

CABINET AGENDA



Monday 23rd June 2008

at 9.00am

**in Committee Room B,
Civic Centre, Hartlepool**

MEMBERS: CABINET:

The Mayor, Stuart Drummond

Councillors Hall, Hargreaves, Hill, Jackson, Payne and Tumilty

1. APOLOGIES FOR ABSENCE

2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS

3. MINUTES

To receive the Record of Decision in respect of the meeting held on 9th June 2008
(previously circulated)

4. BUDGET AND POLICY FRAMEWORK

4.1 PPG17 Open Space Assessment – *Director of Regeneration and Planning Services*

4.2 Food Law Enforcement Service Plan 2008-2009 – *Director of Neighbourhood Services*

5. KEY DECISIONS

No items

6. OTHER ITEMS REQUIRING DECISION

6.1 Falcon Road – Traffic Management – *Director of Neighbourhood Services*

6.2 Local Area Agreement (LAA) Quarter 4 Summary of Performance Report
2007/08 – *Head of Community Strategy*

6.3 Departmental Structures and Efficiencies – *Chief Executive*

7. ITEMS FOR DISCUSSION / INFORMATION

No items

8. REPORTS FROM OVERVIEW OF SCRUTINY FORUMS

8.1 Transportation Links to Hospital Services and Neighbourhood Services Transport Provision

(a) Final Report – *Neighbourhood Services Scrutiny Forum*

(b) Action Plan – *Director of Neighbourhood Services*

8.2 Access to Recreation Activities for Children and Young People in Hartlepool

(a) Final Report – *Children's Services Scrutiny Forum*

(b) Action Plan – *Director of Children's Services*

9. LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

EXEMPT ITEMS

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

10. EXEMPT ITEMS REQUIRING DECISIONS

10.1 Middleton Grange Shopping Centre – Variation to Terms of Headlease to PPG Metro 500 Limited – *Head of Procurement, Property and Public Protection* (Para 3)

CABINET REPORT

23rd June 2008



Report of: Head of Community Strategy

Subject: LOCAL AREA AGREEMENT (LAA) QUARTER 4
SUMMARY OF PERFORMANCE REPORT 2007/08

SUMMARY

1. PURPOSE OF REPORT

To inform Cabinet of performance against the Local Area Agreement (LAA) 2007/08.

2. SUMMARY OF CONTENTS

The LAA includes 36 priority outcomes, structured around the seven Community Strategy Themes. Appendix 1 shows a summary of progress against the Local Area Agreement Indicators and pooled funding allocations for each of the 36 LAA Outcomes.

3. RELEVANCE TO CABINET

Hartlepool's current LAA is a three year agreement (2006-09) based on the Community Strategy that sets out the priorities for Hartlepool and forms an agreement between Central Government (represented by GONE) and a local area represented by Hartlepool Borough Council and other key partners through the Hartlepool Partnership. The LAA is the delivery plan of the Community Strategy.

4. TYPE OF DECISION

Non key.

5. DECISION MAKING ROUTE

Cabinet 23 June 2008.
Hartlepool Partnership 4 July 2008

6. DECISION REQUIRED

Cabinet is requested to note the report and take any decisions necessary to address the performance or financial risks identified.

Report of: Head of Community Strategy

Subject: LOCAL AREA AGREEMENT (LAA) QUARTER 4
SUMMARY OF PERFORMANCE REPORT 2007/08

1. PURPOSE OF REPORT

- 1.1 This report contains a summary of performance against the Local Area Agreement (LAA) 2007/08.

2.0 BACKGROUND

- 2.1 Hartlepool's LAA was agreed by Cabinet on the 10 February 2006 and was signed off by Government in March 2006. The LAA submission is available on the Council's website (www.hartlepool.gov.uk). Cabinet will be aware that a new LAA has recently been submitted for sign-off by Government.
- 2.2 Hartlepool's LAA is structured around the aims and themes of the Community Strategy and forms the strategic framework for monitoring progress and is aimed at delivering a better quality of life for people through improving performance on a range of national and local priorities. The LAA is the delivery plan of the Community Strategy.

3.0 QUARTER FOUR PERFORMANCE 2007/08

- 3.1 The LAA includes 36 priority outcomes, structured around the seven Community Strategy Themes. **Appendix 1** shows a summary of progress against the Local Area Agreement Indicators and pooled funding allocations for each of the 36 LAA Outcomes.
- 3.2 A traffic light rating system is used with detail provided for red rated indicators and expenditure. This type of reporting is often termed 'reporting by exception' highlighting where the key challenges are in achieving the outcomes and requirements of the LAA. Full details of progress on all of the outcomes, indicators and actions is contained in Local Area Agreement Delivery and Improvement Plan, Progress Update: Quarter 4 (Jan-March 2008) available on the Hartlepool Partnership Website www.hartlepoolpartnership.co.uk (paper copies are available on request).
- 3.3 The following performance indicators are red traffic lighted and present the Council and the Local Strategic Partnership with a challenge to improve performance (A summary of performance to date against all of the outcomes is shown in Appendix 1).

National Floor Target (FT) Indicators

- LLS1. Early Years - Improve children's communication, social and emotional development
- HC2. Gap in Female life expectancy
- HC10. Mortality rate from cancer amongst people aged under 75

Please note under 18 conception rate is no longer red rated

Neighbourhood Renewal Strategy (NRS) Narrowing the Gap Indicators

- **NEW JE 4 Employment Rate**
- **NEW JR6 Unemployment Rate**
- JE8 Youth unemployment
- LLS4. Early Years (% of 3 and 4 years olds attending provision)
- NEW LLS8. Key Stage 3 Attainment
- NEW LLS10. Key Stage 4 Attainment
- HC5. Female life expectancy
- HC6. Gap in female life expectancy
- CS3. Domestic burglary
- **New CS 22 Personal, social and community disorder reported to Police**
- CL9. Satisfaction with parks and open spaces
- SC3. % adults who feel they can affect decisions in their area

Please note HC18. Immunisation rates is no longer red rated

Please note CS18. Deliberate Fires is no longer red rated

Reward Element (RE) Indicators

- JE17. Number of Carers completing education or training and achieving NVQ Level 2 or equivalent, or higher
- JE18. Number of Carers remaining in employment for a minimum of 16 hours per week, and for at least 32 weeks in the year

- 3.4 Overall for 2007/08 the LAA grant had an underspend of just 2.2%, well within the Government tolerance levels (5%). However concerns are raised regarding the underspend of £29,121 against the Teenage Pregnancy allocation (Outcome 10) and the £35,973 Connexions underspend (Outcome 2). This underspend has been carried forward to the 2008/09 budget for these work areas.

4.0 RECOMMENDATIONS**4.1 It is recommended that Cabinet**

- Note the current position regard to performance and expenditure against the pooled LAA funding allocations;
- Take any decisions necessary to address performance.



hartlepoolpartnership

Local Area Agreement Quarter 4 2007/08 Performance -Traffic Light Summary

1. Introduction

This report contains the Quarter 4 (January - March 2008) summary of progress against the Local Area Agreement Indicators and pooled funding allocations. This report is the final update on the current LAA that will be replaced by the LAA 2008-11.

A traffic light rating system is used based on the key shown on page 2 and narrative is provided against all indicators rated as red (where performance has deteriorated and achievement of the target is unlikely). A traffic light rating is also shown against the pooled LAA funding allocated to outcomes.

This type of reporting is often termed 'reporting by exception' highlighting where the key challenges are in achieving the outcomes and requirements of the LAA.

Full details of progress on all of the outcomes, indicators and actions is contained in Local Area Agreement Delivery and Improvement Plan, Progress Update: Quarter 4 (January - March 2008)

2. Contents

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2. Key to traffic lights

Performance Indicators

☺	Performance on target
☹	Performance static and achievement uncertain; performance improving and achievement unlikely or uncertain
☹	Performance deteriorating and achievement unlikely / uncertain; performance static and achievement unlikely

↑	Latest figures indicate an improvement in performance
↓	Latest figures indicate a decline in performance
=	Performance rated the same as previously reported. Please note this does not necessarily indicate static performance, it just shows that the traffic light rating remains the same as before

Pooled Funding

✓	Spend Achieved or managed underspend agreed
☺	Spend on target
☹	Currently underspending but forecast to spend in full by end of financial year
☹	Underspend likely at the end of the financial year

Overall LAA Summary (All Outcomes)

	No. Indicators	%
😊	123	62
😐	22	22
😞	31	16

Summary of National Floor Target (FT) Indicators

	No. Indicators	%	
😊	8	47	
😐	6	35	
😞	3	18	LLS1. Early Years - Improve children's communication, social and emotional development HC2. Gap in Female life expectancy HC10. Mortality rate from cancer amongst people aged under 75 Please note U18 Conception Rate no longer red rated

Summary of Neighbourhood Renewal Strategy (NRS) Narrowing the Gap Indicators

	No. Indicators	%	
😊	21	55	
😐	5	13	
😞	12	32	New JE4 Employment Rate New JE6 Unemployment Rate JE8 Youth unemployment LLS4. Early Years (% of 3 and 4 years olds attending provision) LLS8. Key Stage 3 Attainment LLS10. Key Stage 4 Attainment HC5. Female life expectancy HC6. Gap in female life expectancy Please note HC18 Immunisation rates no longer red rated CS3 Domestic burglary Please note CS18. Deliberate Fires no longer red rated New CS22 Personal, social and community disorder reported to Police CL9. Satisfaction with parks and open spaces SC3. % adults who feel they can affect decisions in their area

Summary of Reward Element (RE) Indicators

	No. Indicators	%	
😊	12	63	
😐	5	26	
😞	2	11	JE17 Number of Carers completing education or training and achieving NVQ Level 2 or equivalent, or higher JE 18 Number of Carers remaining in employment for a minimum of 16 hours per week, and for at least 32 weeks in the year

Summary of Sustainable Development (SD) Indicators

	No. Indicators	%	
😊	7	64	
😐	3	27	
☹️	1	9	LLS10 Key Stage 4 Attainment

Summary of Progress Against Spend

	No. Outcomes	%	
✓	23	88%	
😊	0		
😐	0		
☹️	3	12	Underspend reported for Outcomes 2, 10 , 32 and 33

Jobs and the Economy Summary

	No. Indicators	%		No. Indicators	%
😊	12	44	↑	0	0
😐	4	15	↓	8	30
☹️	11	41	=	19	70

1. Increase skill levels of the local population with clear reference to local business need

JE1	Number of adults who are supported in achieving at least a full first level 2 qualification or equivalent		😊 =
JE2	Number of adults who are supported in achieving at least a full first level 2 qualification or equivalent (NRS – Narrowing the Gap)	NRS	😊 =
Allocation		Current Spend	
£140,051		£141,593	
		✓	

2. To attract appropriate inward investors and support indigenous growth, making use of local labour resource and supporting local people in gaining maximum benefit from the economic regeneration of the town, including all people of working ages especially the young

JE3	Employment rate	FT, SD	😐 ↓
JE4	Employment rate (NRS – Narrowing the Gap)	NRS	☹️ ↓
JE5	Unemployment rate		☹️ ↓
JE6	Unemployment rate (NRS – Narrowing the Gap)	NRS	☹️ ↓
JE7	Youth Unemployment rate		☹️ =
JE8	Youth Unemployment rate (NRS – Narrowing the Gap)	NRS	☹️ =
Allocation		Current Spend	
£643,268		£62,715 – Finance system showing underspend of £20,000 (12 May 2008)	
		☹️	

3. To support the sustainable growth, and reduce the unnecessary failure, of locally-owned business, promoting the growth and sustainability of enterprise and small businesses and to increase total entrepreneurial activity amongst the local population

JE9	VAT Registrations	FT	☺ =
JE10	Net change in business stock (registrations – de-registrations)	SD	☺ =
JE11	Number of new businesses created		☺ =
Allocation		Current Spend	
£225,825		£238,534 – Overspend to be met from other resources	
		✓	

4. For those living in the wards with the worst labour market position in areas in receipt of NRF, significantly improve their overall employment rate and reduce the difference between their employment rate and the overall employment rate for England

JE4	Employment rate (NRS – Narrowing the Gap)		☹ ↓
JE6	Unemployment rate (NRS – Narrowing the Gap)		☹ ↓
JE8	Youth Unemployment rate (NRS – Narrowing the Gap)		☹ ↓
JE23	Within Hartlepool a reduction by 2007-8 of at least 1.6 ⁵ percentage points in the overall benefits claim rate ⁶ for those living in the Hartlepool wards identified by DWP as having the worst initial labour market position.		☺ =
JE24	Within Hartlepool a reduction by 2007-8 of at least 1.6 percentage points in the difference between the overall benefits claimant rate for England and the overall rate for the Hartlepool wards with the worst labour market position.		☺ =
Allocation		Current Spend	
No pooled funding allocated		N/A	
		N/A	

**5. Achieve Economic Well-being
(Every Child Matters Outcome, Independence, Well-being & Choice)**

JE12	Young people are supported in developing self confidence, team working skills and enterprise		☺ =
JE13	Hartlepool enterprise activities are available to all key stage 4 pupils in Hartlepool Secondary school		☺ =
JE14	All key stage 4 pupils undertake work related learning and useful work experience		☺ =
JE15	Careers education & guidance is provided to all young people aged 13-19		☺ =
JE16	Provision is planned to ensure the numbers of young people classified as Not in Education Employment or Training (NEET) is reduced		☺ =
Allocation		Current Spend	
£1,070,239		£1,034,266 managed underspend due to Job Evaluation	
		✓	

6. Improving training and employment prospects for targeted groups

JE17	Number of Carers completing education or training and achieving NVQ Level 2 or equivalent, or higher	RE	☹ =
JE18	Number of Carers remaining in employment for a minimum of 16 hours per week, and for at least 32 weeks in the year.	RE	☹ =
JE19	Numbers of drug users given structured work experience/employment opportunities of at least 13 weeks	RE	☹ =
JE20	Number of offenders from Hartlepool being helped into employment with the assistance of HBC and being sustained in the job for a minimum of 4 weeks for a minimum of 16 hours per week	RE	☺ =
JE21	Number of offenders that have gained basic skills at entry level 3,2 and 1 and level 1 or level 2	RE	☺ =
JE22	Employment Rate (16-24) %	RE	☹ ↓
Allocation		Current Spend	
£61,622		£56,419 – Managed reward element underspend	
		✓	

Lifelong Learning and Skills Summary

	No. Indicators	%		No. Indicators	%
😊	16	66	↑	0	0
😐	5	21	↓	3	13
☹️	3	13	=	21	87

7. Enjoy and Achieve raise achievement and standards of children and young people in the early years, primary and secondary phases of education

LLS1	Early Years - Improve children's communication, social and emotional development	FT	☹️ =
LLS2	Early Years - Improve children's communication, social and emotional development (Neighbourhood Renewal narrowing the gap)	NRS	😊 =
LLS3	Early Years - Increase the percentage of 3 and 4 year olds who attend an early years and childcare		😊 =
LLS4	Early Years - Increase the percentage of 3 and 4 year olds who attend an early years and childcare (Neighbourhood Renewal narrowing the gap)	NRS	☹️ =
LLS5	Key Stage 2	FT	😐 =
LLS6	Key Stage 2 (Neighbourhood Renewal narrowing the gap)	NRS	😊 =
LLS7	Key Stage 3	FT	😐 =
LLS8	Key Stage 3 (Neighbourhood Renewal narrowing the gap)	NRS	☹️ =
LLS9	Key Stage 4	FT	😊 =
LLS10	Key Stage 4 (Neighbourhood Renewal narrowing the gap)	NRS, SD	☹️ =
LLS22	By 2008 all schools located in Local Authority Districts in receipt of NRF to ensure that at least 50% of pupils achieve level five or above in each of English, maths and science.	NRS	😊 =
Allocation		Current Spend	
£1,622,662		£1,615,406	
		✓	

8. Provision of high quality learning and skills opportunities that drive economic competitiveness, widen participation and build social justice

LLS11	No. of new Skills for Life qualifications		😊 =
LLS12	No. of new Skills for Life qualifications (Neighbourhood Renewal Area)	NRS	😊 =
LLS13	Level 1 Qualifications		😊 =
LLS14	Level 1 Qualifications (Neighbourhood Renewal Area)	NRS	😊 =
LLS15	Level 2 Qualifications		😊 =

LLS16	Level 2 Qualifications (Neighbourhood Renewal Area)	NRS	😊 =
LLS17	Level 3 Qualifications		😊 =
LLS18	Level 3 Qualifications (Neighbourhood Renewal Area)	NRS	😊 =
LLS19	Level 4 Qualifications		😊 =
LLS20	Level 4 Qualifications (Neighbourhood Renewal Area)	NRS	😊 =
LLS21	Modern Apprentices Framework Completions		😊 =
LLS22	Modern Apprentices Framework Completions (Neighbourhood Renewal Area)	NRS	😊 =
LLS23	Number of learners participating in Adult Education Programmes		😊 =
Allocation		Current Spend	
£271,317		£271,223	✓

Health and Care Summary

	No. Indicators	%			No. Indicators	%
😊	25	61		↑	8	20
😐	10	24		↓	2	5
☹️	6	15		=	31	75

9. Improved health - reduce premature mortality rates and reduce inequalities in premature mortality rates between wards/neighbourhoods

HC1	Life Expectancy Females (Hartlepool)		☹️=
HC2	Gap in Hartlepool and England life expectancy – female	FT	☹️=
HC3	Life Expectancy Males (Hartlepool)		😊↑
HC4	Gap in Hartlepool and England life expectancy – male	FT	😐=
HC5	Life Expectancy Females (NRA)	NRS	☹️=
HC6	Gap in NRA and Hartlepool Females	NRS	☹️=
HC7	Life Expectancy Males (NRA)	NRS	😐=
HC8	Gap in NRA and Hartlepool Males	NRS	😐=
HC40	All Age, All Cause Mortality – Males	SD	😊↑
HC41	All Age, All Cause Mortality – Females	SD	😐=
HC9	Mortality rates from heart disease, stroke and related diseases in people under 75 (Hartlepool)	FT	😐↓
HC10	Mortality rate from cancer amongst people aged under 75 (Hartlepool)	FT	☹️=
HC11	The prevalence of smoking among adults (Hartlepool)		😊=
HC12	The prevalence of smoking among adults (NRA + NDC)	NRS	😊=
HC13	Number of 4 week smoking quitters (NRA + NDC)	NRS	😊=
HC14	Number of 4 week smoking quitters (rest of Hartlepool)		😊=
HC15	Number of patients completing a 10 week programme of referred activity as a result of health practitioner recommendation	RE	😐=
HC16	Of those completing a 10 week programme, the percentage going onto mainstream activity	RE	😐=
Allocation		Current Spend	
£369,522		£360,348	
		✓	

10.Be healthy

HC17	Immunisation rates - % uptake of 2 doses of MMR at 5 years of age (Hartlepool)		☹️ ↓
HC18	Immunisation rates - % uptake of 2 doses of MMR at 5 years of age (NRA)	NRS	😊 ↑
HC19	U18 conception rates (Hartlepool)	FT	😊 ↑
HC20	U18 conception rates (NRA)	NRS	😊 ↑
HC21	Number of schools achieving the new Healthy Schools Status. Performance expected with reward.	RE	😊 =
Allocation		Current Spend	
£322,459		£288,145 – significant underspend on Teenage Pregnancy Budget	
		☹️	

