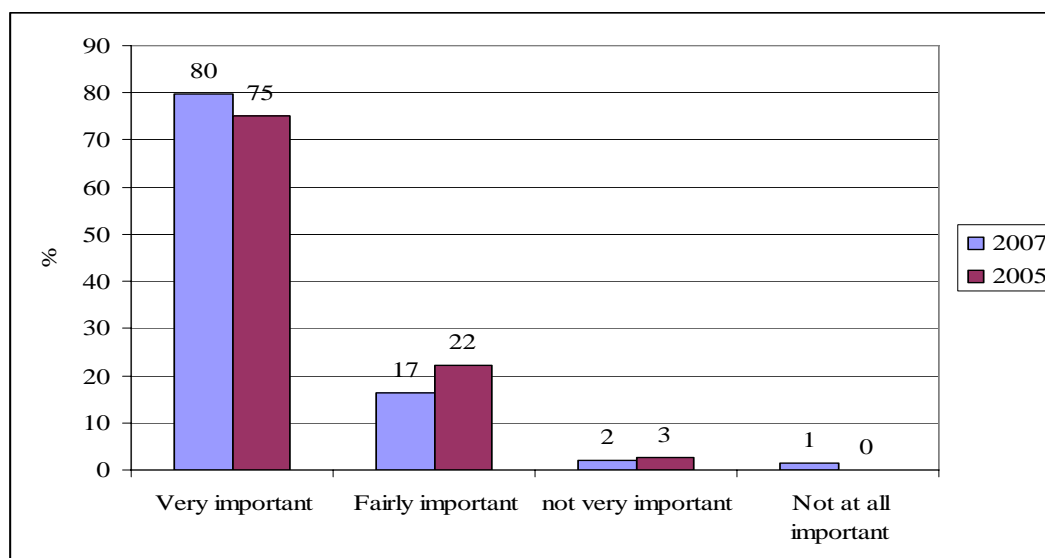


Table 7.8 How important do you think it is to recycle the rubbish that households produce?

	%	(No.)
Very important	80	(941)
Fairly important	17	(194)
Not very important	2	(25)
Not at all important	1	(17)
(N=1177)		

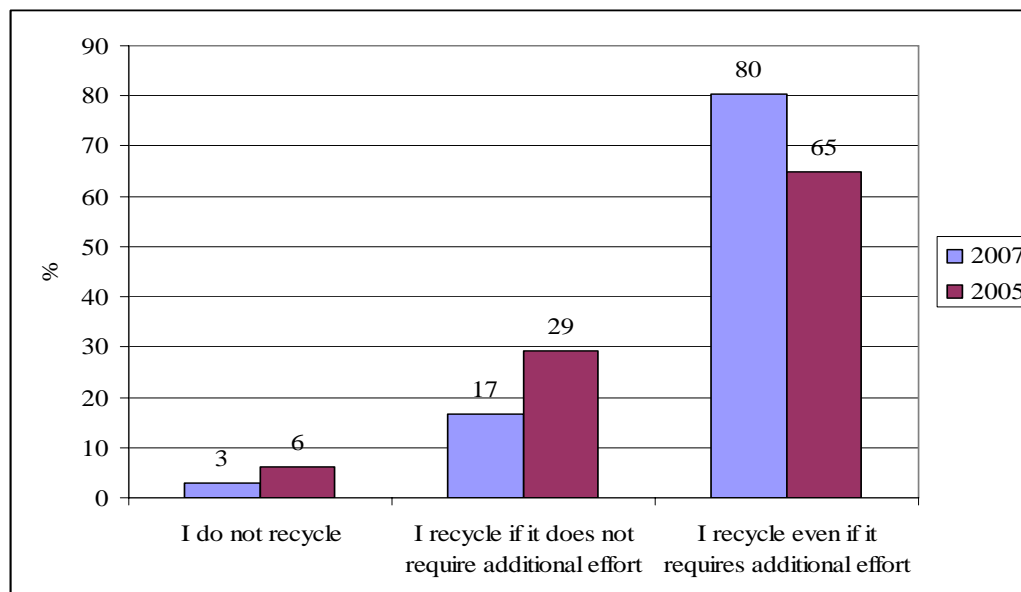
Attitudes to Recycling

- 7.58 Viewpoint members were asked to tell us which statement best describes their attitude to recycling. Overall, in 2007 eight out of ten Viewpoint members told us that they recycle even if it requires additional effort compared to only two thirds (65%) in 2005. Also, in 2007 seventeen per cent of Viewpoint members told us that they recycle if it does not require additional effort. In 2007 only three per cent of Viewpoint members told us that they do not recycle compared to six per cent in 2005. See Table 7.9 for full results.
- 7.59 There has been a move away from people telling us they recycle if it does not require additional effort in 2005 to telling us they recycle even if it requires additional effort in 2007. See Chart 7.12 for more information
- 7.60 The detailed results show that Viewpoint members from Central areas of Hartlepool were more likely to tell us they do not recycle (5%, compared to 1% from South and 3% from North areas of Hartlepool). Also, respondents aged between seventeen and twenty-four years were less likely to say they recycle even if it requires additional effort (68%, compared to between 75% - 85% for other age groups) and more likely to say they recycle if it does not require additional effort (26%, compared to between 13% - 19% for other age groups).

Table 7.9 Which of these statements best describes your attitude to recycling?

