

FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO DECISION SCHEDULE



Monday, 28th November, 2005

at 3:30 pm

in Committee Room C

Councillor Jackson, Cabinet Member responsible for Finance and Performance Management will consider the following items.

1. KEY DECISIONS

1.1 None

2. OTHER ITEMS REQUIRING DECISION

- 2.1 HR Strategy Development – *Chief Personnel Services Officer*
- 2.2 Financial Support for the Hartlepool Joint Trade Union Committee Additional ICT Arrangements – *Chief Personnel Services Officer*
- 2.3 Workforce Information – *Chief Personnel Services Officer*
- 2.4 Neighbourhood Services Departmental Plan (Performance Management) Update September, 2005 – *Director of Neighbourhood Services*
- 2.5 Treasury Management Review as at 30th October – *Chief Financial Officer*
- 2.6 Land Adjacent 20 Northwold Close - *Head of Procurement and Property Services*
- 2.7 Cromwell Street Depot - *Head of Procurement and Property Services*
- 2.8 Land Between 13-14 Willow Walk - *Head of Procurement and Property Services*
- 2.9 5 Year Procurement Plan – *Head of Procurement and Property Services*
- 2.10 Use of Resources – Procurement Spend - *Head of Procurement and Property Services and Chief Financial Officer*

3. ITEMS FOR INFORMATION

- 3.1 Employee Attendance 2005/6 – Second Quarter and Half Yearly Report – *Chief Personnel Services Officer*
- 3.2 Local Government Pension Scheme Update – *Chief Personnel Services Officer*
- 3.3 Redeployment Policy and Associated Procedures – *Chief Personnel Services Officer*
- 3.4 Viewpoint Citizen's Panel Results – *Assistant Chief Executive*
- 3.5 Corporate Complaints – July to September 2005 – *Assistant Chief Executive*
- 3.6 Chief Executive's Departmental Plan 2005/06 – 2nd Quarter Review – *Chief Financial Officer/Chief Solicitor*

4. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS

4.1 None.

EXEMPT ITEMS

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

5. KEY DECISION

5.1 None

6. OTHER ITEMS REQUIRING DECISION

6.1 Land at Rear of 17 Middlegate, Hartlepool – (para 9) *Head of Procurement and Property Services*

6.2 North Central Hartlepool Regeneration, Sale of 14 Belk Street, Hartlepool (para 9) - *Head of Procurement and Property Services*

7. ITEMS FOR INFORMATION

7.1 Use of Purchase Cards for Schools Catering Food Procurement – (para 8) - *Head of Procurement and Property Services*

FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO

Report To Portfolio Holder

28 November 2005



Report of: Chief Personnel Services Officer

Subject: HR STRATEGY DEVELOPMENT

SUMMARY

1.0 PURPOSE OF REPORT

This report sets out the importance of revising the current HR strategy and seeks the Portfolio Holder's confirmation about member involvement in developing a new strategy that reflects current and future people demands.

2.0 SUMMARY OF CONTENTS

The report includes information about how and why the current strategy needs to be revised, the context within which the strategy needs to develop and how the strategy might be revised and developed.

3.0 RELEVANCE TO PORTFOLIO MEMBER

Corporate issues.

4.0 TYPE OF DECISION

Non-key decision.

5.0 DECISION MAKING ROUTE

Portfolio Holder only

6.0 DECISION(S) REQUIRED

The Portfolio Holder is requested to:

- Note the plans to develop a revised HR strategy
- Confirm the level of the Portfolio Holder's involvement in the process
- Confirm how the Portfolio Holder would like other members to be involved.

Report of: Chief Personnel Services Officer

Subject: HR STRATEGY DEVELOPMENT

1. PURPOSE OF REPORT

This report sets out the importance of revising the current HR strategy and seeks the Portfolio Holder's confirmation about member involvement in developing a new strategy that reflects current and future people demands.

2. BACKGROUND

The Council's current HR Strategy is becoming out of date and less relevant as a result of changes within the Council and externally. The organisation needs to review the HR Strategy to ensure that there is an up to date approach to workforce matters. A previous review of the strategy was implemented but never completed because a change in Portfolio Holder and the corporate restructure. A framework for a new strategy was drafted.

4. HOW THE HR STRATEGY SUPPORTS SERVICE IMPROVEMENT

To operate effectively and deliver high quality services it is essential that the Council sets out its vision and priorities in relation to how people are deployed, managed and developed and create linkages so that the strategy supports the overall business objectives. Understanding and integrating corporate aims and values is an important aspect of structuring the strategy and making it relevant to the key stakeholders. It is a critical part of this Council's improvement agenda and forms a key aspect of the Audit Commission's CPA process. The strategy should set out in people terms where the Council is now, where it wants to be in the future and how it is going to get there

4. DEVELOPING A STRATEGY WITHIN CONTEXT

There are many national agreements, tools and strategies that the Council must consider in strategy development. Many are useful for analysing the current position or for setting long-term objectives. Internally there are corporate and service objectives that have a people impact. Any review of the current strategy, draft framework and development of a new strategy cannot therefore be undertaken in isolation.

Examples include:

- The Pay & Workforce Strategy, which has been published to help ensure local government as a whole has the workforce needed to deliver quality, value for money services. It brings to together the results of the Audit Commission's CPA process and encourages Councils to work together to rise to the challenge of the reform and efficiency agenda. It was developed by the ODPM, Employers' Organisation with support from the Office for Public Sector Reform. It is essential that each council ensures the requirements of the PWS are integrated and aligned with its local people strategies.
- Workforce Development Plan: All local authorities were required to produce a Plan by March 2005 and include issues such as leadership and workforce development and how the council will deal with recruitment and retention issues. Ideally the Workforce Development Plan should be part of the wider people strategy.

5. DEVELOPING A NEW HR STRATEGY

The HR Division have ideas and views about what the HR Strategy for the Council should look like. Professionally there is little value in producing a document that is not understood or used by the organisation. Involving key stakeholders, using internal research material and testing the medium to long term impact of plans on service improvement is recognised by senior HR staff as very important. There are various ways of developing and producing the document and it is for individual organisations to design a system that best suits their needs.

Within Hartlepool this may include consulting and/or referral to:

- Finance and Performance Management Portfolio Holder
- Scrutiny process
- Corporate Management Team
- Trades Union representatives e.g. through the Single Table meetings
- Employees e.g. from the employee survey results, focus groups, etc.
- Other partner organisations

There are already established arrangements for engaging and consulting with managers, staff and the trades unions however the view of the Portfolio Holder is requested regarding the role of other Members in developing a revised strategy. The range and role of stakeholders can then be considered and a timetable for review and final agreement set.

6. RECOMMENDATIONS

The Portfolio Holder is requested to:

- Note the plans to develop a revised HR strategy
- Confirm the level of the Portfolio Holder's involvement in the process
- Confirm how the Portfolio Holder would like other members to be involved.

FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO

**Report to Portfolio Holder
28th November 2005**



Report of: Chief Personnel Services Officer

Subject: FINANCIAL SUPPORT FOR THE HARTLEPOOL
JOINT TRADE UNION COMMITTEE
ADDITIONAL ICT ARRANGEMENTS

SUMMARY

1.0 PURPOSE OF REPORT

To obtain the Portfolio Holder's agreement to provide financial support for the Hartlepool Joint Trade Union Committee ICT arrangements.

2.0 SUMMARY OF CONTENTS

The report provides details of the support requested by the Hartlepool Joint Trade Union Committee.

3.0 RELEVANCE TO PORTFOLIO MEMBER

Corporate issues.

4.0 TYPE OF DECISION

Non-key decision.

5.0 DECISION MAKING ROUTE

Portfolio Holder only.

6.0 DECISION(S) REQUIRED

That the portfolio holder agrees to fund the managed service costs of a laptop for the Hartlepool Joint Trade Union Committee at an annual cost of £943 which is within the current budget provision.

Report of: Chief Personnel Services Officer

Subject: FINANCIAL SUPPORT FOR THE HARTLEPOOL
JOINT TRADE UNION COMMITTEE
ADDITIONAL ICT ARRANGEMENTS

1. PURPOSE OF REPORT

To obtain the Portfolio Holder's agreement to provide financial support for the Hartlepool Joint Trade Union Committee ICT arrangements.

2. BACKGROUND

- 2.1 The Council provides financial and other support to the two trade unions (Unison and GMB) with the largest membership in the Council as well as to the Hartlepool Joint Trade Union Committee. The support comprises paid release for some employees to undertake union duties and the provision of accommodation and other facilities. This is beneficial to the Council as it facilitates good industrial relations with the trade unions and employees

3. REQUEST FOR FINANCIAL SUPPORT FOR ADDITIONAL ICT ARRANGEMENTS

- 3.1 The Hartlepool Joint Trade Union Committee have requested that the Council provide financial support to enable them to fund the Northgate managed service costs (£943 pa) of a laptop. Whilst the request is made by the Hartlepool Joint Trade Union Committee, the cost of replacement hardware and software is being funded by UNISON as the laptop will be available for use by both the Hartlepool Joint Trade Union Committee and UNISON. The provision will replace a very old pc (initially provided by the Council) by a more modern laptop (with all the attendant advantages of portability), which will facilitate the work of the Hartlepool Joint Trade Union Committee as well as enabling Unison to represent their members better and make more efficient use of their representative's and employees time. In addition, the provision will allow the unions to continue to be included in Lotus Notes etc arrangements

- 3.2 Budget provision is available to fund the request.

4. RECOMMENDATION

- 4.1 That the portfolio holder agrees to fund the managed service costs of a laptop for the Hartlepool Joint Trade Union Committee at an annual cost of £943 which is within the current budget provision.

FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO

Report To Portfolio Holder
28 November 2005



Report of: Chief Personnel Services Officer

Subject: WORKFORCE INFORMATION

SUMMARY

1.0 PURPOSE OF REPORT

To confirm the workforce information already provided to the Portfolio Holder and seek the Portfolio Holder's view on other workforce information that should be formally reported.

2.0 SUMMARY OF CONTENTS

This report lists the formal reports already presented to the Portfolio Holder regarding workforce matters and suggests other management analysis that might be provided.

3.0 RELEVANCE TO PORTFOLIO MEMBER

HR and Performance management is the responsibility of the Portfolio Holder.

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

- Note the current workforce information reported currently
- Confirm workforce information required in the future

Report of: Chief Personnel Services Officer

Subject: WORKFORCE INFORMATION

1. PURPOSE OF REPORT

To confirm the workforce information already provided to the Portfolio Holder and seek the Portfolio Holder's view on other workforce information that should be formally reported.

2. BACKGROUND

The authority holds information in many formats on its workforce and staffing establishment and the Portfolio Holder receives many reports at various times of the year. This report seeks the Portfolio Holder's views on the workforce and establishment information required to ensure appropriate management and monitoring arrangements are in place so that systems can be managed to produce the information in an accurate, useful and timely format.

3. INFORMATION CURRENTLY PROVIDED

Information currently provided to Finance and Performance Management Portfolio Meetings includes:

1. Corporate health performance indicators
2. Workforce and local population profile by gender, disability, ethnicity, age
3. Recruitment monitoring Information
4. Financial reports, including salaries information
5. Early retirement and Ill-health retirements

The authority records or has access to a wide range of associated staffing, establishment and financial information. Using and analysing that information in a meaningful way is limited unless the data has been recorded and designed for that purpose.

4. EXTENDING THE WORKFORCE MANAGEMENT INFORMATION REPORT PORTFOLIO

To best meet the needs of the organisation in terms of staffing and financial information the views of the Portfolio Holder are requested as to what information would be required in formal reports. A list of possible areas of reporting is given below in addition to the information already provided.

- Summary of employee and establishment levels including wage bill analysis
- Financial and budgeted staffing implications of external funding
- Financial and staffing implications of vacancies
- Summary of establishment changes

The availability of some information is linked to financial year end and therefore the frequency of the reports will be determined by when the base information is produced.

5. RECOMMENDATIONS

The Portfolio holder is requested to

- Note the current workforce information reported currently
- Confirm the workforce information required in the future

**FINANCE AND PERFORMANCE MANAGEMENT
PORTFOLIO**

28th November 2005



Report of: Director of Neighbourhood Services

Subject: NEIGHBOURHOOD SERVICES DEPARTMENTAL
PLAN (PERFORMANCE MANAGEMENT) UPDATE
SEPTEMBER 2005

SUMMARY

1. PURPOSE OF REPORT

To agree the update on performance of the Neighbourhood Services Departmental plan for 2005 / 2006, covering the period from the 1st April 2005 to 30th September 2005.

2. SUMMARY OF CONTENTS

Brief description of services and the progress achieved to the end of September in reaching the targets.

3. RELEVANCE TO PORTFOLIO MEMBER

The portfolio holder for Performance Management has responsibility for part of the Neighbourhood Services Departmental Plan.

4. TYPE OF DECISION

Non key

5. DECISION MAKING ROUTE

This is a decision to be made by the Portfolio Holder.

6. DECISION(S) REQUIRED

Approval of the Departmental Plan update report.

Report of: Director of Neighbourhood Services

Subject: NEIGHBOURHOOD SERVICES DEPARTMENTAL
PLAN 2005-2006

1. PURPOSE OF REPORT

- 1.1 To agree the update on performance of the Neighbourhood Services Departmental plan for 2005 / 2006, covering the period from the 1st April 2005 to 30th September 2005.

2. BACKGROUND

- 2.1 The Council's corporate aims have been developed to align with those of the community plan and the Hartlepool Partnership. The Neighbourhood Services Departmental Plan shows how the department will complement and work towards these corporate aims.
- 2.2 This Departmental Plan Update sets out the department's aims and objectives and includes performance to the end of September against a range of key national and local indicators.
- 2.3 The plan also details service development initiatives that are planned for the year. These are the product of a developing culture that emphasises the importance of outcomes and a focus on customers in planning service delivery. A summary of the progress achieved in the first 2 quarters of 2005 / 2006 has been recorded against these service improvements.
- 2.4 A copy of the plan is attached at **Appendix A** and **B**.







3. RECOMMENDATIONS

- 3.1 It is recommended that the update to the Plan be approved.


Neighbourhood Services Department**Plan: Departmental Plan Indicator Report****Update to end of: September 2005****Performance Indicator**

A	Reported Annually	2	10.0%
	Procurement & Property Services	2	
	Below Target	4	20.0%
	Cross Cutting issues	4	
	Unsure	2	10.0%
	Cross Cutting issues	1	
	Procurement & Property Services	1	
	On or Above Target	12	60.0%
	Cross Cutting issues	1	
	Finance & Business Development	1	
	Procurement & Property Services	7	
	Service Development	3	
Total No. of Performance Indicators		20	







Cross Cutting issues

Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn	Comments on Performance
Cross Cutting					
L102 	Average number of days / shifts lost due to sickness across the Neighbourhood Services Dept. Steve Russell	10.75	-	10.39 days	Performance to the end of September 2005. Weighted performance = 11.30
L89 	% of letters from the public replied to within 10 days Steve Russell	100	79	88 %	Church Street, 70%; Leadbitter Buildings, 80%; Civic Centre, 62%; Hanson House, 95%. This issue is being addressed by the use of consistent system and procedures across the 4 main buildings including regular monitoring.
L97 	Percentage of employee appraisals carried out across the department in the year Carol Davis	85	31.24	80 %	Reports generated 13.10.05 and sent out to those outstanding.
SS09 	Percentage of inspection reports issued by HSU within 10 working days of inspection being carried out Barbara Taylor	100	75	57 %	From April to August 16 met 12 missed. Working closely with Well Being team to review inspection and frequencies.
SS11 	Percentage of people who have undergone equality training in past 3 years Carol Davis	90	-	38.5 %	Target needs to be reviewed. Individual departments/section requirements to be reviewed.
SS12 	Percentage of quarterly DMT meetings attended by Well Being Team to report on performance against Service Level Agreement Carol Davis	100	100	100 %	





Finance & Business Development

Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn	Comments on Performance
Finance & Business Development					
L88 	The % of All Neighbourhood Services creditor invoices processed within Govt prescribed times Chris Waterland	100	100	- %	The creditor stats are behind as changes have been made due to reflect new restructure in childrens services




Procurement & Property Services

Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn	Comments on Performance
Asset Management					
BVPI156 	The % of authority buildings open to the public where all areas are suitable for and accessible to disabled people Keith Lucas	25	16.67	16.67 %	All building works commissioned and in various stages of design and awaiting construction
PL102 	Complete 25% of asset valuations per quarter Steve Carroll	20	100	100 %	complete
Building Consultancy					
TE14 	Customer satisfaction. Survey to be undertaken within 2 months of completion / hand-over Stuart Lawson	80	100	100 %	Based on 33 projects completed.
TE16 	Projects and Schemes to be within Budget Colin Bolton	85	100	87.9 %	Based on 33 projects completed upto end of 2nd Qtr
TE17 	Service within agreed fee Colin Bolton	85	100	100 %	Based on 33 projects completed upto end of 2nd Qtr. All projects have agreed fixed fees that will not be exceeded.
TE18 	Projects over £100k completed within the agreed original or extended contract period / programme against actual. Colin Bolton	85	-	66.6 %	Based on 6 projects completed over 100K
Building Maintenance and Management					

Procurement & Property Services

Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn	Comments on Performance
PL04 	%age of appointments made and kept for cyclical maintenance work Albert Williams	100	100	100 %	
PL06 	% of customers satisfied with building maintenance Albert Williams	95	100	100 %	
Client Services					
L35 	Overall % satisfaction level of Building Cleaning within schools John Brownhill	94	-	- %	Annual review meetings are carried out from November 2005 to March 2006.
PL112 	customer satisfaction surveys - overall satisfaction % level with Building Cleaning excluding non education sector Simon Cuthbert	94	100	100 %	Issued 20 questionnaires to Housing Hartlepool with 9 returns

Service Development

Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn	Comments on Performance
Service Development					
L105 	The percentage of formal complaints responded to within 15 working days Steve Russell	100	100	100 %	8 complaints received, 2 not justified, 4 partly justified, 2 justified.
SS13 	Review risk management register and Strategic risk management plan Steve Russell	100	-	100 %	Strategic risks now available on corporate risk database. A review of these risks has been undertaken by DMT, with further detailed reviews being undertaken by the responsible officer.
SS31 	The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic Angela Read	100	93	93 %	New methods in place to ensure 100% is achieved by December 2003

Neighbourhood Services Department

Departmental Plan - Quarterly Update Report

Appendix B

September 2005

Portfolio Performance Management

SDI Ref.	Development Initiative 2005/6	Sub references	By When? / milestones	Progress to end of	September 2005
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SC7/05.1

Reporting Officer: Graham Frankland

Improve physical access especially to Council buildings

Overcome the major barriers to access through the implementation of £50k per annum programme of improvement works in years 2004/5, 2005/6 and 2006/7

By March 2007

All schemes commissioned and works programmed for 05/06



SC7/05.2

Reporting Officer: Karen Maher

Improve physical access especially to Council buildings

Develop Corporate Access Policy Mar-06

Physical access policy has been written, and is currently in process of going to CMT.



SDI Ref.	Development Initiative 2005/6	Sub references	By When? / milestones	Progress to end of	September 2005
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1

Review the Customer Care Strategy Action Plan and the impact the Strategy has had on customers and staff

To improve customer care within the department

Jun-05

Reporting Officer: Angela Read

Review complete - developments identified are being actioned.



19

Develop operational risk assessment database

Improved recording and monitoring of operation risk assessments

Sep-05

Reporting Officer: Steve Russell

Information being collected to produce a register of all operational risks across the department. This will be expanded on to produce detailed risks. Expected completion for this revised approach will be the end of December.



2

Deliver Key actions within the Improvement Plan on time and to the highest standard ensuring that enthusiasm and motivation for continuous improvement are maintained

To continue to review the way we work together as a department and identify area for improvement

Apr-06

Reporting Officer: Angela Read

Development Programme produced to include training and development for DMT, SMT & imp groups. Performance Management and Service Planning Training taking place Sept and Oct. Final Appraisal Scheme in development. Service improvement groups set up.



SDI Ref.	Development Initiative 2005/6	Sub references	By When? / milestones	Progress to end of September 2005
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20

Complete equality self assessment and prepare action plan to reach Level 2 of the Equality Standard for Local Government, incorporate monitoring into quarterly

Reach Level 2

Jul-05

Reporting Officer: Carol Davis

Departmental Diversity Group formed, initial training completed. Self assessment against level 2 to be completed October / November. Initial slow start, target not achieved but good progress made Sept and Oct.



21

Develop Customer Care Training Programme in partnership with Hartlepool College of Further Education.

Customer Care Training tailored to departmental needs and the Customer Care Strategy

Agree Training course contents April 2005. Commence Training May 2005. Managers briefing session May 2005.

Reporting Officer: Carol Davis

Programme progressing, NVQ and introductory course arranged for October and November 2005



22

Review departmental complaints procedure in conjunction with corporate review.

Consistent and effective handling of complaints.

Apr-05

Reporting Officer: Steve Russell

Complaints procedure has been revised and training is currently being organised through Corporate Strategy with the Local Govt. Ombudsman for the investigating officers. Staff briefings have been arranged for February 06.



SDI Ref.	Development Initiative 2005/6	Sub references	By When? / milestones	Progress to end of September 2005
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24

Make charter mark application (for building cleaing)

To prepare a successful charter mark application

Dec-05

Reporting Officer: Carole Wilson

Evidence continues to be collated for the subsequent criterion. Carole Wilson and Carol Davis are visiting Hull City Council on 18th October (building cleaning division), to network with regards to Hull's successful Charter Mark application.



25

Pilot an E-billing system for Client Services in schools

Improve efficiency - paperless invoicing system

Mar-06

Reporting Officer: John Brownhill

Following a meeting with accountancy and education it was agreed that the schools would be 'e-billed' in September for the remaining three quarters. This has now been carried out.



26

Undertake a review of the Asset Management process and redesign the Asset Management Plan.

To reflect the new guidelines and best practise issued by ODPM

Mar-06

Reporting Officer: Steve Carroll

UNDERTAKE REVIEW TO REFLECT CHANGES BROUGHT ABOUT BY THE RESTRUCTURE in adult and community services and childrens services



Portfolio Performance Management

SDI Ref.	Development Initiative 2005/6	Sub references	By When? / milestones	Progress to end of	September 2005
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27

Feasibility of joint partnership working with PCT for the management of their estate

Joint working to promote area service delivery and business development

Jun-05

Feasibility stopped due to PCT changing priorities and not pursuing this arrangement

Reporting Officer: Steve Carroll



28

Develop Accommodation work stream in the Councils change management process

Key link in the Council's 'Way Forward'

Mar-06

programme being developed.

Reporting Officer: Steve Carroll



29

Develop, secure funding and implement major improvement programmes to civic centre and other public buildings

Address the short and long term Maintenance needs of the Civic Centre and Other Admin Buildings as part of Risk Management Strategy and good Asset Management

Phase 1 complete by Mar-06

In place.Design progressing

Reporting Officer: Albert Williams



SDI Ref.	Development Initiative 2005/6	Sub references	By When? / milestones	Progress to end of	September 2005
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3

Ensure the department meets the targets for electronic service delivery as defined within the E- government Strategy

Improve access to services and widen access channels for customers

Apr-06

progress reported monthly to corporate strategy. Monthly development meetings held using esd Toolkit to monitor progress of the IEG4 priority outcomes.

Reporting Officer: Angela Read



30

Complete an electronic tender via NEPO portal.

More efficient tendering process and links with e-Government agenda.

Dec-05

Trial in operation

Reporting Officer: Colin Bolton



31

Implement five year rolling programme of Capital Asset Valuations.

Achieve legal requirement and a more efficient use of the sections limited resources.

Mar-06

finished final leg, completed ahead of schedule

Reporting Officer: Steve Carroll



Portfolio Performance Management

SDI Ref.	Development Initiative 2005/6	Sub references	By When? / milestones	Progress to end of	September 2005
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4

Oversee the department's integration of its services into the next phase of the Corporate Contact Centre in line with the Corporate Project Plan

Improve seamless service delivery through single point of contact

Aug-05

Further Intergration on hold until Contact Centre software and middleware agreed and implemented.

Reporting Officer: Angela Read



5

Provide a consistent approach to the development of Resident Representatives, maintaining their involvement in the Neighbourhood Consultative Forums and

To maintain the development and capacity building of resident representatives

Mar-06

Residents Reps Day held. Guide to Neighbourhood Services and Street Ambassador Guide in production.

Reporting Officer: Angela Read



**FINANCE & PERFORMANCE MANAGEMENT
PORTFOLIO**

Report to Portfolio Holder
28TH November, 2005



Report of: Chief Financial Officer

Subject: TREASURY MANAGEMENT REVIEW AS AT
30TH OCTOBER 2005

SUMMARY

1. PURPOSE OF REPORT

- 1.1 To provide an update on the Treasury Management position for the current year and to recommend a change to the Treasury Management Strategy in the light of the recent economic situation.

2. SUMMARY OF CONTENTS

- 2.1 The report outlines borrowing and lending to date, the latest forecast for interest rates, recommended changes to the Treasury Management Strategy and changes to the Council's Counter-party list.

3. RELEVANCE TO PORTFOLIO MEMBER

- 3.1 Delegated powers do not apply to this item.

4. TYPE OF DECISION

- 4.1 Non-key decision.

5. DECISION MAKING ROUTE

- 5.1 To Portfolio Holder.

6. DECISION(S) REQUIRED

- 6.1 It is recommended that the Portfolio Holder: -

- i) Notes the report and the action taken by the Chief Financial Officer as detailed in paragraph 4.3.
- ii) Approve the strategy of funding any remaining borrowing requirements for 2005/2006 from short-term loans until long-term rates again fall to the trigger point of 4.3%.
- iii) Authorise the Chief Financial Officer to undertake strategic borrowing of up to £20m if interest rates move unexpectedly.
- iv) Approve the Counter-party list as detailed in Appendix 1.

Report of: Chief Financial Officer

Subject: TREASURY MANAGEMENT REVIEW AS AT
30TH OCTOBER, 2005

1. PURPOSE OF REPORT

- 1.1 To provide an update on the Treasury Management position and to recommend a change to the Treasury Management Strategy in the light of recent forecasts for interest rates. In addition, to recommend changes to the Council's Counter-party list.

2. BACKGROUND

- 2.1 The 2005/2006 Treasury Management Strategy was approved by Council on 19th February, 2005 and reported to the Finance Portfolio Holder on 22nd March, 2005. In accordance with this strategy, £30m of short-term loans has been replaced by long-term loans from the PWLB at 4.6% for between twenty five and thirty years. This action has locked ongoing savings into the base budget.

3. CURRENT POSITION

- 3.1 Since the last report, the outlook for interest rates is much more uncertain. The views of different forecasters have become significantly different, reflecting the mixed signals from economic data and differing interpretations of how the Monetary Policy Committee (MPC) will react to following factors: -

- Slower than expected economic growth;
- Emerging inflationary pressures and rising import prices;
- Increase in oil prices;
- Reduced consumer spending;
- Stabilisation of the housing market.

Summary of Base Rate Forecasts

	Dec 05	Mar 06	June 06	Sept 06	Dec 06	Mar 07
Sector	4.5%	4.5%	4.25%	4.25%	4.0%	4.25%
UBS	4.5%	4.5%	4.5%	4.75%	4.75%	4.75%
Capital Economics	4.25%	3.75%	3.5%	3.5%	3.5%	3.75%

- 3.2 The Bank of England MPC has chosen to leave interest rates unchanged for the past three months, rather than risk further worsening economic growth, consumer spending and destabilising the housing market.

Summary of Long Term Rate Forecasts (25 yr PWLB)

	Dec 05	Mar 06	June 06	Sept 06	Dec 06	Mar 07
Sector	4.5%	4.5%	4.25%	4.25%	4.00%	4.25%
UBS	4.78%	4.85%	4.87%	4.95%	5.00	-
Capital Economics	4.45%	4.45%	4.55%	4.55%	4.55%	4.25%

- 3.3 It can be seen that there is also a difference in the expectation of how much long-term rates will differ from short-term rates.
- 3.4 In the light of this increased uncertainty, it is becoming increasingly difficult to plan the most effective strategy for minimising borrowing costs for the Council. However, although there are significant variances between the forecasts, the actual differences are still fairly marginal, with interest rates still at historically low levels in all cases.
- 3.5 The Council's position as at 30th October, 2005 was as follows: -

	£m
Long term borrowing	49.0
Short term borrowing	7.0
Total Debt	56.0
Investments	20.3
Net Debt	35.7

- 3.6 The above table does not show the real underlying debt requirement of the Council. This is represented by the Prudential Indicator known as the Capital Financing Requirement (CFR), which gives the value capital expenditure on fixed assets that have been financed by either internal or external borrowing. The CFR as at 31st March, 2005, was £67.8m and is expected to be £83.3m at the end of the current year.
- 3.7 The significant difference between the Council's actual level of net debt and the CFR is the result of the Council using balances to temporarily avoid external debt. There will therefore be a requirement to undertake further borrowing in the future as balances are used, or to borrow pre-emptively if favourable interest rates become available.

4. REVIEW OF STRATEGY

4.1 As the Council will be required to undertake further strategic borrowing, it needs to decide on the best approach. There are two main options: -

- Borrow as the need arises and at the interest rate available at the time on either a short or long term basis. This option is unlikely to result in best value borrowing costs being obtained as the interest rates on loans would not be the result of strategic decision-making.
- Borrow on a strategic basis, with an element in advance of need, based on an assessment of when interest rates are likely to be at their lowest level. The objective of this strategy is to maximise the value of the Council's borrowing requirement, which is locked into historically low long-term interest rates. This is acceptable under the Prudential Code, which allows for borrowing to be undertaken up to three years in advance of need. It may be necessary to borrow short-term until long-term rates reduce. As short-term rates are currently very similar to long term rates, this will not be a problem. To operate this strategy it is necessary to set a trigger point to determine when long-term loans would be taken out. This was previously set at 4.5%. As I expect long-term interest rates to reduce it is appropriate to reduce this trigger point to 4.3%.

4.2 At the time of preparing this report there was an unexpected reduction in 25 to 30 year PWLB interest rates to 4.25%, which is below the suggested trigger point. This is the level the Council's advisors were forecasting for June, 2006. It is also the lowest level for 25 to 30 year PWLB loans since 1999. Information available at that time indicated that there were no fundamental reasons for this reduction. Therefore, these rates are unlikely to be sustained and may be withdrawn at very short notice.

4.3 In view of the above position it was determined appropriate to borrow £25m over 30 years at 4.25% to partly fund the Council's existing Capital Financing Requirement. This concurs with the view of the Council's advisors, Sector.

4.4 The above action should complete the Council's 2005/2006 borrowing requirement. Therefore, it is recommended that any further long-term borrowing be deferred until the outlook becomes more certain. However, the position will need to be monitored carefully and if long-term rates fall to 4.3% it may be appropriate to consider undertaking further borrowing to fund the Council's Capital Financing Requirement.

- 4.5 It is recommended that the Chief Financial Officer should have discretion to undertake strategic borrowings up to £20m if interest rates again move unexpectedly.

5. COUNTERPARTY LIST

- 5.1 The Counter-party list (Appendix 1) has been reviewed to get a broader spread of risk based on the latest credit information. The list has also been expanded to include a number of Irish banks that are appropriately registered with the FSA and have the equivalent credit rating as UK banks included on the list.

6. RECOMMENDATIONS

- 6.1 It is recommended that the Portfolio Holder: -
- i) Notes the report and the action taken by the Chief Financial Officer as detailed in paragraph 4.3.
 - ii) Approve the strategy of funding any remaining borrowing requirements for 2005/2006 from short-term loans until long-term rates again fall to the trigger point of 4.3%.
 - iii) Authorise the Chief Financial Officer to undertake strategic borrowing of up to £20m if interest rates move unexpectedly.
 - iv) Approve the Counter-party list as detailed in Appendix 1.

FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO

Report to Portfolio Holder
28 November 2005



Report of: Head of Procurement and Property Services

Subject: LAND ADJACENT 20 NORTHWOLD CLOSE

SUMMARY

1.0 PURPOSE OF REPORT

To obtain Portfolio Holder's comments on the proposed disposal of land adjacent 20 Northwold Close, Hartlepool.

2.0 SUMMARY OF CONTENTS

Background to the application for retrospective consent, summary of terms proposed and recommendation.

3.0 RELEVANCE TO PORTFOLIO MEMBER

Portfolio Holder is responsible for the Council's land and property assets.

4.0 TYPE OF DECISION

Non-key

5.0 DECISION MAKING ROUTE

Portfolio Holder only

6.0 DECISION(S) REQUIRED

Portfolio Holder's views are sought.

Report of: Head of Procurement and Property Services

Subject: LAND ADJACENT 20 NORTHWOLD CLOSE

1. PURPOSE OF REPORT

- 1.1 To obtain Portfolio Holder's comments on the proposed disposal of land adjacent 20 Northwold Close, Hartlepool.

2. BACKGROUND

- 2.1 In May 2005, the Council's Enforcement Officer contacted the Estates Section to advise that the resident of 20 Northwold Close had erected a fence and in the process, had enclosed Council land. The area of land is shown hatched in the plan attached to this report as **Appendix 1**. Upon investigation, it was established that this land was held as Public Open Space.
- 2.2 The Council wrote to the resident of 20 Northwold Close and requested to remove the fencing. He wrote back and requested that he be allowed to purchase the area of land.
- 2.3 In line with the Cabinet adopted policy on the Disposal of Public Open Space, the Estates Section contacted the Council's 'one stop shop' to ascertain whether there were any objections to the disposal. It was established that there are no objections on planning grounds, although some minor amendments to the rear fence would be needed to avoid disturbing sight lines for the adjacent occupier. Potential terms for the disposal were then proposed to the resident and have subsequently been agreed in principle pending approvals.
- 2.4 It must be noted, however, that should disposal be approved, this would not be in accordance with the policy for the Disposal of Public Open Spaces. The policy states that disposal '*should only be considered if any problems that are being experienced cannot be solved by design.*' It is not apparent that there are any problems being experienced with this area of land.

3. FINANCIAL IMPLICATIONS

- 3.1 The proposed terms in relation to this transaction are attached to this report as **Appendix 2, this item contains exempt information under Schedule 12A Local Government Act 1972, namely terms proposed or to be proposed by or to the authority in the course of**

negotiations for a contract for the acquisition or disposal of property or the supply of goods or services (para. 9)

4. RECOMMENDATIONS

4.1 Portfolio Holder's views are sought.

WHERE PRODUCTS ARE SPECIFIED BY PROPRIETARY NAME AND THE PHASE 'OR EQUAL APPROVED' IS NOT INCLUDED, IT IS DEEMED TO BE INCLUDED

REPRODUCED FROM THE ORDNANCE SURVEY MAP WITH THE PERMISSION OF THE CONTROLLER OF HER MAJESTY'S STATIONERY OFFICE © CROWN COPYRIGHT RESERVED LICENCE No. LA00057L

HARTLEPOOL BOROUGH COUNCIL NEIGHBOURHOOD SERVICES	Graham Frankland Head of Procurement & Property Services Leadbetter Buildings Stockton Street Hartlepool TS24 7NU Tel: 01429 280522 Fax: 01429 523889	Location 20 Northwold Close Hartlepool		Deed Packet (20 Northwold Close)	
PROPERTY & PROCUREMENT DIVISION	 HARTLEPOOL BOROUGH COUNCIL	Drawn KD	Drawing No. Rev.		
OS Map NZ 49-28NE		Scale 1:500	Date 25/10/05 DATE: TIME:		

FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO

Report to Portfolio Holder
28th November 2005



Report of: Head of Procurement and Property Services

Subject: CROMWELL STREET DEPOT

SUMMARY

1.0 PURPOSE OF REPORT

To obtain authority for the proposed disposal of the Cromwell Street Depot.

2.0 SUMMARY OF CONTENTS

Details of the site and reasons for it becoming surplus to requirements are stated.

Estimated Capital Receipt is included

3.0 RELEVANCE TO PORTFOLIO MEMBER

Disposal of surplus property asset is Portfolio Holders responsibility.

4.0 TYPE OF DECISION

Non-key.

5.0 DECISION MAKING ROUTE

Portfolio Holder only.

6.0 DECISION(S) REQUIRED

Authority sought for officers to determined level of internal demand and if not required by any other department to sell property on the open market.

Report of: Head Of Procurement and Property Services

Subject: CROMWELL STREET DEPOT

1. PURPOSE OF REPORT

- 1.1 To obtain authority of the proposed disposal of the Cromwell Street Depot.

2. BACKGROUND

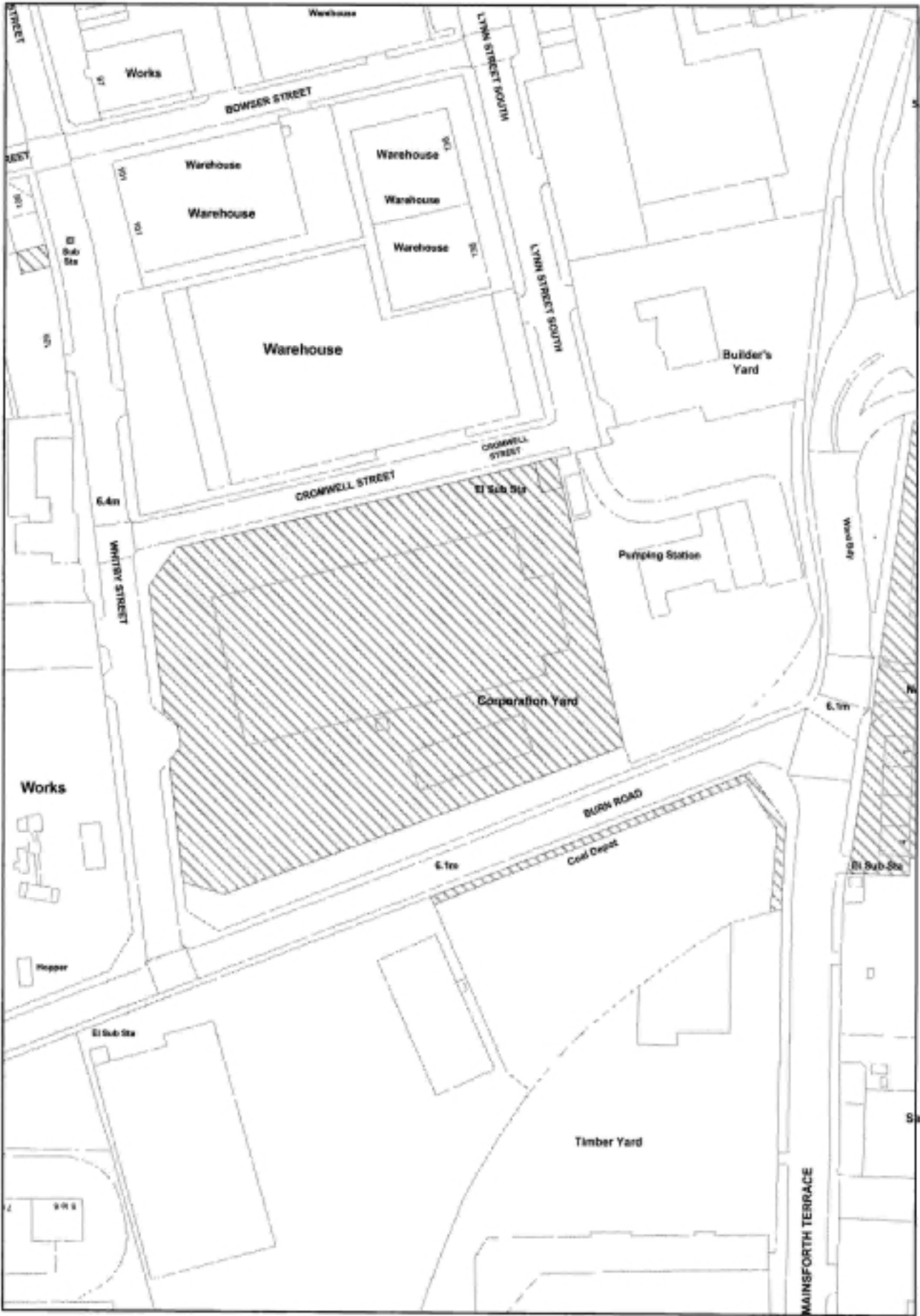
- 2.1 The Council owns a works depot on Cromwell Street (**Appendix 1**). The site comprises a large framed building clad in asbestos cement sheets together with open storage amounting to 0.85 ha (2.09 acres).
- 2.2 Formerly the main depot for the Housing Department and Stores it is now operationally surplus following the transfer of the housing stock to Housing Hartlepool in March 2004.
- 2.3 There have been other occupiers of various parts of the site, Bibliography Services had a base and the Trincomalee Trust had temporary accommodation and storage on site.
- 2.4 These various uses have all been relocated and officers are working to decommission the buildings and clear the site.

3. FINANCIAL IMPLICATIONS

- 3.1 Running costs will be kept to a minimum whilst the depot remains empty. Electricity is required to power the intruder alarm and empty rates will be payable.
- 3.2 The disposal of the property could produce a capital receipt estimated to be in the order of £160,000. Although in a previous marketing exercise there was no demand at this level.
- 3.3 The actual figures are subject to finalisation of the demolition costs that a future developer might incur. These are likely to be significant owing to the amount of asbestos cement material on site.

4. RECOMMENDATIONS

- 4.1 Portfolio Holder is recommended to authorise officers to:-
- a) Determine any demand internally from other service users.
 - b) If not required by other department's officers to place the property on the open market and seek to dispose of the whole property by informal sealed tender.



FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO

Report To Portfolio Holder
28th November 2005



Report of: Head of Procurement and Property Services

Subject: LAND BETWEEN 13-14 WILLOW WALK

SUMMARY

1.0 PURPOSE OF REPORT

To obtain authority to proceed with a disposal of land.

2.0 SUMMARY OF CONTENTS

Details of the background to the proposed transaction, with plans and proposed terms included.

3.0 RELEVANCE TO PORTFOLIO MEMBER

Portfolio Holder has responsibility for the Council's land and property assets.

4.0 TYPE OF DECISION

Non key

5.0 DECISION MAKING ROUTE

Portfolio Holder only

6.0 DECISION(S) REQUIRED

Authority to complete disposal of land.

Report of: Head of Procurement and Property Services

Subject: LAND BETWEEN 13-14 WILLOW WALK

1. PURPOSE OF REPORT

- 1.1 To obtain authority to proceed with a disposal of land.

2. BACKGROUND

- 2.1 The alleyway between 13 and 14 Willow Walk is shown on the plan attached to this report as **Appendix 1**. It is situated in a housing area which was transferred to Housing Hartlepool as part of stock transfer in March 2004. The alleyway remains in the Council's ownership.
- 2.2 Housing Hartlepool have received a number of complaints from residents regarding anti social behaviour resulting from the alleyway and have therefore requested that they be allowed to acquire the land.
- 2.3 It is proposed that the land be stopped up and added to the garden of 14 Willow Walk, which is a property owned by Housing Hartlepool.

3. FINANCIAL IMPLICATIONS

- 3.1 The financial implications of this report are enclosed in the attached confidential **Appendix 2, This item contains exempt information under Schedule 12A Local Government Act 1972, namely terms proposed or to be proposed by or to the authority in the course of negotiations for a contract for the acquisition or disposal of property or the supply of goods or services (para. 9)**

4. RECOMMENDATIONS

- 4.1 That Portfolio Holder approve the disposal of land.



FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO

Report To Portfolio Holder
28th November 2005



Report of: Head of Procurement and Property Services

Subject: 5 YEAR PROCUREMENT PLAN

SUMMARY

1.0 PURPOSE OF REPORT

To gain Portfolio approval to the Council's 5 Year Procurement Plan in line with the requirements of the National Procurement Strategy.

2.0 SUMMARY OF CONTENTS

The report outlines the background to the requirement of a 5 Year Procurement Plan and highlights some of the key procurement exercises over the next 5 years.

3.0 RELEVANCE TO PORTFOLIO MEMBER

Portfolio Holder is Procurement Champion

4.0 TYPE OF DECISION

Non key

5.0 DECISION MAKING ROUTE

Portfolio Holder 28.11.05

6.0 DECISION(S) REQUIRED

Approval of the 5 Year Procurement Plan

Report of: Head of Procurement and Property Services

Subject: 5 YEAR PROCUREMENT PLAN

1. PURPOSE OF REPORT

- 1.1 To gain Portfolio approval to the Council's 5 Year Procurement Plan in line with the requirements of the National Procurement Strategy.

2. BACKGROUND

- 2.1 To provide focus for the potential developments and benefits attributable to reviewed procurement practices and outcomes the Council, recommended by the National Procurement Strategy, should have in place a 5 year procurement plan which provides the basis for a prioritised plan of action which can be communicated to all interested and relevant parties. The plan needs to be set in the context of the environment within which the Authority operates and the pressures which it is required to respond to. This document identifies both the context and the 5 year plan.

2.2 National and Local Picture

The National Procurement Strategy underlines the need for all local authorities to raise the profile of procurement as a strategic tool and to demonstrate both political and officer leadership. The National Procurement Strategy aims to illustrate how to use innovative ways to procure, work in partnership with others and manage services that will better achieve community plan objectives, deliver consistently high quality services, provide savings, build social cohesion, be sustainable, support delivery of e-Government and enable councils to manage and assess risks.

Locally, procurement is affected by the strategic aims and objectives set out in the Corporate (Best Value Performance) Plan, and with the other corporate and service based strategies and plans that form elements of the Council's strategic framework, such as the Community Strategy, the Economic Development Strategy, the Local Sustainable Development Strategy and the Implementing Electronic Government Strategy.

2.3 Procurement Strategy

The Council's Procurement Strategy, revised in 2005, aims to assist the Council in meeting its objectives, assist the Hartlepool Partnership

in the implementation of the Community Strategy, assist in securing continuous improvement and the delivery and realisation of efficiencies, help ensure value for money and economic service provision, ensure efficient and transparent procurement processes, ensure probity, openness and accountability in procurement processes and contribute to efficiency targets. The Council also has an e Procurement Strategy which links to the ICT Strategy and the development of a new Financial Management System.

2.4 Links to Efficiency Statement

Council procurement is interlinked with the delivery of efficiency savings as demanded by the technical guidance on the Gershon Efficiency Review recently issued by the ODPM. In the broadest terms the Government is expecting Local Authorities to make 2.5% efficiency savings from their 2004/05 baseline budgets and one of the proposed ways of achieving this is through concentrating on procurement, corporate services, productive time and transactions. The Council aims to improve the efficiency and effectiveness of procurement activity by standardising procedures and implementing Procurement systems. The 5 Year Procurement Strategy will be a key contributor to the Council's Efficiency Strategy.

3. **PRINCIPLES**

3.1 Establish priorities

The Government is committed to many things simultaneously; efficiency, innovation and reform in the delivery of public services, social inclusion, sustainability and the creation of new enterprise. This provides a great challenge as there are often trade-offs to be made, an example being the consideration of a move to a single stationery supplier which could bring great efficiency savings but could lead to community benefit losses should such a move lead to a loss of business for a local supplier. Decisions need to be made therefore on our main priority outcomes for procurement.

We also need to establish priorities in terms of which processes and which areas of procurement to initially concentrate on improving. The Procurement Strategy has identified the next steps, with a number of quick wins and long-term improvements. The forward plan for procurement needs to take account of these priorities and also the factors outlined below.

3.2 Improved effectiveness / efficiency

Undertaking an extensive spend analysis and developing and maintaining a register of existing contracts and supply agreements will give us the opportunity to critically challenge existing areas of expenditure, identify when contracts are due for renewal and hence improve planning and purchasing decisions.

3.3 Cross boundary working

Only through cross department and cross organisational working will we achieve the economies of scale and bargaining power required for negotiating savings.

3.4 Collaboration

There are potentially great benefits to be achieved from collaborating on non-strategic areas of spend. The Council is a member of the North East Purchasing Organisation (NEPO), a local government purchasing consortium of councils in the north east of England. NEPO provides a means of pooling purchasing knowledge and expertise and of gaining savings through aggregated contracts and co-ordinated purchasing.

The Council is also actively involved in the North East Centre of Excellence for Procurement and Efficiency and sub regionally liaises with Tees Valley Authorities on procurement issues.

3.5 Commissioning Framework

At its meeting of 20th June 2005 Cabinet agreed a commissioning framework for the authority. This commissioning framework will form the basis for the implementation of the 5 year Procurement Plan as well as being used more broadly in the commissioning of goods and services.

4. INVOLVEMENT

4.1 Procurement is fundamentally about relationships and we need to keep clients at the centre of what we do. We need to gain the trust and support of both internal and external clients. There are a range of decision makers and stakeholders that are crucial to the implementation of an effective 5 year forward plan for procurement.

4.2 Members

It is crucial that the procurement champion in the cabinet is in a position to take ownership of the Council's procurement goals and consider the need for involvement of elected members in the development and implementation of the plan. In addition to this the procurement champion has a key and pivotal role to ensure awareness amongst members of the plans in place. Seminars for Members and Senior Managers facilitated by the 4P's have been held on both Efficiency and Procurement and there is a Members network facilitated by the North East Centre of Excellence.

4.3 Staff

There are a range of considerations in respect of the employees of the authority, the consideration of employees, their current role in the provision of services and the potential impact that changes in procurement methods may have on them is an integral part of the development, through direct contact with staff and via trade unions this

will be integral to the success of any procurement. A Procurement Guide for staff has been produced to assist in the procurement process and departmental representatives sit on the Corporate Procurement Group.

4.4 Suppliers

We need to improve our transparency and openness in working with suppliers and this will need to be considered as part of the implementation of any longer term procurement plan. Whilst the development of a 'Selling to the Council' guide coupled with a register of existing contracts/supply agreements will go some way to doing this the more fundamental consideration is the ability for procurement arrangements to ensure they deliver high quality, cost effective services. A "Meet the Supplier" event has already been held in conjunction with the Hartlepool Business Forum to assist suppliers in doing business with Council and there is work progressing via the North East Centre of Excellence into the benefits to the economy of using local suppliers.

5. CONCLUSIONS

- 5.1 The 5 Year Procurement Plan has been through a range of consultations via the Corporate Procurement Group, Corporate Management Team and Departmental Management Teams to provide a position statement. However, the document will evolve over time as procurement exercises develop.

6. RECOMMENDATIONS

- 6.1 That the Portfolio Holder approves the 5 Year Procurement Plan strategy.

Activity	Type Of Activity - Corporate / Departmental	Timescale	Lead Officer (s)	Comments
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Procurement Strategy				
• Revise Corporate Procurement Strategy	Corporate	March 2006	G Frankland	To be approved by Cabinet
• Spend analysis (in liaison with NECE)	Corporate	September 2005	K Shears	HBC and regional comparison
• Procurement Guide for Staff	Corporate	August 2005	M Bannister	Approved by Performance Management Portfolio Holder
• Selling to the Council Guide	Corporate	August 2005	M Bannister	Approved by Performance Management Portfolio Holder
• NPS Milestone Health Check reports	Corporate	Six Monthly from August 2005	G Frankland	Approved by Performance Management Portfolio Holder August 2005
Member Involvement				
• Procurement Champion events at NECE	Corporate	As arranged	Cllr P Jackson / G Frankland	Cllr P Jackson, Performance Management Portfolio Holder is Procurement Champion
• 4P's Procurement Workshop	Corporate	Workshop 1 September/October 2005	G Frankland / K Maher	Including Members and Senior Officers. Funded by NECE
• 4P's Efficiency Workshop	Corporate	Workshop 1 September 2005	G Frankland / K Maher	Including Members and Senior Officers. Funded by NECE
• NPS Health Check	Corporate	Six monthly	G Frankland	By Performance Management Portfolio Holder
• Review of Procurement Strategy	Corporate	Annually	G Frankland	By Cabinet

Activity	Type Of Activity - Corporate / Departmental	Timescale	Lead Officer (s)	Comments
Staff				
• Identification of Training needs	Corporate	September 2005	G Frankland / K Maher	Identify key purchasing officers
• Delivery of Procurement training	Corporate	From September 2005	G Frankland / K Maher	In liaison with NECE Use of HBC Procurement Guide
• Training in use of new FMS	Corporate	2006/07	G Frankland / K Maher / K Shears	
• Implement changes (in line with new FMS system)	Corporate	April 2006 onwards	G Frankland / K Shears	
• Link with NECE and HBC Management Development Programme	Corporate	April 2006	G Frankland / K Maher	
E Procurement				
• E procurement business case	Corporate	July 2005	M Ward	Northgate Business Case approved by Cabinet as part of ICT Strategy
• E procurement strategy	Corporate	August 2005	G Frankland / K Shears/ M Bannister	Approved by Performance Management Portfolio Holder
• Procurement cards	Corporate / Departmental	From August 2005	K Shears / Department Reps	Expansion of use. Trial in C Execs to commence in October 2005
• E Recruitment (including Advertising)	Chief Execs	From September 2006	J Machers	

5 YEAR PROCUREMENT PLAN

2.9
Appendix 1

Activity	Type Of Activity - Corporate / Departmental	Timescale	Lead Officer (s)	Comments
<ul style="list-style-type: none"> E tendering trial 	Corporate	December 2005	U Larkin	NSD Property Services Via NEPO Portal

Activity	Type Of Activity - Corporate / Departmental	Timescale	Lead Officer (s)	Comments
• E-purchasing	Corporate/ Departmental	April 06	K Shears/Departmental Reps	Phase 1 of new FMS
• E- market place	Corporate/ Departmental	October 06	K Shears/Departmental Reps	Phase 2 of new FMS
• Integrated ordering/Job Costing/Stores	Corporate NSD	December 06	K Shears/K Smith	Phase 3 of new FMS
Financial Management Systems				
• Review existing arrangements	Corporate	August 2005	K Shears	Existing supplier and other potential providers
• Specify new system including e procurement requirements (e2p, marketplace etc)	Corporate	August 2005	K Shears	
• Procure system	Corporate	September – December 2005	K Shears	Via Northgate
• Implement new system	Corporate	April 06 Ph1 Oct 06 Ph2 Dec 06 Ph3 April 07 Ph4	K Shears	Ph1 go live with purchasing Ph2 e-procurement/market place Ph3 job ordering/costing/stores Ph4 HR/payroll
Project and Programme Management Framework				
• Develop framework including training	Corporate / Departmental	March 2006	G Frankland / A Atkin	All Departments to consider framework in the service provision

Activity	Type Of Activity - Corporate / Departmental	Timescale	Lead Officer (s)	Comments
<ul style="list-style-type: none"> Implement Framework in all relevant procurements 	Corporate / Departmental	From April 2005	G Frankland / A Atkin	
<ul style="list-style-type: none"> Undertake Gateway Reviews within relevant procurements 	Corporate / Departmental	From August 2005	G Frankland / A Atkin	Construction and Property Gateway 1 August 2005
Commissioning Framework				
<ul style="list-style-type: none"> Agreed by Cabinet 	Corporate / Departmental	June 2005	A Atkin / G Frankland	All Departments to consider framework in the service provision
<ul style="list-style-type: none"> Implement framework in all relevant procurements 	Corporate / Departmental	From August 2005	A Atkin / G Frankland	
Collaboration				
<ul style="list-style-type: none"> Continue NECE activity including workstream involvement 	Corporate	Ongoing	G Frankland	Including Departmental Reps
<ul style="list-style-type: none"> Make bids for NECE funding 	Corporate / Departmental	September 2005	Department Reps	
<ul style="list-style-type: none"> Review NEPO arrangements 	Corporate	December 2005	W Stagg / K Burke	
<ul style="list-style-type: none"> Develop Tees Valley sub regional joint working / procurement 	Corporate	From August 2005	G Frankland	Tees Valley Procurement Group reporting to Chief Executive Steering Group
Contract Procedure Rules				
<ul style="list-style-type: none"> Review existing rules 	Corporate	August 2005	M Bannister / A King	
<ul style="list-style-type: none"> Recommend amendments 	Corporate	October 2005	M Bannister / A King	Chief Solicitor overview

5 YEAR PROCUREMENT PLAN

2.9
Appendix 1

Activity	Type Of Activity - Corporate / Departmental	Timescale	Lead Officer (s)	Comments
<ul style="list-style-type: none"> Implement new rules 	Corporate	January 2006	M Bannister / A King / T Brown / G Frankland	CEMT, CMT, Council, Constitution Committee

Activity	Type Of Activity - Corporate / Departmental	Timescale	Lead Officer (s)	Comments
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Spend Analysis				
<ul style="list-style-type: none"> Review of existing expenditure classification of services and products, mapping of supply chain efficiency opportunities and implementation plan 	Corporate	March 2006	G Frankland / K Shears	Performance Management report November 2005
Select Tender Lists				
<ul style="list-style-type: none"> Review existing lists 	Corporate / Departmental	November / December 2005	U Larkin / K Burke with Corporate Procurement Group	In liaison with Client, CFO and Well Being Team
<ul style="list-style-type: none"> Consultation with clients/suppliers 	Corporate / Departmental	December / January 2005	U Larkin / K Burke	
<ul style="list-style-type: none"> Rationalise lists and prepare corporate programme 	Corporate / Departmental	February / March 2006	U Larkin / K Burke	Executive approval of lists
<ul style="list-style-type: none"> Implement procurement processes where required 	Corporate / Departmental	April 2006	U Larkin / K Burke	Rolling programme of reviewing select lists
North East Purchasing Organisation				
<ul style="list-style-type: none"> Review all contracts and renewal dates 	Corporate	From October 2005	K Burke/CPG Department Representatives	
<ul style="list-style-type: none"> Prepare NEPO Involvement Strategy 	Corporate	From November 2005	K Burke / W Stagg	Consider HBC requirements
<ul style="list-style-type: none"> Prepare Procurement programmes 	Corporate	January / February 2006	U Larkin / K Burke	Select contracts to participate in
<ul style="list-style-type: none"> Implement programmes 	Corporate	April 2006	U Larkin / K Burke	

Activity	Type Of Activity - Corporate / Departmental	Timescale	Lead Officer (s)	Comments
Central Contracts				
• Review all contracts and renewal dates including Tees Valley collaboration potential	Corporate	December 2005	K Burke	Include goods / services not currently on contract
• Prepare procurement programmes	Corporate	January 2005	K Burke	
• Implement procurement process	Corporate	January 2006	K Burke	Renew / retender / new contracts
Suppliers				
• Selling to the Council Guide	Corporate	August 2005	M Bannister	Approved by Performance Management Portfolio Holder
• Local / Existing supplier event	Corporate/Regeneration & Planning	September 2005	G Frankland / M Emerson	Event at Historic Quay 29.9.05
• Link Suppliers to NEPO Contract arrangements	Corporate	January 2006	M Emerson / K Burke	As NEPO contracts reviewed
Back Office / Transactional Services				
• Procurement of various administrative financial and ICT systems and services to assist BPR and efficiency agenda.	Chief Execs	August 2006 – March 2008	A Atkin / M Ward/ J Machers/G Frankland	Engage resource to deliver BPR
Central Services				

Activity	Type Of Activity - Corporate / Departmental	Timescale	Lead Officer (s)	Comments
<ul style="list-style-type: none"> Feasibility into new ways of service provision e.g. some areas of Finance / Legal / HR 	Chief Execs	2006/2008	A Atkin / T Brown / M Ward / J Machers	
Postal Services				
<ul style="list-style-type: none"> Review large postal distribution arrangements 	Corporate / Departmental	March 2006	C Armstrong/K Burke	Link with deregulation from 1.1.06
<ul style="list-style-type: none"> Review small postal distribution arrangements 	Corporate / Departmental	December 2006	C Armstrong/K Burke	
ICT Partnership				
<ul style="list-style-type: none"> Review and Renew arrangements 	Chief Execs	April 2006/2010	A Atkin	ICT Partnership with Northgate in Year 4 of 10 year agreement
<ul style="list-style-type: none"> ICT "Intelligent Client" service 	Chief Execs	August/Sept 2005	A Atkin	To provide independent professional advice
E Recruitment				
<ul style="list-style-type: none"> Examine and develop processes 	Chief Execs	From September 2005	J Machers	
Building Schools for the Future Programme (Assuming Wave 4 2008/9) <i>Provisional – Announcement from DfES due Autumn 2006</i>				
<ul style="list-style-type: none"> Engage with PfS 	Childrens Services	November 2005	A Simcock / G Frankland	Meeting with Regional Programme Director
<ul style="list-style-type: none"> Develop "vision" for Wave 4 entry on to programme 	Childrens Services	From January 2006	A Simcock	Dependent on DfES notification / approvals

Activity	Type Of Activity - Corporate / Departmental	Timescale	Lead Officer (s)	Comments
<ul style="list-style-type: none"> Identify Project Team / Plan for delivery. Commence "visioning" 	Childrens Services	February 2006	A Simcock	Dependent on DfES notification / approvals
<ul style="list-style-type: none"> Prepare bid / design / delivery strategy 	Childrens Services	March 2006	A Simcock	
<ul style="list-style-type: none"> Commence delivery strategy 	Childrens Services	April 2006	A Simcock	
<ul style="list-style-type: none"> Agree Procurement strategy 	Children Services	April 2007	A Simcock	
<ul style="list-style-type: none"> Procurement process 	Children Services	April 2009	A Simcock	
<ul style="list-style-type: none"> Commence Works 	Children Services	April 2010	A Simcock	
Commissioning of Support and Care Services				
<ul style="list-style-type: none"> Review existing arrangements 	Children Services / Adult & Community Services	September 2006	N Bailey / A Simcock	Link to Independence, Choice and Well Being White Paper
<ul style="list-style-type: none"> Assess legislation changes 	Children Services / Adult & Community Services	September 2006	N Bailey / A Simcock	
<ul style="list-style-type: none"> Examine new ways of working 	Children Services / Adult & Community Services	December 2006	N Bailey / A Simcock	

5 YEAR PROCUREMENT PLAN

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Appendix 1

Activity	Type Of Activity - Corporate / Departmental	Timescale	Lead Officer (s)	Comments
<ul style="list-style-type: none"> Implement new ways of working (including procurement process if required) 	Children Services / Adult & Community Services	April 2007	N Bailey / A Simcock	

Activity	Type Of Activity - Corporate / Departmental	Timescale	Lead Officer (s)	Comments
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Education and Social Services Transport				
<ul style="list-style-type: none"> Review existing arrangements (including dial-a-ride) 	Corporate / Children Services / Adult & Community Services	February 2006	I Parker / N Bailey / A Simcock / A Smith	NSD link as transport provider. Note: Stockton BC Link
<ul style="list-style-type: none"> Develop new ways of working (Including Tees Valley collaboration) 	Corporate / Children Services / Adult & Community Services	March 2006	I Parker / N Bailey / A Simcock / A Smith	
<ul style="list-style-type: none"> Implement new ways of working (including procurement process if required) 	Corporate / Children Services / Adult & Community Services	April 2006	I Parker / N Bailey / A Simcock / A Smith / G Frankland	
Stationery				
<ul style="list-style-type: none"> Extend use of procurement cards 	Corporate / Departmental	From August 2005	K Burke / W Stagg / K Shears	Trial in Chief Execs Department
<ul style="list-style-type: none"> Review existing arrangements including NEPO arrangements 	Corporate / Departmental	October 2005 – March 2006	K Burke / W Stagg / K Shears	
<ul style="list-style-type: none"> Implement new contracts via e auction / NEPO 	Corporate / Departmental	April 2006	K Burke / W Stagg / K Shears	Consider e auction via NEPO