11.Exercise of choice and control and retention of personal dignity

HC22	Vulnerable Adults helped to live at home per 1000 population:		😊 =
HC23	Vulnerable adults, or their carers receiving direct payments per 100,000 adults		😊 =
HC24	Number of people receiving intermediate care:		😊 =
Allocation		Current Spend	
£134,226		£134,294	
		✓	

12. Mental Well-being

HC25	Suicide rates	FT	😊 ↑
HC26	Prescribing of high level antidepressants		☹️ =
HC27	Number of emergency psychiatric re-admissions as a percentage of discharges		😊 ↑
HC28	Adults aged 18-64 with mental health problems helped to live at home per 1,000 population aged 18-64		😊 ↑
HC29	Direct payments to people with mental health needs		😊 =
Allocation		Current Spend	
£181,159		£181,625	
		✓	

13. Access to Services

HC30	Emergency Bed Days		☹ =
HC31	Waiting times in A& E		☺ =
HC32	Outpatient waiting times:		☺ =
HC33	Diagnostic waiting times:		☹ =
HC34	MRI/CT waiting times:		☺ =
HC35	Inpatient and Daycase waiting times		☺ =
HC36	Cancer waiting times:		☺ =
HC37	Access to Equipment and Telecare		☺ =
HC38	Access to social care services:		☺ =
HC39	Services provided to carers:		☺ =
Allocation		Current Spend	
£60,699		£59,837	
		✓	

Community Safety Summary

	No. Indicators *	%			No. Indicators	%
😊	23	61		↑	8	21
😐	10	26		↓	1	3
☹️	5	13		=	29	76

14. Reduced total crime (as measured by 10 BCS comparator crimes) and narrow the gap between Neighbourhood Renewal area and Hartlepool

CS1	Total Crime (10 BCS comparator crimes)	FT	😊 =
CS30	Total Crime (10 BCS comparator crimes) Neighbourhood Renewal Area	NRS	☹️ =
CS2	Domestic burglary (Hartlepool) Performance expected with reward.	RE	😊 =
CS3	Domestic burglary (NRS)	NRS	☹️ =
CS4	Vehicle crime (Hartlepool) Performance expected with reward. (theft of and theft from motor vehicle)	RE	😊 =
CS5	Vehicle crime (NRS) (theft of and theft from motor vehicle)	NRS	😊 =
CS6	Reduce the incidents of local violence (common assault and wounding) Performance expected with reward.	RE	😊 =
CS31	Reduce the proportion of adults who re-offend		Not Available
CS32	Reduce the proportion of young offenders who re-offend		😐 =
CS33	Reduce the proportion of prolific and other priority offenders who re-offend		😊 =
CS34	New Indicator from BVPI general survey: % people who think using or dealing drugs is a very or fairly big problem in their area		😊 =
Allocation		Current Spend	
£384,233		£358,809 – Managed underspend of reward element funding	
		✓	

15. Reduced harm caused by illegal drugs and alcohol

CS10	Number of problem drug users in treatment		😊 =
CS11	% problem drug users retained in treatment for 12 weeks or more		😊 =
CS12 a)	% reduction of readmissions to Ward 5 due to alcohol abuse		😊 ↑
CS12 b)	% reduction in Ward 5 detoxification programmes due to alcohol abuse		😊 ↑
CS12 c)	violent crime committed under influence of intoxicating substance per 1000 population		😐 =
CS12 d)	violent crime committed in and around licensed premises per 1000 population		😐 =
Allocation		Current Spend	
£55,645		£55,645	✓

16. Improved neighbourhood safety and increased public reassurance leading to reduced fear of crime and anti-social behaviour

CS13	% residents who feel very or fairly safe out in their neighbourhood after dark. (Viewpoint)		😊 =
CS14	% people who are very or fairly worried about a) having home broken into b) being mugged on street (Viewpoint)		a) 😊 = b) 😊 ↑
CS15	% people who are satisfied with the quality of service provided by the Police (Hartlepool) (MORI survey)		😊 =
CS16	% people who are satisfied with the quality of service provided by the Police (NRS) (MORI survey)	NRS	😐 =
CS17	Deliberate fires (Hartlepool)		😊 ↑
CS18	Deliberate fires (NRS)	NRS	😊 ↑
CS19	Accidental fire-related deaths		😐 =
CS20	Criminal damage		😐 =
Allocation		Current Spend	
£359,494		£355,242	✓

17. Build respect in communities by reducing anti-social and criminal behaviour through improved prevention and enforcement activities

CS21	Personal, social and community disorder reported to Police (Hartlepool)	SD	☹ =
CS22	Personal, social and community disorder reported to Police (NRS)	NRS	☹ ↓
CS23	Reduce year on year the number of first time entrants to youth justice system		☹ =
CS24	% of residents stating that 'Teenagers hanging around on the streets' is a problem. Performance expected with reward.	RE	☺ =
CS25	% of residents stating that 'People being drunk or rowdy in public places' is a problem. Performance expected without reward. Performance expected with reward.	RE	☺ =
CS35	% residents who feel very or fairly well informed about what is being done to tackle anti-social behaviour in their local area		☹ =
CS36	% residents who feel that parents in their local area are not taking responsibility for the behaviour of their children is very or fairly big problem		☹ =
CS37	% residents who feel that people in their area are not treating them with respect and consideration is very or fairly big problem.		☹ =
CS38	% residents who have high level of perceived ASB in their local area		☺ =
Allocation		Current Spend	
£673,315		£661,820	
		✓	

18. Stay Safe

CS26	Improve the long term stability of placements for Looked After Children PAF/D35		☺ ↑
CS27	% of children on the Child Protection Register who have previously been registered PAF/A3		☺ ↑
Allocation		Current Spend	
No LAA funding allocated		N/A	
		N/A	

19. Reducing incidents of Domestic Violence

CS28	Number of repeat referrals to the police for incidences of domestic violence (performance with reward)	RE	☺ ↑
CS29	Number of perpetrators attending a perpetrator programme not re-offending within 6 months of completing the programme (performance with reward)	RE	☹ =
Allocation		Current Spend	
£27,954		£27,964	
		✓	

Environment Summary

	No. Indicators	%			No. Indicators	%
😊	12	70		↑	0	0
😐	4	24		↓	1	6
☹️	1	6		=	16	94

20. Delivering sustainable communities through protecting natural resources and enhancing the local environment and the community's enjoyment of it

E1	Number of volunteer days spent working on nature conservation in Hartlepool		😊 =
E2	Number of Tees Valley Biodiversity Action Plan points relevant to Hartlepool achieved		😊 =
Allocation		Current Spend	
No funding allocated		N/A	N/A

21. Improve the quality of the local environment by having cleaner, greener and safer public spaces and by reducing the gap in aspects of liveability between the worst wards/neighbourhoods and the district as whole, with a particular focus on reducing levels of litter and detritus

E3	Cleanliness of the neighbourhood - % of transects surveyed falling below grade b for litter and detritus (Hartlepool)	FT	😊 =
E4	Cleanliness of the neighbourhood - % of transects surveyed falling below grade b for litter and detritus (Neighbourhood Renewal narrowing the gap)	NRS	😊 =
E5	% of people who think litter and rubbish in the streets is a problem in there area		😊 =
E6	% of people who think litter and rubbish in the streets is a problem in there area (Neighbourhood Renewal narrowing the gap)	NRS	😊 =
E7	Increase the proportion of people satisfied with their local area as a place to live (Hartlepool)		😊 =
E8	Increase the proportion of people satisfied with their local area as a place to live (Neighbourhood Renewal narrowing the gap)	NRS	😊 =
Allocation		Current Spend	
£88,468		£88,424	✓

22. Provide a safe, efficient, effective and accessible transport system

E9	Increase/maintain the number of bus passenger journeys		😊 =
E10	Bus passenger satisfaction		😊 =
E11	Reduce the number of deaths and serious injuries	FT	😊 =
E12	Reduce the number of children killed or seriously injured	FT	😊 =
E16	The percentage annual increase in the number of schools with an approved school travel plan		😊 =
Allocation		Current Spend	
£15,000		£15,000	
			✓

23. Make better use of natural resources, reduce greenhouse gases, minimise energy use and reduce the generation of waste and maximise recycling

E13	Tonnage of household waste recycled or composted		😊 =
E17	Reduction in the percentage of municipal waste land filled		😞 ↓
E18	Increase in the percentage of municipal waste recycled		😊 =
E15	Climate Change indicator – reduction in Greenhouse Gas emissions	SD	😊 =
Allocation		Current Spend	
£207,787		£207,787	
			✓

Housing Summary

	No. Indicators	%		No. Indicators	%
😊	12	92	↑	2	15
😐	0	0	↓	1	8
☹️	1	8	=	10	77

24. As part of an overall housing strategy for Hartlepool, improve housing conditions within the most deprived neighbourhoods/wards, with a particular focus on ensuring that all social housing is made decent by 2010

H1	Achieving decent homes standard in social housing sector	FT, SD	😊 =
H2	Achieving decent homes standard in private sector housing sector		😊 =
Allocation		Current Spend	
No pooled funding allocated		N/A	N/A

25. Meeting Housing and Support Needs

H3	Increase support to enable residents to live independently in their own homes		☹️ ↓
H4	Increase the number of people receiving floating support services		😊 =
H5	Increase the number of adaptations carried out to enable vulnerable people to remain living independently in their own home		😊 =
Allocation		Current Spend	
No pooled funding allocated		N/A	N/A

26. Improving the advice and support provided to homeless people and helping them to access employment, training and educational opportunities

H6	BV 213 the number of households considering themselves homeless who approached the housing advice service and where intervention resolved their situation		😊 ↑
H7	The percentage of new tenants receiving support from HBC sustaining their tenancies for 6 months		😊 =
H8	The percentage of RSL tenants evicted without personal contact from their landlord		😊 ↑
H9	Employment Rate (16-24) % (Performance expected with reward)	RE	😊 =
H10	Number of failed tenancies (Performance expected with reward)	RE	😊 =
Allocation		Current Spend	
£25,000		£25,000	✓

27. Improving the energy efficiency of houses

H11	Improve the energy efficiency of housing stock		😊 =
Allocation		Current Spend	
No pooled funding allocated		N/A	N/A

28. Balancing Housing Supply And Demand

H12	Number of houses cleared in HMR intervention area		😊 =
H13	Number of new homes constructed in HMR intervention area		😊 =
Allocation		Current Spend	
£105,000		£105,000	✓

Culture and Leisure Summary

	No. Indicators	%			No. Indicators	%
😊	9	75		↑	0	0
😐	0	0		↓	2	17
😞	3	25		=	10	83

29. Enrich individual lives, strengthen communities and improve places where people live through enjoyment of leisure, culture and sport

CL1	Engagement in museum outreach activity by under-represented groups		😊 =
CL2	Visits by C2DE (MORI definition of Working Class) visitors to the Museum of Hartlepool (based on Renaissance funded MORI visitor survey)		😊 =
CL3	Number of individuals trained to deliver activities within clubs and the community (Local Indicator)	SD	😊 =
Allocation		Current Spend	
No pooled funding allocated		N/A	
		N/A	

30. Cultural and leisure services, including libraries, better meet the needs of the community, especially disadvantaged areas

CL4	Increase annual Leisure Centre attendances (Hartlepool)		😊 =
CL5	Increase annual Leisure Centre attendances (Neighbourhood Renewal narrowing the gap)	NRS	😞 ↓
CL6	Increase proportion of residents satisfied with museums/arts (Hartlepool)		😊 =
CL7	Increase proportion of residents satisfied with museums/arts (Neighbourhood Renewal narrowing the gap)	NRS	😊 =
CL8	Increase residents satisfaction with public parks and open spaces (Hartlepool)		😊 =
CL9	Increase residents satisfaction with public parks and open spaces (Neighbourhood Renewal narrowing the gap)	NRS	😞 =
CL10	Increase residents satisfaction with libraries (Hartlepool)		😊 =
CL11	Increase residents satisfaction with libraries (Neighbourhood Renewal narrowing the gap)	NRS	😊 =
CL12	Increase leisure card holders attendance (Hartlepool)		😞 ↓
Allocation		Current Spend	
No pooled funding allocated		N/A	
		N/A	

Strengthening Communities Summary

	No. Indicators	%		No. Indicators	%
😊	13	50	↑	0	0
😐	12	46	↓	1	4
☹️	1	4	=	25	96

31. To empower local people to have a greater voice and influence over local decision making and the delivery of services

SC1	Maintain the level of involvement in the Community Network (Hartlepool)		😊 =
SC2	Percentage of adults who feel they can affect decisions that affect own area (Hartlepool)		😊 =
SC3	Percentage of adults who feel they can affect decisions that affect own area (Neighbourhood Renewal narrowing the gap)	NRS	☹️ =
Allocation		Current Spend	
£133,590		£128,107	
		✓	

32. Make a positive contribution

SC4	Percentage of people who have been helped by others (unpaid and not relatives) i) over the past year and ii) one a month over the past year (Hartlepool)		😐 =
SC5	Percentage of people who have been helped by others (unpaid and not relatives) i) over the past year and ii) one a month over the past year (Neighbourhood Renewal narrowing the gap)	NRS	😐 =
SC6	Increase the proportion of people undertaking voluntary work/community activity (Hartlepool)	SD	😊 =
SC7	Increase the proportion of people undertaking voluntary work/community activity (Neighbourhood Renewal narrowing the gap)	NRS	😊 =
SC8	Increase the number of looked after children participating in their reviews		😊 =
Allocation		Current Spend	
£141,681		£114,923 – Significant connexions underspend	
		☹️	

33. To improve the quality of life for the most disadvantaged neighbourhoods and ensure service providers are more responsive to neighbourhood needs and improve their delivery

SC9	Increase the proportion of people satisfied with their local area as a place to live (Hartlepool)		😊 =
SC10	Increase the proportion of people satisfied with their local area as a place to live (Neighbourhood Renewal narrowing the gap)	NRS	😊 =
SC11	Increase the proportion of people satisfied with their local area as a place to live (Neighbourhood Element Area)		😐 =
SC12	Burbank - Neighbourhood Element Target		😐 =
SC13	Dyke House/Stranton/Grange – Neighbourhood Element Target		😐 =
SC14	Owton – Neighbourhood Element Target		😐 =
SC15	North Hartlepool – Neighbourhood Element Target		😐 =
Allocation		Current Spend	
£1,107,913		£Unknown (was 483,079 in Q3)	
		😞	

34. Increasing financial resources within family environments to provide improved lifestyle opportunities

SC16	Number of Council Tax Disabled Reliefs (performance with reward)	RE	😊 =
SC17	Number of Council Tax Carer Reductions (performance with reward)	RE	😐 =
SC18	Number of Severely Mentally Impaired Reductions (performance with reward)	RE	😊 =
Allocation		Current Spend	
£37,039		£34,749 – managed reward element underspend	
		✓	

35. Freedom from discrimination or harassment

SC19	Percentage of people who feel that their local area is a place where people from different backgrounds get on well together (Hartlepool)		😐 =
SC20	Percentage of people who feel that their local area is a place where people from different backgrounds get on well together (Neighbourhood Renewal narrowing the gap)	NRS	😐 =
SC21	Reducing the proportion of people feeling no involvement in the community (Hartlepool)		😊 =
SC22	Reducing the proportion of people feeling no involvement in the community (Neighbourhood Renewal narrowing the gap)	NRS	😐 =
SC23	Proportionate Assessment: - % of older service users receiving an assessment that are from minority ethnic groups, compared to the % of older people in the local population that are from such groups (E47)		😐 =
SC24	Proportionate service provision: - % of older service users receiving services following an assessment that are from a minority ethnic group, compared to the % of users assessed that are from such groups (E48)		😊 ↑
Allocation		Current Spend	
No pooled funding allocated		N/A	
		N/A	

36. Creating a fairer world

SC25	Number of retail establishments offering Fairtrade as an alternative	SD	😊 =
SC26	Number of catering establishments offering Fairtrade as an alternative		😊 =
Allocation		Current Spend	
No pooled funding allocated		N/A	
		N/A	

CABINET REPORT

23 June 2008



Report of: CHIEF EXECUTIVE

Subject: DEPARTMENTAL STRUCTURES AND EFFICIENCIES

SUMMARY

1. PURPOSE OF REPORT

To review the Council's overall departmental structure, taking into account the need to make 3% cashable efficiency savings for each of the next three years.

2. SUMMARY OF CONTENTS

The report identifies proposals for the restructure of the departmental structure of the Council to be phased in over the next 2 years

3. RELEVANCE TO CABINET

The decision relates to the overall management structure of the Council and as such is part of the remit of Cabinet

4. TYPE OF DECISION

Non key.

5. DECISION MAKING ROUTE

Cabinet 23rd June 2008

6. DECISION(S) REQUIRED

- i) The new Departmental structure, a reduction in the number of departments from 5 to 3 as outlined in section 4 of this report be agreed and implemented, subject to it being phased in by the Summer of 2010.
- ii) That reviews of the operational and management structures in each of the newly created departments be undertaken in line with the phased timescales outlined in this report.

- iii) The new organisational structure be reviewed in three years time – 2011/12.
- iv) Rockpools now be engaged to review the role of Elected Mayor and to undertake job evaluation for the chief executive and the new director posts.

Report of: Chief Executive

Subject: DEPARTMENTAL STRUCTURES AND EFFICIENCIES

SUMMARY

1. PURPOSE OF REPORT

To review the Council's overall departmental structure, taking into account the need to make 3% cashable efficiency savings for each of the next three years.

2. SUMMARY OF CONTENTS

This report briefly considers the Government's new agenda for local government; the impact this will have on the overall departmental structure of the council, the means by which the required efficiency savings can be achieved and the outline timescales for further consideration of departmental structures over the next 2 years.

3. BACKGROUND

The 2006 Local Government White Paper, the 2007 Lyons Report and subsequent legislation, set out an ambitious new agenda for the delivery of local public services. This agenda requires a new set of organisational competencies:

- Councils must lead their communities and also meet rising citizen and customer expectations.
- A shift in focus from service led, pre-designed provision to flexible services provided through multi-agency partnerships and networks with voluntary, community and business partners, focused on customer needs and choice.
- Services to be managed through commissioning, market management and partnership co-ordination.

Table 1 below shows the traditional approach to organisational structures and career pathways, whilst Table 2 provides a representation of potential new structures.

Table 1

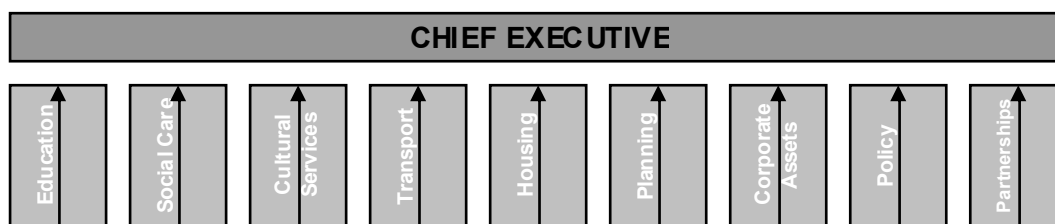
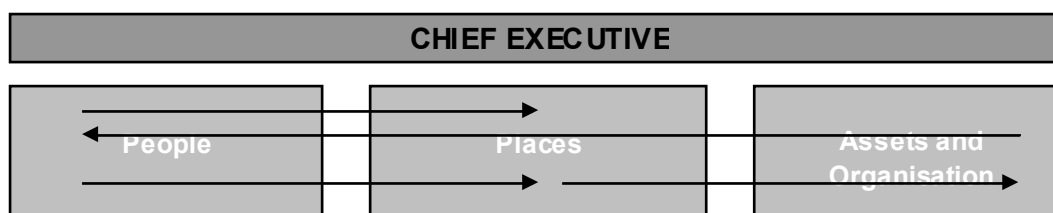


Table 2



From 2009 Government inspection will broaden out from Comprehensive Performance Assessment (CPA) of local authorities, to Comprehensive Area Assessment (CAA), which will review all public sector service provision in the area and then “extract” the local authority’s performance rating from the overall assessment. Local Area Agreements (LAA) are intended to be the performance basis from which CAA will be measured. The Council has an excellent track record of delivering high quality services and continuous improvement.

