

PLEASE NOTE VENUE

NEIGHBOURHOODS AND COMMUNITIES PORTFOLIO DECISION SCHEDULE



Tuesday 22nd April 2008

at 9.00 am

**in the Avondale Centre,
Dyke House, Hartlepool
(Raby Road entrance)**

Councillor Jackson, Cabinet Member responsible for Neighbourhoods and Communities will consider the following items.

1. KEY DECISIONS

- 1.1 Rossmere Neighbourhood Action Plan (NAP) Update (Final for Endorsement)
– *Head of Regeneration*

2. OTHER ITEMS REQUIRING DECISION

- 2.1 Avenue Road/Lucan Street/Middleton Grange Lane – Revised Parking Restrictions – *Head of Technical Services*
- 2.2 School Meals Service Proposal to Upgrade a Cashless System – *Head of Neighbourhood Management*
- 2.3 School Transport Provision for Children from Burbank – *Head of Technical Services*
- 2.4 Dog Control Orders – *Head of Neighbourhood Management*

3. ITEMS FOR INFORMATION

- 3.1 Kerbside Recycling Collection Service – *Head of Neighbourhood Management*
- 3.2 M Block Traffic Calming – *Head of Technical Services*

4. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS

No items

NEIGHBOURHOODS AND COMMUNITIES PORTFOLIO

Report To Portfolio Holder
22nd April 2008



Report of: Head of Regeneration

Subject: ROSSMERE NEIGHBOURHOOD ACTION PLAN
(NAP) UPDATE (FINAL FOR ENDORSEMENT)

SUMMARY

1.0 PURPOSE OF REPORT

- 1.1 To seek endorsement of the Neighbourhood Action Plan (NAP) Update for the Rossmere area.

2.0 SUMMARY OF CONTENTS

- 2.1 The report describes the background to Neighbourhood Action Plans with a specific focus on the Rossmere NAP. It outlines the comprehensive consultation process undertaken to develop the NAP from the initial community consultation event to the consultation process on the draft NAP, all of which have enabled the final version to be produced. The report also illustrates the residents' key concerns which need to be addressed as well as outlining the format of the NAP document, and the plans to produce the residents' summary pamphlet. Finally, the report highlights the implementation procedure along with the financial implications of the NAP and, a consideration of the possible risks associated with the NAP process.

3.0 RELEVANCE TO PORTFOLIO MEMBER

- 3.1 NAPs fall within the remit of the Neighbourhoods and Communities Portfolio Holder. The Rossmere Neighbourhood Action Plan will continue to have an impact on service delivery and will potentially influence future funding opportunities in the Rossmere area.

4.0 TYPE OF DECISION

- 4.1 Key decision.

5.0 DECISION MAKING ROUTE

- 5.1 The Rossmere Neighbourhood Action Plan Update was taken to the Rossmere Forum on Tuesday 25 March and the South Neighbourhood Consultative Forum on Friday 28 March, for endorsement. It will also

be taken to the Hartlepool Partnership on Friday 09 May, for endorsement.

6.0 DECISION(S) REQUIRED

- 6.1 The Neighbourhoods and Communities Portfolio Holder is requested to endorse the Neighbourhood Action Plan Update for the Rossmere area subject to endorsement from the Hartlepool Partnership.

Report of: Head of Regeneration

Subject: ROSSMERE NEIGHBOURHOOD ACTION PLAN
(NAP) UPDATE (FINAL FOR ENDORSEMENT)

1.0 PURPOSE OF REPORT

- 1.1 To seek endorsement of the Neighbourhood Action Plan (NAP) Update for the Rossmere area. A copy of the summary document highlighting the priority concerns of the local community, and the actions required to address these is attached for information (**Appendix A**). A copy of the full plan can be obtained from the Regeneration and Planning department. A Diversity Impact Assessment (DIA) has also been undertaken.

2.0 BACKGROUND

- 2.1 Neighbourhood Action Plans are the local elements of the Hartlepool Neighbourhood Renewal Strategy. The Strategy forms part of the Community Strategy and the overall policy framework for the Borough, and sets out the long term vision for Hartlepool and the approach to the continuous improvement of services. NAPs have been developed in line with government policy for each of the Hartlepool wards which fall within the 10% most deprived wards nationally.
- 2.2 Neighbourhood Action Plans are important in encouraging local people and organisations to work together to narrow the gap between the most deprived wards and the rest of the country and they should be influential in the future allocation of resources. The objective of the NAP is to integrate policies at the local level to improve the way that services are provided.
- 2.3 The Rossmere Neighbourhood Action Plan was the fifth NAP to be successfully prepared for the town in 2005. The plan has been used by the Rossmere Forum (established as a result of the NAP) to identify how the Residents' Priorities Budget (allocated by the Hartlepool Partnership through its Neighbourhood Renewal Fund (NRF) programme), would be spent.
- 2.4 The Rossmere Neighbourhood Action Plan is the fifth NAP to be updated, by the Regeneration Team, since the completion of six NAPs across the town; Dyke House/Stranton/Grange; Burbank; Rift House/Burn Valley; Owton and North Hartlepool. In addition to this, it should be noted that a NAP has been developed for the New Deal for

Communities (NDC) area, undertaken by the NDC Staff Team, making seven in total across the town.

- 2.5 The Hartlepool Partnership agreed to allocate a further £17,000 of Residents' Priorities Budget over the 2007/08 financial year specifically for the Rossmere Neighbourhood Action Plan area, allocated from the Neighbourhood Renewal Fund. These monies have been used to continue to address some of the residents' priorities identified in the existing plan. More recently, it has been confirmed that a further Residents' Priorities Budget, totalling £18,000, has been allocated from the Council's Working Neighbourhoods Fund (WNF) for 2008/09.

3.0 CONSULTATION AND CURRENT POSITION

- 3.1 The Rossmere Neighbourhood Action Plan area lies to the south of the Borough and covers most of the Rossmere Ward. The NAP area also includes a small part of the Fens Ward, but does not include any residential properties of the Fens Ward. The area is bounded to the north by Brierton Lane and Belle Vue Way, to the west by Catcote Road into Torquay Avenue, Brenda Road in the east and reaches to and includes Queens Meadow Business Park in the south. The area has two distinct communities which are separated by Stockton Road. The area covers a fairly large community of approximately 2,510 households (JSU, 2006), which are predominantly owner occupied.
- 3.2 The community incorporates a good range of local facilities including local shopping parades at Jutland Road and lower Owton Manor Lane, community facilities such as Jutland Road Community Centre, Rossmere Youth Centre and Rossmere Community Building plus local churches at St James The Apostle Church on Rossmere Way and St Teresa's RC Church on Stockton Road. Rossmere Primary School and St Teresa's RC Primary School are also situated within the Neighbourhood Action Plan boundary.
- 3.3 The Neighbourhood Action Plan Update has been developed through a range of consultation sessions with residents, children and young people, the elderly, community/voluntary groups, Councillors and those who deliver services to the area (e.g. Cleveland Police, Hartlepool Borough Council Officers, Housing Hartlepool and Hartlepool Community Network). An initial community consultation event was held in November 2007 which was crucial in identifying the community's priority concerns and the actions required to address the concerns. Household survey data (Ipsos MORI, 2006) and other baseline data and statistics have also provided an understanding of the conditions in the Rossmere NAP area.
- 3.4 As described above, a wide range of consultation sessions were carried out to develop and inform the Neighbourhood Action Plan Update. To complement this, comprehensive consultation was also

undertaken to ensure comments were received from key stakeholders and residents on the draft. This further consultation included: -

- Working with members of local organisations and groups such as Rossmere Residents' Association, Bramley Court Residents' Association, Rossmere Community Building Bingo Club, Rossmere Friendship Group, Friends of Rossmere Park and Rossmere Allotment Association;
- Working with youth groups operating throughout the area for example, Rossmere Youth Club;
- Visiting the Rossmere Forum;
- Holding drop-in sessions at various community buildings;
- Providing online consultations on Hartlepool Borough Council's online consultation system: <http://consultation.hartlepool.gov.uk>;
- Delivering a newsletter to every household in the area;
- Visiting and working with local primary and secondary schools;
- Arranging meetings with key service providers including; Hartlepool Borough Council Officers, Housing Hartlepool, Cleveland Police, voluntary/community groups, Ward Councillors and representatives from the Theme Partnerships; and
- Seeking comments at the Hartlepool Partnership and the South Neighbourhood Consultative Forum, in addition to the Neighbourhoods and Communities Portfolio Holder.

3.5 All comments received were very positive and constructive and have helped to formulate an accurate action plan for the area. Meetings with key service providers (which all Ward Councillors were invited to) have also enabled us to identify funding and resources for some of the actions required, encourage key service providers to confirm their commitment to the delivery of actions and to ensure both residents and service providers felt ownership of the plan.

3.6 This 'finalised' Neighbourhood Action Plan Update which includes all of the amendments suggested by consultees, has been endorsed by the Rossmere Forum and the South Neighbourhood Consultative Forum. The NAP Update is also to be considered by the Hartlepool Partnership.

3.7 The final version will be placed on the Hartlepool Partnership and Hartlepool Borough Council's websites for future reference.

4.0 RESIDENTS' KEY CONCERNS

4.1 The information below illustrates some of the key issues which residents feel need to be addressed in order to improve the Rossmere NAP area:

4.2 Jobs and Economy

- Continue to address perceived barriers to employment opportunities (e.g. childcare issues) and increase access to basic skills / training provision.

- Improve the communication channels between residents and local businesses to maximise employment opportunities and to address issues that affect the area.
- Investigate further opportunities to improve bus transport links outside the area to enable residents to access employment / training opportunities and Schools (this mainly applies to the Jutland Road area).
- Encourage take up of employment opportunities, particularly those from the Jutland Road area.
- Encourage apprenticeship opportunities with employers.

4.3 Lifelong Learning and Skills

- Provide support to residents who face barriers to learning opportunities both locally and Borough wide.
- Continue to improve achievement and attainment in local schools and in adult learning to improve Not in Education / Employment / Training (NEET) figures.
- Continue to raise awareness of existing courses and opportunities available within the area.
- Assist residents who want to improve their skills for life.
- Provide support to those young people and parents / guardians who will be affected by the closure of Brierton Community School.

4.4 Health and Care

- Reduce the prevalence of smoking, which is higher than the Borough wide average.
- Encourage people living in Rossmere NAP area to have more healthy lifestyles.
- Address concerns surrounding the reduction in health care services in area, after the emergency care practitioner service was withdrawn from Wynyard Road.
- Address issues associated with the loss of the Health Development Worker.
- Increase support for vulnerable people within the community including the elderly population.
- Improve access to GP and Dentist Surgeries, particularly in the Jutland Road area, and improve access to hospitals and other health professionals.

4.5 Community Safety

- Continue to investigate avenues to address anti-social behaviour and underage drinking in the area, especially the congregation of young people in certain areas including Jutland Road play area, Rossmere Park and local shopping parades.
- Tackle the illegal sale of alcohol to minors from local shopping parades.
- Further reduce the illegal use of off road motorbikes.
- Investigate the perceived drug culture in the area.
- Increase the take up of free home fire safety checks from Cleveland Fire Brigade.

4.6 Environment and Housing

- Address road safety issues including speed, volume of traffic issues and uneven road surfaces and pavements in the area.
- Continue to improve car parking issues across the area, particularly in the 'D' Block, Braemar Road and outside Bramley Court.
- Assess the extent of litter problems in the Rossmere area, and look at effective ways of reducing this problem.
- Continue to improve the appearance and maintenance of public spaces in the area, especially Rossmere Park.
- Continue to improve the appearance and maintenance of communal spaces and gardens in Housing Hartlepool accommodation.

4.7 Culture and Leisure

- Increase the use of community facilities in the area, particularly Jutland Road Community Centre.
- Promote existing activities available for the community, and increase activities where required.
- Improve open green spaces and play areas, to encourage increased usage and family congregation.
- Continue to support new activities in the area.
- Continue to build on the success of Neighbourhood Policing and their involvement in culture and leisure activities/integration in the community.

4.8 Strengthening Communities

- Continue to encourage residents to be active in and across the community, particularly on the Jutland Road side.
- Increase the number of residents who feel they can influence decisions in their area.
- Increase the usage of Jutland Road Community Centre.
- Increase the provision of locations for young people to go and talk about their issues and problems.
- Promote existing groups in the area.

5.0 **THE CONTENTS OF THE PLAN**

5.1 The document has been structured in a way that is intended to give a clear picture of the strong themes running through the Neighbourhood Action Plan back to the Community Strategy and the Neighbourhood Renewal Strategy.

5.2 The format of the document differs slightly from that of the original Rossmere Neighbourhood Action Plan endorsed in 2005 as well as the Dyke House/Stranton/Grange and Burbank NAP Updates. The format of the document does however reflect the format of the Owton NAP Update which has recently been endorsed. The template has been amended as a result of the findings of the NAP Review as well as taking on board suggestions for improvement from service providers who refer to the plan on a regular basis.

- 5.3 The first page of the plan is a map of the area. The introductory section which follows this continues to cover the background to Neighbourhood Action Plans, a brief description of the Rossmere neighbourhood, how the Rossmere NAP Update has been developed, and a summary of the community's main concerns.
- 5.4 The following section then comprises the seven theme areas:- Jobs and Economy; Lifelong Learning and Skills; Health and Care; Community Safety; Environment and Housing; Culture and Leisure and Strengthening Communities. Each theme identifies the key statistics, the strengths and weaknesses and the gaps in service delivery which need to be addressed. Following this is a table which identifies the community's priority concerns, which are highlighted above (paragraph 4.2 to 4.8 of this report), the actions that are required to address these concerns, a column to identify whether actions are short term (within one year), medium term (between one and five years) or long term (five + years), the organisations who need to be involved in delivering the actions, possible funding and resources and how the actions will contribute to addressing strategic targets (such as the Local Area Agreement Indicators).
- 5.5 The next section outlines the key resources and programmes delivered in the area/accessible to residents of the Rossmere Neighbourhood Action Plan area. These follow the seven theme areas identified in the paragraph above. The last section of the plan is a list of abbreviations and jargon buster with a separate summary document to accompany the plan.
- 5.6 A residents' summary pamphlet is currently being produced. This will outline the priorities which the Rossmere Forum will be working to address from the updated plan, following their prioritisation exercise. This will be delivered to every household in the Rossmere NAP area to highlight the work of the Forum and encourage resident participation in the process.
- 6.0 IMPLEMENTATION**
- 6.1 The Council's Neighbourhood Services Department has adopted a neighbourhood management role to assist in the implementation of all Neighbourhood Action Plans. The original Rossmere NAP brought together service providers and residents through the Rossmere Forum. The updated NAP will continue to be overseen at a local level by this group, managed by the South Neighbourhood Manager, along with being fundamental in considering allocations for the WNF Residents' Priorities Budget. In addition, the Hartlepool Partnership's Theme Groups have an important role to play in monitoring plan progress on strategic issues across all of the seven themes, on an annual basis.