Activity	Type Of Activity - Corporate / Departmental	Timescale	Lead Officer (s)	Comments
Food Purchase				
• Analyse existing arrangements	Corporate / Departmental	October 2005	K Smith / K Shears / D Wilkinson	
• Consult suppliers and other LA partners in procurement	Corporate / Departmental	November 2005	K Smith / K Shears / D Wilkinson	Liaison with NECE and Tees Valley Authorities
• Implement new procurement arrangements (including extending use of purchase cards)	Corporate / Departmental	December 2005	K Smith / K Shears / D Wilkinson	Report to Performance Management Portfolio Holder
Waste Management				
• Feasibility study into Joint Tees Valley Service provision	Neighbourhood Services Department	December 2005	D Stubbs	A Craig - Joint Waste Management Officer leading. Funding from NECE
• Option appraisal	Neighbourhood Services Department	February 2006	D Stubbs	
• Identify new ways of working	Neighbourhood Services Department	April 2006	D Stubbs	

Activity	Type Of Activity - Corporate / Departmental	Timescale	Lead Officer (s)	Comments
<ul style="list-style-type: none"> Implement new ways of working (including procurement process if required) 	Neighbourhood Services Department	April 2007	D Stubbs	
<ul style="list-style-type: none"> Review HBC Kerbside recycling contract 	Neighbourhood Services Department	From December 2005	D Stubbs	Contract due for renewal in April 2006
Construction, Property and Highways Partnership				
<ul style="list-style-type: none"> Gateway Review 	Neighbourhood Services Department	August 2005	I Parker	
<ul style="list-style-type: none"> Complete Draft Outline Business Case 	Neighbourhood Services Department	October 2005	D Reynolds	Potential Joint Venture for Professional Services with Private Sector Partner
<ul style="list-style-type: none"> Cabinet Decision 	Neighbourhood Services Department	November 2005	G Frankland/D Reynolds	
<ul style="list-style-type: none"> Complete outline Business Case / option appraisal 	Neighbourhood Services Department	March 2006	G Frankland	Further Gateway Reviews as required

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Activity	Type Of Activity - Corporate / Departmental	Timescale	Lead Officer (s)	Comments
<ul style="list-style-type: none"> Implement Recommendations 	Neighbourhood Services Department	From April 2006	I Parker	

Activity	Type Of Activity - Corporate / Departmental	Timescale	Lead Officer (s)	Comments
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Vehicles

• Develop joint purchasing opportunity with Tees Valley Authorities	Neighbourhood Services Department	February 2006	I Parker / A Smith	Redcar and Cleveland (Liberata) Leading
• Identify potential procurement processes	Neighbourhood Services Department	March 2006	I Parker / A Smith	Link with NEPO contracts and other NECE initiatives
• Implement Joint Working procurement programmes (as required)	Neighbourhood Services Department	2006/2007	I Parker / A Smith	

Highway Services – Surfacing

• Engage partner	Neighbourhood Services Department	March 2006	D Stubbs / P Mitchinson	
• Surface Dressing Annual Contract	Neighbourhood Services Department		NOTE: All these contracts will need to be reviewed (only signs and name plates have been re-tendered in last 12 months) Surface dressing is recent, but patching and white lining have been extended for a number of years.	Currently Durham County Council
• HRS Patching contract (for distributor roads)	Neighbourhood Services Department			Currently New County
• White Lining	Neighbourhood Services Department			Currently Unishield
• Signs and Street Name plates	Neighbourhood Services Department			Currently G & G

Activity	Type Of Activity - Corporate / Departmental	Timescale	Lead Officer (s)	Comments
• Iron / Steel Works (gullies / barriers etc)	Neighbourhood Services Department			Currently Foster Laws
Building Cleaning / Catering				
• Review sustainability of services	Neighbourhood Services Department	March 2006	D Stubbs	Link to increased competition (especially schools) and effects of equal pay / job evaluation
• Option appraisal	Neighbourhood Services Department	September 2006	D Stubbs	
• Implement changes via in-house / collaborative / procurement process	Neighbourhood Services Department	April 2007	D Stubbs	
Energy				
• Review existing arrangements with NEPO	Neighbourhood Services Department	October 2005	K Lucas	
• Agree procurement protocols with NEPO	Neighbourhood Services Department	November 2005	K Lucas	Including report to Performance Management Portfolio Holder
• Implement procurement protocols	Neighbourhood Services Department	December 2005	K Lucas	
Security Contract				
• Review existing arrangements	R&P/NSD	November 2005	D Stubbs / A Pallis / P Goldsbro	Include consideration of Warden Services and in-house provision

Activity	Type Of Activity - Corporate / Departmental	Timescale	Lead Officer (s)	Comments
<ul style="list-style-type: none"> Examine new ways of working 	R&P/NSD	December 2005	D Stubbs / A Pallis / P Goldsbro	Report to Mayor's Portfolio
<ul style="list-style-type: none"> Implement new ways of working (including procurement process as required) 	R&P/NSD	April - June 2006	D Stubbs / A Pallis / P Goldsbro	Consider short-term extension of existing contract depending on timescales
Stairlifts				
<ul style="list-style-type: none"> Review existing arrangements in collaboration with Tees Valley LA's 	Adult & Community Services	October 2005	K Burke / A Dobby	
<ul style="list-style-type: none"> Implement new procurement arrangement 	Adult & Community Services	April 2006	K Burke / A Dobby	Joint Procurement
Adaptation Service				
<ul style="list-style-type: none"> Continued review and implementation of arrangements in Tees Valley Collaboration 	Adult & Community Services	April 2006	K Burke / A Dobby	Including improved efficiency via increased e enablement for HBC Service
Book Purchasing				
<ul style="list-style-type: none"> Continued review and implementation of arrangements in collaboration with other LA's 	Adult & Community Services	April 2006	J Mennear	Including improved efficiency via increased e-enablement
North Central Hartlepool Development				

Activity	Type Of Activity - Corporate / Departmental	Timescale	Lead Officer (s)	Comments
• Procure developer	Regeneration and Planning	December 2005	M Dutton	
• Implement development scheme	Regeneration and Planning	April 2006	M Dutton	
<u>H₂O Centre</u>				<i>Provisional</i>
• Complete feasibility study • Option Appraisal • Strategy for Mill House Site	Adult & Community Services / Regeneration & Planning	2006/2010		
• Implement a procurement process	Adult & Community Services / Regeneration & Planning	2006/2010		
• Deliver project	Adult & Community Services / Regeneration & Planning	2006/2010		
Historic Quay Development Works				Provisional
• Secure funding	Adult and Community Services	September 2005	J Mennear	
• Portfolio approval	Adult and Community Services	September 2005	J Mennear	

Activity	Type Of Activity - Corporate / Departmental	Timescale	Lead Officer (s)	Comments
• Complete procurement process	Adult and Community Services	November 2005	J Mennear	
• Complete works	Adult and Community Services	March 2006	J Mennear	
Civic Centre Maintenance Works / Contact Centre				
• Cabinet approval	NSD / Chief Execs	July 2005	G Frankland / J Machers	
• Procurement process	NSD / Chief Execs	From December 2005	G Frankland / J Machers	
• Commence works	NSD / Chief Execs	April 2006	G Frankland / J Machers	
• Complete Contact Centre	NSD / Chief Execs	October / November 2006	G Frankland / J Machers	
• Complete Civic Centre works	NSD / Chief Execs	March 2008	G Frankland	
Brougham Enterprise Centre Redevelopment Works				Provisional
• Portfolio approval	Regeneration & Planning	July 2005	A Steinberg	
• Secure funding	Regeneration & Planning	November 2005	A Steinberg	
• Complete procurement process	Regeneration & Planning	November 2005	A Steinberg	

5 YEAR PROCUREMENT PLAN

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Activity	Type Of Activity - Corporate / Departmental	Timescale	Lead Officer (s)	Comments
<ul style="list-style-type: none"> Complete works 	Regeneration & Planning	March 2006	A Steinberg	

Activity	Type Of Activity - Corporate / Departmental	Timescale	Lead Officer (s)	Comments
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Connected Care				
• Social Audit of Community to inform commissioning strategy	Adult and Community Services	April 2006	M Hunt	
Building Links				
• Support to Voluntary Sector to provide Services	Adult and Community Services	November 2005	M Hunt	
Supporting People				
• Finalise & obtain approval for the SP Commissioning & Procurement Strategy	Departmental/ Supporting People Programme Governance	By January 2006	Penny Garner-Carpenter & Peter Morgan/Pam Twells	Supporting People Board approval
• Review all legacy contracts	Supporting People Team	By end March 2006	Penny Garner-Carpenter & Peter Morgan/Pam Twells	
• Finalise & Approve Value for Money Methodology	Departmental/ Supporting People Programme Governance	By Dec 2005	Penny Garner-Carpenter & Peter Morgan/Pam Twells	Supporting People Board approval

Activity	Type Of Activity - Corporate / Departmental	Timescale	Lead Officer (s)	Comments
<ul style="list-style-type: none"> Develop collaborative commissioning with internal and external partners including Adult and Community Services and other Tees Valley Administering Authorities 	Departmental/ Supporting People Governance/ Supporting People Team	March 2006	Penny Garner-Carpenter & Peter Morgan/Pam Twells	
<ul style="list-style-type: none"> Work with the North East Centre of Excellence (NECE) to support our practice and improve our efficiency in procuring & commissioning services 	Departmental/ Supporting People Governance/ Supporting People Team	Ongoing	Penny Garner-Carpenter & Peter Morgan/Pam Twells	Link into NECE capacity building training.
Housing Hartlepool				
<ul style="list-style-type: none"> Various SLA's/arrangements 	Departments	Various	Various	Variety of services from / to HH
Strategic Partnership for Maintenance and Minor Works				
<ul style="list-style-type: none"> Review and Renew Contract 	Neighbourhood Services	Implement by October 2007	A Williams	
Trincomalee Development				
<ul style="list-style-type: none"> Procure Development Partner 	Regeneration & Planning	2006/07	Stuart Green	
Use of Trading Powers				
<ul style="list-style-type: none"> Develop and extend use of powers 	All departments	From August 2005	Department leads	
Leisure Trust				

5 YEAR PROCUREMENT PLAN

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Activity	Type Of Activity - Corporate / Departmental	Timescale	Lead Officer (s)	Comments
<ul style="list-style-type: none"> Examination of potential 	Adult and Community Services	2006/10	J Mennear	In conjunction with H2O Centre Development

FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO

Report To Portfolio Holder
28th November 2005



Report of: Head of Procurement and Property Services /
Chief Financial Officer

Subject: USE OF RESOURCES – PROCUREMENT
SPEND

SUMMARY

1.0 PURPOSE OF REPORT

To seek approval for the completion of the process identified in **Appendix A** of this report to allow a full and complete analysis of the Councils purchasing and procurement spend and to implement control measures.

2.0 SUMMARY OF CONTENTS

The report sets out the background on the need to carry out this exercise to evidence and contribute to a number of National and Corporate issues.

3.0 RELEVANCE TO PORTFOLIO MEMBER

Portfolio Holder has responsibility for Procurement.

4.0 TYPE OF DECISION

Non key

5.0 DECISION MAKING ROUTE

Portfolio Holder only

6.0 DECISION(S) REQUIRED

That the Portfolio Holder approve and support the following recommendations:

- (a) That this exercise is completed
- (b) That services provide the timely resource input into data analysis and subsequent actions

Report of: Head of Procurement and Property Services /
Chief Financial Officer

Subject: USE OF RESOURCES – PROCUREMENT
SPEND

1.0 PURPOSE OF REPORT

- 1.1 To seek approval for the completion of the process identified in **Appendix A** of this report to allow a full and complete analysis of the Councils purchasing and procurement spend and to implement control measures.

2.0 BACKGROUND

- 2.1 The need to carry out this exercise is to evidence and contribute to a number of National and Corporate issues listed below

2.2 National and Corporate Procurement Strategies

The Council's procurement strategy adopted by the Council on 20th January 2005 included an action plan targeted at meeting the milestones detailed within the National Procurement Strategy published by ODPM. Key elements to achieve success are a review of current buying practices and the need to implement processes to reduce off-contract buying.

2.3 Annual Efficiency Statement

Each council must produce an Annual Efficiency Statement, which details how the council will achieve the 2.5 % efficiency required to comply with the Gershon review and the National target of £6.45 billion. The Identification and analysis of the current procurement spend will assist in the identification of opportunities and potential savings within existing procurement budgets. The Council needs to make £1.1 million cashable savings and £1.1 million non cashable savings per annum for 3 years.

2.4 CPA – Use of Resources & Value for money

The new CPA inspection regime places a far greater emphasis on the Use of Resources. With a specific block dealing with Value for money.

This exercise will contribute towards providing evidencing two of the key lines of enquiry

- a. The council currently achieves good value for money, and
- b. The council manages and improves value for money

2.5 Regional Centre of Excellence (RCE) – Powerplay software.

The Regional Centre of Excellence has provided all authorities in the North East with free licences to allow each authority to analyse procurement spend in a standard but relatively simple way. It is expected that the results can then be shared between authorities and areas of co-operation or joint procurement opportunities can be identified and investigated. Discussions held with the RCE suggest that ODPM will apply the regional “powerplay “ model on a National basis.

2.6 Risk Assessment

This appraisal and analysis exercise has links to major national and corporate initiatives and inspection regimes, without the timely service engagement and input the process will be impossible to complete. Failure to complete this review will expose the council to a level of risk where it is potentially unable to satisfactorily evidence value for money and meet its efficiency targets.

2.7 Current Position and Proposals

To ensure compliance with CPA inspection requirement, the Council needs to evidence best use of resources and value for money. The first stage in this process is to understand the current position. Once the current position has been baselined, analysis can be carried out to identify off-contract buying, potential savings, gap analysis and possible procurement opportunities through better use of purchasing consortia (e.g. NEPO), collaboration combined tenders or the setting up of framework contracts. This information will then contribute to the identification and subsequent delivery of the Annual Efficiency Statement. The results will contribute towards CPA evidence, the Annual Efficiency Statement and achieving the National Procurement Strategy milestones. It is likely that the findings from this exercise will lead to the requirement for the Council through the procurement unit and individual departments to rationalise purchasing arrangements and undertake additional procurement tenders.

3.0 LINK TO CORPORATE OBJECTIVES

- 3.1 Completion of this exercise will allow the council to review goods and service provision understand current procurement spend and assist in the provision of evidence towards the Key lines of enquiry in the Use of Resources and contribute towards providing information for the Annual Efficiency Statement.

4.0 FINANCIAL IMPLICATIONS

- 4.1 At this time the financial impact of this exercise is unknown although much work will be done using existing resources. This exercise will have a resource implication where services are required to provide timely input of resource to analyse data and progress actions. The level of potential savings will not be known until the exercise has been completed, but other authorities that have undertaken this have

discovered off- contract buying in excess of 60%, so potentially the savings could be significant

- 4.2 Once the exercise gets to a stage where it is possible to identify savings it will be necessary to set savings targets for Departments / Service areas. A follow-up report will be brought to the Portfolio Holder to agree the targets to be set. At this stage the Portfolio Holder is requested to approve the principle of target setting.
- 4.3 Although overall savings in terms of products and processes are expected there may well be some service areas that experience some increase in cost. This needs to be considered in the allocation of savings exercise.
- 4.4 The Council's proposed financial management system will need to be configured to ensure that procurement control measures are in place. The enhancement of e procurement in particular will be a key element.

5.0 **RECOMMENDATIONS**

- 5.1 That the Portfolio Holder approve and support the following recommendations:
 - (a) That this exercise is completed
 - (b) That services provide the timely resource input into data analysis and subsequent actions
 - (c) That savings targets will be set for Departments / Service areas based on the results of the exercise.

	1 – Classification of Services and Products WHAT DO WE BUY?
Objective	<ul style="list-style-type: none"> Define a structure to classify all Products and Services enabling a common baseline to be generated
Task(s)	<ul style="list-style-type: none"> Each Service Area to classify all products and services they procure using an agreed coding structure Merge service structures into a common definition for Products and Services Sign off Structure
Benefits	<ul style="list-style-type: none"> Awareness & Understanding of Products and Services used by the Business A defined common structure for definition of products and services
Target	6 Weeks

	2- Map Current Supply Chain WHO DO WE BUY FROM?
Objective	<ul style="list-style-type: none"> Map current suppliers to the defined classification structure
Task(s)	<ul style="list-style-type: none"> Review CODA/Powerplay Supplier spend data and map current suppliers to product and services structure Identify contracted suppliers Identify NEPO suppliers Identify non contracted suppliers Identify Strategic Suppliers Identify “at risk” spend Sign off mapping
Benefits	<ul style="list-style-type: none"> Understand the Supplier mix for each product and service Understand contracts in operation Understand non contract & non compliant spend Understand the dependencies and risks within the supply chain.
Target	4 Weeks

	3- Identify and Plan Efficiency Opportunities ANALYSIS
Objective	<ul style="list-style-type: none"> Analyse Supplier mix to identify efficiency savings. Prepare a delivery plan
Task(s)	<ul style="list-style-type: none"> Analyse ratio of suppliers within each category to identify opportunities for aggregation Identify opportunities for contracting of non-contract spend Identify opportunities to remove maverick spend (compliance to contract) Identify opportunities for transactional savings (e-catalogues, p-cards, e-invoicing) Sign off plans
Benefits	<ul style="list-style-type: none"> Identify contract saving opportunities Identify transactional efficiency savings Prioritise Savings Prepare Contracting plan Prepare Efficiency Plan (supplier adoption)
Target	6 Weeks

	4-Implement Plan (phased)
Objective	<ul style="list-style-type: none"> Implement Contract Plan Implement Supplier Adoption Plan
Task(s)	<ul style="list-style-type: none"> Develop specifications Undertake tender exercise Implement Supplier Adoption Plan <ul style="list-style-type: none"> Seminars Interviews Training
Benefits	<ul style="list-style-type: none"> Develop Framework Contracts Supplier Adoption to e-tools
Target	Dependent on 3

	5- Delivery (phased)
Objective	<ul style="list-style-type: none"> Implement Contracts Implement e-tools
Task(s)	<ul style="list-style-type: none"> Implement Contracts Supplier Management Implement e-tools (New Financial Management System) Benefits measurement
Benefits	<ul style="list-style-type: none"> Benefit realisation
Target	Dependent on 4

FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO

**Report to Portfolio Holder
28th November 2005**



Report of: Chief Personnel Services Officer

Subject: EMPLOYEE ATTENDANCE 2005/6 – SECOND
QUARTER AND HALF YEARLY REPORT

SUMMARY

1.0 PURPOSE OF REPORT

To update the portfolio holder on the Council's performance, action taken in the second quarter of 2005/6 and future actions planned in relation to employee absence.

2.0 SUMMARY OF CONTENTS

The report provides details of employee absence, action taken in the second quarter of 2005/6 and future actions planned.

3.0 RELEVANCE TO PORTFOLIO MEMBER

Corporate issues.

4.0 TYPE OF DECISION

Non-key decision.

5.0 DECISION MAKING ROUTE

Portfolio Holder only.

6.0 DECISION(S) REQUIRED

Note the report

Report of: Chief Personnel Services Officer

Subject: EMPLOYEE ATTENDANCE 2005/6 – SECOND
QUARTER AND HALF YEARLY REPORT

1. PURPOSE OF REPORT

- 1.1 To update the portfolio holder on the Council's performance, action taken in the second quarter of 2005/6 and future actions planned in relation to employee absence.

2. BACKGROUND

- 2.1 The extent to which employees are absent from work due to illness has a direct impact on the quality, level and cost of the provision of services. As such the Government has included BVPI12 – The number of working days/shifts lost due to sickness absence in its basket of Corporate Health Performance Indicators. Performance in this BVPI also contributes to the Council's CPA rating. The Government have set a top quartile target of 9.48 days for Unitary Authorities to aim for.

3. THE COUNCIL'S PERFORMANCE IN THE SECOND QUARTER OF 2004/5

- 3.1 When considering performance and particularly projected out-turn figures it is important to recognise that experience indicates that sickness levels are generally higher during the winter months compared to the summer months. The performance data for 2005/6 includes unweighted data (which does not reflect seasonal differences) and weighted data (which weights the current performance to reflect seasonal sickness patterns over the preceding two years).
- 3.2 During the second quarter of 2005/6 (i.e. July – September), the average (annual equivalent) days absence per FTE employee was 9.73 days (unweighted) and 10.38 days (weighted) compared to
- an annual target of 10.29 days
 - performance of 12.23 days (unweighted) during the second quarter of 2003/4 (weighted data is not available) and
 - performance of 9.79 days (unweighted) and 11.82 days (weighted) during the second quarter of 2004/5

A more detailed breakdown, by department, is attached at Appendices A and B, reflecting the new departmental structure. Any sickness during April 2005 – June 2005 in respect of individuals

transferring to new departments has been transferred to the new departments. New departmental targets have been calculated (based on previous targets) in respect of those departments affected by the restructure. Comparisons with previous years are only meaningful where departments are relatively unchanged by the recent restructure.

3.3 In the first six months of 2005/6 year (i.e. April – September), the average (annual equivalent) days absence per FTE employee was 10.33 days (unweighted) and 11.91 days (weighted) compared to

- an annual target of 10.29 days
- performance of 11.81 days (unweighted) during the first six months of 2003/4 (weighted data is not available) and
- performance of 10.29 days (unweighted) and 11.61 days (weighted) during the first six months of 2004/5.

A more detailed breakdown, by department, is attached at Appendices C and D, reflecting the new departmental structure. Any sickness during April 2005 – June 2005 in respect of individuals transferring to new departments has been transferred to the new departments. New departmental targets have been calculated (based on previous targets) in respect of those departments affected by the restructure. Comparisons with previous years are only meaningful where departments are relatively unchanged by the recent restructure.

3.4 Whilst the overall position is that both unweighted (marginally) and weighted performance are over target, the unweighted and weighted performance in the second quarter performance has improved (by 1.01 days unweighted and 2.27 days weighted) compared to the previous quarter. The unweighted second quarter performance is a slight improvement on the same period last year, represents a significant improvement on 2003/4 performance and is under target. The weighted second quarter performance is slightly over target and is a significant improvement on performance in the previous two years. It is essential that performance continues to improve if the 2005/6 target of 10.29 days is to be met.

4. ACTIONS UNDERTAKEN IN THE SECOND QUARTER OF 2005/6

4.1 A number of actions were undertaken during the second quarter of 2005/6 which are expected to help in achieving sickness targets in the future including

- Identification of corporate Sickness Champion (Ian Parker, Director of Neighbourhood Services)
- Identification of Sickness Champions in all departments
- Smoking Policy agreed
- Managing Stress At Work Policy almost finalised

- Smoking Policy agreed and programme for declaring all Council buildings and premises as 'Smoke free' by 31 December 2006 agreed
- Inclusion of attendance management in the Leadership and Management Development Programme
- Series of briefings by the corporate Sickness Champion arranged for the Autumn/Winter
- HR Analyser (sophisticated reporting tool) ordered and project to implement it started
- Schools engaged in respect of the Managing Attendance Review Implementation Plan
- Exploration of options for schools providing more efficient and timely ways of recording sickness and making this available to HR
- Preparation for possible extension of Occupational Health contract, including review of requirements
- Review of the Employee Support (counselling) service
- New departments starting to develop managing attendance action plans, including identifying 3-5 key actions to improve attendance levels
- Provision of a series of sickness scenarios and solutions to managers via Management Matters

5. PLANNED FUTURE ACTIONS

5.1 A number of actions are planned during the third quarter of 2005/6 which are expected to help in achieving sickness targets in the future including

- Regular meetings of Sickness Champions group started
- Managing Stress At Work Policy agreed
- Series of briefings by the corporate Sickness Champion to all participants in the Leadership and Management development Programme
- Implementation of HR Analyser (sophisticated reporting tool)
- Further engagement with Schools in respect of the Managing Attendance Review Implementation Plan
- Continued exploration of options for schools providing more efficient and timely ways of recording sickness and making this available to HR
- Further preparation for possible extension of Occupational Health contract, including review of requirements
- Outcome of the review of the Employee Support (counselling) service
- New departments developing managing attendance action plans, including identifying 3-5 key actions to improve attendance levels

- Increased HR resources to be made available to deal with sickness issues, particularly those employees who are sick and have exhausted sick pay entitlement

6. RECOMMENDATIONS

- 5.1 That the employee absence in relation to absence in the second quarter and after six months of 2005/6, actions taken in the second quarter of 2005/6 and planned future actions be noted.

Appendix A

1. Annual Equivalent Performance During Second Quarter**a. Previous Year's Annual Equivalent Performance during second quarter (2003/4 and 2004/5)**

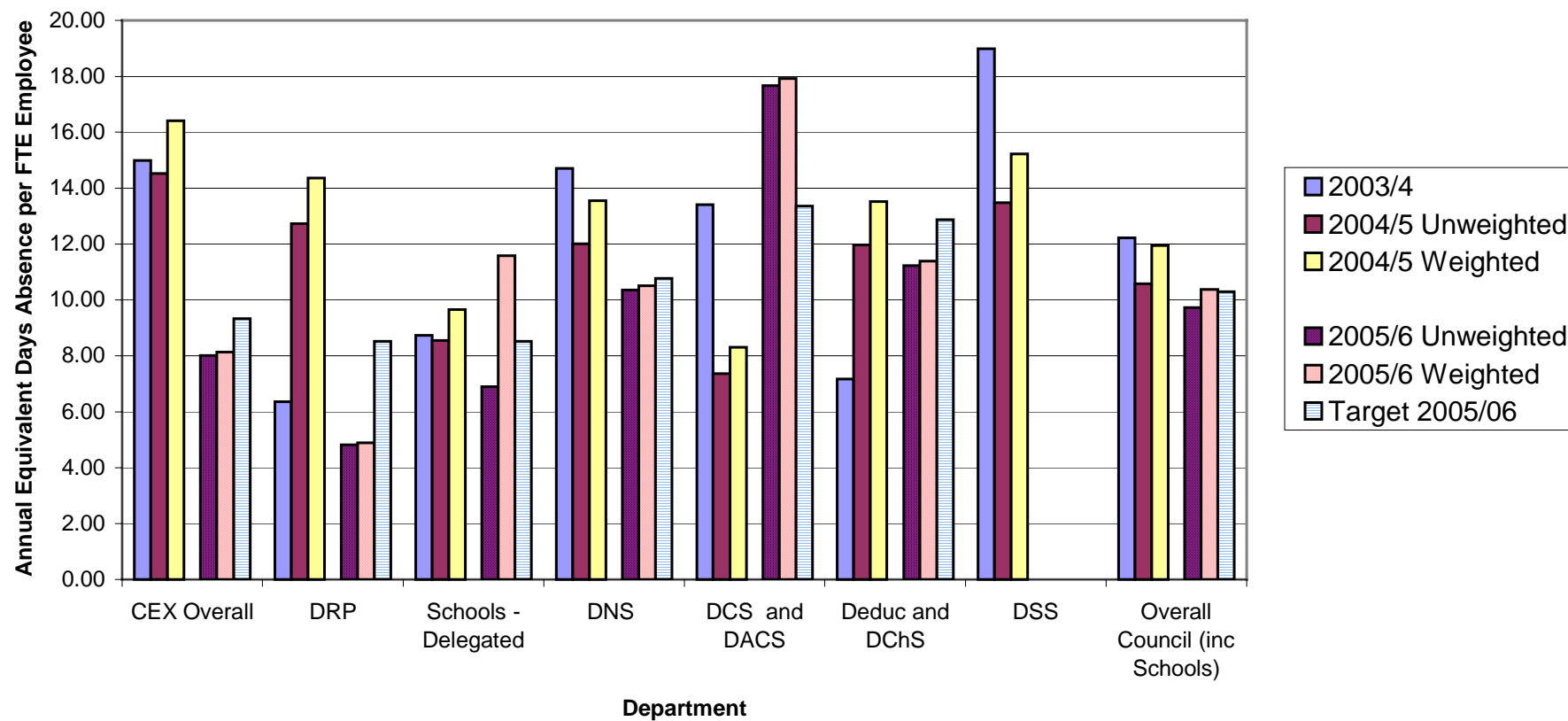
	Chief Executive	Education Dept	Schools	Regen. & Planning Services	Social Services	Com. Services	N'hood Services	Authority
2003/4	15.00	7.18	8.74	6.36	18.99	13.42	14.70	12.23 days
2004/5 (unweighted)	14.53	12.00	7.37	8.56	13.49	12.73	11.97	9.79 days
2004/5 (weighted)	14.96	12.36	11.75	8.81	13.89	13.10	12.33	11.82 days

b. Current Year's Annual Equivalent Performance during second quarter (2005/6)

2005/6		Chief Executive	Children's Services	Schools	Regen. & Planning Services	Adult & Community Services	N'hood Services	Authority
	Unweighted Performance in second quarter	8.02	11.24	6.90	4.83	17.67	10.36	9.73 days
	Weighted Performance in second quarter	8.13	11.40	11.59	4.90	17.92	10.51	10.38 days
	Target	9.33	12.87	8.52	8.52	13.37	10.77	10.29 days

Appendix B

Annual Equivalent Performance During Second Quarter - July to September 2005



Appendix C

2. Annual Equivalent Performance after Six Months**a. Previous Year's Annual Equivalent Performance after six months (2003/4 and 2004/5)**

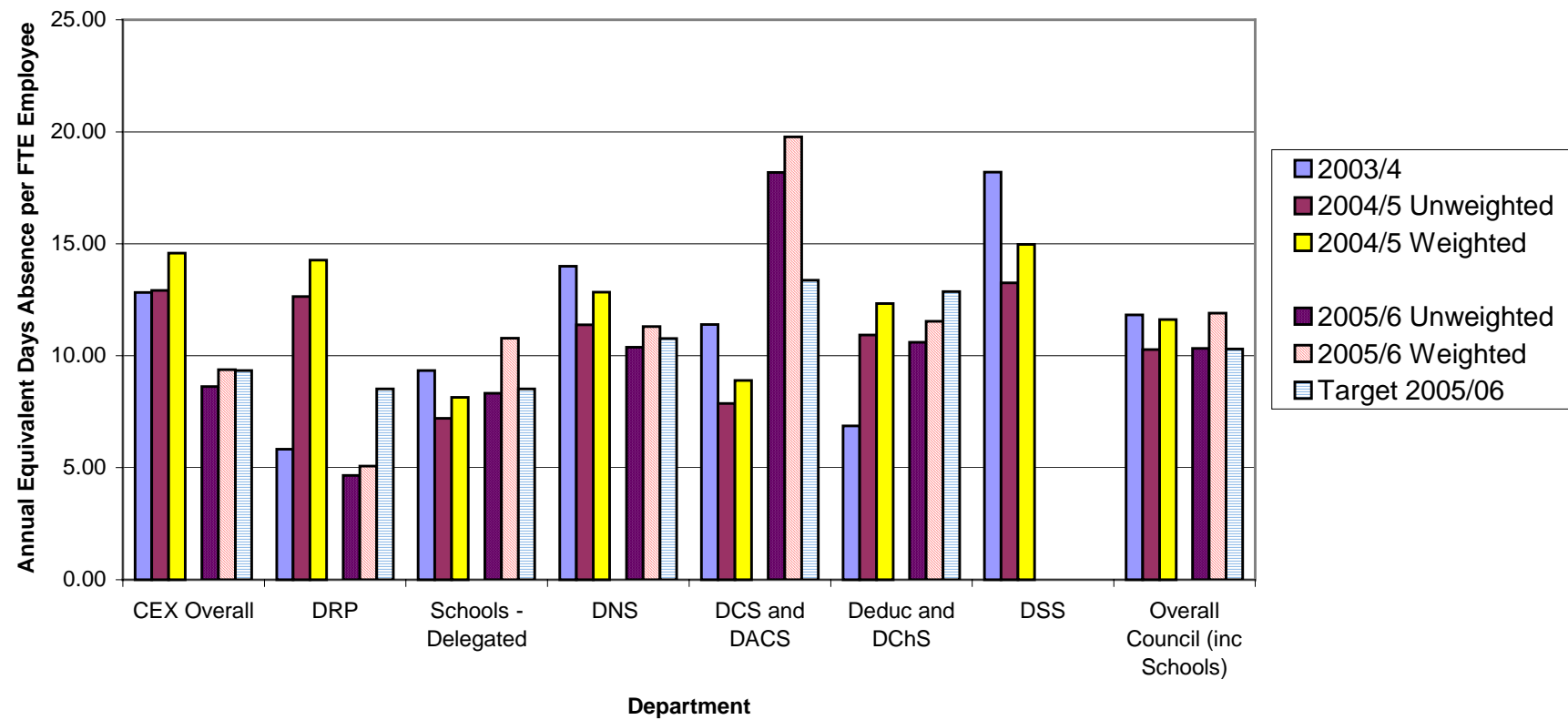
	Chief Executive's	Education Dept	Schools	Regen. & Planning Services	Social Services	Com. Services	N'hood Services	Authority
2003/4	12.82	6.87	9.33	5.83	18.19	11.40	14.00	11.81 days
2004/5 (unweighted)	12.92	11.38	7.87	7.21	13.26	12.65	10.93	10.29 days
2004/5 (weighted)	14.59	12.84	8.88	8.13	14.97	14.28	12.33	11.61 days

b. Current Year's Annual Equivalent Performance after six months (2005/6)

2005/6		Chief Executive's	Children's Services	Schools	Regen. & Planning Services	Adult & Community Services	N'hood Services	Authority
	Unweighted Performance in second quarter	8.62	10.61	8.33	4.66	18.18	10.39	10.33 days
	Weighted Performance in second quarter	9.38	11.54	10.78	5.07	19.78	11.30	11.91 days
	Target	9.33	12.87	8.52	8.52	13.37	10.77	10.29 days

Appendix D

Annual Equivalent Performance After Six Months - April to September 2005



FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO

**Report to Portfolio Holder
28th November 2005**



Report of: Chief Personnel Services Officer

Subject: LOCAL GOVERNMENT PENSION SCHEME
UPDATE

SUMMARY

1. PURPOSE OF REPORT

To advise the Portfolio Holder of the recent developments in respect of possible changes to the Local Government Pension Scheme (LGPS).