At sub-regional level, in our case the Tees Valley City Region, local authorities are required to work in partnership with one another and with other public, private and voluntary sector organisations, through Multi Area Agreements (MAA). MAAs cover such issues as strategic planning, housing, transport, regeneration, learning and skills, sustainability, environment, and tourism.

Regional structures are now being put in place, to become effective from April 2009, which will bring together Regional Spatial Strategies (RSS) and Regional Economic Strategies (RES) under the control of the Regional Development Agencies (RDA). However, the development and scrutiny of these new Integrated Regional Strategies (IRS) must involve regional local government, which for us will be the Association of North East Councils (ANEC).

From 1 April 2009, the Housing Corporation and English Partnerships will be merged to become one national body, the Homes and Communities Agency, which is intended to have a regional sub-structure. The Learning and Skills Council will be disbanded from April 2010 with some of their duties and responsibilities passing directly to local authorities (e.g. 14-19 Agenda) and others going to groups of local authorities based upon travel to learn areas.

In addition, the Government is setting up a national performance framework, and has an agreed National Improvement and Efficiency Strategy (NIES) for local government. Nine local government Regional Improvement and Efficiency Partnerships (RIEP) have been established across the country and they are required to work to the NIEP.

Section 3 of the NIEP states:

“Local authorities and their partners are responsible for driving their own improvement. They will lead the identification of local improvement priorities, the drive to secure continuous improvement across local public services and the achievement of ambitious LAA outcomes.

“This strategy will support localities to drive improvement by:

- *“placing RIEPs at the heart of delivery support arrangements; and building the capacity and capability of RIEPs to support councils and partners to take increased responsibility for a range of improvement issues:*
- *“leading locally the co-ordinated support of councils in difficulty and tackling poor performance where it persists through:*
 - *tailored and co-ordinated support from RIEPs, working in partnership with Government Offices, inspectorates and other government departments where concerns arise;*
 - *peer support and challenge by the Improvement and Development Agency (IDeA);*
 - *political challenge by the Local Government Association (LGA) Improvement Board lead members, where councils are not utilising the support available and where it exists political blockages to improvement; and,*
 - *putting in place strong accountability frameworks to ensure that improvement support is correctly targeted to the right areas and priorities.*

“In addition, Government will want ongoing reassurance that issues of poor performance are being dealt with, through close partnership between the Government Office and the RIEP.”

Our Elected Mayor, the Chief Executive, directors and Cabinet will be required to operate at a more strategic level across the region, sub-region and the whole of Hartlepool. They must therefore adapt and change to meet the rigors of the new agenda if the interests of Hartlepool are to be best represented and the benefits which have been realised to date built upon.

The Council has already gone some way to put in place an organisational structure with the creation of our Children's Services and Adult and Community Services Departments, suitable to carry out this new agenda. We must now take this a further step forward, but bearing in mind the composition of our workforce, the national recruitment position and the need to make cashable efficiencies in conjunction with the need to ensure that the current high levels of service and achievement can be maintained.

Nationally, two thirds of local government employees are over the age of 40, and, if teachers are excluded, 31% of the workforce is over 50 (this compares with 24% in the wider economy). The proportion of those under 25 is 7% compared to 15% in the wider economy. Put simply, local government has an ageing workforce with insufficient young people working or attracted to working within it.

4. RISKS

This will be by no means easy, and will involve a number of risks. It will therefore be necessary to phase in the reduction to mitigate those risks and ensure they can be effectively managed. They include:

- Very knowledgeable and experienced staff may leave, possibly to be replaced by those with less experience;
- A loss of focus on the delivery of high quality services
- We may not be able to appoint suitable staff to the new enhanced roles;
- Insufficient strategic capacity;
- Lack of senior management capacity;
- Reduction in quality and level of service provision due to loss of “hands on” leadership;
- May require more use of external support to cover peaks in workload.

It is important to recognise that in recognising that these risks exist, but giving them due consideration as part of an overall change programme provides an effective means for their management. Given the risks associated with this proposal, I will recommend that a review of the organisational structure be undertaken in three years time – 2011/12.

5. FINANCIAL IMPLICATIONS

The proposed structure will produce savings of £155,000 as a minimum, over the three year period 2009/10 – 2011/12. It is more probable that this saving will be around £255,000, with annual savings of £170,000 per annum for each subsequent year. In total, for the five years from 2009/10, probable savings will be in the region of £600,000. (All these figures allow for 27% oncosts and are net of redundancy and job evaluation costs.)

6. CONCLUSIONS

There is a fundamental shift underway in the manner in which local authorities are required to work. This will impact to some extent on the role of Elected Mayor, and potentially his Cabinet, but far more substantially on the Chief Executive, his directors and other chief officers. We must ensure our management structure is fit for purpose and as lean as is feasible.

In the confidential appendix to this report I identify the means by which a phased reduction in the number of departments from 5 (Children’s, Neighbourhood, Regeneration and Planning, Adult and Community and Chief Executives) to 3 (People, Place and Chief Executives) can be implemented. The overall proposed structure is shown as **Appendix 1** to this report. **This items contains exempt information under Schedule 12A Local Government Act 1972 (as amended by the Local Government (Access to Information) (Variation) Order 2006) namely information which is likely to reveal the identity of an individual.** The overall change incorporates the combining of Children’s and Adult and Community Services (People) and Neighbourhood and Regeneration and Planning (Place).

In order for this to be undertaken in a manner which enables it to be effectively managed I am proposing a phased approach as follows;

- Creation of People Department by August 2009

- Creation of Place Department by August 2010

Recruitment to chief executive and the proposed new directors, if they went out to the open market, would need to be carried out on a national basis. Consequently, job evaluation of these posts will be more appropriately undertaken within a national rather than regional context. Given also the fact that Hartlepool is one of only a handful of local authorities having a directly elected mayor without allegiance to any political party, the broadening of the mayoral role and his relationships with the chief executive and directors, it seems more appropriate to use a national organisation with a degree of specialist knowledge of how the mayoral model works in practice. As one of the senior consultants with Rockpools previously held the role of deputy elected mayor with another mayoral authority, I propose that they/he be engaged to undertake a job evaluation exercise for the chief executive and the proposed new director roles, and a review of the role of Elected Mayor.

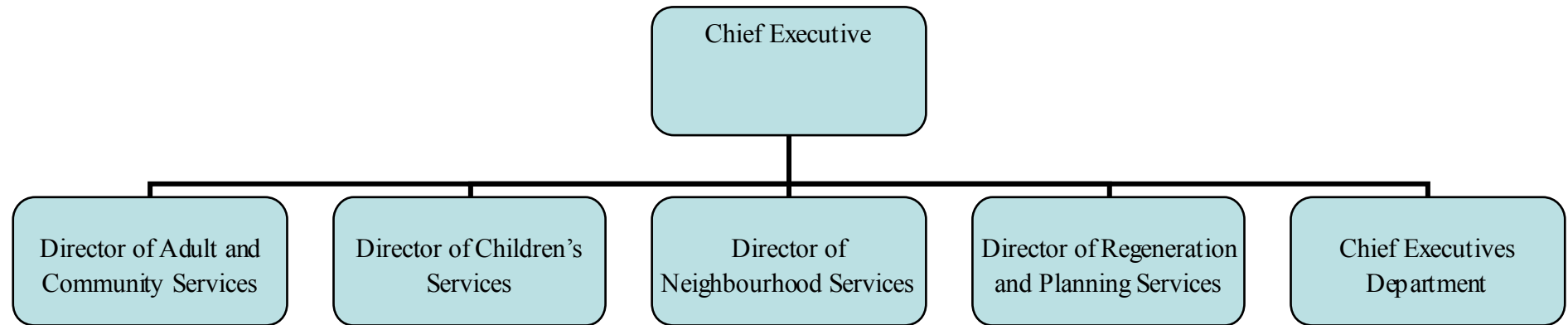
The management arrangements to underpin these structures will require further development and the overall programme for change will need to be closely aligned with the Business Transformation Programme to which Cabinet (and Council) have already agreed and which is currently being developed by KPMG (with the Council). It is intended therefore that this proposal, and any associated requirements, form an integral part of the transformation programme which is being overseen by a Programme Board, with decision making retained by Cabinet. This approach should provide good, effective management for the overall project.

7. RECOMMENDATIONS

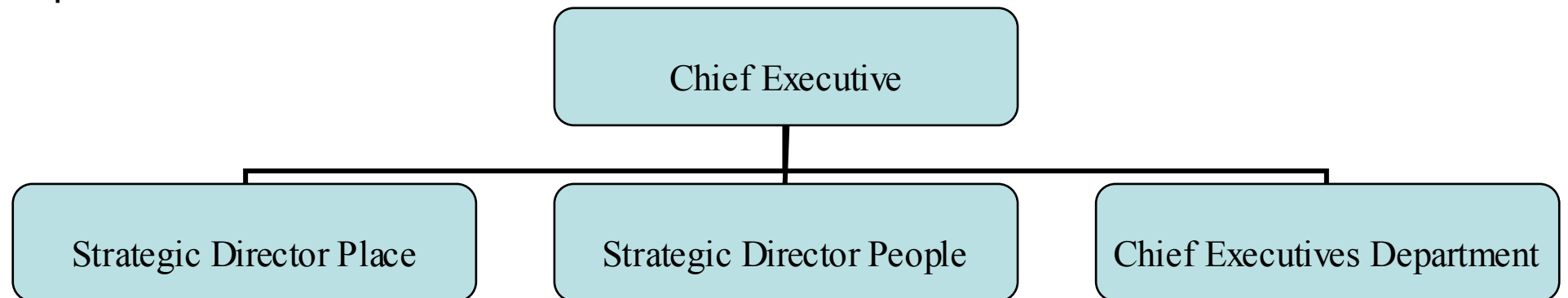
1. A reduction in the number of departments from 5 to 3 as outlined in section 4 of this report be agreed and implemented, subject to it being phased in by the Summer of 2010.
2. That reviews of the operational and management structures in each of the newly created departments be undertaken in line with the phased timescales outlined in this report.
3. The new organisational structure be reviewed in three years time – 2011/12.
4. Rockpools now be engaged to review the role of Elected Mayor and to undertake job evaluation for the chief executive and the new director posts.

DEPARTMENTAL STRUCTURES

Current



Proposed



CABINET REPORT

23 June 2008



Report of: Neighbourhood Services Scrutiny Forum

Subject: **FINAL REPORT – TRANSPORTATION LINKS TO
HOSPITAL SERVICES AND NEIGHBOURHOOD
SERVICES TRANSPORT PROVISION**

SUMMARY

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to outline the findings and conclusions of the Neighbourhood Services Scrutiny Forum's investigation into Transportation Links to Hospital Services and Neighbourhood Services Transport Provision.

2. SUMMARY OF CONTENTS

- 2.1 The Final Report outlines the overall aim of the scrutiny investigation, terms of reference, methods of investigation, findings, conclusions, and subsequent recommendations.

3. RELEVANCE TO CABINET

- 3.1 It is Cabinet's decision to approve the recommendations in this report.

4. TYPE OF DECISION

- 4.1 This is a Non-key decision.

5. DECISION MAKING ROUTE

- 5.1 The final report was approved by Scrutiny Co-ordinating Committee on 18 April 2008. Cabinet is requested to consider, and approve, the report at today's meeting.

6. DECISION(S) REQUIRED

- 6.1 Cabinet is requested to approve the recommendations outlined in section 13.1 of the bound report, which is attached to the back of the papers for this meeting.



NEIGHBOURHOOD SERVICES SCRUTINY FORUM

FINAL REPORT TRANSPORTATION LINKS TO HOSPITAL SERVICES AND NEIGHBOURHOOD SERVICES TRANSPORT PROVISION

APRIL 2008

CABINET

23 June 2008



Report of: Neighbourhood Services Scrutiny Forum

Subject: TRANSPORTATION LINKS TO HOSPITAL
SERVICES AND NEIGHBOURHOOD SERVICES
TRANSPORT PROVISION – FINAL REPORT

1. PURPOSE OF REPORT

- 1.1 To present the findings of the Neighbourhood Services Scrutiny Forum following its investigation into Transportation Links to Hospital Services and Neighbourhood Services Transport Provision.

2. SETTING THE SCENE

- 2.1 The issue of 'Transportation Links to a New Hospital Site' is a mandatory referral from Full Council. On 13 March 2007 Scrutiny Co-ordinating Committee considered this issue and referred it to the Neighbourhood Services Scrutiny Forum for consideration during the 2007/08 Municipal Year.
- 2.2 In addition, during a meeting between the Chair of this Forum, the Mayor (as Portfolio Holder for Regeneration and Liveability), the Portfolio Holder for Neighbourhoods and Communities, and the Director of Neighbourhood Services, the issue of 'Neighbourhood Services Department Transport Provision' was suggested as a topic for this Forum's work programme. In addition, it was suggested that this topic could complement the Transportation Links to a New Hospital Site Scrutiny referral if these investigations were conducted together.
- 2.3 Subsequently, at the meeting of this Forum on 13 June 2007 Members determined their Work Programme for the 2007/08 Municipal Year. The topic of 'Transportation Links to a New Hospital Site and Neighbourhood Services Transport Provision' was selected as the second Scrutiny topic for consideration during the current Municipal Year. Furthermore, Members suggested that this investigation should form the major in-depth Scrutiny Inquiry for the Forum's 2007/08 work programme. Members also suggested

that the Scrutiny topic should consider issues around transportation links to existing hospital sites outside of the town. Consequently, the title for the investigation reflects the broader issue of transportation to hospital services.

- 2.4 The motion agreed at the Extraordinary meeting of Full Council on 8 February 2007, which includes the basis of the referral to Scrutiny, is included below as a background to this issue:-

"That the Council joins the Labour Group in deploring the decision of the Independent Reconfiguration Panel in respect of University Hospital Hartlepool and to totally condemn the broken promises of the Blair Government. We demand that this decision be urgently reconsidered so that those promises, made by both the Prime Minister and the former Health Secretary John Reid, can be delivered in full.

Furthermore the Council reaffirm its commitment to health services that are accessible, accountable and of the highest quality in Hartlepool, for Hartlepool. It is vital that we resist any further migration of both jobs and services out of the town to Stockton and fight any downgrading of services at University Hospital Hartlepool.

Health services in Hartlepool must be both maintained and indeed improved. We need increased funding, better transport links, improved primary care in our communities, an immediate development of new and equipped health centres and improved terms and conditions for all health sector workers in the town. We must seek a full and comprehensive understanding of the NHS proposals for Hartlepool and a timetable for its investment programs.

The Council therefore resolve that the full powers of this Council's scrutiny process be employed to deal with these issues and that the Scrutiny Coordinating Committee urgently set out a timetable for investigation, reporting back to Council at the earliest opportunity."

- 2.5 Members of the Neighbourhood Services Scrutiny Forum may wish to be mindful that in light of a presentation on the 30 August 2007 from the North Tees and Hartlepool NHS Foundation Trust's Director of Strategic Service Development on *Momentum: Pathways to Healthcare*, Members of the Adult and Community Services Scrutiny Forum agreed to defer their investigation into Acute Primary and Community Health Services in Hartlepool. The Adult and Community Services and Health Scrutiny Forum made this decision on the basis that work being carried out in relation to this issue was in its early formation and agreed on 23 October 2007 to be provided with updates on key milestones/projects in relation to the developments with *Momentum: Pathways to Healthcare*.
- 2.6 The issue of Transportation Links to a New Hospital Site has arisen largely from the Secretary of State for Health's decision to support the findings of the Independent Reconfiguration Panel (IRP) in its report on 'Advice on Proposals for Changes to Maternity and Paediatric Services in North Tees and Hartlepool'. The IRP report was submitted to the Secretary of State for Health

on 18 December 2006 and Recommendation Three, in particular, has relevance to this investigation:-

“A modern hospital to replace the existing out of date hospital buildings should be provided on a new site in a well-situated location accessible to the people of Hartlepool, Stockton-on-Tees, Easington and Sedgefield.”

- 2.7 The IRP report moves on to give direct consideration to the issue of ‘transport’ specifically and the paragraphs below are a complete extract from the transport section of the IRP’s report:-

“Widespread concern was expressed to us about transport difficulties between hospital sites - for patients, carers, families and friends. With the changes due to take place in December 2006, concerning emergency surgery and critical care, it is clear that good transport links between the two hospital sites are about to become even more important. The road network throughout the area is generally good but, as has been stated previously, there is a high dependency on public transport.

A large amount of work on developing public transport links has already been undertaken by the combined Trust and local authority transport group and two initiatives to provide additional bus services are in place. However, if consultant led maternity and paediatric services are to be centralised at University Hospital of North Tees (UHNT), it is vital that all communities are able to access them. Initiatives to improve access to UHNT from Hartlepool, Easington and Sedgefield are urgent and essential. This requirement will, in due course, also apply for gaining access to the new hospital.

The co-operation of the local ambulance service will be equally essential. The Panel was reassured to hear in discussions with representatives of the North East Ambulance Service that, with their early involvement in planning discussions, all reasonable requirements could be met.

IRP Recommendation Seven

New initiatives supported by the NHS and local authorities are required to meet the transport needs of patients, carers and staff between University Hospital of Hartlepool (UHH) and UHNT and the communities they serve. The North East Ambulance Service should be involved at an early stage in discussions about all changes to patient services.”

- 2.8 According to information received from the Department of Health a programme team from the North Tees & Hartlepool NHS Trust, under the title of *Momentum: Pathways to Healthcare*, is working closely with local Primary Care Trusts to move work forward on the new hospital. This work aims to engage with a range of local stakeholders to agree on a shared vision of how services will be and to begin the process of service development and design. It is recognised that good transport links are vital, and the team will be working with the lead agency for transport planning to ensure that services are in place when the new hospital is built. It is expected that the new hospital could be

complete by 2014. Initial meetings to begin the development and design phase of the programme are planned for early September 2007. It is worth noting that transport links to any new hospital site cannot be put in place until formal public consultation has taken place.