7.0 FINANCIAL IMPLICATIONS AND RISK

- 7.1 In addition to the WNF Residents' Priorities Budget, the Neighbourhood Action Plan will also continue to be influential in the future allocation of resources. The NAP Update provides a strategic analysis of the current problems, gaps and priorities which could be tackled should any new funding streams emerge. Impact upon priorities is expected to be made by using more efficiently and effectively existing mainstream resources on the more disadvantaged areas. This will coincide with a continuous improvement to services by all partners, which often only involves a series of small adjustments and a more efficient co-ordination of activity. The objective of the NAP is to integrate policies at the local level to improve the way that services are provided.
- 7.2 As previously outlined in paragraph 2.5, the Hartlepool Partnership agreed to allocate a further £17,000 of Residents' Priorities Budget over the 2007/08 financial year specifically for the Rossmere Neighbourhood Action Plan area from the Neighbourhood Renewal Fund. More recently, it has been confirmed that a further Residents' Priorities Budget, totalling £18,000, has been allocated from the Council's Working Neighbourhoods Fund for 2008/09. The Rossmere Forum will continue to discuss with the South Neighbourhood Manager, Hartlepool Community Network, Housing Hartlepool and other key service providers how this funding and any subsequent match funding should be used to address some of the community's priority concerns.
- 7.3 There are no substantial risks in the Neighbourhood Action Plan process as the local NAP Forum is well established and has experience in the allocation of funding. There is however a degree of risk associated with securing future resources, over and above the existing WNF monies for 2008/09. The Local Forum and the relevant officers will however be continually working in partnership with other service providers/organisations to ensure that every funding opportunity is utilised.

8.0 RECOMMENDATIONS

- 8.1 ***The Neighbourhoods and Communities Portfolio Holder is requested to endorse the Neighbourhood Action Plan Update for the Rossmere area subject to endorsement from the Hartlepool Partnership.***

Rossmere Neighbourhood Action Plan (NAP) Update

Summary Document

This document highlights the priority concerns along with the actions to address these concerns, as identified in the final version of the plan which is to be taken for endorsement, March 2008.

<u>Jobs and Economy</u>	
Priority Concerns	Actions
Continue to address perceived barriers to employment opportunities (e.g. childcare issues) and increase access to basic skills / training provision.	<ul style="list-style-type: none"> ▪ Improve training and skills opportunities for local people. ▪ Local service providers to work together to address barriers to employment. ▪ Further publicise existing childcare provision to raise awareness.
Improve the communication channels between residents and local businesses to maximise employment opportunities and to address issues that affect the area.	<ul style="list-style-type: none"> ▪ Encourage local businesses to employ local residents. ▪ Encourage local business representatives to attend the Rossmere Forum. ▪ Encourage residents from the Jutland Road area to link with businesses from Park View and Tofts Farm Industrial Estate.
Investigate further opportunities to improve bus transport links outside the area to enable residents to access employment / training opportunities and Schools (this mainly applies to the Jutland Road area).	<ul style="list-style-type: none"> ▪ Explore the opportunities to increase the frequency of public transport in the area, especially to other parts of the Borough. ▪ Liaise with Stagecoach and HBC Transport Coordinator to see if resources can be put in place for more frequent/regular service to be introduced for the area.
Encourage take up of employment opportunities, particularly those from the Jutland Road area.	<ul style="list-style-type: none"> ▪ Provide more learning opportunities in basic skills which are tailored to the needs of local residents. ▪ Further publicise Jobs Clubs within a close proximity to the area. ▪ Ensure that specialist advisors are available / accessible within the area to provide advice to residents.
Encourage apprenticeship opportunities with employers.	<ul style="list-style-type: none"> ▪ Work with local employers to discuss potential apprenticeship opportunities.

<u>Lifelong Learning and Skills</u>	
Priority Concerns	Actions
Provide support to residents who face barriers to learning opportunities both locally and Borough wide.	<ul style="list-style-type: none"> ▪ Liaise with local service providers to ensure that affordable childcare places are available to allow parents / guardians to take up training opportunities. ▪ Ensure local courses are run at different times of the day, especially in the Jutland Road area and in a range of different venues to ensure that people have the choice of what courses to attend. ▪ Further publicise existing childcare provision to raise awareness.
Continue to improve achievement and attainment in local schools and in adult learning to improve Not in Education / Employment / Training (NEET) figures.	<ul style="list-style-type: none"> ▪ Continue to raise the awareness within schools of the importance of qualifications by promoting the benefits of education and training. ▪ Assess the amount of support that is available for school leavers. ▪ Continue to encourage young people whilst they are still at school to consider further education and training opportunities.
Continue to raise awareness of existing courses and opportunities available within the area.	<ul style="list-style-type: none"> ▪ Promote existing provision throughout the Rossmere NAP area. ▪ Establish what the education and training facilities are already operating in the area as well as the gaps in provision. ▪ Ensure that educational and training facilities that are not presently available to the public are considered to see if they can be provided in the future to enhance the employability of local people.
Assist residents who want to improve their skills for life.	<ul style="list-style-type: none"> ▪ Provide facilities in the area at suitable times for residents to improve their literacy skills.
Provide support to those young people and parents / guardians who will be affected by the closure of Brierton Community School.	<ul style="list-style-type: none"> ▪ Ensure that support services are available for those who will be affected by the closure of Brierton Community School through the Building School for the Future (BSF) Programme. ▪ Continue to provide a contact point and sign posting services for pupils and parents who may have any queries regarding the closure of the school.

Health and Care	
Priority Concerns	Actions
Reduce the prevalence of smoking, which is higher than the Borough wide average.	<ul style="list-style-type: none"> ▪ Advertise support services that are currently available to ensure people who want to stop smoking are aware of where they need to go for help and support. ▪ Educate young people about the dangers of smoking.
Encourage people living in Rossmere NAP area to have more healthy lifestyles.	<ul style="list-style-type: none"> ▪ Continue to publicise and provide 'Healthy Eating' initiatives and education. ▪ Investigate providing further localised 'Healthy Eating' initiatives and education to fill any gaps. ▪ Encourage residents of all ages to take part in physical and leisure activities. ▪ Advertise physical and leisure facilities that are available in the area including any concessionary rates. ▪ Ensure that support services are available to enable people to undertake physical and leisure activities, e.g. crèche and nursery facilities. ▪ Continue to work towards developing and strengthening existing care programmes. ▪ Increase awareness of the importance of health for good self-esteem / strong relationships.
Address concerns surrounding the reduction in health care services in area, after the emergency care practitioner service was withdrawn from Wynyard Road.	<ul style="list-style-type: none"> ▪ Explore possibility of providing outreach emergency health drop in sessions at local venues. ▪ Publicise health care services that are currently available on an outreach basis in the area.
Address issues associated with the loss of the Health Development Worker.	<ul style="list-style-type: none"> ▪ Investigate the possibility of providing more health services on an outreach basis – for example health drop-in clinics and Health Bus.
Increase support for vulnerable people within the community including the elderly population.	<ul style="list-style-type: none"> ▪ More low level support required. ▪ Implementation of the Citizenship Strategy through 50+ Forum. ▪ Adaptations required to housing to allow the elderly to live on their own comfortably. ▪ Promote local clubs, which the elderly can attend.
Improve access to GP and Dentist Surgeries, particularly in the Jutland Road area, and improve access to hospitals and other health professionals.	<ul style="list-style-type: none"> ▪ Increase access to health services e.g. GP's, Dentists, Hospitals and other health professionals on an evening during the week and on Saturdays. ▪ Investigate the possibility of locating doctors and dentists to the area.

Community Safety

Priority Concerns	Actions
Continue to investigate avenues to address anti-social behaviour and underage drinking in the area, especially the congregation of young people in certain areas including Jutland Road play area, Rossmere Park and local shopping parades.	<ul style="list-style-type: none"> ▪ Encourage residents to report incidents of anti-social behaviour including acts of graffiti, vandalism, burglary, arson, fighting and intimidation to the Neighbourhood Policing Team Tel. 01429 235811, Anti-Social Behaviour Unit Tel. 01429 296588 or Cleveland Police Tel. 01642 326326 (Police Headquarters). ▪ Continue to increase the presence and high visibility patrols of PC's and PCSO's in order to maintain reduced crime levels and the good relationship with the local community. ▪ Assess the current litter (including broken bottles), security (including Police Patrols), CCTV and lighting provision within Rossmere Park, plus its opening times, bearing in mind that the play area is floodlit to assist CCTV monitoring and the withdrawal of the lighting to stop football activity in the park could have implications. ▪ Explore the opportunity of creating further diversionary activities for young people, in order to deter them from vandalising bus shelters, play equipment in Rossmere Park and Jutland Road play area, playing football in residential areas, and causing damage to nearby properties. ▪ Also look at ways of deterring young people from throwing objects at windows, breaking windows, congregating and drinking in certain areas including Balmoral Court, the alleyway in Campbell Road (leading to the rear of the shops), the bus shelter at the bottom of Rossmere Way, in Rossmere Park and at local shopping parades. ▪ Explore the possibility of using designated action to counter anti-social behaviour and alcohol related nuisance behaviour, where appropriate. ▪ Seek to increase Police enforcement activities in 'hotspots' and further promote the reporting system so that residents understand and have confidence in reporting incidences.
Tackle the illegal sale of alcohol to minors from local shopping parades.	<ul style="list-style-type: none"> ▪ Continue to work with local shops, particularly those on Rossmere Way to encourage employees to ask for ID for alcohol purchases in order to tackle the illegal sale of alcohol to minors. ▪ Encourage residents to report incidents of sale of alcohol to minors, including incidents of alcohol purchased by adults on behalf of minors, as evidence needs to be provided to prove the purchase of alcohol to minors is occurring at licensed premises.

Community Safety (continued ...)

Priority Concerns	Actions
Further reduce the illegal use of off road motorbikes.	<ul style="list-style-type: none"> ▪ Aim to further reduce the illegal off road motorbike usage in 'hotspot' areas such as green areas and the footpath leading to Tees Bay Industrial Estate. ▪ Residents to report all illegal motorbike incidents. ▪ Raise awareness of the dangers and responsibilities of using a motorbike. ▪ Look to provide a recreational off-road motorcycling facility in Hartlepool in an area acceptable to local residents.
Investigate the perceived drug culture in the area.	<ul style="list-style-type: none"> ▪ Assess the scale of the problem in the area, including in the vicinity of Jutland Road and seek to increase drug related enforcement activities in order to reduce the amount of drug users and associated litter. ▪ Residents to provide specific information regarding persons committing illegal activity to the Neighbourhood Policing Team Tel. 01429 235811 or Cleveland Police Tel. 01642 326326 (Police Headquarters). ▪ Residents to contact Hartlepool Borough Council immediately on Tel. 01429 523333 if any discarded syringes or needles are found. Arrangements will then be made for their removal as soon as possible. NB: residents are strongly advised not to touch any syringes or needles found. ▪ Continue to increase the presence and high visibility patrols of PC's and PCSO's in order to maintain reduced crime levels and ensure that good relationships are continued to be built with the local community, especially young people. ▪ Continue to develop initiatives to increase awareness and educate the community, particularly young people of the dangers surrounding the use of illegal substances and associated litter.
Increase the take up of free home fire safety checks from Cleveland Fire Brigade.	<ul style="list-style-type: none"> ▪ Increase publicity around the free smoke alarms and home fire safety checks along with improving fire safety in the home. ▪ Continue to advertise this scheme through Housing Hartlepool newsletters and local community newsletters. ▪ Liaise with Accredited Landlords to promote these checks for their properties.

<u>Environment and Housing</u>	
Priority Concerns	Actions
Address road safety issues including speed, volume of traffic issues and uneven road surfaces and pavements in the area.	<ul style="list-style-type: none"> ▪ Carry out a traffic audit of the Rossmere NAP area and identify problem areas. ▪ Improve road safety in identified problem areas through appropriate traffic calming measures. Including congestion prevention and lowering speed limits in school areas. Ensure improvements are in appropriate places to prevent further issues e.g. traffic island on Rossmere Way. ▪ Investigate placing mobile speed cameras within in the Rossmere area as a deterrent to speeding. ▪ Improve uneven and patched road surfaces and pavements across the area specifically Jutland Road adjacent to the Jutland Road Community Centre, Newholm Court, Rossmere ▪ Way and the remainder of Caithness Road. ▪ Look at the provision of grit boxes across the Rossmere area (to help prevent icy pavements) in particular Bramley Court and Alford Court. Replace and increase provision where necessary. ▪ Look at the possibility of installing an illuminated 'speeding' sign on Rossmere Way.
Continue to improve car parking issues across the area, particularly in the 'D' Block, Braemar Road and outside Bramley Court.	<ul style="list-style-type: none"> ▪ Investigate the parking issues in the Rossmere area and increase the parking provision in problem areas. Discuss and consult with relevant parties (including local residents) all issues / options and the feasibility of further car parking schemes. N.B. Residents would prefer to preserve green/open space throughout the area and would request that alternative methods other than tarmacking are considered as a solution to the car parking issues. The Education Development Centre (EDC) on Seaton Lane was cited as an example of this where parking had been provided but surface treatment used had enabled grass to continue to grow. ▪ Address issues of non-residents parking in Housing Hartlepool housing complexes e.g. Bramley and Ardrossan Court. Possibility of 'residents only' signage in car parks.
Assess the extent of litter problems in the Rossmere area, and look at effective ways of reducing this problem.	<ul style="list-style-type: none"> ▪ Ensure that refuse collectors effectively clear rubbish from an area, especially if recycling has been displaced due to windy weather conditions. ▪ Address issues associated with refuse and recycling collections e.g. recycling provision and encourage residents to remove wheelie bins and recycling boxes / bags from the kerbside as soon as the collection has been made. ▪ Look at the provision of road sweepers in the Rossmere area. ▪ Alleviate problems of litter gathering across the area, including alleyways (especially between Dunbar Road and Dundee Road), front gardens especially in Jutland Road,

Environment and Housing (continued ...)