	%	(No.)
I do not recycle	3	(33)
I recycle if it does not require additional effort	17	(194)
I recycle even if it requires additional effort	80	(934)
(N=1161)		

Chart 7.12 Which of these statements best describes your attitude to recycling?



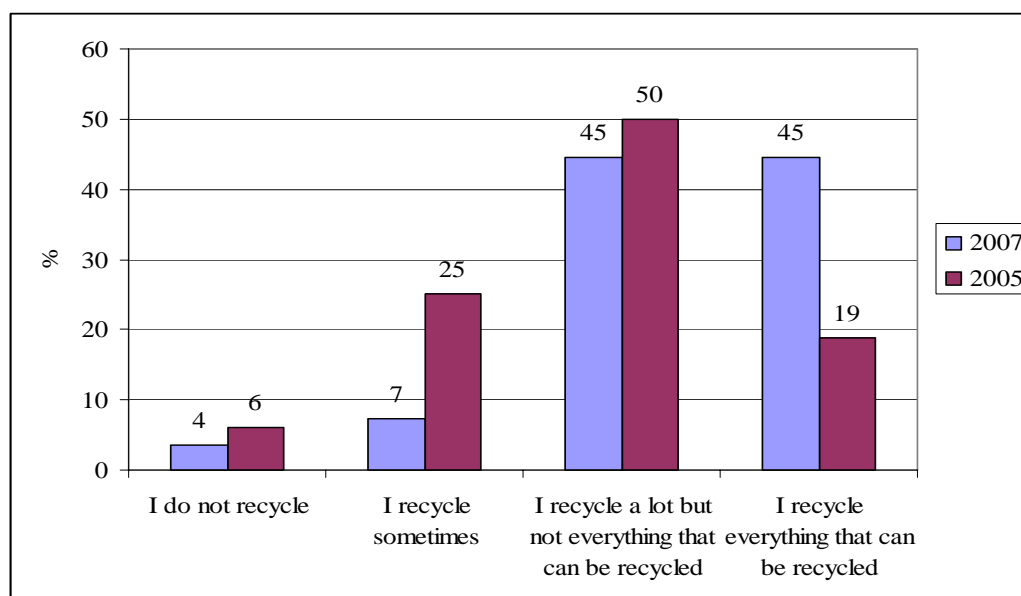
How Much People Recycle

- 7.61 Next, Viewpoint members were asked to describe how much they recycle. In 2007 forty-five per cent of Viewpoint members told us they recycle everything that can be recycled (compared to 19% in 2005), and a similar number told us they recycle a lot but not everything that can be recycled (compared to 50% in 2005). In 2005, a quarter of Viewpoint members told us that they do not recycle. This is compared to four per cent in 2007. See Table 7.10 for full results.
- 7.62 There has been an obvious increase in the proportion of people telling us how much they recycle between 2005 and 2007. There has been a move away from members telling us they recycle sometimes or they recycle a lot but not everything that can be recycled to saying they recycle everything that can be recycled. See Chart 7.13 for more information.
- 7.63 The detailed results show that respondents from South areas of Hartlepool were more likely to tell us they recycle everything that can be recycled (55%) compared to respondents from Central (45%) or North (35%) areas of Hartlepool. Also, respondents aged sixty-five were more likely to say they recycle everything that can be recycled (70%) than respondents from other age groups (between 33% - 45% for other age groups).

Table 7.10 Which of these statements best describes how much you recycle?

	%	(No.)
I do not recycle	4	(42)
I recycle sometimes	7	(87)
I recycle a lot but not everything that can be recycled	45	(522)
I recycle everything that can be recycled	45	(522)
(N=1177)		

Chart 7.13 Which of these statements best describes how much you recycle?



What Encourages & Discourages People from Recycling

- 7.64 Viewpoint members were asked to tell us what, if anything, discourages them from recycling. Forty-five per cent of Viewpoint members did not answer this question, a third (32%) of respondents told us they have no-where to store the extra boxes, bins and bags, and a quarter (24%) said they do not like cleaning items before recycling. Full results can be seen in Table 7.11.

Table 7.11 What, if anything, discourages you from recycling?

	%	(No.)
No answer	45	(542)
Nowhere to store the extra boxes, bins and bags	32	(379)
I don't like cleaning items before recycling	24	(286)
Find it difficult to sort through the rubbish	7	(88)
I keep forgetting to sort through my rubbish	7	(88)
I no longer have bins, boxes or bags for kerbside collection	7	(80)
It takes too much time and effort to recycle	6	(74)
The Council keeps missing my collection	4	(53)
Don't know what or how to recycle	4	(45)
Don't know when my collection day is	3	(36)
It costs the Council too much money to collect and dispose of recycled materials	2	(23)
No benefit to me	2	(20)
Don't know	1	(14)
No particular reason, I just don't recycle	1	(13)
Other	1	(13)
I can't be bothered to recycle	1	(11)
Should be able to recycle plastics	1	(7)
(N=1200)		

- 7.65 Finally, Viewpoint members were asked to tell us what, if anything, would encourage them to recycle more. Forty-five per cent of respondents told us that they already recycle as much as they can. A quarter of respondents told us they would recycle more if there was more information about how and what to recycle (26%), if there was an improved doorstep collection (25%), if recycling was made easier (24%), and if they were paid to recycle (24%). Full results can be seen in Table 7.12.