- 2.9 In addition, the Tees Valley Joint Strategy Unit (TVJSU) has been developing long-term proposals for our sub-regional transport network. These mainly focus on the economic and regenerative case for improving the sub-regional bus network. However, this could have benefits for access to hospital sites across the sub-region.
- 2.10 With anticipated future changes to the provision of health services in the region and increasing demands for travel between health care sites, the Strategic Health Authority, NHS Trusts, Primary Care Trusts and local authorities recognised the need to work together to develop a strategy to improve access to health care and develop sustainable transport services. This resulted in the formation of the Tees Health and Transport Partnership in 2003 that brings together all organisations interested, and having a role in, improving access to health care. The partnership is chaired by the Chief Engineer of Middlesbrough Borough Council and meets on a quarterly basis with annual workshops to identify problems, prioritise and deliver improvements and discuss progress. It includes representatives from the Strategic Health Authority, NHS Trusts, Primary Care Trusts, ambulance service, bus operators, Patient & Public Involvement (PPI) Forums, Sustrans, community transport providers, Tees Valley Rural Community Council and local authorities.
- 2.11 The partnership contributed to the 'Review of Acute Health on Teesside and Hartlepool' undertaken in 2005. This review identified access to health care facilities as one of the main concerns amongst patients and the wider public. Surveys indicated that people find it difficult to travel to hospital or their local clinic, miss appointments or do not seek medical care because of transport difficulties. The review recommended that the provision of services between the two hospitals at Hartlepool and North Tees should be reconfigured. The Partnership has assessed the transport implications of the proposed changes and fed these back into the review. The partnership has developed an action plan to deliver health improvements for the following themes:
- (a) Improving accessibility to health care facilities; and
 - (b) Encouraging more healthy and active lifestyles.
- 2.12 Alongside the referral of transportation links to a new hospital site Members of this Forum decided to take the issue of Neighbourhood Services transport provision as a complementary strand to the investigation. Currently the Neighbourhood Services Department exercises its responsibility across two strands of its work. These are:-

- (a) **Transportation and Traffic Section** – this is responsible for the management of the highway network and the co-ordination of all activities that take place on it. This includes delivery of the local transport plan, public transport, travel planning as well as highway maintenance, co-ordination of works on the highway, traffic management and parking.
 - (b) **Transport Services** – this is made up of three elements: Community Transport, Vehicle Workshop and Vehicle Procurement. The main responsibilities of the section are for the maintenance and procurement of the Council vehicle fleet and the provision of special needs passenger transport. The main aims of the section are to ensure the Council's operational transport is appropriately managed and maintained, is operated safely in accordance with all legal obligations and that road risk is proactively managed.
- 2.13 Wherever possible, the section aims to create an integrated approach to vehicle usage, encompassing all departmental needs and trends, maximising resources and ensuring procurement efficiencies. In addition, the Authority has recently started the development of an Integrated Transport Unit (ITU). The purpose of the ITU is to integrate the three main areas of transport provision on an authority wide basis:
- (a) Vehicle Workshop – maintenance;
 - (b) Procurement Unit; and
 - (c) Community Transport.

3. OVERALL AIM OF THE SCRUTINY INVESTIGATION

- 3.1 To gain an understanding of the issues around transportation links to hospital services and Neighbourhood Services Department transport provision and to seek to make recommendations for improvement in relation to this issue.

4. TERMS OF REFERENCE FOR THE SCRUTINY INVESTIGATION

- 4.1 The following Terms of Reference for the investigation were agreed by the Neighbourhood Services Scrutiny Forum on 19 September 2007:-
- (a) To identify who are the key stakeholders / service providers of transport links to hospital sites;
 - (b) To gain an understanding of the statutory and regulatory framework for transport links to hospital sites;

- (c) To identify provision in local strategies / planning documents of relevance to transportation links to hospital sites and Neighbourhood Services transport provision;
- (d) To explore the various planning exercises and work streams conducted under recent reviews of hospital services in the Tees Valley in relation to transportation links to hospital sites, in particular, the role and successes of the Tees Valley Health and Transport Partnership;
- (e) To seek the views of local bus operators, NHS organisations and neighbouring local authorities in relation to transportation links to current and future hospital sites;
- (f) To explore the issue of access to existing hospital sites outside of the town;
- (g) To establish what work, if any at this stage, has been undertaken to identify potential locations of the proposed new hospital site accessible to the people of Hartlepool, Stockton, Easington and Sedgefield;
- (h) To investigate what accessibility planning will be carried out in relation to potential hospital sites;
- (i) To explore what information is available to patients and relatives seeking to access hospital services;
- (j) To examine the Neighbourhood Service Department's current, and future plans in relation to, transportation provision;
- (k) To consider how the Authority and partner organisations can maximise the effectiveness of transportation links to existing, and new, hospital sites; and
- (l) To explore how the Forum can help and assist in the planning for the new hospital by identifying the transport issues that the future planning for the new hospital could, and should, consider.

5. MEMBERSHIP OF THE NEIGHBOURHOOD SERVICES SCRUTINY FORUM

5.1 Membership of the Neighbourhood Services Scrutiny Forum for the 2007/8 Municipal Year was as outlined below:-

Councillors Akers-Belcher (Chair), R W Cook, Coward, Cranney, Flintoff (Vice Chair), Gibbon, Griffin, Henery, Richardson, Simmons, and Turner

Resident Representatives:

Ann Butterfield, Alan Lloyd and Linda Shields

6. METHODS OF INVESTIGATION

- 6.1 The Members of the Neighbourhood Services Scrutiny Forum met formally from the 24 October 2007 to 27 March 2008 to discuss and receive evidence directly relating to their investigation into Transportation Links to Hospital Services and Neighbourhood Services Transport Provision. A detailed record of these meetings is available from the Council's Democratic Services or via the Hartlepool Borough Council website.
- 6.2 A brief summary of the methods of investigation are outlined below:-
- (a) Detailed reports from Hartlepool Borough Council Officers which was enhanced with verbal evidence;
 - (b) Evidence provided by the Portfolio Holder for Neighbourhoods and Communities;
 - (c) Presentations and verbal evidence from representatives from North Tees and Hartlepool NHS Foundation Trust;
 - (d) Verbal evidence from North Tees and Hartlepool NHS Foundation Trust Patient and Public Involvement (PPI) Forum and Hartlepool Primary Care PPI Forum;
 - (e) Site visits by Members to experience transport issues that Hartlepool users may have trying to access hospital services at University Hospital of North Tees, University of Hospital of Hartlepool and/or James Cook University Hospital;
 - (f) Written and verbal evidence from the Tees Valley Health and Transport Partnership;
 - (g) Detailed presentation and verbal response from the Tees Valley Joint Strategy Unit;
 - (h) Written and verbal evidence from the North East Ambulance Service NHS Trust (NEAS
 - (i) Verbal Evidence from the Town's Member of Parliament; and
 - (j) Focus Group held with the members of the public at the University Hospital of Hartlepool on 11 February 2008.

FINDINGS

7. CURRENT TRANSPORTATION ISSUES IN HARTLEPOOL

- 7.1 In relation to the issues associated with the current transportation issues, Members received evidence from a variety of witnesses as outlined overleaf:

Evidence from the Town's Member of Parliament (MP)

- 7.2 The attendance and contribution of the Town's MP at the meeting of the Neighbourhood Services Scrutiny Forum held on 15 February 2008 was welcomed.
- 7.3 The Forum was informed by the MP that he felt very strongly that access to health services was one of the most important things for society. Whilst there was clearly a balance to be struck between regional and town-wide public transport provisions in meeting the needs of Hartlepool residents including visiting relatives and staff to and from the hospitals. His impression that people were dissatisfied with links, particularly bus links, between Hartlepool and other hospitals at North Tees and James Cook was that the scale of the problem was understated.
- 7.4 Whilst he had already had meetings with health chiefs together with raising the issue several times in Parliament, he stated that it was totally unacceptable that people made do and got lifts from family and friends to hospital if they didn't have access to a car and that it was inexcusable that people also in Hartlepool who used buses, had to change buses several times resulting in a couple of hours to get to hospital in a nearby town. Concerns were also expressed about how people visited patients in hospital, especially if they hadn't got a car and if they had several children accompanying them.
- 7.5 The MP was very keen to see services shaped around people's needs and encouraged the Council and NHS bodies to explore the idea about a more personalised service for example the use of environmentally friendly 'little green taxis' organised possibly by the Ambulance Service. Areas of good practice were suggested, those being Reading and Nottingham Councils.
- 7.6 In addition to the above, the MP felt strongly that there was a social element to public transport provision in the town and whilst the Government provided grants for the provision of non-profitable routes, thought should be given by the Council to using such funding to provide public transport through community transport schemes.
- 7.7 The issue of licenses to bus operators could also be provided on the proviso that a number of non-profitable routes were also serviced, together with incentives for bus operators such as bus sensitive traffic lights and real time information provided at bus stops.

Evidence from the Authority's Cabinet Member Portfolio Holder for Neighbourhoods and Communities.

- 7.6 The Forum were pleased to receive information from the Authority's Cabinet Member Portfolio Holder for Neighbourhoods and Communities their evidence relating to key transportation issues affecting residents of

Hartlepool accessing Hospital Services outside of the Town. These issues were detailed below:

- (a) Health Services in Inaccessible Locations – The creation of specialised units for secondary health care at North Tees and James Cook has resulted in the relocation of services and difficult access for patients and visitors who do not have access to a car.
- (b) Availability and Cost of Transport – Decline in the use of local bus services results in commercial services becoming unsustainable. Reduction in services reduces accessibility for people without access to a car, particularly those most at risk in disadvantaged areas. The cost of bus travel has continued to increase.
- (c) Personal Safety and Security – Perceived threats to personal safety and security can have a significant impact on accessibility by reducing the travel options available. This is a particular concern for young people, women, the elderly and the mobility impaired that were more likely to be without a car and rely on other modes of transport to access health care. People do not feel safe waiting at bus stops and travelling on buses, particularly at in the dark evenings.
- (d) Physical Accessibility for the Mobility Impaired – Frail and elderly people and people with disabilities experience problems in accessing healthcare facilities when travelling from areas with no direct services serving the destination. Difficulties at any one stage of the journey can make it difficult, if not impossible, to undertake.
- (e) Quality of Travel Information – Although information is published for all bus services in the borough, there are problems with its accessibility. People are unaware of what travel information exists and of where to access it. The lack of direct bus services results in an increased need for high quality information.
- (f) Changes to Hospital Services / Provision of Health Bus – In light of the recent changes proposed to Hospital Services by North Tees and Hartlepool NHS Foundation Trust, the PCT, Foundation Trust and Council had agreed to fund the provision of a temporary bus service (Service No. H1). Commencing at the University Hospital of Hartlepool, stopping at two other pick up points in the town (York Road Central Library and Queens Meadow Business Park) providing direct access to the University Hospital of North Tees.

From 17 December 2007 to 1 January 2008, the service operated between the hours of 14:00 to 21:00 and from 2 January 2008 the service's operational times were increased to 9:00 to 21:00.

As a result of delays to the proposed changes to hospital services, the Portfolio Holder informed Members that Foundation Trust were to solely fund the service from April 2008 until the end of June 2008. Whilst user

patronage averaged near to 30 people a day, it was acknowledged that further publicity of the service was required to enable it to be fully utilised.

Evidence from Elected Members of the Scrutiny Forum – Public Transport to Hospital Sites

- 7.7 Members of the Forum chose suitable public transport to travel from Hartlepool to either University of North Tees Hospital or James Cook University Hospital during 3 to 16 December 2007.
- 7.8 Feedback from Members can be summarised as follows:-
- (a) Bus shelters were uncovered and poorly lit;
 - (b) Journeys were uncomfortable;
 - (c) Timings of buses were not always convenient;
 - (d) Lack of timetable information available;
 - (e) Overall costs of journeys were felt to be quite expensive;
 - (f) No buses ran direct to the hospital sites with too many connecting services;
 - (g) Low-loader bus times were not always available for users who required such facility/service; and
 - (h) All journeys whether by train or bus or a mixture of both were felt to be quite lengthy.

Evidence from Hartlepool Primary Care and North Tees and Hartlepool NHS Foundation Trust's Public and Patient Involvement (PPI) Forums

- 7.9 Evidence was provided by members of the two PPI Forums to the Members relating to PPI members' experiences of transportation links. This evidence highlighted the need for any solutions or plans to be workable not only to Tees Valley residents, but also those currently accessing hospital services in Hartlepool from County Durham.
- 7.10 The local PPI Forums reported during this investigation that there was a lack of information not only available directly to patients, but reception staff in doctors' surgeries and hospitals were not able to provide any guidance or advice. Although it was acknowledged that Traveline the transport 'help-line' was available it proved to be expensive to use.

Evidence from Members of the Public – Focus Group Event

7.11 The Forum was very keen to engage with members of the public to hear their views in relation to the current transportation links to hospital services as part of this investigation.

7.12 As such, a Focus Group Event was held on 11 February 2008 at the University Hospital of Hartlepool. Whilst turnout was low, the event was well publicised in the local press, the Council's website together with the distribution of leaflets/posters to community groups and venues.

7.13 Members of the public were given the opportunity to provide their views on their experiences of current and future transportation links to hospital services. The issues raised at the event were as summarised below:-

(c) Experiences of transportation links to Hospital Services:-

- (i) Transport links to University Hospital of Hartlepool were good but very poor to the University Hospital of North Tees and James Cook University Hospital;
- (ii) Traffic congestion was a major issue in accessing James Cook University Hospital; and
- (iii) Journey times were too long, examples included a one hour journey to Stockton, before needing a connecting service to North Tees and a six hour journey from Hartlepool to James Cook University Hospital for a 20 minute appointment.

(d) Current transport barriers affecting access to hospital services:-

- (i) Length of time of travel;
- (ii) Lack of information available on public transport services;
- (iii) Car parking charges at hospital sites were prohibitive, in addition to the lack of spaces;
- (iv) Bus provision after 7.00 pm was restrictive; and
- (v) Congestion of traffic at junction of the A19 motorway.

(e) Solutions for now and any future new hospital site:-

- (i) The location of the any new hospital should be at the hub of any co-ordinated transportation system;
- (ii) Utilisation of voluntary sector transport to help with linkages; and

- (iii) Direct and frequent bus services required to current and future hospital services for example at present there was no direct bus to James Cook and residents from Seaton Carew and the Headland had limited access to the current bus network.
- (f) Experiences of Neighbourhood Services transport provision:-
 - (i) No. 5 Service from the Headland to Jones Road (Doctors) no reverse route to allow access;
 - (ii) No. 12 Service ceased operating at 17.20 from the town and should be extended until 18:00;
 - (iii) No 6 Service is excellent both in frequency and availability; and
 - (iv) Some awareness of the Community Lynx Bus existence, although publicity could be improved. Service valuable where there is no bus service.
- (g) Changes to current transport provision not currently on offer within the community:
 - (i) More low access vehicles required;
 - (ii) Reinstate No. 1 Services from the Headland;
 - (iii) Public Transport information to be displayed in more public places ie hospitals, doctors surgeries and newsagents;
 - (iv) Larger typeface required for bus timetables;
 - (v) Suggested use of both 12 hour and 24 hour clocks on bus timetables as some users were confused by the 24 hour clock;
 - (vi) Return tickets that would allow through ticketing where connecting services were required;
 - (vii) 24 hour bus services linked with taxis;
 - (viii) One bus that linked Hartlepool to North Tees and James Cook; and
 - (ix) More effective use of Council's vehicle fleet.
- (h) Health Bus – awareness, usage and comments:-
 - (i) Further publicity required as still too many people weren't aware of the Health Bus Service and that it was free;

- (ii) No timetables were visible at bus stops near University Hospital of North Tees;
- (iii) Access was limited due to limited pick-up points;
- (iv) Service very well received by those that had used it and couldn't do without it;
- (v) Pick-up point at Brenda Road requested; and
- (vi) Driver was always very pleasant and helpful.

8. RESPONSIBILITIES OF KEY STAKEHOLDERS TO TRANSPORT PROVISION

- 8.1 Members agreed that a number of important stakeholders should be invited to provide evidence, in relation to the Forum's investigation into transportation links to hospital services and Neighbourhood Services Department transport provision. The evidence of key stakeholders is outlined below.

Evidence from Hartlepool Borough Council

- 8.2 Members heard that Hartlepool Borough Council's responsibilities were set out in the Transport Act 1985, 2000 and 2007 and are detailed as follows:-
- (a) To prepare the Local Transport Plan (LTP), containing policies for the promotion and encouragement of safe, integrated, efficient and economic transport facilities and services, to, from and within the Hartlepool area;
 - (b) Prepare a document known as the bus strategy containing general policies as to how best to carry out their functions, so that:
 - (i) bus services meet those transport requirements of people within their area which the authority considers should be met;
 - (ii) those bus services are provided to the required standards; and
 - (iii) appropriate additional facilities and services connected with bus services are provided (including bus waiting facilities, bus priority, bus service information, interchanges and integration) as the authority considers they should be.
 - (c) Provide travel concessions for the elderly and disabled on journeys on public passenger transport services

- 8.3 The Forum was also informed that Hartlepool Borough Council were also required to develop and deliver an Accessibility Strategy. Hartlepool's Accessibility Strategy is included as an integral part of the LTP. Improving Access to Health Care is a key priority of this strategy. Working in partnership with a wide range of bodies, including the health sector, is a key element of delivering the strategy.

Combined Evidence from North Tees and Hartlepool NHS Trust and North Tees and Hartlepool PCT

- 8.4 The Trust and PCT informed Members that it has a statutory obligation to ensure that accident and emergency transport provision is available to its hospital sites and this is part of any commissioning process for a new hospital. There is also an obligation for the Trust and PCT to ensure that a Patient Transport System is in place to access their sites, but this covers ambulances for relevant medical conditions and stops short of actual provision of transport solutions for general patients. Currently the majority of this provision is delivered by the NEAS.
- 8.5 In addition to the Patient Transport Services, the PCT informed the Forum that there was a Hospital Travel Cost Scheme, which provided financial assistance to patients who did not have a medical need for transport, but who required assistance in meeting the cost of travel according to a range of eligibility criteria.
- 8.6 This national scheme was set-up in 1988 for patients and their carers / escorts on low incomes or specific qualifying benefits/allowances and reimbursement is made in part or full for fares incurred in travelling to traditionally hospital-based NHS services under the care of a consultant, if their journey meets certain criteria.
- 8.7 Facilities are in place to make refunds of costs immediately and in cash on the day and at any time of the day. In addition a system of advance payments has existed for some time.
- 8.8 Members were informed that there were exceptions to the eligibility of such scheme, in particular visitors to patients in hospital who could not claim their travel costs through the scheme, although should the visitor receive one of the qualifying benefits they may be able to receive assistance in the form of a Social Fund loan, obtained from the Jobcentre Plus offices.
- 8.9 Whilst Members were extremely concerned that they were unaware of such scheme, it was felt that it was highly likely that the general public would also be unaware of its existence and this needed to be addressed with some urgency.