Continued ...	<p>verges along Rossmere Way and Rossmere allotments.</p> <ul style="list-style-type: none"> ▪ Develop a targeted approach to education and enforcement regarding waste management issues including recycling. ▪ Develop community projects to help address littering issues in Rossmere Park, work with local schools. ▪ Address the dog fouling problem on public open green space in the Rossmere NAP area (in particular on the football pitches on Rossmere Way), through increased enforcement of fines, clearer signage and additional dog litter bins if required.
Continue to improve the appearance and maintenance of public spaces in the area, especially Rossmere Park.	<ul style="list-style-type: none"> ▪ Address maintenance issues within Rossmere Park especially the furniture within the park (inc. play equipment), graffiti and litter. ▪ Look at the possibility of undertaking a full assessment of the park including security, lighting, access, opening times and facilities. ▪ Address issues of fly tipping in the Rossmere area through increased enforcement. ▪ Improve the play park provision in the Rossmere area, particularly Rossmere Park and the play area opposite Jutland Road Community Centre. ▪ Continue to maintain and enhance the environmental significance of the Rossmere area by looking to replace trees with a phased replacement of the tree stock within the Rossmere area, particularly along Rossmere Way and in the School grounds. ▪ Improve the collection of grass cuttings once areas have been mowed and ensure that grass verges are edged and weeded.
Continue to improve the appearance and maintenance of communal spaces and gardens in Housing Hartlepool accommodation.	<ul style="list-style-type: none"> ▪ Ensure that the bushes / shrubs in the gardens / parking areas at Housing Hartlepool accommodation are regularly maintained to enable residents to use these amenities.

<u>Culture and Leisure</u>	
Priority Concerns	Actions
Increase the use of community facilities in the area, particularly Jutland Road Community Centre.	<ul style="list-style-type: none"> ▪ Investigate the possibility of prioritising groups using local community buildings, so that local groups are considered before groups based outside the area. ▪ Provide new activities for example, a Jobs Club for Rossmere residents. ▪ Publicise events, activities and facilities more effectively and to create an integrated timetable of all the area's activities. ▪ Further improve communication between service providers and local residents. ▪ Build other partnerships within the community for example, with Faith communities. ▪ Ensure community representatives and community / voluntary organisations are better informed of what activities are available. ▪ Commission a User Survey for the Jutland Road Community Centre to establish community requirements. ▪ Overcome any barriers which the local community face when accessing Jutland Road Community Centre. ▪ Investigate capacity to increase public library services to the area within the Public Library Forward Plan process, particularly through using Jutland Road Community Centre as a venue. ▪ Continue the work which is currently ongoing towards the opening of the fitness room at Jutland Road Community Centre. ▪ Where feasible, encourage the use of the new I.T suite in operation at the Jutland Road Community Centre site.
Promote existing activities available for the community, and increase activities where required.	<ul style="list-style-type: none"> ▪ Provide more cultural experiences for residents from the area. ▪ Provide more activities for teenagers (such as an Internet Café and discos for under 18s). ▪ Continue close work between St James' The Apostle Church and other churches in the area, and Friends of Rossmere Park. ▪ Provide childcare/crèche facilities and publicity alongside courses to allow parents to attend. ▪ Engage with Building Schools for the Future (BSF) programme to ensure community provision is improved and increased, where possible.
Improve open green spaces and play areas, to encourage increased usage and family congregation.	<ul style="list-style-type: none"> ▪ Develop partnership funding opportunities to improve green spaces. ▪ Refurbish outside Basketball Court at Rossmere Youth Centre. ▪ Improve the Rossmere Park play area and continue to look at the possibility of a new play area being provided at Jutland Road, in consultation with the local community, as

<u>Culture and Leisure (continued ...)</u>	
Continued ...	<p>some funding has already been secured towards this development.</p> <ul style="list-style-type: none"> ▪ Increase police patrols to reduce damage to facilities.
Continue to support new activities in the area.	<ul style="list-style-type: none"> ▪ Identify the needs of particular groups and develop shared activities.
Continue to build on the success of Neighbourhood Policing and their involvement in culture and leisure activities/integration in the community.	<ul style="list-style-type: none"> ▪ Seek to maintain Police presence in the area, to continue the good relationship between the neighbourhood PCs, PCSOs and the local community. ▪ PCs and PCSOs to continue enforcement and crime prevention work.

<u>Strengthening Communities</u>	
Priority Concerns	Actions
Continue to encourage residents to be active in and across the community, particularly on the Jutland Road side.	<ul style="list-style-type: none"> ▪ Continue to provide support, assistance and encouragement to residents already involved in groups and residents associations. ▪ Raise the profile and further promote awareness of the role of the Rossmere Forum. ▪ Realise the potential for partnership working through the NAP process. ▪ Identify ways to bring the two separate communities together more.
Increase the number of residents who feel they can influence decisions in their area.	<ul style="list-style-type: none"> ▪ Encourage local residents to become more involved in the community and better able to influence decisions. ▪ Raise awareness of the Rossmere Forum and its activities with a view to engaging more resident involvement. ▪ Provide training for residents, community / voluntary sector groups to improve skills and capacity building.
Increase the usage of Jutland Road Community Centre.	<ul style="list-style-type: none"> ▪ Seek to use the facilities at Jutland Road Community Centre to their full potential for residents of the area. ▪ Raise the awareness, promote and advertise the activities and facilities which are available at Jutland Road Community Centre.
Increase the provision of locations for young people to go and talk about their issues and problems.	<ul style="list-style-type: none"> ▪ Explore the possibility of expanding existing youth services for young people to access. ▪ Explore the possibility of further opening schools up on a night to hold extra activities for young people.

Strengthening Communities (continued ...)

Promote existing groups in the area.

- Improve publicity and increase advertisement of the activities of groups operating in the area.
- Develop a Community database and index of community groups and activities operating in the area.
- Improve communication and support available for newly formed groups to assist with their continued development.

NEIGHBOURHOOD AND COMMUNITIES PORTFOLIO

Report to Portfolio Holder
22 April 2008



Report of: Head of Technical Services

Subject: AVENUE ROAD/LUCAN STREET/MIDDLETON
GRANGE LANE - REVISED PARKING
RESTRICTIONS

SUMMARY

1. PURPOSE OF REPORT

- 1.1 To consider amendments to the current layout of permit controlled parking bays in Avenue Road and creating new business permit only parking bays in Lucan Street and Middleton Grange Lane.

2. SUMMARY OF CONTENTS

- 2.1 The report outlines the current restrictive parking measures in place and sets out the parking demands for both residents and businesses in the area.

3. RELEVANCE TO PORTFOLIO HOLDER

- 3.1 The Portfolio Holder has responsibility for traffic and transportation issues.

4. TYPE OF DECISION

- 4.1 This is a non-key decision.

5. DECISION MAKING ROUTE

- 5.1 This is an executive decision made by the Portfolio Holder.

6. DECISION(S) REQUIRED

- 6.1 The Portfolio Holder approves the proposed parking amendments for Avenue Road, Lucan Street and Middleton Grange Road.

Report of: Head of Technical Services

Subject: AVENUE ROAD/LUCAN STREET/MIDDLETON
GRANGE LANE - REVISED PARKING
RESTRICTIONS

1. PURPOSE OF REPORT

- 1.1 To consider amendments to the current layout of permit controlled parking bays in Avenue Road and creating new business permit only parking bays in Lucan Street and Middleton Grange Lane.

2. BACKGROUND

- 2.1 Avenue Road sits on the fringe of the commercial area of the town centre and borders the existing residential parking controlled zone.
- 2.2 In order to accommodate parking demand from both businesses and residents a number of controlled parking bays are currently in place consisting of 4 business bays and 3 resident bays. Demand for space is high, with a waiting list being in place for business bays which are allocated as and when spaces become available.
- 2.3 The provision of resident's bays was first decided as only three properties were under residential occupancy and additional capacity could be provided by either parking outside of core hours or within neighbouring Lowthian Road.
- 2.4 In recent years the residential occupancy has increased in Avenue Road and this has led to requests from residents for additional parking bays close to the residential properties.
- 2.5 Parking in Lucan Street is restricted (during the day time) by either no parking controls or limited waiting parking provision. On an evening a dedicated taxi rank provides drop off / collection points to a number of pubs/ clubs away from the main routes of Victoria Road.
- 2.6 The day time parking restrictions have caused several difficulties to businesses in the area, particularly in relation to deliveries and some long stay parking requirements, over and above the permitted 30 minutes customer parking provision in Avenue Road. The businesses concerned have expressed that this is having an adverse affect on trade.

- 2.7 The state of the carriageway marks has until recently been in poor condition and made enforcement difficult, however since the markings were refreshed and the restrictions enforced, some businesses have requested the provision of business permit bays to meet their operation needs.
- 2.8 In addition motorists are currently taking advantage of two unregulated parking spaces in Middleton Grange Lane. It is intended to formalise this arrangement by creating business controlled permit spaces.

3. CONSIDERATION OF ISSUES

- 3.1 **Appendix A** proposes a revised allocation of permit parking controlled bays in Avenue Road which would provide 6 resident bays and 4 business parking bays. Although residents can not expect individually reserved parking spaces on a public highway the suggested increased bay numbers should ensure that parking space would be more readily available.
- 3.2 The current number of business parking bays will be maintained and the revised scheme will be accommodated by reducing the current limited waiting provision between Errol Street and Tees Street.
- 3.3 The creation of new business bays in Lucan Street and Middleton Grange Lane would provide additional parking spaces for businesses operating in the area and provide further accessibility for demand.
- 3.4 The proposed amendments to the parking scheme have been tentatively discussed as a solution with businesses and residents. The suggested scheme has met with favourable support although any amendment would still be subject to formal advertising/consultation.

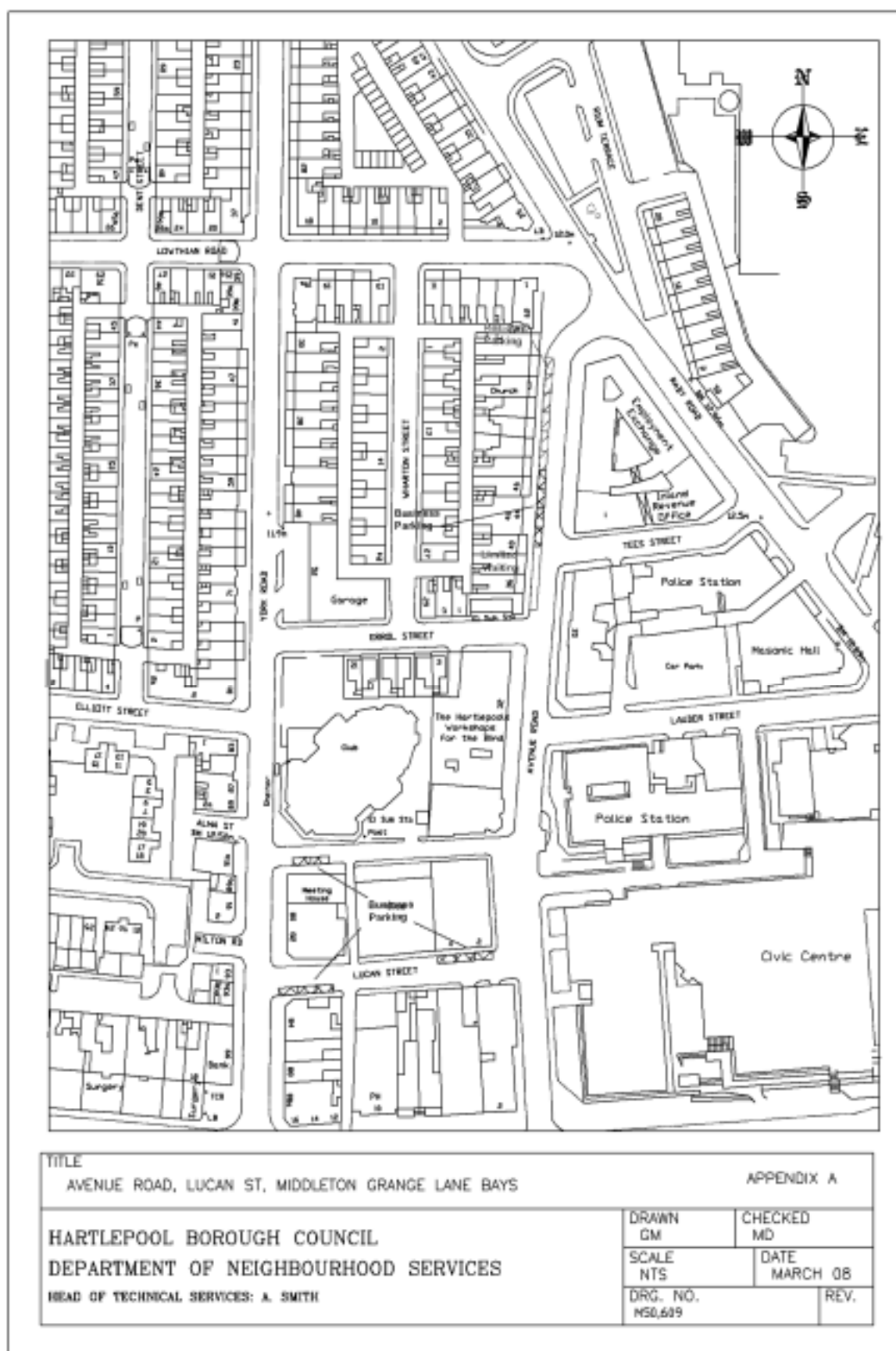
4. FINANCIAL IMPLICATIONS

- 4.1 The creation of the new parking spaces on Lucan Street, Middleton Grange Lane and revised layout of permit controlled bays on Avenue Road would have a minor cost implication in terms of carriageway marking and signage.
- 4.2 The additional business permit bays would provide additional income (currently £280 per permit).