Table 7.12 And finally what, if anything, would encourage you to recycle more?

	%	(No.)
I already recycle as much as I can	45	(545)
More information about how and what to recycle	26	(310)
Improved doorstep collection	25	(305)
If it was made easier for me to recycle	24	(287)
If I was paid to recycle (e.g. cash for recycled material)	24	(283)
Information about what happens to recycled materials	20	(241)
Better or new communal recycling facilities (e.g. at supermarkets or car parks)	18	(215)
Better information about the benefits of recycling	12	(146)
Recycling facilities at the household waste recycling centre (e.g. Burn Road)	10	(120)
No answer	10	(117)
If there was a charge for producing too much waste (e.g. charge for extra/larger refuse bins)	7	(82)
Nothing could encourage me to recycle more	3	(40)
Don't know	1	(13)
Other	#	#
(N=1200)		

APPENDIX 1

BACKGROUND INFORMATION ON RESPONDENTS

Table A1 Age of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
17 to 24	11	(134)	9	(71)
25 to 34	16	(197)	11	(86)
35 to 44	20	(238)	18	(145)
45 to 54	18	(211)	20	(160)
55 to 64	14	(165)	18	(141)
65 to 74	12	(148)	15	(121)
75+	9	(107)	9	(70)
No answer	-	-	#	#
Total	100	(1200)	100	(795)

Table A2 Sex of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
Female	53	(634)	55	(436)
Male	47	(566)	45	(359)
Total	100	(1200)	100	(795)

Table A3 Location of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
North	32	(382)	28	(226)
Central	38	(457)	42	(331)
South	30	(361)	30	(238)
Total	100	(1200)	100	(795)

Table A4 Economic activity of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
Employed full-time	42	(506)	39	(313)
Employed part-time	9	(113)	10	(77)
Unemployed	3	(36)	3	(23)
Retired	23	(271)	26	(204)
Full-time student	8	(96)	7	(52)
Self employed	4	(52)	4	(33)
Permanently sick or disabled	4	(50)	5	(38)
Other (inc. housewife/husband)	6	(72)	7	(53)
No answer	#	#	#	#
Total	100	(1200)	100	(795)

Table A5 Car ownership of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
One car	57	(678)	57	(456)
Two or more cars	23	(271)	23	(181)
No car	21	(246)	19	(155)
No answer	#	#	#	#
Total	100	(1200)	100	(795)

Table A6 Disability of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
Yes – disabled	16	(187)	17	(134)
No – not disabled	84	(1003)	82	(654)
No answer	1	(10)	1	(7)
Total	100	(1200)	100	(795)

Table A8 Socio Economic Group of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
AB	22	(260)	22	(175)
C1	30	(356)	29	(227)
C2	23	(281)	24	(194)
DE	18	(219)	19	(148)
Don't Know / No Answer	7	(84)	6	(51)
Total	100	(1200)	100	(795)

Social Group Definitions:

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

APPENDIX 2

FULL RESULTS

Viewpoint



Viewpoint Your Views are Important

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

Transport
An Annual Report for the Council
The Museum of Hartlepool
Contacting the Council about Environmental Services
Kerbside Collections

There are no right or wrong answers to any of the questions; we just want to find out what you think of our services and other important issues that affect your daily lives. If you can't complete a question or feel you don't want to answer a particular question, don't worry, just leave it blank and move on to the next one. When you have completed the questionnaire please return it to us in the enclosed reply paid envelope, no stamp required, by **3rd August 2007**.

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

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

Remember, you can now fill out this survey on-line! If you think you would like to try this please contact me and let me know your email address. Alternatively, you can write your email address in the space provided at the end of this survey. You can also use this space to let me know if you have changed your email address. You will still receive your paper questionnaires, but will have the option of filling them out on paper or online! To have a look around our online consultation site, 'Your Town, Your Say' go to: <http://consultation.hartlepool.gov.uk>

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

Hartlepool Borough Council

Civic Centre, Hartlepool, TS24 8AY

Telephone: (direct line) 01429 523584, Email: lisa.anderson@hartlepool.gov.uk

VP22, 67% response rate, 795 completed questionnaires

= Less than 0.5%; - = No responses

Transport

The Council wants to understand more about the types of transport you use and the journeys you make. Therefore, this first section asks you about how you travel to places such as work, school or for health care. We would also like to know what would encourage you to use different methods of transport such as buses or cycling.

If you would like any further information on this topic please contact:
Ian Jopling on (01429) 284140 or via e-mail ian.jopling@hartlepool.gov.uk

1. Could you please tell us how you usually travel to the following places. If you sometimes use more than one method of transport, please tell us about the method of transport you are most likely to use. (PLEASE TICK ONE BOX ON EACH LINE)

	Car %	Bus %	Train %	Taxi %	Cycle %	Walk %	Does not apply %	No answer %
Work	48	3	1	#	2	5	30	11
College / University	11	3	1	#	#	3	64	17
Doctor	60	9	#	2	1	19	2	8
University Hospital of Hartlepool	66	11	-	3	1	7	5	7
Hartlepool Town Centre	58	14	-	2	1	16	1	7
When travelling outside of Hartlepool (e.g. other town centres for shopping or leisure)	73	10	5	#	-	1	3	8