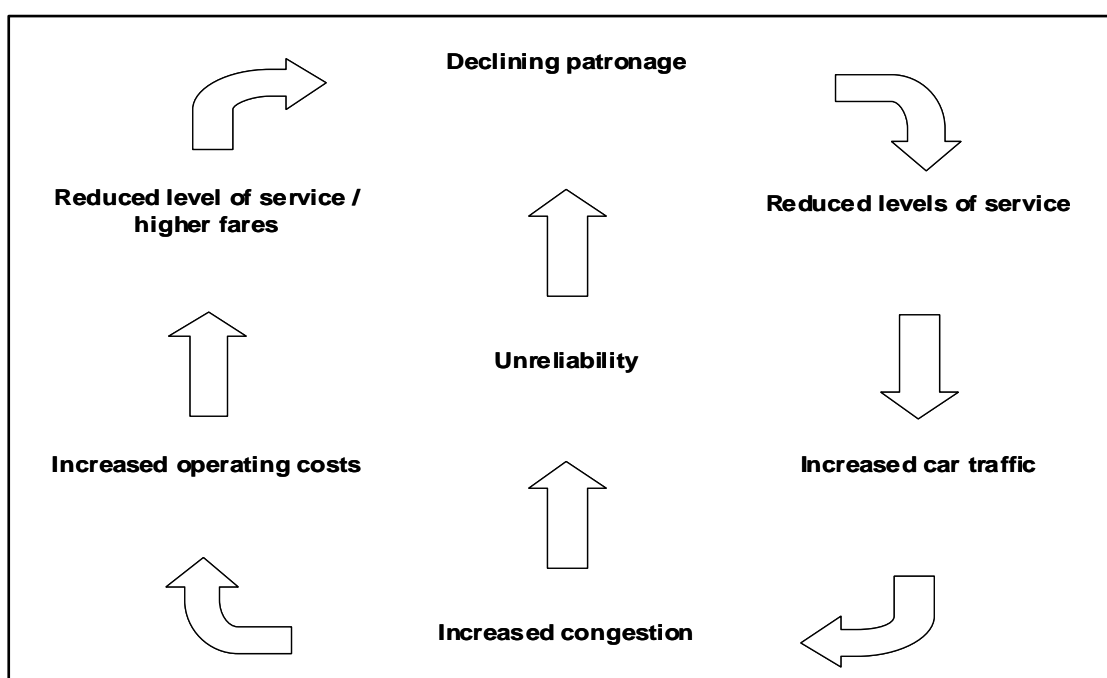
Evidence from the North East Ambulance Service (NEAS)

- 8.10 The NEAS clarified to Members that their primary role was to care for patients in their own home or en route to relevant care providers. The NEAS did, however, advise Members that as a service they were more than happy to provide additional resources, so long as sufficient patient demand for these resources existed.

Evidence from the Tees Valley Joint Strategy Unit (TVJSU)

- 8.11 The TVJSU provided evidence to Members relating to the Bus Network Improvements which were due to start in the Summer of 2008. This major development would ensure a co-ordinated approach to bus, heavy rail and any future Metro developments and ensure a synchrony between services that currently was not in existence. It was hoped that such developments would lead to users only requiring one ticket to get to their destination, no matter how many modes of public transport were required.
- 8.12 The Forum was also interested to hear from the TVJSU that electronic developments were planned, which would allow cashless ticketing through the use of mobile phones or the internet. New technology and a co-ordinated transportation network would enable 'front-line' hospital staff to issue patient appointments, along with detailed information for patients about accessing their appointments using the public transport network.
- 8.13 Members were interested in understanding how public transportation links had declined over the last 20 years due to a 'Circle of Decline' as outlined in Diagram 1 below:-

Diagram 1 – Circle of Demand



- 8.14 The TVJSU also provided evidence to Members in relation to the planned quality corridors that would enable 10 minute frequency connections to relevant community services, some of which maybe health related.

Evidence from the Tees Valley Health and Transport Partnership (TVH&TP)

- 8.15 The TVH&TP advised Members that through their efforts members of the Partnership had gained a greater understanding of the issues facing transportation in the region after consultation with users, providers and relevant health authorities.
- 8.16 Since being formed in 2003 the TVH&TP advised Members that one of their achievements was the production of information sheets by the Partnership for users of the transportation network, with future developments including more understandable maps for users.

Evidence from Stagecoach

- 8.17 Both the Commercial Manager and Operations Manager for Stagecoach informed that Forum that their organisation had no statutory or regulatory requirements to provide transportation links to hospital services. Current bus route services provided by Stagecoach within the town and further afield were those that were deemed to be commercially viable unless subsidised by the Council.
- 8.18 Whilst it was acknowledged that that there was no direct bus link from Hartlepool to the University Hospital of North Tees, Stagecoach did not envisage providing a similar service to that of the Health Bus (Service H1) based on its current average user patronage of 30 per a day, as it was felt to not be commercially viable. Whilst demand was felt to be fairly limited for such service, to enable such route to become commercially viable in the future there would be a need to meet a number of other demands such as people travelling to and from their place of work, school and shops.
- 8.19 The Commercial Manager also reassured Members that Stagecoach were working in partnership with the Tees Valley Joint Strategy Unit to maximise the effectiveness of transport links across the Sub-Region.
- 8.20 Members requested whether it was feasible for a number of bus routes within Hartlepool to hospital services to either be reinstated, diverted, frequency increased or operating times extended. The representatives of Stagecoach informed Members that a number of those routes would be re-examined as a result of their requests, however, consideration would need to be given to the impact on the existing network together with whether it was commercially viable.

9. CURRENT DEVELOPMENTS OF TRANSPORTATION PROGRAMMES

- 9.1 Members requested evidence relating to the current developments in transportation links to hospital services and the current developments emanating from the Council's Neighbourhood Services Department. Such evidence is individually referenced as outlined below.

Evidence on Hartlepool Borough Council's Integrated Transport Unit (ITU)

- 9.2 The Authority are currently working towards the development of an Integrated Transport Unit (ITU) by Autumn 2008, the unit will bring together all transport service planning, procurement, monitoring and management functions from across a range of service areas within the Council. Areas identified as suitable for inclusion are Local bus service coordination, information and travel planning currently located within the Transportation Team, Neighbourhood Services, mainstream school transport and special educational needs (SEN) school transport currently located within Children's Services, day centre transport and social care transport currently located within Adult and Community Services and operation of the Councils, vehicle fleet and workshops, including community transport, situated within Transport Services, Neighbourhood Services. Other areas of service provision that may be considered are taxi licensing, Transport safety and driver training.
- 9.3 Consideration for the development of the ITU will be done under three key phases, developmental; review the current framework of the authority for the provision of transport and determine areas suitable for transfer to the ITU, consultation; carry out consultation with all parties potentially effected by the establishment of an ITU and implementation; appoint an integrated transport unit manager, develop the ITU structure and implement the service.
- 9.4 The objectives of the ITU were highlighted to Members as follows:-
- (a) To provide a high quality, safe, and accessible transport service;
 - (b) To generate efficiencies through improved co-ordination of procurement and transport provision;
 - (c) To maximise the use of existing internal transport resources;
 - (d) To develop a flexible transport service that can respond to changing Government priorities and future needs; and
 - (e) To create a specialist team of transport professionals, providing advice and expertise across all directorates.

Lynx Bus Evidence

- 9.5 The Forum heard evidence relating to the Community Lynx bus from the Authority's Neighbourhood Services Department. Members were informed that currently Hartlepool and Stockton Borough Councils work in partnership for the provision of the Community Lynx bus, a demand responsive service providing transport to those living in the rural areas of the Tees valley to health related facilities, such as hospitals, doctor, dentists, leisure centres and shopping.

10. TRANSPORTATION INFORMATION

- 10.1 It became apparent during the investigation into the topic of 'Transportation Links to Hospital Services and Neighbourhood Services Transport Provision' that information relating to the various transportation options was varied in relation to awareness and suitability.
- 10.2 The NEAS provided evidence to Members that information on their Patient Transport Services was available to users online and in some hospital wards. Members of the Forum questioned the NEAS about the publicity of the Patient Transport Services as many residents of the Town were unaware of its availability. The NEAS advised the Forum that distribution of the information relating to the Patient Transport Services was handled by the PCT.

11. FUTURE HOSPITAL SITE

- 11.1 Members were aware of plans for a new Hospital serving Hartlepool and North Tees from information received through North Tees and Hartlepool NHS Foundation Trust's *Momentum: Pathways to Healthcare* programme. Members were given reassurances that as NHS funding provision was based on the number of patients receiving treatment, then any newly identified site needed to be as accessible as possible to users. Members could, therefore, assist the planning for any new hospital by highlighting transport issues, that if not addressed could lead to fewer patients receiving treatment and ergo less funding forthcoming from the NHS.
- 11.2 The Forum was informed by the North Tees and Hartlepool NHS Foundation Trust that five sites had been identified for the location of any new hospital and Members would be consulted as part of *Momentum: Pathways to Healthcare programme*. However, the Trust revealed that one of the sites under consideration was at Wynyard and negotiations had already started with the owners of the proposed site at Wynyard to secure additional resources for transport provision at this site, if Wynyard was chosen as the preferred location for any new hospital.

- 11.3 After receiving evidence from the Authority's Portfolio Holder for Neighbourhoods and Communities, Members agreed that it would be essential that detailed accessibility modelling is undertaken as an integral part of the process in identifying all potential hospital sites. Members of the Forum felt that the Authority should continue to work with its partners (health sector, local bus operators) to identify local needs and objectives, consider the full range of solutions and identify the most practical and beneficial options.
- 11.4 The NEAS highlighted to Members the need for sufficient involvement of the service in any planning of the future siting of any hospital. This notification and involvement at an early stage would enable the NEAS to ensure the relocation of ambulance resources where necessary. The Forum was advised that if an organisation such as the NEAS were commissioned to provide transportation services, then the NEAS on average would need a minimum of eight months to order and receive a vehicle and two years to train someone to operate as a paramedic.
- 11.5 The Authority's Portfolio Holder for Neighbourhoods and Communities supported the views of the NEAS, urging that early involvement of all relevant stakeholders in any development of a new hospital site.
- 11.6 The Authority's Portfolio Holder for Neighbourhoods and Communities gave evidence to Members that planning was vital in the creation of any new hospital site. Provision should be made for those users of hospital services without access to a car. This planning provision should include thoughts around a selection and accessible location or providing long-term financial support for appropriate bus services to make the site accessible.

12. CONCLUSIONS

- 12.1 The Neighbourhood Services Scrutiny Forum concluded:-
- (a) That the issue of transportation links to hospital services and neighbourhood services transport provision was an on-going issue that would continue and develop beyond the scope of completion of this Forum's current investigation;
 - (b) That transport was a barrier to accessing healthcare as people either missed, turned down or simply choose not to seek healthcare because of transport problems;
 - (c) That whilst the perception was that the majority of people in Hartlepool used public transport to access hospital services, it was found that in reality private transport was most commonly used;
 - (d) That it was crucial that all key stakeholders were involved in the planning and location of any future hospital site that serves Hartlepool

and North Tees to ensure the current transportation barriers are addressed;

- (e) That Public Transport Schemes provided an essential service for patients and visitors in accessing healthcare, although sometimes it was felt that the use of public transport posed difficulties in itself, for example where public transport was infrequent, where the patient was required to change buses several times to reach the place of treatment or when an individual had health problems that made travelling on public transport difficult;
- (f) That NHS bodies, namely the local PCT, were required to work with the Council on the development of integrated transport strategies that ultimately provide a valuable and cost-efficient way for patients to access healthcare;
- (g) That there was clearly very limited awareness among the public with regard to the Department of Health's Hospital Travel Costs Scheme currently administered by North Tees and Hartlepool PCTs;
- (h) That the Council, namely the Neighbourhood Services Department and the North Tees and Hartlepool NHS Foundation Trust be commended for their partnership approach to the provision of the Health Bus Service (H1) as a result of recent changes to hospital services;
- (i) That the provision of the temporary Health Bus Service (H1) was until the end of June 2008. Whilst patronage appeared to be low, it was acknowledged that such service was unlikely to be commercially viable in the future unless user patronage increased;
- (j) That the availability of information relating to the various public transportation options to healthcare services was varied in relation to awareness and suitability and this needed to be addressed;
- (k) That whilst the Integrated Transport Unit was in its early stages of development, significant cashable and non-cashable efficiencies relating to home to school transport, transport for adults, Dial a Ride Services, vehicle hire and procurement, staffing and administration could be made; and
- (l) That the use of Social Enterprise Schemes with the third sector together with the additional community transport schemes would support the progression of a fully Integrated Transport Unit.

13. RECOMMENDATIONS

- 13.1 The Neighbourhood Services Scrutiny Forum has taken evidence from a wide range of sources to assist in the formulation of a balanced range of

recommendations. The Forum's key recommendations to the Cabinet / NHS bodies are as outlined below:

Hartlepool Borough Council

- (a) That consideration is given to extending the Authority's current concessionary travel scheme to cover free bus usage for carers accompanying disabled people;
- (b) That the Council works in partnership with neighbouring Local Authorities, the local PCTs and Foundation Trusts to produce a 'User Friendly Guide for Transport to Healthcare' that provides useful information on public transport available to health care locations and concessionary care schemes available;
- (c) That the Council further promotes the use of established community transport schemes in operation locally, including maximising efficiencies through the proposed Integrated Transport Unit, to enable people who are unable to use, or have difficulty to access public transport;
- (d) That the Council explores opportunities to secure the long-term operation of the Health Bus Service, that currently operates between the University of Hartlepool and University Hospital of North Tees sites;
- (e) That the Council explores opportunities of developing a social enterprise scheme with the third sector to improve access to healthcare services;
- (f) That the current bus service timetable information provided in Hartlepool be further improved such as timetables at bus stops and travel information at healthcare sites;

Hartlepool PCT

- (g) That the Hartlepool PCT rolls out a communication programme that ensures all front line staff are made fully aware of the Hospital Travel Cost Scheme and how its is administered;
- (h) That the Hartlepool PCT ensures that the Hospital Travel Cost Scheme is more widely publicised to patients and the public with information on the scheme in particular the eligibility criteria being made readily available in a variety of locations;
- (i) That to ensure that the Hospital Travel Costs Scheme runs effectively together with easier access to healthcare premises, that Hartlepool PCT works with the Council in the identification and development of local and integrated transport strategies; and

North Tees and Hartlepool NHS Foundation Trust

- (j) That the North Tees and Hartlepool NHS Foundation Trust works with Hartlepool Borough Council and affected neighbouring authorities in assessing the accessibility of any proposed new hospital site.

14. ACKNOWLEDGEMENTS

- 14.1 The Forum is grateful to all those who have presented evidence during the course of the Scrutiny Investigation. We would like to place on record our appreciation for all those witnesses who attended the Forum. In particular the Forum would like to thank the following for their co-operation during the Scrutiny Investigation:-

Hartlepool Borough Council:

Councillor Peter Jackson – Cabinet Member Portfolio Holder for Neighbourhoods and Communities.

Dave Stubbs – Director of Neighbourhood Services

Alastair Smith – Head of Technical Services

Paul Robson – Consultant: Integrated Transport Unit Manager

Mike Blair – Traffic and Transportation Manager

Jayne Brown – Transportation Services Manager

Ian Jopling – Transportation Team Leader

External Representatives:

Iain Wright, MP for Hartlepool

Ali Wilson – Deputy Director of Health Systems and Estates Development, Hartlepool PCT

Ek Bradwell – Estates Manager , Hartlepool PCT and North Tees PCT

Kevin Oxley – Director of Estates and Facilities, North Tees and Hartlepool NHS Foundation Trust

Peter Wilkinson – North Tees and Hartlepool NHS Trust Patient and Public (PPI) Forum

Jonathan Spruce – Senior Assistant Director, Tees Valley Joint Strategy Unit

Elaine Bennington – Assistant Director of Operations (Teesside), North East Ambulance Service NHS Trust

Brian Glover – Chair of the Tees Valley Health and Transportation Partnership

Doug Elphee, Commercial Manager, Stagecoach North East

Paul Livesey, Operations Manager, Stagecoach in Hartlepool

Members of the public who participated throughout the investigation and the Focus Group Event held on 11 February 2008

**COUNCILLOR STEPHEN AKERS-BELCHER
CHAIR OF THE NEIGHBOURHOOD SERVICES SCRUTINY FORUM**

APRIL 2008

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BACKGROUND PAPERS

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

- (a) Report of the Scrutiny Support Officer entitled 'Scrutiny Investigation into Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision – Scoping Paper' presented to the Neighbourhood Services Scrutiny Forum of 19 September 2007.
- (b) Report of the Scrutiny Support Officer entitled 'Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision – Verbal Evidence from the Authority's Portfolio Holder for Neighbourhoods and Communities – Covering Report' presented to the Neighbourhood Services Scrutiny Forum of 24 October 2007.
- (c) Report of the Scrutiny Support Officer entitled 'Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision – Evidence from the Neighbourhood Services Department –

Covering Report' presented to the Neighbourhood Services Scrutiny Forum of 24 October 2007.

- (d) Presentation of the Head of Technical Services entitled 'Integrated Transport Unit' delivered to the Neighbourhood Services Scrutiny Forum of 24 October 2007.
- (e) Presentation of the Transport Team Leader entitled 'Transportation Links to Hospital Services' delivered to the Neighbourhood Services Scrutiny Forum of 24 October 2007.
- (f) Report of the Scrutiny Support Officer entitled 'Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision – Evidence from North Tees and Hartlepool NHS Trust – Covering Report' presented to the Neighbourhood Services Scrutiny Forum of 28 November 2007.
- (g) Report of the Scrutiny Support Officer entitled 'Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision – Evidence from North Tees and Hartlepool PCT – Covering Report' presented to the Neighbourhood Services Scrutiny Forum of 28 November 2007.
- (h) Joint Presentation of North Tees and Hartlepool NHS Trust and Hartlepool PCT entitled 'Transportation Links to Hospital Services and Neighbourhood Services' delivered to the Neighbourhood Services Scrutiny Forum of 28 November 2007.
- (i) Report of the Scrutiny Support Officer entitled 'Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision – Evidence from the Local Public and Patient Involvement Forums – Covering Report' presented to the Neighbourhood Services Scrutiny Forum of 28 November 2007.
- (j) Report of the Scrutiny Manager entitled 'Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision – Evidence from the Tees Valley Joint Strategy Unit – Covering Report' presented to the Neighbourhood Services Scrutiny Forum of 9 January 2008.
- (k) Presentation of the Senior Assistant Director of the Tees Valley Joint Strategy Unit entitled 'Tees Valley Bus Network' delivered to the Neighbourhood Services Scrutiny Forum of 9 January 2008.
- (l) Report of the Scrutiny Manager entitled 'Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision – Evidence from the Tees Valley Health and Transportation Partnership – Covering Report' presented to the Neighbourhood Services Scrutiny Forum of 9 January 2008.

- (m) Mission Statement and Terms of Reference of the Tees Valley Health and Transport Partnership.
- (n) Report of the Scrutiny Manager entitled 'Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision – Evidence from the North East Ambulance Service NHS Trust – Covering Report' presented to the Neighbourhood Services Scrutiny Forum of 9 January 2008.
- (o) Report of the Scrutiny Manager entitled 'Public Transport to Hospital Sites – Feedback from Members who undertook Journey(s) between 3 and 16 December 2007' presented to the Neighbourhood Services Scrutiny Forum of 9 January 2008.
- (p) Documented Issues Arising from the Focus Group Session held with the general public on 11 February 2008.
- (q) Report of the Scrutiny Support Officer entitled 'Supporting Access to Services' presented to the Neighbourhood Services Scrutiny Forum of 15 February 2008.
- (r) Presentation of the Hartlepool PCT and North Tees PCT entitled 'Supporting Access to Services' delivered to the Neighbourhood Services Scrutiny Forum of 15 February 2008.
- (s) Report of the Director of Neighbourhood Services entitled 'Bus Service – University Hospital of Hartlepool to the University Hospital of North Tees' presented to the Neighbourhood Services Scrutiny Forum of 15 February 2008.
- (t) Report of the Consultant: Integrated Transport Unit Manager entitled 'Proposed Integrated Transport Unit (Forming part of the Restructure within the Directorate of Neighbourhood Services)' presented to the Neighbourhood Services Scrutiny Forum of 15 February 2008.
- (u) Report of the Scrutiny Support Officer entitled 'Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision – Feedback from Focus Group' presented to the Neighbourhood Services Scrutiny Forum of 15 February 2008.
- (v) Report of the Scrutiny Support Officer entitled 'Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision – Evidence from Stagecoach – Covering Report' presented to the Neighbourhood Services Scrutiny Forum of 15 February 2008.
- (w) Report of the Scrutiny Support Officer entitled 'Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision – Evidence from Iain Wright MP – Covering Report' presented to the Neighbourhood Services Scrutiny Forum of 15 February 2008.