5. RECOMMENDATIONS

- 5.1 The Portfolio Holder approve the new business permit parking bays in Lucan Street, Middleton Grange Lane and amended bay layout in Avenue Road as shown in **Appendix A** of this report.
- 5.2 That the Chief Solicitor be asked to advertise the necessary Legal orders.

APPENDIX A



NEIGHBOURHOOD & COMMUNITIES PORTFOLIO

Report to Portfolio Holder
22 April 2008



Report of: Head of Neighbourhood Management

Subject: SCHOOL MEALS SERVICE PROPOSAL TO
UPGRADE A CASHLESS SYSTEM

SUMMARY

1. PURPOSE OF REPORT

To seek Portfolio Holder approval to upgrade the school meals cashless system in English Martyrs School and Sixth Form College to a biometric system.

2. SUMMARY OF CONTENTS

The report gives an overview of the current system and outlines the proposal to upgrade to a cashless system.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for school catering.

4. TYPE OF DECISION

This is a non-key decision.

5. DECISION MAKING ROUTE

To Portfolio meeting on 22 April 2008.

6. DECISION(S) REQUIRED

The Portfolio Holder approves the proposal that the school meals service be upgraded to a cashless system.

Report of: Head of Neighbourhood Management

Subject: SCHOOL MEALS SERVICE PROPOSAL TO
UPGRADE A CASHLESS SYSTEM

1. PURPOSE OF REPORT

- 1.1 To seek Portfolio Holder approval to upgrade the school meals cashless system in English Martyrs School and Sixth Form College to a biometric system.

2. BACKGROUND

- 2.1 Neighbourhood Services Catering Service have used the current system in English Martyrs School for over eight years. It was the first cashless system to be installed in a Hartlepool school when we began a programme of refurbishing and upgrading secondary school kitchens and installed “food courts” in 2000.

- 2.2 As with all electronic or computer equipment the system is coming to the end of its life and should this system breakdown or crash it is highly unlikely we will be able to repair it. The system and parts are proving difficult to obtain as they are becoming obsolete as technology improves. The existing system has coped very well over the last eight years and played a major part in the efficient working of the service.

2.3 The current system

The current system relies on accessing data that is stored using swipe cards, rather like a debit card issued by the bank. At the time the system was installed it was state of the art and innovative for the period. It improved the speed of service to the pupils, reduced free meal stigma and gave us access to user information enabling us to become efficient in the provision of this service.

- 2.4 The fault with using this system is that of the cards themselves, due mainly to the users and not the technology.

- Children forget to bring them to school.
- They can be stolen or lost.
- They could be passed between children.

- They can be borrowed.
 - They become worn out.
 - They take time to be reproduced.
 - There is a replacement cost for every card issued.
- 2.5 We currently purchase a card for every new starter approximately 400 per year. We replace approximately 1000 cards a year at a cost of £1.25 - £1.75 depending if a photograph is included.
- 2.6 There are in the region of 200 to 300 children who do not use the cards resulting in the cooks and/or kitchen assistants having to input the details manually into the system which takes up valuable time.
- 2.7 Upgrading to the biometric system will remove the need for us to use cards at all. English Martyrs have approached us advising they intend to use a biometric recognition system at a point in the not too distant future for other applications, e.g., library, registration and door entry access. It is our intention to work together on training and the initial reading of finger scans to save costs and the duplication of tasks.
- 2.8 The system operates the same way as the existing system other than we access customer identity via a finger reader, which will alleviate the problems we currently encounter. It will improve speed, accuracy and the need for children to carry cards. It reduces the risk of bullying even further than our current system.

3. FINANCIAL IMPLICATIONS

- 3.1 As stated earlier, parts of the current system will be replaced anyway as a matter of urgency as they are now obsolete or beyond repair. These include revaluers, touch screen terminals, and the central controller. If we do not replace and we get to the point that vital parts are out of action the whole system will in effect become useless.

3.2 **Additional costs related to adding biometrics**

Server and application software; Dongle	£1,800.00
Readers at each POS 5 @ £200	£1,000.00
Readers for revaluers 3 @ £450	£1,350.00
Installation, training, go live support, fingerprint registration	£4,070.00
Total of extra costs incurred to change to biometric	£8,220.00

4. RISK IMPLICATIONS

- 4.1 Should we not take the opportunity to upgrade the system we will continue to encounter the same problems that we do at present.

Although it is a very efficient card system it does have flaws, in that it relies upon pupils to carry cards, to look after cards and not lose them. They can be stolen, defaced or simply wear out. There are currently over 1400 pupils in English Martyrs School and we believe that we can greatly improve the service to them if we add biometrics.

- 4.2 Additional information is provided in Appendix A.

5. RECOMMENDATIONS

The Portfolio Holder approves the introduction of a biometric system in English Martyrs School.

- 5.2 The Portfolio Holder notes the report.

APPENDIX A**Biometrics - FAQs****Digital finger scans in schools**

In this world of ever increasing scrutiny from government and corporations, people are quite justified in having misgivings when new technologies emerge to help in the identification of the individual. Biometrics have been in the news for the last few years and many concerns have arisen over the rights of privacy and how organisations can use and abuse this information. Many people see any new technological advance in identification as another step towards the loss of the individual's privacy and freedom.

Every day we leave a trail of highly personal information as we go about our normal tasks. We leave fingerprints on everything we touch from door handles to a glass at the dinner table. We leave DNA from hair and saliva. Our images, time and location are recorded on hundreds of thousands of CCTV cameras up and down the country. Our cars are tracked by number plate and we are happy to leave our signature (the main source of identification for the last hundred years) on anything from delivery notes to Christmas cards. Our location can be tracked from our mobile phones, our emails can be intercepted, our web browsing styles analysed. Banks and shops know where we have been and what we have bought by tracking our credit card transactions. Even what we throw out can provide a rich array of information.

In contrast the controlled, confidential and secure environment in schools is ideal for hosting Biometric technologies without the concerns of privacy we battle with in our every day lives. The following questions and answers may help to dispel some of the myths and misinformation surrounding finger scan systems used within schools.

Is my fingerprint stored in a database?

No, the image of an individual's finger scan is never stored in a database or computer file. The image of the fingerprint is transferred from the fingerprint scanner into the computer via an encrypted data path. Feature extraction is then performed where unique points such as where ridges end or change direction are identified and their locations recorded. These form the feature template which is stored in the database for later comparison. Only the template is stored in the database. The number of unique features stored for each fingerprint can vary from ten to as many as forty depending on the complexity and quality of the fingerprint. It is impossible from this stored representation to recreate the original fingerprint image as virtually all the original information has been discarded during the template extraction phase.

Could the police use this stored information to identify and prosecute someone?

The amount of information retained is sufficient to identify an individual from a database of a few hundred or a few thousand using a special algorithm, but is totally inadequate for forensic use and could not be used in a court of law to

prove identity. The standards for forensic matching are very much higher and require the original fingerprint image.

If the government decided to create a national database of fingerprints is it technically possible for them to take this data from all the schools?

The system works exceptionally well when dealing with small groups of people from a few hundred to a few thousand. During enrolment a new template is created and compared against those already in the database. This is a controlled environment and only enough detail is stored to distinguish this group of people from each other. There is not enough information stored about the characteristics of the finger scan to scale this up to a national database.

When my child leaves the school how can I be certain their finger scan data is removed?

Only one copy of the template is stored in the database and when the individual is deleted from the system the template is completely obliterated.

How do I know the school will keep my child's finger scan data safe and confidential?

All the finger scan data captured is the property of the school and is only stored on a computer within the school. Biometric data is classified as personal information under the data protection act and therefore must be treated in exactly the same way as other personal data. Schools already have systems and procedures in place to protect the significant personal information they hold on their pupils. In this controlled environment the security and privacy of an individual can be assured.

How is the treatment of this data affected by the data protection act?

Biometric data is personal data within the definition of the Data Protection Act, so the BioStore database is treated with the same care as any other personal data recorded by the school so as to conform to the data protection legislation.

NEIGHBOURHOOD AND COMMUNITIES PORTFOLIO

Report to Portfolio Holder
22 April 2008



Report of: Head of Technical Services

Subject: SCHOOL TRANSPORT PROVISION FOR
CHILDREN FROM BURBANK

SUMMARY

1. PURPOSE OF REPORT

- 1.1 To seek approval to extend the existing supported bus service 828 following representations made regarding school transport provision for children from Burbank.

2. SUMMARY OF CONTENTS

- 2.1 Background information on supported school bus services and additional quoted cost for extending the route of service 828.

3. RELEVANCE TO PORTFOLIO HOLDER

- 3.1 The Portfolio Holder has responsibility for traffic and transportation issues.

4. TYPE OF DECISION

- 4.1 This is a non-key decision.

5. DECISION MAKING ROUTE

- 5.1 This is an executive decision made by the Portfolio Holder.

6. DECISION(S) REQUIRED

- 6.1 Approval to extend the existing supported bus service 828 from Wainwright Walk to Hucklehoven Way.

Report of: Head of Technical Services

Subject: SCHOOL TRANSPORT PROVISION FOR
CHILDREN FROM BURBANK

1. PURPOSE OF REPORT

- 1.1 To seek approval to extend the existing supported bus service 828 following representations made regarding school transport provision for children from Burbank.

2. BACKGROUND

- 2.1 In March 2005, Stagecoach revised the route of its commercial bus service 3 resulting in the loss of bus services operating along Hucklehoven Way. This has particularly affected accessibility for pupils living in Burbank needing to travel to Brierton and English Martyrs schools.
- 2.2 Since this time, the Council has been made aware of the transport difficulties experienced by residents of Burbank following representations from residents, local ward councillors and, most recently, the MP for Hartlepool (**Appendix 2**).
- 2.3 In response to these concerns, the council has worked in partnership with Stagecoach to develop options for revising the existing supported school bus contracts

3. CONSIDERATION OF THE ISSUES

- 3.1 The Council currently supports the following school bus contracts to Brierton and English Martyrs:
- 822 - Brierton to Seaton Carew (afternoon only)
 - 826 – Throston Grange to English Martyrs
 - 828/829 - Seaton Carew to Brierton and English Martyrs
- 3.2 Whilst there are no children living in the Burbank area who are entitled to free travel to any school, a number of pupils attending Brierton and English Martyrs reside in the area who may want to use fare paying school bus services.

- 3.3 A number of options to improve bus links for Burbank residents were developed in 2005 following discussions with Stagecoach. These options were presented to the Portfolio Holder for Culture, Housing and Transportation in October 2005. These options included:
- Operating an additional service 822 journey on a morning from Hucklehoven Way to Brierton School and extending the existing afternoon journey from Wainwright Walk to Hucklehoven Way.
 - Extending the existing service 828 from Wainwright Walk to Hucklehoven Way.
- 3.4 Given the budget restrictions, financial cost and the limited numbers of pupils involved, the Portfolio Holder decided that no action would be taken to extend or provide extra school bus journeys from the Burbank area at that time.
- 3.5 However, given this latest representation and reports that up to 19 children now need to travel between the Burbank area and English Martyrs School, the Council has once again discussed options to address the unmet transport needs.
- 3.6 The latest option developed has been the extension of the existing supported bus service 828 from Wainwright Walk to Hucklehoven Way. This option is the suggestion made by the constituent in the MP letter dated 8 February 2008. This option is also preferred by Stagecoach as it maintains the interworking of vehicles with other services.
- 3.7 Stagecoach has provided recent data on the number of passengers carried and the capacity of the vehicles. The data is provided in **Appendix 1**. Overall, the data shows that there is spare capacity on services 828 and 829 that could enable children from Burbank to use the 828 service to travel to school. Independent passenger surveys have also been carried out by Council officers.
- 3.8 It is apparent that on some days there are high passenger loadings on the 828 that would not provide sufficient capacity for the additional 19 children from Burbank requiring travel. As these high loadings correspond with low passenger loadings for the 829, it suggests that some children are using both bus services but on different days. More effective management of those bus services used by children from different areas would ensure that the most effective use is made of the total available capacity.
- 3.9 Alteration of the service will normally require 56 day notice through the Traffic Commissioner. However Stagecoach have advised that they will be apply for dispensation, which will be supported by Hartlepool Borough Council.

4. FINANCIAL IMPLICATIONS

- 4.1 Stagecoach has confirmed that the extension to service 828 along Hucklehoven Way can be achieved at an additional cost of £150.20 per 28 day period up to the end of the current contract in August 2008. The Council would also be required to pay the £54 fee for registering the change to the Traffic Commissioner.

5. RECOMMENDATION

- 5.1 That approval be given to extend the existing supported bus service 828 from Wainwright Walk to Hucklehoven Way.

APPENDIX 1

Supported Bus Service 828/829

Capacity = 70 (48 seated and 22 standing)

	<u>828</u>			<u>829</u>	
	am	pm		am	pm
7-Jan-08	3	53	33	49	65
8-Jan-08	42	54	34	2	63
9-Jan-08	32	35	55	26	62
10-Jan-08	19	49	57	22	61
11-Jan-08	49	54	56		55
14-Jan-08	50	37	26	22	53
15-Jan-08	32	62	42	31	60
16-Jan-08	23	56	27	51	56
17-Jan-08	29	54	28	44	58
18-Jan-08	42	65	41	22	45
21-Jan-08	32	46	22	43	51
22-Jan-08	40	54	43		54
23-Jan-08	27	51	40	22	37
24-Jan-08	33	47	19	48	61
25-Jan-08	27	60	36	45	67
28-Jan-08	31	45	27	27	52
29-Jan-08	37	39	31	47	71
30-Jan-08	52	49	22	36	49
31-Jan-08	27	53	31	31	58
1-Feb-08	29	11	28	36	70
4-Feb-08	43	40	26	32	64
5-Feb-08	33	48	36	34	46
6-Feb-08	39	42	39	26	61
7-Feb-08	29	48	41	36	51
8-Feb-08	32	61	30	32	58
11-Feb-08	55	45	49		57
12-Feb-08	33	64	22	37	47
13-Feb-08	41	37	32	20	49
14-Feb-08	24	41	25	39	54
15-Feb-08	49	55	26	39	59
25-Feb-08	43	38	26	25	58
26-Feb-08	35	69	37	25	64
27-Feb-08	53	46	31	26	56
Average	35	49	34	33	57

APPENDIX 2



NEIGHBOURHOOD & COMMUNITIES PORTFOLIO

Report to Portfolio Holder
22 April 2008



Report of: Head of Neighbourhood Management

Subject: DOG CONTROL ORDERS

SUMMARY

1. PURPOSE OF REPORT

- 1.1 To seek approval to introduce Dog Control Orders as per the draft appendices.
- 1.2 To seek approval to set the level of fixed penalty payable for an offence under a Dog Control Order.