2. Now could you tell us how easy or difficult you find it to travel to these places: (PLEASE TICK ONE BOX ON EACH LINE)

	Very Easy %	Fairly Easy %	Neither easy nor difficult %	Fairly difficult %	Very difficult %	Does not apply %	No answer %
Work	39	15	4	3	2	29	8
College / University	11	7	3	1	#	61	17
Doctor	58	25	5	4	1	2	4
University Hospital of Hartlepool	52	26	8	6	2	4	4
Hartlepool Town Centre	55	29	6	5	1	2	3
When travelling outside of Hartlepool (e.g. other town centres for shopping or leisure)	35	36	14	5	3	3	4

3. Thinking about the different places you travel to, please tell us how often you make these journeys. (PLEASE TICK ONE BOX ON EACH LINE)

	Around five times a week %	One or two times a week %	One or two times a month %	One or two times a year %	Less often than once a year %	Never %	No answer %
Work	55	6	#	-	-	29	9
College / University	7	5	3	2	2	66	16
Doctor	-	1	26	51	15	2	5
University Hospital of Hartlepool	3	2	10	39	36	5	5
Hartlepool Town Centre	11	50	31	4	1	1	3
When travelling outside of Hartlepool (e.g. other town centres for shopping or leisure)	5	24	51	12	2	2	3

We are interested in finding out how often people use their cars for short journeys. By 'short journeys' we mean journeys that could be completed on foot in around 10 minutes. If you do not have a car, please go to question 6.

4. If you use a car instead of walking or cycling for short journeys, where are you most likely to be travelling to? (PLEASE TICK ALL THAT APPLY)

Work	20%
College / University	3%
Doctor	24%
University Hospital of Hartlepool	21%
Hartlepool Town Centre	28%
School run	8%
Shops	42%
None of the above, I walk or cycle for short journeys	20%
Other (Please specify.....)	#
No answer	17%

5. And, thinking about some short journeys that you make, how often would you say you use a car instead of walking or cycling for these short journeys? (PLEASE TICK ONE BOX ONLY)

Around five times a week	One or two times a week	One or two times a month	One or two times a year	Less often than once a year	Never	Don't know	No answer
18%	28%	18%	8%	2%	11%	3%	13%

Viewpoint

The Council is concerned about increasing traffic congestion and pollution and would like to know what you think would help to reduce traffic congestion in Hartlepool. The following question is about how you think the Council should tackle this problem.

6. What, if anything, do you think would help reduce traffic congestion in Hartlepool?
(PLEASE TICK ALL THAT APPLY)

Improved bus services and facilities	58%
Better train services and facilities	44%
By developing more cycle routes and facilities	30%
Increased car parking charges in the town centre	8%
More road space for buses, cyclists and pedestrians	26%
Increased size of existing roads and junctions	29%
New developments in more accessible locations	31%
More information about bus, rail, walking and cycling travel options	37%
None of the above	8%
More park and ride	3%
Other (Please specify _____)	#

7. Thinking about the local bus service, what do you think should be the TWO main priorities for the Council? (PLEASE TICK UP TO TWO BOXES)

More frequent bus journeys	30%
Shorter journeys/more direct routes	25%
Buses arriving on time	17%
Cleaner vehicles	7%
Cheaper bus fares	43%
Make bus routes easier to understand	13%
Improve information at bus stops	22%
Improve bus shelters	13%
Use buses that are easy to get on and off (low floor buses)	17%
Improve security at bus stops and on buses (for example, CCTV)	23%
None of the above	2%
No answer	3%

8. Thinking about cycling, what do you think should be the TWO main priorities for the Council? (PLEASE TICK UP TO TWO BOXES)

Give cyclists more priority on roads	19%
Improve road safety	39%
Provide more secure cycle parking	40%
Encourage employers to provide more changing/shower facilities	14%
Build more separate cycle paths	47%
Improve information/maps of cycle routes	16%
None of the above	7%
No answer	4%

An Annual Report for the Council

Every year the Council publishes a range of documents which provides the public with information about:

- **What the Council has achieved over the past year;**
- **What the Council hopes to achieve over the following year;**
- **Where the Council obtained funding from; and**
- **What the Council has spent this on.**

Currently, this information can be obtained from:

- **The Council's Corporate Plan;**
- **The Annual Statement of Accounts**
- **A Summary of the Annual Statement of Accounts;**
- **A Summary of Performance and Accounts leaflet distributed with Council Tax bills; and**
- **A four page article included in Hartbeat annually, covering Council performance and accounts.**

The Council would like to know if Viewpoint members think it would be a good idea to have an additional document which includes all of this information in one place. This document would need to be produced in addition to how the information is currently provided, and therefore there would be an additional cost to the Council in producing an Annual Report.

9. Do you think it would be useful for the Council to produce an Annual Report?

34%	Yes
30%	No
35%	I have no strong feelings about this
1%	No answer

If you would like any further information on this topic please contact:

David Hunt on (01429) 284073 or via e-mail david.hunt@hartlepool.gov.uk

Museums

The Museum's and Heritage service has an amazing opportunity to improve some of the permanent displays on show at the Museum of Hartlepool. These permanent displays use objects from the past to help tell the story of how Hartlepool has developed into the town we know today. To make sure that the museum makes this story as interesting and enjoyable as possible, we would like to ask you a few questions about museums. These questions include: when and why you visit museums; what you think of the Museum of Hartlepool now; and what we could do to make this museum even better.