2. SUMMARY OF CONTENTS

The report provides details of

- a) proposals for changes to the LGPS in England and Wales that have been submitted to the Deputy Prime Minister by the Local Government Association and the trade unions and
- b) a possible way forward.

3. RELEVANCE TO PORTFOLIO MEMBER

Corporate issues.

4. TYPE OF DECISION

Non-key decision.

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

That the portfolio holder

- a) consider whether he wishes to make any formal comments or statements on behalf of the Council to relevant parties and
- b) notes the report and in particular the recent progress.

Report of: Chief Personnel Services Officer

Subject: LOCAL GOVERNMENT PENSION SCHEME
UPDATE

1. PURPOSE OF REPORT

To advise the Portfolio Holder of the recent developments in respect of possible changes to the Local Government Pension Scheme (LGPS).

2. BACKGROUND

- 2.1 During the earlier part of 2005, there was a threat of industrial action by the trade unions in respect of possible and actual pension changes. The threat was averted when the ODPM agreed to revoke the changes due to be introduced in April 2005. At the same time a Tripartite Committee comprising ODPM, employers and trade union representatives to consider future options to meet the funding gap created.
- 2.2 The terms of reference of the Tripartite Committee were to “draw up proposals for the ongoing modernisation and development of the Scheme for implementation no later than April 2008, while, at the same time, ensuring its continued guaranteed delivery of affordable and sustainable, good quality, defined benefit pensions.”
- 2.3 The Local Government Association and trade unions have made proposals to the Tripartite Committee.

3. LOCAL GOVERNMENT ASSOCIATION PROPOSALS

- 3.1 The Local Government Association (LGA) has made a series of proposals as follows
 - the 85 year rule should be removed in respect of benefits accruing from 1 April 2006 so that the Normal Retirement Date is standardised at age 65;
 - benefits accrued up to 31 March 2006 would not be affected (and the Government may wish to consider transitional arrangements such as those provided in the revoked April 2005 changes, provided any transitional protections are no more costly to employers than those revoked changes);
 - the minimum age that benefits could be payable from (other than on ill health grounds) should be increased from 50 to 55 by 2010, but this should at least apply to new starters from 1 April 2006;

- as in other public sector schemes members will still be allowed to voluntarily retire on or after age 60 but should be permitted to pay extra contributions in order to get an unreduced pension on voluntary retirement on or after age 60 and before age 65;
- flexible retirement provisions (linked to reducing hours / reducing grade) should be introduced from 6 April 2006;
- subject to certain exceptions, the current 15% maximum employee contribution limit should be removed from 6 April 2006 for those who wish to pay more;
- the current limit of 40 years membership at 60 / 45 years at age 65 should be removed from 6 April 2006;
- members should be able to take up to 25% of value of their benefits as a (tax free) lump sum from 6 April 2006 (subject to a commutation rate of 12:1 and a minimum lump sum of 3/80ths of final pay for each year of membership);
- employees should be able to remain in the LGPS beyond age 65 with an actuarial increase to benefits where payment is deferred beyond age 65;
- there should be an appropriate increase in the employees' contribution rate for new joiners from 1 April 2006 and also an appropriate increase for existing members, preferably from 1 April 2006 but certainly as part of any new-look LGPS, in order to deal with the increasing cost of longevity (and at least to the extent that this is not met by the removal of the 85 year rule).

3.2 Further details of the LGA proposals are attached at Appendix A.

3.3 The LGA have indicated that they intended that their proposals

- a) should form the basis for further discussion and a meaningful dialogue with the unions.
- b) represent a package of measures and must be seen in this light i.e. as a complete package.

3.4 The unions have formally rejected the LGA proposals and have indicated that

- a) they consider them to be "worse" than the April 2005 changes which were later revoked and
- b) strike action could again be on the cards if the Government implement the proposals.

3.5 The Council is making contingency plans in case of strike action and, should this occur, will seek to work with the trade unions to minimise the impact on the most vulnerable members of society whilst recognising the right of trade union members to strike in accordance with the law

4. TRADE UNION PROPOSALS

4.1 The trade unions have made alternative proposals in respect of

- LGPS – the ‘poor relation’
- Rule of 85
- Contribution rates
- Protection for existing scheme members
- Increasing the benefit age
- Sex discrimination
- Civil partners

Further details of the union position is detailed in the Unison Briefing Note for MP’s and Councillors (Appendix B)

4.2 The LGA has commented that they consider the union proposals are more concerned with a (more costly) new-look LGPS for the longer term than with addressing the immediate cost implications of revocation of the April 2005 changes. The unions suggestion that the employer contribution rates should be stabilised by increased Government contribution appears to ignore the Government’s clear statement that the cost of revocation should not be met by Government or council tax payers / employers.

4.3 The unions also suggest that if the 85 Year rule is removed from the Scheme for future service accrual, there should be a lower pension age than 65 for all in future. The LGA response is that this ignores all the longevity data and the Government’s stated policy that the normal pension age across the public sector should be 65 (at least for new staff in the NHS, Teachers and Civil Service Pension Schemes).

4.4 A more detailed commentary by the LGA on the unions proposals is attached at Annex 2 of Appendix A

5. RECENT DEVELOPMENTS

5.1 The Tripartite Committee met on 2nd November 2005. The Deputy Prime Minister, who chaired the meeting, complimented all parties on the significant progress that had been made recently in the sharing of information, agreeing the range within which the cost of revocation of the April 2005 scheme changes may fall, and in identifying a possible solution that has the potential to meet that cost at no expense to the Government or to employers / council tax payers.

5.2 The potential solution is to allow scheme members who draw their benefits after 5 April 2006 to take a larger tax free lump sum, at their personal choice. For each £1 of pension converted into lump sum the member would receive £12 cash. This would reduce the long term pension liability and, in this way, the cost of revocation could potentially

be recouped. The employers and unions were asked to obtain further actuarial advice on this proposal and are likely to meet again before the end of November 2005 for further discussions.

- 5.3 The Deputy Prime Minister also reiterated that the Government's legal advice is that the 85 year rule must be removed from the LGPS by no later than October 2006. Benefits accrued up to the date of removal would be fully protected and the question of additional transitional protection for older members is to be discussed further.
- 5.4 The Deputy Prime Minister confirmed that he intends to issue draft regulations later in November which, following a period of statutory consultation, would be made and laid in March 2006 to come into effect from April 2006. Draft regulations dealing with changes to the Scheme to comply with new HM Revenue and Customs rules from April 2006 will also be issued. This timescale is necessary both to ensure the changes can be in place for April 2006 and so that the local government settlement can be agreed.
- 5.5 All sides are committed to ongoing discussions about the modernisation and development of the Scheme with a view to producing a policy paper for discussion no later than June 2006 on a new look LGPS. This would lead to draft regulations in the Autumn of 2006 with final regulations in April 2007 which would bring a new scheme into operation from April 2008.
- 5.6 Further details of what is currently on the table are available at Appendix C

6. RECOMMENDATION

- 6.1 That the portfolio holder
 - a) consider whether he wishes to make any formal comments or statements on behalf of the Council to relevant parties and
 - b) notes the report and in particular the recent progress.

Appendix A



The Local Government Pensions Committee
Secretary: Mike Walker

CIRCULAR

Please pass on sufficient copies of this Circular to your Treasurer/Director of Finance and to your Personnel and Pensions Officer(s) as quickly as possible

No. 177 – OCTOBER 2005

PROPOSALS FOR CHANGES TO THE LGPS IN ENGLAND AND WALES

Purpose of this Circular

1. This Circular has been issued to notify authorities of proposals for changes to the LGPS in England and Wales that have been submitted to the Deputy Prime Minister by the Local Government Association.
2. A copy of the letter is attached at Appendix 1.
3. The proposals are the culmination of consultations with employers, not just local authorities, since the Stocktake of the LGPS began in August 2001. They represent a distillation of elements of our earlier submissions to the ODPM including our response to the ODPM's consultation document - 'Facing the Future'.
4. Further details can be found on our website at http://www.lg-employers.gov.uk/pensions/pensions_updates.html

Employers' Organisation for local government
Layden House, 76-86 Turnmill Street, London EC1M 5LG
Interim Executive Director: John Ransford
Registered in England No 2676611
Registered office: Local Government House, Smith Square, London SW1P 3HZ



INVESTOR IN PEOPLE

Actions for administering authorities

5. Administering authorities in England and Wales should either:
 - copy this Circular to employers in their Fund (other than to Local Authorities to whom this Circular has already been sent direct), or
 - bring the Circular to the attention of employers by directing them to the Circular on the LGPC website at:
<http://www.lg-employers.gov.uk/pensions/circulars.html>, or
 - bring relevant information contained in this Circular to the notice of employers via their normal information routes.
6. Administering authorities in Scotland may wish to take similar action in order to keep employers in their Fund apprised of matters in England and Wales.

Terry Edwards
Assistant Director (Pensions)
October 2005

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Website

Visit the EO's website at:
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London, EC1M 5LG

or email: terry.edwards@lg-employers.gov.uk
tel 020 7296 6744
fax 020 7296 6739

Appendix 1

Rt Hon John Prescott MP
Deputy Prime Minister
Office of the Deputy Prime Minister
26 Whitehall
London SW1A 2WH

24 October 2005

Dear John

Stocktake of the Local Government Pension Scheme (LGPS)

As you will know, following the Tripartite Committee meeting on 30 June 2005 the employers and unions were asked to come forward with proposals by the end of September detailing:

- a) how, based on factual data, the cost of revocation of the April 2005 changes to the LGPS in England and Wales should be met, and
- b) what changes should be made to the LGPS from April 2006 to achieve this.

In order to assist in this process, the ODPM and the LGA / EO have, over recent months, supplied the unions with all the readily available data the unions have asked for (see Annex 1).

We understood that failure by the employers and unions to reach an agreement on proposals to put to you would mean that you might have to impose a solution from April 2006.

In recognition of this, the EO/LGA officials put forward a paper at the Stakeholder Liaison Group meeting on 22 September 2005 outlining a number of options for amendments to the LGPS from April 2006 which could deal with the cost of the one year delay in revocation of the 85 year rule. It is our understanding that the role of the Stakeholder Liaison Group, which sits below the Tripartite Committee and is comprised of ODPM, employer and union officials, is to debate options and, where possible, to come forward with agreed propositions for the full Tripartite Committee to consider. It was in this spirit that the paper was put to the Group. The intention was that the options in the paper should form the basis for further discussion and a meaningful dialogue with the unions. The union side, however, decided to portray the proposals as a firm position being taken by the employers.

In formulating the options and suggestions that were put to the Group:

- a) we carefully considered the longevity and demographic report commissioned by the ODPM, the terms of reference for which had (in the absence, to our knowledge, of any comments from the unions) been agreed by all parties. The report showed that:
 - the working population in the economy is falling, whilst the pensioner population is increasing and living for longer
 - since the early 1970s, there has been a 31% improvement in the life expectancy for male pensioners retiring at 65 and 18% for female pensioners. Local government pensioners retiring in normal health can expect, on average, to live 2 to 4 years longer than pensioners in the rest of the economy
 - even if changes introduced in April 2005 (and then revoked), which standardised the retirement age at 65 by removing the 85 year rule, were to be reintroduced from April 2006, the savings generated would not offset the additional pension costs incurred as a result of the increase in longevity since the early 1970's
- b) we considered the Government's legal advice that the removal of the 85 year rule is necessary (from October 2006 at the latest) in order to comply with the Equality Directive (Council Directive 2000/78/EC) and the resulting age discrimination legislation (and it could also be argued that the 85 year rule is discriminatory on the grounds of gender as women tend to have less service than men)
- c) we took into account the information on the cost of the revocation, originally estimated at £400 million but now nearer £450 million¹, which has been provided by Pension Funds to the ODPM following the issue of LGPC Circular 175.

In our view, all the evidence presented shows that there has been a marked increase in the cost of the Scheme because members are living longer and drawing their pension for longer and the 85 year rule has to be removed from the Scheme in respect of future service accrual. The evidence backs our view that, given the significant demographic changes that have occurred since the inception of the scheme adjustments to the benefit structure or an increase in employee contributions are required.

Only subsequent to the meeting of the Stakeholder Liaison Group on 22 September 2005 did the union side send a letter to the ODPM setting out their "discussion points on negotiating priorities for the LGPS". Our initial comments on the unions' discussion points are attached at Annex 2 but it is clear that they are more concerned with a (more costly) new-look LGPS for the longer term than with addressing the immediate cost implications of revocation of the April 2005 changes. The unions suggest that the employer contribution rates should

¹ As at 14th October 2005 the figure reported by Funds to the ODPM was £435 million but with 6 Funds unreported. The figure of £450 million is therefore an extrapolation.

be stabilised by increased Government contribution which appears to ignore the Government's clear statement that the cost of revocation should not be met by Government or council tax payers / employers. They also suggest that if the 85 Year rule is removed from the Scheme for future service accrual, there should be a lower pension age than 65 for all in future. This ignores all the longevity data and the Government's stated policy that the normal pension age across the public sector should be 65 (at least for new staff in the NHS, Teachers and Civil Service Pension Schemes).

Although there have been numerous meetings since the formation of the Tripartite Committee was announced on 18 March 2005, and despite the helpful meeting of the Stakeholder Liaison Group on 19 October 2005, there has, in our view, been an absence of any real progress in discussions with the unions to date on how the cost of revocation should be met and on changes to the Scheme from April 2006. We therefore feel that, given the timescale announced by you after the 30 June meeting, we should formally set out our suggestions for a package of amendments that we would wish to see made to the Local Government Pension Scheme from April 2006.

We are aware of the announcement of 18 October 2005 that the retirement age in the NHS, Teachers and Civil Service Pension Schemes is to be raised to age 65 for new members but that it will remain as age 60 for existing members, albeit that it appears that there would be no scheme improvements in relation to those retaining an age 60 retirement age unless individual or collective agreements within sector specific negotiations are reached which allow changes to those provisions or transition to new schemes. The local government pension scheme, of course, is different in that it already has a retirement age of 65 and the 85 year rule simply determines whether benefits paid on voluntary retirement before age 65 are subject to an actuarial reduction. Our proposals for amendments to the LGPS from April 2006 reflect this difference. They are contained in Annex 3 and are designed to both recognise the pressures of increasing longevity and deal with the cost of the revocation of the April 2005 changes whilst at the same time giving scheme members more choice and flexibility. In essence, the difference in approach between the NHS, Teachers and Civil Service Pension Schemes and the LGPS might be summarised as:

- a) a retirement age of 60 for existing members in those other public sector schemes but, it appears, with no scheme improvements and a retirement age of 65 for new members, thereby creating a two tier workforce

compared to

- b) the removal of the 85 year rule in the LGPS, thereby standardising the retirement age at 65 , but with improvements in choice and flexibility for both existing and new members.

Despite the above, we recognise that the announcement covering the NHS, Teachers and Civil Service Pension Schemes has not made it any easier to convey to ordinary LGPS members the need for change without them

perceiving themselves as being treated as the “poor relations” within the public sector.

Nevertheless, the need for change cannot be ignored. In brief, we propose that:

- the 85 year rule should be removed in respect of benefits accruing from 1 April 2006² so that the Normal Retirement Date is standardised at age 65;
- benefits accrued up to 31 March 2006 would not be affected (and the Government may wish to consider transitional arrangements such as those provided in the revoked April 2005 changes, provided any transitional protections are no more costly to employers than those revoked changes);
- the minimum age that benefits could be payable from (other than on ill health grounds) should be increased from 50 to 55 by 2010, but this should at least apply to new starters from 1 April 2006;
- as in other public sector schemes members will still be allowed to voluntarily retire on or after age 60 but should be permitted to pay extra contributions in order to get an unreduced pension on voluntary retirement on or after age 60 and before age 65;
- flexible retirement provisions (linked to reducing hours / reducing grade) should be introduced from 6 April 2006;
- subject to certain exceptions, the current 15% maximum employee contribution limit should be removed from 6 April 2006 for those who wish to pay more;
- the current limit of 40 years membership at 60 / 45 years at age 65 should be removed from 6 April 2006;
- members should be able to take up to 25% of value of their benefits as a (tax free) lump sum from 6 April 2006 (subject to a commutation rate of 12:1 and a minimum lump sum of 3/80ths of final pay for each year of membership);
- employees should be able to remain in the LGPS beyond age 65 with an actuarial increase to benefits where payment is deferred beyond age 65;
- there should be an appropriate increase in the employees' contribution rate for new joiners from 1 April 2006 and also an appropriate increase for existing members, preferably from 1 April 2006 but certainly as part of any new-look LGPS, in order to deal with the increasing cost of longevity (and at least to the extent that this is not met by the removal of the 85 year rule).

The above proposals are the culmination of our consultations with employers, not just local authorities, since the Stocktake of the LGPS began in August 2001 (see Annex 4) and represent a distillation of elements our earlier submissions

² It should be noted that if the 85 year rule is not removed until October 2006 for existing members (being the latest date the 85 year rule may be retained due to the Equality Directive) any additional cost that may occur should not be met by employers and we would still wish the rule to be removed for new members from 1 April 2006.

listed in that Annex. The proposals represent a package of measures for your consideration and must be seen in this light i.e. as a complete package.

We hope that our proposals will be of assistance to you, as the regulator of the Scheme, in making the prudent decisions required to ensure the ongoing affordability and sustainability of the Scheme whilst at the same time ensuring that the cost of revocation of the April 2005 changes and the pressing longevity issues do not fall on council tax payers / employers.

We are committed to ensuring that we can retain a scheme that is affordable and sustainable for employers and taxpayers whilst being fair and attractive to our workforce including, where appropriate, the lower paid. We therefore look forward to an ongoing and meaningful dialogue about the future design of the Scheme via the Tripartite Committee. To that end, the information in Annex 5 may be helpful. It sets out a summary of our response to the 'Facing the Future' consultation paper but is without prejudice to our "negotiating" position over the benefit structure of a new-look LGPS.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Sandy', written in a cursive style.

Sir Sandy Bruce-Lockhart

Chairman of the Local Government Association

Annex 1 – data provided to the unions

- Preliminary, actuarial consultant's estimates of the effect of the 85 year rule removal from LGPS provided at meeting with DPM on 18th February 2005.
- Presentation of paper by Government Actuary's Department (GAD) to TU side representatives on 13th June 2005 detailing the outcomes of the 2004 LGPS valuation exercise and other material facts.
- Presentation of paper by GAD to TU and EO/LGA side representatives on 21st June 2005 about outcomes of the 2004 LGPS valuation exercise and other material facts, indicating that cost of revocation of April 2005 changes would be in the region of £400 million a year, rising to £700 million a year by 2013.
- Meeting of LGPS actuary representative, GAD, TU actuarial adviser and UNISON representative, on 25th July 2005 - exchange of basic facts about LGPS position and a fresh detailed technical note prepared by GAD.
- First batch of 2004 valuation reports sent to TU actuarial adviser on 26th July 2005.
- Meeting on 27th July 2005 of stakeholders to discuss actuarial and other technical issues.
- E-mail from ODPM dated 10th August 2005 confirming Government's legal opinion that the 85 year rule would be discriminatory under the Equality Directive.
- Meeting on 5th September 2005 to discuss actuarial and other technical issues between actuarial representatives of LGPS funds, EO/LGA, TU's, TU actuarial adviser, ODPM and GAD.
- Presentation of Demographic Study of LGPS to all stakeholders on 7th September 2005.
- Second batch of 2004 valuation reports sent to TU actuarial adviser on 8th September 2005.
- Full set of 2004 valuation reports sent to GMB on 7th September 2005.
- Formal release to all stakeholders on 23rd September 2005 of the Demographic Report.

- Detailed scheme data provided by local authorities sent to TU side on 23rd September 2005 with an updated version sent on 29th September 2005. This shows:
 - the average retirement age of all LGPS pensioners broken down by employer type and by gender (M/F)
 - the average retirement age of all LGPS pensioners retiring in the year to 31st March 2005 broken down by employer type and by gender (M/F)
 - the average pension for all LGPS pensioners broken down by employer type, by gender (M/F), and by type of pension
 - the average pension, and the average service and average pay on which the pensions were calculated, for all pensioners retiring in the year to 31st March 2005 broken down by employer type, by gender (M/F), and by type of pension
- Figures for cost of revocation of the April 2005 changes which had been commissioned by LGPS Funds were presented to stakeholders on 7th October 2005, showing that the cost was £435 million (although 6 Funds had not provided figures).
- Further discussion with stakeholders on 14th October 2005 to seek agreement on actual cost of revocation of the April 2005 changes.

Annex 2 - Initial comments on the unions' discussion points

Union discussion point	Our comment
The principle of parity of approach by Government to all public sector schemes should apply to all major aspects of the LGPS, including negotiating timetables, where the proposals relating to other schemes are more favourable than current LGPS retirement age and benefits.	It is Government policy that the LGPS should be dealt with via the Tripartite Committee and should not be tied in to the same principles or timescales applying to the other public sector schemes.
Any additional investment by Government in the NHS and Civil Service schemes should be matched in the LGPS.	This is a matter for Government.
Any provision for savings to be re-invested in other public sector scheme benefits should also apply to the LGPS.	This is a matter for Government.
Adequate time for real negotiation and consultation on all major aspects of the scheme, in line with other schemes and the DPM's statement of 18 March 2005.	It is Government policy that the LGPS should be dealt with via the Tripartite Committee and should not be tied in to the same principles or timescales applying to the other public sector schemes. Unions have had the same timescale as employers to respond to a process that began in August 2001.
Tax relief on contributions by non-tax payers (through switch to relief at source admin arrangements)	This is a matter for Government.
The LGPS regulations should be amended to ensure all private companies awarded contracts by LGPS employers seek admitted body status for all transferred staff.	This is a matter for Government.
Action needs to be taken to ensure that parallel pension provision, compatible with Sharia law, is available for Muslim employees.	This is a matter for Government.
Pension in payment at least linked to price inflation	This is current Government policy.
Nothing should be ruled out or in during talks.	We agree.
There should be full provision of all information necessary for genuine negotiation.	All readily available information the unions have requested has been provided by the ODPM and the EO/LGA.
Pension age should be status quo or parity with other schemes where more favourable.	The pension age in the LGPS is already higher than the other public sector schemes (i.e. 65 whereas it is 60 or earlier in the other schemes). In the LGPS the 85 year rule is being removed in respect of future benefit accrual. This does not alter the pension age.
If the Rule of 85 is abolished by the employers / ODPM under Age Discrimination legislation there	This ignores Government policy that the normal pension age across the public sector should be 65. It also ignores all the longevity data that has

should be a lower pension age than 65 for all in future	been supplied which shows that scheme members are living and drawing their benefits for longer.
Continuation of the right to retire at 60 for all Rule of 85 beneficiaries	We have never sought to remove the right to voluntarily retire at 60.
Right to continue work and draw some pension	We had already put this forward as part of our suggestions for changes to the Scheme from April 2006.
Remove abatement following retirement and re-employment by LGPS employer	We had already put this forward as part of our suggestions for changes to the Scheme from April 2006.
Voluntary flexible period of retirement eg 60-70, 55-70 with late retirement enhancements for post NRA retirements	We had already put this forward as part of our suggestions for changes to the Scheme from April 2006 (subject to flexible retirement being at the discretion of the employer)
Average employee contribution rates to remain the same	The increase in longevity must be taken into account in the employee contribution rate or design of the LGPS benefit package
Employer contribution rates to be stabilised by increased Government contribution	This ignores the Government statement that the cost of revocation should not be met by Government or employers.
Retain right to AVC's and added years	We have no major objection to retaining AVC's but would wish to look at different alternatives to added years.
Explore graduated contribution rates to attract more low paid members into scheme	We have already consulted employers twice on this and each time have received very little support for graduated employee contributions. We are willing to listen to union suggestions as to how they see this working and the reasoning behind their suggestions. We are also willing to consider other pension arrangements for the lower paid.
Improved accrual rate with ability to take tax free lump sum or optional lump sum as part of pension	This is a matter we would wish to discuss as part of the new-look scheme but the increase in longevity must be taken into account in the employee contribution rate or design of the benefit package
Maximum lump sum increased to 25% of the value of benefits (possible under new Inland Revenue rules)	We had already put this forward as part of our suggestions for changes to the Scheme from April 2006.
Pensionable pay to be no worse than at present	This is a matter we would wish to discuss as part of the new-look scheme (although in principle we agree – see our response to Facing the Future) but the increase in longevity must be taken into account in the employee contribution rate or design of the benefit package
Transferability of pensions within the public sector	We are not aware of any particular problems but are willing to discuss any perceived difficulties.
Definition of final salary changed to best of last five years	This is a matter we would wish to discuss as part of the new-look scheme but the increase in longevity must be taken into account in the employee contribution rate or design of the benefit package

Equal benefits for civil partners and common law heterosexual and same sex partners, backdated to 1972	This is a matter we would wish to discuss as part of the new-look scheme (although in principle we agree) but the increase in longevity must be taken into account in the employee contribution rate or design of the benefit package
Death in service benefits to be at least x3	This is a matter we would wish to discuss as part of the new-look scheme (although in principle we agree – see our response to Facing the Future) but the increase in longevity must be taken into account in the employee contribution rate or design of the benefit package
Need to ensure that the provisions of the Local Government Act apply to staff transferred to external providers	We agree that the Directions Order under sections 101 and 102 of the Local Government Act 2003 should be issued as soon as possible
Ensure transferability between LGPS and private schemes	The facility already exists (although no pension scheme, other than a stakeholder scheme, can be compelled to accept transfers of pension rights)
Any proposals to be fully equality-proofed, including income and occupation	We are prepared to work with all parties on an impact assessment of changes.
Ensure same trustee rights as in private sector schemes	We disagree. The legal status of local government means it is not the same as the private sector.

Annex 3 - Suggested amendments to the Local Government Pension Scheme from April 2006

What do we propose?	Why?	Costings
Removal of the 85 year rule in respect of benefits accruing from 1 April 2006 (but see next box re transitional protections) so that the Normal Retirement Date is standardised at age 65. Benefits accrued up to 31 March 2006 (or any later date to which transitional protections apply – see next box) would not be affected	<p>a) to help deal with the cost of increased longevity and the demographics of an ageing workforce</p> <p>b) recognises Government's stated position of moving the Normal Retirement Date in public sector schemes to 65</p> <p>c) needs to be removed from the Scheme by October 2006 at the latest to comply with the Equality Directive and the resulting age discrimination legislation (and it could also be argued that the 85 year rule is discriminatory on the grounds of gender as women tend to have less service than men)</p> <p>Note: if the 85 year rule is not removed until October 2006 for existing members any additional cost that may occur should not be met by employers and we would still wish the rule to be removed for new members from 1 April 2006.</p>	<p>Reduces average employers' rates (according to GAD) by 1.6% - 2% (and by 2% to 2.5% by 2013 assuming there are transitional protections to 2013 as under the now revoked April 2005 changes) – but these figures might reduce by, at most, 0.5% on account of average 'late' retirements occurring approximately 1 year after those assumed by actuaries when preparing Fund valuations. However, if flexible retirement is introduced from April 2006, the 0.5% 'late' retirement figure would not be expected to materialise.</p> <p>Note: due to the increased longevity of scheme members, the actuarial reduction factors will need to be reviewed. A reduction in the factors would negate some of the savings that would accrue from the removal of the 85 year rule (compared to if the current actuarial reduction factors were retained) and will need to be factored into the costing equation.</p>
Transitional	It is our view that it would be fairer	The full 2% - 2.5%

protection	<p>and more equitable if the date for the removal of the 85 year rule in respect of future service accrual was a common date that applied to all scheme members. This would produce a proportionate effect i.e. those closer to retirement would have less service after the common date which would be subject to reduction if drawn before 65 than those who are younger, thereby overcoming the significant 'cliff-edge' that transitional protection for older workers as provided for under the now revoked April 2005 changes generates³. Nevertheless, we recognise the expectation of protection that older current scheme members have following</p> <ul style="list-style-type: none"> a) the Government's White Paper commitment that those within 10 years of retirement should not be affected by the standardisation of the Normal Retirement Date (NRD) across the public sector to age 65 and b) the protections older members were offered under the (revoked) April 2005 Scheme changes. <p>The Government may, therefore, wish to again consider transitional arrangements such as those provided in the revoked April 2005 changes, provided that any transitional protections are no more costly to employers than those revoked changes).</p>	savings mentioned above will not materialise until 2013 (assuming there are transitional protections to 2013 as under the now revoked April 2005 changes).
Increase minimum age able to draw benefits from 50 to 55 (other than on health grounds) by 2010	This complies with the Government's stated policy and the Finance Act 2004 requires all schemes to increase the minimum age from 50 to 55 by 2010. For the reasons given in the third column, and the fact that the (revoked) April 2005 changes provided protection for those already aged 50 or over on 31 March 2005, we are relaxed about the date of this	Raising the minimum age would not result in a saving to Funds, and a delay in raising the minimum age would not result in a cost to Funds (as the employers have to pay the capital cost of early retirements

³ Under the (now revoked) April 2005 changes, transitional protections applied to members who would be aged 60 or over by 31 March 2013 and who would have met the 85 year rule by that date. This created a significant "cliff-edge" in that members who would be 60 on 31 March 2013 and who met the 85 year rule by that date would get 8 years additional protection compared to those born 1 day later or who did not meet the 85 year rule until one day later on 1 April 2013. In the words of the song "What a difference a day makes".

	change for existing members which could be delayed for existing members to fit in with the timing of the change in the other public service pension schemes. However, we believe the minimum benefit age should be set at 55 from April 2006 for at least new scheme members.	into the Funds), but those capital costs do, of course, have to be met by employers.
An appropriate increase in the employee contribution rate for new joiners from 1 April 2006, and an appropriate increase for existing members preferably from 1 April 2006 but certainly as part of any new-look LGPS in order to deal with the increasing cost of longevity (and at least to the extent that this is not met by the removal of the 85 year rule).	It is our view that the evidence of the increase in life expectancy of scheme members warrants an appropriate revision in the employee contribution rate (or an adjustment to the benefits package).	The employers' contribution rate requirement would be lessened by the equivalent of any increase in the employees' contribution rate. At the present time employers are having to implement year on year increases in their contribution rate.