2. SUMMARY OF CONTENTS

- 2.1 The report provides details of the Draft Dog Control Order for proposals, advises on the consultation process and responses received. The report identifies any changes introduced as a result of the consultation.

3. RELEVANCE TO PORTFOLIO MEMBER

- 3.1 The Portfolio Holder has responsibility for environmental enforcement.

4. TYPE OF DECISION

- 4.1 This is a non-key decision.

5. DECISION MAKING ROUTE

- 5.1 This is an Executive Decision made by the Portfolio Holder.

6. DECISION(S) REQUIRED

- 6.1 That the Portfolio Holder formally makes the orders as per the drafts attached in **Appendices A, B and C**, and authorises the Acting Chief

Solicitor to seal, date and to insert the date of commencement of the Order on behalf of the Council.

- 6.2 The Portfolio Holder approves the proposals and the level of fixed penalty for an offence committed under a Dog Control Order.

Report of: Head of Neighbourhood Management

Subject: DOG CONTROL ORDERS

1. PURPOSE OF REPORT

- 1.3 To seek approval to introduce Dog Control Orders as per the draft appendices.
- 1.4 To seek approval to set the level of fixed penalty payable for an offence under a Dog Control Order.

2. BACKGROUND

- 2.1 At a meeting of the Neighbourhoods & Communities Portfolio Holder in January 2008, the Portfolio Holder gave approval for the necessary steps to be taken to comply with the Dog Control Order (Procedures) Regulations 2006.
- 2.2 The Portfolio Holder commented that dog-related matters were a big problem in Hartlepool and requested a large advertising campaign on the subject of Dog Control Orders; this would include features in Hartbeat and the local press.

3. DOG CONTROL ORDERS – FINAL DRAFT PROPOSALS

- 3.1 Details of the proposed Hartlepool Dog Control Orders are attached as follows:

Appendix A

- (i) Fouling of Land by Dogs Order.
- (ii) Dogs on Leads by Direction Order.
- (iii) Dogs (Specified Maximum) Order.

Appendix B

- (i) Dogs on Leads Order.

Appendix C

- (i) Dogs Exclusion Order.

Details of the above orders will be available at the meeting and on deposit in the Civic Centre.

- 3.2 The Council is proposing to set the level of fixed penalty payable for committing an offence under a Dog Control Order at £80.
- 3.3 The fixed penalty will be subject to a discount of £30 if paid within a period of 7 days from the date of issue.

4. FORMAL CONSULTATION & PUBLICITY

- 4.1 Subsequent to the Portfolio Holder meeting in January, a formal public notice was placed in the Hartlepool Mail, which provided concise details of the proposed dog control orders.
- 4.2 Members of the public were invited to view detailed maps of areas affected by the proposed orders at the Council's offices of No.1 Church St, Hartlepool.
- 4.3 A statutory period of 28 days was provided for members of the public to make representation about the proposed orders, and these were to be made in writing to the Neighbourhood Action Manager at 1 Church Street, Hartlepool, or by e-mail to craig.thelwell@hartlepool.gov.uk
- 4.4 A two-page article on the proposed dog control orders featured in the spring edition of Hartbeat, and the Hartlepool Mail has covered the proposals on several occasions, inviting members of the public to give their views.
- 4.5 The proposals were placed on the Council's website along with a questionnaire, and members of the public were invited to make comments.
- 4.6 The Neighbourhood Action Team has attended the North, Centre and South Neighbourhood Consultative Forums on three separate occasions over the last year to inform and update members of the public on the various stages of the proposals.
- 4.7 Less formal, but nonetheless informative presentations/talks on the proposals have been given to a number of local community/resident groups.
- 4.8 The parish councils of Dalton, Greatham, Elwick and Hart, and the Headland Town Council, have been formally consulted on Hartlepool Borough Council's intention to introduce Dog Control Orders.
- 4.9 The RSPCA and the Dogs Trust have been formally consulted on Hartlepool Borough Council's intention to introduce Dog Control Orders.

- 4.10 The Crown Estates has been informed of Hartlepool Borough Council's intention to apply dog control orders to parts of the beaches and foreshores.

5. PUBLIC RESPONSE

- 5.1 Following the placing of the formal public notice, 23 members of the public visited the Church St offices to view the detailed maps. Although some did not comment, the majority appeared satisfied that the proposals were not over restrictive.
- 5.2 Thirteen written representations were received from members of the public during the formal consultation period. In the main, these representations were of a general nature with people requesting further information about the types of orders and the areas affected by them; others referred specifically to certain areas, namely, the upper Burn Valley Gardens/Family Wood, Rift House Recreation Ground, and the Dolomite Beach on the Headland.

A copy of these written representations is attached at **Appendix D**.

- 5.3 A 642 signature petition was delivered to No.1 Church St protesting at the proposed Dogs Exclusion Order and the proposed Dogs on Leads Order. However, the petition states that the Council is proposing to ban all dogs from recreation grounds and parks in the Borough of Hartlepool, which is open to the air, and that all dogs are to be kept on a lead. This statement is factually incorrect, and accordingly the petition has no credibility.

A copy of the petition, **Appendix E**, will be available at the meeting.

- 5.4 A 78 signature petition was delivered to the Civic Centre, for the attention of the Mayor. This petition was specific to the Dolomite Beach on the Headland where petitioners state 'This has always been a free beach to exercise dogs and responsible owners would like to keep it so and maintain a level of cleanliness'.

A copy of the petition, **Appendix F**, will be available at the meeting.

The Neighbourhood Action Manager attended the Headland Town Council meeting of 26 February to present the final dog control order proposals. Following the presentation, a discussion was had on the proposed banning of dogs on the Dolomite Beach. Attendees elected to uphold the proposal to ban dogs on this particular part of the Headland.

- 5.5 Thirty people logged onto the Council website to partake in the dog control order consultation. Responses were mixed; however, there appeared to be overall support for the proposals.

A copy of the consultation summary is attached at **Appendix G**.

- 5.6 Presentations at the North, Centre and South Neighbourhood Consultative Forums over the last year have been well received, arousing much interest from members of the public. One of the key objectives of attending the forums was to encourage debate on the subject of dog control orders and this appears to have been successful.
- 5.7 There has been overall support for the introduction dog control orders at all three Neighbourhood Consultative Forums.

6. SUMMARY

- 6.1 Dog-related matters continue to be a major concern amongst members of the public, with 'dog foul' and 'straying dogs' being some of the most complained-about issues dealt with by the Council. Despite vigorous enforcement campaigns, irresponsible dog ownership in Hartlepool is still at an unacceptable level.
- 6.2 Existing laws do not provide an effective means to tackle the town-wide nuisance of irresponsible dog ownership, and it is therefore essential for the Council to acquire the ability to take decisive action in its quest to provide a safer, cleaner place for people to work and live.
- 6.3 The Council has embarked upon a strong publicity campaign to inform members of the public of its intention to introduce dog control orders. And, although a number of people have raised concerns about the proposals, suggesting they are too restrictive, this represents a small minority.
- 6.4 As a result of the consultations, the upper Burn Valley Gardens and the Family Wood have had proposed restrictions lifted and accordingly dogs may be exercised freely in these areas.
- 6.5 As a result of the consultations, the Dogs (Specified Maximum) Order has increased from three to four. Effectively, a person may be in charge of a maximum of four dogs whilst in a public place.
- 6.6 With the proposals in place, there still remains a considerable part of the town where restrictions do not apply, and where dogs may be exercised freely.
- 6.7 The Dogs Trust has not objected to the proposals.
- 6.8 The RSPCA has not objected to the proposals.

- 6.9 The parish councils of Dalton, Greatham, Elwick and Hart, and the Headland Town Council, have not objected to the proposals.

7. RECOMMENDATIONS

- 7.1 That the Portfolio Holder formally makes the orders as per the drafts attached in **Appendices A, B and C**, and authorises the Acting Chief Solicitor to seal, date and to insert the date of commencement of the Order on behalf of the Council.
- 7.2 The Portfolio Holder approves the proposals and the level of fixed penalty for an offence committed under a Dog Control Order.

Appendix A

The Clean Neighbourhoods and Environment Act 2005

**The Dog Control Orders (Prescribed Offences and Penalties, etc.) Regulations
2006 (S.I.2006/1059)**

The Fouling of Land by Dogs (Borough of Hartlepool) Order 2008

The Hartlepool Borough Council hereby makes the following Order:

1. This Order comes into force on 2008
2. This Order applies to the land specified in the Schedule.

Offence

3. (1) If a dog defecates at any time on land to which this Order applies and a person who is in charge of the dog at that time fails to remove the faeces from the land forthwith, that person shall be guilty of an offence unless -
 - (a) he has a reasonable excuse for failing to do so; or
 - (b) the owner, occupier or other person or authority having control of the land has consent (generally or specifically) to his failing to do so.
- (2) Nothing in this article applies to a person who -
 - (a) is registered as a blind person in a register compiled under Section 29 of the National Assistance Act 1948; or
 - (b) has a disability which affects his mobility, manual dexterity, physical co-ordination or ability to lift, carry or otherwise move everyday objects, in respect of a dog trained by a prescribed charity and upon which he relies for assistance.
- (3) For the purpose of this article –
 - (a) a person who habitually has a dog in his possession shall be taken to be in charge of the dog at any time unless at that time some other person is in charge of the dog;
 - (b) placing the faeces in a receptacle on the land which is provided for the purpose, or for the disposal of waste, shall be sufficient removal from the land;
 - (c) being unaware of the defecation (whether by reason of not being in the vicinity or otherwise), or not having a device for or other suitable means of removing the faeces shall not be a reasonable excuse for failing to remove the faeces;

- (d) each of the following is a “prescribed charity” –
- (i) Dogs for the Disabled (registered charity number 700454);
 - (ii) Support Dogs (registered charity number 1088281);
 - (iii) Canine Partners for Independence (registered charity number 803680).

Penalty

4. A person who is guilty of an offence under article 3 shall be liable on summary conviction to a fine not exceeding level 3 on the standard scale.

Date

THE COMMON SEAL of the)
HARTLEPOOL BOROUGH COUNCIL)
 was hereunto affixed in the presence of)

Solicitor

Schedule

All land within the Borough of Hartlepool which is open to the air and to which the public have access (with or without payment) (See Map A1).

The Clean Neighbourhoods and Environment Act 2005

**The Dog Control Orders (Prescribed Offences and Penalties, etc.) Regulations
2006 (S.I.2006/1059)**

The Dogs on Leads by Direction (Borough of Hartlepool) Order 2008

The Hartlepool Borough Council hereby makes the following Order:

1. This Order comes into force on 2008
2. This Order applies to the land specified in the Schedule.
3. In this Order “an authorised Officer of the Authority” means an employee of the Authority who is authorised in writing by the Authority for the purpose of giving directions under this Order.

Offence

4. (1) A person in charge of a dog shall be guilty of an offence if, at any time, on any land to which this Order applies he does not keep the dog on a lead unless –
 - (a) he has a reasonable excuse for failing to do so; or
 - (b) the owner, occupier or other person or authority having control of the land has consent (generally or specifically) to his failing to do so.
- (2) For the purposes of this article –
 - (a) a person who habitually has a dog in his possession shall be taken to be in charge of the dog at any time unless at that time some other person is in charge of the dog.
 - (b) an authorised officer of the Authority may only give a direction under this Order to put and keep a dog on a lead if such restraint is reasonably necessary to prevent a nuisance or behaviour by the dog likely to cause annoyance or disturbance to any other person (on any land to which this Order applies) or the worrying or disturbance of any animal or bird.

Penalty

5. A person who is guilty of an offence under article 3 shall be liable on summary conviction to a fine not exceeding level 3 on the standard scale.

Date

THE COMMON SEAL of the)
HARTLEPOOL BOROUGH COUNCIL)
 was hereunto affixed in the presence of)

Solicitor

Schedule

All land, other than land to which The Dogs on Leads (Borough of Hartlepool) Order 2008 applies, within the Borough of Hartlepool which is open to the air and to which the public have access (with or without payment) (See Map A1).

The Clean Neighbourhoods and Environment Act 2005

**The Dog Control Orders (Prescribed Offences and Penalties, etc.) Regulations
2006 (S.I.2006/1059)**

The Dogs (Specified Maximum) (Borough of Hartlepool) Order 2008

The Hartlepool Borough Council hereby makes the following Order:

1. This Order comes into force on 2008.
2. This Order applies to the land specified in the Schedule.
3. On land to which this Order applies, the maximum number of dogs which a person may take onto that land is 4.

Offence

4. (1) A person in charge of more than one dog shall be guilty of an offence if, at any time he takes onto any land in respect of which this Order applies more than the maximum number of dogs specified in article 3 of this Order, unless -
 - (a) he has a reasonable excuse for failing to do so; or
 - (b) the owner, occupier or other person or authority having control of the land has consented (generally or specifically) to his doing so.
- (2) For the purposes of this article a person who habitually has a dog in his possession shall be taken to be in charge of the dog at any time unless at that time some other person is in charge of the dog;

Penalty

5. A person who is guilty of an offence under article 3 shall be liable on summary conviction to a fine not exceeding level 3 on the standard scale.

Date

THE COMMON SEAL of the)
HARTLEPOOL BOROUGH COUNCIL)
was hereunto affixed in the presence of)

Solicitor

Schedule

All land within the Borough of Hartlepool which is open to the air and to which the public have access (with or without payment) (See Map A1).

Appendix B

The Clean Neighbourhoods and Environment Act 2005

**The Dog Control Orders (Prescribed Offences and Penalties, etc.) Regulations
2006 (S.I.2006/1059)**

The Dogs on Leads (Borough of Hartlepool) Order 2008

The Hartlepool Borough Council hereby makes the following Order:

1. This Order comes into force on 2008
2. This Order applies to the land specified in the Schedule.

Offence

3. (1) A person in charge of a dog shall be guilty of an offence if, at any time, on any land to which this Order applies he does not keep the dog on a lead unless –
 - (a) he has a reasonable excuse for failing to do so; or
 - (b) the owner, occupier or other person or authority having control of the land has consent (generally or specifically) to his failing to do so.
- (2) For the purposes of this article a person who habitually has a dog in his possession shall be taken to be in charge of the dog at any time unless at that time some other person is in charge of the dog.