Please remember the questions below refer to the town's free Museum of Hartlepool, not the accompanying Hartlepool's Historic Quay which has an entry fee.

If you would like more information on the Museum of Hartlepool or would like to be more involved with the consultation for the new exhibition, please contact:

Stephen Thurston on 01429 284334 or via email Stephen.thurston@hartlepool.gov.uk

- 10. Have you ever visited the Museum of Hartlepool or any other museum?**
(PLEASE TICK ONE BOX IN EACH COLUMN)

	Museum of Hartlepool	Other Museums
Yes	84%	78%
No	12%	11%
No answer	4%	12%

- 11. If yes, could you please tell us how many times you visit a museum?**
(PLEASE TICK ONE BOX IN EACH COLUMN)

	Museum of Hartlepool	Other Museums
At least once a month	7%	6%
Once or twice a year	37%	34%
More than once a year	10%	14%
Less than once a year	38%	33%
Never	1%	4%
Can't remember	5%	5%
No answer	1%	4%

- 12. If you have visited the Museum of Hartlepool in the last 12 months, please tell us what you thought of it? (PLEASE TICK ONE BOX ONLY)**

Very good	24	GO TO Q13
Good	36	
Neither good nor poor	11	GO TO Q14
Poor	1	GO TO Q13
Very poor	1	
Don't know	4	GO TO Q14
Not visited the Museum of Hartlepool	14	GO TO Q16
No answer	9	

13. If you thought the museum was a) good or b) poor, please use the space below to tell us why this is.

No answer	36%	Good for providing local history	2%
Interesting displays	35%	Lots for children to do	1%
Informative displays	15%	Not very interesting	1%
Well laid out	12%	Entertaining	1%
Friendly staff	6%	Needs more interactive displays	1%
Clean	4%	Good range of exhibitions	1%
Free admission	3%	Other	2%

14. Thinking about the last time you visited the Museum of Hartlepool, who did you go with? (PLEASE TICK ONE BOX ONLY)

By myself	14%
Brought my children to see an exhibition	23%
With other family/friends from Hartlepool	41%
With other family/friends from outside of Hartlepool	19%
Not visited the Museum of Hartlepool	-
Work	1%
School visit	1%
Other	-
No answer	3%

15. Thinking about the last time you visited the Museum of Hartlepool, could you tell us why you visited? (PLEASE TICK ALL THAT APPLY)

Went to see the permanent displays	35%
Wanted to go to a temporary exhibition	35%
Was just passing by	17%
Children wanted to go	19%
No specific reason	17%
Other (Please specify.....)	2%
No answer	5%

16. What, if anything, stops you from visiting the Museum of Hartlepool?
(PLEASE TICK ALL THAT APPLY)

No time, too busy	21%
Open hours don't suit me	3%
Not enough for children to do or see	5%
Too far away from where I live	1%
Don't know what's on	25%
Lack of transport	2%
Cleanliness	1%
The condition of the buildings and its facilities	#
Not interested in the permanent display	7%
None of the temporary exhibitions interest me	5%
Nothing I particularly want to see	15%
Museums are boring places	3%
Cost	4%
My children wouldn't be interested	1%
None of the above	38%
Nothing	5%
Other	#

17. Below is a list of different periods in history and objects that you might expect to find out about or see in museums. Please could you tell us what FIVE things from this list you would find most interesting and would like to see at the Museum of Hartlepool.

Before the Romans came to England (up to 50AD)	24%	The Romans (50 – 400AD)	28%
The Saxons and Vikings (400 – 1000AD)	32%	The Medieval Period (1000 – 1600AD)	28%
Georgian and the Industrial Revolution (1700 – 1800AD)	25%	The Victorians and the British Empire (1800 – 1900AD)	45%
The 20 th Century	28%	The modern world	17%
Ceramics and pottery	9%	Fashion and clothing	18%
Dinosaurs	23%	Jewellery	11%
Children's toys	18%	Maritime / ships	35%
Pastimes and holidays	17%	Military / war	26%
Arts and painting	21%	Science and industry	33%
None of the above interest me	2%	Don't know	4%
No answer	5%		

18. As mentioned earlier, the Museum of Hartlepool is planning to change its permanent display. Which of the following, if any, would you like to see included in the new permanent display? (PLEASE TICK ALL THAT APPLY)

Being able to see original objects	55%
Touching original objects	20%
Touching replica objects when the real thing is too fragile	34%
Stories of the important people of the town, such as Ralph Ward Jackson, Sir William Grey & St Hilda)	61%
More about important events that happened in Hartlepool in the past	73%
Having lots for children to do and see	53%
Having lots of things for adults to do and see	43%
Computers with additional information	25%
Videos to watch	33%
Lots of information for me to read	17%
Telling the story of people from the town from the past	66%
Telling the story of people from the town now	32%
Other (Please specify _____)	#
No answer	6%

19. If there is anything else that would encourage you to visit the Museum of Hartlepool more? If so, please use the space below to tell us.

None / no answer	89%
More advertising / promotion of the Museum	3%
More variety of exhibitions	2%
More interactive displays	2%
Hold more events there	1%
Include more modern technology	1%
Other	4%

20. Do you have any other thoughts and comments about the Museum of Hartlepool? If so, please use the space below to tell us about them.