- (x) Department of Health Guidance for NHS Organisations – November 2007 entitled 'Hospital Travel Costs Scheme'.
- (y) NHS document entitled 'Ref HC11 – Help with Health Costs: Effective from 1 July 2007'.
- (z) Minutes of the Neighbourhood Services Scrutiny Forum of 19 September 2007, 24 October 2007, 28 November 2007, 9 January 2008, 15 February 2008, 27 February 2008 and 27 March 2008.

CABINET REPORT

23 June 2008



Report of: Director of Neighbourhood Services

Subject: SCRUTINY INVESTIGATION INTO
'TRANSPORTATION LINKS TO HOSPITAL
SERVICES AND NEIGHBOURHOOD SERVICES
TRANSPORT PROVISION' – ACTION PLAN

SUMMARY

1. PURPOSE OF REPORT

- 1.1 To agree an Action Plan in response to the findings and subsequent recommendations of the Neighbourhood Services Scrutiny Forum's investigation into 'Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision'.

2. SUMMARY OF CONTENTS

- 2.1 The report provides brief background information into 'Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision' Scrutiny Investigation and provides a proposed Action Plan (**Appendix A**) in response to the Scrutiny Forum's recommendations.
- 2.2 The Cabinet is asked to note that recommendations (g)-(i) in the Action Plan (**Appendix A**) have been agreed with Hartlepool Primary Care Trust (PCT) and recommendation (j) has been agreed with North Tees and Hartlepool NHS Foundation Trust.

3. RELEVANCE TO CABINET

- 3.1 To assist the Cabinet in its determination of either approving or rejecting the proposed recommendations ((a)-(f) only) of the Neighbourhood Services Scrutiny Forum. Attached (as **Appendix A**) is the proposed Action Plan for the implementation of these recommendations which have been prepared in consultation with the appropriate Portfolio Holder(s).

4. TYPE OF DECISION

- 4.1 Non-Key.

5. DECISION MAKING ROUTE

- 5.1 The Action Plan and the progress of its implementation will be reported to the Neighbourhood Services Scrutiny Forum on 9 July 2008 (subject to availability of the appropriate Portfolio Holder(s)).

6. DECISION REQUIRED

- 6.1 That Members of the Cabinet approve recommendations (a)-(f) of the Action Plan (**Appendix A refers**), in response to the recommendations of the Neighbourhood Services Scrutiny Forum's investigation into 'Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision'.

Report of: Director of Neighbourhood Services

**Subject: SCRUTINY INVESTIGATION INTO
'TRANSPORTATION LINKS TO HOSPITAL
SERVICES AND NEIGHBOURHOOD SERVICES
DEPARTMENT TRANSPORT PROVISION' – ACTION
PLAN**

1. PURPOSE OF REPORT

- 1.1 To agree an Action Plan in response to the findings and subsequent recommendations of the Neighbourhood Services Scrutiny Forum's investigation into 'Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision'.

2. BACKGROUND INFORMATION

- 2.1 To assist the Cabinet in its determination of either approving or rejecting the proposed recommendations of the Neighbourhood Services Scrutiny Forum's investigation into 'Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision,' attached as **Appendix A** is the proposed Action Plan for the implementation of these recommendations. Recommendations (a)-(f) have been prepared in consultation with the appropriate Portfolio Holder(s).
- 2.2 Recommendations (g)-(i) in the Action Plan (**Appendix A**) have been agreed with Hartlepool Primary Care Trust (PCT) and recommendation (j) has been agreed with North Tees and Hartlepool NHS Foundation Trust.
- 2.3 The overall aim of the investigation was to gain an understanding of the issues around transportation links to hospital services and Neighbourhood Services Department transport provision and to seek to make recommendations for improvement in relation to this issue.

3. ACTION PLAN

- 3.1 As a result of the Neighbourhood Services Scrutiny Forum's investigation into 'Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision,' the following recommendation have been made:-
- (a) That consideration is given to extending the Authority's current concessionary travel scheme to cover free bus usage for carers accompanying disabled people;

- (b) That the Council works in partnership with neighbouring Local Authorities, the local PCTs and Foundation Trusts to produce a 'User Friendly Guide for Transport to Healthcare' that provides useful information on public transport available to health care locations and concessionary care schemes available;
- (c) That the Council further promotes the use of established community transport schemes in operation locally, including maximising efficiencies through the proposed Integrated Transport Unit, to enable people who are unable to use, or have difficulty to access public transport;
- (d) That the Council explores opportunities to secure the long-term operation of the Health Bus Service, that currently operates between the University of Hartlepool and University Hospital of North Tees sites;
- (e) That the Council explores opportunities of developing a social enterprise scheme with the third sector to improve access to healthcare services;
- (f) That the current bus service timetable information provided in Hartlepool be further improved such as timetables at bus stops and travel information at healthcare sites;
- (g) That the Hartlepool PCT rolls out a communication programme that ensures all front line staff are made fully aware of the Hospital Travel Cost Scheme and how its is administered;
- (h) That the Hartlepool PCT ensures that the Hospital Travel Cost Scheme is more widely publicised to patients and the public with information on the scheme in particular the eligibility criteria being made readily available in a variety of locations;
- (i) That to ensure that the Hospital Travel Costs Scheme runs effectively together with easier access to healthcare premises, that Hartlepool PCT works with the Council in the identification and development of local and integrated transport strategies; and
- (j) That the North Tees and Hartlepool NHS Foundation Trust works with Hartlepool Borough Council and affected neighbouring authorities in assessing the accessibility of any proposed new hospital site.

3.2 An Action Plan in response to these recommendations has now been produced in consultation with the appropriate Portfolio Holder(s) and is attached at **Appendix A** which is to be submitted to the Neighbourhood Services Scrutiny Forum on 9 July 2008 (subject to the availability of appropriate Portfolio Holder(s)).

4. RECOMMENDATION

- 4.1 Cabinet is requested to approve the Action Plan for recommendations (a)-(f) attached as **Appendix A** in response to the recommendations of the Neighbourhood Services Scrutiny Forum's investigation into 'Transportation Links to Hospital Services and Neighbourhood Services Department Transport Provision'.

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

NAME OF FORUM: Neighbourhood Services Scrutiny Forum

NAME OF SCRUTINY ENQUIRY: Transportation Links to Hospital Services and Neighbourhood Services
Department Transport Provision

DECISION MAKING DATE OF FINAL REPORT: April 2008

	RECOMMENDATION	EXECUTIVE RESPONSE / PROPOSED ACTION	LEAD OFFICER	DELIVERY TIMESCALE
(a)	That consideration is given to extending the Authority's current concessionary travel scheme to cover free bus usage for carers accompanying disabled people;	Tees Valley wide issue needs consideration and dialogue with other local authorities bus operators	A Smith	March 09
(b)	That the Council works in partnership with neighbouring Local Authorities, the local PCTs and Foundation Trusts to produce a 'User Friendly Guide for Transport to Healthcare' that provides useful information on public transport available to health care locations and concessionary care schemes available;	Regular meetings have now been organised between PCT's Foundation Trust and Local Authority Staff to discuss these issues	A Smith P Robson J Brown	April 09
(c)	That the Council further promotes the use of established community transport schemes in operation locally, including maximising efficiencies through the proposed	Further enhancement to present Dial-a-Ride service and similar will be considered via ITU. Potential for it to be a phased in approach	P Robson J Brown	September 09

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

NAME OF FORUM: Neighbourhood Services Scrutiny Forum

NAME OF SCRUTINY ENQUIRY: Transportation Links to Hospital Services and Neighbourhood Services
Department Transport Provision

DECISION MAKING DATE OF FINAL REPORT: April 2008

RECOMMENDATION		EXECUTIVE RESPONSE / PROPOSED ACTION	LEAD OFFICER	DELIVERY TIMESCALE
	Integrated Transport Unit, to enable people who are unable to use, or have difficulty to access public transport;			
(d)	That the Council explores opportunities to secure the long-term operation of the Health Bus Service, that currently operates between the University of Hartlepool and University Hospital of North Tees sites;	Further extension to existing service has been agreed for further 3 months.	A Smith P Robson PCT Hospital	September 08
(e)	That the Council explores opportunities of developing a social enterprise scheme with the third sector to improve access to healthcare services;	All opportunities will be explored via the newly Integrated Transport Unit (ITU).	A Smith P Robson	December 09
(f)	That the current bus service timetable information provided in Hartlepool be further improved such as timetables at bus stops	Present contract when expires will be responsibility of Tees Valley Joint Strategy Unit (JSU). The JSU have been notified of the request via Chief Engineers group.	A Smith	April 09

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

NAME OF FORUM: Neighbourhood Services Scrutiny Forum

NAME OF SCRUTINY ENQUIRY: Transportation Links to Hospital Services and Neighbourhood Services
Department Transport Provision

DECISION MAKING DATE OF FINAL REPORT: April 2008

RECOMMENDATION		EXECUTIVE RESPONSE / PROPOSED ACTION	LEAD OFFICER	DELIVERY TIMESCALE
	and travel information at healthcare sites;			
(g)	That the Hartlepool PCT rolls out a communication programme that ensures all front line staff are made fully aware of the Hospital Travel Cost Scheme and how its is administered;	Regular updates in Staff Newsletter Up2Speed and presentation at Staff Forum. Contact point provided for further information. List of FAQs developed to be forwarded to staff on request. Posters to be developed and distributed to all sites. Documentation made available on websites. Liaise with North Tees and Hartlepool NHS Foundation Trust to ensure promotion in internal communications.	Ali Wilson in connection with Teeswide Commissioning, Strategy and Procurement Team.	To be confirmed prior to the Neighbourhood Services Scrutiny Forum meeting of 9 July 2008.
(h)	That the Hartlepool PCT ensures that the Hospital Travel Cost Scheme is more widely publicised to patients and the public with information on the scheme in particular the eligibility criteria being made readily available in a variety of locations;	Posters and leaflets to be developed and distributed to all PCT sites and made available on PCT websites. Media coverage provided to support message. PALS team briefed with full information. Information about the Scheme is included on all patient facing materials produced by the PCT. Distribute information to all independent contractors. Liaise with North Tees and	Ali Wilson in connection with Teeswide Commissioning, Strategy and Procurement Team.	To be confirmed prior to the Neighbourhood Services Scrutiny Forum meeting of 9 July 2008.

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

NAME OF FORUM: Neighbourhood Services Scrutiny Forum

NAME OF SCRUTINY ENQUIRY: Transportation Links to Hospital Services and Neighbourhood Services
Department Transport Provision

DECISION MAKING DATE OF FINAL REPORT: April 2008

RECOMMENDATION	EXECUTIVE RESPONSE / PROPOSED ACTION	LEAD OFFICER	DELIVERY TIMESCALE
(i) That to ensure that the Hospital Travel Costs Scheme runs effectively together with easier access to healthcare premises, that Hartlepool PCT works with the Council in the identification and development of local and integrated transport strategies;	Hartlepool NHS Foundation Trust to ensure promotion in patient information. Ongoing communication to take place between all interested parties to address the identified needs. As previously stated dialogue between representatives from Hartlepool Primary Care Trust and Hartlepool Borough Council.	To be confirmed prior to the Neighbourhood Services Scrutiny Forum meeting of 9 July 2008.	To be confirmed prior to the Neighbourhood Services Scrutiny Forum meeting of 9 July 2008.
(j) That the North Tees and Hartlepool NHS Foundation Trust works with Hartlepool Borough Council and affected neighbouring authorities in assessing the accessibility of any proposed new hospital site.	The Trust are part of HBCs Integrated Transport Unit and are working with Council Officers to develop a Transport Strategy for the proposed new hospital. A Transport Manager is to be appointed by the Trust to further develop this work. Specialist Transport consultants have been appointed also.	Kevin Oxley, Director of Operations	To be confirmed prior to the Neighbourhood Services Scrutiny Forum meeting of 9 July 2008.

CABINET REPORT

23 June 2008



Report of: Children's Services Scrutiny Forum

**Subject: FINAL REPORT – ACCESS TO RECREATION
ACTIVITIES FOR CHILDREN AND YOUNG PEOPLE
IN HARTLEPOOL**

SUMMARY

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to outline the findings and conclusions of the Children's Services Scrutiny Forum's investigation into 'Access to Recreation Activities for Children and Young People in Hartlepool'.

2. SUMMARY OF CONTENTS

- 2.1 The Final Report outlines the overall aim of the scrutiny investigation, terms of reference, methods of investigation, findings, conclusions, and subsequent recommendations.

3. RELEVANCE TO CABINET

- 3.1 It is Cabinet's decision to approve the recommendations in this report.

4. TYPE OF DECISION

- 4.1 This is a Non-key decision.

5. DECISION MAKING ROUTE

- 5.1 The final report was approved by Scrutiny Co-ordinating Committee on 18 April 2008. Cabinet is requested to consider, and approve, the report at today's meeting.

6. DECISION(S) REQUIRED

- 6.1 Cabinet is requested to approve the recommendations outlined in section 14.1 of the bound report, which is attached to the back of the papers for this meeting.



CHILDREN'S SERVICES SCRUTINY FORUM

FINAL REPORT

ACCESS TO RECREATION ACTIVITIES FOR
CHILDREN AND YOUNG PEOPLE IN HARTLEPOOL

APRIL 2008

CABINET

23 June 2008



Report of: Children's Services Scrutiny Forum

**Subject: FINAL REPORT – ACCESS TO RECREATION
ACTIVITIES FOR CHILDREN AND YOUNG PEOPLE
IN HARTLEPOOL**

1. PURPOSE OF REPORT

- 1.1 To present the findings of the Children's Services Scrutiny Forum following its investigation into 'Access to Recreation Activities for Children and Young People in Hartlepool'.

2. SETTING THE SCENE

- 2.1 In considering a subject for investigation the Children's Services Scrutiny Forum, at its meeting on 11 June 2007, explored a variety of possible options. During the course of discussions, Members acknowledged the positive impact which the provision of recreation activities has across all sections of the community. Concern was, however, expressed regarding barriers which can make access difficult for children and young people across Hartlepool. These included cost, location and transportation.
- 2.2 In recognition of the importance of this issue, Members were keen to undertake an in-depth investigation and explore possible ways of improving accessibility. The Forum established that for the purpose of this investigation recreation activities would be defined as 'those activities undertaken by children and young people, aged 5 – 19 years, in their spare time (e.g. outside school)'.
- 2.3 The Forum discovered that recreation provision could be divided into five categories (Sport, Arts and Culture, Organised Activities (e.g. Scouts and Guides), Free Play (e.g. meeting friends) and Other Activities. Recognising that an in-depth investigation of all five of these would not be possible, within this years Work Programme, the Forum chose to focus its attentions on the following categories of recreation:-
- (i) Organised Activities (e.g. Scouts and Guides), and
 - (ii) Free Play (e.g. meeting friends).

3. OVERALL AIM OF THE SCRUTINY INVESTIGATION

- 3.1 The overall aim of the Scrutiny investigation was to examine the provision of recreation facilities for children and young people in Hartlepool and explore ways of removing barriers to access.

4. TERMS OF REFERENCE FOR THE SCRUTINY INVESTIGATION

- 4.1 The Terms of Reference for the Scrutiny investigation were as outlined below:-

- (a) To gain an understanding of national and regional policy/guidance relating to the provision of recreation activities for young people;
- (b) To consider, and agree, a definition of 'recreation activities' and 'young people' for the purpose of this investigation;
- (c) To gain an understanding of the recreation activities available for young people in Hartlepool;
- (d) To explore the recreation activities which young people in Hartlepool enjoy/utilise and identify the barriers to access which might exist, including transportation and costs;
- (e) To identify ways of removing any barriers to access to recreation activities for young people in Hartlepool that might exist;
- (f) To compare examples of good practice in other Local Authorities to improve access to recreation activities for young people;
- (g) To seek the views of young people and local residents, including representatives of minority communities of interest and vulnerable groups, in relation to access to recreation activities for young people in Hartlepool; and
- (h) To identify how those responsible for the provision of recreation activities for young people in Hartlepool intend to implement the 7 vision statements on participation agreed by Cabinet on June 24th 2007.

5. MEMBERSHIP OF THE CHILDREN'S SERVICES SCRUTINY FORUM

- 5.1 The membership of the Children's Scrutiny Forum was as detailed below:-

Councillors S Cook, Coward, Fleet, Griffin, A E Lilley, London, Plant, Preece, Shaw, Simmons and Worthy

Co-opted Members:

Elizabeth Barraclough, David Relton and Jesse Smith

Leigh Bradley, Hannah Shaw, Chris Lund, Kelly Goulding and Gillian Pounder

Resident Representatives:

John Cambridge, Evelyn Leck and Michael Ward

6. METHODS OF INVESTIGATION

6.1 Members of the Children's Services Scrutiny Forum met formally from 12 July 2007 to 7 April 2008 to discuss and receive evidence relating to this investigation. A detailed record of the issues raised during these meetings is available from the Council's Democratic Services.

6.2 A brief summary of the methods of investigation are outlined below:-

- (a) Evidence from Ward Councillors;
- (b) Evidence from children and young people who access recreational activities in Hartlepool;
- (c) Evidence from local residents, including parents and carers of children who access recreational activities;
- (d) Evidence from the Member of Parliament for Hartlepool;
- (e) Evidence from the Elected Mayor;
- (f) Evidence from the Cabinet Member with Portfolio Holder for Children's Services;
- (g) Evidence from the Children's Services Department (including the Youth Service) and Adult and Community Services Department.
- (h) Evidence from Hartlepool Young Voices;
- (i) Evidence from representatives from other Local Authorities with examples of good practice, including site visit to Middlesbrough Borough Council;
- (j) Evidence from representatives from voluntary sector groups/bodies, minority groups and vulnerable people, and
- (k) Evidence from the Neighbourhood Policing Teams.

FINDINGS

7. POLICY / GUIDANCE FOR THE PROVISION OF RECREATION ACTIVITIES FOR CHILDREN AND YOUNG PEOPLE

- 7.1 During the course of the investigation, the Forum came to understand that the benefits of providing recreation activities for children and young people were considerable, in terms of developing personal / interpersonal skills, confidence building and wellbeing (both economic and physical). There were also clear benefits for parents, carers and the wider community, including improved family relations, increased participation in activity, reduced obesity, increased educational attainment and reduced anti-social behaviour.
- 7.2 Members found that the importance of play, and making space for it, had been the subject of campaigning and awareness raising at a national level for a number of years. Evidence provided further illustrated to the Forum the Government's commitment to providing recreation activities for children and young people and the importance of formulating policies and strategies to facilitate this. These included:-
- (i) **'Time for Play' (Department for Culture, Media and Sport)** was aimed at encouraging greater play opportunities for children and young people;
 - (ii) **The Education Act 1996 (Section 507B)** required that every Local Authority in England must, so far as reasonably practicable, provide sufficient recreational leisure time activities and facilities, for the improvement of young people's well being;
 - (iii) **The Youth Matters Green Paper** contained a duty for Local Authorities to secure positive activities for young people, as both a commissioner and provider, with National Standards indicating that 'positive activities' should have a broad scope with access opportunities to:-
 - (i) Volunteering;
 - (ii) Sport and recreational/cultural activities; and
 - (iii) Constructive activities in clubs, youth groups or classes.
 - (iv) **The Dobson Review 'Getting Serious about Play'** was commissioned by the government to advocate and raise the profile of play across government departments. The report prompted a funding scheme for play from the Big Lottery Fund in England and Wales;
 - (v) **The Game Plan 2003** was aimed at increasing significantly levels of sport and physical activity with the target of achieving 70% of the population as reasonably active by 2020;

- (vi) **‘Every Child Matters’** is a shared national programme to ensure that Children’s Services work better together with parents, carers and organisations to help give children and young people more opportunities and better support.
- (vii) **The North East Regional Plan for Sport and Physical Activity** had eleven priorities around sport and physical activity in the region, one of which was to improve access to all for all facilities and programmes; and
- (viii) **The Sport and Recreation Strategy of 2000** emphasised the need for a strategic overview of refurbishment of facilities or development of new facilities. This has been evident in the investment in facilities locally such as Summerhill Country Park, King George V Playing Fields, Grayfields Recreation Ground and the Headland Sports Hall.