Penalty

4. A person who is guilty of an offence under article 3 shall be liable on summary conviction to a fine not exceeding level 3 on the standard scale.

Date

THE COMMON SEAL of the)
HARTLEPOOL BOROUGH COUNCIL)
was hereunto affixed in the presence of)

Solicitor

SCHEDULE

All ‘Gated’ Back Streets within The Borough of Hartlepool
Ward Jackson Park (See Map B1)
Burn Valley Gardens (See Map B2)
Rossmere Park (See Map B3)
Seaton Park and Recreation Ground (See Map B4)
West View Cemetery (See Map B5)
Stranton Cemetery (See Map B6)
Lower Promenade, Headland (See Map B7)
Town Moor Recreation Grounds. (See Map B8)
Summerhill Rope and Boulder Park, and BMX Track (See Map B9)
Rift House Recreation Ground (See Map B10)
Grayfields Recreation Ground (See Map B11)
Central Park Recreation Ground (See Map B12)
Staby House (See Map B14)
King George V Recreation Ground (See Map B15)
Rossmere Way Recreation Ground (See Map B16)
Seaton Common Local Nature Reserve (See Map B17)
Spion Kop Local Nature Reserve (See Map B18)
Croft Gardens (See Map B19)
Headland Town Square (See Map B20)
Headland Fish Quay Gates (See Map B21)

Appendix C

The Clean Neighbourhoods and Environment Act 2005

**The Dog Control Orders (Prescribed Offences and Penalties, etc.) Regulations
2006 (S.I.2006/1059)**

The Dogs Exclusion (Borough of Hartlepool) Order 2008

The Hartlepool Borough Council hereby makes the following Order:

1. This Order comes into force on 2008
2. This Order applies to the land specified in Schedule 1

Offence

3. (1) A person in charge of a dog shall be guilty of an offence if, during the times specified in Schedule 2, he takes the dog onto, or permits the dog to enter or to remain on, any land to which this Order applies unless –
 - (a) he has a reasonable excuse for doing so; or
 - (b) the owner, occupier or other person or authority having control of the land has consented (generally or specifically) to his doing so.
- (2) Nothing in this article applies to a person who –
 - (a) is registered as a blind person in a register compiled under section 29 of the National Assistance Act 1948; or
 - (b) is deaf, in respect of a dog trained by Hearing Dogs for Deaf People (registered charity number 293358) and upon which he relies for assistance; or
 - (c) has a disability which affects his mobility, manual dexterity, physical co-ordination or ability to lift, carry or otherwise move everyday objects, in respect of a dog trained by a prescribed charity and upon which he relies for assistance.
- (3) For the purposes of this article –
 - (a) a person who habitually has a dog in his possession shall be taken to be in charge of the dog at any time unless at that time some other person is in charge of the dog; and
 - (b) each of the following is a “prescribed charity” –
 - (i) Dogs for the Disabled (registered charity number 700454);

- (ii) Support Dogs (registered charity number 1088281);
- (iii) Canine Partners for Independence (registered charity number 803680).

Penalty

4. A person who is guilty of an offence under article 3 shall be liable on summary conviction to a fine not exceeding level 3 on the standard scale.

Date

THE COMMON SEAL of the)
HARTLEPOOL BOROUGH COUNCIL)
was hereunto affixed in the presence of)

Solicitor

Schedule 1

- A. Seaton Carew Beach (See Map C1)
Headland Fish Sands and dolomite beach (See Map C2)
- B. Headland Block Sands, lower promenade and paddling pool (See Map C3)
Burbank Community Garden (See Map C4)
Seaton Paddling Pool (See Map C5)
Mill House Skate Park and multi-use games area (See Map C6)
Summerhill Visitor Centre Field Study Area (See Map C7)
Headland Old Putting Area (See Map C8)

All Sports Pitches (E.G. Football, Rugby, Hockey, Cricket And Athletics),
Bowling Greens And Multi-Use Games Areas At The Following Locations:

Rift House Recreation Ground
Grayfields Recreation Ground
Seaton Park
King George V Playing Field
Hartlepool 6th Form College
Greatham Sports Field
Friar Terrace
Town Moor Recreation Ground
Ward Jackson Park
Burn Valley Gardens
Staby House

Rossmere Park
Burbank Multi-Games Area (See Map C9)

All Play Grounds at the following locations:

Clavering (See Map C10)
Ward Jackson Park (See Map C11)
Town Moor Recreation Ground (See Map C12)
Rossmere Park (See Map C13)
Burn Valley Gardens (See Map C14)
Summerhill Visitor Centre (See Map C15)
Headland Lower Promenade (See Map C16)
King George V Playing Field (See Map C17)
Grayfields Recreation Ground (See Map C18)
Seaton Park (See Map C19)
Oxford Rd (See Map C20)
King Oswy Drive (See Map C21)
Jutland Rd (See Map C22)
Greatham Village (See Map C23)

Schedule 2

- (I) At All Times Between The 1st May And 30th September To Land As Specified In Schedule 1A
- (II) At All Times To Land As Specified In Schedule 1B

Appendix D

-----Original Message-----

From: Alan Reed [mailto:alan.reed3@ntlworld.com]

Sent: 11 March 2008 16:33

To: Customer Service

Subject: dog exercising

while I appreciate the reasoning behind the upcoming changes to dog byelaws. I do feel that the council has made a rather heavy handed decision. as being a responsible dog owner, of which there are many in Hartlepool. I feel I am being punished for their actions. also as the nearest place I will shortly be allowed to exercise my dogs freely is not within walking distance, as I suffer from angina. I feel the council is increasing my carbon footprint as I will have to drive my car to the places where I can let my dogs run freely. also will the council be doing something about the foul language from the footballers that has stopped me walking my dogs with my children in grayfields. or are dog owners an easy target?

Mr. A. Reed.

50 Ashley Gardens

Hartlepool.

tel 298497

From: Andy Stephens [mailto:diandy96@hotmail.com]
Sent: 06 March 2008 14:34
To: Craig Thelwell
Subject: Proposed Dog Control Orders

Dear Mr Thelwell

I would like to respond to the proposed orders regarding dog control as printed in the Hartlepool Mail on Friday 15th February, which have only recently come to my notice.

Are the orders printed choices from which a final decision is yet to be made? Who will be making decisions on these orders (and when)? Will there be any further public consultation?

I have to protest against the proposed Dog Exclusion Order and the proposed Dogs on Leads Order. These proposals are completely unfair and will cause many people a great deal of hardship in finding suitable areas on which they can properly exercise their dogs safely. Dogs generally need to run free off-lead if they are to remain healthy - it is cruel to demand that people not maintain healthy exercise regimes for their pets. Many dog owners are not able to travel out of Hartlepool to exercise dogs, and to close off all of these areas or to demand that dogs be kept on leads at all times I feel is just unworkable.

I do feel that the proposed Dogs On Leads By Direction Order is fair, as it will hopefully increase the presence of 'Officers of the Authority' in our parks and public spaces. This in itself can only be for the good. The amount of litter and broken glass in these areas is intolerable and I would hope the presence of some kind of warden, whether they are there to supervise dog walkers or anti-social behaviour in general, would prevent at least some of this.

I do not quite understand The order pertaining to Proposed Dogs (Specified Maximum). Why is this being proposed?

The final order that appears in the Mail - Fouling of Land By Dogs - I can wholeheartedly endorse, as a responsible dog owner. This order can only help the image of dogs and dog-owners generally, and encourage those who continue to behave irresponsibly to be more responsible.

I am unsure if this email constitutes a formal engagement in the decisions to be made in regard of these orders. Please let me know if I am required to do anything further to have my views acknowledged by the decision makers.

Could you also let me know who I should contact about the amount of glass there is in the parks - especially Burn Valley Gardens?

Many thanks

Diane Stephens

Westbourne Road
Hartlepool.

From: Jackie Evans [mailto:jackie.evans2@ntlworld.com]
Sent: 25 February 2008 16:55
To: Craig Thelwell
Subject: FW: Council Proposals on Dog Order Controls

Dear Mr Thelwell,

I am writing this letter as, I am sure you are aware, there has been considerable concern in the Hartlepool dog walking community regarding the draft dog order proposals.

Most responsible dog owners have no problem over the dog fouling proposals, and agree culprits should be fined, or worse. The real issue is the draft proposal that dog owners would be forced to keep their animals permanently on leads in the designated areas, as outlined in the map data you sent to my home.

We find the requirement to keep dogs on leads in these open areas unacceptable, as animals need to be free to exercise responsibly, off leads, under the supervision of their owners. In addition many elderly folk who currently use the Burn Valley have already stated that Summerhill is a walk too far.

I have spoken to you a couple of times on this subject, and you have verbally assured me that owners with properly supervised animals off leads would not be subject to sanction, however this was not the message that was given by the two page article in the Hartlepool Mail.

The article also implied that if dog owners did not make their objections crystal clear to the Council in advance of the legislation, then they would have no grounds for complaint once the orders were passed!

Last week we arranged to start a petition to show the level of disagreement with the leash proposals. I have no doubt we could have got in excess of 200 signatures opposing the proposals without difficulty.

However after talking to councilors I was again re-assured that the leashing of dogs would not be enforced for responsible owners.

Let me just make the point that if other people have not been contacting yourself or others responsible for these matters at the Council, this is not indicative of the groundswell of protest over this proposal.

If you felt it would be beneficial to have documentary evidence of the real opposition to the plan I can easily get the petition launched.

Would appreciate your advice regarding the petition, and also some quotable written response from yourself, confirming the Councils approach regarding responsible owners with animals off the lead in the designated areas.

Thank you in advance for your understanding,

Regards,

Mrs Jackie Evans

1 Greystones Cottage,

Queensberry Avenue

Hartlepool

Teeside

TS26 9FW

Tel: 01429-270280

From: keith henderson [mailto:kmk.henderson67@ntlworld.com]
Sent: 24 February 2008 14:02
To: Craig Thelwell
Subject: dog control orders

Mr Craig Thelwell

I am writing in connection with your proposed dog control orders

Upon reading the latest article in the mail concerning these proposed orders it states that the council feel that the control orders already in place are out dated. I do not feel that this is correct, as i stated in a letter to the mail on Feb12.

Enforce the laws already in place and keep enforcing them, dont give up when things start to improve and make sure your dog patrols are visible to the dog owners.

The way the council is trying to force these new proposed laws on the law abiding dog owners only makes us feel like we are being victimised for owning a dog. The council will do better to re direct its anger towards the real reason we have a dirty town and neighbourhoods by tackling the general publics filth. Dogs are not responsible for our dirty town.

proposed dogs exclusion order 2008..... oposed (beaches and promenades are ok but all recreation grounds NO)

proposed dogs on leads order 2008..... oposed (dogs cannot be exercised properly on a lead.

proposed dogs on leads by direction order 2008..... oposed

proposed dogs (specified maximum) order 2008.... yes.

proposed fouling of land by dogs order 2008..... yes.

Mr Keith Henderson

71 Waverley Terrace
Hartlepool
Ts 25 5nd

Tel: 264848

From: Shirley and Dave [mailto:shirleyanddave@ntlworld.com]
Sent: 17 February 2008 17:21
To: Stuart Drummond
Subject: By Laws

Dear Stuart,

I have EMailed Craig Thirlwell and I am going to ask you the same question. You have been good enough to answer other questions I have asked.

If the By Law on dogs is passed (Hartlepool Mail 15th February 2008) could you tell me where I can legally exercise my dog (off the lead) between the months of May to September please?

Many thanks for your time.

Regards

Shirley Harrison

Craig Thelwell
Neighbourhood Action Manager
Hartlepool Borough Council
1 Church Street
Hartlepool
TS24 7DS

26 February 2008-02-26

Dear Sir,

I would like register my objection for the inclusion of the dolomite beach on the Headland for inclusion in the seasonal dog ban ruling.

I understand the need for such restrictions due to the irresponsibility of some dog owners and the need to keep areas clean and safe for public use, however, I feel that those of us whom control our dogs and clean up after them will be penalised as a result.

I usually walk along this beach two or three times a week, and the incidence of dog foul on the beach itself is rare. The main areas are the steps near the old swimming pool and just inside the grassed area entrance near the old toilets. The latter, I must say is very bad, especially considering its right next to the dog foul bin.

It has been suggested that there are areas of Seaton Beach and Hart Warren that can still be used. As a resident of the Headland, instead of taking the dog out for an afternoon stroll and allowing him to burn off a bit of energy, we will now have to get in the car and drive to the outer edges of town. This is inconvenient, not to mention the carbon footprint involved.

The Council hasn't cared for this beach in the past. In fact, when I commented on the rubbish on it (at the moment there is a computer monitor towards the Pilot Pier end), I was told that it wasn't a designated beach and therefore not under the Council's cleaning remit.

On the Headland we have the North Sands, Battery, Block Sands and Fish Sands, but this beach doesn't even have a name. Perhaps some of the North Sands will be usable by dogs, however when the tide is in it can't be accessed and there is no where to sit for those who are disabled or aged. At least on the dolomite beach there are stones, the remains of the swimming pool wall to sit on and benches on the promenade. There is also a dog foul bin (a facility which is lacking on the North Sands).

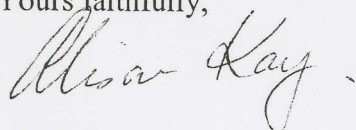
I have been told that the Town Moor will still be available for dogs to exercise freely or on a lead, however in the summer dogs need to cool down and the rock pools and sea are ideal places for them to do so.

If the Council has suddenly changed its mind on taking this beach under its jurisdiction, can we also rely on the Council to clean it and provide a dedicated lifeguard service? Due to the curve of the beach and the incline of several feet from the promenade to the rocks especially at low tide, many areas of the beach will be out of sight of the current lifeguard services at the Block Sands and Fish Sands.

There's enough beach to go around for all and children play mostly on the Block and Fish sands. The Pilot Pier and old swimming pool (an area strewn with hidden rocks beneath slippery seaweed) act as natural barriers to the Block and Fish sands. This is especially so at high tide when the swimming pool area is inundated. This will help retain dogs and their owners on the dolomite beach and prevent them wandering on to the designated beaches.