None / no answer	96%
More advertising / promotion of the Museum	2%
Other	2%

Contacting the Council about Environmental Services

The Neighbourhood Services Department is responsible for delivering a wide range of services that have a big impact upon the day to day quality of life for the people of Hartlepool. These services include street lighting, refuse collection, recycling and street cleansing to name a few. We are continually striving to improve services by ensuring good communication and a positive attitude to customers. The following questions aim to find out a little bit about how customers contact the Council about these services, and whether you feel you were treated fairly and correctly when doing so.

If you would like any further information on this topic please contact:

Fiona Srogi on (01429) 523829 or via e-mail fiona.srogi@hartlepool.gov.uk

21. Thinking about the last 12 months how have you contacted the Neighbourhood Services Department for each of the following services:
(PLEASE TICK ONE BOX ON EACH LINE)

	Visited Civic Centre %	Visited Bryan Hanson House %	By Phone %	By e-mail %	Through Councillor /don't use %	Not contacted %	No answer %
Refuse Collection	2	#	33	1	#	49	14
Street Lighting	1	#	14	1	#	58	27
Pest Control	1	#	8	#	#	62	29
Car Parking	1	3	6	1	#	61	28
Recycling	1	#	25	1	#	51	22
Street Cleaning	1	#	8	#	1	61	28
Dog fouling	1	-	5	#	1	64	29
Fly tipping	#	#	4	#	1	64	30
Pot holes	#	#	4	#	1	63	30
Grass cutting	1	-	3	#	1	65	30

22. If you have contacted the Council about environmental services in the last 12 months, do you feel you were treated fairly, politely and correctly?

Yes	46%	GO TO Q24
No	8%	GO TO Q23
Don't know	10%	GO TO Q24
No answer	36%	

23. If no, please use the space below to tell us why

No answer	80%	No-one answered the phone	2%
Staff were not helpful	8%	No action taken after complaint	2%
Staff were rude	3%	Other	4%
Staff lacked sympathy	3%		

Kerbside Collections

In 2006, Hartlepool residents recycled 28% of their waste. This needs to be increased to 40% by 2010. One of the ways the Council is working towards meeting this target is through kerbside collections of recycled waste. In 2003, all households across Hartlepool were issued with special blue boxes and plastic sacks to enable residents to gather together cans, glass, paper and textiles for a collection every fortnight. By October 2007 the Council hopes to introduce white bags and brown bins to all households across Hartlepool to enable them to recycle plastic bottles, cardboard and garden waste.

The Council would like to find out if Viewpoint members are satisfied or dissatisfied with the kerbside collections.

If you would like any further information on this topic please contact:

Fiona Srogi on (01429) 523829 or via e-mail fiona.srogi@hartlepool.gov.uk

24. Could you tell us if you use the following kerbside collections:

(PLEASE TICK ONE BOX ON EACH LINE)

	Yes, I have this kerbside collection and I use it %	I have this kerbside collection, but I don't use it %	Does not apply to me, I do not have this kerbside collection %	No answer %
Blue bag	81	8	6	5
Blue box	82	8	6	5
White bag	69	3	19	9
Brown bin	66	4	21	10
Green bin	90	#	6	4

25. Now could you tell us how easy did you find the service to use:

(PLEASE TICK ONE BOX ON EACH LINE)

	Very easy %	Easy %	Neither easy nor hard %	Hard %	Very Hard %	Does not apply %	No answer %
Blue bag	47	20	10	5	3	9	7
Blue box	48	21	9	4	2	8	7
White bag	36	19	8	5	2	20	11
Brown bin	41	16	7	2	1	22	11
Green bin	56	22	8	3	1	6	4

26. We would like to know how satisfied or dissatisfied you are with the following aspects of your kerbside collections: (PLEASE TICK ONE BOX ON EACH LINE)

a. Bins, boxes and bags provided for your recycling

	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Don't know / does not apply	No answer
	%	%	%	%	%
Blue bag	58	10	16	10	6
Blue box	61	12	12	9	7
White bag	45	10	14	20	10
Brown bin	55	6	6	22	12
Green bin	69	9	11	6	5

b. The reliability of the collection

	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Don't know / does not apply	No answer
	%	%	%	%	%
Blue bag	66	10	8	10	6
Blue box	67	11	7	9	7
White bag	56	7	7	20	10
Brown bin	57	7	3	22	11
Green bin	75	10	6	5	4

c. The level of street cleanliness/tidiness after the collection

	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Don't know / does not apply	No answer
	%	%	%	%	%
Blue bag	51	16	17	9	7
Blue box	51	17	17	8	7
White bag	32	14	23	19	12
Brown bin	46	12	9	20	13
Green bin	56	17	17	5	5

27. Do you feel that there are any improvements that could be made to the kerbside collection service? If so, please use the space below to tell us about them.