7.3 On a local basis, Members were encouraged to find that over recent years major emphasis had been placed on the removal of barriers to participation in sport and physical activity. This has been evident in the following programmes currently being successfully delivered:-

- (i) The Swimming Development Strategy;
- (ii) The Football Development Plan;
- (iii) The Hartlepool Exercise for Life Programme;
- (iv) The Outdoor Activities Programme;
- (v) The Active Card scheme;
- (vi) The Indoor Leisure Facility Strategy;
- (vii) The Multi Use Games Area Study (Inspirational strategy to address some of the shortfall in Multi Use Games Areas); and
- (viii) The “PPG17” Open Spaces Strategy (would inform the Council and Members of gaps in provision).

8. HOW RECREATION ACTIVITIES FOR CHILDREN AND YOUNG PEOPLE ARE PROVIDED - REGIONALLY AND IN HARTLEPOOL

8.1 As a starting point for the investigation, the Forum gained an understanding of how recreation activities are provided for children and young people regionally and in Hartlepool. Members also explored the strategies in place in Hartlepool to ensure that they are as easily accessible as possible.

Regional Provision of Recreation Activities for Children and Young People

8.2 From the evidence provided by Play England, Members were shocked to find that for every acre of land given over to public playgrounds, over 80 acres are given over to golf. Also, that on average there is 2.3 sq m of public space for each child under 12 in the United Kingdom (about the same as a kitchen table).

- 8.3 Members were advised that on a regional perspective the three key challenges to providing play for children were that it needed to be free at point of access, the children needed to be free to come and go and do what they want when they're there. As a means of meeting these challenges the Forum was pleased to find that Hartlepool was one of 23 local authorities who had put a Play Strategy in place and had been successful in bidding for BIG lottery funding. Members were fully supportive of the continued development of the Play Strategy and the need for the provision of creative recreation provision, the involvement of children and young people in the development of which was vital to encourage ownership. It was also noted that Hartlepool's draft Open Space Strategy included provision for the upgrading of play facilities/areas for children with disabilities to ensure inclusion for all children. An important element of this strategy was also the involvement of young people in the development of new, or upgrading of existing, play facilities / activities.
- 8.4 The Forum noted with interest that in just the last generation, the 'home habitat' of a typical 8 year old (i.e. the area they can travel on their own) has shrunk to one-ninth of its original size.⁽ⁱ⁾ Members considered the types of play they participated in as children / young people highlighted the historical importance of free play and the types of things children / young people were no longer able to do as a result of personal safety concerns. Whilst it was acknowledged that there were 'stranger danger' issues to be considered, the Forum was pleased to find that provision would include supervision by appropriately checked personnel (Play Rangers) and would be provided on a local level within the community to encourage community cohesion and ownership. Members supported the use of Play Rangers and noted that there was a lot of work to be done, not specifically in making children safer but in making parents feel that their children are safe in the facilities /activities provided.

How Recreation Activities are Provided for Children and Young people in Hartlepool

- 8.5 Members discovered that recreation activities for children and young people in Hartlepool are provided through a variety of routes including extended schools, play schemes, the voluntary sector, the youth service and the leisure service. A summary of each of these routes of provision is as follows:-
- (i) **Extended Schools** - Recreation activities for children and young people age 5 – 19 years are delivered through a varied menu of activities, including sporting activities, and wider community access to sports, arts and ICT facilities;
 - (ii) **Play Development** - These include Summer Playschemes, a National Playday and Out of School and Holiday Care Schemes;
 - (iii) **The Voluntary Sector** - A leading provider of services for children and young people in Hartlepool, not only as providers of "open access"

activities but also “targeted and referred access”. The third sector is a major provider of out of school clubs, special interest groups and holiday play opportunities. These are typically locality based and work primarily with children and young people from within that locality;

- (iv) **The Youth Service** – The Youth Service is the largest single provider of facilities and activities. These facilities / activities are provided by the Youth Service or commissioned by / to the Youth Service. The Youth Service also uses private providers (e.g. cinemas, pools, ice rinks, theatres, marina, etc). The primary aim of the Youth Service is the personal and social development of young people, and it uses facilities and activities to achieve this. The Youth Service provides open access, targeted and project work and increases access to young people by detached and mobile provision; and
- (v) **Community Services** - Offers a wide range of formal and informal sporting and recreational facilities, with in total 16 open access play areas and a variety of sports venues (including major leisure centres, satellite sites such as the Community Centres, School Sites and club sites). Partnership working with sports clubs and other organisations has been developed over the years to provide sporting and recreational activity.

- 8.6 Considering the information provided above, Members expressed concern regarding the transitional issues for children between 11 and 13, in accessing recreation activities. Members learned that transition in terms of access to leisure and recreation for this age group was a national issue and were concerned that whilst organisations set age limits with the best of intentions, or as a result of funding guidance, children develop at different rates. Members were very concerned that this often left those who mature quicker in an unsatisfactory position and were in support of identifying a way forward that dealt with each child on its own developmental merits rather than simply on an age basis.

Strategies in Place to Ensure that Recreation Activities for Children and Young People in Hartlepool are Accessible

- 8.7 During the course of the investigation, Members were encouraged to find that the provision of recreation activities for children and young people was viewed as being exceptionally important by the local authority. Members noted with interest that in addition to the actions outlined in Section 9 of this report, for the removal of barriers to access, a variety of strategies were also being implemented to ensure that recreation activities provided for children and young people in Hartlepool were as easily accessible as possible. These strategies covered the youth service, voluntary sector and leisure service.

- 8.8 The Youth Service:-

- (i) *Freezing of Charges* - For building based provision charges have been frozen for a number of years. At present, young people pay an annual membership of £1 and 30p every time they attend a project;
- (iii) *Flexibility in opening days and times* - Facilities are open evening, at weekends and during the holidays offering a service which does not clash with school times. "Midnight soccer" is also provided in response to demand from Asian young men, many of whom work in catering;
- (iii) *Targeting and Support of Activities to Under Represented Groups* – These groups include The Young Carer's; Salaam Girls Group; Rossmere PHAB and Asian Girls Cultural Groups; Music Group; Hartlepool Special Needs Group for Duke of Edinburgh's Award and Hartgables;
- (iv) *Facilitating attendance of Smaller Groups to Recreation activities outside Hartlepool* – When the needs of groups with low numbers cannot be met directly (e.g. Hartlepool deaf young people) youth workers are provided to transport them to activities elsewhere where they can engage in a more appropriate and meaningful way with similar groups; and
- (v) *Use of Youth Opportunity/Capital Funds* - Utilised to offer "hard to reach" young people the opportunity to get funding for activities and recreation.

8.9 Community Services:-

- (i) *Use of the Planning Policy Guidance (PPG17) Open Spaces Strategy (OSS)* - Many recreational activities (Play Areas, MUGA's, Summerhill, Skate Parks) were both free and accessible to young people and the OSS was used to assess gaps in provision;
- (ii) *Multi Use Games Strategy* - Work was already in place to address some of the shortfall in Multi Use Games Areas and although this strategy is inspirational it was to inform where provision would be prioritised should funding become available;
- (iii) *Free Sports Development Programme Places* - Development programmes in Sports Development were often free or at low cost to young people with the recent summer programme an example with activities ranging from 50p for a football camp to £20 for a three day outdoor activities adventure camp;
- (iv) *Free Swims* - The success of the recent Free Swimming Initiative in Hartlepool had resulted in the replication of the initiative this year with funding being accessed from the PCT to provide free structured swimming over the summer holiday period; and

- (v) *The Active Card for Young People* - Available free to those meeting concessionary criteria, the card had been very popular (528 young people currently had the free active card concession, and a further 208 who are holders of active card memberships).
- 8.10 Considering strategies implemented by the voluntary sector, Members noted that as these groups grew as a consequence of developing local need, and were often personality driven, access was easily encouraged. One issue identified was, however, the challenge of access for residents with a disability and this was being tackled. This issue was also discussed further in Section 12 of this report.

9. BARRIERS TO ACCESSING RECREATION ACTIVITIES FOR CHILDREN AND YOUNG PEOPLE IN HARTLEPOOL

- 9.1 An important aspect of the Forum's investigation was the identification of barriers and possible ways of removing them. Members obtained this information in two ways, from existing research as identified in this section of the report, and 'first hand' through the Forum's co-opted young people and a variety of public consultation, as outlined in Section 12 of this report.
- 9.2 Evidence from various consultation processes outlined a variety of barriers as follows:-

(a) Hartlepool's Play Strategy and Action Plan

- (i) Fear of bullying, gangs, drug addicts and underage drinking in public spaces;
- (ii) Lack of safe play areas;
- (iii) The cost, and lack, of transport;
- (iv) Little or lack of localised provision;
- (v) The cost of accessing many activities;
- (vi) Lack of supervision of outdoor activities and play areas; and
- (vii) Limited access to school grounds outside of school hours.

(b) 'Things to do, places to go and someone to talk to' - National Youth Agency (2006)

- (i) Transport;
- (ii) Information about what's on; and
- (iii) The places themselves.

(c) Department of Children, Schools and Families' Ten Year Strategy for Positive Activities (July 2007), reflects that nationally children and young people from all backgrounds face both practical and personal barriers to accessing activities. Although disadvantaged young people are more likely to experience barriers, which include:-

- (i) A lack of awareness of what is on offer;

- (ii) Cost;
- (iii) Transportation;
- (iv) Location; and
- (v) A lack of motivation, inspiration or confidence to attend.

(d) The Secondary School Big Lottery Consultation:-

- (i) I'm too busy;
- (ii) Activities I want are not offered; and
- (iii) I don't want to stay in school for activities.

(e) User Survey

- (i) More trips;
- (ii) Better ICT equipment;
- (iv) Projects open more evenings (those only open twice per week);
- (v) More activities", as things they saw that would improve the youth service; and
- (vi) Cost was not indicated as a barrier (£1 per year and 30p per attendance), was endorsed as appropriate.

(f) Viewpoint 1000

- (i) Information;
- (ii) Transport;
- (iii) Activities being in the wrong place and at wrong times; and not being seen as 'cool'.

- 9.3 Members noted with interest that the barriers identified were similar regardless of the age, gender, race or religion of those asked. It was also recognised that many of the barriers mirrored those mentioned earlier in the report in terms of safety marketing / publicity for activities. This served to reinforce the Forum's support for the use of Play Rangers as a way to remove the safety concerns and the need for improve marketing of activities.

10. WHAT CHILDREN AND YOUNG PEOPLE IN HARTLEPOOL WANT IN TERMS OF RECREATION ACTIVITIES

- 10.1 An issue of real importance to the Forum was the identification of what children and young people actually want, whether what was provided meets need and how they would like to see resources spent. Members noted with interest the following information:-

(a) The Primary School Big Lottery Consultation ('After School Activities'):-

- (i) 76% would like to use computers after school (78% before school);
- (ii) 84% would like to play with friends after school (85% before school);

- (iii) 63% would not like to do homework after lessons;
- (iv) 72% would like sport to be available (67% before);
- (v) 65% would stay for food after lessons (47% before);
- (vi) 76% would like to participate in art after school; and
- (vii) 65% would like to stay after school to participate in a club.

(b) Youth Service User Survey 2006 – What Young People Wanted

- (i) A place to meet with friends (19%);
- (ii) Somewhere to relax and chill out (15%);
- (iii) Sports/activities (13%);
- (iv) Trying new things (12%);
- (v) Discos/raves (9%);
- (vi) Trips/residential (8%);
- (vii) Arts and crafts (6%);
- (viii) Learn things/training (6%);
- (ix) Get certificates (5%);
- (x) Help and support (4%); and
- (xi) Other (3%).

(c) Youth Service User Survey 2006 - What Young People Said They Got

- (i) Fun and enjoyment (28%);
- (i) Confidence (14%);
- (ii) Chance to do new things (14%);
- (iii) Advice (13%);
- (iv) Motivation (9%);
- (v) Help and support (8%);
- (vi) Information on issues (5%);
- (vii) Accreditation/certificates (4%); and
- (viii) Something else (3%), nothing at all (2%).

10.2 Members recognised again that many of the issues and views expressed were reflected across age groups and the high priority placed upon the need for somewhere to go and meet friends and somewhere to relax and chill out. In addition to this, the Forum noted that the National Youth Agency document in 2006, entitled 'Things to do, places to go and someone to talk to', had shown that when considering how to spend resources young people would like to see funding allocated to the provision of:-

- (i) Support from skilled adults (38%);
- (ii) Actual activities (35%); and
- (iii) Improved access (27%).

10.3 Members also noted that the same document had shown that in terms of the improvement of access to activities young people resources should be allocated to improve:-

- (i) The quality of venues and where activities are held (44%);

- (ii) Transport (29%); and
- (iii) The provision of information (27%).

10.4 The Forum recognised the value in all of the suggestions for future development of the provision of recreation provision and from the information provided noted in particular the positive effect the provision of skilled adults would have on the provision of activities.

11. GOOD PRACTICE IN OTHER LOCAL AUTHORITIES

11.1 As part of the Forum's remit, consideration was given to comparing neighbouring authorities activities to improve access to recreation activities for children and young people. As a means of obtaining this, Members of the of the Forum visited Middlesbrough Borough Council on the 14 January 2008 and observed 'first hand' the provision of facilities at Prissick Plaza Skate Park, youth shelters at Pallister Park and Albert Park and a 'Pod' on the Easterside Estate.



Inside and outside the 'Pod' on the Easterside Estate



Youth shelter in Pallister Park

11.2 During the course of the visit various issues were discussed and Members were interested to find that:-

- (i) In terms of the Easterside 'Pod':-

- (a) Young people played a very active role in its management and selection of activities provided;
 - (b) A key element of the success of the 'Pod' had been the appointment of two paid supervisors / Youth Workers, paid for by the Easterside Partnership, who were present at all times in the POD at all times; and
 - (c) Evidence was that the 'Pod' had a significant impact in the area, including the eradication of graffiti.
- (ii) In terms of Youth Shelters:-
- (a) Pallister Park was no longer locked on an evening and whilst every effort had been made to locate the shelter away from residents the size of the park had meant that it was still very close to houses and could be easily seen by Police and residents;
 - (b) A key element of recreation provision in the part was the provision of areas for specific age groups and the provision of a free 'Kicks' football training programme;
 - (c) No complaints were now being received and at times i.e. a Friday night could see 200 children in the park. At these times the Police Community Support Officers are on hand;
 - (d) Police support was vital to the success of shelters, both in terms of residents and young people;
 - (e) Young people had been fully consulted on the form and location of shelters;
 - (f) Indications from local Police were that the availability of facilities in the park, including the shelters, had a positive effect on anti social behaviour outside the park. There was also very little in the park;
 - (g) Evidence is that young people will travel fairly large distances to use the facilities, including the shelters;
- (iii) In terms of Prissick Plaza Skate Park:-
- (a) The employment of an Extreme Sports Officer, funded as part of the overall 'set up' costs for the site, and introduction of coaching sessions had been instrumental to the success of the site;
 - (b) Facility placed upon a neglected site with considerable consultation undertaken with young people in terms of what they wanted;
 - (c) Whilst there had been concerns regarding the sites proximity to local housing, considerable work had been done with residents to allay

their fears through the planning process. The result now being that although there had been some complaints early on, no issues were now being raised by residents;

(d) Use of CCTV cameras played significant role in the success of the site;

(e) There were major cultural issues in terms of the users of the site; however, the work of the staff (including maintenance staff) in conjunction with street wardens had helped to prevent problems;

(f) Key to the success of the scheme had been the existence of strong political and financial support.

11.3 During the course of the visit those Members present were impressed with the use of 'Pods' and youth shelters but were aware of the contentious nature of selecting locations for them. Despite these concerns the Forum was of the view that the use of 'pods' and youth shelters in appropriate areas should be supported as a way forward for the provision of 'free play'.

11.4 It was however, evident to the Forum from its site visit that the provision of appropriate support was vital to the success of these initiatives. As such youth workers, or similar skills adults, should be in place in the 'pod's and close working relationships created with the Police / CPSO's / Community Wardens with a view to them 'keeping an eye' on the youth shelters.

11.5 This view was shared by the Forum co-opted young people, with the proviso that they be placed in accessible areas with. Young people were in fact in their role on Hartlepool Young Voices going to visit the Easterside 'pod' to look into it further.

12. COMMUNITY ENGAGEMENT

12.1 Members of the Forum were keen to engage with the community regarding barriers to accessing recreation activities for children and young people in Hartlepool. In doing this, Members received evidence from the Forum's co-opted young people, organised groups (e.g. the Belle View Centre and groups such as the Boys Brigade, Sea Cadets, etc.), the Portfolio Holder for Children's Services and the Town's MP.

Evidence from the Forum's Co-opted Young People

12.2 As part of the Forum's continually innovative approach to evidence gathering, the young people co-opted to the Forum agreed to undertake an informal survey of their peers (older than 11) to ascertain their views on:-

- (a) What they like about Hartlepool;
- (b) What they think of the town's recreation provision;
- (c) How they like to spend their time; and

(d) What the local authority could do to change young people's views on recreation provision.

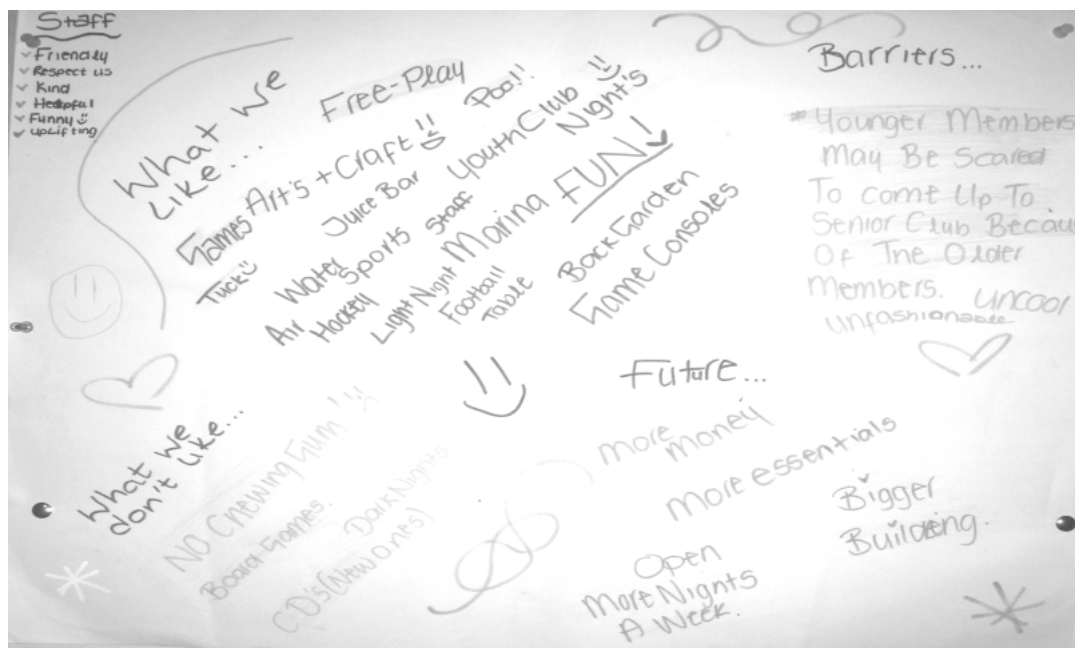
- 12.3 As part of this informal survey a 'mind mapping' exercise was undertaken by the young people and the outcomes of this as outlined below were presented to the Forum on the 25 February 2008:-



Presentation by the Forum's co-opted young people co-opted onto the Forum at the meeting on the 25 February 2008.