I hope you will consider my request.

Yours faithfully,

A handwritten signature in cursive script, reading "Alison Kay".

Alison Kay
7 Gladstone Street
Hartlepool
TS24 0PE

Huanlea
3 Victoria Place
Headland

24/02/08

Dear Councillors

As I am unable to attend your monthly Parish meeting I am hoping that you may be able to enlighten me on some of the greyer areas of the proposed dog control laws. I would like to firstly make you aware that I do support the need to reduce dog fouling and poor dog ownership.

I have questions regarding the proposals that I would appreciate having answers to:-

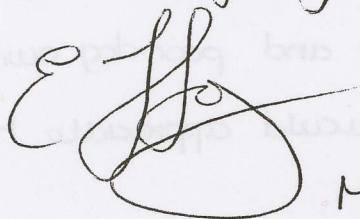
- 1) How are the laws going to be controlled? Are all the said areas going to be continuously patrolled?
- 2) Are the plans in place for additional lighting on the lower promenade and on the Moor? If not how is the council going to ensure the safety of women dog walkers on winter nights?
- 3) Are all areas with dog bans going to be fenced or walled off? What happens if a dog strays completely by accident?
- 4) What provision are the council making for dog walkers during carnival week? Some dogs need exercise off the leash for their overall health. What happens to those dog owners without transport?
- 5) Why are the 2 children's beaches seasonal bans? For health and safety it would benefit the community for a total ban year round.
- 6) Why is there no total ban for our war memorial park?
- 7) Why can we not have dogs allowed on Dolomite beach - seasonally perhaps?
- 8) Will there be more bans and control areas in future if these go ahead?
- 9) Finally is it necessary for leash only on the full lower promenade?
A compromise perhaps and let dogs run on the North end?

I appreciate your time on these questions and would appreciate you giving a copy of them to the relevant Borough Department if / when necessary

I stress again, I am a supporter of the aims of these laws. I just worry at the restraint it puts on myself, my dog and my two year old son, - particularly in winter.

I remain,

Yours faithfully



Mrs E L Lawson

From: keith henderson [mailto:kmk.henderson67@ntlworld.com]
Sent: 03 March 2008 18:39
To: Craig Thelwell
Subject: Dog Control Orders

Dear Mr Thelwell,

I oppose the proposed dogs exclusion order 2008

Proposed dogs on leads order 2008

Proposed Dogs on leads by direction order 2008.

Yours Sincerley

Michele Henderson

From: keith henderson [mailto:kmk.henderson67@ntlworld.com]
Sent: 03 March 2008 19:40
To: Craig Thelwell
Subject: Letter of Complaint

Dear Councillor,

I'm writing this letter to ask several questions, firstly, where will you raise the extra revenue needed to impose the proposed dog laws under the Clean neighbourhoods and environment act 2005?

How many councillors are not paying full council tax to help support this and why not?

What do you propose to do about the disgraceful state that the Rift House Recreational ground is left in after the weekend football games? The litter that is left behind is totally unacceptable. I have on several occasions walked my dog after these weekend games and amongst the litter is soiled nappies, so are you going to propose that babies and toddlers are banned from the same places as dogs? If not, why not? This is a serious health and safety issue.

There is also a constant supply of broken bottles on the recreational car park left behind by groups of drunken youths, what are you going to do about that?

What are you going to do when the irresponsible dog owners leave their dogs mess on the pavements of Hartlepool?

I'm also writing a letter of complaint to 10, Downing Street about the way that Hartlepool Councillors conduct themselves and the way our council tax is been spent.

The Mayor is drunk while on duty on a regular basis, If I went to work drunk I would be sacked, so why is the Mayor allowed to keep his job?

As council members you are expected to behave in a reasonable manner inside and outside of working hours. I have on several occasions witnessed council members disgracing themselves.

I'm going to report those council members who are clearly healthy and claiming disability benefits.

At the moment there is a dryer and two used mattresses that have been dumped on the recreational ground, why hasn't this litter been removed under the Clean neighbourhoods and environment act 2005?

If you are going to clean up Hartlepool, then do the job properly and clean everything up, not just the easy targets like dog owners.

You should be more concerned about the anti social behaviour that residents like myself are subjected to on a daily basis.

Yours Sincerley

Michele Henderson

HMRC



Rift House East Residents Association

12th March 2008

Dear Sir

The Rift House East Residents Association wish to add their voice in consternation about the proposed dog ban. That is to take effect on the Rift House Recreation ground from the 17th March. We would appreciate being informed on what the actual ruling is for this, as we have been told different interpretations of what is to be put in place. If there is no ban is there any prospect of one being brought in. We were told that as long as your dog is under control and you clean up after it there will be no comeback and you will not be fined and asked to put your dog on a lead.

There are a lot of residents in the Rift House ward who walk there dogs on the recreation ground and they are mainly law abiding citizens but to withdraw there right to walk there dogs of the lead especially as they pick up after there dogs mainly and the dogs do not course a nuisance to anybody.

After this date will residents who have walked there dogs on the recreation ground for years of the lead and who have cleaned up after there dogs will they be fined or will they be given a warning first as of this time they have been informed that it would still be alright to do so. As we

have not seen anything in writing to actual confirm that this is actually happening.

I would appreciate a reply.

Yours faithfully

M Oram
Secretary

-----Original Message-----

From: Michael Coull

Sent: Fri 22/02/2008 12:58

To: YourTownYourSay@Hartlepool.gov.uk

Cc:

Subject: Hartlepool borough council proposed dog control scheme

With regard to hartlepool civic leaders on the proposed dog control, under the proposed scheme, enforcement shall be carried out by an authorised person (s),

I would request an explanation as to where the funding for enforcement persons shall be coming from.

Will the enforcement personnel operate solely or as teams, what the operating guidelines are, what are the proposed hours of policing the scheme will be and what legal rights shall the enforcement personnel have.

I would also request a full explanation of the areas this effects by way of a clearly mapped out plan showing precise areas coming under the proposed scheme and not just the global scheme plan as described in the local newspaper.

I would also request information as to which local councillors are backing the proposed scheme

As a residential full council tax payer I would exercise my legal rights to be given a honest full factual response to my questions

Mr Michael Coull

-----Original Message-----

From: Michael Coull

Sent: Fri 22/02/2008 12:58

To: YourTownYourSay@Hartlepool.gov.uk

Cc:

Subject: Hartlepool borough council proposed dog control scheme

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I would request an explanation as to where the funding for enforcement persons shall be coming from.

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Mr Michael Coull

From: maureen moss [mailto:liz.moss@ntlworld.com]
Sent: 17 March 2008 23:52
To: Craig Thelwell
Subject: Public Notice, dog control orders

Dear Mr Thelwell

I wish to express my concern about the dog control orders as published in the Hartlepool Mail on 15th February 2008.

Do they mean that I will be unable to walk any dog in any of the big public parks? e.g. Ward Jackson Park, Rossmere Park, Burn Valley Gardens. If so I wish to object as I feel my dog is part of my family and I would like the opportunity to walk her on a leash in these places with my family and of course as always pick up after her if necessary. I do not object to us being excluded from some areas within these parks or object to her being on a leash in the parks (she is always on an extendable leash away from home).

I also wish to object to my not being able to allow any dog of mine to be in my gated back street without a leash, my garden is over the back street (about 3 metres) and my only access to it is over the back street. I do not object to gated back streets where there are no gardens being subject to dogs being on a leash as I am aware of the nuisance this causes some people but do object to people who have to cross the back street to access their garden being subject to this order there are very few of these properties.

I would also like to object to the level of fine e.g. up to £1000, the rumour is that the fine for an offence will be £80, I feel this is excessive as people can block streets and car parks and only get a £30 fine, I feel this is a more appropriate level.

I also feel that as there are cats who run around streets and have defecated in my garden in the past they should also be subject to these orders, they are as likely to cause car accidents as dogs.

I am not aware of any public consultation that was undertaken prior to these orders being published and would like an opportunity to discuss these orders further perhaps as part of a group as I see the need for some orders, I just wish there had been an opportunity to discuss them before they had been published. I would have liked to have seen positive dog friendly proposals to have been published at the same time, there are a lot of older people who rely on their dogs for

companionship who may be seriously affected by these orders. I have had some opportunities to comment on council services through the Viewpoint Questionnaire.

My home address is 20 Hart Lane, TS26 8NN

email liz.moss@ntlworld.com

I look forward to hearing from you and hope you will consider my suggestions before the orders are finalised.

Yours sincerely

Liz Moss

Original Message-----

From: tafflol@tiscali.co.uk [mailto:tafflol@tiscali.co.uk]

Sent: 22 February 2008 16:05

To: YourtownYoursay

Subject: Hartlepool Borough Council proposed Dog Control Orders

With regard to the proposed dog control orders as displayed in the Hartlepool mail (Friday 15th Feb) I would like someone to clarify exactly where i can and cannot go with my dog. The public notice in the mail states under the dog exclusion order that we are to be banned from "Part A, Seaton Carew beach and Headland fish sands and dolomite beach between 1st May and 30th September, Part B, (which lists many areas) an All year round ban.

This morning I went to 1 Church Street to see the proposed plans, when I asked for clarification with regard to parts A & B i was told that we are banned from the sports pitches, so i asked the if i could walk my dog around the edge of rift house rec only to be told i was not allowed on the sports pitches. This is not what it says in the Public Notice placed in the hartlepool mail.

Could i also ask how many people are going to be employed to enforce these orders, I walk my dog regularly at Rift House Rec, Burn Valley Gardens and Ward Jackson Park and in over 5 years have only ever seen one dog warden.

I work full time and pay my council tax why are dog walkers being singled out, how about the council spending more time getting the gangs of yobs off the street, i know they cause more trouble and mess than any dog. Infact on one occasion whilst walking with my other dog walking friends on the rec we picked up and disposed of in a correct manner 30 empty glass wine bottles yes 30 which if we had left no doubt they would have ended up smashed and dangerous to all.

We meet at the rec every morning between 0930 - 0945 perhaps someone from the council would like to walk with us and find out our views.

Miss Julie Doughty

From: paula wilson [mailto:paulawilson07@yahoo.co.uk]
Sent: 22 February 2008 18:31
To: YourtownYoursay
Subject: Hartlepool Borough Council proposed dog control scheme

Today i visited the office of Craig Thelwell at 1 Church Street to view the proposed dog exclusion maps. From what i read in the Hartlepool Mail on Friday 15th and what i read at Church Street does not seem to tally. My friend asked the gentleman at the office could he clear the matter up, but to no avail. I would like to know where i can walk my dog. I have been walking my dog for almost six years on Rift House Rec and yes there are some irresponsible dog owners who do not pick up after their dogs, but why are we being penalised, in all the time I've been walking on the rec I have never seen a dog warden and I know that my other dog walker friends have asked for a warden to patrol the area to catch these people.

If you do suceed in banning us from the rec would you please tell me where I can walk my dog freely without fear of a £1000 fine which I could never afford.

We meet at the rec every day from about 0930hrs perhaps someone from the council would like to find out our views.



Lorraine Gauntlett

Appendix G

Dog Control Orders Consultation Summary

1





Do you currently have a dog? Please select one of the following:

Option	Results
Yes	 40% (12)
No	 60% (18)

[View the full results for this question.](#)

2





In which of the following Postcode Areas do you live? Please select one of the following possible options:

Option	Results
TS24	 23% (7)
TS25	 20% (6)
TS26	 47% (14)
TS27	 10% (3)
Other (please specify)	0% (0)

[View the full results for this question.](#)

3





How much of a problem is dog dirt in your local area? Please select one of the following possible options:

Option	Results
A very big problem	 10% (3)
A problem	 47% (14)
Not really a problem	 27% (8)
Not a problem at all	 17% (5)
Don't know	0% (0)

[View the full results for this question.](#)

4

We would like to know where you think dogs should not be allowed, and where you think dogs should be kept on leads? Please consider this for the following areas:

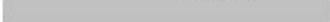
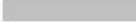
	Allowed at all times	Allowed on a lead	Not allowed at all (Banned)	Don't know
Cemeteries				
Parks (Ward Jackson, Burn Valley etc)				
Children's play areas				
Back streets				
Certain beaches				

[View the full results for this question.](#)

Dog Control Orders Consultation Summary

5



Should a beach ban be seasonal or all year round. Please select one of the following possible options:

Option	Results
Seasonal	 71% (20)
All year round	 29% (8)

[View the full results for this question.](#)

7

Do you agree that Council staff should have the powers to instruct owners to put their dogs on a lead whilst in a public place? Please select one of the following possible options:

Option	Results
Yes	 82% (23)
No	 18% (5)
Don't Know	0% (0)

[View the full results for this question.](#)

6

Do you have any other questions or comment you would like to make about the Dog Control Orders? If so, please use the space below to tell us about them.

13 people have answered this question.

Comments

Reasonably, dogs should be allowed anywhere providing they're on a lead and are cleaned up after AT ALL TIMES.

"THE FINES SHOULD BE MUCH GREATER. THE QUESTION THAT NEEDS BE ASKED IS: "" HOW WOULD THE DOG OWNERS LIKE IT IF I BROUGHT MY YOUNG CHILDS BUSINESS ROUND TO THEIR DRIVE AND DUMPED IT THERE""? THAT IS WHAT THEY ARE DOING EXCEPT THAT THE DOG CARRIES IT UNTIL IT IS DUMPED ON MY DRIVE. WHATS THE DIFFERENCE?????????"

As a dog owner who picks up the dog dirt EVERY time there should be no where I am restricted from going with my well behaved dog. Punishment should be given to those who don't pick theirs up and more dog dirt bins provided around the town with more regular collections. I was at Seaton Carew recently and noticed the dog dirt bins - and the dispensers for the bags to collect the dirt (I always carry my own)... these are a good idea - but they where ALL empty.

There are substantial numbers of responsible dog owners in the town. Unfortunately, the attitude of HBC seems to be decidedly 'anti-dog'. It is vital that anti-social dog owners are detected, and where appropriate, punished for their actions. But HBC should also be promoting responsible dog-ownership as an important and beneficial part of a healthy life-style, and arranging events to encourage this - fun events, instructional events, classes for people thinking of getting a dog for the first time, and 'meet the breeds' type of events. Loathe as I am to suggest the appointment of further HBC employees, perhaps there is a case to appoint a 'dog-education' officer.