None / no answer	58%	Ensure street left tidy after collection	14%
Collect green bin every week	12%	Ensure blue bags/boxes are replaced when missing	2%
Put bags, bins, boxes where collected from	6%	Bags are too flimsy	1%
Should recycle plastics	1%	Ensure collection is on time	1%
Empty bins properly	1%	Need to have a bigger brown bin	1%
Need bigger blue bag	1%	Blue boxes should be fitted with lids	1%
Other	4%		

28. When you dispose of the following household items, how often do you recycle them? (PLEASE TICK ONE BOX ON EACH LINE)

	Every time %	Most times %	Sometimes %	Never %	No answer %
Paper (e.g. newspapers/magazines)	77	11	5	5	2
Card/cardboard (e.g. cereal boxes)	70	11	5	11	4
Glass (e.g. bottles and jars)	78	9	4	7	3
Food and drink cans/tins	72	13	5	7	3
Plastic containers (e.g. drinks bottles)	68	10	5	14	4
Textiles (e.g. clothing)	29	21	20	23	8
Food waste for compost	24	9	10	52	6
Garden waste for compost	46	11	7	32	5

29. How important do you think it is to recycle the rubbish that households produce? (PLEASE TICK ONE BOX ONLY)

Very important	78%
Fairly important	16%
Not very important	2%
Not at all important	1%
Don't know	1%
No answer	1%

30. Which of these statements best describes your attitude to recycling? (PLEASE TICK ONE BOX ONLY)

I do not recycle	3%
I recycle if it does not require additional effort	16%
I recycle even if it requires additional effort	78%
Don't know	2%
No answer	1%

31. Which of these statements best describes how much you recycle? (PLEASE TICK ONE BOX ONLY)

I do not recycle	4%
I recycle sometimes	7%
I recycle a lot but not everything that can be recycled	44%
I recycle everything that can be recycled	44%
Don't know	1%
No answer	2%

32. What, if anything discourages you from recycling?

(PLEASE TICK ALL THAT APPLY)

It takes too much time and effort to recycle	6%
Find it difficult to sort through the rubbish	7%
I keep forgetting to sort through my rubbish	7%
I don't like cleaning items before recycling (e.g. glass, cans, tins and plastic)	24%
Nowhere to store the extra boxes, bins and bags	32%
Don't know when my collection day is	3%
Don't know what or how to recycle	4%
The Council keeps missing my collection	4%
I no longer have bins, boxes or bags for kerbside collection	7%
It costs the Council too much money to collect and dispose of recycled materials	2%
No benefit to me	2%
I can't be bothered to recycle	1%
No particular reason, I just don't recycle	1%
Don't know	1%
Should be able to recycle plastics	1%
Other (Please specify_____)	1%
No answer	45%

33. And finally what, if anything would encourage you to recycling more?

(PLEASE TICK ALL THAT APPLY)

If it was made easier for me to recycle	24%
Improved doorstep collection	25%
Better or new communal recycling facilities (e.g. at supermarkets or car parks)	18%
Recycling facilities at the household waste recycling centre (e.g. Burn Road)	10%
More information about how and what to recycle	26%
Better information about the benefits of recycling	12%
Information about what happens to recycled materials	20%
If there was a charge for producing too much waste (e.g. charge for extra/larger refuse bins)	7%
If I was paid to recycle (e.g. cash for recycled material)	24%
Nothing could encourage me to recycle more	3%
I already recycle as much as I can	45%
Don't know	1%
Other (Please specify_____)	#
No answer	10%

Fill Out Your Viewpoint Surveys On-line

Remember, you can now fill out your Viewpoint surveys online. If you think you would like to try this, please let us know your email address below. You will still receive your paper questionnaires, but will have the option of filling them out on paper or online! If you have already given us your email address, but have changed it, please let us know your new email address below.

My email address is: _____

And finally.....

Please use the space below to suggest any subjects that you would like to see covered in future Viewpoint surveys or any further comments you would like to make about Viewpoint in general

None / no answer	79%	Public transport	1%
Leisure / sports facilities	2%	Level of policing	1%
Anti-social behaviour	2%	Maintenance of grass verges	1%
Condition of the roads	2%	Crime	1%
Litter / street cleaning	2%	Schools / education	1%
Refuse collection	2%	Affordable housing	1%
Car parking	2%	Health Care / future of the hospital	1%
Traffic congestion	2%	Facilities for the disabled	1%
Level of Council Tax	1%	Maintenance of parks and green spaces	1%
Facilities for young people	1%	Other	4%
Dog fouling	1%		

Thank you for completing this round of Viewpoint please return the questionnaire in the post-paid envelope by 3rd August 2007

By completing this questionnaire you give Hartlepool Borough Council the authority to collect and retain information about you. The information collected about you will be held securely and will be processed to produce statistical reports. No personal data will be disclosed. In order to run Viewpoint Citizens Panel, the Council has entered into a contract with ADTS, and will share the information with that organisation.

For the purposes of provision of this service, ADTS acts as a department of the Council and is bound by the contract to treat your information confidentially. Hartlepool Borough Council is the Data Controller for the purposes of the Data Protection Act.

Viewpoint

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

यह दस्तावेज़ यदि आपको किसी अन्य भाषा या अन्य रूप में चाहिये, या आपको आनुवाद-सेवाओं की आवश्यकता हो तो हमसे संपर्क करें

(Hindi)

إذا أردت هذه الوثيقة بلغة أخرى أو بطريقة أخرى، أو إذا كنت بحاجة إلى خدمات مترجم، فمراجعو أن تقوم بالاتصال بنا.