What do we offer?	Comments	Costings
Flexible retirement provisions from 6 April 2006 (linked to reducing hours / reducing grade)	This is a flexibility that employees / unions want and will also be a useful tool for employers in managing the ageing workforce. Flexible retirement must only be at the employer's discretion, in accordance with an employer policy, with all accrued rights (at Phase 1 ⁴) to be taken, and with employer ability to waive any actuarial reduction in whole or in part. Note: the actuarial reduction should be based on the shortfall to age 65 or, for protected service, the later of age 60 or the date the 85 year rule would have been attained. This ensures cost neutrality for employers (unless the employer agrees to waive the reduction in whole or in part). If flexible retirement is introduced it will mean that the current abatement rules in the LGPS will probably have to be removed (i.e. the rules under which a pension in payment is reduced if a pensioner's earnings from re-employment in local government plus their pension exceeds their former pay before retirement).	The amount of abatement savings 'lost' will depend on the number of pensioners who are re-employed / take flexible retirement. However, flexible retirement would probably be a non-starter if the abatement rules were to be retained. If flexible retirement is introduced from April 2006, the 0.5% 'late' retirement figure (see first box in this table) would not be expected to materialise.
Ability to buy-out any actuarial reduction to benefits paid before 65 (by voluntarily paying increased employee contributions)	Feedback from the roadshows we have conducted indicates that scheme members are not averse to the removal of the 85 year rule per se. What they object to is the removal of the ability to still retire at 60 with an unreduced pension. As the 85 year rule has to be removed from the scheme to comply with the Equality Directive, offering members the right to buy-out any reduction seems a reasonable way forward. The amount the employee would have to pay would need to be actuarially assessed. Also, we believe a discretion should be provided for employers to share the cost of buying-out the reduction similar to the current shared cost AVC arrangements.	Full cost met by employee (unless employer chooses to meet part of the cost)
Remove the current 15% contribution limit from 6 April	This fits in with HMRC changes from April 2006. It will allow those who want to buy out the reduction (see box	No cost

⁴ Further development of flexible retirement provisions could be considered as part of the new-look LGPS (Phase 2)

2006	above) to pay as much in contributions as they wish (up to, normally, a maximum of 100% of pay). However, we would need to retain either a 10% additional contribution limit for added years contracts or limit the maximum added years to, say, 6 years 243 days, and limit the maximum annual added years purchase to, say, 1 year. (These limits are to protect employer interests as these contracts are deemed to be fully paid for if the employee retires on health grounds or dies in service. A limit on annual added years purchase is needed to protect funds from very high purchases by employees who, for example, are aware of an impending substantial pay increase.)	
Removal of the 40 years at 60 / 45 years at 65 service limits from 6 April 2006	This fits in with HMRC changes from April 2006. It would benefit long serving scheme members. The current scheme rule that allows employers to reduce or waive employee contributions after 40 years would, in consequence, need to be removed.	Negligible cost to the employer
Ability to take up to 25% of value of benefits as a (tax free) lump sum from 6 April 2006	This is an additional flexibility for members. However, we would wish to ensure that members take a minimum 3/80ths lump sum. The commutation rate should be 12:1	Subject to the commutation rate (12:1 as suggested in 'Facing the Future'), this would be at no cost to employers ⁵ .

⁵ Depending on the commutation rate and the level of take up, this could, over a period of time, help to recoup the cost of revoking the April 2005 changes (i.e. the £450 million cost incurred in 2005/06 and any further sum incurred if equivalent changes are not made from April 2006 to those that were revoked in April 2005). Assumptions would need to be made at the outset about the level of take up. We would wish to reassess the actual take up rates during the design of the new-look LGPS and, where appropriate, make appropriate adjustments to the overall benefit package if the initial assumptions proved to be incorrect.

Incentive for people to remain in employment for longer	Employees should be able to remain in the LGPS beyond age 65 with an actuarial increase to benefits where payment is deferred beyond age 65	Actuarial increase to benefits if drawn after age 65 could nullify any possible savings from delayed retirements after that age depending on the level of increase. Incentives might initially appear to cost employers money, but the net result of keeping members in employment for longer could be beneficial, e.g. skill / knowledge retention and reduced training/recruitment costs.
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Annex 4 – Consultation exercise

The Employers' Organisation for local government and the Local Government Pensions Committee have been consulting with employers since the stocktake of the LGPS commenced in August 2001.

LGPC Circular 130 was issued in February 2003. It set out a draft response to the Government's stocktake of the LGPS and, as with all of our major Circulars, the LGPS administering authorities were asked to pass the Circular on to all employers participating in their Fund to gauge their views. The responses from employers (including 158 local authorities, 8 police and fire authorities, 52 schools, FE / HE Colleges and universities, 18 Town and Parish Councils, 5 Magistrates' Courts Committees and Probation Committees and 51 admitted bodies), together with the views of 1347 employees, were collated and a formal response was sent in to the ODPM. The response was circulated to employers in April 2003 under cover of LGPC Circular 137 and the response included the removal of the 85 year rule, increasing the minimum age that benefits could be accessed from 50 to 55 and increasing the employees' contribution rate to 7% (for new staff).

Further LGPC Circulars were subsequently issued both to consult with employers on scheme proposals and to provide information to employers e.g. LGPC Circulars -

- 147 (February 2004) which reiterated that the 85 year rule should be removed, the minimum age for access to benefits should be raised from 50 to 55, the employees' contribution rate should be raised to 7% for new staff, and flexible retirement provisions should be introduced into the LGPS;
- 161 (August 2004) which again reiterated the need for removal of the 85 year rule (but from a common date for all members with no transitional protection) and the need to raise the minimum age for access to benefits from 50 to 55. It also asked employers for their views on how pension costs could be managed within the measures available in the LGPS Regulations at that time;
- 166 (October 2004) which alerted employers to the content of the ODPM consultation Paper "Facing the future – Principles and propositions for an affordable and sustainable Local Government Pension Scheme in England and Wales";
- 168 (January 2005) which consulted employers on a draft response to the "Facing the future" consultation paper. As with all of our major Circulars, the LGPS administering authorities were asked to pass the Circular on to all employers participating in their Fund to gauge their views. The responses from employers (including 148 local authorities, 17 other scheduled bodies such as police and fire authorities, Magistrates' Courts Committees and Probation Committees, 23 FE / HE Colleges, 14 Town and Parish Councils, and 27 admitted bodies) were collated and a formal response was sent in to the ODPM. The response included, amongst a whole range of comments, increasing the employee

contribution rate by 1% in any new-look LGPS, having a Scheme Retirement Age (SRA) of 65 with benefits drawn after SRA being subject to an actuarial increase, flexible retirement linked to moving to a lower graded post or a reduction in hours, and new Inland Revenue flexibilities should be built into the LGPS from April 2006;

- 169 (February 2005) which alerted employers to the actual changes being made to the LGPS from April 2005 (i.e. removal of the 85 year rule, but with protections for older scheme members, and an increase in the minimum age for access to benefits from 50 to 55 with protection for those already aged 50 or over on 31st March 2005);
- 171 (May 2005) which provided guidance to employers following the issue of draft regulations revoking the April 2005 changes;
- 175 (August 2005) which notified employers of the effect of the actual revocation of the April 2005 changes.

All of the above Circulars are available on our website (www.lg-employers.gov.uk).

The Employers Organisation also conducted a series of regional roadshows during July and August 2005 to consult with employers (and employees).

As can be seen from the above, employers have been consulted and informed of progress throughout the whole period. The proposals we are putting forward in this letter are merely a distillation of elements of our earlier responses to the ODPM. Those responses represented the outcome of our consultation exercises over the period since August 2001 have been agreed by the Local Government Pensions Committee, the Board of the Employers' Organisation for local government, the LGA HR Panel and the LGA Executive.

The AOC and the UCEA are represented on the LGPC's Officer Advisory Group which advises the Local Government Pensions Committee and this has ensured that they have been involved in the process of drawing up the responses to the ODPM on proposals for the LGPS.

Annex 5 – summary of letter sent to ODPM on 11 April 2005 in response to Facing the Future**Copy of response from the Local Government Association, the Employers' Organisation and the Local Government Pensions Committee to the consultation document: Facing the future – Propositions and principles for an affordable and sustainable local government pension scheme**

1. The Local Government Association, the Employers' Organisation for local government (EO) and the Local Government Pensions Committee (LGPC) are pleased to respond to the consultation document enclosed with the Office's letter of 4th October 2004.
2. We welcome the opportunity to comment on the propositions and principles set out in the consultation document and to contribute to policy development on essential pension matters.
3. Our response has been drawn up after extensive consultation with employers participating in the LGPS in England and Wales.
4. It is right to consider the future form and content of the LGPS in order to both stabilise its affordability, particularly as people are living (and drawing benefits) for longer, and to take a fresh look at the pension element of the employment package for staff in local government at a time when the overall pay and workforce strategy is undergoing modernisation.
5. The review is also timely as it fits with the current wider national debate about the future of pension provision. The key themes in the debate - the security of the pension promise, the appropriate balance between state and private provision and the right level at which to set current contributions in order to provide an adequate pension in retirement, are all highly relevant to the review of the LGPS.
6. At the beginning of the original Stocktake exercise the Employers' Organisation asked local authorities whether the EO/LGPC should take the lead in assessing the issues raised by the Stocktake and 64% of respondents replied in the affirmative. That mandate has been taken forward in preparing this response to the consultation document.
7. Our approach to the consultation document has been to assess the validity of the policy aims that we seek to achieve through the scheme, to set this in the context of national (State) pensions policy, and then to respond to the specific issues raised in the consultation document.

Summary of the response

- i. the Scheme forms part of the overall remuneration package and there is a balance to be struck within that overall package between pay and pensions (deferred pay). We are, therefore, supportive of the tripartite committee announced by the Deputy Prime Minister on 18 March 2005. This should be a statutory consultative body with a statutory obligation on the Secretary of State to consult it and take its views into account. The LGPS can then become part of the national bargaining process in local government, enabling the value of the pension element of the remuneration package to be reflected in the discussions that determine pay rates.
- ii. the LGPS needs to remain as attractive to prospective and current employees as possible and should, as far as is practicable, have a benefit structure that remains competitive with the other main comparator public sector pension schemes.
- iii. with regard to the cost of the Scheme we would wish to target a 1% reduction in the employers' contribution rate for future service (down from the indicative figure of 14% set out in the consultation document to an indicative figure of 13%) which should be paid for by a further 1% increase (from 7% to 8%) in the employees' contribution rate.
- iv. a new-look LGPS should be a final salary⁶ Defined Benefit scheme; there should be no Defined Contribution scheme, either as a top-up to, or as an alternative to, the main scheme; but we would support the option for members to be able to purchase additional scheme benefits based on an actuarially set charge for purchasing £100 of annual pension. There is no overwhelming support for the removal of the whole cost added years facility but it is still our view that, as the take-up rate amongst scheme members is low, the added years facility should be removed. In reality, we feel that the removal of the facility would not be a major detriment if it was replaced with the option for members to purchase additional scheme benefits based on an actuarially set charge for purchasing £100 of annual pension.
- v. the Scheme should cover the same range of employers as now with employees being able to contribute at any age (subject to the Inland Revenue limit of age 75)
- vi. we do not support the particular graded/banded employee contribution rate proposals set out in the consultation document but we are happy to discuss this further

⁶ Postscript: We are happy to look at the relevance of a Career Average Revalued Earnings (CARE) Scheme for certain types of staff.

- vii. whilst, in principle, we would be in favour of basing contributions and benefits on basic pay, we have a number of reservations over the practicalities of this suggestion and, on balance, we are inclined to retain the current definition of pensionable pay
- viii. the accrual rate per year of membership and the commutation rate should be no less favourable than the other main comparator public sector pension schemes
- ix. we are not in favour of adjusting a person's period of accrued membership if they move between jobs in local government , or if they move into a different salary band (if tiered employee contributions were to be introduced), in order to take account of the differences in pay levels
- x. a transfer of pension rights into the LGPS from other (non-club) pension schemes should purchase a period of membership in the Scheme
- xi. the Scheme should have a Scheme Retirement Age (SRA) of 65. Benefits taken before SRA should be subject to an actuarial reduction, other than in the case of ill health retirement, whilst benefits drawn after SRA should be subject to an actuarial increase
- xii. flexible retirement, linked to down-shifting (i.e. moving to a lower graded post) or a reduction in hours, should be permitted from April 2006 and members availed of this facility should be allowed to continue paying into the Scheme in their remaining employment
- xiii. the new Inland Revenue flexibilities should be built into the LGPS from April 2006. No special provisions should be made for members whose benefits exceed the new lifetime or annual allowances nor should a Scheme specific earnings cap be retained in respect of the future membership of those employees currently subject to the earnings cap of £105,600 per annum (although a fair and equitable solution will need to be found in respect of their accrued membership)
- xiv. benefits payable on redundancy/efficiency retirement prior to Scheme Retirement Age (SRA) should be payable at the employee's choice, at an actuarially reduced rate, with the option for the employer to waive or reduce the actuarial reduction at their cost
- xv. whilst we support the introduction of a two tier ill health retirement provision, there is no unanimity across employers as to what level of benefits should be paid at each tier. Clearly, pension benefits are only the tail end of a long process. If employers were to place greater emphasis on such good practices as health care during employment, career planning (to avoid burn out / stress), rehabilitation, retraining, and redeployment, the number of health cases leading to termination of employment and subsequent payment of pension benefits could fall. Indeed, the numbers of ill health retirements in England and Wales have fallen dramatically in

recent years, from circa 35,000 in 1995/96 to 9,808 in 2001/02, 7,515 in 2002/03 and 6,784 in 2003/04.

- xvi. there is significant support from employers to increase the death in service lump sum to 3 times final pensionable but there is not significant support for the removal of short term survivor pensions, although it will be necessary to determine whether or not short-term survivor benefits will be permissible under the new Inland Revenue rules from April 2006. If they are permissible, it would seem that a balance needs to be struck between retaining short-term survivor benefits or increasing the death in service grant to 3 years pay.
- xvii. unless a child is disabled, a child's pension should cease at age 18. However, a minority, but nonetheless significant number of employers feel that children's pensions should not cease at age 18 but should, as now, continue for so long as a child remains in full-time education. It may be, therefore, that administering authorities should be given the discretion to continue payments beyond age 18 where the child is remaining in full-time education⁷.
- xviii. we are supportive of the introduction of partner's pensions⁸ (particularly if, as seems likely, the other public sector schemes are moving towards their introduction) but we feel there are a number of equity issues surrounding the proposals contained in the consultation document which need to be considered
- xix. a surviving spouse's/partner's pension should not be reduced if there is a large age differential between the couple
- xx. on the whole, transferring existing scheme members from the current Scheme to a new-look LGPS has merit, as all contributors would then be in a single Scheme, but only if the service conversion is workable, fair and equitable
- xxi. any significant changes to the State pension arrangements following recommendations from the Pensions Commission in the Autumn of 2005 could have major implications for pension scheme design, not just for the LGPS, but for all pension schemes
- xxii. we are in favour of revoking the current Compensation Regulations and replacing them with a general power for employers to make a one-off payment of up to 2 years pay

⁷ Postscript: HMRC rules from 6 April 2006 define a child of the scheme member as being a dependant of the member if the child has

- not reached the age of 23, or
- has reached age 23 and, in the opinion of the scheme administrator, was at the date of the member's death dependent on the member because of physical or mental impairment.

⁸ For non-married, non-civilly registered co-habiting partners

Appendix B

LOCAL GOVERNMENT PENSION SCHEME (LGPS)**UNISON BRIEFING FOR MP'S AND COUNCILLORS**

1. The Local Government Pension Scheme (Amendment)(No 2) Regulations 2004 -which would have ended the 'Rule of 85' and introduced a retirement age of 65 for all in the LGPS - were revoked by the LGPS (Amendment) Regulations 2005 . These were laid on 13 July and took effect from 3 August 2005
2. The revocation took place in a context within which there were overwhelming 'yes' votes for industrial action across the unions
3. At the time of revocation, the Deputy Prime Minister announced the establishment of a Tripartite Committee (TPC) comprised of the LGA/Employers Organisation (EO), ODPM and the trade unions to negotiate over the future of the scheme saying, "We have listened to concerns and recognise the need to get this right for the long-term. Rather than rush and risk getting the policy wrong, we want to ensure we get it right and carry the people affected with us."
4. At the TPC meeting on 30 June, the Deputy Prime Minister and the unions both requested information on membership and retirement patterns in the LGPS to inform future negotiations and decisions on any necessary changes to the scheme.
5. On 22 September 2005, at a meeting of ODPM officials, the EO and trade unions, the EO put forward proposals for change to the LGPS which are wholly unacceptable to the trade unions. At that point, none of the information requested for negotiating purposes had been made available.
6. We have been given a deadline for agreement of early November. The deadline for negotiation for other public sector schemes is March 2006.
7. The ODPM, EO and LGA have insisted that the cost of revocation to local authorities in this year is over £400 million, a figure which the trade unions and our actuary Bryn Davies contest. There can be no definitive figure, given the apparent lack of reliable information on performance of the scheme. However, ODPM research and answers to our own request for information from LGPS funds under the Freedom of Information Act suggest a figure in the £225 - £250 million range. **This is a long-term liability, not an immediate cost.**
8. LGPS funds reduced the employer contribution by 1.5% from 1 April 2005 , **saving over £400 million**

9. The 'losses' could be easily spread over the 'pay back' periods which LGPS funds have had to establish to restore 100% funding
10. The proposals had not been discussed with other employers with the following employees who make up 20% of LGPS membership - higher and further education, police, probation and fire and rescue support staff; Environment Agency and Passenger Transport workers, housing association staff and employees in the private and voluntary sectors providing public services across this range of employers.
11. The proposals are:
 - Removal of the 85 Rule under age discrimination legislation on 1 April 2006
 - **No** transitional protection for existing scheme members
 - A 1% increase in **employee** contributions on 1 April 2006 and 2007
 - An increase in the minimum benefit age from 50 to 55 from 1 April 2006 under the Finance Act 2004 which requires such an increase from 2010
12. In UNISON's view, these are outrageous proposals, made in a manner entirely contrary to the approach outlined by the Deputy Prime Minister above and out of step with the approach being taken by Alan Johnson to other public sector pension schemes subject to negotiation through the Public Services Forum. Our reasons for rejecting them are as follows:

LGPS – the 'poor relation'

- The LGPS is overall the least favourable of all the public sector pension schemes and is funded, unlike them
- According to Hymans Robertson, a leading LGPS actuary, 75% of LGPS pensions are less than £5000 **The average pension between 2001-4 was £3,695**
- The average pension for a man was £5,699
- **For a woman it was a staggeringly low £1,616, yet women are 75% of the workforce in local government**
- Our members deserve at least equal treatment to those in other funds in terms of negotiating time and overall terms

- Recruitment and retention problems are rife in local government and other sectors covered by the LGPS. The proposed measures will only make matters worse

Rule of 85

- Domestic age discrimination Regulations are not yet in place. In any case, the consultation document suggests that occupational pension provisions will be exempt
- New domestic legislation will not take effect until October 2006
- The pattern of retirements is not determined by the 85 Rule – 23% of LGPS members take early reduced pensions, 16% take early unreduced pensions on grounds of redundancy or efficiency, 20% retire early on ill health grounds. **Only 20% retire at their 85 Rule age or later from active employment**
- Any changes need to reflect this
- Many of our members are in physically or emotionally demanding jobs with 'burn out' ages well below 65.
- Those with the highest pensions are those retired early on grounds of efficiency or redundancy ie. the highest paid. The majority of our low paid members are not permitted to leave under these provisions. In an 'efficiency review' culture, what will happen to them?
- Ill health and redundancy/efficiency retirements will rise if the 85 Rule is abolished

Contribution rates

- An increase in contribution rates is not necessary to recoup suggested 'losses' arising from revocation of the Amendment Regulations
- A large proportion of the low paid – mostly women - cannot afford to join the scheme at present
- Increasing contributions will lead to drop out and a reduction in new entrants, undermining the long-term viability of the LGPS
- In the uniformed police officer scheme, increasing the retirement age to 55 has been accompanied by a 2% reduction in contribution rates

- Contribution rates are high in funds which took pension ‘holidays’ or periods of reduced employer contributions in the early 1990’s
- Employees continued to pay their subscriptions during that period

Protection for existing scheme members

- Other public sector pension schemes are likely to have a protection date between 2013 and 2018 as a consequence of the Public Service Forum talks. Why should LGPS members be treated less favourably, with **no protection at all**?
- LGPS members joined the scheme with the legitimate expectation of retiring at 60 with a full pension if they qualified for the 85 Rule

Increasing the benefit age

- The benefit age for all pension scheme members will be increased to 55 in 2010 under the 2004 Finance Act. Why should LGPS members have to suffer the increase four years early?

Sex discrimination

- 72% of LGPS members are women, with a less favourable pension scheme and worse benefits than men in schemes such as the uniformed police and fire and rescue authority schemes at present
- The Government has a stated commitment to gender equality in the public sector and a requirement to comply with gender equality legislation
- Why are women in the LGPS being treated less favourably than members of other schemes?

Civil Partners

- Although Civil Partners will be entitled to LGPS benefits from next year, this is not one of the employers’ proposals

What does UNISON want?

- UNISON wants fair and equal treatment for our members in the LGPS from Government and the Local Government Association/EO

- This means a negotiating timetable which allows for proper discussion of the overall future look of the LGPS, in line with that offered to other public sector pension schemes
- This would involve negotiation on issues such as longevity and forthcoming Inland Revenue and taxation changes affecting occupational pensions, not just short-term, negative measures which fail to deal with these 'big' issues. The 85 Rule is just one aspect of the scheme, and one which only affects the retirement pattern of a minority of LGPS members
- Any changes to the scheme to be necessary and appropriate and reflect the membership and existing retirement patterns
- A scheme which meets the needs of all employees within its scope, especially the high proportion of low paid, part-time workers

What next?

- The unions will meet ODPM and LGA officials on 19 October. This meeting will be followed by a meeting of the Tripartite Committee chaired by the Deputy Prime Minister on 2 November
- We will continue to negotiate for a realistic timetable to negotiate a scheme fit for the future and all its potential members
- All of the unions will ballot for industrial action across each of the sectors in the LGPS if the proposals are imposed in November – local government, police, probation, higher and further education, schools, fire and rescue authorities, housing associations, private contractors and the voluntary sector

Appendix C

Further details of what is currently on the table

- the 85 year rule does not have to be removed from the Scheme until October 2006 (but does have to be removed by then to comply with the EU Equality Directive)
- the cost to employers of the delay in the removal of the 85 year rule (on account of the revocation of the April 2005 changes to the Scheme) can potentially be recouped by allowing members, at their choice, to take a bigger tax free lump sum thereby reducing the amount of the longer term pension liability
- all benefits accrued up to the date the 85 year rule is removed are to be protected
- the Employers Organisation are happy for transitional protection to be offered by the Government (e.g. to older workers on objectively justified grounds) provided the cost of this is no more than the cost of the transitional protection that was to have been provided under the now revoked April 2005 scheme changes (which offered transitional protection for service up to 31 March 2013 to those members who would be aged 60 and meet the 85 year rule by that date)
- the increase in the minimum age of retirement from 50 to 55 (other than ill health retirements) can be put back and introduced at the same time as in the rest of the public sector (but by 2010 at the latest)
- the actuarial reduction factors applied to benefits paid early should be reviewed (which would lessen the reduction to benefits where members wished to draw them early)
- members should be allowed, at their choice, to pay extra contributions to buy out any reduction to benefits paid before 65
- the maximum pensionable service limits of 40 years at age 60 / 45 years at age 65 should be removed from April 2006
- flexible retirement provisions should be introduced from April 2006
- there should be ongoing talks about the development of the new look LGPS in readiness for 2008

FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO

**Report to Portfolio Holder
28th November 2005**



Report of: Chief Personnel Services Officer

Subject: REDEPLOYMENT POLICY AND ASSOCIATED
PROCEDURES

SUMMARY

1.0 PURPOSE OF REPORT

To advise the Portfolio Holder of agreements reached with the Hartlepool Joint Trade Union Committee in respect of minor changes to the Redeployment Policy and its associated Procedures.

2.0 SUMMARY OF CONTENTS

The report provides details of agreements reached in respect of Redeployment Policy and its associated Procedures.

3.0 RELEVANCE TO PORTFOLIO MEMBER

Corporate issues.

4.0 TYPE OF DECISION

Non-key decision.

5.0 DECISION MAKING ROUTE

Portfolio Holder only.

6.0 DECISION(S) REQUIRED

Noting of the report.

Report of: Chief Personnel Services Officer

Subject: REDEPLOYMENT POLICY AND ASSOCIATED PROCEDURES

1. PURPOSE OF REPORT

To advise the Portfolio Holder of agreements reached with the Hartlepool Joint Trade Union Committee in respect of minor changes to the Redeployment Policy and its associated Procedures

2. BACKGROUND

- 2.1 The current Redeployment Policy Compulsory Redundancy, Medical, Other Pressing Need and Standard Redeployment Procedures were introduced as one package having been jointly developed and agreed with the Hartlepool Joint Trade Union Committee.

3. RECENT CHANGES

- 3.1 The policy and procedures have been updated to reflect the following
- Reference to the support in terms of time off to look for jobs outside the Council which the Council is legally obliged to provide in compulsory redundancy situations (the agreed changes are a slight improvement on the minimum legal requirements)
 - Extending the scope of the policies to provide school employees with access to the Compulsory Redundancy and Medical Redeployment Procedures when they meet the eligibility criteria
 - Provision of a Diversity Impact Assessment
 - “Topping” and “Tailing” to ensure compliance with current minimum requirements for HR related policies, procedures etc (includes sections on aims, context i.e. linking the policy/procedure to other policies and procedures and monitoring and review arrangements)
 - Easier use by employees by making the policy and procedures free standing and making linkages to other documents via hyperlinks

- 3.2 The revised policy and procedures are available on the Intranet within the Staff Info, HR Policies and Procedures folder.

4. RECOMMENDATION

- 4.1 That the portfolio holder note the report.

FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO

Report to Portfolio Holder

28th November 2005



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 'Special' phase of Viewpoint, Hartlepool Borough Council's Citizen's Panel that was distributed in July 2005. This phase was carried out in addition to Viewpoint's three standard phases a year.
- 1.2. To provide some information of the Citizen Panel refresh.

2.0 SUMMARY OF CONTENTS

- 2.1 A report of the results achieved in the latest Viewpoint questionnaire that included recycling and night time in Hartlepool town centre.

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 November 2005

6.0 DECISION (S) REQUIRED

- 6.1 Results of the survey be noted.

Report of: Assistant Chief Executive

Subject: VIEWPOINT – CITIZEN'S PANEL RESULTS

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of the results from the Special phase of Viewpoint that was distributed to panel members in July 2005.

2. BACKGROUND

- 2.1 Viewpoint, Hartlepool Borough Council's Citizen's Panel, is one of the ways that the Council consults and involves local people in the governance of Hartlepool. It is a statistically balanced panel of local people who receive questionnaires at regular intervals throughout the year, asking for their views on a variety of local issues facing the Council and Hartlepool as a whole.
- 2.2 The aim of Viewpoint is to ensure that the Council listens to the community and involves local people in the Council's decision making. There are often important issues on which the Council needs to consult with the local population and discover what the community's priorities are for the future.
- 2.3 Each phase of Viewpoint covers various topics and within this phase there were questions on:
- Recycling
 - Night Time in Hartlepool Town Centre
- 2.4 These were two issues for which information was urgently needed in order to help plan the development of services and set priorities. For this reason it was decided to do an additional, Special, phase of Viewpoint.
- 2.5 The results have been reported back to the relevant departments within the council and will be reported back to Viewpoint members via a regular Viewpoint newsletter. Copies of the overall report have also been placed in the members library, in all public libraries across the Borough for public access, and will be 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 result report.

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

- 3.1. The latest survey was carried out in July 2005, 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 1180 individuals. A response rate of 64.2 per cent was achieved with 752 questionnaires being returned.
- 3.3. A small number of cases (8) was 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.

Recycling

- 3.4. Viewpoint members were asked a range of questions about recycling in the latest phase of Viewpoint. These questions were included to find out what Viewpoint members thought of the local recycling service. In addition, the Council wanted to find out what improvements can be made to make to recycling facilities to make it easier for people to recycle and to increase the amount of waste recycled. These measures are to help the Council increase the amount Hartlepool residents currently recycle from nineteen per cent to thirty per cent by 2010.
- 3.5. Viewpoint members were asked how important they thought it was to recycle the rubbish that their household produces. In total, ninety-five per cent of members thought that recycling their rubbish was very or fairly important, with three quarters of participants thinking it was very important. Reassuringly, six out of ten participants said they recycle even if it requires additional effort and a further three out of ten said that they recycle if it does not require additional effort.
- 3.6. Viewpoint members were asked to think about how convenient it is for them to recycle their household waste. The majority of participants (72%) said it was convenient for them to recycle their household waste.
- 3.7. Viewpoint members were asked what recycling services are provided in their area, and which of these services they use. Participants were most likely to say that a doorstep collection of more than one material; a public recycling bank; and a recycling centre at a household waste site were provided in their local area. Similarly, participants were

more likely to say they use these three recycling services, compared to the other services listed in the question.

- 3.8. Members were asked what household items can be recycled in their local area, and were most likely to identify paper; glass; and cans/tins out of the list presented. Members were also most likely to say they recycle these items, and were least likely to say they recycle plastic containers such as drink bottles.
- 3.9. When asked what motivated them to recycle, the majority of respondents said they recycle because it is good for the environment and it saves resources. Also, seven out of ten respondents said they recycle because it reduces the amount of rubbish being disposed to landfill or incineration.
- 3.10. Viewpoint members were asked whether they have seen or heard any advertising about recycling in the last six months, and eighty-two per cent said they had. Participants were most likely to identify the local newspaper; leaflet/letters delivered to their home; and on television as the main sources of advertisement about recycling they have seen in the last six months.
- 3.11. When asked what discourages them from recycling, members were most likely to say that they do not recycle because they no longer have a blue box or bag for kerbside collection; or that they can't remember when their kerbside collection is. Only four per cent said they couldn't be bothered to recycle.
- 3.12. Finally, this section asked participants what would encourage them to recycle more. The most popular encouragement's were for an improved doorstep collection, for recycling to be made easier and for more information about what to recycle. A third of participants (30%) said they already recycle as much as they can.

Night Time in Hartlepool Town Centre

- 3.13. The next topic covered in the questionnaire looked at how Viewpoint members use Hartlepool town centre late at night, and how safe they felt the town centre is at this time. These questions were included to help monitor the effects of the changes in alcohol licensing regulations. For the purposes of these questions, we defined the town centre area as the York Road, Victoria Road, and Church Street areas of Hartlepool.
- 3.14. Participants were asked, on average, how often they are in Hartlepool town centre during the night time (after 9pm). A third said they are never in the town centre after 9pm, and a further third said they are in the town centre during the night time one or two nights a month or more often.