- 12.4 The results of the 'mind mapping' exercise illustrated to the Forum the mixed nature of views in terms of living in Hartlepool, from loving it to having nothing to do or nowhere go. Adult perceptions was also discussed with indications that young people expect adults to think that they all cause trouble, drink and smoke. The Forum took on board these views and wasted no time in agreeing that the minority of young people cause anti-social behaviour and NOT the majority.

Mind-Mapping – What young people like to do, barriers, etc.



- 12.5 The Forum acknowledged the value of comments regarding the need for youth provision to be accessible at sensible times and for all ages and again noted the need for improved advertising / marketing of activities and the provision of trained staff. It was also recognised by the Forum that the involvement of young people in the consultation process for the provision of recreation activities was vital for future success.

Mind-Mapping - What young people think are the primary barriers to recreation activities provision



- 12.6 During the course of the presentation given by the Forum's co-opted young people, Members attention was drawn to the 7 Vision Statements on participation and consideration given to how they could be incorporated into the provision of recreation activities.
- 12.7 Throughout the investigation comments regarding the importance of young people's involvement in the consultation and decision making process had been made. Members were clear in their support for the introduction of an appropriate process to ensure that this occurs and it was agreed that the 7 Vision Statements would play an important part in this. As a way of achieving this, Members were of the view that the local authority should work with its recreation partners to ensure that the 7 Vision Statements are incorporated within the ethos of the organisations.

Evidence from the Portfolio Holder for Children's Services and the Town's MP

- 12.8 As part of the Forum's investigation the Portfolio Holder for Children's Services and the Town's MP were invited to give evidence at the meetings held on the 16 July 2008 and 1 October 2008, respectively. Members noted

with interest the views expressed during the course of each of these meetings, details of which are as follows:-

- (i) That Hartlepool is in reality very well served in relation to recreational activities and that the Forum should not lose sight of this;
- (ii) The key issue for consideration is the provision of locations where young people can meet in a safe, clean and warm environment i.e. the proposed smoothy bar at one of the secondary schools in the town;
- (iii) That the local authority needs to find innovative ways of providing recreation provision and consideration needed to be given to the mainstreaming of no strings attached funding for all recreational activities in order to remove reliance on short term funding arrangements;
- (iv) It was noted that young people needed appropriate levels of support when undertaking recreational activities and that a national survey had highlighted that one of the biggest factors taken into account by young people when deciding whether to undertake any recreational activity was the support offered to them; and
- (v) That the local authority had the responsibility to determine the provision of recreational activities within the Children and Young People's Plan and determine if this provision was a strategic priority, whilst ensuring appropriate resources were made available for this.

Evidence from Organised Groups and Local Diversity Groups

12.9 During the course of the investigation a variety of organised groups gave evidence to the Forum on their views regarding access to recreation activities and the issue associated with it. These included the Sea Cadets, the Boys Brigade, Eldon Grove Tennis Club, the Scouts, the West View Project and Hartlepool Special Needs Support Group.

12.10 Members noted with interest the issues raised during discussion with each of these groups. A summary of which is as follows:-

- (i) The lack of funding to the voluntary sector, the risks of staff redundancies as well as the need for Council funding was highlighted. It was suggested that the Council should ensure funding was accessible to allow voluntary organisations to continue to operate;
- (ii) The Forum supported the need for a combination of both organised and free play; and
- (iii) Attention was drawn to the problems experienced by organised group in affording to use Council facilities to provide session /events. Organisation felt that they didn't know what facilities are available and suggested that greater publicity was necessary; and

- (iv) Members noted that informal survey of organised activity providers (Guides, Scouts, etc), the results of which illustrated the down trend in terms of numbers of young people taking part in them. Members were reassured to find that this was not unique to Hartlepool and that it was in fact a national trend.
- 12.11 Following discussions, the Forum noted with interest the organisations views on ways to improve the provision of organised recreation services / activities in Hartlepool. Members took on board a suggestion that consideration needed to be given to how Council facilities are let to voluntary organisations and possible ways of making this cheaper.
- 12.12 In relation to activities for people with disabilities, the Forum received evidence from the Chair and one of its co-opted members in terms of their attendance at a seminar “Everyone is born in...” The aim of the seminar had been to examine how young people with disabilities can be included in day to day activities and ensuring access to recreation facilities was made available. With this in mind and based upon the evidence received, Members supported the view that people with disabilities should have the option to access the same recreational activities as everyone.
- 12.13 Following on from this issue, the Forum learned that whilst there appeared to be a sufficient amount of provision in terms of recreation activities for young people with disabilities there was an issue around their advertising and parents knowing what could be accessed by their children. In view of this the Forum suggested that a way of bringing this information to the attention of parent needed to be explored.

13. CONCLUSIONS

13.1 The Children's Services Scrutiny Forum concluded:-

- (a) That a good level of recreation activities are provided in Hartlepool for young people, although evidence provided showed that ways of improving the marketing of activities to bring them to the attention of young people and parents was further required;
- (b) That a more innovative approach to the provision of recreation facilities for young people, such as the use of pods and youth shelters, was required together with the introduction of a relaxed presence of the Police / PCSO's / Community Wardens and youth outreach workers in the proximity of such facilities;
- (c) That the involvement of young people in the decision making process for the provision of recreation activities was essential, particularly in the sighting of any future 'pods' or youth shelters and where appropriate should be involved in supporting the submission of applications to the Planning Committee;

- (d) That the availability of transport to access activities was an issue for young people and needed to be explored further, including the provision of free bus passes;
- (e) That emphasis was placed upon the importance of an fully inclusive strategy for the provision of recreation activities for young people, including those with disabilities;
- (f) That whilst recreation provision in Hartlepool consisted of a mixture of sports, arts and culture, organised activities and free play, attention was drawn to the importance of a balance between free and organised play;
- (g) That organised groups form a valuable part of recreation provision for young people in Hartlepool, however, ways of assisting groups to utilise council facilities, in terms of costs and access, needs to be explored;
- (h) That given today's society parents are understandably protective of certain types of recreation provision that includes an element of risk, however, there is a balance to be struck to allow young people to develop and explore their boundaries;
- (i) That the local authority has the responsibility to determine the provision of recreational activities within the Children and Young People's Plan and determine if it is a strategic priority, whilst ensuring appropriate resources are made available to ensure quality provision; and
- (j) That within Hartlepool it was evident that a negative perception exists in that the majority of young people did not respect their community, however, in reality it was found to be only a minority of individuals. Members recognised that Hartlepool's position was not unique as this was a perception that needed to be redressed nationally.

14. RECOMMENDATIONS

- 14.1 The Children's Services Scrutiny Forum has taken evidence from a wide range of sources to assist in the formulation of a balanced range of recommendations. The Forum's key recommendations to the Cabinet are as outlined below:-
- (a) That a process be implemented to ensure that young people are fully supported to participate in the future development and provision of recreation activities in Hartlepool;
 - (b) That as part of any planned future recreation activities consideration be given to the use of 'pods' and youth shelters, with the close involvement of young people, and other stakeholders, throughout the process from location / selection of structure to Planning application;

- (c) That an action plan be produced that explores ways of addressing the barriers to accessing recreation activities for young people, as outlined in the report (Section 9 refers);
- (d) That further work be undertaken to increase the marketing of recreation activities to target all young people, and their families across Hartlepool;
- (e) That, in recognition of the availability of transport as a barrier to access, the introduction of free bus passes to young people be supported and the practical feasibility of such a scheme explored, including the suitability of existing routes and timetables to meet young people's needs; and
- (f) That the Local Authority works in partnership with organised groups to ensure that they are fully aware of the funding / assistance available to them, and how it can be accessed, to improve their long term sustainability.

ACKNOWLEDGEMENTS

The Committee is grateful to all those who have presented evidence during the course of our investigation. We would like to place on record our appreciation, in particular of the willingness and co-operation we have received from the below named:-

Hartlepool Borough Council:

Councillor Cath Hill – The Portfolio Holder for Children's Services;
John Robinson, Children's Fund Manager;
Peter Davies, Principal Youth Officer;
John Mennear, Assistant Director (Community Services);
Mark Gwilt, Team Manager, Children's Services Department;
Pam Swainson, Social Worker, Children's Services Department;
Tracy Liveras, Young People and Play Co-ordinator;
Les Nevin, Access Officer;
Sally Forth, Anti-Social Behaviour Co-ordinator;
Andrew Pearson, Parks and Countryside Manager;

External Representatives:

Iain Wright, MP;
Officers from Middlesbrough Borough Council;
Kirsty Thompson, Regional Development Officer, Play England;
Alex Sedgewick, Belle Vue Community, Sports and Youth Centre;
Dave Wise, Rebecca Wise, Joseph Waugh, Toni Mason, Michelle Mincher, Arran Frame West View Project;
Beth Hawkrigde, Nikki Pearson, Jill Bousfield Bamardos;
Stuart Thompson, Boys Brigade;
Eric Priest, Sea Cadets;
Tom Rayner, Eldon Grove Tennis Club;

Brian Carter, Scouts;
Paul Thompson, Hartlepool Families First;
Karen Gibson, Robert Clarke Hartlepool Carers Positive Futures Project;
Eileen Cockrill, Laurie Dobson, Susan Sotheran, Liz Ford, Children's Fund;
David and Veronica Gardner, Middleton, Raby Road Residents Group.

COUNCILLOR J SHAW

CHAIR OF CHILDREN'S SERVICES SCRUTINY FORUM

April 2008

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BACKGROUND PAPERS

The following background papers were consulted or referred to in the preparation of this report:-

- (i) Scoping Report – The Availability of Affordable Good Quality Rented Accommodation in Hartlepool (Regeneration and Planning Services Scrutiny Forum – 12 July 2007);
- (ii) Delivering Affordable Housing (Communities and Local Government – November 2006);
- (iii) Review of Housing Supply (Kate Barker – www.barkerreview.org.uk);
- (iv) Hartlepool Borough Council's Housing Strategy 2006-11;
- (v) <http://www.housingcorp.gov.uk/>;
- (vi) <http://www.core.ac.uk/core/#> (Core - Continuous recording System) monitors social landlord's lettings and sales in England.);
- (vii) <http://www.hqnetwork.org.uk/> (The Housing Quality Network is a network of local authorities, registered social landlords and housing associations which seeks to promote good practice and quality in the provision of rented accommodation in the UK.);
- (viii) Hansard Speech by Iain Wright on the 18 June 2007 (and Ministerial response); and
- (ix) Hartlepool Housing Needs Assessment.
- (x) Blyth Valley Borough Council Scrutiny Report – Access to Leisure for Young People (2004);
- (xi) Youth Service Strategic Priorities, Needs Assessment for Operational Plan 2007-2008;
- (xii) Borough of Telford and Wrekin Scrutiny Report – Review of Youth Facilities (2004); and
- (xiii) Children's Services Scrutiny Forum Report – Determination of Work Programme 2007/8 (11 June 2007).

CABINET REPORT

23 June 2008



Report of: Director of Children's Services

Subject: SCRUTINY INVESTIGATION INTO 'ACCESS TO RECREATION ACTIVITIES FOR CHILDREN AND YOUNG PEOPLE IN HARTLEPOOL' – ACTION PLAN

SUMMARY

1. PURPOSE OF REPORT

- 1.1 To agree an Action Plan in response to the findings and subsequent recommendations of the Children's Services Scrutiny Forum's investigation into 'Access to Recreation Activities for Children and Young People in Hartlepool'.

2. SUMMARY OF CONTENTS

- 2.1 The report provides brief background information into 'Access to Recreation Activities for Children and Young People in Hartlepool' Scrutiny Investigation and provides a proposed Action Plan (**Appendix A**) in response to the Scrutiny Forum's recommendations.

3. RELEVANCE TO CABINET

- 3.1 To assist the Cabinet in its determination of either approving or rejecting the proposed recommendations of the Children's Services Scrutiny Forum, attached as **Appendix A** is the proposed Action Plan for the implementation of these recommendations which has been prepared in consultation with the appropriate Portfolio Holder(s).

4. TYPE OF DECISION

- 4.1 Non-Key.

5. DECISION MAKING ROUTE

- 5.1 The Action Plan and the progress of its implementation will be reported to the Children's Services Scrutiny Forum on 21 July 2008 (subject to availability of the appropriate Portfolio Holder(s)).

6. DECISION REQUIRED

- 6.1 That Members of the Cabinet approve the Action Plan (**Appendix A refers**) in response to the recommendations of the Children's Services Scrutiny Forum's investigation into 'Access to Recreation Activities for Children and Young People in Hartlepool'.

Report of: Director of Children's Services

Subject: SCRUTINY INVESTIGATION INTO 'ACCESS TO RECREATION ACTIVITIES FOR CHILDREN AND YOUNG PEOPLE IN HARTLEPOOL' – ACTION PLAN

1. PURPOSE OF REPORT

- 1.1 To agree an Action Plan in response to the findings and subsequent recommendations of the Children's Services Scrutiny Forum's investigation into 'Access to Recreation Activities for Children and Young People in Hartlepool'.

2. BACKGROUND INFORMATION

- 2.1 To assist the Cabinet in its determination of either approving or rejecting the proposed recommendations of the Children's Services Scrutiny Forum's investigation into 'Access to Recreation Activities for Children and Young People in Hartlepool', attached as **Appendix A** is the proposed Action Plan for the implementation of these recommendations which has been prepared in consultation with the appropriate Portfolio Holder(s).
- 2.2 The overall aim of the investigation was to examine the provision of recreation facilities for children and young people in Hartlepool and explore ways of removing barriers to access.

3. ACTION PLAN

- 3.1 As a result of the Children's Services Scrutiny Forum's investigation into 'Access to Recreation Activities for Children and Young People in Hartlepool', the following recommendations have been made:-
- (a) That a process be implemented to ensure that young people are fully supported to participate in the future development and provision of recreation activities in Hartlepool;
 - (b) That as part of any planned future recreation activities consideration be given to the use of 'pods' and youth shelters, with the close involvement of young people, and other stakeholders, throughout the process from location / selection of structure to Planning application;
 - (c) That an action plan be produced that explores ways of addressing the barriers to accessing recreation activities for young people, as outlined in the report (Section 9 refers);

- (d) That further work be undertaken to increase the marketing of recreation activities to target all young people, and their families across Hartlepool;
 - (e) That, in recognition of the availability of transport as a barrier to access, the introduction of free bus passes to young people be supported and the practical feasibility of such a scheme explored, including the suitability of existing routes and timetables to meet young people's needs; and
 - (f) That the Local Authority works in partnership with organised groups to ensure that they are fully aware of the funding / assistance available to them, and how it can be accessed, to improve their long term sustainability.
- 3.2 An Action-Plan in response to these recommendations has now been produced in consultation with the appropriate Portfolio Holder(s) and is attached at **Appendix A** which is to be submitted to the Children's Services Scrutiny Forum on 21 July 2008 (subject to the availability of appropriate Portfolio Holder(s)).

4. RECOMMENDATION

- 4.1 Cabinet is requested to approve the Action Plan attached as **Appendix A** in response to the recommendations of the Children's Services Scrutiny Forum's investigation into 'Access to Recreation Activities for Children and Young People in Hartlepool'.

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

NAME OF FORUM: Children's Services Scrutiny Forum

NAME OF SCRUTINY ENQUIRY: Access to Recreation Activities for Children and Young People in Hartlepool

DECISION MAKING DATE OF FINAL REPORT: April 2008

RECOMMENDATION	EXECUTIVE RESPONSE / PROPOSED ACTION	LEAD OFFICER	DELIVERY TIMESCALE
(a)	That a process be implemented to ensure that young people are fully supported to participate in the future development and provision of recreation activities in Hartlepool;	<ul style="list-style-type: none"> Children's services department will continue to support council departments to implement the seven vision statements for participation, In particular we will identify key staff involved in developing recreation facilities and provide targeted support to enhance current practice. 	John Robinson
(b)	That as part of any planned future recreation activities consideration be given to the use of 'pods' and youth shelters, with the close involvement of young people, and other stakeholders, throughout the process from location / selection of structure to Planning application;	<ul style="list-style-type: none"> We will hold a seminar for stakeholder that includes councillors, young people and other Community members to discuss the issues and implications of youth shelters. We will support the development of a corporate strategy for the use of youth shelters and other community based facilities for young people that link with other community focussed initiatives such as local area forums and neighbourhood 	<div>John Robinson Sally Forth</div> <div>January 09</div> <div>John Robinson Peter Davies Sally Forth</div> <div>March 09</div>

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

NAME OF FORUM: Children's Services Scrutiny Forum

NAME OF SCRUTINY ENQUIRY: Access to Recreation Activities for Children and Young People in Hartlepool

DECISION MAKING DATE OF FINAL REPORT: April 2008

RECOMMENDATION	EXECUTIVE RESPONSE / PROPOSED ACTION	LEAD OFFICER	DELIVERY TIMESCALE
	action plans.		
(c)	That an action plan be produced that explores ways of addressing the barriers to accessing recreation activities for young people, as outlined in the report (Section 9 refers);	Tracy Liveras Peter Davies Maxine Glew	November 08
(d)	That further work be undertaken to increase the marketing of recreation activities to target all young people, and their families across Hartlepool;	Penny Thompson	March 09
(e)	That, in recognition of the availability of transport as a barrier to access, the introduction of free	Paul Robson	November 08 March 09
	The Integrated Transport Team has established an Integrated Transport Sub Group and Theme Group which reports to the Integrated Transport Steering Group. All		

OVERVIEW AND SCRUTINY ENQUIRY ACTION PLAN

NAME OF FORUM: Children's Services Scrutiny Forum

NAME OF SCRUTINY ENQUIRY: Access to Recreation Activities for Children and Young People in Hartlepool

DECISION MAKING DATE OF FINAL REPORT: April 2008

RECOMMENDATION	EXECUTIVE RESPONSE / PROPOSED ACTION	LEAD OFFICER	DELIVERY TIMESCALE
	bus passes to young people be supported and the practical feasibility of such a scheme explored, including the suitability of existing routes and timetables to meet young people's needs; and	matters relating to transport are discussed at the Children's Services Themed meeting which will lead on this action and report progress back to scrutiny.	
(f)	That the Local Authority works in partnership with organised groups to ensure that they are fully aware of the funding / assistance available to them, and how it can be accessed, to improve their long term sustainability.	We will work with Hartlepool Voluntary Development Agency to ensure that a process is in place to ensure that all voluntary and community sector groups have access to support.	John Robinson/Keith Bailey
			March 09