(Arabic)

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

(Bengali)

本文件可以翻譯為另一語文版本，或製作成另一格式，如有此需要，或需要傳譯員的協助，請與我們聯絡。

(Cantonese)

ئەگەر دەتەوێ ئەم بەلگەیت بە زمانیکی کە یا بە فۆرمیکی کە هەبێ، یا پێویستت بە مۆتەرجم هەبێ، تەنێ بە یۆهەندیمان پێوە بکە

(Kurdish)

Jeżeli chciałoby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

(Polish)

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

(Urdu)



HARTLEPOOL
BOROUGH COUNCIL

CORPORATE STRATEGY

HARTLEPOOL BOROUGH COUNCIL

Civic Centre

Hartlepool TS24 8AY

PERFORMANCE PORTFOLIO

Report to Portfolio Holder

28 March 2008



Report of: Chief Personnel Officer

Subject: UPDATE ON CRIMINAL RECORD BUREAU CHECKS
FOR ELECTED MEMBERS

SUMMARY

1. PURPOSE OF REPORT

This report provides an update on the current arrangements for undertaking Criminal Record Bureau (CRB) checks on all Elected Members.

2. SUMMARY OF CONTENTS

The current arrangements for undertaking CRB checks is described and proposed actions in future to maintain clearances are up to date.

3. RELEVANCE TO PORTFOLIO HOLDER

Corporate issues.

4. TYPE OF DECISION

Not a key decision.

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

That the report be noted.

Report of: Chief Personnel Officer

Subject CRIMINAL RECORD BUREAU CHECKS FOR
ELECTED MEMBERS

1. PURPOSE OF REPORT

- 1.1 This report describes the current arrangements for undertaking Criminal Record Bureau (CRB) checks on all Elected Members. It also includes proposed actions to maintain that clearances are up to date.

2 BACKGROUND

- 2.1 Although the law does not require Elected Members to be CRB checked there are some specific roles where a check would be regarded as good practice e.g.
- (a) 'mentoring' role of members currently under consideration by Children's Services Scrutiny Forum
 - (b) Corporate Parent
 - (c) Portfolio Holder for Children's Services
 - (d) School Governor
 - (e) Social Services Complaints Review Panel
 - (f) Representative on outside bodies which have clear links to vulnerable groups
- 2.2 As the roles undertaken by individual Elected Members may vary over time it is considered prudent to CRB check all Elected Members upon election to avoid subsequent delay and potential confusion about which Members are checked. The Council also wishes to reassure appropriate partner organisations, community groups and the public generally that Elected Members at Hartlepool Borough Council are routinely CRB checked.

At the meeting of Cabinet held on 30 April 2007, it was agreed that

- (i) That all current Elected Members, newly Elected Members and resident representatives undertake a standard CRB check each term of office.
- (ii) That the Chief Executive and the Monitoring Officer in his absence, be authorised to discuss identified traces and determine appropriate action.
- (iii) That assurances be provided publicly that a satisfactory CRB check had been undertaken only with the prior consent of

individual Members and resident representatives.

The protocol that applies to the process for undertaking Elected Member CRB checks is attached as Appendix A.

- 2.4 At the meeting of Council held on 21 June 2007, Minute 23b refers, a motion was put and confirmed that Council -
 - (a) confirms its expectation that all elected Members including elected Resident Representatives undertake CRB checks in accordance with the arrangements described and that the contents of para 5 of the report be considered as a supplement to the Code of Conduct for Councillors, and
 - (b) agreed a formal variation of the Code of Conduct to include a requirement that the arrangements be incorporated within the Code and that the matter be referred to the Constitution Committee for formulation of the necessary changes.

3. CURRENT POSITION REGARDING ELECTED MEMBER CRB CHECKS

- 3.1 Elected Members have been asked to undertake CRB checks to provide reassurance and security to the vulnerable members of Hartlepool's communities. To date there has been a positive response with 45 Members having gone through or are going through the process.
- 3.2 Currently three Members have not undertaken a CRB check. Of those Members, two have not responded to requests to attend a session to complete the relevant documentation and the other Member has stated that a check will only be undertaken when clarity from the Standards Board is received

6. RECOMMENDATION

- 6.1 The Portfolio Holder is recommended to note the report.

APPENDIX A

PROTOCOL FOR ELECTED MEMBER CRB CHECKS

The protocol requires:

- all current Elected Members complete a CRB check
- all newly or re-elected Elected Members complete a CRB check following election
- any traces are referred to the Chief Executive or the Monitoring Officer in his absence, for assessment regarding appropriate action.
- Disclosure information is considered on the following basis:
 1. the seriousness of the offence(s) and its relevance to the safety of others
 2. the length of time since the offence(s) occurred
 3. any relevant information offered by the councillor for example about the circumstances leading up the offence(s) being committed such as the influence of domestic or financial circumstances
 4. whether the offence was a one-off or part of a history of offending
 5. whether the individual's circumstances have changed since the offence was committed making re-offending less likely
 6. the country in which the offence was committed: some activities are offences in Scotland and not in England and Wales, and vice versa
 7. whether the offence has been decriminalised by Parliament
 8. the degree of remorse, or otherwise, expressed by the individual and their motivation to change.

Appropriate action includes for example taking no action, advising the Mayor that allocating Portfolio Holder responsibilities are not appropriate or restricting the range of outside bodies which the Elected Members may represent the Council at.

These arrangements are not intended to prevent any Elected Member from undertaking their elected role as community representative. All information received will be treated in the strictest confidence. The CRB recognises that the Standard and Enhanced Disclosure information can be extremely sensitive and personal, therefore it has published a Code of Practice and employers' guidance for recipients of Disclosures to ensure they are handled fairly and used properly.