- 3.15. Participants were asked why they don't go into Hartlepool town centre after 9pm. Three quarters of respondents said they preferred to do other things with their time, or had no reason to go into town. A third said they did not feel safe in the town centre late at night, and a quarter said they prefer to be home before 9pm.
- 3.16. Participants were asked to think back to the last time they were in Hartlepool town centre after 9pm, and to recall what the purpose of their visit was. Just over half of participants said they were in the town centre after 9pm to go to a restaurant (54%) or to go to a pub (51%). One in ten participants said to go to a takeaway (12%), to go to a nightclub (12%), or to visit friends or family (9%).
- 3.17. Viewpoint members were then asked how they felt about the number of amenities located in Hartlepool town centre. Members felt there were too many pubs/bars (61%) and too many takeaways (45%) in Hartlepool town centre, and too few public toilets (79%). Members felt the number of restaurants in the town centre was about right.
- 3.18. The next set of questions wanted to find out how safe people felt when in the town centre. Participants were asked how safe they felt when walking around Hartlepool town centre during the day. Seven out of ten participants said they felt either safe or very safe when walking around Hartlepool town centre during the day.
- 3.19. Participants were then asked how safe they felt walking around Hartlepool town centre after dark. Sixteen per cent said they felt either very safe or safe, a third said they neither safe nor unsafe, and over half (52%) said they felt either unsafe or very unsafe.
- 3.20. The next two questions asked about how safe people felt while waiting for public transport or taxis either in the day or at night. When asked how safe they felt waiting during the day, the majority of respondents said they felt either safe or very safe. A quarter said they felt neither safe nor unsafe, and only six per cent said they felt either unsafe or very unsafe.
- 3.21. When looking at how safe people felt when waiting for public transport after dark, seventeen per cent said they felt either very safe or safe. A third of respondents said they felt neither safe nor unsafe, and just under half (49%) said they felt either unsafe or very unsafe.
- 3.22. Participants were then asked what measures they thought would be helpful in reducing problems related to evening or late night activities. Overall, participants felt that less alcohol served to people already drunk; and more public toilets would be very helpful in reducing problems related to night time activities. People also felt that longer opening hours and more pubs/clubs would not be helpful at all in reducing these problems.

4. VIEWPOINT REFRESH

- 4.1 In October 2005, a third of the panel (400 members) was refreshed by sending out a recruitment questionnaire to a number of Hartlepool residents who were selected at random from the electoral roll. A third of the panel is refreshed annually to help avoid the problem of consultation fatigue and to avoid panel members becoming local government 'experts'.
- 4.2 These new members are now on the panel in time to complete the 18th Viewpoint survey, which will be distributed week beginning 21st November 2005. After completing this refresh and after recruiting school leavers (aged 17-18) who had just come onto the electoral register, the panel will have between 1200 – 1225 panel members.

5. RECOMMENDATIONS

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

CORPORATE STRATEGY



Special Edition Viewpoint Survey Results Overall Report

Lisa Anderson

November 2005

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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 2003 with two thirds 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 June 2005.

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:
 - Recycling
 - Night Time in Hartlepool Town Centre

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 at the beginning of 2003 a major recruitment exercise took place. Several different methods were used to recruit new members which included asking people who were recruited from the original recruitment questionnaire whether they still wanted to take part. Secondly, when the BVPI survey was completed in 2003, 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. We also sent out just over 10,000 recruitment questionnaires to a random selection of people from the edited electoral register from which we received a substantial number of returns. Finally, as there was a shortage of young males, on-street interviewing was used to boost these numbers and enable the panel to be balanced. This re-recruitment process helps avoid the problems of drop-out, consultation fatigue and respondents becoming local government “experts”.
- 2.4 The decision was also taken to increase the size of the panel to make it more statistically sound when looking at the results. The panel currently stands at 1180 members. This resulted in a slight name change to Viewpoint instead of Viewpoint 1000.
- 2.5 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.
- 2.6 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 the differential responses 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.

- 2.7 In June 2005, the latest survey was carried out using a self-completion questionnaire returned via the postal system. Panel members had three weeks to complete the questionnaire and return it in the post paid envelope provided. A reminder letter was sent out to those who had not returned the questionnaire after a set period of time.

The Sample

- 2.8 A questionnaire was sent out to all active members of the panel, which equated to 1180 individuals.

Response Rates

- 2.9 A response rate of 64.2% 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 1172 with a total of 752 questionnaires being returned.

Table 2.1 Response Rates

	Number of Cases
Total Sample	1180
Unsuitable/Ineligible Cases	8
Total Possible Sample	1172
Completed Questionnaires	752
No Response	420
Response Rate	64.2%

The Report

- 2.10 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. RECYCLING

KEY FINDINGS

- The majority of Viewpoint members felt it was important to recycle the rubbish that their household produces.
- Two thirds of members said they recycle even if it requires additional effort.
- Seven out of ten Viewpoint members felt it was convenient for them personally to recycle their household waste, and were most likely to recycle paper, glass, and cans.
- People identified no longer having a blue box or blue bag as the main thing that discourages them from recycling.
- People would be encouraged to recycle more if there was an improved doorstep collection.

Attitude to Recycling

- 3.1 Viewpoint members were asked how important they thought it was to recycle the rubbish that their household produces. In total, ninety-five per cent of members thought that recycling their rubbish was very or fairly important, with three quarters of participants thinking it was very important. The detailed results showed no real difference amongst the different demographic categories.
- 3.2 Panel members were then presented with a short list of statements and were asked to identify what their attitude to recycling was. Six out of ten participants said they recycle even if it requires additional effort and a further three out of ten said that they recycle if it does not require additional effort. People aged between seventeen and twenty-four were least likely to say they recycle (76%) compared to people from other age groups. See Table 3.1 for full results.

Table 3.1 Which of these statements best describes your attitude to recycling?

	%	(No.)
I do not recycle	6%	(70)
I recycle if it does not require additional effort	28%	(333)
I recycle even if it requires additional effort	62%	(740)
Don't Know	3%	(37)
No answer	2%	(20)
(N=1200)		

How Convenient is it to Recycle

- 3.3 Viewpoint members were asked to think about how convenient it is for them to recycle their household waste. The majority of participants (72%) said it was either very or fairly convenient to recycle their household waste. A quarter (25%) said it was not very or not at all convenient. See Table 3.2 for full results.
- 3.4 People living in the South of Hartlepool were more likely to say it is convenient for them to recycle their household waste (79%) compared to people living in Central or North parts of Hartlepool (69% and 70% respectively). Also, people of non-white ethnicity were less likely to think it is convenient to recycle their household waste (56%) compared to people of white ethnic origin (72%). This may suggest a need to highlight the different recycling services to ethnic minority communities.

Table 3.2 Please think about how convenient it is for you personally to recycle your household waste. Would you say it is...

	%	(No.)
Very convenient	18%	(213)
Fairly convenient	55%	(655)
Not very convenient	19%	(227)
Not at all convenient	6%	(67)
Don't Know	2%	(18)
No answer	2%	(21)
(N=1201)		

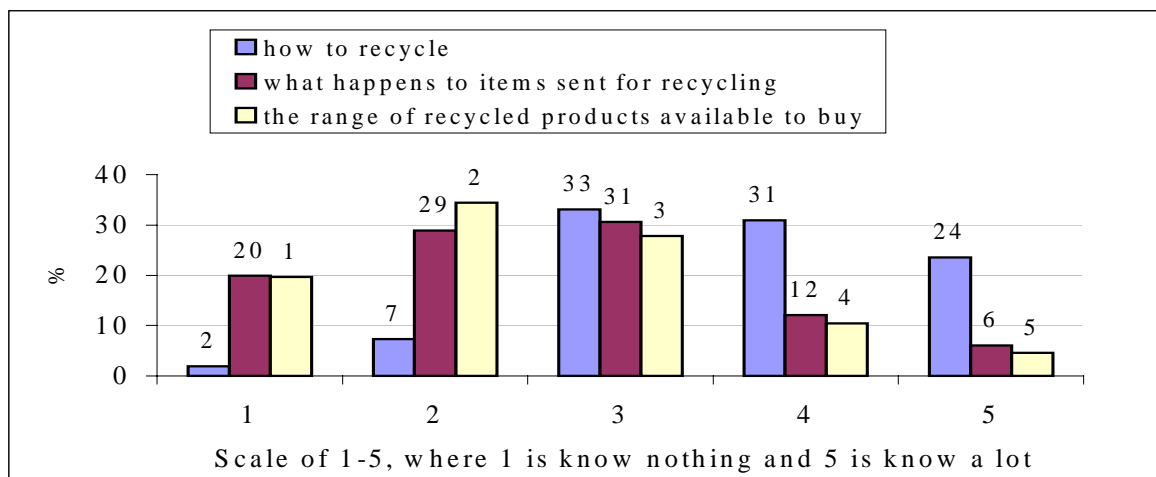
Knowledge of Recycling

- 3.5 We wanted to find out how Viewpoint members rated their knowledge of different aspects of recycling. Members were asked to indicate their level of knowledge using a scale of 1 – 5 (where '5' meant know a lot and '1' meant know nothing) of the following:
- How to recycle
 - What happens to items sent for recycling
 - The range of recycled products available to buy
- 3.6 Firstly, participants were asked how they rated their knowledge of how to recycle. The mean score was calculated as 3.69. This indicates that Viewpoint members felt they had a good knowledge of how to recycle.
- 3.7 Secondly, participants were asked to rate their knowledge of what happens to items sent for recycling. The mean score calculated was 2.54. This indicates that

members felt they knew something about what happens to items sent for recycling.

- 3.8 Finally, participants were asked to rate their knowledge of the range of recycled products available to buy. The mean score calculated was 2.44. This again suggests that Viewpoint members have some knowledge of the range of recycled products available to buy. Full results can be seen in Figure 3.1.

Figure 3.1: How would you rate your knowledge of...



How much Viewpoint Members Recycle

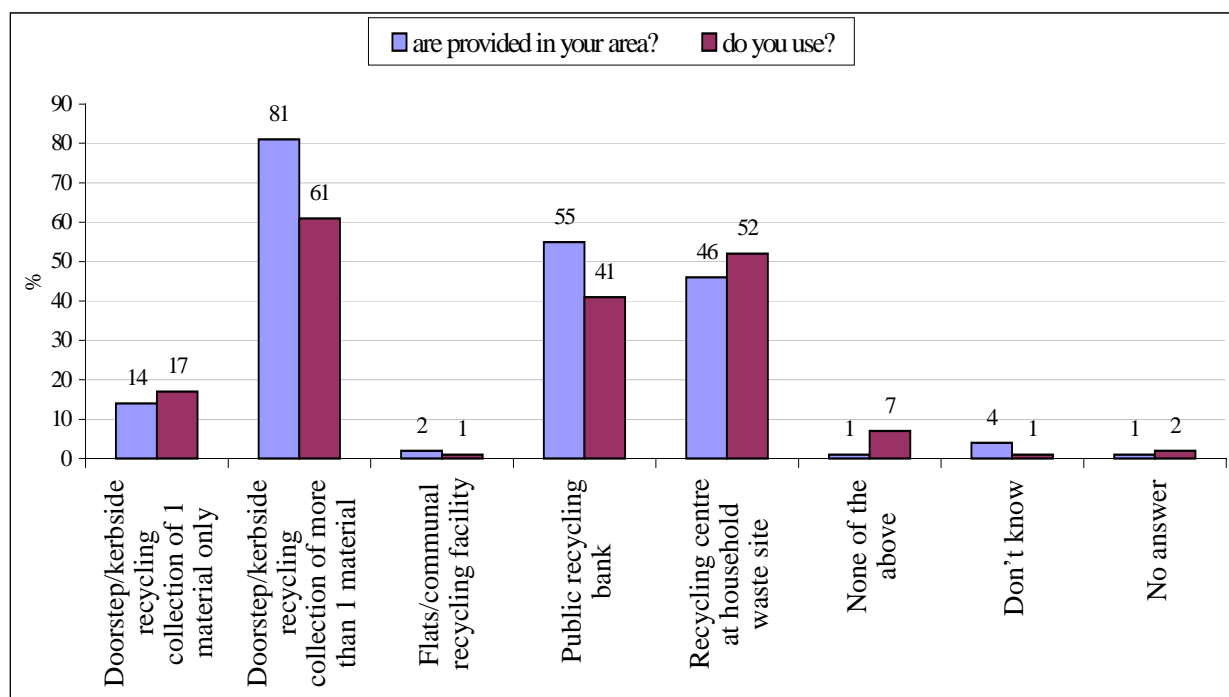
- 3.9 Panel members were presented with a short list of statements and were asked to identify which statement best described how much they recycled. A quarter of respondents (25%) said they recycle sometimes, just under half of respondents (49%) indicated that they recycle a lot but not everything that can be recycled, and one in five participants (19%) said they recycle everything that can be recycled. Full results can be seen in Table 3.3.
- 3.10 The detailed responses show that people living in Central Hartlepool are more likely to say they do not recycle (9%) compared to people living in South or North areas of Hartlepool (both 4%).
- 3.11 Also, people aged between seventeen and twenty-four were more likely to say they do not recycle (13%) compared to any other age group. People aged sixty-five years and over are more likely to say they recycle everything that can be recycled (36%) compared to any other age group.

Table 3.3 Which of these statements best describes how much you recycle?

	%	(No.)
I do not recycle	6%	(72)
I recycle sometimes	25%	(297)
I recycle a lot but not everything that can be recycled	49%	(589)
I recycle everything that can be recycled	19%	(221)
Don't Know	Less than 1%	(1)
No answer	2%	(19)
(N=1199)		

Recycling Services

- 3.12 Viewpoint members were asked some questions about what recycling services are provided in their area, and which of these services they use. Full results can be seen in Table 3.4.
- 3.13 Participants were most likely to say that a doorstep collection of more than one material (81%), a public recycling bank (55%), and a recycling centre at a household waste site (46%) were provided in their local area. Similarly, participants were more likely to say they use these recycling services, compared to the other services listed in the question (61%: doorstep collection of more than one material, 41%: public recycling bank, 52%: recycling centre at household waste site).
- 3.14 People living in South areas of Hartlepool were more likely to indicate a doorstep collection of more than one material is provided in their area (91%) than people living in Central (81%) or North areas (74%) of Hartlepool. Similarly, people living in South areas of Hartlepool are more likely to use this service (73%) than people who live in Central (56%) or North (57%) areas of Hartlepool.
- 3.15 Also, people aged between seventeen and twenty-four were least likely to think a recycling centre at a household waste site was provided in their area (27%) compared to people of other age groups. Similarly, this age group was least likely to use this recycling service (35%). This may suggest a need to raise awareness of such sites amongst this age group.

Figure 3.2 Which of these recycling services...

Recycling different Household Items

- 3.16 Members were then asked what household items can be recycled in their local area. Viewpoint members were most likely to identify paper (95%), glass (92%) and cans/tins (81%) out of the list presented. Full results can be seen in Table 3.4.

Table 3.4 To the best of your knowledge, which of these household items can be recycled in your area?

	%	(No.)
Paper (e.g. newspapers / magazines)	95	(1138)
Glass (e.g. bottles and jars)	92	(1099)
Food and drink cans/tins	81	(975)
Card/cardboard (e.g. cereal boxes)	52	(623)
Textiles (e.g. clothing)	49	(591)
Garden waste for compost	48	(573)
Plastic containers (e.g. drinks bottles)	43	(520)
Food waste for compost	27	(328)
Don't know	2	(20)
None of the above	1	(6)
No answer	1	(17)
(N=1200)		

How Often Viewpoint Members Recycle Different Household Items

- 3.17 Participants were then asked how often they recycle various household items. Members were most likely to say they recycle paper, glass, and food and drink cans and were least likely to say they recycle food waste for compost and plastic containers such as drink bottles. People living in the South area of Hartlepool were more likely to recycle the different household items than people living in Central or North areas of Hartlepool. Similarly, people aged sixty-five years and over were more likely to recycle than any other age group.

Paper (e.g. newspapers/magazines)

- 3.18 Viewpoint members indicated that they were more likely to recycle paper than any other household item listed in the question, with three out of four (76%) Viewpoint members saying they recycle paper either every time or most times. People living in South areas of Hartlepool were more likely to recycle paper every time (70%) than members living in Central (57%) or North (60%) areas of Hartlepool. Also, people aged sixty-five years and over were more likely to recycle paper every time (81%), compared to people of different age ranges.

- Every time - **62 per cent** (728 respondents)
- Most times - **14 per cent** (169 respondents)
- Sometimes - **15 per cent** (174 respondents)
- Never - **9 per cent** (109 respondents)

Card/cardboard (e.g. cereal boxes)

- 3.19 Only thirty-eight per cent of Viewpoint members said they recycle card or cardboard either every time or most times. A similar proportion said they never recycle this household item. Again, people living in South areas of Hartlepool were more likely to recycle card or cardboard every time (31%) than people living in Central (24%) or North (16%) areas of Hartlepool. Panel members who are retired are more likely to recycle this household item every time (42%).

- Every time - **23 per cent** (229 respondents)
- Most times - **15 per cent** (149 respondents)
- Sometimes - **24 per cent** (233 respondents)
- Never - **38 per cent** (367 respondents)

Glass

- 3.20 The majority of Viewpoint members (70%) indicated that they recycle glass either every time or most times. Sixty-eight per cent of members living in South areas of Hartlepool recycle glass every time, compared to Central and North areas of Hartlepool (54% and 52% respectively). Again, people aged over sixty-five were more likely to recycle this household item every time (71%).

- Every time - **57 per cent** (650 respondents)
- Most times - **13 per cent** (151 respondents)
- Sometimes - **13 per cent** (152 respondents)
- Never - **17 per cent** (1897 respondents)

Food and drink cans/tins

- 3.21 Three out of five members said they recycle this household item either every time or most times. However, a third of participants said they never recycle this item. Again, people are more likely to recycle this item every time if they live in South areas of Hartlepool (58%) or if they are aged sixty-five years and over (70%).

- Every time - **48 per cent** (514 respondents)
- Most times - **12 per cent** (130 respondents)
- Sometimes - **12 per cent** (128 respondents)
- Never - **28 per cent** (301 respondents)

Plastic containers (e.g. drinks bottles)

- 3.22 Over half of participants said that they never recycle this household item, and less than a third (32%) said they recycle this item. Two thirds of Central (63%) and North (67%) areas of Hartlepool said they never recycle plastic containers compared to a third (36%) of South Hartlepool residents.

- Every time - **22 per cent** (207 respondents)
- Most times - **10 per cent** (88 respondents)
- Sometimes - **12 per cent** (110 respondents)
- Never - **56 per cent** (522 respondents)

Textiles (e.g. clothing)

- 3.23 Two out of five (40%) Viewpoint members said they recycle textiles every time or most times. However, over a third of participants (34%) said they never recycle textiles. People aged between twenty-five and thirty-four were more likely to recycle this household item every time (35%) than people from other age groups.

- Every time - **23 per cent** (206 respondents)
- Most times - **17 per cent** (151 respondents)
- Sometimes - **27 per cent** (238 respondents)
- Never - **34 per cent** (303 respondents)

Food waste for compost

- 3.24 Viewpoint members were least likely to recycle food waste for compost. Two thirds of participants (67%) said they never recycle this item.

- Every time - **16 per cent** (136 respondents)
- Most times - **7 per cent** (62 respondents)
- Sometimes - **10 per cent** (87 respondents)
- Never - **67 per cent** (572 respondents)

Garden waste for compost

- 3.25 Forty-two per cent of Viewpoint members said they recycle garden waste for compost either every time or most times, and a similar proportion of members (46%) said they never recycle this item. The detailed results show that people aged between sixty-five and seventy-four were more likely to recycle garden waste for compost (48%) than people from other age groups.

- Every time - **27 per cent** (257 respondents)
- Most times - **15 per cent** (140 respondents)
- Sometimes - **12 per cent** (117 respondents)
- Never - **46 per cent** (432 respondents)

Motivation to Recycle

- 3.26 The next question asked Viewpoint members what motivates them to recycle. The majority of respondents (80%) said they recycle because it is good for the environment and it saves resources. Also, seven out of ten respondents (69%) said they recycle because it reduces the amount of rubbish being disposed to landfill or incineration. Full results can be seen in Table 3.5.

Table 3.5 What, if anything, motivates you to recycle?

	%	(No.)
Good for the environment/saves resources	80	(954)
Reduces amount of rubbish being disposed to landfill/incineration	69	(830)
Good for future generations/children	57	(680)
Reduces pollution	52	(620)
Good for the economy	45	(536)
Saves space in my waste bin	39	(469)
Feel guilty if don't / feel better if do	37	(444)
Its easy/does not require extra effort	30	(356)
None of the above	3	(40)
Don't know	3	(37)
Other	1	(26)
No answer	2	(8)
(N=1200)		

Advertisement

3.27 Viewpoint members were asked whether they have seen or heard any advertising about recycling in the last six months.

- Yes - **82 per cent** (978 respondents)
- No - **16 per cent** (197 respondents)
- No answer - **2 per cent** (25 respondents)







3.28 Members were then asked to identify where they had seen this advertising. Participants were most likely to identify the local newspaper (60%) leaflet/letters delivered to their home (52%), and on television (42%) as the main sources of advertisement about recycling they have seen in the last six months. Full results can be seen in Appendix 2.

3.29 Viewpoint members aged between seventeen and twenty-four were more likely to see recycling advertised on the television (53%), on a website (11%) or through posters on the side of the road (27%) than people from other age groups. Two out of ten men (21%) said they have heard an advertisement about recycling on the local radio, compared to sixteen per cent of women.

Recycling Characters

3.30 Hartlepool Council were keen to see if Viewpoint members recognised any recycling characters, including “Hartlepool’s Recycling Heroes”. Over half of participants recognised the national recycle symbols of the circle (51%) and the arrows (54%). Just under half of participants recognised Hartlepool’s Recycling Heroes ‘Bag It’ (44%) and ‘Box It’ (46%), and a third of participants recognised ‘Bank It’ (32%) and ‘Compost It’ (31%). See Table 3.6 for full results.

Table 3.6 Have you seen any of the following recycling characters?

	%	(No.)		%	(No.)
 Bag It	44	(529)	 Box It	46	(548)
 Bank It	32	(387)	 Compost It	31	(377)
	51	(611)		54	(649)
			None / No Answer	18	(217)
(N = 1200)					

Discouragement and Encouragement to Recycle

- 3.31 The next question asked participants what discourages them from recycling. Viewpoint members were most likely to say that they do not recycle because they no longer have a blue box or bag for kerbside collection (35%) or that they can't remember when their kerbside collection is (26%). Only four per cent said they couldn't be bothered to recycle. See Table 3.7 for full results.

Table 3.7 What, if anything, discourages you from recycling

	%	(No.)
I no longer have a blue box or blue bag for kerbside collection	35	(199)
Can't remember when my kerbside collection is	26	(148)
It takes too much time and effort to recycle	17	(100)
Don't know what or how to recycle	14	(80)
The Council keeps missing my collection	13	(77)
No particular reason, I just don't recycle	8	(45)
It costs the Council too much money to collect and dispose of recycled materials	7	(38)
No benefit to me	5	(30)
I can't be bothered to recycle	4	(23)
There are no environmental benefits to recycling	1	(5)
(N=745)		

- 3.32 Viewpoint members provided some additional comments about what discourages them from recycling. Fifty participants said that a lack of space puts them off recycling, and twenty-one participants said they are put off recycling by not getting their own blue box and bag back. Six members said that there was no kerbside collection available, and when examining the detailed statistics all six members are from the Central Hartlepool area. All additional comments to this question are provided below.

- Lack of space (50 respondents)
- Don't get own bin/box back (21 respondents)
- Don't collect other items (15 respondents)
- Age, poor health, disability (11 respondents)
- Unhygienic (8 respondents)
- Leads to crime, people know when you are not in (6 respondents)
- No Kerbside collection available (6 respondents)
- Don't produce enough to recycle (6 respondents)
- Other (30 respondents)

- 3.33 Finally, this section asked participants what would encourage them to recycle more. The most popular encouragement's were: for an improved doorstep collection (50%), for recycling to be made easier (44%) and for more information about what to recycle (38%). A third of participants (30%) said they already recycle as much as they can. See Table 3.8 for full results.

Table 3.8 What, if anything, would encourage you to recycle more?

	%	(No.)
Improved doorstep collection	50	(552)
If it was made easier for me to recycle	44	(489)
More information about how and what to recycle	38	(423)
Information about what happens to recycled materials	32	(357)
I already recycle as much as I can	30	(335)
Better information about the benefits of recycling	25	(273)
If I was paid to recycle (e.g. cash for recycled material)	24	(267)
Better or new communal recycling facilities (e.g. at supermarkets or car parks)	16	(175)
If there was a charge for producing too much waste (e.g. charge for extra/larger refuse bins)	9	(103)
Recycling facilities at the household waste recycling centre (e.g. Burn Road)	9	(102)
Nothing could encourage me to recycle more	2	(16)
(N=1200)		

- 3.34 Viewpoint members provided some additional comments about what could encourage them to recycle. Sixteen participants said they would recycle more if better containers were provided, and eight people suggested that better lids were needed for these containers. All additional comments to this question are provided below.

- Provide better containers (16 respondents)
- More collections/more regular collections (9 respondents)
- Lids should be put on boxes (8 respondents)
- If own box/bin was returned (7 respondents)
- More storage space (7 respondents)
- Other (27 respondents)

4. NIGHT TIME IN HARTLEPOOL TOWN CENTRE

KEY FINDINGS

- A third of participants are never in Hartlepool Town Centre during the night time (after 9pm)
- Three quarters of respondents said they never or rarely go out into Hartlepool town centre because they prefer to do other things with their time, or have no reason to go there.
- Participants were most likely to be in Hartlepool town centre during the night time (after 9pm) to go to a restaurant or pub.
- Viewpoint members felt there were too many pubs/bars and takeaways in Hartlepool town centre, and too few public toilets. Members felt the number of restaurants in the town centre was about right.

- 4.1 The next topic covered in the questionnaire wanted to find out more information about how Viewpoint members use Hartlepool town centre late at night, and how safe they felt the town centre was at this time. For the purposes of these questions, we defined the town centre area as York Road, Victoria Road, and Church street areas of Hartlepool.

How Often Viewpoint Members Visit Hartlepool Town Centre

- 4.2 First of all, participants were asked, on average, how often they are in Hartlepool town centre during the night time (after 9pm). A third (32%) of participants said they are never in the town centre after 9pm, and a fifth (20%) said they are in the town centre during the night time one or two nights a month. Full results can be seen in Table 4.1.
- 4.3 The detailed results show that people aged between seventeen and twenty-four are more likely to be in the town centre after 9pm one or two nights a week (37%), compared to people from other age ranges. Similarly, seven out of ten participants aged sixty-five years and over said they would never be in the town centre after 9pm.
- 4.4 People in full time education were also more likely to say they would be in Hartlepool town centre after 9pm one to two nights a week (41%).

Table 4.1 On average, how often are you in the Hartlepool town centre during the night time (after 9pm)?

	%	No.)
3 or more nights a week	2%	(22)
1 – 2 nights a week	11%	(129)
1 – 2 nights a month	20%	(241)
At least once every six months	17%	(200)
At least once a year	9%	(106)
Less than once a year	9%	(103)
Never	32%	(382)
Don't know	1%	(16)
No answer	Less than 1%	(3)
(N=1202)		

Why Members Do Not Visit the Town Centre at Night

- 4.5 Participants were asked why they don't go into Hartlepool town centre after 9pm. Three quarters of respondents (75%) said they preferred to do other things with their time, or had no reason to go into town. A third (33%) said they did not feel safe in the town centre late at night, and a quarter (24%) said they prefer to be home before 9pm.
- 4.6 When looking at the detailed results, women were more likely than men to say they prefer to be home before 9pm (27% and 20% respectively). Also, women were more likely to say they don't feel safe in the town centre late at night (35%, compared to 29% for men). Full results can be seen in table 4.2.
- 4.7 Some people identified additional reasons why they never or rarely go out in Hartlepool town centre after 9pm. Fourteen people said their age, poor health, or disability was a factor and six panel members said there were too many drunks around.

Table 4.2 If you never or rarely go out in Hartlepool town centre during the night time (after 9pm), why is this?

	%	(No.)
I prefer to do other things with my time/have no reason to go there	75	(603)
I don't feel safe in Hartlepool town centre late at night	33	(262)
I prefer to be home from the town centre before 9pm	24	(194)
There's not enough to do after 9pm in the town centre area	8	(61)
There's not enough public transport / taxis	3	(26)
Don't know	2	(13)
No answer	1	(10)
(N=1169)		

Reason for Visiting Hartlepool Town Centre

- 4.8 Participants were asked to think back to the last time they were in Hartlepool town centre after 9pm, and to recall what the purpose of their visit was. Just over half of participants said they were in the town centre after 9pm to go to a restaurant (54%) or to go to a pub (51%). One in ten participants said to go to a takeaway (12%), to go to a nightclub (12%), or to visit friends or family (9%).
- 4.9 Members aged between seventeen and twenty-four were more likely to be in the town centre after 9pm to go to a pub (78%) or a nightclub (41%). Similarly, this age group was most likely to go to a takeaway after 9pm than other age groups. Also, people aged sixty-five years and over were most likely to be in the town centre after 9pm to go to a restaurant (69%).

Table 4.3 Thinking back to the last time you were in Hartlepool town centre during the night time (after 9pm), what was the purpose of your visit?

	%	(No.)
To go to a restaurant	54	(535)
To go to a pub	51	(510)
To go to takeaway	12	(123)
To go to a nightclub	12	(122)
To visit friends / family	9	(89)
To go to work	5	(50)
To go to the bingo	4	(41)
(N=1200)		

Amenities in Hartlepool Town Centre

- 4.10 Viewpoint members were then asked how they felt about the number of amenities located in Hartlepool town centre. Viewpoint members felt there were too many pubs/bars and takeaways in Hartlepool town centre, and too few public toilets. Members felt the number of restaurants in the town centre was about right.

Restaurants

- 4.11 Three quarters (77%) of participants felt that the number of restaurants in the town centre was about right, however one fifth (18%) felt there were too few restaurants. There were no difference in the different demographic groups.

- Too many - **5 per cent** (57 respondents)
- About right - **77 per cent** (829 respondents)
- Too few - **18 per cent** (192 respondents)

Pubs/bars

- 4.12 Two thirds of respondents felt there were too many pubs and bars in Hartlepool town centre, and a third felt the number was about right. Only one per cent of participants felt there were too few pubs and bars.

- 4.13 When looking at the detailed results, what can be seen is that the older population were most likely to think there were too many pubs and clubs in the town centre. Nine out of ten (91%) respondents aged sixty-five years and older felt this, compared to three out of ten (30%) seventeen to twenty-four year olds. People aged between seventeen and forty-four were most likely to say that the number of pubs and clubs was about right.

- Too many - **66 per cent** (735 respondents)
- About right - **33 per cent** (374 respondents)
- Too few - **1 per cent** (12 respondents)

Takeaways

- 4.14 Just over half (55%) of participants felt that there were too many takeaways in Hartlepool town centre, and just under half (45%) felt the number was about right. Only five people said there were too few takeaways. Women were more likely to think there were too many takeaways (60%) compared to men (49%).