Comments

The survey has not asked about open spaces such as adjacent to the A689 at Sappers Corner or been specific about beaches. For example I view Seaton beach as different to the Blue Lagoon for beaches

Beaches should be within the tide limit and owners to make sure the dog is not a nuisance to other people on the beach.

persons not cleaning up dog fouling should be fined

It seems to me that the Council has already made its mind up to ban dogs from everywhere. What next - why not ban all children from leaving the house because of the troublesome ones that cause anti-social behaviour. This is a very obvious example of punishing responsible dog owners for the acts of irresponsible ones and it seems very lazy of the Council to me - why not do your job and deal with the problem of irresponsible dog owners instead of trying to imprison all dogs to the confines of their homes. After all - if dogs were never allowed to leave their homes the problem would be solved for lazy 'dog control order' staff!

The Council should target irresponsible dog owners rather than banning all dogs from beaches. Responsible dog owners shouldn't be punished for the actions of a few.

i would like to see a few more dog dirt bins at the back of formby close ie: b1086 road as it is like a dog track they bring there dogs from the other-side of the road regular hart station ETC,

It needs to be made clear to members of the public of the responsibilities of keeping dangerous dogs and especially not taking them out in public off the leash.

My granddaughter has a serious allergy (requires hospitalisation) to dogs. If dogs are kept under control on a lead it means we can take her to parks and other public places with confidence. In our case it can be friendly dogs which just want to be affectionate and jump up that can cause a problem. Control means we can all share public spaces.

NEIGHBOURHOOD & COMMUNITIES
PORTFOLIO
REPORT TO PORTFOLIO HOLDER

22 April 2008



Report of: Head of Neighbourhood Management

Subject: KERBSIDE RECYCLING COLLECTION SERVICE

SUMMARY

1. PURPOSE OF REPORT

To inform the Portfolio Holder of the activities undertaken to address concerns raised on kerbside recycling at the February Neighbourhood Services Scrutiny Forum, meeting.

2. SUMMARY OF CONTENTS

Following the introduction of alternate weekly collections and the letting of the can, glass and paper contract we have received an increase in complaints about the service. This report details the complaints together with an action plan to resolve the problems currently being experienced.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Waste Management.

4. TYPE OF DECISION

This is a non key decision.

5. DECISION MAKING ROUTE

To Portfolio meeting on 22 April 2008.

6. DECISION(S) REQUIRED

The Portfolio Holder acknowledges receipt of the report and accepts regular updates as necessary.

NEIGHBOURHOOD & COMMUNITIES
PORTFOLIO
REPORT TO PORTFOLIO HOLDER

22 April 2008



Report of: Head of Neighbourhood Management

Subject: KERBSIDE RECYCLING COLLECTION SERVICE

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of the activities undertaken to address concerns raised on kerbside recycling at the February Neighbourhood Services Scrutiny Forum meeting.

2. BACKGROUND

- 2.1 The Portfolio Holder will recall that alternate weekly collections were introduced in July 2006 as a pilot study, which was rolled out across the town working towards October 2007 when full implementation was achieved.
- 2.2 At the Neighbourhood Services Scrutiny Forum members received a report from the Head of Neighbourhood Management advising them the Kerbside Recycling Contract for cans, glass and paper had been awarded to Abitibi in October 2007 for a 28 month period.

3. CUSTOMER SATISFACTION

- 3.1 We have seen a reduction in the level of customer satisfaction with waste collections, which was anticipated with the introduction of AWC. Prior to its implementation customer satisfaction with refuse collection was 89% (2003), and this fell to 72% in 2006.
- 3.2 Last year a Viewpoint 1000 survey was undertaken to supplement the previous Best Value National Indicator Survey. The findings of which identified 95% of residents thought it was important to recycle their household rubbish with only 3% commenting they did not recycle.
- 3.3 At the Neighbourhood Services Scrutiny Forum (February 2008) members expressed some dissatisfaction with the service regarding the reliability of

collection, confusion as to what could be recycled and what could not and where to present waste for collection. This related to some problematic areas within the town where vehicular access was difficult or not available. The final issue was the level of cleanliness following collection.

4. OPERATIONAL ISSUES

- 4.1 We recognise that there were teething problems which were to be expected with any new collection service, and procedures are required to ensure consistency in service delivery across the town. Where we have had problems we have worked to resolve them. Protocols have been introduced to assist operatives and our contractor in carrying out the service.
- 4.2 Our training programme has been reviewed from Induction through to service operations with the development of a new induction system. The Service Improvement Group continues to meet to discuss operational issues and service complaints which are fed into our training programme. A bespoke training session has been arranged for our own staff and the contractor, ensuring a consistent message is cascaded to all, which will be introduced following job evaluation.
- 4.3 Where crews have had difficulties in accessing streets to collect waste due to parked cars the contractor and our staff are advised to collect the bins from where they are presented. However, if the problem continues then staff are instructed to door knock properties to find the owner of the vehicle requesting it be moved, and when that is not possible the Enforcement Team are informed and letters are sent out to residents asking for assistance on refuse collection days.
- 4.4 Crews are instructed to return containers to either the kerbside or the appropriate presentation point. We will continue to train staff and educate the public where necessary. The importance of securing blue bags after the collections has been reiterated to the contractor. We will continue to monitor this.
- 4.5 The Council introduced a no side waste policy in 2000, when wheeled bins were first introduced. I acknowledge we do experience some problems with this policy, however, in order for the Authority to achieve its recycling targets and the new waste minimisation target set by government, this policy has to be enforced. We collect all recyclable materials presented at the kerbside or appropriate presentation point, but not residual or garden waste side waste. The promotion of Home Composting is a priority for the section during 2008/09.
- 4.6 Council policy provides for large families, i.e., where there are five adults or a family of six living in one property to request a 360 ltr bin, standard provision is 240 ltr. Alternatively small families can request a smaller 140 ltr bin.

- 4.7 Our Waste Minimisation and Recycling education programme consisting of various leaflets, stickers for domestic waste containers and school programmes continues to be implemented. We are looking where possible to introduce media campaigns across the Tees Valley. Where a family of less than six is struggling with side waste we arrange a home visit, where together we go through their waste advising what can and cannot be recycled. This service has received a positive response from residents.
- 4.8 Funding of educational materials has previously been provided by central government. As of this coming year 2008/09 this funding has been mainstreamed within the main government grant settlement.
- 4.9 The use of alternative receptacles continues to be investigated, members will recall we have changed the white poly bag to include a weighted base; the blue bag continues to be a concern for some residents but not all.
- 4.10 The use of Bring Recycling Centres and maintenance responsibilities are currently out to expressions of interest and we hope to let a new contract early in 2009 in partnership with the Tees Valley local authorities. We will look to improve the bring centre provision across the town ensuring they are in suitable areas, which may involve a rationalisation exercise, signage and litter bin provision will be included within the improvement programme.
- 4.11 We continue to investigate options to include additional recycling materials to the Kerbside Collection Service; it is likely TetraPaks will be included this year, and we are exploring outlets for other plastic containers within this country.

5 SERVICE PERFORMANCE

- 5.1 The introduction of alternate weekly collections has encountered operational problems and customer satisfaction has reduced. Early indications are showing an improvement. Customer satisfaction in refuse collection prior to the introduction of alternate weekly collections was 90%, which reduced to 72% during the first phase of implementation following the Scrutiny investigation last summer, residents have been surveyed through Viewpoint 1000 and customer satisfaction has increased to 82%.
- 5.2 Our recycling performance has increased from 15.24% to 32.33% since the introduction of alternate weekly collections.
- 5.3 The National Waste Strategy for 2007 has introduced new and more stringent targets.
- 5.4 Recycling targets have increased; we are expected to recycle 40% of all household waste by 2010 and 45% by 2015.
- 5.5 The amount of waste sent to landfill in 2006/07 was 8.04%. We are in the top performance for all waste management targets, apart from recycled waste.

However, I anticipate this will change due to the implementation of alternate weekly collections as the vast amount of the public support this new service.

6. ACTION PLAN

I attach in **Appendix 1** an action plan which will be implemented and monitored in regular waste management meetings through the coming year to improve customer satisfaction.

7. RECOMMENDATION

The Portfolio Holder acknowledges receipt of the report and accepts regular updates as necessary.

Appendix 1

Waste Collection Customer Satisfaction Action Plan**Proposed actions to increase customer**

Action	Responsible Officer	Target Date
Customer Service training for all Waste Management staff	C Ogden/F Srogi /A Read	Completed by March 2009
Introduce further education and awareness raising events for residents regarding materials collected in the recycling scheme using available resources with particular emphasis on contamination	F Srogi	March 2008 & Ongoing
Raise awareness of waste collections for all HBC operatives and contractor employees with particular emphasis on contamination in containers and spillage	C Ogden	August 2008
Introduce staff education session to ensure consistent service is received by residents	G Hegarty	August 2008
Review the disposal of bulky household waste at the Household Waste Recycling Centre	C Ogden/ S Rayner	July 2008
Develop Service Level Agreement between HBC and voluntary sector to provide further assistance to those requiring bulky waste collections	F Srogi	September 2008
Procure the recycling bring centre service with our Tees Valley partners and promotions improving non doorstep recycling facilities	F Srogi	December 2008
Update the Service Standards leaflet to include the changes in service since the introduction of Alternate Weekly Collection	A Read/F Srogi	June 2008
Prepare new job descriptions for waste collection drivers and operatives and agree conditions of service	C Ogden	June 2008
Service Improvement Group meetings to develop	C Ogden	April 2008
Job evaluation agreement to be agreed and information cascaded to all staff	C Ogden	June 2008 & Ongoing
Resident Association articles for newsletters to be developed	F Srogi	April 2008

NEIGHBOURHOOD AND COMMUNITIES PORTFOLIO

Report to Portfolio Holder
22 April 2008



Report of: Head of Technical Services

Subject: M BLOCK TRAFFIC CALMING

SUMMARY

1. PURPOSE OF REPORT

- 1.1 To report an objection letter and attached petition submitted in relation to the M Block traffic calming scheme.

2. SUMMARY OF CONTENTS

- 2.1 The report details the residents' objection, the background to the scheme and the consultation process undertaken.

3. RELEVANCE TO PORTFOLIO HOLDER

- 3.1 The Portfolio Holder has responsibility for traffic and transportation issues.

4. TYPE OF DECISION

- 4.1 This is a non-key decision.

5. DECISION MAKING ROUTE

- 5.1 This is an executive decision made by the Portfolio Holder.

6. DECISION(S) REQUIRED

- 6.1 The Portfolio Holder notes the objection, and the proposals in relation to future schemes.

Report of: Head of Technical Services

Subject: M BLOCK TRAFFIC CALMING

1. PURPOSE OF REPORT

- 1.1 To report objection letter of objection and petition (to be presented at the Portfolio meeting) submitted in relation to the M Block traffic calming scheme.

2. BACKGROUND

- 2.1 The traffic calming scheme was initially reported to the Portfolio meeting on 13 August 2007 and approved in principle, following a petition submitted by residents of the M Block requesting traffic calming measures.
- 2.2 The petition related mainly to Moffat Road and the surrounding area, however, further discussions with ward councillors led to proposals being drawn up to cover the majority of the M block, due to complaints received in relation to the wider area. Previous complaints had been received, particularly in relation to Macrae Road, and consequently a scheme was drawn up covering Moffat Road, Macrae Road and the area of the M Block in between these roads.
- 2.3 There was support for the scheme from a number of organisations, and funding was secured to allow the scheme to be implemented as follows:-
- £15,000 from the South Neighbourhood Consultative Forum.
 - £10,000 from the Owton NAP Forum.
 - £5,000 from the Local Transport Plan.
 - £5,000 from Housing Hartlepool.

3. CONSULTATION

- 3.1 Approximately 350 consultation letters were sent to all residents and ward councillors, with responses received as follows:-
- 95 people in favour of the traffic calming scheme.
 - Eight people not in favour of the traffic calming scheme.

- 3.2 The consultation responses demonstrated that a significant majority of over 92% of those people responding were in favour of the proposed scheme.
- 3.3 The scheme was also presented at the Owton Manor NAP Forum and the South Neighbourhood Consultative Forum, prior to funding being agreed from both groups.
- 3.4 The emergency services were also consulted via the Council's Traffic Liaison Group, and following comments from the Fire Service, the scheme was amended from full width road humps to speed cushions.
- 3.5 The detailed scheme and the consultation results were then reported back to Portfolio on 28 January 2008 and subsequently approved.

4. CONSIDERATION OF ISSUES

- 4.1 A petition and covering letter have now been received from a resident of Motherwell Road. The petition contains signatures from a number of people in favour of the scheme, although residents from 7 properties who had previously submitted consultation responses in support, have now stated they are against the traffic calming. The main reason for the objection is that the public notice advertising the installation of the speed cushions did not expire until 28 March, and that the works commenced prior to this.
- 4.2 The M Block scheme was finalised relatively late in the financial year, with funding being confirmed later still. As a result, it was not feasible to advertise the public notice any earlier. Investigations were made as to whether the works could be delayed, however, to do so would have resulted in loss of external funding, with little prospect of it being available in future years.
- 4.3 An extensive public consultation exercise had been carried out which indicated a large majority of people were in favour of the scheme, and would have been disappointed had the scheme been cancelled.
- 4.4 An issue raised in the objection is that the scheme did not include repairs to the roads, however, this was never part of the proposals. The Council's Highways Maintenance Team have been contacted to assess whether there are any defects present which require action and any repairs required will be carried out.

5. PROPOSALS

- 5.1 The works have been undertaken prior to the completion of the consultation exercise due to the fact that there were pressures to complete the work prior to the loss of funding. NAP Forums are to be

informed that schemes will be accepted after October, each financial year. This should ensure sufficient time for schemes to be developed, consultation to take place and the relevant notice requirements to be met.

6. FINANCIAL IMPLICATIONS

- 6.1 If the decision was made to remove the traffic calming measures the costs would need to be borne by existing traffic management budgets.

7. RECOMMENDATIONS

- 7.1 The Portfolio holder notes the objection but, in this instance, agrees to the scheme remaining and that Officers ensure that any future funding arrangements are put in place within realistic time scales to ensure compliance with procedures.