- Too many - **55 per cent** (543 respondents)
- About right - **45 per cent** (449 respondents)
- Too few - **1 per cent** (5 respondents)

Nightclubs

- 4.15 When participants were asked what they thought of the number of nightclubs in Hartlepool town centre, views were split with forty-six per cent saying there were too many and forty-five per cent saying the number was about right. One in twelve people (8%) said there were too few nightclubs in Hartlepool town centre.
- 4.16 Again, there appears to be a difference of opinion between the age groups. The majority of people from the older age groups feel there are too many nightclubs in the town centre (87% of 65 year olds and over, compared to 22% for 17 – 24 year olds). Also, a third of people (36%) aged between seventeen and twenty-four felt there were too few nightclubs.
- Too many - **46 per cent** (462 respondents)
 - About right - **45 per cent** (451 respondents)
 - Too few - **8 per cent** (82 respondents)

Public Toilets

- 4.17 Nine out of ten participants felt there were too few public toilets in Hartlepool town centre. One in ten felt the number was about right, and nine people felt there were too many public toilets.
- Too many - **1 per cent** (9 respondents)
 - About right - **9 per cent** (90 respondents)
 - Too few - **91 per cent** (947 respondents)

Problems in Hartlepool Town Centre

- 4.18 Viewpoint members were presented with a list of issues and asked to identify how much of a problem they thought they were in Hartlepool town centre after 9pm due to pub or club activity. Participants were also asked whether they thought these problems had improved or got worse over the past twelve months.
- 4.19 Overall, Viewpoint members indicated that they thought rubbish or litter lying around, people using or dealing drugs, and people urinating or vomiting in public places is a very big problem or fairly big problem in Hartlepool town centre due to pub / club activity after 9pm. Full results can be seen in Appendix 2.
- 4.20 Viewpoint members were most likely to think that rubbish or litter lying around, people using or dealing drugs, and rowdiness or fighting in the streets has got worse over the past twelve months.

Noise from local pubs / clubs

- 4.21 When asked how much of a problem they thought noise from local pubs or clubs was, responses were split, with just over half (53%) saying it was a problem, and just under half (47%) saying it was not a problem. Women were more likely to think that noise from local pubs and clubs is a problem (59%) compared to men (47%).

- A very big problem - **18 per cent** (172 respondents)
- A fairly big problem - **35 per cent** (322 respondents)
- Not a very big problem - **40 per cent** (375 respondents)
- Not a problem at all - **7 per cent** (65 respondents)

- 4.23 Eight out of ten panel members thought this problem had remained the same over the past year, and fifteen per cent felt that it had got worse. People who lived in Central Hartlepool were more likely to think that noise from local pubs and clubs had got worse over the past twelve months (16%), compared to people living in South or North areas of Hartlepool (13% and 15% respectively).

- Improved - **5 per cent** (34 respondents)
- Got worse - **15 per cent** (107 respondents)
- Remained the same - **81 per cent** (596 respondents)

Noise from people leaving pubs / clubs

- 4.24 When asked how much of a problem they thought noise from people leaving pubs or clubs was, responses were varied. People aged sixty-five years and over were more likely to think this is a problem (94%) compared to people aged seventeen to twenty-four (57%). Also women were more likely to find this a problem compared to men (75% and 69% respectively).

- A very big problem - **30 per cent** (284 respondents)
- A fairly big problem - **42 per cent** (404 respondents)
- Not a very big problem - **25 per cent** (237 respondents)
- Not a problem at all - **4 per cent** (65 respondents)

- 4.25 Three quarters of respondents thought that the level of noise from people leaving pubs and clubs had remained the same over the past twelve months. One in five respondents (22%) felt the level of noise had increased.

- Improved - **3 per cent** (24 respondents)
- Got worse - **22 per cent** (165 respondents)
- Remained the same - **75 per cent** (553 respondents)

Rubbish or litter lying around (e.g. takeaways and bottles)

- 4.26 Over nine out of ten (94%) respondents felt that rubbish or litter lying around was a problem in Hartlepool town centre.

- A very big problem - **56 per cent** (627 respondents)
- A fairly big problem - **38 per cent** (419 respondents)
- Not a very big problem - **5 per cent** (58 respondents)
- Not a problem at all - **1 per cent** (7 respondents)

- 4.27 Two out of five people felt that this issue had got worse over the year, and just over half of respondents felt the problem had remained the same. People living in Central Hartlepool were more likely to think this problem had got worse (44%) compared to people living in South (41%) or North (39%) areas of Hartlepool.

- Improved - **6 per cent** (54 respondents)
- Got worse - **41 per cent** (373 respondents)
- Remained the same - **53 per cent** (476 respondents)

Vandalism, graffiti or damage to property

- 4.28 Three quarters (77%) of participants felt that vandalism, graffiti or damage to property was a problem in Hartlepool town centre after 9pm. People aged sixty-five years and over were most likely to think this was a problem (92%).

- A very big problem - **39 per cent** (396 respondents)
- A fairly big problem - **38 per cent** (387 respondents)
- Not a very big problem - **22 per cent** (222 respondents)
- Not a problem at all - **1 per cent** (12 respondents)

- 4.29 A quarter of participants felt that vandalism, graffiti or damage to property has got worse over the past twelve months. People living in the South areas of Hartlepool were more likely to say this has got worse (29%) compared to people living in Central (25%) or North (24%) areas of Hartlepool.

- Improved - **7 per cent** (57 respondents)
- Got worse - **26 per cent** (208 respondents)
- Remained the same - **67 per cent** (542 respondents)

People using or dealing drugs

- 4.30 Nine out of ten (88%) Viewpoint members felt that people using or dealing drugs was a problem in Hartlepool town centre after 9pm due to pub and club activity. People aged over sixty-five years of age were more likely to think this was a problem (97%) compared to people aged seventeen to twenty-four (80%).

- A very big problem - **55 per cent** (499 respondents)
- A fairly big problem - **33 per cent** (303 respondents)
- Not a very big problem - **12 per cent** (110 respondents)
- Not a problem at all - **Less than 1 per cent** (3 respondents)

- 4.31 Half of respondents felt that people using or dealing drugs in the town centre at night had got worse over the past year, and just under half of respondents felt it had remained the same. People who had children aged under eighteen years in their household were more likely to think that the problem had got worse (57%) compared to people who did not have children in their household (46%).

- Improved - **4 per cent** (28 respondents)
- Got worse - **50 per cent** (353 respondents)
- Remained the same - **46 per cent** (322 respondents)

People urinating or vomiting in public places

- 4.32 Eighty-six per cent of Viewpoint respondents felt that people urinating or vomiting in public places was a problem.

- A very big problem - **45 per cent** (456 respondents)
- A fairly big problem - **41 per cent** (411 respondents)
- Not a very big problem - **14 per cent** (144 respondents)
- Not a problem at all - **Less than 1 per cent** (3 respondents)

- 4.33 Two thirds of respondents felt that this problem has remained the same over the past twelve months. A third felt that the problem had got worse. People living in South Hartlepool were more likely to think this problem has got worse (40%) compared to people living in Central (26%) or North (33%) areas of Hartlepool.

- Improved - **4 per cent** (29 respondents)
- Got worse - **32 per cent** (256 respondents)
- Remained the same - **64 per cent** (504 respondents)

Town centre feeling threatening or unsafe

- 4.34 Three quarters of participants said that they thought the town centre felt threatening or unsafe. People aged sixty-five years and over were more likely to think this was a problem (88%) compared to members from other age groups.

- A very big problem - **38 per cent** (383 respondents)
- A fairly big problem - **36 per cent** (363 respondents)
- Not a very big problem - **23 per cent** (229 respondents)
- Not a problem at all - **4 per cent** (44 respondents)

- 4.35 Two thirds of participants felt that this problem had remained the same over the past 12 months, and a third felt that the problem had got worse. Three quarters (77%) of people of non-white ethnic origin felt that this problem had got worse over the past year compared to a third (33%) of people of white ethnic origin. Also, over half (51%) of sick or disabled Viewpoint members felt this issue had got worse over the past year.

- Improved - **3 per cent** (27 respondents)
- Got worse - **33 per cent** (266 respondents)
- Remained the same - **63 per cent** (508 respondents)

Rowdiness or fighting in the streets

- 4.36 Over eight out of ten (84%) Viewpoint members felt that rowdiness or fighting in the street was a problem in Hartlepool town centre. People from the North areas of Hartlepool were more likely to think this (90%) than people living in Central (80%) or South (82%) areas of Hartlepool.

- A very big problem - **44 per cent** (439 respondents)
- A fairly big problem - **40 per cent** (407 respondents)
- Not a very big problem - **16 per cent** (162 respondents)
- Not a problem at all - **Less than 1 per cent** (3 respondents)

- 4.37 Over two in five people felt this problem has got worse over the past twelve months, and over half said the problem has remained the same. Again, Viewpoint members who identified themselves as having a disability were more most likely to think this problem had got worse (52%).

- Improved - **4 per cent** (32 respondents)
- Got worse - **42 per cent** (332 respondents)
- Remained the same - **55 per cent** (437 respondents)

Experiencing These Problems in Hartlepool Town Centre

- 4.38 Participants were then asked whether they had observed or experienced any of the above issues in the town centre after 9pm. Seventy-eight per cent of members said they had observed rubbish or litter lying around. Three out of five (57%) respondents said they observed noise from people leaving pubs and clubs, and just under half (49%) said they observed noise from pubs and clubs (see table 4.4).

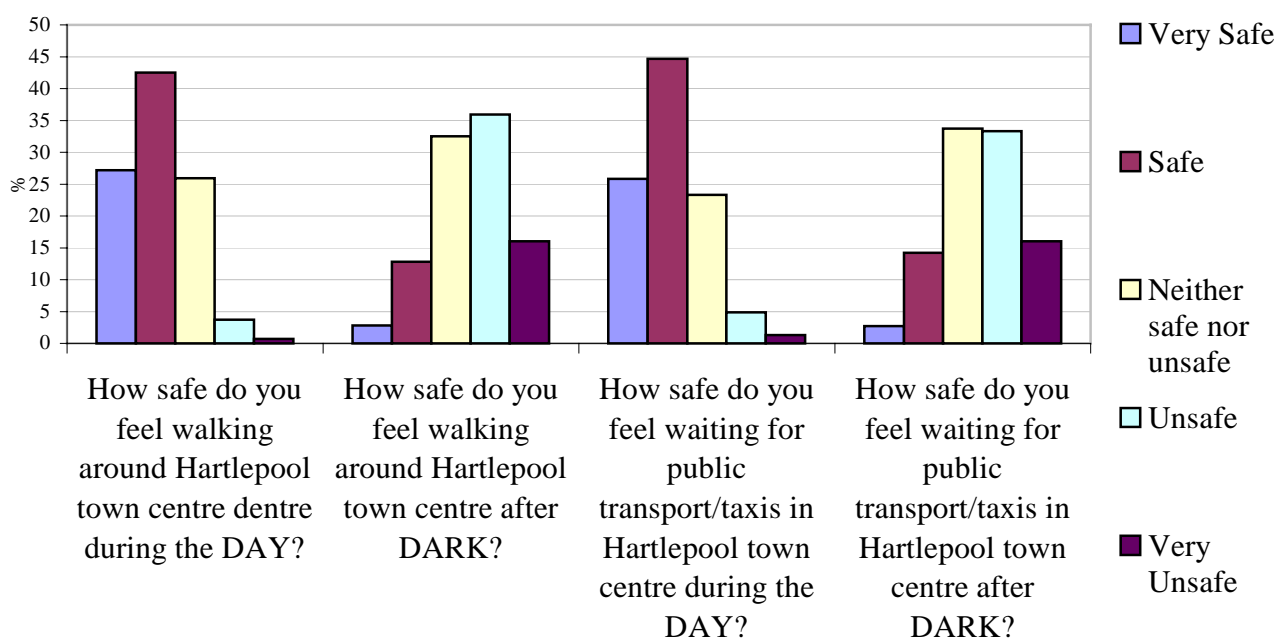
Table 4.4 On your last visit to Hartlepool town centre in the evening (after 9pm), did you experience or observe any of the following?

	%	(No.)
Rubbish or litter lying around	78	(793)
Noise from people leaving pubs / clubs	57	(577)
Noise from local pubs / clubs	49	(503)
Rowdiness / fighting in the streets	43	(437)
People urinating or vomiting in public places	42	(430)
Feeling threatened or unsafe in the town centre	36	(371)
Vandalism, graffiti or damage to property	24	(240)
People using or dealing drugs	20	(201)
None of the above	11	(108)
(N=1200)		

Feeling Safe in Hartlepool Town Centre

- 4.39 The next set of questions wanted to find out how safe people felt when in the town centre. First of all, participants were asked how safe they felt when walking around Hartlepool town centre during the day. As expected, seven out of ten (70%) participants said they felt either safe or very safe when walking around Hartlepool town centre during the day. When looking at the detailed results, members who are sick or disabled were least likely to say they felt safe in the town centre during the day (51%).
- 4.40 Participants were then asked how safe they felt walking around Hartlepool town centre after dark. Sixteen per cent of respondents said they felt either very safe or safe, a third (33%) said they neither safe nor unsafe, and over half (52%) said they felt either unsafe or very unsafe. Men were more likely to say they felt safe or very safe in the town centre at night (23%) than women (9%). Also seventy-one per cent of people aged sixty-five and over said they felt unsafe, compared to fifty per cent of people aged between seventeen and twenty-four.
- 4.41 The next two questions wanted to find out if people felt unsafe while waiting for public transport or taxis either in the day or at night. When asked how safe they felt waiting during the day, the majority of respondents (71%) said they felt either safe or very safe. A quarter (23%) said they felt neither safe nor unsafe, and only six per cent said they felt either unsafe or very unsafe.
- 4.42 When looking at how safe people felt when waiting for public transport after dark, seventeen per cent said they felt either very safe or safe. A third of respondents (34%) said they felt neither safe nor unsafe, and just under half (49%) said they felt either unsafe or very unsafe. Women were more likely to feel unsafe (56%) than men (42%) as were people who are sick or disabled (64%) or retired (64%).

Figure 4.1 Questions 22 – 25: How safe participants feel in Hartlepool



Reducing Problems Related to Late Night Activities

- 4.43 Participants were then asked what measures they thought would be helpful in reducing problems related to evening or late night activities. Overall, participants felt that less alcohol served to people already drunk and more public toilets would be very helpful in reducing problems related to night time activities. People also felt that longer opening hours and more pubs/clubs would not be helpful at all in reducing these problems.

Careful planning of pub/club closing hours

- 4.44 Seven out of ten participants felt that the careful planning of pub and club hours would be either very or fairly helpful in reducing problems related to evening or late night activities.

- Very helpful - **36 per cent** (398 respondents)
- Fairly helpful - **33 per cent** (367 respondents)
- Not helpful at all - **19 per cent** (214 respondents)
- Not sure - **12 per cent** (131 respondents)

Longer opening hours

- 4.45 Only one in five participants thought that longer opening hours would help reduce problems associated with late night activities. Men were more likely to think this would help (25%) than women (15%). The majority of respondents felt that this method would not be helpful at reducing these problems.

- Very helpful - **6 per cent** (63 respondents)
- Fairly helpful - **14 per cent** (141 respondents)
- Not helpful at all - **63 per cent** (654 respondents)
- Not sure - **17 per cent** (179 respondents)

Shorter opening hours

- 4.46 Opinions on 'shorter opening hours' as a method to reduce the problems associated with night time activities were mixed. Forty-four per cent thought this would be either very or fairly helpful, and a third of respondents thought it would not be helpful at all. Women were more likely to think this method would be helpful than men (48% and 39% respectively). Similarly, respondents with a disability were more likely to think this is a suitable method (59%) compared to people with no disability (41%).

- Very helpful - **20 per cent** (63 respondents)
- Fairly helpful - **24 per cent** (141 respondents)
- Not helpful at all - **35 per cent** (654 respondents)
- Not sure - **21 per cent** (179 respondents)

More door staff in pubs/clubs

- 4.47 Over two thirds of respondents thought that more door staff in pubs and clubs would help reduce the problems associated with late night activities. Again, women were more likely than men to think this would be a good method for reducing such problems (72% and 63% respectively).

- Very helpful - **23 per cent** (237 respondents)
- Fairly helpful - **45 per cent** (474 respondents)
- Not helpful at all - **17 per cent** (174 respondents)
- Not sure - **16 per cent** (163 respondents)

Less alcohol served to people already drunk

- 4.48 The majority (95%) of respondents felt that less alcohol served to people who were already drunk would be a helpful measure in reducing problems related to late night activities.

- Very helpful - **76 per cent** (871 respondents)
- Fairly helpful - **19 per cent** (217 respondents)
- Not helpful at all - **3 per cent** (31 respondents)
- Not sure - **3 per cent** (34 respondents)

Fewer pubs/clubs

- 4.49 Three out of five Viewpoint members thought that fewer pubs and clubs would be helpful in reducing problems relating to late night activities. A quarter of respondents thought that this measure would not be helpful at all. People living in Central Hartlepool were most likely to think that this measure would be helpful in reducing problems related to evening or late night activities (64%) compared to people living in South (59%) or North (56%) areas of Hartlepool.

- Very helpful - **39 per cent** (425 respondents)
- Fairly helpful - **21 per cent** (231 respondents)
- Not helpful at all - **26 per cent** (291 respondents)
- Not sure - **14 per cent** (156 respondents)

More pubs/clubs

- 4.50 Only one in ten people thought that the introduction of more pubs and clubs would be helpful in reducing the problems associated with late night activities. Three quarters of respondents did not think this method would be helpful.

- Very helpful - **3 per cent** (28 respondents)
- Fairly helpful - **7 per cent** (66 respondents)
- Not helpful at all - **73 per cent** (738 respondents)
- Not sure - **17 per cent** (174 respondents)

More alternative late night activities

- 4.51 Seven out of ten Viewpoint members thought that more alternative late night activities would be helpful in reducing problems associated with current late night activities.

- Very helpful - **33 per cent** (358 respondents)
- Fairly helpful - **38 per cent** (409 respondents)
- Not helpful at all - **16 per cent** (170 respondents)
- Not sure - **14 per cent** (153 respondents)

Better street cleaning initiatives

- 4.52 The majority (84%) of participants felt that better street cleaning initiatives would be a helpful measure. People living in Central Hartlepool were slightly more likely to think this would be helpful (86%) than people living in the South (82%) and the North (84%) parts of Hartlepool.

- Very helpful - **41 per cent** (451 respondents)
- Fairly helpful - **43 per cent** (468 respondents)
- Not helpful at all - **8 per cent** (82 respondents)
- Not sure - **8 per cent** (92 respondents)

Better public transport / taxi services

- 4.53 The majority of members thought that better public transport or taxi services would be helpful in reducing problems related to late night activities. Women were more likely to think this measure would be helpful (86%) than men (81%).

- Very helpful - **44 per cent** (475 respondents)
- Fairly helpful - **40 per cent** (429 respondents)
- Not helpful at all - **6 per cent** (67 respondents)
- Not sure - **10 per cent** (113 respondents)

More public toilets

- 4.54 Half of Viewpoint members thought that more public toilets would be very helpful in reducing the problems associated with late night activities. People aged sixty-five years and over were more likely to think this measure would be very helpful (61%) compared to any other age group (38% of 17 – 24 year olds.)

- Very helpful - **50 per cent** (560 respondents)
- Fairly helpful - **34 per cent** (378 respondents)
- Not helpful at all - **7 per cent** (76 respondents)
- Not sure - **10 per cent** (106 respondents)

- 4.55 Participants provided some additional comments for measures which may be helpful in reducing problems related to evening or late night activities. Three per cent of participants suggested more police on patrol, and one per cent said to reduce underage drinking.

APPENDIX 1

BACKGROUND INFORMATION ON RESPONDENTS

Table A1 Age of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
17 to 24	12	(139)	6	(45)
25 to 34	16	(196)	12	(91)
35 to 44	20	(237)	18	(132)
45 to 54	17	(209)	20	(148)
55 to 64	14	(165)	18	(137)
65 to 74	12	(146)	18	(135)
75+	9	(108)	8	(63)
No answer	-	-	Less than 1	(1)
Total	100	(1200)	100	(752)

Table A2 Sex of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
Female	53	(633)	55	(415)
Male	47	(567)	45	(337)
Total	100	(1200)	100	(752)

Table A3 Location of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
North	34	(408)	32	(244)
Central	39	(463)	39	(291)
South	27	(329)	29	(217)
Total	100	(1200)	100	(752)

Table A4 Economic activity of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
Employed full-time	40	(486)	37	(280)
Employed part-time	9	(111)	9	(69)
Unemployed	3	(38)	3	(20)
Retired	25	(298)	30	(229)
Full-time student	5	(63)	3	(24)
Self employed	4	(48)	4	(30)
Permanently sick or disabled	6	(70)	6	(46)
Other (inc. housewife/husband)	7	(86)	7	(53)
No answer	-	-	Less than 1	(1)
Total	100	(1200)	100	(752)

Table A5 Car ownership of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
One car	56	(673)	59	(445)
Two or more cars	21	(258)	23	(170)
No car	22	(265)	17	(131)
No answer	Less than 1	(4)	1	(6)
Total	100	(1200)	100	(752)

Table A6 Disability of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
Yes – disabled	17	(204)	19	(141)
No – not disabled	82	(984)	80	(602)
No answer	1	(12)	1	(9)
Total	100	(1200)	100	(752)

Table A8 Socio Economic Group of respondent

	Weighted		Unweighted	
	%	(No.)	%	(No)
AB	22	(266)	22	(168)
C1	22	(265)	23	(173)
C2	24	(294)	24	(182)
DE	23	(272)	22	(167)
Don't Know	9	(103)	8	(62)
Total	100	(1200)	100	(752)

Social Group Definitions:

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

APPENDIX 2

FULL RESULTS



Viewpoint

Your Views are Important

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

Recycling

Night Time in Hartlepool Town Centre

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 **22nd July 2005**

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

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

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

at

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

Recycling

Hartlepool Council is responsible for providing a range of recycling services, including kerbside collection and recycling centres across the town. Currently, Hartlepool residents recycle 19% of their waste, which needs to be increased to 30% by 2010. In order to meet this target the Council is looking at various ways of promoting and improving the recycling service it provides. The Council would like to know what Viewpoint members think of the local recycling service so that they can improve facilities to make it easier for people to recycle and to increase the amount of waste recycled.

*If you would like any further information on this topic please contact
Clare Scott on (01429) 523829 or via e-mail clare.scott@hartlepool.gov.uk*

1. How important is it to recycle the rubbish that households produce?

(PLEASE TICK ONE BOX ONLY)

Very important	73.4%
Fairly important	21.8%
Not very important	2.6%
Not at all important	-
Don't know	0.7%
No answer	1.5%

2. Which of these statements best describes your attitude to recycling?

(PLEASE TICK ONE BOX ONLY)

I do not recycle	5.8%
I recycle if it does not require additional effort	27.7%
I recycle even if it requires additional effort	61.7%
Don't know	3.1%
No answer	1.7%

3. Please think about how convenient it is for you personally to recycle your household waste. Would you say it is ... (PLEASE TICK ONE BOX ONLY)

Very convenient	17.7%
Fairly convenient	54.6%
Not very convenient	18.9%
Not at all convenient	5.6%
Don't know	1.5%
No answer	1.8%

4. a) How would you rate your knowledge of how to recycle on a scale of 1 to 5, where '5' is know a lot and '1' is know nothing? Write in number 1-5
(%) 1 = 1.9, 2 = 7.3, 3 = 33.1, 4 = 30.9, 5 = 23.5, no answer = 3.3
- Mean Score
3.69
4. b) How would you rate your knowledge of what happens to items sent for recycling on a scale of 1 to 5, where '5' is know a lot and '1' is know nothing? Write in number 1-5
(%) 1 = 19.9, 2 = 28.9, 3 = 30.6, 4 = 12.1, 5 = 6, no answer = 2.5
- Mean Score
2.54
4. c) How would you rate your knowledge of the range of recycled products available to buy on a scale of 1 to 5, where '5' is know a lot and '1' is know nothing? Write in number 1-5
(%) 1 = 19.6, 2 = 34.4, 3 = 27.8, 4 = 10.4, 5 = 4.6, no answer = 3.1
- Mean Score
2.44
5. Which of these statements best describes how much you recycle?
(PLEASE TICK ONE BOX ONLY)
- | | |
|---|-------|
| I do not recycle | 6% |
| I recycle sometimes | 24.7% |
| I recycle a lot but not everything that can be recycled | 49.1% |
| I recycle everything that can be recycled | 18.5% |
| Don't know | 0.1% |
| No answer | 1.6% |
6. a) Which of these recycling services are provided in your area? (PLEASE TICK ALL THAT APPLY)
- | | |
|---|-------|
| Doorstep/kerbside recycling collection of 1 material only | 14.2% |
| Doorstep/kerbside recycling collection of more than 1 material | 81.3% |
| Flats/communal recycling facility | 1.9% |
| Public recycling bank (e.g. supermarket bottle bank) | 55.4% |
| Recycling centre at household waste site ("tip") | 46.4% |
| None of the above | 0.9% |
| Don't know | 4% |
| No answer | 1.3% |
6. b) Which of these recycling services do you use? (PLEASE TICK ALL THAT APPLY)
- | | |
|--|-------|
| Doorstep/kerbside recycling collection of 1 material only | 16.6% |
| Doorstep/kerbside recycling collection of more than 1 material | 61% |
| Flats/communal recycling facility | 1.4% |
| Public recycling bank (e.g. supermarket bottle bank) | 41.1% |
| Recycling centre at household waste site ("tip") | 52.4% |
| None of the above | 6.7% |
| Don't know | 0.9% |
| No answer | 1.6% |

7. To the best of your knowledge, which of these household items can be recycled in your area? (PLEASE TICK ALL THAT APPLY)

Paper (e.g. newspapers/ magazines)	94.8%
Card/cardboard (e.g. cereal boxes)	51.9%
Glass (e.g. bottles and jars)	91.6%
Food and drink cans/tins	81.2%
Plastic containers (e.g. drinks bottles)	43.3%
Textiles (e.g. clothing)	49.3%
Food waste for compost	27.3%
Garden waste for compost	47.7%
None of the above	0.5%
Don't know	1.7%
No answer	1.4%

8. 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	Some-times	Never	No answer
Paper (e.g. newspapers/magazines)	60.7%	14.1%	14.5%	9.1%	1.6%
Card/cardboard (e.g. cereal boxes)	19.1%	12.5%	19.4%	30.6%	18.4%
Glass (e.g. bottles and jars)	54.2%	12.5%	12.6%	15.7%	4.9%
Food and drink cans/tins	42.8%	10.8%	10.6%	25.1%	10.6%
Plastic containers (e.g. drinks bottles)	17.3%	7.3%	9.1%	43.5%	22.8%
Textiles (e.g. clothing)	17.2%	12.6%	19.8%	25.2%	25.2%
Food waste for compost	11.3%	5.2%	7.3%	47.7%	28.5%
Garden waste for compost	21.4%	11.7%	9.7%	36%	21.2%

9. What, if anything, motivates you to recycle? (PLEASE TICK ALL THAT APPLY)

Reduces amount of rubbish being disposed to landfill/incineration	69.2%
Saves space in my waste bin	39.1%
Good for the environment/saves resources	79.5%
Reduces pollution	51.7%
Good for the economy	44.7%
Good for future generations/children	56.7%
Feel guilty if don't/feel better if I do	37%
Its easy/does not require extra effort	29.7%
None of the above	3.4%
Don't know	3.1%
Other (please specify_____)	0.7%
No answer	2.2%

10. Have you seen or heard any advertising and/or promotion about recycling in the last 6 months? (PLEASE TICK ONE BOX ONLY)

Yes	81.5%	Go to question 11
No	16.4%	Go to question 12
No answer	2.1%	

11. Where did you see or hear the advertising or promotion? (PLEASE TICK ALL THAT APPLY)

Television	42.1%
National newspaper	27.7%
Local newspaper	60.3%
Magazine	17.4%
Local radio	18.3%
National radio	3.7%
Website	4.4%
Poster on the side of the road	14.6%
Poster in railway/underground stations	1.3%
Local supermarket	15.3%
Leaflet /letter delivered to your home	52.3%
None of the above	0.3%
Don't know	0.4%
Other (please specify _____)	0.5%
No answer	0.3%
Stickers on the bin	1.1%
Hartbeat	0.7%
In schools	0.5%
On a bus	0.5%

12. Have you seen any of the following recycling characters? (PLEASE TICK ALL THAT APPLY)

Bag It = 44.1%

Box It = 45.7%

Bank It = 32.2%

Compost It = 31.4%

= 50.9%

= 54.1%

None / No answer = 18.1%

13. What, if anything, discourages you from recycling? (PLEASE TICK ALL THAT APPLY)

Don't know what or how to recycle	6.7%
Can't remember when my kerbside collection is	12.3%
The Council keeps missing my collection	6.4%
I no longer have a blue box or blue bag for kerbside collection	16.6%
It costs the Council too much money to collect and dispose of recycled materials	3.1%
There are no environmental benefits to recycling	0.4%
No benefit to me	2.5%
It takes too much time and effort to recycle	8.4%
I can't be bothered to recycle	1.9%
No particular reason, I just don't recycle	3.8%
Don't know	3.4%
Other (please specify_____)	2.5%
No answer	48.5%
Lack of space	4.2%
Don't get own bin/box back	1.7%
Don't collect other items	1.2%
Age, poor health, disability	0.9%
Unhygienic	0.7%
Leads to crime, people know when you are not in	0.5%
No kerbside collection available	0.5%
Don't produce enough to recycle	0.5%

14. What, if anything would encourage you to recycle more? (PLEASE TICK ALL THAT APPLY)

If it was made easier for me to recycle	40.9%
Improved doorstep collection	46.1%
Better or new communal recycling facilities (e.g. at supermarkets or car parks)	14.6%
Recycling facilities at the household waste recycling centre (e.g. Burn Road)	8.6%
More information about how and what to recycle	35.3%
Better information about the benefits of recycling	22.7%
Information about what happens to recycled materials	29.7%
If there was a charge for producing too much waste (e.g. charge for extra/larger refuse bins)	8.6%
If I was paid to recycle (e.g. cash for recycled material)	22.3%
Nothing could encourage me to recycle more	1.3%
I already recycle as much as I can	27.9%
Don't know	2.5%
Other (please specify_____)	2.2%
No answer	5.2%
More collections/more regular collections	0.7%
Provide better containers	1.3%
If own box/bin was returned	0.6%
Lids should be put on boxes	0.7%
More storage space	0.6%

Night Time in Hartlepool Town Centre

The Council would like to understand more about how often you use the town centre late at night. The Council would also like to know your views and opinions on how safe you find the town centre at this time. Your responses will help the Council to assess the impact of the changes in alcohol licensing regulations that will come into effect later this year. When we refer to Hartlepool town centre what we mean is the York Road, Victoria Road and Church Street areas.

If you would like any further information on this topic please contact Ian Harrison on (01429) 523349 or via e-mail ian.harrison@hartlepool.gov.uk

15. On average, how often are you in the Hartlepool town centre during the night time (after 9pm)? (PLEASE TICK ONE BOX ONLY)

3 or more nights a week	1.8%	GOTO Q17
1-2 nights a week	10.7%	GOTO Q17
1-2 nights a month	20.1%	GOTO Q17
At least once every six months	16.6%	GOTO Q16
At least once a year	8.8%	GOTO Q16
Less than once a year	8.6%	GOTO Q16
Never	31.8%	GOTO Q16
Don't know	1.4%	GOTO Q16
No answer	0.3%	

16. If you never or rarely go out in Hartlepool town centre during the night time (after 9pm), why is this? (PLEASE TICK ALL THAT APPLY)

There's not enough to do after 9pm in the town centre area	7.5%
There's not enough public transport / taxis	3.2%
I don't feel safe in Hartlepool town centre late at night	32.5%
I prefer to be home from the town centre before 9pm	24.1%
I prefer to do other things with my time/have no reason to go there	74.8%
Don't know	1.7%
Other (please specify_____)	1.1%
No answer	1.3%
Age/poor health/disability	1.7%
Too many drunks around	0.8%

17. Thinking back to the last time you were in Hartlepool town centre during the night time (after 9pm), what was the purpose of your visit? (PLEASE TICK ALL THAT APPLY)

To go to a restaurant	44.7%
To go to a pub	42.6%
To go to a takeaway	10.3%
To go to a night-club	10.2%
To go to the bingo	3.4%
To visit friends / family	7.4%
To go to work	4.2%
Can't remember	7.8%
Other (please specify_____)	1.4%
No answer	9.3%
To pick someone up/wait to get collected	1.5%
Theatre	0.9%
Concert/music event	0.9%
Cinema	0.5%
To attend a club/group meeting	0.5%

18. How do you feel about the number of the following amenities located in Hartlepool town centre? (PLEASE TICK ONE BOX ON EACH LINE)

	Too many	About right	Too few	Don't know	No answer
Restaurants	4.7%	69.1%	16%	5.3%	4.9%
Pubs/bars	61.2%	31.2%	1%	3.5%	3.1%
Takeaways	45.3%	37.4%	0.5%	9%	7.8%
Night clubs	38.5%	37.6%	6.8%	11.6%	5.5%
Public Toilets	0.8%	7.5%	78.9%	9%	3.9%

19. To what extent do you think the following issues are a problem in the Hartlepool Town Centre due to pub / club activity after 9pm. (PLEASE TICK ONE BOX ON EACH LINE)

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know	No answer
Noise from local pubs / clubs	14.4%	26.8%	31.2%	5.4%	14.8%	7.4%
Noise from people leaving pubs/ clubs	23.7%	33.6%	19.7%	2.9%	13.6%	6.5%
Rubbish or litter lying around (e.g. takeaways and bottles)	52.2%	34.9%	4.9%	0.6%	4%	3.5%
Vandalism, graffiti or damage to property	33%	32.3%	18.5%	1%	9.6%	5.6%
People using or dealing drugs	41.6%	25.3%	9.2%	0.2%	19.1%	4.6%
People urinating or vomiting in public places	38%	34.3%	12%	0.3%	11%	4.5%
Town centre feels threatening or unsafe	31.9%	30.2%	19.1%	3.7%	11.2%	3.8%
Rowdiness or fighting in the streets	36.6%	33.9%	13.5%	0.2%	11.4%	4.4%
Other (please specify_____)						1.9%
Don't know/no answer						96.7%
Increase in young people drinking						0.5%
Lack of police						0.5%
Abusive language						0.5%

20. Over the last 12 months, would you say that these problems have improved, got worse, or remained the same in the Hartlepool Town Centre area during the evenings (after 9pm) (PLEASE TICK ONE BOX ON EACH LINE)

	Improved	Got worse	Remained the same	Don't know	No answer
Noise from local pubs / clubs	2.8%	8.9%	49.7%	31.8%	6.8%
Noise from people leaving pubs / clubs	2%	13.7%	46.1%	31.3%	6.9%
Rubbish or litter lying around (e.g. takeaways and bottles)	4.5%	31.1%	39.7%	19.1%	5.6%
Vandalism, graffiti or damage to property	4.7%	17.3%	45.2%	25%	7.8%
People using or dealing drugs	2.3%	29.4%	26.9%	35.1%	6.3%
People urinating or vomiting in public places	2.4%	21.3%	42%	27.9%	6.4%
Town centre feeling threatening or unsafe	2.3%	22.1%	42.3%	25.9%	7.4%
Rowdiness or fighting in the streets	2.6%	27.7%	36.4%	26.9%	6.4%
Other (please specify_____)				0.2%	
Don't know/no answer	99.3%				
Lack of police	0.2%				
Increase in young people drinking	0.2%				

21. On your last visit to Hartlepool town centre in the evening (after 9pm), did you experience or observe any of the following? (PLEASE TICK ALL THAT APPLY)

Noise from local pubs / clubs	41.9%
Noise from people leaving pubs / clubs	48.0%
Rubbish or litter lying around (e.g. takeaways and bottles)	66.1%
Vandalism, graffiti or damage to property	20%
People using or dealing drugs	16.7%
People urinating or vomiting in public places	35.8%
Feeling threatened or unsafe in the town centre	30.9%
Rowdiness / fighting in the streets	36.4%
None of the above	9%
Other (please specify _____)	0.9%
No answer	14.2%

22. How safe do you feel walking around Hartlepool town centre during the DAY? (PLEASE TICK ONE BOX ONLY)

Very safe	26.8%
Safe	42%
Neither safe nor unsafe	25.5%
Unsafe	3.7%
Very unsafe	0.7%
Don't know	0.3%
No answer	1%

23. How safe do you feel walking around Hartlepool town centre after DARK? (PLEASE TICK ONE BOX ONLY)

Very safe	2.4%
Safe	11.1%
Neither safe nor unsafe	28.2%
Unsafe	31.1%
Very unsafe	13.9%
Don't know	10.1%
No answer	3.2%

24. How safe do you feel waiting for public transport/taxis in Hartlepool town centre during the DAY? (PLEASE TICK ONE BOX ONLY)

Very safe	22.4%
Safe	38.8%
Neither safe nor unsafe	20.2%
Unsafe	4.2%
Very unsafe	1.2%
Don't know	10.3%
No answer	2.8%

25. How safe do you feel waiting for public transport/taxis in Hartlepool town centre after DARK? (PLEASE TICK ONE BOX ONLY)

Very safe	2.1%
Safe	11.2%
Neither safe nor unsafe	26.5%
Unsafe	26.2%
Very unsafe	12.6%
Don't know	16.5%
No answer	4.8%

26. How helpful do you think the following measures would be in reducing problems related to evening/late night activities? (PLEASE TICK ONE BOX ON EACH LINE)

	Very helpful	Fairly helpful	Not helpful at all	Not Sure	No answer
Careful planning of pub/club closing hours so people don't all leave at the same time	33.2%	30.6%	17.8%	10.9%	7.5%
Longer opening hours	5.2%	11.8%	54.5%	14.9%	13.6%
Shorter opening hours	17.6%	21.3%	30.9%	18.5%	11.7%
More door staff in pubs/clubs	19.8%	39.5%	14.5%	13.6%	12.6%
Less alcohol served to people already drunk	72.6%	18.1%	2.6%	2.9%	3.9%
Fewer pubs/clubs	35.5%	19.2%	24.2%	13%	8.1%
More pubs/clubs	2.3%	5.5%	61.5%	14.5%	16.1%
More alternative late night activities	29.8%	34.1%	14.2%	12.8%	9.2%
Better street cleaning initiatives	37.6%	39%	6.8%	7.6%	9%
Better public transport / taxi services	39.6%	35.8%	5.6%	9.4%	9.7%
More public toilets	46.6%	31.5%	6.4%	8.8%	6.7%
Other (please specify _____)					1.3%
More police on patrol	3.1%				
Reduce underage drinking	0.8%				
Don't know/no answer	95%				

Thank you for completing this round of Viewpoint please return the questionnaire in the post-paid envelope by 22nd July 2005

Viewpoint



HARTLEPOOL
BOROUGH COUNCIL

CORPORATE STRATEGY
HARTLEPOOL BOROUGH COUNCIL
Civic Centre
Hartlepool TS24 8AY

FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO

Report to Portfolio Holder

28th November 2005



Report of: Assistant Chief Executive

Subject: CORPORATE COMPLAINTS – July to
September 2005

SUMMARY

1. PURPOSE OF REPORT

- 1.1 To report to the Portfolio Holder on corporate complaints performance for the second quarter of 2005/06.

2. SUMMARY OF CONTENTS

- 2.1 The report covers performance information on numbers of complaints, timescales for investigation and outcomes of investigations for formal complaints dealt with in the second quarter of 2005/06.

3. RELEVANCE TO PORTFOLIO MEMBER

- 3.1 The Portfolio Member has responsibility for performance management issues.

4. TYPE OF DECISION

- 4.1 Non-key

5. DECISION MAKING ROUTE

- 5.1 Portfolio Holder meeting on 28th November 2005

6. DECISION(S) REQUIRED

- 6.1 That the report be noted.

Report of: Assistant Chief Executive

Subject: CORPORATE COMPLAINTS – July to September 2005

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of performance information on formal complaints for the second quarter of 2005/06. Where appropriate, comparisons are made with performance in the first quarter of the year.

2. FORMAL COMPLAINTS INFORMATION – July to September 2005

- 2.1 In the second quarter of 2005/06, a total of 10 formal complaints were recorded by departments. This is the same number of complaints as were dealt with in the first quarter of the year. The departments handling the highest numbers of complaints are the Neighbourhood Services Department (4 complaints) and the Finance Division of the Chief Executive's Department (3 complaints). These are both departments which have high levels of contact with large numbers of the public and might expect to see above average numbers of complaints. (See Appendix 1 for detailed figures).

Meeting targets

- 2.2 The corporate complaints procedure has a target of 15 days for reporting back to a complainant with a written response to their complaint, after a thorough investigation. In the second quarter of 2005/06, this target was achieved in 9 out of the 10 complaints. This is a slight drop from the 100% performance in the first quarter. However the difference is accounted for by a single complaint which was particularly complex and had to be investigated in conjunction with a partner organisation. The current quarter's 90% figure still compares favourably with the overall figure for 2004/05 of 73% of cases which were responded to within the target time.

Outcomes of complaints investigations

- 2.3 When a complaint investigation has been completed, a judgement is made by the investigating officer as to whether the authority has been at fault and hence the complaint is upheld, either fully or in part. There has been an increase in the number of cases where the authority was found to be at fault. In the most recent quarter, 5 complaints were fully upheld (1 in the 1st quarter) and 3 were partly upheld (2 in the 1st quarter). Given the small numbers of complaints investigated and the wide variety of services covered, it is impossible to identify reasons for the increase in the proportion of complaints where the Council was found to be at fault. There are no identifiable trends in the type or nature of complaints

Remedies for complainants

- 2.4 When reporting complaints performance, departments are asked to provide information on what remedies have been offered to people whose complaints have been upheld either in part or in full. In the eight cases where the complaint was upheld fully or in part, remedies were offered to all complainants. In four cases, the remedy was the resolution of the problem that had caused the complaint, e.g. the removal of uncollected rubbish or the withdrawal of an incorrect invoice. Resolution is not always possible, however other remedies are available. In all cases a written apology was given and, where appropriate, an explanation of how the problem arose and how it would be avoided in future. In one case the complainant was compensated for financial loss incurred as a result of the Council's actions.

Learning from complaints

- 2.5 Departments are also asked to outline what has been done to prevent recurrence of complaints. In all 8 cases, actions had been taken place to avoid further complaints. Procedures have been revised (2 cases); staff have been briefed or had reminders of procedures and good practice (2 cases); systems have been reviewed or checked to see if the problems could have been avoided (2 cases); information exchange has been improved (2 cases); faulty items removed to avoid further problems or complaints (1 case); and training needs have been assessed (1 case). Departments are keen to learn from complaints and are taking steps to prevent their recurrence.

3 REPORTING OF SOCIAL CARE COMPLAINTS

- 3.1 The re-structuring of the authority's departments has had an effect on the handling of complaints and the way in which they are reported. Responsibility for social care complaints, which were previously handled by the Social Services Department, is now divided between the Children's Services and Adult & Community Services Departments. The procedures for dealing with social care complaints are specified by statute and as a result differ, in terms of processes, response targets and complexity, from the corporate complaints procedure. Regular reports on these social care complaints will be made to the Children's Services and the Adult Services Portfolio Holders.
- 3.2 Any complaints for Children's Services and Adult & Community Services presented in this report refer only to non-social care complaints.

4. RECOMMENDATIONS

- 4.1 That the report be noted.

APPENDIX 1 - COMPLAINTS MONITORING – July 1st to September 30th 2005 (figures for April to June in brackets)

	Total no. of complaints	Reported on within 15 working days	Reported on outside 15 day target	Not upheld	Partly upheld/partly not upheld	Upheld
CHIEF EXECUTIVES' DEPT						
Corporate Strategy	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)
Finance	3 (4)	3 (4)	- (-)	2 (4)	1 (-)	- (-)
Legal	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)
Personnel	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)
TOTALS FOR CHIEF EXEC'S	3 (4)	3 (4)	- (-)	2 (4)	1 (-)	- (-)
ADULT & COMMUNITY SERVICES*	2 (2)	2 (2)	- (-)	- (1)	- (-)	2 (1)
CHILDREN'S SERVICES*	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)
REGENERATION & PLANNING	1 (-)	- (-)	1 (-)	- (-)	- (-)	1 (-)
NEIGHBOURHOOD SERVICES	4 (4)	4 (4)	- (-)	- (2)	2 (2)	2 (-)

TOTAL DEALT WITH UNDER CORPORATE PROCEDURE	10 (10)	9 (10)	1 (-)	2 (7)	3 (5)	5 (1)
		90% (100%)	10% (-)	20% (70%)	30% (20%)	50% (10%)

* Social Care complaints for children and adults are statutorily dealt with through separate complaints procedures with different targets and outcomes. Regular reports are made to the appropriate portfolio holders. Complaints reported here are non-social care complaints only.

FINANCE AND PERFORMANCE MANAGEMENT PORTFOLIO

Report to Portfolio Holder
28th November 2005



Report of: Chief Financial Officer and Chief Solicitor

Subject: CHIEF EXECUTIVE'S DEPARTMENTAL PLAN
2005/06 – 2ND QUARTER REVIEW

SUMMARY

1.0 PURPOSE OF REPORT

- 1.1. To inform the Portfolio Holder of the progress made against the Chief Executive's Departmental Plan 2005/06 in the second quarter of the year.

2.0 SUMMARY OF CONTENTS

- 2.1 The progress against the Chief Executive's Departmental Plan 2005/06 and the second quarter outturns of key performance indicators.

3.0 RELEVANCE TO PORTFOLIO MEMBER

- 3.1 The Portfolio Member has responsibility for financial and legal issues.

4.0 TYPE OF DECISION

- 4.1 Non-key.

5.0 DECISION MAKING ROUTE

- 5.1 Portfolio Holder meeting 28th November 2005.

6.0 DECISION (S) REQUIRED

- 6.1 Achievement on task and indicators be noted

Report of: Chief Financial Officer and Chief Solicitor

**Subject: CHIEF EXECUTIVE'S DEPARTMENTAL PLAN
2005/06 – 2ND QUARTER MONITORING
REPORT**

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of the progress made against the key issues identified in the Chief Executive's Departmental Plan 2005/06 and the progress of key performance indicators through out the year.

2. BACKGROUND

- 2.1. The Performance Management Portfolio Holder agreed the Chief Executive's Departmental Plan in April 2005.
- 2.2 The Chief Executive's Departmental Plan 2005/06 sets out the key tasks and issues within an Action Plan that shows what is to be achieved by the department in the coming year. The plan also describes how the department contributes to the Organisational Development Improvement Priorities as laid out in the 2005/06 Corporate Plan. It provides a framework for managing the competing priorities, communicating the purpose and challenges facing the department and monitoring progress against overall Council aims.
- 2.3 The Council has recently introduced an electronic Performance Management Database for collecting and analysing corporate performance. The aim is that the database will eventually collected performance information for all levels of the Council, from Corporate Plan level through to individual service/operational plan in each department. This is a phased project and for this quarter the Chief Executive's Departmental Plan was updated using this database.
- 2.4 The reports attached are the 2nd quarter monitoring report of the Chief Executive's Departmental Plan for 2005/06. These reports look slightly different than the first quarter monitoring reports as the new database has been used to produce it.
- 2.5 Each Division has also produced a divisional service plan which details the coming years action plan and how each individual division intends to contribute to the Organisational Development Improvement Priorities. Divisional Chief Officers will have the lead responsibility for managing performance of issues and tasks identifies in their divisional plans. Where appropriate, issues can be escalated for consideration by CEMT.

3. 2ND QUARTER REVIEW OF KEY ISSUES IN THE CHIEF EXECUTIVE'S DEPARTMENTAL PLAN 2005/06

3.1. The information contained within the Chief Executive's Departmental Plan includes:

- Key issues
- Individual key task to aid completion of the key issue
- The timescale in which the task will be completed
- Commentary on current performance and recommended action to ensure target performance is achieved. This column also contains a traffic light signal with the following definition:

Red	- Target/milestone not met
Amber	- Unsure
Green	- Target/milestone met

3.2. The table below briefly summarises how many of the key tasks in both Finance and Legal Divisions have met their target (green), those that have not quite reached target (amber) and those that have failed to meet their milestone (red).

	Finance	Legal
Red	6 (22%)	4 (33%)
Amber	1 (4%)	2 (16%)
Green	20 (74%)	6 (50%)
Total	27	12

3.4 The table shows that the completion of key tasks is generally moving in the right direction, however a number of tasks have not been completed within the set timescales. A report is attached as Appendix 1.

3.5 Within Finance and Legal there has been a marked improvement in the number of key tasks that are on or above target.

3.6 For Finance the key tasks that are below target include are:

- F2.1 – Introduction of Wireless Revenues and Benefits
- F2.2, 2.3 – Introduction of e-billing and e- statement
- F4.1 - Rollout of mobile benefits service
- F4.4 – Upgrade to CODA financial management system
- F5.1.2 – Addressing Audit code of Practice weaknesses

3.7 For Finance, slippage has been attributable to software problems associated with key e-government and efficiency projects, however these issues have now been addressed and the Council is now able to move forward.

3.8 For Legal the key tasks that are below target are set out below. However, as stated in the appendices, failure to meet initial target dates, where for reasons beyond the control of the Council's Legal Services Division.

3.9 For Legal the key tasks that are below target include are:

L1.1.1, 1,1,4 – Actions relating to the Ethical Standards regulations and Code of Conduct.

L1.2 – Procedures relating the Freedom of Information Act

L2.1 – Implementation of compulsory purchase procedures for New Deal and North Central Partnership

4. 2ND QUARTER REVIEW OF PERFORMANCE INDICATORS IN THE CHIEF EXECUTIVE'S SERVICE PLAN 2005/06

4.1 The attached report (Appendix 2) also sets out the department's current performance against each of the key performance indicators. These indicators include statutory performance indicators that are considered core to the department's work and are sensitive to year on year comparisons.

4.2 The information in the table includes:

- Performance for the second quarter of 2005/06, as on 30 September 2005
- Commentary on current performance and recommended action to ensure target performance is achieved including traffic light symbol indicating level of performance so far.

4.3 There are only PI's for the Finance Department as the Legal Division does not currently have any PI's. Generally most BVPI's are moving in the right direction and look to achieve targets at the end of the year, however the performance of some key indicators is still an area of concern. The key points are summarised below.

4.4 Within Finance there are nine performance indicators. Six are on or above target including the percentage of council tax collected (BVPI 9) and the speed of processing for new claims (BVPI 78a).

4.5 One PI which measures the accuracy of processing is rated as an amber. Here the accuracy level is marginally lower than the challenging target of 99%. Internal service quality control arrangements have been reviewed to improve this performance over the next six months to enable this target to be met.




- 4.6 Finally the PI relating to the percentage of invoices paid within 30 days is below target and this is because of a reorganisation in key service areas together with the development of an IT project,

5.0 Recommendations


It is recommended that achievement of key tasks and outturns of performance indicators are noted.








Performance Indicator Progress Summary


16 November 2005

	Below Target	2	22.2%
	Unsure	1	11.1%
	On or Above Target	6	66.7%

Total Number of Performance Indicators **9**

AIM					
Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn (Trend)	Comments on Performance
CDBV 8 	Percentage of invoices paid within 30 days of receipt (CE)	97.50%		94.2%	Staff resourcing issue have contributed to this position. Measures have been taken to improve the position in the next 6 months.

AIM H					
Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn (Trend)	Comments on Performance
BVPI 10 	The percentage of non-domestic rates due for the financial year which were received by the authority.			62.98%	Performance is 1.1% ahead of comparative performance at same time in 2004/5 and is on line to exceed target
BVPI 76a 	The number of Housing Benefit claimants visited per 1000 caseload			250	Performance levels on line to exceed target
BVPI 76c 	The number of fraud investigation, per 1000 caseload			45	Current Performance at target level .
BVPI 78a 	Speed of processing: a) Average time in days for processing new claims.			23.3 days	Performance in top quartile nationally and exceeds target
BVPI 78b 	Speed of processing: b) Average time in days for processing notifications of changes of circumstance.			9.5days	On line to achieve national DWP standard target
BVPI 79a 	Accuracy of processing: a) Percentage of cases for which the calculation of benefit due was correct on the basis of the information available on determination for a sample of cases checked post-determination.			97.6%	Accuracy levels are marginally lower than challenging target of 99%. Internal service Quality Control arrangements have been reviewed to improve performance in next 6 months.
BVPI 8 	The percentage of undisputed invoices for commercial goods and services which were paid by the authority within 30 days of such invoices being received by the authority.			95.1%	Re-organisation in key service areas together with IT project developments are impacting on this indicator.

AIM H					
Indicator No:	Indicator Description:	current target:	Previous Qtr outturn	Outturn (Trend)	Comments on Performance
BVPI 9 	Percentage of Council Tax collected.			55.3%	Performance is 0.46% higher than at the equivalent time in 2004/5 and it is on line to exceed target.

Departmental Plan - Quarterly Update Report

September 2005

Portfolio: F

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of September 2005	
F1.1	RISK MANAGEMENT	Strategic risk register reviewed 1st quarter by CRMG	Jul-05	Reviewed by group and report to portfolio holder	<div><div></div><div></div><div>G</div></div>
F1.1.1	RISK MANAGEMENT	Strategic risk register reviewed 2nd quarter by CRMG	Oct-05	Due to be reviewed on 29th Nov and then reported to portfolio holder	<div><div></div><div></div><div>G</div></div>
F1.1.2	RISK MANAGEMENT	Strategic risk register reviewed 3rd quarter by CRMG	Jan-06	In work programme to carry out review	<div><div></div><div></div><div>G</div></div>
F1.1.3	RISK MANAGEMENT	Departmental risk registers reviewed by CRMG	Jul-05	Review carried out	<div><div></div><div></div><div>G</div></div>

Portfolio: F

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	September 2005
F1.1.4	RISK MANAGEMENT	Departmental risk registers reviewed by CRMG	Oct-05	Due to be done 22nd Dec meeting of CRMG	<div><div></div><div></div><div>G</div></div>
F1.1.5	RISK MANAGEMENT	Departmental risk registers reviewed by CRMG	Jan-06	In work programme to be reviewed	<div><div></div><div></div><div>G</div></div>
F1.1.6	RISK MANAGEMENT	Risk registers reviewed as part of 2006/7 service planning arrangements	Dec-05	In work programme	<div><div></div><div></div><div>G</div></div>
F1.2	STATEMENT OF INTERNAL CONTROL	Review existing arrangements for demonstrating that the Council has effective Internal Control Procedures in place to ensure the appropriate statement can be included in the 2004/05 Statutory Accounts. Key tasks are:	May-05	Completed. See 1.2.1 and 1.2.2	<div><div></div><div></div><div>G</div></div>

Portfolio: F

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of September 2005	
F1.2.1	STATEMENT OF INTERNAL CONTROL	Training of CMG and Members on requirements	Apr-05	Completed. Presentation made to Resources Scrutiny Forum (Audit Committee) and Corporate Risk Management Group. Reports to Cabinet, CMG and Risk Mgt Group. (June 05 update)	<div><div></div><div></div><div>G</div></div>
F1.2.2	STATEMENT OF INTERNAL CONTROL	Completion of Statement of Internal Control	May-05	Completed as part of process of production of draft Statement of Accounts (June 05 update)	<div><div></div><div></div><div>G</div></div>
F2.1	WIRELESS REVENUES AND BENEFITS	Develop implementation strategy covering the further roll out of new claims, interventions and revenue court recovery activities	Jun-05	Deferred to September 05. (june 05 update) Phase 1 draft strategy prepared covering new claims changes of address and interventions work. Phase 2 changes in circumstances to be the subject of further analysis	<div><div>R</div><div></div><div></div></div>
F2.2	E BILLING	Live implementation of service	Sep-05	Slippage in go live date because of software supplier issues rendering initial go live date unrealistic. Positive progress has been made and now forecast service will be available 12 December to ensure delivery of e government target.	<div><div>R</div><div></div><div></div></div>

Portfolio: F

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of September 2005	
F2.3	E STATEMENTS	Live implementation of hosted solution	Aug-05	This priority will be delivered by the same software as for Priority F2.3. and has suffered from the same supplier issues and initial unrealistic delivery date. Now forecast go live 12 December which will enable the Council to hit a key government target.	<div><div>R</div><div></div><div></div></div>
F4.1	MOBILE BENEFITS ROLLOUT STRATEGY	Develop strategy and implement second stage rollout	Jun-05	Deferred to September 2005. Compromised by technical problems which have restricted the number of claims processed remotely (June update). Live pilot complete Sept/Oct. Implementation of further rollout including publicity start Oct 05.	<div><div>R</div><div></div><div></div></div>
F4.2	HBC: HOUSING HARTLEPOOL JOINT REVIEW OF CASHIERING ARRANGEMENTS	Determine future strategy for cash payments processes	Jan-06	Joint meetings have been undertaken and benchmarking cost data has been compiled. Service delivery options currently being evaluated	<div><div></div><div></div><div>G</div></div>
F4.4	UPGRADE OF CODA FINANCIAL MANAGEMENT SYSTEM	System Go live	Aug-05	Selected supplier, working Northgate for go live 1 April 06.	<div><div>R</div><div></div><div></div></div>

Portfolio: F

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of September 2005	
F5.1	ADDRESSING AUDIT CODE OF PRACTICE WEAKNESSES	Develop & expand the role of the Audit Committee.	Apr-05	Completed. Creation of formal Audit Committee agreed by Council June 2005. Schedule first meeting Aug 05 and will adopt terms of reference, plans and audit charter. (June 05 update)	<div><div></div><div></div><div>G</div></div>
F5.1.1	ADDRESSING AUDIT CODE OF PRACTICE WEAKNESSES	Provide training and guidance to the general purposes and audit committees in the scope and purpose of the statement of internal financial control and their role within the internal control framework	Apr-05	Deferred to Q2. Audit Committee meeting Aug 05, will receive details of its responsibility in relation to the Statement of Internal Control and information on the overall control environment. (June 05 update)	<div><div></div><div>A</div><div></div></div>
F5.1.2	ADDRESSING AUDIT CODE OF PRACTICE WEAKNESSES	Review & develop IT audit skills, planned audits, and programs	Apr-05	Deferred to Q2. Training program has been with AC IT Admin team. Specialist audit software is to be procured (IDEA) to enhance effectiveness. Internal Audit Plans 2005/06 recognise responsibilities under new European Audit Standards. (Jun 05 update)	<div><div>R</div><div></div><div></div></div>
F5.2	ZERO BASED BUDGET REVIEW	Provide Mayor and Cabinet with an overview of Councils financial position, including budget forecasts for 2006/07 and 2007/08 (scope of briefings will be determined after Mayoral election)	Jun-05	Completed. Initial Cabinet briefing completed covering linkages between the Budget Strategy, The Way Forward and the Government Efficiency Agenda. Further briefing to Cabinet mid August. (june 05 update)	<div><div></div><div></div><div>G</div></div>

Portfolio: F

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	September 2005
F5.2.1	ZERO BASED BUDGET REVIEW	Continue prioritisation of services to identify those services that the Council will no longer be able to provide at the existing level in 2006/07, owing to budget constraints. This exercise will reflect prioritisation work completed during 2004 and also	Sep-05	Work in hand as part of 2006/7 budget process.	<div><div></div><div></div><div>G</div></div>
F5.2.2	ZERO BASED BUDGET REVIEW	Finalise draft 2006/07 Budget and Policy Framework Proposals	Nov-05	Work in hand as part of 2006/7 budget process.	<div><div></div><div></div><div>G</div></div>
F5.2.3	ZERO BASED BUDGET REVIEW	Consider consultation feedback and finalise 2006/07 Budget proposals	Feb-06	Work in hand as part of 2006/7 budget process.	<div><div></div><div></div><div>G</div></div>
F5.3	FUNDAMENTAL REVIEW OF RESERVES AND BALANCES	Position Statement review by Cabinet	Jan-06	Work in hand as part of 2006/7 budget process.	<div><div></div><div></div><div>G</div></div>

Portfolio: F

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of September 2005	
F5.4	DWP PERFORMANCE STANDARDS	Benchmark Benefits Service against new Performance standards	Jun-05	Completed. Formal submission of documents to DWP mid July 2005. (June 05 update)	<div><div></div><div></div><div>G</div></div>
F5.4.1	DWP PERFORMANCE STANDARDS	Develop Management Information arrangements to allow effective monitoring of new PI's that will carry highest weighting in the new scoring methodology	Apr-05	Completed. (June 05 update)	<div><div></div><div></div><div>G</div></div>
F5.4.2	DWP PERFORMANCE STANDARDS	Develop action plans to address arrangements where the Council is not at Standard	Jul-05	B/m of Bens against DWP stds using self-ass tool comp Jun05. HBC is at nat std (96% of arrs covering no. of areas. Bens achieved highest nat level score for Pis, & achieved score of 4. Action plans done to set tgts and monitor overpayments.(June05 update)	<div><div></div><div></div><div>G</div></div>
L1.1	ETHICAL STANDARDS	Local Investigation and Determination of Complaints – 1st quarter	Jun-05	Member training programme in course of preparation (June 05 update)	<div><div></div><div>A</div><div></div></div>

Portfolio: F

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of September 2005	
L1.1.1	ETHICAL STANDARDS	Local Investigation and Determination of Complaints – 2nd quarter	Sep-05	Member training programme in the course of preparation. Amended Evidence on the Code of Conduct awaited from the Standards Board for England.	<div>R</div> <div></div> <div></div>
L1.1.2	ETHICAL STANDARDS	Local Investigation and Determination of Complaints – 3rd quarter	Dec-05	In work programme to provide information at end of third quarter	<div></div> <div></div> <div>G</div>
L1.1.3	ETHICAL STANDARDS	Local Investigation and Determination of Complaints – 4th quarter	Mar-05	In work programme to provide information at the end of the year	<div></div> <div></div> <div>G</div>
L1.1.4	ETHICAL STANDARDS	Officers' Code of Conduct – awaiting resolutions - 1st quarter update	Jun-05	Regulations not yet published (June 05 update)	<div>R</div> <div></div> <div></div>

Portfolio: F

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of	September 2005
L1.1.5	ETHICAL STANDARDS	Officers' Code of Conduct – awaiting resolutions - 2nd quarter update	Sep-05	Regulation and supplementary guidance yet to be published	<div> <div></div> <div>A</div> <div></div> </div>
L1.1.6	ETHICAL STANDARDS	Officers' Code of Conduct – awaiting resolutions - 3rd quarter update	Dec-05	In work programme, due at end of 3rd quarter	<div> <div></div> <div></div> <div>G</div> </div>
L1.1.7	ETHICAL STANDARDS	Officers' Code of Conduct – awaiting resolutions - 4th quarter update	Mar-05	In work programme and due to be done at the end of year	<div> <div></div> <div></div> <div>G</div> </div>
L1.2	Freedom of Information	Prepare records retention and disposal procedures	Jun-05	Report drafted - lead officer on sick leave. (Jun 05 update). Draft procedures prepared, further amendments being considered. Final draft anticipated end of Dec 05. Roll out scheduled for second quarter 06.	<div> <div>R</div> <div></div> <div></div> </div>

Portfolio: F

Link to Comm Strat.	Improvement Priority 2005/6	Sub references	By When? / milestones	Progress to end of September 2005	
L1.3	CIVIL LIBERTIES COMPLIANCE	Review Data Protection Human Rights – Regulation of Investigatory Powers	Dec-05	Review on going. Satisfactory report received from the Office of Surveillance Commissioners with recommended actions implemented	<div> <div></div> <div></div> <div>G</div> </div>
L1.4	DIVISIONAL PRACTICE AND STANDARDS	Divisional Structure	Jun-05	Draft report to go to CEMT late July 2005. (June 05 update) Report considered, elading to amendments to the structure of the Division and duties and responsibilities of certain officers. Other key proposals to be referred to CEMT next year.	<div> <div></div> <div></div> <div>G</div> </div>
L2.1	CONVEYANCING	Implement CPO procedures for NDC & NCH	Aug-05	Programme delayed, now expected December 05.	<div> <div>R</div> <div></div> <div></div> </div>